

# Ride in Kane

Association for Individual Development • Aurora Township • Batavia Township • Blackberry Township • Campton Township • City of Batavia • City of Elgin • City of Geneva • City of St. Charles • Dundee Township Partners (East Dundee, Dundee Township & Sleepy Hollow) • Hesed House • INC Board • Kaneville Township • St. Charles Township • Senior Services Associates  
• Two Rivers Head Start • Village of Campton Hills • Village of Gilberts • Village of South Elgin

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## Ride In Kane Sponsor Committee Meeting Meeting Minutes March 5, 2013

### In Attendance:

Becker, Jennifer	Kane County	Singer, Ron	Geneva
Bober, Sharon	St. Charles Township	Soderlind, Isabel	St Charles
Copeland Hill, Donna	NE IL Agency on Aging	Spracklen, Krystal	AID
Eakin, Liz	Lazarus House	Stangl, Dorothy	Citizen Advisory Council
Hazelwood, Kathy	AID	Ward, Jan	Kane County
McKay, Louise	Campton Township	Weitl, Sherri	City of Geneva
Neill, Delores	Citizen's Advisory Council	Whitney, Karen	Hesed House
O'Shea, Lynn	AID	Zarate, Wendy	NE IL Area Agency on Aging
Mary Robb	Pace		

### OPENING OF MEETING

The meeting was called to order at 9:05 a.m. by Lynn OShea of AID. Introductions were made. The December 4, 2012 meeting minutes were approved.

### RIK PROGRAM STATUS REPORTS

*Registration and Ridership Reports and Customer Complaint Records:* Monthly updates to sponsors reporting are pending. It was decided to request that the reports be received a week in advance of the meeting to allow time for discussion.

*NF and JARC Budget Report:* Krystal Spracklen reported that Phases 5 & 6 have \$676,000 in JARC funds remaining through the end of December, 2013. She stated that we are able to run through January, 2014 with remaining funds. New Freedom funds in Phases 5 & 6 were used up quickly, and that NF funds began spending down in the September, 2012. The average monthly expenditure for New Freedom is \$84,000 and climbing. Phases 7 & 8 were allocated less New Freedom money than JARC money, and that we will run out of NF money earlier than JARC. As of today's meeting, Ride in Kane's JARC funding will last through September, 2018 and New Freedom funding only through September, 2014.

AID will try to make a plea to get the money moved into NF, but Krystal also suggested that each sponsor look at their client list and try to move anybody from NF into JARC. Ask if they could qualify under JARC funding, for sponsors, it's a matter of qualifying under low income. Krystal said she will be working with each sponsor individually to see if there could possibly be clients to move from one funding source to another to make the funding last longer. Jan Ward asked about blending the two funding sources. Krystal said she is in discussion with RTA and there is a trend to break up the funding even further. Lynn O'Shea said there is very little demand for JARC money and more demand for NF rides than they have dollars. Because we have the ability to classify clients, each sponsor should take a closer look at how each rider may qualify for JARC.

Both Lynn O'Shea and Jan Ward are participating on the RTA committee to review what resources are available for the new funding cycles, but it appears that it is exclusively JARC, no New Freedom money. In addition, PACE will be the designated recipient of the money, and will decide how to use it. There is \$5.8 million available, but 50% will go directly to IDOT for capital (vans, buses, etc.) and 50% for contractual purchases, meaning that only \$3 million will be available to the providers like Ride in Kane.

Lynn O'Shea said, in relation to other providers in the Chicago area, RIK is the highest funded agency, based upon the success and the wide ranging service area. She said she will be contacting sponsors to increase their commitment, and that some sponsors are placing restrictions on their clients to make their sponsorship go further. Mr. Singer said he received a letter from the City Manager of Geneva who expressed concern over the perceived high cost of the program. Krystal Spracklen explained that based upon the cost analysis sheet provided with the agenda, Geneva's actual cost per ride is on the lower end, and that the total cost per ride by sponsor does not include federal money or fares. Lynn said that even the highest cost per ride on the sheet is lower than a conventional taxi service.

Lynn O'Shea explained that the RTA wants to attach performance measures to all their programs, including Ride in Kane. We are already looking at satisfaction, cost per ride to riders and sponsors, and possibly could also include safety, affordability and on-time stats. A discussion followed on either raising fees or placing more restrictions on riding. The three citizen advisory members were polled and they all agreed that they would be willing to pay \$1.00 more a ride to keep the service. All agreed that this question should be placed on the next customer survey. Sherri Weitzl asked about the timing for the next survey, Kathy Hazelwood replied that she needs results by June.

Lynn then spoke about the referendum AID is attempting to get on the ballot next spring asking to for a dedicated funding source for persons with disabilities. Signatures are still needed to get the referendum on the ballot, she requested that everybody at the table take a signature sheet and get as many as they can.

Jan Ward stated that she is starting work on a two year funding agreement between RIK and Kane County for the County's sponsorship. The money used comes from the County's transportation sales tax and this funding agreement will include a small increase. She will be sending out a new sponsor agreement, and will need it back by June 4<sup>th</sup>.

## **ITEMS FOR DISCUSSION**

*RIK Rider Guide and Brochure:* Krystal Spracklen asked that everybody look over the final draft document included in the agenda packet and get final comments to Jan as soon as possible. Jan said that she will be working on the Ride in Kane website to make revisions. She will include the new Rider's Guide and possibly link individual sponsors information on the website. She mentioned Ride DuPage's website as one which offers good information to potential riders.

*Call Center Sponsor Sheet:* was included in the agenda packet.

*Ride in Kane Policy – Potential Client Expansion:* An idea was raised to possibly augment the collections for the program to include self sponsored or Medicaid reimbursements. Lynn has asked the RTA about this, but they are not willing in the billing implications. The service is Medicaid eligible, so we need to continue to explore this idea.

*Election of Ride in Kane Committee Chair:* Lynn asked for nominations for Committee Chair. Mr. Singer nominated Sue Harney and it was unanimously agreed that she should be the new Chair.

## **PUBLIC COMMENT – NONE**

## **ANNOUNCEMENTS**

The next RIK Sponsor Committee meeting will be held Tuesday, June 4, 2013, at 9:30 a.m., in the Government Center Auditorium, Building A, 719 S. Batavia Avenue, Geneva 60134

## **ADJOURNMENT**

The meeting was adjourned at 10:27 a.m.

# Ride in Kane

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Kane County • Kaneville Township • Northwest Housing • Pace Suburban Bus • St. Charles Township •  
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## Ride In Kane Sponsor Committee Meeting Meeting Minutes June 4, 2013

### In Attendance:

Jim Anderson, Batavia Township  
Jennifer Becker, Kane County  
William Catching, Aurora Township  
Gene Dempsey, Resident – Aurora  
Lew Calkins, Aurora Township  
Megan Golden, South Elgin  
Sue Harney, Dundee Township  
Kathy Hazelwood, AID  
Louise McKay, Campton Township  
Annette Miller, Elgin Township  
Lynn O'Shea, AID

Joe Pinkston, Pace  
Mary Robb, Pace  
Maurice Sanders, Pace  
Ron Singer, Geneva  
Isabel Soderlind, St. Charles  
Krystal Spracklen, AID  
Joe Wade, Carpentersville  
Sherri Weitzl, Geneva  
Karen Whitney, Hesed House  
Wendy Zarate, Senior Services

The meeting was called to order at 9:35 a.m. by Sue Harney of Dundee Township. Introductions were made. Jennifer Becker, planner with the Kane County Division of Transportation stated that she will be assuming responsibility as staff liaison to the Kane County Paratransit Coordinating Council and the Ride in Kane program. The March 3, 2013 meeting minutes were approved.

### RIK PROGRAM STATUS REPORTS

**Registration and Ridership Reports and Customer Complaint Records:** Krystal Spracklen stated that the number of riders is lower, but the trip count is steady. Mileage is going down in some cases, possibly due to some sponsors limiting trips. Joe Pinkston said that the on time performance statistics are good – in the 90% range. Maurice Sanders talked about complaints. He said that RIK doesn't get many complaints at all, maybe 10 a month. Pace takes complaints, or sometimes riders contact the sponsors directly, but he suggested that all sponsors refer their clients to the Pace 800 number so they can keep track of all complaints through the recorded hotline. Pace does intake and conducts a review of each complaint. If it's serious, he gets involved personally. Turn around is usually a week from intake to review and follow up. The complainant and sponsor are both contacted with the results of Pace's review.

Krystal asked why AID is not getting a monthly complaint report with all information on it like they used to. She said it was very helpful in that the sponsors could help with individual riders in educating them on issues raised. Lynn asked Maurice why Pace couldn't distribute the "old" version of the report. She plans to establish a quality improvement program this year and needs the information to effectively respond to the RTA. After some discussion, it was agreed that Krystal would work directly with Maurice to resolve the complaint reporting issue.

Joe Pinkston then reported on ridership. Isabel Soderlind asked about distinct riders – Joe responded that it is considered an individual rider by each funding source/sponsor. Joe also said that Pace is adding two additional taxi companies to service RIK, one with more handicapped vehicles. The call center matches the rider to the lowest cost provider. This should lower the cost per ride for RIK.

Kathy Hazelwood reminded all that the funding agreements from individual sponsors are due as soon as possible, as well as the surveys.

**NF and JARC Budget Report:** Krystal reported that Phases 5 & 6 have \$582,000 in JARC funds remaining through the end of January, 2014. Phases 7 & 8 were allocated less New Freedom money than JARC money, and that we will run out of NF money for this phase before JARC money begins spending down. Phases 9 & 10 monies are still available, but NF money will run out quickly based upon historical use. Krystal reminded all sponsors to try to redistribute riders from NF to JARC if they qualify to make the money last longer.

**Human Services Transportation Plan (HSTP)-** Lynn explained that each time there is a new round of JARC/NF funding, the RTA updates the Human Services Transportation Plan (HSTP). TRA is ready to announce a new round of grants. In the past, new projects were RTA's priority, but for this round the existing projects will get priority to assure they are stable. The money will be distributed through the RTA due to the new funding regulations of the MAP-21 federal funding program.

Krystal explained how this complicated new funding situation works – of the total \$6.3 million in funding made available, 55% (\$3.6M) must be spent on capital investments. This \$3.6 million will go directly to IDOT for vehicle. In addition, if a program provider is a Not-for-profit, it may be considered “capital”, and RIK would be in this group. There was discussion on how the match is calculated – 80/20 or 50/50. RIK could be negatively affected by being categorized in the capital group, possibly having to overmatch at 80/20 to be equal with all other program providers. This must be resolved prior to the call for projects due to be announced this fall. Project selection criterion is still being worked on by the RTA/HSTP committee. Sue Harney asked if there was a way to lobby to have the match issue resolved in RIK's favor so we can make the best use of the money available, rather than use it for a match. Discussion ensued about retaining a stable funding source for RIK to avoid the uncertainty of these cycles of funding with changing regulations.

**Fare Increase-** Krystal explained that there hasn't been a fare increase since the RIK program began several years ago. She wanted to raise the issue for discussion. Lynn stated that part of the problem is that the RIK fare is the same as what Pace charges for their ADA service. RIK is more user-friendly and there is no incentive to switch to the ADA service. Gene stated that he is willing to pay more for the program because he values it so much. Bill Catching talked about their costs for the program more than doubling since the program began – from \$250,000 to \$600,000. Jim Anderson said their costs have risen from \$26,000- \$60,000. Dundee Township has had to institute a waiting list. Sue said by asking riders to pay a bit more for their rides, the service can be offered to more people. Ron Singer asked if scaling the rates by decreasing the distance or limiting the service to less than 24 hour would be possible. There was also discussion about the travel companion riding free and how that could be a charge to increase revenues. Lynn stated that many of AID's JARC clients have late hours for work, so scaling the time back would really hurt the job access part of the service.

There was discussion about the need for consensus and the timing of the effective date of the increase, if there is one. It was decided that a talking points summary sheet should be developed for use by each sponsor to use in pleading the case for increased fares. Krystal will analyze the date and Jennifer would work to get the needed information to Krystal to develop the summary sheet. The issues were distilled into the following: increasing the fares across the board, possible hour restrictions, charging for companion riders, and higher fares for riding distances. It was agreed that a sub committee comprised of Lynn, Sue, Krystal and Jennifer would work on fare increase to bring a proposal back to the main group for a vote in September.

#### **PUBLIC COMMENT – NONE**

The next RIK Sponsor Committee meeting will be held Tuesday, , 2013, at 9:30 a.m., in the Government Center Auditorium, Building A, 719 S. Batavia Avenue, Geneva 60134. The meeting was adjourned at 10:53 a.m.

# Ride in Kane

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## Ride In Kane Sponsor Committee Meeting Meeting Minutes September 3, 2013

### In Attendance:

Jim Anderson, Batavia Township	Louise McKay, Campton Township
John Arthur Anderson, St. Charles Township	Annette Miller, Elgin Township
Jennifer Becker, Kane County DOT	Mary Robb, Pace
Sharon Bober, St. Charles Township	Ron Singer, Geneva
William Catching, Aurora Township	Isabel Soderlind, St. Charles
Carla Champagne, Pace	Krystal Spracklen, AID
Donna Copeland-Hill, NE IL Area Agency on Aging	Stephen Taylor, Day One Network
Megan Golden, South Elgin	Sherri Weitzl, Geneva
Kathy Hazelwood, AID	Wendy Zarate, Senior Services
Patrick Knapp, Kane County DOT	

The meeting was called to order at 9:00 a.m. by Ron Singer, Chairman Pro Tem, as Council Vice-Chair, representing Geneva. Introductions were made. The June 4, 2013 meeting minutes were approved upon a unanimous vote.

### STAFF REPORT

Jennifer Becker stated that she will be adding a brief staff report to each agenda to offer items of interest to the RIK sponsors. Mary Robb explained the new Ventra card system, which the RTA is rolling out for all transit users. Krystal asked if RIK users would be able to use the card on RIK trips. Mary and Carla Champagne did not think so at first, but possibly in the future. Ron Singer said that the City of Geneva had a travel training representative from RTA at a board meeting recently and she gave an excellent presentation on the new Ventra card. Mary Robb also reminded all about the recently completed improvements to Pace bus route 529 which included 27 new shelter enclosures and new sidewalks leading to the shelters, increasing accessibility to the bus stops for disabled individuals.

### RIK PROGRAM STATUS REPORTS

**Registration and Ridership Reports and Customer Complaint Records:** Joe Pinkston was not at the meeting to give his reports. Carla spoke on his behalf and relayed that there was a dip in ridership in March, but she anticipated ridership will show an increase over the summer months. She also said that Pace has contracted with three new taxi providers, and one new overnight wheelchair provider who is one-half the cost of the prior provider. This provider will allow the buses to be more productive, and will result in a reduction in the cost per trips for this type of trip. Ron asked about the handicapped service, and costs for overnight provision of service. Carla responded that the taxi is less than the bus, as long as the bus is productive. They will keep their attention on this to develop a cost threshold.

Dorothy Stangl, Consumer Advisory member of the KCPCC was at the meeting, and Ron asked her about her experiences with RIK in regards to satisfaction with the service. She responded that she is very satisfied, if the taxi or bus is running late, she is happy to wait. She relies on the service regularly. She said she would like to get an RTA reduced fare card and asked how to do it. Jim Anderson responded that

she would go to her local municipality and sign up there. Sherri Weitzl also asked Mary Robb about signing new clients up with the Ventra system and new reduced fare permits being issued by RTA. Mary said to double check the RTA website for the most up to date forms.

Krystal Spracklen discussed the billing and cost reports. She specifically mentioned the lower cost per ride for Aurora Township. Carla said it may be associated with mileage. Krystal said the total cost per ride *per sponsor* remains consistent at between \$11.00 and \$11.50. However, the overall total cost per ride is \$25.49.

**NF and JARC Budget Report** - For the grant totals, she said we are still in Phase 5/6 for JARC, and as of the end of April, \$457,000 remains. We are into Phase 7/8 for New Freedom, and \$532,000 remains in that funding phase as of April. Her projections at current spending levels will take the JARC funding to November, 2018 and the New Freedom funding to August, 2014. These estimates will fluctuate as costs are revised and the fare structure is modified.

Kathy Hazelwood reminded all that the funding agreements from individual sponsors are due as soon as possible. She said she started this process in January to give everybody time to get their individual board's approval, and she really needs them all to complete the upcoming grant application.

**Human Services Transportation Plan (HSTP)**-Krystal talked briefly about the HSTP and the new funding structure as discussed at our prior meeting, and how RIK will be considered for funding as an existing program. Call for projects will be announced as early as November, 2013, with an expedited review and selection process to get programs funded by next spring. Project selection criterion is still being worked on by the RTA/HSTP committee. Kathy Hazelwood will be putting the grant application together, and our "ask" may be smaller based upon our larger outstanding JARC balance. We will be asking for the smaller New Freedom amount to get us through the 2016 funding cycle.

**Fare Increase**- Krystal explained the agenda materials, reminding all that the discussion of and decision on this issue today was decided upon at the last meeting. The RIK service has experienced a 30% increase in ridership between 2009 and 2012. She then explained that the cost per ride has increased for each sponsor since the program's inception in 2008, with no corresponding fare increase, with the sponsors contributing toward making up the difference. The proposed \$1 per trip fare increase would keep the riders paying their original proportionate share of the costs (~15.61%) and would be the equivalent of adding the availability of 470 more riders per month. With no certainty existing for funding beyond the next cycle, the fare increase contributes to the long term sustainability of the Ride in Kane program.

The fare increase would also make the RIK fare higher than the ADA paratransit fare, which could make the ADA program more attractive to RIK riders. It was agreed that it would be a policy of RIK to have the fare always be set at \$1.00 higher than the prevailing ADA rate. Megan Golden also suggested that this policy include that the fare differential always be rounded to the next higher dollar amount. This makes it easier for riders and drivers, with no change needed. *All agreed that these two parameters were important components of any fare increase, and should be incorporated into the Bylaws accordingly.*

Ron Singer and Sherri Weitzl relayed their support for the fare increase, stating that their resident riders have said that they will pay a fare increase, just don't take the program away. Isabel Soderlind suggested that we prepare a draft fare increase projection leading out to 2018, so sponsors and riders could be prepared for any fare increases. She also relayed that the information on the fare increase has been presented to the St. Charles City Council, and the issue is on their agenda to support the fare increase.

Ron also talked about the various rider restrictions the City of Geneva has had to put in place to make their funds last longer. They are now limiting the number of rides a particular individual can make per month. There was a discussion unrelated to the fare increase on how the call center tracks sponsor restrictions. Carla said each sponsor should have a ridership report by the fifth of each preceding month outlining the ridership statistics of their individual program. She agreed to check on this, and to also follow up with the call center questions.

A copy of Krystal's presentation is attached as an exhibit to the minutes as a record of the decision making process

**Ron Singer then called for a motion to approve fare increase for Ride in Kane. Bill Catching made the motion to approve a \$1.00 per trip fare increase effective January 1, 2014, and Sherri Weitz seconded. Ron Singer called for a vote, and there was unanimous consent, therefore the motion passed.**

Discussion continued about how to make the fare increase known to all riders throughout the system. Sherri suggested that each sponsor send out a letter to all their eligible clients notifying them of the fare increase. Kathy Hazelwood said that funds exist in the Mobility Management grant to place ads in the newspaper during the next four months to advertise county wide. She agreed to design the ad and place it once each in September and October, twice in November and four times throughout December. Carla also offered Pace's assistance in using some of their past fare increase publications for use on the vehicles, website, etc.

**Other Business-** Jennifer reported that the website domain name [www.rideinkane.org](http://www.rideinkane.org) has been purchased, and that the County's IT department has a basic design in place as discussed at the last meeting. She will continue to work on getting the website online to publicize RIK activities.

Krystal closed the meeting by saying that AID/RIK is in the midst of a federal audit. The auditors have taken a random sampling of riders from several sponsors to check on eligibility. She reminded those sponsors to get all information to her as soon as possible to complete the audit. Compliance with Federal regulations is very important in assuring that we continue to receive funds. She also stated that the RTA will be performing a compliance review of the RIK program on September 18, 2013 at the AID offices. Sherri thanked Krystal for all her hard work on the fare increase and her continuing efforts with the RIK program administration. All agreed.

**PUBLIC COMMENT – NONE**

The meeting was adjourned by unanimous consent at 10:30 a.m

The next RIK Sponsor Committee meeting will be Tuesday, December 3, 2013, at 9:30 a.m., in the Government Center Auditorium, Building A, 719 S. Batavia Avenue, Geneva 60134.

Rationale for Increase in Rider Fare  
for  
Ride in Kane

July 2013

# Background

The Ride in Kane sponsor committee has been addressing the need to raise the rider fare for over 2 years. The City of St. Charles requested data supporting the proposed increase in the rider fare which is detailed herein.

At the request of the Chairperson of the Ride in Kane Sponsor Committee, this item will be placed on the agenda for discussion at the next Sponsor meeting.

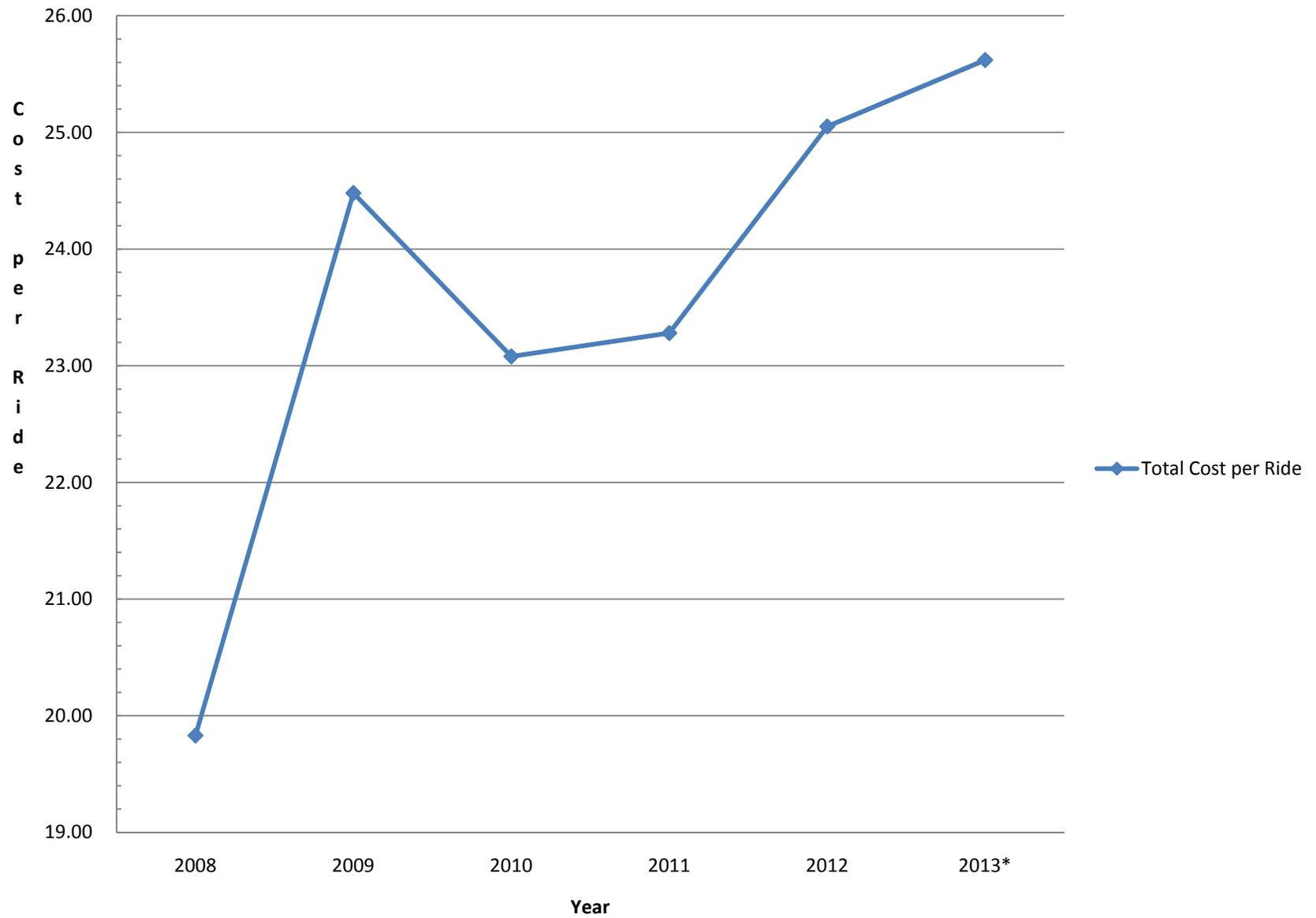
# Determining Factors

1. There has been no increase in cost to riders since the inception of the program although the total cost per ride and sponsor cost per ride have increased.

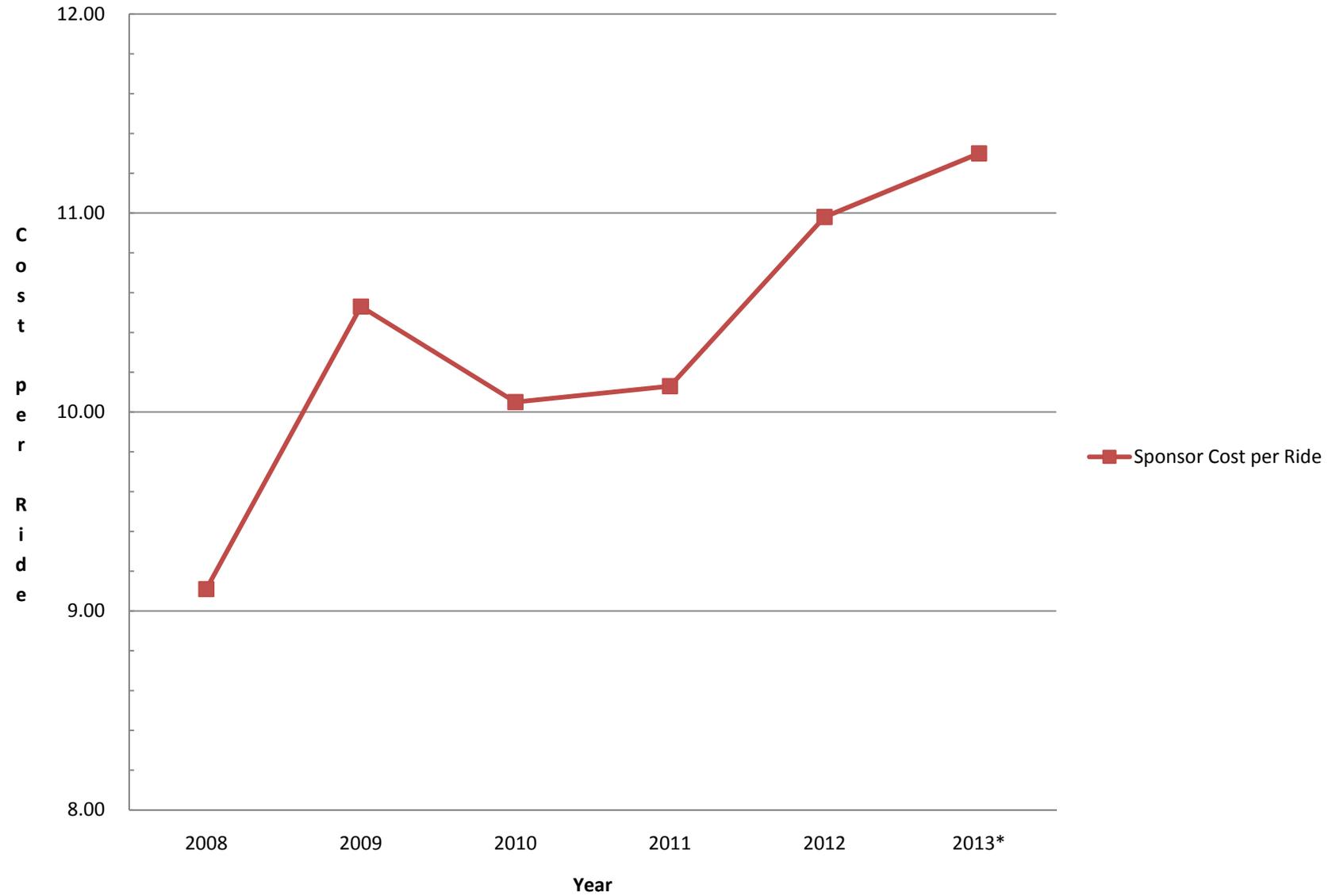
## Cost History of Ride in Kane

Year	Total Cost per Ride	Sponsor Cost per Ride
2008	19.83	9.11
2009	24.48	10.53
2010	23.08	10.05
2011	23.28	10.13
2012	25.05	10.98
2013*	25.62	11.30

## Cost History of Ride in Kane

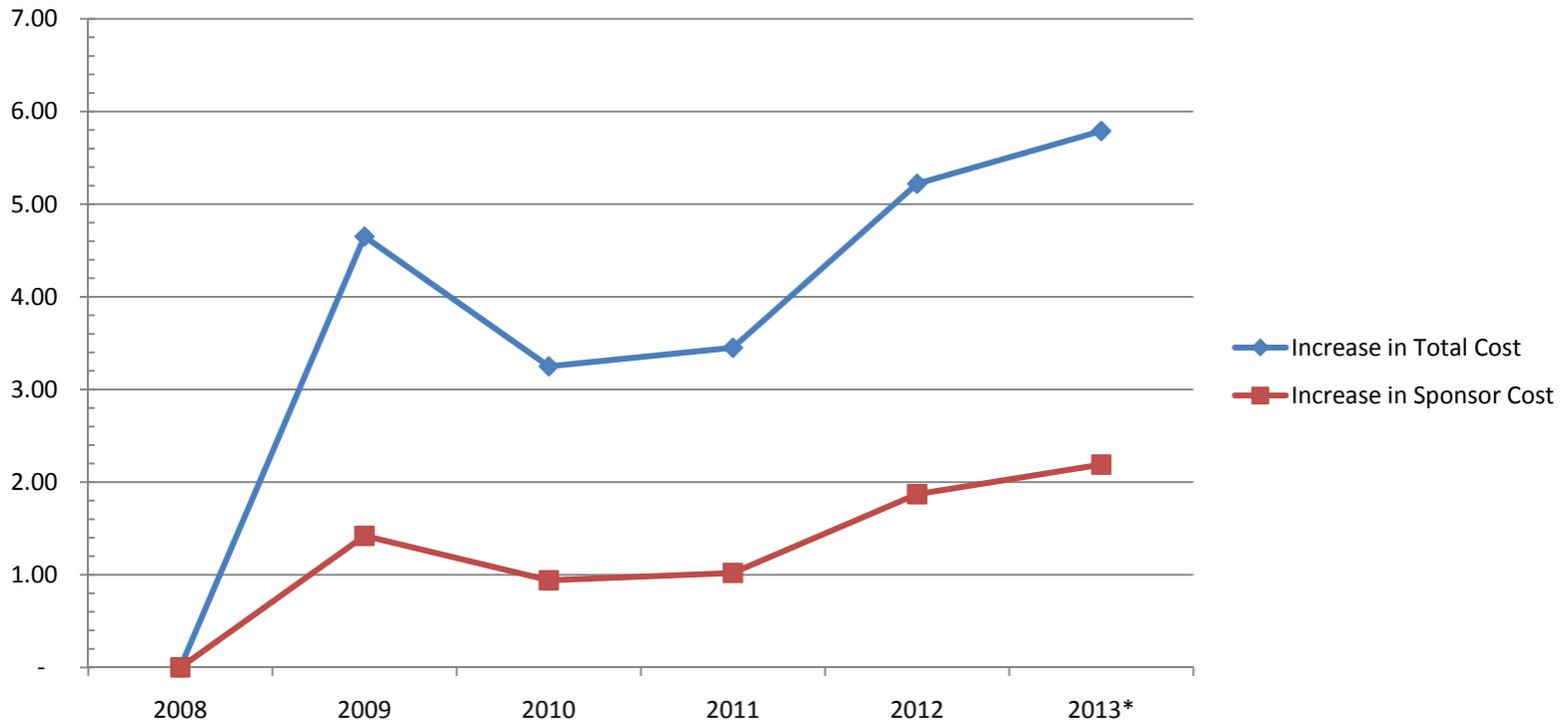


## Cost History of Ride in Kane



### Cost History of Ride in Kane

Year	Increase in Total Cost	Increase in Sponsor Cost
2008	-	-
2009	4.65	1.42
2010	3.25	0.94
2011	3.45	1.02
2012	5.22	1.87
2013*	5.79	2.19



2. Demand continues to grow:

- In 2009, Ride in Kane provided 100,236 rides.
- In 2012, Ride in Kane provided 144,236 rides.
- This is a 30% increase in ridership over the past five years.

3. Most sponsors are not able to increase their financial commitment to the program and have had to implement stricter parameters or initiate waiting lists to meet increased demand.

4. Current fare of \$3 is the same as ADA fare which offers less flexible service in that it does not operate beyond the  $\frac{3}{4}$  mile limits paralleling existing fixed routes, nor run on weekends, nor early or late in the day.

5. A proposed \$1 increase in the Rider Fare per ride is an even amount and would not burden the riders or drivers with having to make change.
6. Current ridership averages 12,000 rides per month. The \$1 increase would be equivalent to adding the availability of approximately 470 more rides per month.
7. In 2008, riders were paying 15.13% of cost of ride. In 2013, riders are now paying 11.71% of cost per ride. The \$1 increase would bring the rider's share of cost to 15.61%, closer to that first set at the program's inception. Inevitably, ride costs will continue to rise as driver's wages increase, gas prices increase, and cost to maintain vehicles increase.

## RECOMMENDATION

A policy be proposed for adoption by the Kane County Para-transit Coordinating Council at their next meeting:

- Setting the base Ride in Kane Rider Fare at \$1 above the ADA Rider fare. ADA service offers fewer service days and hour, and limits rider's access justifying the higher rider fare for Ride in Kane.
- Encouraging riders to use ADA paratransit service when possible.
- Proposing the current fare of \$3 be increased to \$4 per ride effective January 1, 2014, to permit Riders and Sponsors adequate time to plan for the Fare increase.