



## Ride In Kane Sponsor Committee Meeting

DRAFT MEETING MINUTES  
MARCH 4, 2014

41W011 Burlington Road  
St. Charles, IL 60175

Phone:630-584-1170  
Fax:630-584-5265

### RIDE IN KANE SPONSORS

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)

Elgin Township

Hesed House

INC Board NFP

Kane County

Northwest Housing

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Village of Campton Hills

Village of Gilberts

Village of South Elgin

### **In Attendance:**

Jim Anderson, Batavia Township  
John Arthur Anderson, St. Charles Twp  
William Catching, Aurora Township  
Donna Copeland Hill, NE IL AAA  
Franks, Melissa, Aurora Township  
Megan Golden, South Elgin  
Kathy Hazelwood, AID  
Patrick Knapp, Kane County DOT  
Louise McKay, Campton Township  
Karen Ann Miller, Kane County

Lynn O'Shea, AID  
Jennifer Becker, Kane County DOT-  
Joe Pinkston, Pace  
Mary Robb, Pace  
Tom Rowe, Sugar Grove Township  
Ron Singer, Geneva  
Isabel Soderlind, St. Charles  
Krystal Spracklen, AID  
Sherri Weitzl, Geneva  
Richard Young, Montgomery  
Wendy Zarate, Senior Services

The meeting was called to order at 9:00 a.m. by Lynn O'Shea, Council Chair. Introductions were made. Upon a motion for approval made by John Arthur Anderson and seconded by Jim Anderson, the December 3, 2013 meeting minutes were approved.

### **STAFF REPORT**

Jennifer Becker provided the staff report, which included information about the RTA grant, and the RTA's application for CMAP grant funds to conduct a long range financial sustainability for the region's paratransit providers.

### **RIK PROGRAM STATUS REPORTS**

**Registration and Ridership Reports and Customer Complaint Records:** Joe Pinkston relayed that there was an decrease in ridership in December, perhaps associated with the harsh winter conditions experienced by the area. On time performance was steady for the buses, but declined for taxi providers, again possibly associated with the winter weather conditions. Lyn asked for a descriptive summary of the complaints so AID could address them accordingly. Joe agreed to provide same.

She encouraged everyone at the meeting to publicize the referendum to all and vote in favor of it to give an infusion of money for all disabled residents in Kane County. There was some discussion of the increase in mileage per trip by AID during the reporting period. Krystal Spracklen stated that it was due to seasonal work experienced by many of their clients.

**NF and JARC Budget Report** -Krystal Spracklen discussed the billing and cost reports. Overall cost per sponsor is holding steady, and she said it's partially due to the stability of the program.. We are currently in Phase 5 & 6 for JARC, which she anticipates will last through April, 2014. Kathy Hazelwood is currently working with the RTA to access Phase 7 & 8 JARC. New Freedom Phase 7 & 8 ran out last October, and the agreement has been signed to access Phases 9& 10 which should last through November, 2014. There are additional grant funds awarded to RIK, but are not available for a while, and Krystal warned all that there may be a short period of time when NF monies run out program-wide. She recommended that all sponsors check their client list and see if eligibility could change to low income to access JARC funds. She also reminded all that beginning with the new grant monies, the eligibility for seniors is set at age 65, no exceptions. She cautioned every sponsor to begin examining their client base and reach out to the people that may be under 65, who will not be eligible in the future to use RIK.

Lyn talked about the invoicing lag with Pace, running about four months out at this time. Krystal had a meeting with Pace officials and they agreed to get invoices out within 45 days.

**New Sponsor Agreements** - Lyn stated that new sponsor agreements will be needed for Phases 9 & 10. Jennifer Becker will be sending the template out to all and the executed agreements are expected to be returned to AID by 6/1/14. There was a discussion centered on the paratransit issues experienced by Huntley and how to possibly work with Huntley, Rutland Township and/or Del Webb.

**RTA -**

**ADA Advisory Committee**- the committee has new members from McHenry County as well as consumer members. Lyn was elected to another two year term.

ADA Paratransit certification offices are currently under evaluation and there is the possibility that the Naperville office will be eliminated. Other issues covered included a rise in applications for ADA cards, legislative initiatives, sales tax litigation between the RTA and several corporations over the diversion of sales tax payments, a transit parity bill and reimbursement.

**Compliance Review**- Krystal reported that the RTA is requiring a list of all eligible riders and how they qualify, she will be sending that request out soon.

Lyn reminded all that consumer reps are needed and requested a discussion of same be added to the agenda for the next meeting.

The meeting was adjourned by consensus at 10:15.

Submitted by Jennifer Becker



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
JUNE 3, 2014

41W011 Burlington Road  
St. Charles, IL 60175

Phone:630-584-1170  
Fax:630-584-5265

### RIDE IN KANE SPONSORS

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  
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Elgin Township

Hesed House

INC Board NFP

Kane County

Northwest Housing

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Village of Campton Hills

Village of Gilberts

Village of South Elgin

### **In Attendance:**

Jim Anderson, Batavia Township  
Jennifer Becker, Kane County DOT  
William Beith, Village of Gilberts  
Sharon Bober, St. Charles Twp  
Bill Catching, Aurora Township  
Donna Copeland Hill, NE IL AAA  
Melissa Franks, Aurora Township  
Kathy Hazelwood, AID  
Sue Harney, Dundee Township  
Louise McKay, Campton Township

Jim Michaels, Blackberry Township  
Karen Ann Miller, Kane County  
Lynn O'Shea, AID  
Joe Pinkston, Pace  
Tom Rowe, Sugar Grove Township  
Ron Singer, Geneva  
Isabel Soderlind, St. Charles  
Krystal Spracklen, AID  
Sherri Weitl, Geneva  
Wendy Zarate, Senior Services

The meeting was called to order at 9:00 a.m. by Lynn O'Shea, Council Chair. Introductions were made. Upon a motion for approval made by Lynn O'Shea and seconded by Jim Anderson, the March 4, 2014 meeting minutes were approved.

### **RIK PROGRAM STATUS REPORTS**

**Registration and Ridership Reports and Customer Complaint Records:** Joe Pinkston passed out updated and corrected RIK Status reports as well as full complaint reports with expanded complaint descriptions. Herelayed that there was a decrease in ridership in January, February and March associated with the harsh winter conditions experienced by the area. On time performance was steady for the buses, but declined for taxi providers, again associated with the winter weather conditions and accessing client's properties. Joe stated that RIK doesn't get too many complaints, and went on to describe the customer service process that is followed when a complaint is made. An investigation is made and corrective action is taken with the driver or service provider, if necessary.

Sharon Bober has a few specific instances which centered around complaint activity, and asked Joe how these situations are resolved. Joe suggested that if this particular situation is a constant issue, to call the Quality Assurance number to start an investigation. Ron Singer asked about the difference between the number of complaints and the no-show dispute process and how this is resolved internally at Pace.

### **NF and JARC Budget Report -**

Krystal handed out updated and corrected Grant Fund total and Sponsor Cost spreadsheets for review and discussion. She explained the cost per ride per sponsor amounts and the split by JARC and New Freedom . The cost for JARC rides are a bit higher due to the longer trips to work sites that the clients schedule. Isabel Soderlind asked about the sponsor cost, Krystal replied that it is just the base

cost and doesn't include the fare. In regards to the Grant Fund worksheets, she explained that we are entirely out of Phase 3 & 4, and those will not show up in future reports. We remain in Phase 5 & 6 for JARC, and the ~\$250,000 in NF money allocated for this Phase was used up in three months. The JARC money in these phases will last until April, 2014. Phase 7 & 8 NF money is used up, and we are in Phase 9 & 10, with this cycle of funding predicted to last through November, 2014. After that, the new funding with accompanying regulations related to the definition of senior citizen will kick in, which could affect the eligibility of some sponsor's senior clients. It appears that the new federal definition of senior citizen is 65 and over, which could create a problem for some sponsors who allow seniors under the age of 65 to ride. Kathy agreed to reach out to RTA officials to get a determination so we can all be working on educating the clients if the 65 and over rule does apply.

Bill Beith asked about the lag between the rides and the reporting and billing made to the sponsors by Pace. He described a situation in his Village where one client used up their entire budget in a couple of months, and it was not discovered for four months, due to the lag in billing by Pace. Joe responded that he prepares detailed monthly reports and sends them to the sponsors within 25 days of the close of each month. Pace then reviews the reports and works to resolve any disputes prior to sending out the invoices. This takes 45-60 days from end of month, which explains why there is a delay. Isabel stated that Joe sends out weekly no-show and cancellation reports to the sponsors and then complete reports within 45 days from the end of month.

A discussion followed about the frustration over the lag in reporting, and several sponsors shared their efforts for cost control and program management. Sherri Weitz contributed that they keep a pretty tight control over their program by constantly monitoring eligible clients and if a particular client is noncompliant they will bill them \$10 per ride as a deterrent to abusing the privilege of using the service. Sharon Bober added that St. Charles Township only offers rides for medical and job trips. She said that she has to call people who abuse the program, and they usually comply after a phone call. All agreed that the individual sponsors must be vigilant in keeping track of eligible clients and keeping track of program abuses to make sure their sponsor dollars last as long as possible.

**RTA -ADA Advisory Committee**— materials were included in the agenda packet. No questions were asked. Lynn said that the Ventra card will eventually be transitioned to RIK clients, but this could take several years. Pace is also working on Medicaid reimbursement for RIK. Finally, she relayed that there is a push to get all RIK riders ADA eligible.

### **Community Planning Grant Update**

Jennifer Becker provided an update on the RTA planning grant to study the RIK program. Nelson/Nygaard has been chosen as the consultant to conduct the study. She requested volunteers from among the sponsors to be on the Steering Committee. A kick-off meeting will be held on Tuesday, July 29th at a location to be determined for the consultant to start working on the study. More information will be forthcoming. She reminded all that participation in this study will help guide recommendations to improve the efficiency and operations of the program.

### **Other Business**

Jim Michaels from Blackberry Township asked how to get Pace to service the western townships, especially by Waubensee Valley Community College Campus in Sugar Grove. Bill Catching said that the local townships had operated their service to that area in the past, but was dropped due to lack of demand.

The meeting was adjourned by consensus at 10:45.

Submitted by Jennifer Becker



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
SEPTEMBER 2, 2014

41W011 Burlington Road  
St. Charles, IL 60175

Phone:630-584-1170  
Fax:630-584-5265

### RIDE IN KANE SPONSORS

- 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)
- Elgin Township
- Hesed House
- INC Board NFP
- Kane County
- Northwest Housing
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of Campton Hills
- Village of Gilberts
- Village of South Elgin

### **In Attendance:**

Jim Anderson, Batavia Township  
Jennifer Becker, Kane County DOT  
Sharon Bober, St. Charles Twp  
Bill Catching, Aurora Township  
Fred Dornback, Blackberry Township  
Melissa Franks, Aurora Township  
Megan Golden, South Elgin  
Kathy Hazelwood, AID  
Sue Harney, Dundee Township  
Annette Miller, Kane County

Lynn O'Shea, AID  
Russell Pietrowiak, CMAP  
Joe Pinkston, Pace  
Tom Rowe, Sugar Grove Township  
Ron Singer, Geneva  
Isabel Soderlind, St. Charles  
Krystal Spracklen, AID  
Joe Voccia, RTA  
Dave Waden, City of Elgin  
Sherri Weitzl, Geneva  
Wendy Zarate, Senior Services

The meeting was called to order at 9:05 a.m. by Lynn O'Shea, Council Chair. Introductions were made. Upon a motion for approval made by Sherri Weitzl and seconded by Ron Singer, the June 3, 2014 meeting minutes were approved.

### **RIK PROGRAM STATUS REPORTS:**

#### **Community Planning Grant Update**

Jennifer Becker provided an update on the RTA planning grant . She thanked everyone who attended the Kick Off Workshop on July 29th and participated in the information gathering and key person interviews conducted by the consultant. She stated that an existing conditions report should be released shortly.

#### **Registration and Ridership Reports and Customer Complaint Records:**

Joe Pinkston passed out RIK Status reports as well as full complaint reports with expanded complaint descriptions. He relayed that there was an increase in ridership in March and April and a decrease in May and June. On time performance was steady for the buses, but declined for taxi providers. Pace's OTP standard is 97%, and the taxi providers are running at 94%, Pace would like to improve upon the OTP for taxis.

In regards to the compliant reports, Joe stated that Pace was working on tallying the types of complaints and trying to determine if the type of complaint is associated with a particular carrier or procedure. Once they gather all the data, they will work on developing some strategies for addressing complaints if they fall into one of the particular categories. Krystal Spracklen commented that the total number of complaints is very low (10-15 per month) relative to the overall number of trips provided in a given month—~ 8,000.

In response to a question about complaints on late arrivals by taxi companies, Joe responded that the high demand for service in the 8:00 am timeframe accounts for some of the issues with Kane Bus, and that Taxi 303 sometimes has difficulties in the late night hours due to higher demand. Joe reminded all that the customary procedure is to contact Quality Assurance at Pace to begin the investigation process for a given complaint. Ron Singer asked if most customers accept Pace's decision from an investigation—Joe responded that most people do, but there is the appeal process they can follow. Krystal reminded all of the appeal process which has been codified in the Rider's Guide, she asked that sponsors remind their clients that this process exists.

### **NF and JARC Budget Report -**

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets included in the agenda packet for review and discussion:

Phase 3 & 4 ended and does not show up in this report.

Phase 5 & 6 NF funds are spent for both phases, and will not show on future reports.

Phase 7 & 8 NF funds are spent, and billing will begin for JARC starting with May, 2014 bills.

Phase 9 & 10 NF funds are most likely spent with the most recent billing cycle, JARC funds for this phase could last through March, 2020 at the current billing rates.

5310 is the new funding source which combines NF and JARC. Krystal stated that she has applied to access these funds for NF-type rides. She thinks this could happen as soon as the third week in September. This new funding with accompanying regulations related to the definition of senior citizen will kick in, which could affect the eligibility of some sponsor's senior clients. Joe Voccia of the RTA was in attendance and spoke about the new rules relating to the definition of senior and the age restrictions. He said he had contacted the FTA to request guidance on this issue, and has yet to hear back with a definitive answer. Russell Pietrowiak from CMAP was also in attendance and said that he has heard ages ranging from 60 to 65. Joe did state that any decision about age would not be retroactive, sponsors would only have to insure the ages are checked from now on.

**RTA -ADA Advisory Committee**— materials were included in the agenda packet. No questions were asked.

Lynn said that the RTA completed a ridership report which indicates an increase in ADA trips in Kane County. She also mentioned that the RTA has renamed the Committee the RTA Access Advisory Committee.

**Nominations for Chair**— Jennifer Becker stated that election for a Committee Chair must be held to remain in compliance with the KCPCC Bylaws. Lynn nominated Sue Harney, Bill Catching seconded the motion which passed unanimously.

The meeting was adjourned by consensus at 9:50.

Submitted by Jennifer Becker



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
DECEMBER 2, 2014

41W011 Burlington Road  
St. Charles, IL 60175

Phone:630-584-1170  
Fax:630-584-5265

### RIDE IN KANE SPONSORS

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)  
Elgin Township  
Hesed House  
INC Board NFP  
Kane County  
Northwest Housing  
Pace Suburban Bus  
St. Charles Township  
Senior Services Associates  
Village of Campton Hills  
Village of Gilberts  
Village of South Elgin

### **In Attendance:**

Jim Anderson, Batavia Township	Chris Morris, DayOne Network
John Arthur Anderson, St. Charles Twp	Lynn O'Shea, AID
Jennifer Becker, Kane County DOT	Joe Pinkston, Pace
Bill Catching, Aurora Township	Tom Rowe, Sugar Grove Township
Fred Dornback, Blackberry Township	Ron Singer, Geneva
Megan Golden, South Elgin	Isabel Soderlind, St. Charles
Jennifer Goman, Resident	Krystal Spracklen, AID
Sue Harney, Dundee Township	Stephen Taylor, DayOne Network
Louise McKay, Campton Township	Sherri Weitzl, Geneva
Annette Miller, Elgin Township	Melissa Franks Wilmot, Aurora Twp
Karen Ann Miller, Kane County	Wendy Zarate, Senior Services

The meeting was called to order at 9:05 a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Lynn O'Shea and seconded by John Arthur Anderson, the September 2, 2014 meeting minutes were approved.

### **RIK PROGRAM STATUS REPORTS:**

**Registration and Ridership Reports and Customer Complaint Records:** Joe Pinkston passed out RIK Status reports as well as full complaint reports with expanded complaint descriptions. He relayed that the number of distinct riders has held steady, as well as the number of trips.

In regards to the compliant report, Joe stated that the number of complaints were down in the July-September time period. Sue Harney stated that she has complaints from her registered clients that aren't on Joe's report. Joe asked Sue to send those directly to him. Sue wants to make sure all the active complaints are resolved and that she is aware of how each was resolved. Isabel Soderlind asked if the clients have to complain themselves? Joe reminded all that the clients do have to make the complaint themselves and they have to say it's a complaint when they contact the Call Center. Joe will send a reminder to the Call Center to refer people who call in with a complaint to Quality Assurance. Joe went on to explain the issues with 303 Taxi during some late night runs. He is trying to get the Call Center to direct calls to Freedom First instead of 33. Freedom First is reluctant to keep a driver out late for just a few RIK trips.

Ron Singer asked if the Complaint report can also include compliments received and suggested that the report be renamed Customer Satisfaction Report. All agreed that this was a good idea.

## **NF and JARC Budget Report -**

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets handed out at the meeting for review and discussion:

Phase 7 & 8 NF funds are spent, and billing will began for JARC starting with May, 2014 bills. We are slowly increasing the JARC dollars billed.

Phase 9 & 10 NF funds are most likely spent with the most recent billing cycle, JARC funds for this phase could last through March, 2020 at the current billing rates.

5310 is the new funding source which combines NF and JARC. Krystal stated that she has applied to access these funds for NF-type rides. She anticipates approval soon, but hasn't received any bills from Pace lately, so she hasn't had to access the funding. She thinks that there is enough 530 money to keep RIK through February 2017 instead of the original estimate of September, 2016 used by RTA in determining the allocation to all para-transit providers. The time extension is due to the new ride restrictions in place and greater monitoring for client compliance by sponsors, resulting in a lower number of trips taken each month.

This new funding with accompanying regulations related to the definition of senior citizen will kick in, which could affect the eligibility of some sponsor's senior clients. Krystal reminded all that the new definition of senior was given to us by Joe Voccia of the RTA at the previous meeting, the new age minimum is 60. Sue stated that she is going to go through all her active registrations to check the age of each client.

Krystal concluded her report by stating that the cost per sponsor holds stable.

**RTA -ADA Advisory Committee**— materials were included in the agenda packet.

Lynn said that the new RTA chairman—Kurt Dillard appeared at the meeting. Lynn said at some point we should expect a federal or state long term funding replacement to the current reapplication process for each grant.

Lynn also encouraged all sponsors to have their clients obtain ADA cards and get them to ride on the ADA eligible rides to reduce the costs to RIK. Joe asked anyone with questions on the 3/4 mile boundary for a particular address to call him for more information before people sign up. If their address isn't within the 3/4 mile boundary, they are not eligible for ADA rides.

Lynn reported that the RTA is updating their signage at bus stops. Elgin and Aurora fixed routes are on the list, so if any RIK clients use fixed routes, they will notice the new signage. Also, there is no solution on when Ventra will be offered to RIK.

## **Community Planning Grant Update**

Jennifer Becker provided an update on the RTA planning grant.

**Title VI** Krystal asked to discuss the issue of Title VI, handing out RIK's current policy and asked all to incorporate the federal language as a policy within their organization and on their materials for public viewing. A motion was made by Sue Harney and seconded by Bill Catching to create and distribute a press release to announce the 2014 year in review and to state RIK's commitment to Title VI. The motion passed unanimously.

**Discussion of Client Fare Payment Options** Sue Harney asked that this issue be place on the agenda for discussion by all. Sue explained that she has an extensive waiting list—about 100 people. This has created a hardship for her to try and serve all eligible people in her township. She stated that at the most recent Steering Committee meeting for the RIK Assessment, Pace officials said that any client can pay the full local share for a ride and also access the full Federal share. She asked that RIK allow any sponsor to allow this.

Krystal outlined what she believes the challenges to be in allowing this policy:

- 1.) sponsor administration—each sponsor would be responsible for paying the full amount of the local share to Pace and then track and bill the clients for reimbursement. This seems like a very labor intensive activity, and she expressed concern that many sponsors would not be equipped to perform this task.
- 2.) ride parameters—there needs to be complete consensus among the sponsors about how this policy would be implemented—by ride, distance, type of trip.
- 3.) how cost is calculated—varying local share each month, average of some or all months for each year



Fred Dornback asked if this was just an individual sponsor decision—Krystal replied that it will affect the entire program because each ride would tap the Federal match, thereby reducing the available Federal match for other sponsors. Fred said he felt this would be opening a can of worms. If introduced we would have to have a clear system and maybe we aren't even aware of any other issues which may come up after we institute the policy.

Isabel said that this would affect the Federal match, and she felt that the City of St. Charles has been more than generous in their sponsorship and would not support this policy. Annette Miller stated that it would be difficult to keep track since we already have such delayed billing, this would make it almost impossible to keep up and would result in further delayed costs. Megan Golden stated that if these riders could access for non medical or work related, she's concerned that it could affect the remainder of the program's Federal match, which other sponsors use exclusively for medical and work.. Bill Catching said he dislikes the notion of "paying to play", those with the funds to pay the full local match would go to the head of the line. He said this policy would be an issue for Aurora Township because he feels it would deplete Federal match money.

Lynn said this is a potential additional income source. Isabel asked about the impact on the Call Center, Sue replied it would have to be eligible clients making the calls. Joe Pinkston said these types of riders would be restricted differently from sponsors. Sue suggested that this issue be placed on the March agenda. Several sponsors stated that they would have to get a consensus from their individual boards prior to making any vote on this issue.

### **Public Comment:**

A Geneva resident attended to offer her praise of the program. Stephen Taylor told all that Day One Network has received a grant from the City of Aurora for \$12,000 to transport developmentally disabled individuals. There is \$8000 remaining in the grant which expires on June 30th. Melissa Franks Wilmot stated that she would contact Stephen for more information.

Jennifer Goram appeared as a parent of a disabled adult who is a RIK client. She relayed the difficulties he's experienced with 303 Taxi providing poor service for him to and from his work location late at night. He has been left behind or had to wait up to four hours for a scheduled pick up. She has had to leave work several times to pick him up when 303 Taxi doesn't show up or tells him to find his own way home. She said she tried talking to Elgin Township, the sponsor, but was referred to the Call Center, who referred her back. She has spoken with Joe and Krystal about this after connecting with them. Krystal said she asked Jennifer to attend the sponsor meeting so that the sponsors would put a face to the recurring issue we have with late night service provision by taxi companies. Krystal said the Call Center told him there was no ride for him at one point. Jennifer says she feels it's discriminatory how the Call Center treats the members of the disabled community. It's just another indignity her son has to endure to make it to work. The bus is great and is on time. 303 Taxi has one driver who continues to treat her son poorly and provides substandard service, in leaving him behind or to wait, or not showing at all.

Joe Pinkston said that Pace is trying to shift from 303 as the late night provider to Freedom First. Joe has talked to the operations manager at 303 and also intends to talk to the president of the company to make sure this type of behavior and service stops.

Jennifer Gorham replied that she is used to dealing with issues like this in advocating for her son, but she thinks that some day a client or their parent will get so mad they will sue. Joe said he's going to try to get specific drivers to just work with RIK clients, and that he is actively monitoring her son's trips.

The meeting was adjourned by consensus at 10:25 upon a motion by John Arthur Anderson and a second by Sherri Weigl.

Submitted by Jennifer Becker