



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
MARCH 3, 2015

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:

- | | |
|---------------------------------------|--------------------------------|
| John Arthur Anderson, St. Charles Twp | Lynn O'Shea, AID |
| Jennifer Becker, Kane County DOT | Joe Pinkston, Pace |
| Sharon Bober, St. Charles Township | Tom Rowe, Sugar Grove Township |
| Bill Catching, Aurora Township | Ron Singer, Geneva |
| Donna Copeland Hill, NEAAA | Isabel Soderlind, St. Charles |
| Sue Harney, Dundee Township | Krystal Spracklen, AID |
| Kathy Hazelwood, AID | Sherri Weitzl, Geneva |
| Marc McLaughlin, South Elgin | Wendy Zarate, Senior Services |
| Karen Ann Miller, Kane County | |

The meeting was called to order at 9:15 a.m. by Ron Singer, Council Vice Chair. Introductions were made. Upon a motion for approval made by Bill Catching and seconded by John Arthur Anderson, the December 2, 2014 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

Registration and Ridership Reports and Customer Complaint Records: Joe Pinkston reminded all that the 2014 program end year totals were distributed in the agenda packets. There was an expected dip in ridership in November and December associated with the winter temperatures. Joe then passed out the Customer Satisfaction Report. The complaints in October were mainly related to 303 Taxi. Joe and Pace staff have been working with the supervisor and owner of 303 to try to correct the ongoing issues with complaints.

NF and JARC Budget Report -

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion: Overall the program has been holding steady in 2014, and the increase in JARC rides has helped even out the demand based upon fund source.

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

Phase 9 & 10 NF funds were depleted as of November, 2014, 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. We are now billing out of 5310 for the former New Freedom rides. Her estimate is that funds will last through May of 2017.

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

There was a lengthy discussion on the recently released email from the RTA concerning Governor Rauner's intent to cut the RTA subsidy used by transit providers in the region to offset the costs for providing reduced and free fares, and for paratransit. Lynn asked all sponsors present if the Governor's proposed reduction in state income tax subsidy would present a problem for them continuing to participate in RIK. The general thought was that it was too early in the process to determine what the actual outcome would be. Joe Pinkston said that Pace hadn't heard anything yet on the status of this revenue source. He did remind all that ADA service is mandated and Pace cannot reduce the service. The only way service could be reduced would be if the fixed route service were eliminated in a given area. That would then eliminate the provision of ADA service that was within 3/4 mile of the fixed route. He was hopeful that Pace would not be forced to eliminate fixed routes to deal with a decline in revenue from the State.

Community Planning Grant Update

Jennifer Becker provided an update on the RTA planning grant. She mentioned that the Steering Committee was meeting the next week to discuss the consultants Implementation Strategies.

Title VI

Krystal distributed RIK's existing Title VI program and the draft submittal for RTA review. She gave copies to everybody so they could take the information to their individual boards for review, if necessary. She reminded everybody that the text contained on Page 4 must be prominently displayed at each sponsor's place of business and on web pages and printed material distributed for RIK. There is also a new Title VI complaint form.

AID's Board will approve the Title VI policy at their 4/1/2015 board meeting and then it will be formally submitted to the RTA.

Discussion of Client Fare Payment Options Sue Harney stated that she hadn't been able to pay attention to this issue since first discussed at the December meeting. She hopes to have some more information to bring to the next meeting.

Upon a motion by John Arthur Anderson, seconded by Bill Catching, the meeting was adjourned by unanimous consent at 10:25.



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
JUNE 2, 2015

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
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- 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 | Annette Miller, Elgin Township |
| John Arthur Anderson, St. Charles Twp | Patty Mangano, RTA |
| Jennifer Becker, Kane County DOT | Lynn O'Shea, AID |
| Sharon Bober, St. Charles Township | Joe Pinkston, Pace |
| Bill Catching, Aurora Township | Ed Ritter, Carpentersville |
| Amy Chally, AIM, Citizen Rep | Tom Rowe, Sugar Grove Township |
| Scott Chapman, Nelson/Nygaard | Ron Singer, Geneva |
| Donna Copeland Hill, NEAAA | Isabel Soderlind, St. Charles |
| Fred Dornback, Blackberry Township | Krystal Spracklen, AID |
| Megan Golden, South Elgin | Michael VanDekreke, RTA |
| Sue Harney, Dundee Township | Dave Waden, City of Elgin |
| Kathy Hazelwood, AID | Sherri Weitzl, Geneva |
| Louise McKay, Campton Township | Wendy Zarate, Senior Services |

The meeting was called to order at 9:15 a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by John Arthur Anderson and seconded by Lynn O'Shea, the March 3, 2015 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

Registration and Ridership Reports and Customer Complaint Records:

Joe Pinkston handed out the 2015 Status reports and stated that ridership started to increase toward the end of the winter months, mileage per ride is tracking better with the warmer weather. Joe included the January complaint report, Feb-current was not available. No-shows and dispute of late arrivals were the largest of the 9 total complaints for the month. Joe encouraged all sponsors to contact him if they have any issues related to complaints. Joe also relayed that Pace has a new contract provider for the south region—Ride Rite. The transition will start on July 29th.

A discussion followed on the impacts of the Governor's budget constraints and sweeps on paratransit in the region. Donna Copeland-Hill stated that NEILAAA is watching the budget closely and the use of funds coming up to the new state FY beginning July 1st. Lynn O'Shea stated that AID has a letter writing campaign initiated about the budget cuts.

NF and JARC Budget Report -

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion: This will be the last time that Phases 7 & 8 are included. Discussion followed on the reports.

RTA -ADA Advisory Committee- materials were included in the agenda packet, and no questions were asked.

RTA—ADA Assessment Process Presentation—Michael VanDekreke from the RTA provided information on the RTA's new way to certify ADA eligibility. There will still be two intake centers in the RTA service area and Mobility Outreach Specialists will be assigned throughout the region to assist clients at their local point of service to understand RTA programs. Transportation education will be included. It is thought that by bringing these trained specialists into the region there will be more knowledge of the RTA services provided and it will help provide a better level of service to clients throughout the region.

Title VI

A copy of the final approved document was included with the agenda materials. No action was requested.

RIK Program Assessment Implementation Strategies presentation

Scott Chapman of Nelson/Nygaard Associates presented the implementation strategies for the RIK Program Assessment to the Sponsor Committee. A power point presentation provided the background and the implementation strategies proposed for review and incorporation into the operations of Ride in Kane. Several of the implementation strategies include:

Information Sharing—Clearing House

Funding Opportunities—Local larger consumers like health care industry. Patty Mangano relayed that the RTA has hired Nelson/Nygaard to perform the regional long term stable funding study. Scott added that Sec 5310 regulations doesn't have to provide a reserve for senior/disabled clients.

Ongoing Programmatic Improvements— Scott suggested an AdHoc group formed out of the larger sponsor group to consider operational changes to bring back to the sponsor group for decision making. Another suggestion was an Executive Committee which meets periodically to evaluate operations. There was no consensus, but the group agreed to continue talking about the structure.

Other discussion:

Sue: How do we relay the expectation of the program to the customer?

Krystal: the goal of the program is to provide the highest number of rides per program sponsor.

Scott; Pace is trying to run all the ADA and paratransit programs in the most standardized method.

Amy Chally: biggest issue she has as a customer using ADA - she tells them the drop off time and then she's 1—1 1/2 hours late. Joe Pinkston said that in the suburbs the appointment times are based upon ADA travel times, which can negatively affect drop off/pick up times.

Scott concluded his presentation. Sue Harney suggested three week turn around for all sponsors to get their final comments on the toolkit and study to Jennifer. A meeting with the sponsors will then be scheduled for mid to late July to work on the final issues and develop the plan for final approval at the RIK Sponsor meeting on September 2nd.

The meeting was adjourned by unanimous consent at 11:30.

Respectfully submitted,
Jennifer Becker



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
SEPTEMBER 2, 2015

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
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| Jennifer Becker, Kane County DOT | Annette Miller, Elgin Township |
| Sharon Bober, St. Charles Township | Karen Ann Miller, Kane County |
| Bill Catching, Aurora Township | Lynn O'Shea, AID |
| Donna Copeland Hill, NEAAA | Joe Pinkston, Pace |
| Jennifer Fox, Batavia | Ron Singer, Geneva |
| Sue Harney, Dundee Township | Isabel Soderlind, St. Charles |
| Kathy Hazelwood, AID | Krystal Spracklen, AID |
| Louise McKay, Campton Township | Dave Waden, City of Elgin |
| Matt Maher, AID | Sherri Weitzl, Geneva |
| | Wendy Zarate, Senior Services |

The meeting was called to order at 9:07 a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Bill Catching and seconded by John Arthur Anderson, the September 2, 2015 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

RIK Study

Jennifer Becker summarized the study process and presented the final study and toolkit documents for review and approval by the Sponsors. Krystal Spracklen stated that having standardization is a benefit for the program. Sue Harney then asked about the No Show policy. A discussion followed. A side discussion followed with Joe Pinkston about the continued lag between rides taken and billing. He said he will also be sending a weekly missed trip report. Trapeze was pushed back for Kane County roll out, further timeline TBD.

Discussion about how to use the toolkit followed—Krystal reminded all that it is a resource that the sponsors can use.

Upon a motion by John Arthur Anderson and seconded by Marc McLaughlin to accept the RIK Study, Implementation Strategies and Toolkit as prepared by Nelson/Nygaard Associates, recognizing that the Toolkit is a dynamic document that all sponsors can agree to change over time. The motion was called for a voice vote and passed unanimously. Jennifer Becker agreed to supply copies of the plan to all sponsors.

Registration and Ridership Reports and Customer Complaint Records:

Joe Pinkston handed out the 2015 Status reports and stated that ridership started to increase toward the end of the winter months, mileage per ride is tracking better with the warmer weather. Joe included the January complaint report, Feb-current was not available. No-shows and dispute of late arrivals were the largest of the 9 total complaints for the month. Joe encouraged all sponsors to contact him if they have any issues related to complaints. Joe also relayed that Pace has a new contract provider for the south region—Ride Rite. The transition will start on July 29th.

A discussion followed on the impacts of the Governor's budget constraints and sweeps on paratransit in the region. Donna Copeland-Hill stated that NEILAAA is watching the budget closely and the use of funds coming up to the new state FY beginning July 1st. Lynn O'Shea stated that AID has a letter writing campaign initiated about the budget cuts.

NF and JARC Budget Report -

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RTA -ADA Advisory Committee- materials were included in the agenda packet, and no questions were asked. Lynn O'Shea talked about the Advisory Committee and the RTA Transit Access Citizen Advisory Board have been merged together starting in September. There is restructuring on the board—Lynn has agreed to serve as Vice President.

Outstanding Driver—Sue Harney brought this issue up to introduce the idea of commendations for drivers who are particularly outstanding in their service. There was discussion about providing this type of award from RIK—an “extra mile” type award perhaps with a small gift certificate. Joe stated that there was a Pace policy which may affect the decision. He would report back to all.

Ridership and Grant Reports

Reviewed by all.



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
DECEMBER 1, 2015

41W011 Burlington Road
St. Charles, IL 60175

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- St. Charles Township
- Senior Services Associates
- Village of Campton Hills
- Village of Gilberts
- Village of South Elgin

In Attendance:

Jim Anderson, Batavia Township	Kathy Hazelwood, AID
John Arthur Anderson, St. Charles Twp	Louise McKay, Campton Township
Jennifer Becker, Kane County DOT	Matt Maher, AID
Sharon Bober, St. Charles Township	Lynn O'Shea, AID
Bill Catching, Aurora Township	Joe Pinkston, Pace
Donna Copeland Hill, NEAAA	Tom Rowe, Sugar Grove Twp
Fred Dornback, Blackberry Twp	Ron Singer, Geneva
Jackie Forbes, Kane Co DOT	Isabel Soderlind, St. Charles
Megan Golden, South Elgin	Krystal Spracklen, AID
Jane Gregory, Senior Service Assoc.	Sherri Weitl, Geneva
Sue Harney, Dundee Township	

The meeting was called to order at 9:07 a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by John Arthur Anderson and seconded by Kathy Hazelwood, the September 2, 2015 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

Registration and Ridership Reports and Customer Complaint Records:

Joe Pinkston talked about the status reports included in the packet. Pace has secured a new provider in July and there have been some adjustments while the new provider gets used to the service. Several drivers were lost in the transition, and the new drivers need to get more familiar with the territory. The driver count is up now, and that is helping with OTP and complaints. Ridership increased through September reporting period. The complaint report was discussed. Several sponsors continue to have customer complaints with 303 Taxi Service and complaints in general were way up during this reporting period. Joe felt that this was due to the new vendor. He anticipates that the complaints will subside when the new vendor gets used to the area. Joe encouraged all sponsors to contact him if they have any issues related to complaints. Krystal reminded all that this is a public transportation service, and that the customers must understand that while this is a curb to curb service, it is a shared scheduled trip and flexibility and understanding are needed.

NF and JARC Budget Report -

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. JARC funds remain forecasted to 2019,

5310 funds are 50% spent—forecasted to last into 2017.

RTA -ADA Advisory Committee— Lynn O’Shea was officially appointed by the Kane County Board Chairman and the RTA Board Chairman to be the Vice Chairman of the newly renamed RTA Transit Access Citizens Advisory Board.

Discussion on Service Provision for Disabled Clients—Jennifer Becker began the discussion by relating that she has been receiving several calls from disabled residents living in areas of the County which participate in RIK, but cannot use the service because the ride restrictions are too narrow for their use. Because the issue had been raised by at least three different callers with three different sponsors, she felt the issue should be raised in the sponsor meeting. Krystal reminded all that JARC funds are specifically for these types of rides, and the money is there. Several sponsors replied that their local commitment couldn’t support the potential increase in demand by the disabled riders to access jobs and learning trips, they would rather just pull out of the program than try to increase their commitment in an open ended manner. Megan Golden said that her ride parameters have been vetted by her Village Board, the policy is their decision and it works for South Elgin. Fred Dornback said he took the ride parameters to his Board for affirmation. The consensus was that it remains the responsibility each sponsor to set their ride parameters.

New Grant Cycle— Kathy Hazelwood informed the group that the RTA is preparing to issue a new grant fund cycle for two years, this will dovetail with the remaining JARC funds into 2017. She asked all the submit new commitments to use in the grant applications.

The meeting was adjourned at 10:38 upon unanimous consent.

Respectfully submitted,

Jennifer Becker