



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

March 7, 2017

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  
(Carpentersville, East Dundee,  
Dundee Twp. & Sleepy Hollow)  
Elgin Township  
Hesed House  
INC Board NFP  
Kane County  
Pace Suburban Bus  
St. Charles Township  
Senior Services Associates  
Sugar Grove Township  
Village of Campton Hills  
Village of South Elgin

### **In Attendance:**

John Arthur Anderson, St. Charles Twp.	Rahman Burton, RTA
Jennifer Becker, Kane County DOT	Dave Waden, City of Elgin
Fred Dornback, Blackberry Township	Marc McLaughlin, South Elgin
Jackie Forbes, KDOT	Lauren Blayney, South Elgin
Sue Harney, Dundee Township	Ruth Rottmann, Campton Township
Kathy Hazelwood, AID	Joe Voccia, RTA
Julie Herr, City of St. Charles	Louise McKay, Campton
Mike Neuenkirchen, Kendall Area Transit	Colette Jordan, NEIAAA
Lynn O'Shea, AID	Susan Boruchi, McHenry DOT
Ron Singer, Geneva	Jim Anderson, Batavia Township
Isabel Soderlind, St. Charles	Chris Ranney, Geneva
Krystal Spracklen, AID	Jennifer Fox, City of Batavia
Tricia Skibley, AID	Maurice Sanders, PACE
Sherri Weitl, Geneva	Joe Pinkston, PACE

The meeting was called to order at 9:00 am by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Ron Singer and seconded by Jim Anderson, the December 6, 2016 meeting minutes were approved.

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

Krystal began the discussion by letting everyone know that she sent all sponsors the master list and reminded all to check for accuracy.

### **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 rides are averaging a monthly cost of \$26,509.10. There is enough JARC money remaining to last until 2/2023, still in Phase 7/8, not even into 9/10 yet. 5310 rides are averaging a monthly cost of \$63,529.52. There are enough 5310 funds to last until 10/2017. Krystal noted no significant change with the cost or total number of rides since last meeting.

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

Contained within the agenda and distributed at the meeting. Joe Pinkston conducted a line item review on four types of reports to provide the sponsors with an overall better understanding of these reports. The reports that were reviewed were the Ridership/Activity report, Missed Trip report, On-Time Performance report and the No Show/Late Cancellation report. Below are comments and questions regarding the reports.

### **Ridership/Activity Report:**

- Subtype Column – REG means subscription trip and DEM means demand trip.
- A brief discussion regarding if clients who don't have the cash fare and Joe stated Pace takes care of getting fare from clients.
- Krystal asked if the arrival time to destination could be added to the report. Joe stated that there are other Pace reports that may give that information.
- Fred asked how is the data, such as times, accurately obtained from the providers. Joe stated that most vehicles are equipped with electronic devices that capture this infor-

mation based on a function that the driver must do. For example, push the arrival button on device. Monthly these times are reviewed for accuracy purposes.

Missed Trip Report:

- No additional comments or questions

On-Time Performance Report:

- No additional comments or questions

No Show/Late Cancellation Report:

- Trip Status Column –
  - NS means client was a no show. Driver waited 5 minutes.
  - CD means client cancel at door.
  - CL means client cancel late. Cancellation was less than 2 hours before scheduled pick up time.
- Pace has a 15 minute window to get to client's schedule pick up time.
- Joe will try to get another column added to show the departure time of vehicle after the no show/late cancellation.
- Pace runs a report of these trip statuses, reconciles and charges the sponsor for the no show/late cancellation.
- Sponsors do not get charged the \$10.00 no show/late cancellation fee on bus providers. The fee is only assessed on no show/late cancellations on taxi providers. Even though it shows as being charged on report.
- Provider Column –
  - Kane, Aurora, River are bus providers.
  - Kane 303 Taxi, Kane Freedom 1<sup>st</sup>, Kane 1<sup>st</sup> Choice are taxi providers

Discussion ensued on procedures sponsors take regarding no show/late cancellation clients. Geneva stated they charge riders \$10.00 for each no show/late cancellation. Blackberry Township also charges client and requires them to sign a letter regarding such charges at registration. DTWP sends a letter after 3 no show/late cancellations and then terminates if no change. Sue talked about the tracking system DTWP uses. There is a very drastic uptick in disputes of no show/late cancellations and that's really a problem. Joe Pinkston acknowledges there was a problem regarding the way in which the all contractors were handling no show/late cancellations. Therefore, written no show/late cancellation procedures are in place to make all contractors accountable and follow the same procedure when handling no show/late cancellations. A copy of the procedures was distributed. Isabel stated that the scheduled return trip is not automatically cancelled with a no show/late cancellation. Therefore, sponsors need to make clients aware of this to avoid the no show/late cancellation charge on the return trip.

Maurice Sanders is the Quality Assurance Manager for Pace and manages complaints, compliance and the call center. He stated that he looked at DTWP's issues and discovered that there were Pace/Provider/Call Center policy problems. Pace has since addressed with the Call Center. Krystal has received client complaints regarding the call center operators being rude. Maurice said all calls are recorded for quality assurance. Going forward, Maurice recommends that if clients have a bad experience with the call center, obtain the operator's name, date and time of call and follow it up with a complaint. Contact customer relations at 1-800-606-1282 option 2 to file a complaint. Maurice provided his email address [Maurice.Sanders@pacebus.com](mailto:Maurice.Sanders@pacebus.com) to file a complaint as well. A complaint is documented; reviewed timely, sometimes same day and if necessary corrective action is taken. A follow up is made to the client and sponsor.

**RTA -ADA Advisory Committee**– materials were included in the agenda packet. However, meeting was postponed to June. The RIK Sponsor Committee Meeting ran over allotted time.

**RTA/FTA Grant Cycle**– Joe Voccia provided an overview of the program and discussed how the RTA has been administering it since 2006. Currently the 5310 program has 14 current projects which 8 services are doing demand responsive programs. He recommends that we continue to spend down the JARC funds since it is not projected to run out until 2/2023. A new competitive grant call opens on 3/1/17 and applications are due on 5/1/17. It will be competitive for Northeastern Illinois. The 5310 program grant will provide \$12M for 2 Federal Fiscal Years. RTA will approve proposed programs by August which is right on track with the timeline of when RIK 5310 funds will run out in 10/2017. RTA can pre-approve funds to fill the gap, if necessary. Kathy reminded all the sponsors that she is getting ready to write the grant request and will need each sponsors' board approved letters of intent as soon as possible. Lynn stated that the RTA should make sustainable funding a priority for paratransit.

**Title VI Program –**

Krystal stated that the RIK program will be audited again this year and the Title VI program must be reviewed and approved every 3 years. Krystal stated it would be updated at the September meeting. Krystal reminded all sponsors to post the Ride

every 3 years. Krystal stated it would be updated at the September meeting. Krystal reminded all sponsors to post the Ride In Kane Notice in office of each sponsor where applications are accepted. She distributed copies to sponsors who requested one.

**Miscellaneous:**

Lynn is talking with Kendall Area Transit (KAT) about a potential partnership, which would provide greater access to the western part of Kane County.

**Member News -**

Sue Harney is retiring as of May 2017. She will come to the next meeting in June with her replacement.

John Arthur Anderson is not seeking re-election and this will be his last meeting.

Louis McKay is retiring and Ruth Rottman will be taking her place.

St. Charles is transitioning the RIK Program from the Public Works department to the Utility Billing department effective May 1, 2017. Therefore, Isabel Soderlind will no longer handle RIK. Jill Martin, with Julie Herr supervising, will now oversee RIK.

Kane County Paratransit Coordinating Council will have an election of officers at next meeting.

**Public Comment-**

Ron Singer stated there is a free transit service available to Veterans. The Veterans Transportation Service (VTS) provides qualifying Veterans with free transportation services to and/or from participating VA medical centers (VAMCs) in a multi-passenger van.

The meeting was adjourned by unanimous consent at 11:xx am.



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

June 6, 2017

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  
(Carpentersville, East Dundee,  
Dundee Twp. & Sleepy Hollow)

Elgin Township

Hesed House

INC Board NFP

Kane County

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Sugar Grove Township

Village of Campton Hills

Village of South Elgin

### **In Attendance:**

Fred Dornback, Blackberry Township  
Kathy Hazelwood, AID  
Lynn O'Shea, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Jill Martin, City of St. Charles  
Isabel Soderlind, St. Charles  
Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Sherri Weitl, Geneva  
Franklin Ramirez, Elgin Township

Dave Waden, City of Elgin  
Lauren Blayney, South Elgin  
Ruth Rottmann, Campton Township  
Jim Anderson, Batavia Township  
Tom Rowe, Sugar Grove Township  
Maurice Sanders, PACE  
Joe Pinkston, PACE  
Martin Sandoval, PACE  
Mike Neuenkirchen, Kendall Area Transit  
Jill McClain, RTA

The meeting was called to order at 9:05 am by Lynn O'Shea, Council Chair of Kane County Paratransit Coordinating Council due to the absence of Sue Harney and Ron Singer. Introductions were made. Krystal noted one amendment to the March 7, 2017 minutes. The minutes did not have the exact time adjourned. No one knew the exact time at the meeting. However, Sherri had it back at the office and would email Krystal with that information. Upon a motion for approval made by Jim Anderson and seconded by Sherri Weitl, the March 7, 2017 meeting minutes were approved.

Lynn stated that there were several new members based on the April election. She welcomed Franklin Ramirez, new Elgin Township Supervisor and Ron Johnson, new St. Charles Township Supervisor. She also stated that Patricia Glees was the new Dundee Township Supervisor, replacing Sue Harney who was elected as a Dundee Township Trustee and Ron Singer, Geneva Alderman was not re-elected.

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

#### **5310 and JARC Budget Report:**

The Grant Fund Total report was not included in the agenda packet. Krystal would email the report to the sponsors. At prior meeting, Krystal didn't include the 1 year-\$1.5 million call grant (phase 13/14) that was awarded to RIK. So there are enough 5310 funds to last well past 10/2017. Sherri asked what the new projected date to run out of 5310 funds would be. Krystal stated that on average \$64,000 is spent per month on 5310 rides so we are projected to run out of funds in October 2019. We did submit an application for the new 2 year call grant in May 2017. JARC money is being drawn down at a lower rate because a majority of our riders' trips are not eligible for JARC funds.

Krystal referred to Nelson Nygaard reports and Sponsor Cost spreadsheets in the agenda packet for review and discussion. There are 2 sets of similar Nelson Nygaard reports within the packet. First 3 pages are reports completed by Pace while the other 4 pages are reports completed by Krystal and Tricia using PACE generated reports. The Pace reports provide data for February and March but the other does not. Starting in 2017, Krystal stated that we will not be entering data into the reports until we receive finalized billing for that

month. Krystal asked Joe if the February and March data was accurately based on final numbers and he said yes. The Pace bills for February and March will be forthcoming. There was a delay due to quality control and assurance on all disputes and discrepancies. Krystal noted no significant change with the cost or total number of rides since last meeting.

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

Joe asked all sponsors to confirm that they are receiving their monthly reports (On-Time Performance, Missed Trips, Late Cancel/No Show, and Ridership) via email. If you have not received or have discrepancies please contact Joe immediately.

Joe distributed the Complaints report for January, February, and March. He discussed the report in detail. Joe stated that Sue sent him a list of DTWP rider complaints to review. He compared DTWP complaints to the Pace's registered complaints and identified that not all riders contacted Pace to file a complaint. He stated to continue to advise the rider to file a complaint. He also recommended that sponsors send him their list of rider complaints monthly so that he can compare it to their report. Lynn recommended that the complaint report be included in the monthly report distribution by Pace and Joe agreed.

Maurice Sanders is the Quality Assurance Manager for Pace and manages complaints, compliance and the call center. Again, Maurice said to advise riders to file complaints. Contact customer relations at 1-800-606-1282 option 2 to file a complaint. Maurice provided his email address [Maurice.Sanders@pacebus.com](mailto:Maurice.Sanders@pacebus.com) to file a complaint as well. A complaint is documented; reviewed timely, sometimes same day and if necessary corrective action is taken. A follow up is made to the client and sponsor.

Maurice asked if anyone had any questions regarding complaints or quality assurance. Sharon asked for guidance regarding a Late Cancel/No Show trip. Her example was if a rider is unable to cancel a ride within the 2 hour period because they woke up ill and unable to make said appointment or doctor appointment is running late, how can the late cancel/no show charge be avoided. It was further stated that many late cancel/no show were the result of dialysis treatments. Those treatments last several hours and can be delayed. Maurice recommended the client contact the call center immediately and either cancel ride or reschedule (update) for a later time and give the reason for the late cancel or no show. All late cancel/no shows disputes are reviewed by Maurice who will review all notes within the file, retrieve the past 30 day history to identify a delay pattern, and pull the automatic vehicle locator (AVL) to locate the vehicle at time of trip before making a determination to charge the fee and if necessary corrective action is taken. Krystal advises all clients to put a buffer on scheduled pick up time especially since dialysis trips seem to be delayed. Maurice stated that the Missed Trip report is also reviewed making sure all providers are held accountable. Again he pulls the automatic vehicle locator (AVL) to verify the location of vehicle at pick up time and if necessary takes necessary action against the provider.

#### **RTA -ADA Advisory Committee:**

Materials were included in the agenda packet and no questions were asked.

#### **MCRide:**

Scott Hennings was unable to attend the meeting; therefore, the MCRide discussion will be rescheduled.

#### **Miscellaneous:**

Krystal stated that Jennifer will be presenting the Ride in Kane program to the Rutland Township Board.

Kathy stated that CASA Kane County and Giant Steps were potentially interested in becoming sponsors of the RIK Program.

Marty Sandoval, the Community Government Relations for PACE, introduced himself and explained his position with PACE.

#### **Member News –**

Jim Anderson wanted to thank Annette Miller, Ron Singer, Sue Harney and John Arthur Anderson for the service.

Kathy thanked the sponsors for getting the grant information to her in a timely manner. The grant application has been submitted.

#### **Public Comment-**

There was no public comment.

The meeting was adjourned by unanimous consent at 10:10 am.



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
September 5, 2017

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  
(Carpentersville, East Dundee,  
Dundee Twp. & Sleepy Hollow)

Elgin Township

Hesed House

INC Board NFP

Kane County

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Sugar Grove Township

Village of Campton Hills

Village of South Elgin

### **In Attendance:**

Jennifer Becker, Kane County DOT  
Kathy Hazelwood, AID  
Lynn O'Shea, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Jim Anderson, Batavia Township  
Jennifer Fox, City of Batavia  
Fred Dornback, Blackberry Township  
Ruth Rottmann, Campton Township  
Trish Glee, Dundee Township  
Katie Meyer, Dundee Township  
Kathryn Gullickson, Dundee Township

Franklin Ramirez, Elgin Township  
Sherri Weitzl, Geneva  
Jill Martin, St. Charles  
Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Lauren Blayney, South Elgin  
Tom Rowe, Sugar Grove Township  
Margaret Sanders, Rutland Township  
Joe Pinkston, PACE  
Flutru Demirovski, RTA  
Rahman Burton, RTA  
Scott Hennings, McHenry DOT

The meeting was called to order at 9:02 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Fred Dornback and seconded by Trish Glee, the June 6, 2017 meeting minutes were approved.

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

#### **5310 and JARC Budget Report:**

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. Krystal noted no significant change with the cost or total number of rides since last meeting.

JARC rides are averaging a monthly cost of \$26,367.72. There is enough JARC money remaining to last until 2/2023, still in Phase 7/8, not even into 9/10 yet. JARC money is being drawn down at a lower rate because a majority of our riders' trips are not eligible for JARC funds. In recent conversations with the RTA, there is a possibility that some of JARC money would be taken back because of the lack of spending. Ride in Kane is the only program who has not spent the JARC funds. Krystal mentioned possibly talking with Heather Tabbert Mullins, RTA, to change our reimbursement rate from a 50/50 split to an 80/20 split to use the JARC funds faster since many of our riders are not JARC eligible.

5310 rides are averaging a monthly cost of \$63,695.99. We are currently in Phase 11/12. There are enough 5310 funds (Phase 13/14) to last until 11/2019. We received a confirmation letter from the RTA that we were awarded monies from the call grant that was submitted in May 2017. We were awarded Phase 15/16 for a total of \$1,572,907. Based on our current average monthly cost, there are enough 5310 funds (Phase 15/16) to last until 11/2021.

Krystal referred to Nelson Nygaard reports and Sponsor Cost spreadsheets in the agenda packet for review and discussion. Starting in 2017, Krystal stated that we will not be entering data into the reports until we receive finalized billing for that month. Krystal noted no significant change with the cost or total number of rides since last meeting.

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

Joe distributed the Complaints report for May, June, and July. Krystal stated that we did not receive April's Complaints report. Joe said he didn't have the report with him but would forward a copy to her at a later time. He discussed the report in detail. He said that July had the most complaints with many carrier complaints for no shows and late arrivals. He said a lack of drivers for the program was the reason for the increased complaints.

Trish Gles stated DTWP riders are experiencing many issues when using RIK such as late arrivals, no shows, riders being on the bus for an extended period of time, and issues when calling the call center. She has directed riders to call the complaint line but riders are feeling unsatisfied with resolution. Therefore, DTWP has started to take their own complaints from riders directly instead of having them contact the call center. Joe told Trish to send complaints to Pace so they can be logged into system and handled properly. She said they have sent the complaints to Pace but never received resolution. Joe says that Pace will contact rider directly with resolution. Trish stated that she would like DTWP to be contacted directly regarding resolution since rider made initial contact with them. The length of time a rider is on the bus/taxi is too long is another common complaint from riders. Trish also stated that a DTWP rider schedules a taxi ride to go 5 miles and it takes 45-60 minutes to get to destination. Joe states that he needs to know the taxi provider to further research because some taxis are ADA compliant and will pick up multiple riders. This could be why a 5 mile trip is taking 45-60 minutes. Lynn requested that Joe provide a report of riders who rode 60 minutes or more. Joe said he would check with IT to see if this type of report was possible.

Jennifer Fox, stated that she forwarded a complaint to Joe directly and he never followed up with the rider or Jennifer in a timely manner. The complaint was that a disabled rider was dropped off at the wrong location. She was located and returned to parents. However, not before many others including the Mayor of Batavia and police had to get involved. Joe said that he immediately forwarded the complaint to the appropriate personnel for immediate assistance. Even though, the rider was located, the parents were extremely upset about the situation and said that they may never use RIK again. Jennifer asked what is Pace doing about the complaints and making sure they don't happen again. Joe stated that all riders who submit complaints are monitored individually to mitigate further issues.

Fred Dornback mentioned a product he uses to "locate" his keys. He received Tile, as a gift. He attaches the "tile" on his keys. It has a tracking mechanism that allows him to locate his keys by using an app on his smart phone. It is relatively inexpensive. It can be attached to any item, most commonly used for keys, wallets, purses, and bags. He said maybe something like this could be used to give parents peace of mind when their disabled child is not with them.

### **RTA Updates:**

Materials from the RTA Funding Allocation Process were included in the agenda packet and no questions were asked.

Rahman Burton, RTA outreach for Kane County, meets with communities within Kane County to explain the benefits of using these services and assists them with obtaining RTA cards and reduced fare cards. If you know a community or group who would like Rahman to present to them please let him know.

### **MC Ride:**

Scott Hennings spoke in detail about the MC Ride program for McHenry County.

### **Sponsor Outreach Updates:**

Margaret Sanders joined the meeting today to observe and obtain additional information about RIK. Jennifer spoke to the Rutland Township board about the RIK program and a decision to join RIK has not been determined.

CASA Kane County has received the agreement and necessary documentation to become a sponsor of RIK so that its participants can use the program. Until the paperwork is final, Krystal has advised CASA to direct their participants to their municipalities to enroll in RIK. A few sponsors had questions regarding eligibility guidelines for these participants. Most participants would meet the qualifications under low income or disabled person. Krystal stated that enrollment would be temporary until CASA is set up. This would allow the participants to utilize the service immediately.

### **Miscellaneous:**

Jennifer asked everyone to review the article included in the agenda packet regarding CareMore Health System and Lyft and how they have partnered together to provide medical rides to their poor and elderly patients.

Jennifer said at the next meeting in December, there will be a 30-45 minute presentation on Kane County's Long Range Transportation Plan.

### **Public Comment-**

There was no public comment.

The meeting was adjourned by unanimous consent at 10:54 am.