

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

JIM ANDERSON—Council Chair  
TRISH GLEES—Council Vice Chair  
BILL CATCHING—Council Vice Chair



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

March 5, 2019

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

Elgin Township

Hesed House

INC Board NFP

Kane County

Pace Suburban Bus

Senior Services Associates

St. Charles Township

Village of Campton Hills

Village of Carpentersville

Village of South Elgin

### In Attendance:

Jackie Forbes, Kane County DOT  
Lore Baker, AID  
Kathy Hazelwood, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Bill Catching, Aurora Township  
Jim Anderson, Batavia Township  
Jennifer Fox, Batavia  
Karen Morley, Batavia  
Fred Dornback, Blackberry Township  
Ruth Rottmann, Campton Township  
Trish Glees, Dundee Township

Dave Waden, City of Elgin  
Franklin Ramirez, Elgin Township  
Chris Ranney, Geneva  
Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Lauren Blayney, South Elgin  
Glenda Love, NEIAAA  
Krysta Kaus, Kane County Sheriff Office  
Rahman Burton, RTA  
Jim Mullaghy, PACE  
Gary Scott, PACE  
Beth Gonzalez, PACE

The meeting was called to order at 9:36 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Chris Ranney, and seconded by Bill Catching, the December 4, 2018 meeting minutes were approved.

### RIK PROGRAM STATUS REPORTS:

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

Jim Mullaghy apologized for the delay in receiving monthly invoices. Going forward, invoices should be received in a timely manner.

Jim Mullaghy distributed the On Time Performance Report and noted that it was broken down by Bus/Taxi. He stated that another taxi vendor was added to the RIK program. We currently use 303, Freedom First, 1<sup>st</sup> Choice and now Ride X. Pace also limits service to underperforming taxi vendors. The goal is to improve the overall performance of the taxi vendors.

Jim presented the RIK Ridership growth report which included the Productivity Data and Costs for review and discussion. No additional comments were made.

Jim distributed the Customer Complaint report. Jim advised sponsors that the call center will ask rider to schedule appointment between non-peak hours to limit delays and costs. Non-peak hours are typically 10 am-2 pm.

#### 5310 and JARC Budget Report:

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets she distributed for review and discussion. Krystal noted an increase in the cost per trip year over year. The objective is to be around the \$28 cost per trip and we are experiencing an uptick with an average of \$31.11 cost per trip.

JARC rides are averaging a monthly cost of \$26,371.41. 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 \$72,041.11. We are currently in Phase 13/14. There are enough 5310 funds (Phase 15/16) to last until 7/2021. Krystal stated that there is a call grant coming up in early 2019.

Krystal stated that the Nelson Nygaard reports were unavailable because the September – December Pace Invoices were just received and we didn't have enough time to prepare and include in the agenda packet for review and discussion. Once the reports are completed, she will forward them to Jackie Forbes who will send them out to all the sponsors.

**OTHER BUSINESS:**

On February 11<sup>th</sup>, Jackie and Krystal met with the Director of Metropolitan Planning Council (MPC), Audrey Wennick. They are conducting a study regarding Universal Mobility. They spoke with her about the challenges of getting the entire county covered with standardized services.

**RTA Updates:**

Nothing to report.

**RTA/FTA Grant Cycle:**

A new competitive grant call opens on 3/21/19 and applications are due on 5/2/19. Municipal agreements need to be submitted to Kathy Hazelwood by the 2<sup>nd</sup> week of April. Jackie will send notice to the sponsors who haven't completed.

**Riders Guide Update:**

Jackie noted that the Riders Guides has been converted to Spanish and is available on the RIK website. Once it is available as a printable copy, she will email it out to all sponsors.

**Public Comment:**

There was no public comment.

The meeting was adjourned by unanimous consent at 10:41 am.



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

June 4, 2019

41W011 Burlington Road  
St. Charles, IL 60175

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

### RIDE IN KANE SPONSORS

Association for Individual  
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INC Board NFP

Kane County

Pace Suburban Bus

Senior Services Associates

St. Charles Township

Sugar Grove Township

Village of South Elgin

### **In Attendance:**

Jackie Forbes, Kane County DOT  
Kathy Hazelwood, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Jim Anderson, Batavia Township  
Ruth Rottmann, Campton Township  
Trish Glees, Dundee Township  
Franklin Ramirez, Elgin Township  
Chris Ranney, Geneva  
Peggy Gomez, Senior Services

Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Lauren Blayney, South Elgin  
Glenda Love, NEIAAA  
Krysta Kaus, Kane County Sheriff Office  
Jim Mullaghy, PACE  
Taylor Thomas, PACE  
Kisha Hearn, PACE  
Chris Rose, PACE  
Martin Sandoval, PACE

The meeting was called to order at 9:43 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Ron Johnson, and seconded by Trish Glees, the March 5, 2019 meeting minutes were approved.

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

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

Jim introduced the new RIK project manager, Taylor Thomas.

Jim Mullaghy and Taylor Thomas apologized for the delay in receiving monthly invoices. Going forward, invoices should be received in a timely manner. February invoices were received last week. March invoices were sent to the accounting department for review and should be forthcoming.

PACE is anticipating a smooth transition from Ride Right to MV Transport which goes into effect 6/22/19. MV Transport has been a transit provider for RIK before.

Ridership report, Productivity Data report, and OTP report were distributed. No comments were noted.

Complaint report for February and March was distributed. Krystal noted that we did not receive January complaint data. Taylor stated she will email to sponsors after the meeting.

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

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets she distributed for review and discussion. Krystal noted an increase in the cost per trip year over year. The objective is to be around the \$28 cost per trip and we are experiencing an uptick with an average of \$31.11 cost per trip.

JARC rides are averaging a monthly cost of \$26,371.41. 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 \$72,041.11. We are currently in Phase 13/14. There are enough 5310 funds (Phase 15/16) to last until 7/2021.

Krystal referred to Nelson Nygaard reports updated with all of 2018 information in the agenda packet for review and discussion. Krystal noted no significant change.

**RTA Updates:**

Nothing to report.

**RTA/FTA Grant Cycle:**

Discussed at the KCPCC meeting held prior to the RIK Sponsor Meeting.

**Other Business:**

Jim Anderson stated he is retiring at the end of the month and this will be his last RIK meeting.

**Public Comment:**

There was no public comment.

The meeting was adjourned by unanimous consent at 10:33 am.



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
September 10, 2019

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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Campton Township

City of Batavia

City of Elgin

City of Geneva

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INC Board NFP

Kane County

Pace Suburban Bus

Senior Services Associates

St. Charles Township

Village of Campton Hills

Village of South Elgin

### **In Attendance:**

Jackie Forbes, Kane County DOT  
Lore Baker, AID  
Kathy Hazelwood, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Bill Catching, Aurora Township  
Leigh Tracy, Batavia Township  
Jennifer Fox, City of Batavia

Anthony Isom Jr, City of Batavia  
Trish Gleees, Dundee Township  
Chris Ranney, Geneva  
Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Jody Remakel, Hampshire Township  
Glenda Love, NEIAAA  
Krysta Kaus, Kane County Sheriff Office  
Taylor Thomas, PACE

The meeting was called to order at 9:18 am by Trish Gleees, Council Chair. Introductions were made. Upon a motion for approval made by Bill Catching, and seconded by Sharon Bober, the June 4, 2019 meeting minutes were approved.

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

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

Taylor distributed the Ridership growth report, Productivity Data report, and OTP report and noted that the number of trips tend to decrease in the summer. The On Time Performance objective is 95% or above. Taylor recognizes that the Taxis do not meet that objective. She said that Pace is working with vendors to improve OTP.

Complaint report for April, May and June were distributed. Many sponsors had concerns.

- Sharon Bober, St. Charles Township, stated complaints are inaccurate for them. They have clients who call to complain but they are not on the report.
- Jennifer Fox, Batavia, stated complaints are too low. They have clients who call to complain but they are not on the report. Clients are not getting called back with a resolution to their complaints.

Trish Gleees, Dundee Township, has created their own complaint form, and will call Maurice frequently to make sure complaints are handled timely and with resolution. She also asks clients to get the CAF# so the complaint can be tracked.

Taylor was going to verify if the complaint report can be distributed to the sponsors monthly instead of quarterly at the meetings.

Sponsors are frustrated with the call center not following sponsor guidelines when scheduling rides resulting in unapproved sponsor rides. Taylor is aware of the call center concerns. She stated that the call center handles all calls for the suburban area. They have hired new staff but the training is extensive and ongoing.

Sponsors have asked that Maurice attend the next RIK meeting in December to address these concerns since he handles the quality assurance manager.

**5310 and JARC Budget Report:**

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets she distributed for review and discussion. Krystal noted an increase in the cost per trip year over year. The objective is to be around the \$28 cost per trip and we are experiencing an uptick with an average of \$31.11 cost per trip.

JARC rides are averaging a monthly cost of \$26,371.41. 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 \$72,041.11. We are currently in Phase 13/14. There are enough 5310 funds (Phase 15/16) to last until 7/2021.

Krystal referred to Nelson Nygaard reports in the agenda packet for review and discussion. Krystal noted no significant change since last meeting.

**RTA Updates:**

Nothing to report.

**RTA/FTA Grant Cycle:**

Krystal stated that the RIK 5310 Phase 17 & 18 grant request was approved. The RIK program would be getting less than originally requested and no mobility management money. Kathy Hazelwood stated she left a message for Fluturi Demirovski of the RTA, but haven't heard back from her. Kathy said that grant funding looks at new services and not just sustainable services.

**Other Business:**

A discussion ensued on ways to market the RIK program and how to spread the word that we have the RIK service available in many areas of Kane County. A few concerns are how does an individual know what sponsor to contact and that each sponsor has different guidelines. Sometimes an address is not an accurate depiction of who their sponsor would be. A recommendation was to add a link to the RIK website to the Kane County Tax Assessor, where individuals can enter their address and determine what RIK sponsor they belong to. This is especially helpful for those individuals living out of city limits. A follow up with 211 to see what information they are providing to a caller who inquires about RIK service. A few people believe they provide individual sponsor information. Lore suggest maybe 211 provide the RIK website address along with the RIK information number. Lastly, provide the RIK brochure to area realtors so they could "market" the service to potential homebuyers.

Jackie Forbes stated that Kane County Department of Transportation approved their budget which would allocated \$5,000 to the RIK Program starting with their new fiscal year (1/1/2020). As previously mentioned, this money would be allocated to the areas of the county where the RIK program is not currently offered.

Krystal stated that the annual audit of the RIK program performed by Sikich was completed and there were no findings.

**Public Comment:**

There was no public comment.

The meeting was adjourned by unanimous consent at 11:04 am.



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
December 3, 2019

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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### **In Attendance:**

Lore Baker, AID  
Kathy Hazelwood, AID  
Krystal Spracklen, AID  
Tricia Skibley, AID  
Bill Catching, Aurora Township  
Leigh Tracy, Batavia Township  
Jennifer Fox, City of Batavia  
Trish Gleees, Dundee Township  
Dave Waden, City of Elgin  
Franklin Ramirez, Elgin Township

Chris Ranney, Geneva  
Ron Johnson, St. Charles Township  
Sharon Bober, St. Charles Township  
Lauren Blayney, Village of South Elgin  
Peggy Gomez, Senior Services  
Krysta Kaus, Kane County Sheriff Office  
Taylor Thomas, PACE  
Kristen Salkas, PACE  
Candace Jones, RTA

The meeting was called to order at 9:30 am by Trish Gleees, Council Chair. Introductions were made. Upon a motion for approval made by Bill Catching, and seconded by Franklin Ramirez, the September 10, 2019 meeting minutes were approved.

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

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

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets she distributed for review and discussion. She stated that the July and August invoices were being adjusted based on the MV Transportation increase and Pace's willingness to cover the cost of the difference between the hourly rate of MV Transportation and that of the old provider, Ride-Right through the end of the calendar year 2019. So the totals only go through June.

JARC rides are averaging a monthly cost of a little over \$26,000. There is enough JARC money remaining to last until 3/2023. In May 2019, we finished phase 7/8 and started phase 9/10.

5310 rides are averaging a monthly cost of \$74,771.90. We are currently in Phase 13/14. There are enough 5310 funds (Phase 17/18) to last until 02/24. However, Krystal stated that these figures do not include the anticipated increase due to the MV Transportation contract. So she expects the grant completion dates to change.

Krystal also mentioned the additional \$500,000 money from the RTA that was discussed at the KCPC meeting. She stated that the RIK program received an additional \$500,000 in 5310 grant money not spent by the RTA. This money is an 80/20 match and must be used immediately. Therefore distribution of funds will begin with the September 2019 invoices. It is projected that this money will only last a few months. During this time, phase 13/14, will be put on hold to exhaust the \$500,000 given to the program by the RTA. The sponsors will see a decrease in their 5310 ride costs. Our current grants are a 50/50 match and this additional money is 80/20 match. JARC rides will continue to be a 50/50 match using our current grant total phases 9/10.

Krystal referred to Nelson Nygaard reports in the agenda packet for review and discussion. Krystal noted no significant change since last meeting.

### **Increase Costs and Budget Concerns:**

On 6/22/19, Pace switched bus provider, from Ride Right to MV Transport. A new contract was negotiated with MV Transport. It resulted in a significant cost increase to sponsors. The RIK program sponsors were not made aware of the contract changes or increase in costs until the July invoice was received. After further review, it was determined that the increase was a result of the bus provider switch. Many sponsors voiced budget concerns and lack of notice. Pace agreed to cover the cost of the difference between the hourly rate of MV Transportation and that of the old provider, Ride-Right through the end of the calendar year 2019. Sponsors are concerned that the money budgeted will run out or they will need to leave the program because they will not be able to allocate enough funds within their budgets to sustain the program at its current level. Lore Baker was going to inquire with Pace on obtaining copies of the contracts because more transparency with contract negotiations are necessary with Pace.

Open discussion ensued on ways to continue to provide the RIK service but limit increase costs on sponsors.

- Krystal suggested a rate increase from \$4 to \$5, ride restrictions per sponsor, stop accepting new registrations and create waitlist. With a rate increase, sponsor must provide notice. So an increase would take 30-60 days to implement.
- Trish Gles stated that restrictions may make riders mad because we are limiting the service versus continuing to offer same service but at an increased price. Restriction result in rider confusion, and call center errors.
- Bill Catching stated that Aurora Township is seeing an increase in taxi costs as well. He noted a ride via taxi going 3 miles costs over \$80.

Based on Trish's recommendation of an emergency meeting, it was decided via quorum, to have an emergency meeting on Tuesday, January 14, 2020 at St. Charles Township 1725 Dean St. in St. Charles. Each sponsor is responsible to review activity reports and invoices, and bring concerns and ideas on how to limit costs to the January 14, 2020 meeting.

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

Taylor distributed the Ridership growth report, Productivity Data report, and OTP report and noted that the number of trips tend to decrease in the summer. The On Time Performance objective is 95% or above.

Kristen Salkas, Project Manger for the Quality Assurance Department provided everyone with a copy of the complaint process overview. Sponsors were quick to state that quality assurance department is not timely with the complaint response to the rider, which is typically a 1-2 week delay. Sponsors were asked to be notified of complaints & resolutions options given to riders. Kristen stated that the quality assurance department was unable to notify the sponsor about the status for all complaints. It was asked that the complaint reports be distributed to the sponsors on a timely monthly basis. This way the sponsors have an idea of how many and who complaints are being submitted for/by their riders.

Draft activity reports are emailed to each sponsor at the beginning of each month for the previous month's rider activity. It is the sponsors' responsibility to review the activity report and notify Taylor Thomas of issues such as type of rides or mileage restrictions.

### **OTHER BUSINESS:**

#### **RTA Updates:**

Candace Jones introduced herself as the new Kane County Mobility Outreach Coordinator for the RTA. She has replaced Rahman Burton. She 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 Candace to present to them please let her know.

#### **Meeting Schedule:**

The 2020 KCPCC Meeting Schedule was approved.

- Tuesday, March 3<sup>rd</sup>
- Tuesday, June 2<sup>nd</sup>
- Tuesday, September 1<sup>st</sup>
- Tuesday, December 1<sup>st</sup>

#### **Public Comment:**

There was no public comment.

The meeting was adjourned by unanimous consent at 11:02 am.