



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
MARCH 1, 2016

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
- Sugar Grove Township
- Village of Campton Hills
- Village of South Elgin

### In Attendance:

Jim Anderson, Batavia Township	Joe Pinkston, Pace
John Arthur Anderson, St. Charles Twp	Chris Rose, Pace
Jennifer Becker, Kane County DOT	Tom Rowe, Sugar Grove Township
Bill Catching, Aurora Township	Ron Singer, Geneva
Fred Dornback, Blackberry Township	Isabel Soderlind, St. Charles
Megan Golden, South Elgin	Krystal Spracklen, AID
Sue Harnery, Dundee Township	Sherri Weitl, Geneva
Louise McKay, Campton Township	Wendy Zarate, Senior Services Assoc
Annette Miller, Elgin Township	

The meeting was called to order at 9:10 a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Fred Dornback and seconded by John Arthur Anderson, the March 1, 2015 meeting minutes were approved.

### RIK PROGRAM STATUS REPORTS:

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

Contained within the agenda and distributed at the meeting. No questions asked.

#### NF and JARC Budget Report -

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. We are spending an average of \$23,000 month on JARC rides, this will last us through May, 2019. Phase 9 & 10 JARC through 2023. We have 5310 money to last until September 2017. Discussion followed on the reports. There was continued discussion on trying to move as many clients to JARC (work) related trips to try to draw down the JARC balance on the remaining phases. The Call Center is supposed to ask the purpose of each ride, and Krystal suggested that each sponsor contact the Call Center to identify particular riders who may book trips for work purposes. It was the consensus of the group to keep trying to move clients to use JARC type trips and see what happens to the balance of our funds.

Discussion then turned to the RTA/FTA compliance audit and the importance of maintaining eligibility documentation on each client. Krystal reminded the group of findings of the most recent RTA compliance audit and the importance of obtaining and keeping the eligibility records on each client and to be able to produce the files upon request. Fred Dornback asked if there was any precedent for paying back

FTA funds if the program was found to be out of compliance in any area. Krystal stated that it was unlikely as Ride in Kane is working diligently to keep program elements in compliance, any findings are usually due to error, not by design.

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

**RTA/FTA Grant Cycle**—Kyrstal reported that Kathy Hazelwood is in the process of preparing the application for RTA/FTA funding for the next cycle. She estimates that there will be approximately \$2.5 million a year for the next cycle. Details will be announced at the next meeting. She encouraged all the return the letters of commitment to Kathy for use in the grant app.

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



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
JUNE 7, 2016

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:**

Jim Anderson, Batavia Township	Joe Pinkston, Pace
John Arthur Anderson, St. Charles Twp	Tom Rowe, Sugar Grove Township
Jennifer Becker, Kane County DOT	Ron Singer, Geneva
Sharon Bober, St. Charles	Isabel Soderlind, St. Charles
Sue Harney, Dundee Township	Krystal Spracklen, AID
Sidney Kenyon, McHenry County DOT	Dione Strimell, South Elgin
Louise McKay, Campton Township	Sherri Weitzl, Geneva
Annette Miller, Elgin Township	Wendy Zarate, Senior Services Assoc

The meeting was called to order at 9:05a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Ron Singer and seconded by John Arthur Anderson, the March 1, 2016 meeting minutes were approved.

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

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

Contained within the agenda and distributed at the meeting. Some discussion about 303 Taxi, Joe Pinkston stated that they are under new management, that should help with complaints. Pace continues to work with Freedom First to get more drivers for the program. Continued discussion among the sponsors on how to handle out of county trips, dialysis trips and trip mileage. Suggestions were made to the group. Krystal reminded all not to allow rides from newly registered clients until after the written registration is received. This is for liability coverage for the sponsors and the program.

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

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. There is enough JARC money remaining to last until 5/23, still in Phase 7/8, not even into 9/10 yet. There are enough 5310 funds to last until 11/17, and enough funds for the majority of the rides to last through 2017. It was the consensus of the group to keep trying to move clients to use JARC type trips and see what happens to the balance of our funds. There was discussion of conducting another customer satisfaction survey. Krystal discussed the results of the compliance audit and the recommended corrections.

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

**RTA/FTA Grant Cycle-**Krystal reported that Kathy Hazelwood is in the process of preparing the application for RTA/FTA 5310 noncompetitive funds. She encouraged all the return the letters of commitment to Kathy for use in the grant app.

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





## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES  
September 6, 2016

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)  
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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.	Annette Miller, Elgin Township
Jennifer Becker, Kane County DOT	Laura Neuman, City of Batavia
Sharon Bober, St. Charles	Mike Neuconkirchen, Kendall Area Transit
Bill Catching, Aurora Township	Lyn O'Shea, AID
Fred Dornback, Blackberry Township	Ron Singer, Geneva
Jackie Forbes, KDOT	Isabel Soderlind, St. Charles
Megan Golden, South Elgin	Krystal Spracklen, AID
Nicole Gorr, Senior Services	Michael VanDreKerke, RTA
Sue Harney, Dundee Township	Sherri Weitzl, Geneva
Kathy Hazelwood, AID	Jake Zimmerman, Kane Veterans
Julie Herr, City of St. Charles	

The meeting was called to order at 9:00a.m. by Sue Harney, Council Chair. Introductions were made. Upon a motion for approval made by Ron Singer and seconded by Bill Catching, the June 7, 2016 meeting minutes were approved.

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

Krystal began the discussion by letting all know that she sent all sponsors the master list and reminded all to check for accuracy. The FTA/RTA audit depends upon accuracy, and RIK was subject to a plan of correction in past audit for this reason.

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

Contained within the agenda and distributed at the meeting. Without Pace's rep at the meeting, it was difficult to resolve some issues, including discussion on how to handle out of county trips, dialysis trips and trip mileage. Suggestions were made to the group. A general discussion was had regarding "mystery" riders and keeping rider list up to date. Also discussed riders abusing the service and ways to deal with on case by case basis. Fred Dornback was concerned that one person abused their ride limit, and due to the lag in Pace reports and invoices, he wasn't aware until the damage had been done. He said if he has to pay the \$1000 owed for this one person, then Blackberry Twp. will have to pull out of RIK. Krystal stated that it's up to Pace to go after unauthorized riders. A discussion followed on how sponsors can manage their clients who abuse the service. Sharon Bober stated that she had an unresolved issue and had yet to get a response from Joe Pinski. It was decided that a small group would try to set up a conference call with Sally Williams.

Krystal said that she now has access to Pace daily reports on riders and will generate monthly reports to send to each sponsor, this could help in identifying riders and managing abuse proactively.

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

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. There is enough JARC money remaining to last until 3/23, still in Phase 7/8, not even into 9/10 yet. There are enough

5310 funds to last until 10/17, and enough funds for the majority of the rides to last through 2017. It was the consensus of the group to keep trying to move clients to use JARC type trips and see what happens to the balance of our funds. There was discussion of conducting another customer satisfaction survey. Krystal discussed the results of the compliance audit and the recommended corrections.

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

**RTA/FTA Grant Cycle**– The noncompetitive grant cycle is nearing the end and RIK will be receiving \$1.5million which will last for the next 2 years. The competitive grant cycle will be in 2017 and Kathy will be asking all sponsors for their letter of intent.

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



## Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

December 6, 2016

41W011 Burlington Road  
St. Charles, IL 60175

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

### RIDE IN KANE SPONSORS

Association for Individual  
Development

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(Carpentersville, East Dundee,  
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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.	Annette Miller, Elgin Township
Jennifer Becker, Kane County DOT	Laura Neuman, City of Batavia
Sharon Bober, St. Charles	Mike Neuconkirchen, KAT
Rahman Burton, RTA	Lyn O'Shea, AID
Donna Copeland Hill, NEIAAA	Ron Singer, Geneva
Fred Dornback, Blackberry Township	Isabel Soderlind, St. Charles
Glenda Love, NEIAAA	Krystal Spracklen, AID
Marc McLaughlin, South Elgin	Jeff Ward, Citizen
Nicole Gorr, Senior Services	Sherri Weitl, Geneva
Sue Harney, Dundee Township	
Kathy Hazelwood, AID	

The meeting was called to order at 9:05a.m. by Sue Harney, Council Chair. Introductions were made. Donna Copeland Hill announced that she will be leaving her position and introduced Glenda Love as the new rep attending RIK. Upon a motion for approval made by Lynn O'Shea and seconded by John Arthur Anderson, the September 6, 2016 meeting minutes were approved.

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

Joe Pinkston began by stating that Pace has been experiencing issue with Call Center. The new contract began November 21 and staff turnover has contributed to some complaints and confusion with call reservations. There is a new QA staff and general manager. He hopes that this will reduce the issues in the past few weeks. The Call Center now has responsibility for City of Chicago paratransit ride reservations. New lines have been installed, and Kane County has a separate line.

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

Contained within the agenda and distributed at the meeting. Several sponsors relayed their frustration with service provision, many riders having unreasonably long rides. Joe responded that Pace is short riders and that makes rides longer across the system. Pace has talked to Ride Rite to try to correct problem which leads to longer than normal rides for many riders. Lynn stated that if the problems continue the sponsors will have to set up a meeting with Sally Williams to try to develop back up plans.

Regarding customer feedback, Joe needs new service parameters from each sponsor. He also talked about July-September complaints and resolution or not of all.

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

Krystal referred to the Grant Fund total and Sponsor Cost spreadsheets in the agenda packet for review and discussion. There is enough JARC money remaining to last until 3/23, still in Phase 7/8, not even into 9/10 yet. There are enough

5310 funds to last until 10/17, and enough funds for the majority of the rides to last through 2017. It was the consensus of the group to keep trying to move clients to use JARC type trips and see what happens to the balance of our funds.

Kyrstal also said she will have master client lists for all sponsors at the March meeting. She congratulated Geneva, St. Charles and Elgin for cleaning up their lists. Finally, Krystal announced that there were no findings on the most recent audit.

A discussion followed on transfers cross counties and how we can facilitate this. Jennifer said she continues to work with colleagues from MCRide and KAT to work on this issue. Without regional assistance, we are on our own on developing a strategy.

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

**RTA/FTA Grant Cycle**— The noncompetitive grant cycle is nearing the end and RIK will be receiving \$1.5million which will last for the next 2 years. The competitive grant cycle will be in 2017 and Kathy will be asking all sponsors for their letter of intent.

### **Public Comment**

Jeff Ward was in attendance to talk about his son's issues as a new user of RIK. His son needs to get to Wau-bonsee Community College and has had difficulties in no show or late arrival. Mr. Ward felt it is important for him to attend to try to fix this issue for people who do not have an alternative form of transportation. There was correspondence from City of Geneva and fine enacted, which Mr. Ward felt was unfounded, given the circumstances he described at length. Joe Pinkston apologized for Pace's actions in this situation stating that it was not indicative of regular operations. He committed to work with Mr. Ward to correct the situation regarding the rudeness of Call Center employees.

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