



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

March 6, 2018

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

Sugar Grove Township

Village of South Elgin

In Attendance:

Jennifer Becker, Kane County DOT
Kathy Hazelwood, AID
Lynn O'Shea, AID
Krystal Spracklen, AID
Tricia Skibley, AID
Bill Catching, Aurora Township
Gloria Yeniz, Aurora Township
Jim Anderson, Batavia Township
Fred Dornback, Blackberry Township
Trish Glees, Dundee Township
Kathryn Gullickson, Dundee Township

Dave Waden, City of Elgin
Sherri Weitl, Geneva
Ron Johnson, St. Charles Township
Sharon Bober, St. Charles Township
Lauren Blayney, South Elgin
Glenda Love, NEIAAA
Joe Pinkston, PACE
Chris Rose, PACE
Martin Sandoval, PACE
Rahman Burton, RTA
Fluturi Demirovski, RTA

The meeting was called to order at 9:05 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Trish Glees and seconded by Sherri Weitl, the December 5, 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 \$26,158.28. There is enough JARC money remaining to last until 1/2023, still in Phase 7/8, not even into 9/10 yet.

5310 rides are averaging a monthly cost of \$63,657.50. We are currently in Phase 11/12. 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. 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 December 2017 and January 2018. He said a lack of drivers for the bus program was the reason for the increased complaints in previous months. However, Ride Right is now fully staffed and maintaining drivers so fewer complaints were received. The complaint report was modified to add an additional follow up column. This will provide sponsor with a date when rider was contacted and complaint closed by Pace. Krystal stated that she was expecting more follow up information; such as, how the complaint was resolved (action taken) than date of rider contact. Trish would also like a follow up to Sponsor when sponsor is involved with a rider initiated complaint. For example, Sponsor sends complaint via email/phone to Joe or Maurice. Joe said that Sponsor will receive a follow up via email/phone from Maurice, Amanda, or Joe in addition to rider receiving follow up as well. The complaint report will be generated monthly and sent to Krystal who will forward to each sponsor.

Sharon Bober questioned why St. Charles Township did not have a complaint on the report for December. She instructed rider to call the quality assurance line to file a complaint. After further review, it looks like the St. Charles Township rider was listed under the City of St. Charles and not the Township. Joe will make sure to update the records when he returns to office.

Trish Glee stated her major complaint is that the taxi provider is still using non-placard vehicles in their fleet. Joe stated that Rosemary is working on 303 Taxi Provider to update placard in every vehicle. If they are non-compliant, Pace will pull the driver/vehicle out of service.

Bill Catching is receiving many complaints about weekend late arrivals. Joe said that Amanda is creating a database to track if there is a pattern with the late arrivals.

Joe reiterated that he is working on generating a ridership report via trapeze that will include the drop off time of each rider. This will assist everyone in identifying riders who are on the bus for a long period of time and may assist with identifying routing issues.

Joe said Pace has a bid out for another RIK Taxi service provider for Kane County. Our current taxi providers are 303, Freedom First, and First Choice. Krystal asked if DLK was still a provider. Joe said that DLK was a subset of Freedom First and no longer in service.

RIK/Pace Meeting Update:

On February 21, 2018, a meeting was held at AID to address concerns regarding the RIK Program. Individuals in attendance were Lynn O'Shea and Krystal Spracklen of AID, Jennifer Becker and Tom Rickert of Kane County, Joe Pinkston, Maurice Sanders, and Rosemary Gerty of Pace. Futuri Demirovski and Lorri Newson of the RTA attended via phone conference. Attached is the agenda from the meeting.

Pace is committed to providing a more consistent complaint process. Pace has provided a toll free number to call to talk to someone at the Chicago Office between 8am-5pm Monday-Friday if a rider is stranded for more than 30 minutes. If after hours, the call will be directed to the dispatch office. After 15 minutes late, rider contacts the call center to check on status of ride. After 30 minutes late, rider contacted the "Stranded Line" at 1-800-606-1282 and selects option 3 to speak to a supervisor regarding their ride. One concern that has come up is when a guardian contacts the call center asking for the whereabouts of their stranded disabled adult rider; the call center will not provide any information to guardian. Joe stated that guardian calls will be escalated to the supervisor to determine if guardian should receive information on whereabouts. Joe, Jennifer, and Krystal agreed that responsibility is also on rider and rider's guardian. RIK program does allow for a companion rider to ride at no charge. Another option for the concerned guardian is to purchase a GPS tracking device to put on rider so they are aware of the rider's location at all times. Pace does assess liquidated damages to providers for being late.

RTA Updates:

Lynn attended the RTA meeting on 1/16/18 and no questions were asked regarding meeting.

Public Comment:

There was no public comment.

The meeting was adjourned by unanimous consent at 10:09 am.



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
June 5, 2018

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

Sugar Grove Township

Village of South Elgin

In Attendance:

Jennifer Becker, Kane County DOT
Kathy Hazelwood, AID
Lynn O'Shea, AID
Krystal Spracklen, AID
Tricia Skibley, AID
Bill Catching, Aurora Township
Jim Anderson, Batavia Township
Jennifer Fox, Batavia
Fred Dornback, Blackberry Township
Trish Gleees, Dundee Township
Kathryn Gullickson, Dundee Township

Ruth Rottmann, Campton Township
Dave Waden, City of Elgin
Peggy Gomez, Senior Services
Chris Ranney, Geneva
Jill Martin, St. Charles
Ron Johnson, St. Charles Township
Sharon Bober, St. Charles Township
Lauren Blayney, South Elgin
Tom Rowe, Sugar Grove Township
Collette Jordan, NEIAAA
Rahman Burton, RTA

The meeting was called to order at 9:03 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Trish Gleees and seconded by Chris Ranney, the March 6, 2018 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

5310 and JARC Budget Report:

Krystal stated Pace Billing has been finalized for October-December 2017. Everyone except Elgin Township was overcharged and should receive a minimal credit on a future bill. Also the number of rides for South Elgin and St. Charles Township changed between JARC/NF for December. Those changes will not affect your December dollar amounts. 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 \$26,246.38. 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 \$63,403.85. We are currently in Phase 13/14. There are enough 5310 funds (Phase 15/16) to last until 11/2021.

Registration and Ridership Reports and Customer Complaint Records:

Krystal referred to the Nelson Nygaard reports 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. There was not a representative from Pace at the meeting to discuss the Customer Complaint records.

RTA Updates:

Rahman Burton stated that he continues to visit agencies and libraries in the area to promote the RIK program as well as the fixed route services. If you would like him to visit a specific place please let him know.

Riders Guide Update:

Jennifer Becker sent an email requesting all sponsors review the changes she initially

made to the Riders Guide. She received no responses. So she included a copy of the changes for open discussion. Several suggestions of changes were made. Jennifer will incorporate those suggestions into the Riders Guide and re-present at the next meeting in September.

New Sponsors:

Fred Dornback has been working with the Village of Elburn to join the RIK program. All Elburn riders and activity would be categorized as Blackberry and Fred would bill Elburn separately. Board approval is needed from both parties in order to finalize the agreement. Fred will continue to update the committee when he has more information.

Public Comment:

There was no public comment.

The meeting was adjourned by unanimous consent at 10:34 am.



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES
September 4, 2018

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

Sugar Grove Township

Village of South Elgin

In Attendance:

Jackie Forbes, Kane County DOT
Ryan Peterson, Kane County DOT
Lynn O'Shea, AID
Krystal Spracklen, AID
Tricia Skibley, AID
Jim Anderson, Batavia Township
Jennifer Fox, Batavia
Fred Dornback, Blackberry Township
Trish Glees, Dundee Township
Ruth Rottmann, Campton Township
Peggy Gomez, Senior Services

Franklin Ramirez, Elgin Township
Chris Ranney, Geneva
Ron Johnson, St. Charles Township
Sharon Bober, St. Charles Township
Lauren Blayney, South Elgin
Collette Jordan, NEIAAA
Fluturi Demirovski, RTA
Rahman Burton, RTA
Jim Mullaghy, PACE
Amanda Gettes, PACE

The meeting was called to order at 9:01 am by Jim Anderson, Council Chair. Introductions were made. Upon a motion for approval made by Trish Glees and seconded by Franklin Ramirez, the June 5, 2018 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

Registration and Ridership Reports and Customer Complaint Records:

Jim Mullaghy formally introduced himself as the new project manager for RIK. He stated that there will be more taxi contractors added to the RIK program within the next couple of months. We currently use 303, Freedom First, and 1st Choice. 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 and introduced Amanda Gettes, who oversees the RIK quality assurance department. Amanda recommends that all riders contact the Customer Relations Complaint line to formally document a complaint. After they file a complaint then they can call the sponsor to escalate it. The complaint is entered into the system and forwarded to the quality assurance department. The quality assurance department investigates the complaint. Amanda said there is approximately a 3 week turnaround to receive a follow up call from Pace. Trish stated that none of her riders have received a follow up call from Pace. Amanda said that the complaint department provides a resolution script to customer relations, who then contacts the rider. There was discussion on whether a rider with caller id will answer an unknown call. Lynn asked if the phone number that would display on caller id be incorporated into the complaint process sheet. Amanda was unsure what phone number would display or it could be more than one specific number used.

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 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 \$29.82 cost per trip. She is looking into the overall increase.

JARC rides are averaging a monthly cost of \$26,246.38. 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 \$68,562.36. We are currently in Phase 13/14. There are enough 5310 funds (Phase 15/16) to last until 10/2021.

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

OTHER BUSINESS:

Pace Meeting Recap:

A meeting was held at AID on July 17, 2018, between Pace representatives and AID along with specific sponsors who have seen an increase in ridership complaints and service disruptions. It was also a formal meeting to introduce Jim Mullaghy, the new RIK project manager. A copy of the meeting minutes are included in the agenda packet for review. One of the handouts given at the meeting was Pace's Complaint Process. As noted above, Trish questioned the response time to respond to the rider's complaint. Specifically, the process states in line item # 4 - the Contractor has 3 business days to respond. Sponsors understand that means the bus or taxi provider has 3 business days to respond to Pace, but riders may interpret that as 3 business days for Pace to respond to the rider. Also noted was line item # 6 doesn't list a specific time frame to respond to the rider. Amanda will remove line item # 4 and add a general time frame to respond to riders regarding line item # 6.

GoGo Grandparent:

Provides door to door rides to anyone. Just another ride option for users who aren't smart phone equipped or savvy. This allows you to request a ride via a phone call. Cheaper than a taxi service but more expensive than RIK. It also provides the whereabouts of rider to guardian or caregiver. Additional information regarding this service is included in the agenda packet.

RTA Updates:

Fluturi Demirovski stated that the next Call for Projects will be Spring 2019.

Title VI:

Krystal received a letter from the RTA requesting the Title VI plan review and update. She is currently reviewing and making updates as needed. Updates include but not limited to: 2010 census results, updated board and sponsor information, and formatting modifications. Once she completes the updates within 45 days from the date of the RTA letter, the Title VI plan is sent to the RTA. RTA will review and provide comments regarding the plan. Krystal will review and update comments and then submit to AID board for approval. She reminded the sponsors to make sure the RIK notice is posted where RIK applications are accepted, RIK website and Riders Guide.

Riders Guide Update:

Jackie presented the updated version of the Riders Guide. She will send an editable copy to all sponsors so they can modify to meet their specific restrictions or requirements. She will also request the Kane County's IT department convert the guide into Spanish as well as update the website to have google translate available.

New Sponsors:

Fred Dornback stated that the Village of Elburn will not be joining the RIK program at this time. They did not budget money for the current fiscal year for this service. They will consider becoming a sponsor the next fiscal year.

Public Comment:

There was no public comment.

The meeting was adjourned by unanimous consent at 11:00 am.

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
December 4, 2018

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

Sugar Grove Township

Village of Campton Hills

Village of Carpentersville

Village of South Elgin

In Attendance:

Jackie Forbes, Kane County DOT
Lynn O'Shea, AID
Lore Baker, AID
Kathy Hazelwood
Krystal Spracklen, AID
Tricia Skibley, AID
Jennifer Fox, Batavia
Fred Dornback, Blackberry Township
Ruth Rottmann, Campton Township
Trish Gleees, Dundee Township
Dave Waden, City of Elgin
Peggy Gomez, Senior Services

Franklin Ramirez, Elgin Township
Chris Ranney, Geneva
Jill Martin, City of St. Charles
Ron Johnson, St. Charles Township
Lauren Blayney, South Elgin
Glenda Love, NEIAAA
Mike Neuenkirchen, Kendall Area Transit
Dominic Cozzi, D303 Transportation
Rahman Burton, RTA
Jim Mullaghy, PACE
Maurice Sanders, PACE
Chris Rose, PACE

The meeting was called to order at 9:48 am by Trish Gleees, Council Vice Chair. Introductions were made. Upon a motion for approval made by Franklin Ramirez and seconded by Chris Ranney, the September 4, 2018 meeting minutes were approved.

RIK PROGRAM STATUS REPORTS:

Registration and Ridership Reports and Customer Complaint Records:

Jim Mullaghy distributed the On Time Performance Report and noted that it was broken down by Bus/Taxi. Based on the reported information, 303 Taxi is less than 80%. He stated that there will be more taxi contractors added to the RIK program. We currently use 303, Freedom First, and 1st Choice. 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. He will begin to send via email to sponsors monthly. He also distributed an updated Complaint Process procedures.

Trish Gleees stated since the Pace meeting in July, communication has improved. However there are a few riders who continue to have services issues such as no show, late or on the bus too long. Pace provided all sponsors with a list of Pace phone number to contact regarding services issues. These phones numbers can be given to riders too.

Trish asked if there is any way to eliminate/improve the amount of time on the bus? Clearly it's a routing issue. Jim recommends subscription service, where available, when rider is going to and from the same place/day/time to help eliminate lengthy rides.

Jim stated that Pace is updating their reporting software and Krystal will be able to run the monthly reports more timely and efficiently. It will also have the time of destination drop off column. Updates should take place within the next 1-2 weeks.

Krystal stated starting January 2019, she will be emailing all sponsors monthly draft reports of the previous month's Activity, Ridership, Late Cancel/No Show, Missed Trips, and On Time Performance. It is each sponsors' responsibility to review each report and email Jim with any errors. Once we receive the final Pace bill for said month, she will also email each sponsor their final activity report for said month. This will allow sponsor to compare final bill to final activity report. The timing on this will depend on when final bill is received.

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 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 \$30.61 cost per trip.

JARC rides are averaging a monthly cost of \$26,246.38. There is enough JARC money remaining to last until 2/2023, still in Phase 7/8, not even into 9/10 yet. Krystal said that the RTA will consult with the FTA to work on circular to see if we can spend down JARC differently.

5310 rides are averaging a monthly cost of \$70,204.94. 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. Kathy asked that the sponsors review their partnership agreements/letters of intent and put it on the agenda for an upcoming board/council meeting. She will need each sponsors' board/council approved agreements/letters of intent when she submits the grant request.

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

OTHER BUSINESS:

RTA Updates:

RTA Compliance Review of the Ride in Kane Program took place on 11/2/18. Final results are pending.

Title VI:

Krystal received a letter from the RTA requesting the Title VI plan review and update. She completed the review and updates. Updates include but not limited to: 2010 census results, updated board and sponsor information, and formatting modifications. She has submitted the Title VI plan to the RTA for review. The RTA will review and provide comments regarding the plan. Krystal will review and update comments and then submit to AID board for approval. She reminded the sponsors to make sure the RIK notice is posted where RIK applications are accepted, RIK website and Riders Guide.

Riders Guide Update:

Jackie noted that the updated editable version of the Riders Guide was emailed to all sponsors. The website has been updated with the new Riders Guide and the Kane County's IT department update the website to include Google Translate. She is in the process of getting vendor bids to have the Riders Guides converted to Spanish. Once she makes a decision on a vendor, she will send it out to have it converted.

2019 Meeting Schedule:

The 2019 RIK Sponsor Meeting Schedule was approved.

- Tuesday, March 5th
- Tuesday, June 4th
- Tuesday, September 10th (week after Labor Day)
- Tuesday, December 3rd

Public Comment:

There was no public comment.

The meeting was adjourned by unanimous consent at 10:57 am.