

June 16, 2008 McRIDE Pilot Meeting Agenda

I. Local Agency Agreements

The various components of these agreements will be reviewed and discussed.

II. Billing Structure

Should a single agency take the lead on billing and then work out individual agreements with the other local agencies for reimbursements?

III. Registration

The scope of registration will be discussed and the various methods to be used will be agreed upon.

IV. Role of the Paratransit Council

The Paratransit Council will need a formal structure to operate under. This structure will depend largely on the functions and responsibilities of the Council.

V. Marketing and Public Outreach

VI. Project Timeline

Agenda Item I:

Local Agency Agreements

TYPE OF SERVICE – Demand Response Service. Service levels will not exceed limits dictated by funding levels stipulated in the agreement.

SERVICE OPERATED BY – Contractors including: Private Paratransit providers, Taxi Cab Companies; Other Qualified Providers of Transportation services.

CENTRAL CALL CENTER – Private Contractor (Grayslake)

TRIP RESERVATION METHOD – Reservations shall be accepted at the Pace central call center a maximum of seven (7) days in advance of the day service for an eligible trip request or as directed by Pace. Trips which previously were provided as subscriptions will continue to be provided as subscriptions, as defined and approved by Pace.

For the City of Woodstock: Trips requested with less than one (1) day but more than four (4) hours advance notice from the desired pick up time may be honored to the extent that the request can be accommodated within the framework of the day's schedule. Trip requests having over one (1) day notice from the desired pick up time shall be accommodated.

For the City of McHenry: Trip requests having over one (1) hour notice from the desired pick up time shall be accommodated.

SERVICE MODE – A transit vehicle, either a paratransit bus or taxi, will be deployed that is identified to be the most cost effective, efficient and appropriate to provide service.

SERVICE AREA – Trips shall be provided within the McRIDE service area including the area defined by the boundaries of the City of McHenry, the City of Woodstock, Dorr Township (including the Crystal Lake Metra Station for unincorporated Dorr Township riders only), and McHenry Township. Saturday service will be provided as currently contracted.

SERVICE HOURS – 6:00 a.m. to 6:30 p.m. Monday through Friday. Saturday service will be provided as currently contracted for the City of Woodstock and City of McHenry.

LEVEL OF SERVICE – Vehicle dispatch will be prioritized as needed to maintain or improve the level of service historically provided. The effectiveness of the service will be monitored monthly by the Paratransit Council of McHenry County which will work with Pace to address service concerns.

FARE STRUCTURE – \$2.00 per one-way trip up to seven (7) miles; \$4.00 thereafter. (Saturday service will be provided as currently contracted). Fare is half price for seniors and other qualified riders as determined by participating agency. **To and from the Crystal Lake Metra Station: \$4.00**

RIDER ELIGIBILITY – Each agency will register qualified riders and provide this information to Pace.

Agenda Item II:

Billing Structure

It is strongly recommended by Pace staff that there be a single agreement with Pace to assume the responsibility of payment to Pace and act as the lead agency of the program. Each month, Pace would bill the lead agency for the services provided to the pilot participants.

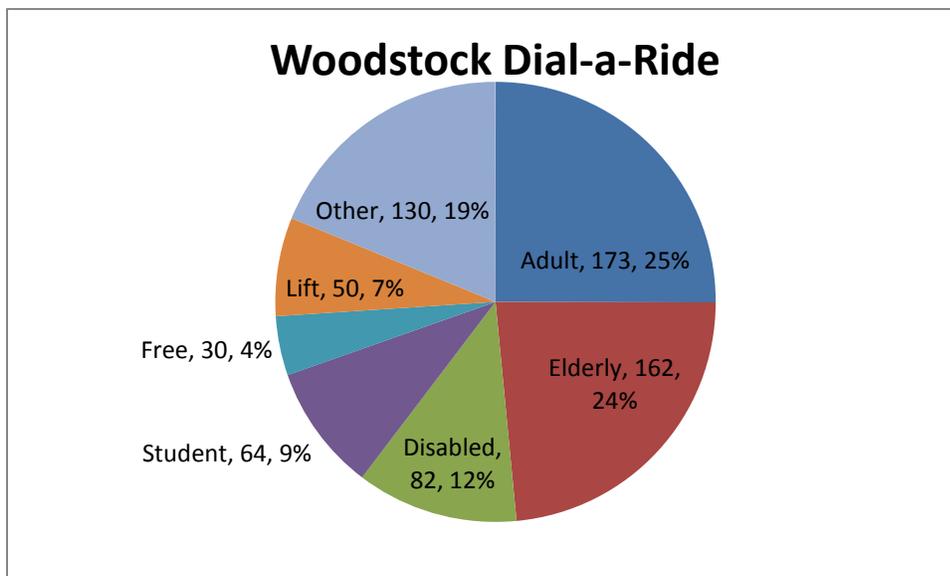
Notes:

Agenda Item III:

Registration

For one month, staff identified 145 unique home addresses for individuals in the City of McHenry and 194 unique home addresses for individuals in the City of Woodstock.

Staff has entered the dispatch information for one week of operations in the City of Woodstock to have a better understanding of the scope of registration to be needed.



Notes:

Agenda Item IV:

Role of the Paratransit Council

It will be up to the Paratransit Council of McHenry County to review services and address service concerns. The Paratransit Council may need to be empowered to make recommendations directly to the County Board, City Councils, Township Boards, Pace, etc. for contract amendments.

In addition to the support currently being provided to the Implementation Task Force, staff will be needed to support the Council. Support items will likely include but not be limited to:

- Invoice agencies as appropriate for services
- Manage rider registration and registration accuracy
- Provide monthly service and billing analysis
- Prepare monthly meeting agendas and packets
- Prepare monthly meeting facilities and minutes
- Provide technical assistance as needed to evaluate solutions such as service problem remedies, impacts of expanding/cutting services, fare structure, vehicle use, etc.
- Prepare grant applications and grant reporting materials
- Coordinate with Pace, Metra, County, townships, and municipalities on transit system development and transit access issues in McHenry County
- Respond to rider complaints
- Coordinate expansion of the program
- Negotiate Pace contract and other needed local agency agreements

Notes:

McRide Pilot Meeting Summary

Monday, June 16, 2009

Attending: Ken Koehler, County of McHenry; Doug Mareiner, City of McHenry; Frank DeVita, McHenry Township; Bob Pierce, Dorr Township; John LaBaj, County of McHenry ; Kathi Kunzer, City of McHenry; Tom Groeninger, Pace; Chris Rose, Pace; Joe Korpalski, County of McHenry; Jeff Carlson; Pioneer Center; Jason Osborn, County of McHenry; Dan Haligas, Pioneer Center; Roscoe Stelford, City of Woodstock; Randy Comstock, Pace; Sally Williams, Pace; Lorraine Snorden, Pace.

Jason Osborn opened the meeting by listing the agenda items to be discussed: Local Agreements, Billing Structure, Registration, Role of the Paratransit Council, Marketing & Public Outreach, and Project Timeline.

Chairman Koehler thanked everyone for attending the meeting. He provided summary comments about the coordinated paratransit pilot project including:

- The pilot project will be evaluated every 3 months for the first year of operation.
- The County of McHenry has agreed to take the lead for this project partnering with the 5 sponsors.
- The success of the project requires all involved to work hard to make it successful.
- The participants need to work out the basic service design fares, hours, etc.
- The County recommends that the pilot operate for the first year without adding any new sponsors.
- Pace will provide the technical support for the project.
- In response to the question about the county funding the project beyond the senior grant amount. Chairman Koehler's response was not at this time since the project has not been vetted by the full county board.
- The Chairman suggested that the sponsors offer the service that they are able to pay for until other options are identified.
- He stressed that the county and the sponsors are a team, partners
- The pilot will improve service and provide useful information about how to grow the service.
- The Chairman suggested that the fares be reviewed relative to increasing fuel cost.
- The senior reimbursement will be a savings for the City of McHenry since seniors ride free.

Local Agency Agreements

Doug **Maxeiner** wants Pace to provide an estimation using trend data for possible cost. He stated that the City of McHenry is committed to continue with the pilot project as long as the costs do not grow exponentially.

Doug wanted to know what happens if the pilot fails?

Chairman Koehler stated that the contracts with Pace will be valid to resume the previous service.

Billing

John Labaj: There will be a master agreement between Pace & the County. In addition, there will be IGA's between the County and the 5 sponsors. Billing issues will be included in the master agreement.

Pace will continue to have agreements with the cities and Pioneer Center. In addition, Pace will continue to contract with McHenry Township since it's a service provider.

How does it affect the others if a sponsor backs out?

The remaining sponsors will decide how to proceed or not.

Pace will investigate Metro Yellow Northwest Taxi to determine if this operation meets Pace's criteria to be included in its network of services.

Pace will review the billing procedures to determine if any billing data can be provided to the sponsors in less than 45 days.

Paratransit Council

Questions for Paratransit Council:

- Is there any efficiency to be gained if the reservation process was standardized?
- Fares
- Capacity issues
- Days of operation: Monday – Friday, no Saturday service for the pilot

Does the master agreement precede the formation of the paratransit council or reverse? These items will operate on parallel tracks.

Each sponsor will provide Jason with the primary and alternate contacts to serve on the council.

Next Steps:

The Paratransit Council will meet on the schedule previously established with the next meet being at the McHenry County Division of Transportation on June 30, 2008

Minutes taken by Lorraine Snorden