

McHenry Coordinated Demand Response Meeting

Agenda

Purpose: Establish service parameters and identify next steps toward implementation

1. Purpose of CDRS – To establish additional service with minimal impact on operating cost

- Create a service delivery method that is eligible for Federal transportation funds
- Additional hours of service
- Additional capacity
- Minimize geographic boundaries for trip making

2. Overview of Next Steps / Timeframe

- See Attached

3. The Basic of Operations

- Centralized call center & dispatch for vehicles
- Agencies are responsible for identifying eligible riders – high level of flexibility
- Billing based on ridership and sponsorship
- Pace handles complaints
- Oversight body sets and changes operating parameters as needed

4. Operating Decisions

- Service Area
- Hours / Days of service
- Distance based fares
- Reservation Policy – 2 hours or 24 hours in advanced
- Curb to Curb policy
- What type of agreements have to be in place (IGA & Pace)
- Identifying sponsorship of riders
- Billing and cost sharing of riders who fit in more than one category

5. Assign responsibilities

6. Senior Services Grant and other funding opportunities

7. Next Meeting

McHenry Coordinated Demand Response: Next Steps



McHenry Coordinated Demand Response Service

Meeting Summary December 5, 2007 8:30am - 10:00am

Attendance:

Donna Schaefer, Township of McHenry
Frank Devita, Township of McHenry
Tina Hill, McHenry County
Doug Maxeiner, City of McHenry
Tim Clifton, City of Woodstock
Roscoe Stelford, City of Woodstock
Dan Haligas, Pioneer Center
Jeff Kurth, Pioneer Center

Jason Clark, Pioneer Center
Lorraine Snorden, Pace
Randy Comstock, Pace
Chris Rose, Pace
John Labaj, McHenry County
Jason Osborn, McHenry County
Larry Deeter, TranSystems

Meeting Purpose: Establish service parameters
Identify next steps toward implementation

I. Operating Decisions

The meeting began with a discussion of operating characteristics common among the service providers and what the operating characteristics for coordinated service should be.

A. Service Area

The group agreed that the municipal boundaries of McHenry and Woodstock and the township boundaries of McHenry and Dorr would essentially be the boundaries of coordinated service. Pioneer Center may operate some trips outside of the proposed service area that may need to be included pending review (See attached map).

B. Hours / Days of Service

Weekday service will be provided from 6:00am – 6:30pm. Pace will provide Saturday ridership data to TranSystems for analysis. TranSystems will then recommend Saturday hours of service.

C. Fares

A two-zone fare structure will be established: local (trip length less than 7 miles) and regional (trip length greater than 7 miles). The agencies' current fare will be charged for local trips and regional trip fare will be twice the local trip fare.

D. Reservation Policy

The reservation policy will be 24 hour in advance with subscription trips except for City of McHenry, which allows trips to be reserved one hour in advance.

E. Door to Door Policy

Some of McHenry Township's passengers need door to door service. The township will continue to operate vehicles to provide these trips. **Will these vehicles be available for door to door service outside of McHenry Township?**

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F. Client Registration

Agencies will be responsible for identifying eligible riders and providing the names to Pace.

G. Billing and cost sharing of riders who fit in more than one category

Pace's Trapeze software will be used to determine how much the sponsoring agency will pay for a client's trip.

H. Other Concerns

City of Woodstock emphasized that there cannot be any reduction in service to local citizens when coordinated service begins. The City of Woodstock and the City of McHenry also have concerns regarding cost controls for their upcoming budgets.

II. Centralized Dispatch

A centralized call center and dispatch for vehicles will be established. Jason Osborn will check with Pace to determine if sufficient funding exists to establish the call center.

III. Memorandum of Understanding

The next step for agencies expressing intent to coordinate demand response service is to sign a memorandum of understanding (MOU) to form an oversight body. A sample MOU from Kane County was provided. John Labaj offered to draft the MOU. The goal is to have the MOU signed by February.

IV. Survey

Pace distributed a survey that will be disseminated to current passengers. Several changes were recommended and provided to Lorraine Snorden. Donna Schaefer said McHenry Township will distribute the surveys at upcoming events at the Senior Center. Jason Clark mentioned many of Pioneer's riders are not readers and need assistance to complete the surveys. Tim Clifton requested 150 to be distributed during senior activities at the Woodstock Recreational Center. Pace drivers will distribute the survey on the bus and ask passengers seniors to return the survey to a bus operator. Overall, 1,500 surveys will be printed for distribution. The goal is to have distributed and collected by December 21st.

V. National Center for Senior Transportation Grant

Jason Osborn will prepare and distribute for comment an application for grant funding for costs associated with the Pilot program. This application is due December 18th.

VI. Next Meeting

Next meeting will be in early February.

Items for Discussion:

- Memo of Understanding
- Operating characteristics