



MCHENRY COUNTY
PUBLIC TRANSPORTATION ADVISORY COMMITTEE (PTAC)
MINUTES • SEPTEMBER 9, 2015

Public Meeting

Conference Room C

2:00 PM

667 Ware Rd., Woodstock, IL 60098

I. CALL TO ORDER

A. Roll Call

City of Crystal Lake: Brad Mitchell
City of Woodstock: Jeff Van Landuyt
Greenwood Township: Barbara Klasen
Senior Care Volunteer Network: Sarah Ponitz
Senior Services Associates: Valerie Usalis and Anna Lightcap
Pioneer Center: Tom Riley
Illinois Bureau of Blind Services: Susan Dalton
McHenry County Bicycle Advocates: Eberhard Veit
McHenry County Division of Transportation: Scott Hennings, Kirsten Mellem, Jeff Young
McHenry County Health Department: Michael Hill
McHenry County Planning and Development Department: Dennis Sandquist
Public: Greg Lofgren, Parent of an MCRide user; Donna Copeland-Hill, Agency on Aging; Donna Fischer, Centegra Home Health; Kisha Hearn, Pace

B. Introductions

II. MINUTES APPROVAL

1. Public Transportation Advisory Committee (PTAC) - Public Meeting - Jul 29, 2015 2:00 PM

Motion to approve minutes by Barbara Klasen. Seconded by Dennis Sandquist. No discussion. Approved unanimously by voice vote.

RESULT:	ACCEPTED BY VOICE
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III. PUBLIC COMMENT

Mr. Greg Lofgren, parent of a disabled daughter, discussed how his daughter lives in McHenry and works in Algonquin at the Meijer. Up until now Pioneer Center has provided transportation three times a week for her to travel from home to work. Pioneer Center is discontinuing service for her and told she can use MCRide to go to work. However, MCRide does not serve Algonquin and he would like PTAC to consider adding them to the service area. Mr. Hennings provided information on the Pace fixed buses, stating she could take the 806 to the 550 in Crystal Lake and be dropped off at the Meijer. Mr. Lofgren stated that this is a possibility, but only one way since it is not safe for his daughter to cross Randall Road because there are too many lanes of traffic. Ms. Copeland-Hill provided a resource from the Lake County Center for Independent Living to see if they are able to help and provide any services. Mr. Hennings stated that this is not the first time that he has heard this issue, that Pioneer Center is discontinuing service for several individuals who have been calling the MCDOT to ask about the MCRide service. In addition, individuals in Lake in the Hills and Algonquin have also been calling to get access to the MCRide service.

IV. REPORTS OF SUBCOMMITTEES - NONE

V. OLD BUSINESS

A. MCRide Program Update

(1) The Pace online reporting system has been down for the past two months as they resolve some issues that occurred during the upgrade and has locked us out of the system. Therefore, there are no July/August ridership numbers to report.

(2) Senior Services Grant Interview is September 25, 2015 at 8:00am, we are asking partner communities and non-profit agencies to come and support MCRide through public comment.

(3) Marketing continues as we provide each partner agency with updated copy for websites, facebook, and newsletters. Any agencies that wish to have materials provided for inclusion in newsletters or water bill notices, please contact Kirsten Mellem.

(4) Outreach that has been completed includes: discussion with staff and material drop-off at food pantries and presentations at senior centers, Mental Health board intake coordinators, and WIC caseworkers. Future presentations include Turning Point, Home of the Sparrow, Crystal Lake senior center, and McHenry senior center.

B. "Taxi Voucher" Program Update

i. Summary of Presentation at Transportation Committee

Sally Ann Williams presented to the Transportation Committee on September 5, 2015 regarding how Pace integrates taxi cabs into other Dial-A-Ride services and how that could be accomplished for MCRide. The Transportation Committee is interested in incorporating taxi cabs into the service and has charged Pace with soliciting taxi companies to see if they are interested in such a contract. The Transportation Committee was also interested in whether there is a need for transportation for 3rd shift workers. MCDOT has been working with MCEDC to assess what transportation needs are out there from employers.

ii. Funding Sources for Voucher Program

The Transportation Committee has asked us to ask PTAC agencies if anyone is interested in being a funding partner to administer a taxi voucher program.

C. Pace 550 Update

The new Pace Route 550 began on August 17, 2015, in your packet is the corrected route, which is also updated on the website at www.pacebus.com. There were 24 riders boarding in McHenry County in the first week and one ADA trip. With the new service comes ADA Paratransit service for qualified individuals who are unable to access the bus stops because of a disability. Anyone interested in learning more for their clients should contact Kirsten Mellem and she can provide you with information on certification.

VI. NEW BUSINESS

A. 2016 Pace Contract

Mr. Hennings provided a short summary powerpoint on the history of MCRide from where it began as a consolidation of three municipal dial-a-rides to nine municipalities and seven townships today. Information was also presented on the 2014 funding model and how it differs from the new 2015 funding model. In the new funding model, Pace is paying for a larger portion of the overall cost and MCDOT secured more grant dollars that are shared with partner communities, which results in a lower costs for the County. The majority of the conversation focused on policy updates for the 2016 Pace Contract, where input was solicited from the PTAC members. The issues addressed included:

(1) Rider Age Minimum - Should MCRide implement a minimum age requirement in order to ride the service independently? - Other neighboring services range from 12 - 16 years old. Discussion focused on whether or not this was necessary. Mr. Veit recommended that guardian consent for

children under 10 years old could be an option, but other than that it would be a the discretion of the parent.

(2) Companion Riders - Should companion riders continue to pay full fare or should we emulate other dial-a-rides who provide one free companion per rider? - Ms. Copeland-Hill stated that the Older Americans Act (OAA) requires free rides to companions and children under care of a senior. However, MCRide does not receive funding under the OAA so this is not a consideration. There was no consensus on this issue.

(3) No-Show Policy - Should there be consequences for riders who fail to notify Pace that they want to cancel their trip? - All agreed that a grace period of one no-show is fair. Some suggestions that the second no-show be a fine of \$10 (similar to other dial-a-rides) or a suspension of 30 days (which may be excessive). Some asked if this is an epidemic and whether or not we should worry about this.

(4) MCRide Fare Cards - Currently the program sells one-way fare cards for Crystal Lake, McHenry, and Woodstock but not for other partner cities. These cards are sold only to non-profit and government agencies provided rides for people in need. Should we discontinue these cards and rely only on the \$3 Universal cards? - Most members were o.k. with phasing out the in-town cards, but Mr. Veit suggested that we have an in-town card and an out-of-town/universal card.

(5) Veteran/Student Fare Discount - Currently veterans and students pay full fare unless they are physically disabled or over the age of 60. No other dial-a-ride programs provide a discount for students or veterans. Should we offer a discount? - Members did not see a need for this, since many veterans are not in need unless disabled and would qualify for the reduced fare anyway. There was no interest in offering this type of discount.

(6) Spanish Speaking Call Takers - Should we require the MCRide call center to staff a Spanish speaking call taker? - Ms. Hearn from Pace stated that they currently have one call taker and one dispatcher who speak fluent Spanish and provide this service. In addition, there is a translation service provided by Pace that they call takers can utilize if there is no one in the call center that can translate. Members did not voice an opinion either way on whether this should be a requirement in our contract.

VII. NEXT MEETING DATE AND LOCATION

November 18, 2015 at 2:00pm at the McHenry County Administration Building

VIII. MEMBER COMMENT

Mr. Veit updated the group on the Ridgefield Trace connection at Oak Street in Crystal Lake. He stated that there was a meeting with McHenry County Conservation District regarding funding for the trail connection over the railroad tracks at Oak Street. There will be a local match requested for 20%, or estimated \$100,000.

IX. ADJOURNMENT

The meeting was adjourned at 3:03pm by Eberhard Veit. Seconded by Valerie Usalis. There was no discussion. The motion was unanimously approved by voice vote.