

MEETING MINUTES
CONTINUUM OF CARE TO END HOMELESSNESS – TRANSIT PLAN STAKEHOLDER MEETING

THURSDAY, APRIL 19, 2018
10:45 A.M. TO 12:00 P.M.

MCHENRY COUNTY MENTAL HEALTH BOARD BUILDING
620 DAKOTA STREET
CRYSTAL LAKE, IL

ATTENDEES: See Sign-in Sheet

The purpose of the meeting was to obtain information on specific needs for public transportation services for those who are low in come and/or homeless. The meeting started with each representative introducing themselves and stating the mission of their organization. The following comments were received.

Issues

- How do we efficiently move people from one place to the other, especially as the population ages; there is a patchwork of services in McHenry County.
- There is a lack of connectivity of transportation services between townships. For example, dialysis patients live in one township and need to get to the dialysis center in another township.
- Not all municipalities are part of MCRide as they need to provide local funding; the funding share is based on population and structured to be affordable. However, it is hard for local governments to prioritize funding for MCRide as they are showing deficits in their budgets.
- Clients are resistant to using public transportation for a few reasons – some don't understand how it works, others have social anxiety. In addition it is hard to make multiple trips on public transportation (e.g. dropping child off at daycare before going to work).
- Some issues with public transportation include providing uniform services and reliability; sometimes dial-a-ride services are late, causing riders to be late to their jobs.
- Major difficulty in getting homeless to/from their medical appointments, pick up prescription medicine, social services, housing authority, social security office, etc. Issue is that they need to be able to get to these destinations and then be able to get to their PADS shelter at night
- Development in McHenry County has not followed transportation routes; in other words, a new employment center or hospital has located outside the urbanized areas where there is no public transportation, causing people difficulties in getting there.
- Another big problem is lack of publicity advertising public transportation services; people don't know it exists in the County.

Service Needs/Solutions

- Uber/Lyft could be a possible solution but they do not allow for Medicaid/Medicare reimbursable services
- It would be good to organize a volunteer network of drivers to fill in the gaps.
- Destinations mentioned that clients need to get to on public transportation:
 - Centegra Hospital in Woodstock

- Huntley Hospital (from Woodstock)- last Plan mentioned service via Algonquin Road from Del Webb to Huntley Hospital; this route would also allow you to transfer to a bus going north-south
- Barrington Advocate Hospital
- Walmart in Woodstock
- Waukegan and Elgin for homeless shelters (when local shelters are full)
- VA Hospital in North Chicago (VA does their own transportation but there still are transportation needs)
- Affordable housing to employment centers
- Need for later evening services and Sunday services on MCRide; also need a solution for overnight shift workers (11:00 p.m. to 7:00 a.m. shift)

Additional Comments

- It would be good if MCRide had an app that would allow riders to understand where/how the service operates
- Not necessary to call in to dial-a-ride every day if it is a repeat request for the same day/time every week; rider can request a subscription ride
- Some agencies give out gas cards. Another option would be to give their clients a MCRide discount fare card