

McHenry Coordinated Demand Response Service

Meeting Summary

March 26, 2008

9:00am

Attendance: Larry Deeter, TranSystems
Jeff Carlson, Pioneer Center
Ken Koehler, McHenry County
Chris Rose, Pace
Barry Lamb, Dorr Township
Jason Osborn, McHenry County
Tina Hill, McHenry County
Donna Schaefer, McHenry Township
Jeff Kurth, Pioneer Center
Roscoe Stelford, City of Woodstock
Lorraine Snorden, Pace
Frank Devita, McHenry Township
Randy Comstock, Pace
Bob Pierce, Dorr Township

Meeting Purpose: Discuss and finalize pilot service parameters in relation to estimated costs and revenues.

I. Call Center

Pace reported that it would be possible for call center activities to be located at their Grays Lake facility. This contractor operated facility has space for 2 -3 additional workstations and Trapeze is already installed, which reduces the cost of the pilot. Some concerns about quality were raised. Pace stated that it exerts the same amount of control no matter where the call center is located. The call center for Ride Kane is working well and is located at Pace's South Cook facility. Vehicles will continue to be physically dispatched from their current locations. Lorraine stated that the pilot cannot begin in August if the McHenry is chosen as the location of the call center since there is not enough time to complete the modifications.

Mobile Data Terminals (MDTs) will need to be installed on 32 vehicles in McHenry County (30 Pace vehicles and 2 McHenry Township vehicles). Randy mentioned the MDTs would provide the drivers their trip manifest and that it would be possible to install software at the township offices so the trip manifests could be checked there as well. Jason asked if the New Freedoms Initiative grant could be used to purchase MDTs. Lorraine replied that she believed that the grant could only be used for facilities. The RTA will be contacted for clarification on what the grant can be used for and the availability of the funds. Assuming the grant can be used for the purchase of MDTs, there was some discussion about holding some of the funds in reserve for future modification of the McHenry Call Center. Those modifications may be needed as the coordinated service expands.

Donna asked about operator training on how to use the MDTs. Randy replied that the training was only an hour long.

II. Cost Estimate

Jason provided an overview of the cost estimate provided by Pace. An \$860,000 operating deficit is projected for the coordinated service. Jason presented an alternative scenario where the service levels for Dorr Township and Pioneer Center are adjusted. Dorr Township service levels are set to 50% of McHenry Township's current service. PADS service is removed and community service reduced by 50% for Pioneer Center. This reduces the operating deficit to \$302,000. Where funds to cover the operating deficit is being discussed at a higher level.

It was noted that Dorr Township and McHenry Township do not compare in population. After Donna described her operations, Dorr Township stated that it would seek \$25,000 from its board for the purchase of trips in the coordinated service.

At Mr. Koehler's urging Pioneer Center's community service levels were restored to 100%. PADS will not be in the pilot since it is seasonal service. Pioneer Center asked why the amount

McHenry Coordinated Demand Response Service

it is contributing was not reduced from the original scenario to the alternative scenario. Jason will review the numbers.

III. Pilot Service Parameters

The pilot will operate from 6 a.m. to 6:30 p.m. Monday through Friday including the City of McHenry, the City of Woodstock, Dorr Township, McHenry Township, and Pioneer Center Pace contracted and community services within this geography.

IV. Other Items

- Mr. Koehler stated that this pilot will be operating in August. If not, Senior Services Grant may be reallocated to another program. Mr. Koehler will meet with the Pace Chairman next week to continue discussions about the pilot.