
TO: Public Transportation Advisory Commission

FROM: Kraig Boynton, Transit Manager

DATE: June 27, 2025

SUBJECT: Meeting Notice

A regular meeting of the Galesburg Public Transportation Advisory Commission (PTAC) is scheduled for Thursday, July 10, 2025, at 1:00 p.m. in the Transit Conference Room at the Transit Maintenance Facility, 1025 Monmouth Blvd.

Commission Members, please contact us at 345-3659, if you cannot attend the meeting.

AGENDA PUBLIC HEARING

Public Comment

	Approve	Minutes of the regular meeting of May 8, 2025.
PT-25-0701	Approve	Draft Paratransit Application and Catalog
	Update	Galesburg Public Transportation Updates

cc:	Eric Hanson, City Manager	Council Members (7)
	Steve Gugliotta, Dir. Of Community Dev.	Mayor
	Kelli Bennewitz, City Clerk	Media
	Dedra Mannon, Transit Operations Supervisor	File Copy

Public Transportation Advisory Commission Public Hearing
Transit Maintenance Facility, 1025 Monmouth Blvd. Galesburg, IL
Thursday, May 8, 2025
1:00 p.m.

Members Present: Linda Miller, John Peterson, Genny Gibson, Annette McAllister, Stephanie Grimes, Rose Morris, Shannon McVey, 7
Also present: Kraig Boynton, Dedra Mannon and Mary Foutch.

Genny Gibson called the meeting to order at 1:10 p.m.

Public Comment:

None

A motion was made by Member Miller, seconded by Member Grimes, to approve the special meeting minutes dated March 6, 2025. A motion was made by Member Grimes, seconded by Member Morris to approve the regular minutes dated March 6, 2025. The motion carried.

Update

Kraig Boynton , Transit Manager, updated the commission on the following items:

MAIN GRANT REVENUE SOURCES

DOAP/5311/CARES have been billed through March 2025

Description	Amount	Note
Total Expenses	\$1,857,287.25	
5311 Revenues	\$351,507.00	Balance: \$0
DOAP Revenue	\$1,207,236.71	Balance Available \$769,803.29
Project Income	\$39,349.59	
Local Match	\$36,515.24	

Local Match Needed	\$222,678.71	From City
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Operating Grant Funds applied for in State Fiscal Year 2026:

- Federal – 5311 Grant \$351,507 (*Reimb. 80% of Admin Exp; 50% of Oper Exp*)
- State – DOAP Grant \$1,977,040 (*Reimb. 65% total net expenses*)

STAFFING

- I would like to offer kudos to Dedra, Mary, Sherry, Jenn, Melinda & Terri for their hard work last week in picking up the new dispatch software. This is a humongous change from our old method and they took it on with open minds.
- We have part-time positions open for: 3 bus drivers, 2 paratransit drivers, one dispatcher.

FLEET - Vehicles Updates as of 05/07/25

401 and 405 – Both Gillig buses have been approved for disposal by both IDOT and the City. Due to the age and condition of these vehicles. They will be scrapped.

That leaves us with nine fixed route vehicles. Of those, currently with issue is:

1701- It will not start. Prior to failure, it had Allison transmission codes and the driver could not get it over 15 mph. There is concern about electrical engine failure. Staff have contacted SMTD for advice on this one. Note: This is the vehicle we just recently spent close to \$80,000 to repair.

1301 – may have some issues. It is being checked out by the mechanics today.

459 needs a muffler

461, 462, 464, & 468, - These paratransit buses have been approved for disposal by the City; but awaiting approval from the State. Mary is working on this paperwork.

That leaves us with thirteen paratransit buses. Of those, repair issues are as follows:

NONE!!!!

New logos are/have been added to the new equipment. Mary will be coordinating with the installer to come back and add logos to our 22-passenger buses that we received used.

GRANT UPDATES

Rebuild Round II (Dispatch software) Dispatch software is up and running on the Handivan side. For the most part it has been well received. This is a monumental change from our pen and paper system so we are looking forward to seeing what all we can do with it reporting wise, etc. One interesting feature is that punch cards are going away. The system offers an epass function where we can load funds directly to a clients account and they can spend those funds down according.

Our next step will be to implement the fixed route portion of the system. This will allow for the easier collection of data for our reporting and we hope to implement a pass system on the fixed route side as well to get further away from cash! We will also be implementing Passio's tracking devices on the buses which will provide for a new, more robust app for our patrons to utilize. As you may be aware, the existing Mastrack system has been clunky. With that said, the existing app will cease to function this month as we migrate to the new software. So, due to contract timing, there will be a short period of time that there will not be an app to use. Of course, as we go live, we will market this new app to the best of our abilities. Ultimately, this will be a good switch for rider experience as well as our reporting needs.

Primer Process – The Primer Process has been in a holding pattern while our RTAC representative was off during the month of April (required by IDOT for PT staff). I talked to Mr. Hefflin on the phone on Wednesday and discussed where we are at. I updated him that the we were not awarded funds from the Knox County Mental Health Board to provide the anticipated local match to serve the county. As you may recall, the City is not willing to go countywide without the County adding money to offset the required local match to make this happen. With a system fully operational, it is anticipated that we would need an additional \$500,000 in local match to offset expenses.

I will be revisiting the budget and then we hope to set up a conversation with IDOT and the County.

CVP requests – We have received seven new paratransits! We now wait for IDOT to come to an agreement with the vendor on new year pricing so that we can order the fixed route buses that we desperately need. Hopefully, the pricing structure will still allow us to order five units. These buses would be paid for with funding from the next grant on this list.

FED Grant for two buses – In February 2024, I confirmed with IDOT that they would be processing an amendment so we could purchase the 22 passenger vehicles instead of Gillig's under this grant. I also reminded them that the grant was set to expire 12/31/24 and would need to be extended. IDOT provided an amendment document in July which was approved by Council 07/15/24) and returned to IDOT to process.

Since July 2024, IDOT realized that a Federal Amendment would have had to have been processed in addition to the State amendment we signed in July. Their solution then was to order the buses off of the CVP with an amendment (at state level to the CVP) and then reallocate this grant elsewhere. This conversation occurred at the beginning of October with Karen Rogulja. I have not received any paperwork. A follow-up email was sent to Karen Rogulja on 10/28 and 11/14.

My last conversation was that they would need to obtain revised pricing from the vendor as the cutoff for the current vehicles had passed. This is to be done after they work out delivery of the current CVP vehicles. No new updates as of 05/07/25.

Low-No emission buses (2): As with the CVP, we are at the mercy of IDOT working with the vendor to deliver these. I will continue to follow up with IDOT as we will have to have power in place to service the charging stations that are supposed to come with these units. (No change since February.) Sent follow-up email to Zoe on 11/14/24. Given the change in leadership at the Federal level, it is thought that these grants will most likely be rolled back. No new updates as of 05/07/25.

CARES Grant – We currently have a balance of \$506,606.87 in CARES Funds available. It is now nearly impossible to spend these dollars unless it is an emergency situation....and capital items do not count as emergency situations. In March of 2022, the former bureau chief asked for a list of “capital” type projects that we could use these funds on. At the time we submitted two projects: 1) Repair to the existing roof (which we already completed due to a leak) and 2) installation of a generator out here for the building. We are being told that agreements will be coming in the near future for these (this has been said for almost two years now); but we are hopeful there may finally be some movement on this front.

Galesburg Community Foundation - The Galesburg Community Foundation has just opened up a grant opportunity for “Turnout Grants.” We are in the process of purchasing additional cameras for new buses coming in and I am going to apply to leverage these funds for that purchase. I would also consider submitting a separate application to pay for destination signage on the buses. It is a fairly quick turn around so I will begin the process as soon as possible.

IDOT – In the bi-monthly meeting this month, IDOT staff announced that a new call for project will be released in the next few weeks for Capital purchases. They are specifically looking for shovel ready type projects. Although not specifically shovel ready, I do plan to submit an application for expansion of this building utilizing design plans we received from Legat Architects and see if I can get anywhere on that front. The funding is State funding with road fund dollars. Ultimately, I anticipate they already have some projects lined up for this; but they can’t say no if you don’t ask.

MISCELLANEOUS

Service Contracts in place:

Name of Agreement	Value	Expiration Date
Sandburg College	\$4,000.00	08/31/25
KCHA	\$25,000.00	12/31/27
Knox College	3,000.00	02/28/26
*Knox Co Veterans Assistance	No cap	N/A
WCHA	\$25,000.00	12/31/27
WIAAA	\$36,509	09/30/25

I have attached some Ride Data Reports for the system as well as service contracts that are active. In each instance, our numbers continue to increase annually.

I am hopeful that in the near future we will be able to announce a service agreement with OSF Hospital, Thrive (former KCCDD), and Graham Hospital.

With the new dispatch software in place, Mary and I will now also be researching the potential for Medicaid, Medicare, and Motive Care services to serve as local match.

In addition, Dedra will be reviewing the Handivan application to greatly simplify it so that we can get patrons that need this service signed up in a simpler fashion.

Member Peterson motioned to adjourn the meeting, seconded by Member McVey.

The meeting adjourned at 1:58 p.m

TO: Public Transportation Advisory Commission

FROM: Kraig Boynton, Transit Manager

DATE: June 27, 2025

SUBJECT: Agenda Item PT-25-0701

As part of our ongoing efforts to enhance accessibility and efficiency for our paratransit services, Galesburg Public Transportation has undertaken a revision of key documentation to align with recent updates to our transportation software system. In particular, staff have been working diligently to simplify and clarify the **Paratransit Application** and the **Paratransit Ride Catalog**. We are pleased to share with you **draft versions of both documents** for your review in advance of our upcoming Public Transit Advisory Commission meeting scheduled for **Thursday, July 10, 2025**.

These updates are designed to:

- Improve the clarity of information presented to applicants and riders.
- Reflect procedural changes driven by the new paratransit scheduling and eligibility system.
- Make the application process more user-friendly and reduce administrative complexity.
- Ensure all ride-related materials are consistent with current software features and capabilities.

Your insights and feedback on these drafts are critical to ensuring the materials are both comprehensive and accessible to our community members who rely on paratransit services.

Please take the time to **review both documents** prior to the July meeting. We will allocate time on the agenda to discuss your observations and finalize any necessary adjustments before the documents are officially adopted and distributed.

Thank you for your continued support and commitment to improving public transportation in Galesburg.



ADA PARATRANSIT APPLICANT INFORMATION

APPLICANT _____ DATE OF BIRTH ____/____/____
ADDRESS _____
PHONE(____) _____ MALE _____ FEMALE _____ Are you a Veteran? Yes _____ NO _____
Emergency Contact: _____ PHONE(____) _____

Disability or Health Information

Indicate all conditions which affect your ability to use the city bus and requires that you use the Paratransit service. Check all that apply:

____ General Medical Conditions: Please specify _____
____ Bone and Joint Conditions: Please specify _____
____ Brain/Nerves/Muscle Conditions: Please specify _____
____ Lung and Breathing Conditions: Please specify _____
____ Vision/Hearing/Speech Conditions: Please specify _____
____ Developmental/Mental Conditions: Please specify _____

Mobility Aids Do you use any of the following? Check all that apply:

____ Wheelchair _____ Cane _____ Walker _____ Service Dog _____ Oxygen
The disability is _____ Permanent or _____ Temporary

Do you require a Personal Care Attendant when you use PARATRANSIT? Check one:

YES _____ NO _____ ** The customer must provide his or her Personal Care Attendant. The Personal Care Attendant cannot be a registered Paratransit Client and must be physically able to assist the rider.

I hereby certify that to the best of my knowledge the information given above is correct.

*Signature of Applicant _____ Date: _____

Return application to 1025 Monmouth Blvd. Galesburg, IL 61401 OR Fax to 309-343-0576 OR email to dmannon@ci.galesburg.il.us

ADA PARATRANSIT APPLICANT INFORMATION Continued-

Paratransit Health Care Consent

Clearly print the name of the health care professional who will be certifying your application.

Name of health care professional: _____

I hereby certify that to the best of my knowledge the information given above is correct and I authorize the patient named above to receive paratransit services from the City of Galesburg. To qualify for Paratransit Service, a person **must be unable** to use regular public transit such as a taxi, due to a physical or mental disability.

Check only one:

_____ **Can** use regular public transit buses on a fixed route schedule.

_____ **Cannot** use regular public transit at all

NAME: _____ TITLE: _____

PROFESSIONAL LICENSE# (if applicable). _____

OFFICE ADDRESS: _____

OFFICE PHONE NUMBER: _____

I hereby certify that the above information is true. The City of Galesburg Transit office will (1) verify the validity of the license of the health professional providing the certification, (2) make the final determination on an applicant's eligibility for Paratransit Service.

Health Care Professional Signature

Date

The City of Galesburg does not discriminate in the provision of programs, services or activities on the basis of race, color, creed, religion, national origin, sex, age, or disability. Nor does the City employ standards that would tend to screen or limit the participation of individuals in any of the programs, activities, or services sponsored by the City of Galesburg on the basis of race, color, creed, national origin, sex, age or disability.

Return application to 1025 Monmouth Blvd. Galesburg, IL 61401 OR Fax to 309-343-0576 OR
email to dmannon@ci.galesburg.il.us

Paratransit Catalog of Service

 1025 Monmouth Blvd, Galesburg, IL 61401

 Phone: (309) 345-3686 | Fax: (309) 343-0576

Service Overview

Paratransit is an origin-to-destination, lift-equipped transportation service for individuals with temporary or permanent disabilities preventing them from using regular transit.

- Service area: City limits and each township in Knox County directly connected to the City of Galesburg, including: Henderson, Sparta, Knox, Orange, and Cedar.
- Extended service in Knox County (separate policy applies)

Operating Hours & Fares

- Operations: Monday–Saturday: 7:00 AM – 6:00 PM
- Scheduling: Monday - Saturday: 7:00 AM – 5:00 PM
- Closed: Christmas, New Year's, Memorial Day, July 4th, Labor Day, Thanksgiving
- Fares:
 - \$1.00 per one-way in-town trips (7 AM–6 PM) – Exact change required
 - \$5.00 per one-way township trips (7 AM – 6PM) - Exa
- Fares may be purchased in advance and will be saved as an E-pass on each passenger profile. These rides may be purchased at the time of pickup with cash or by calling into the office with cash or credit card.
- All rides are scheduled on a first come; first served basis.

Eligibility & Application

- Available to those with qualifying disabilities
- Apply in person, request by phone, request by email, pull from City website.
- Accessible formats available upon request
-  Call (309) 345-3686 to apply

Service Policies

Personal Assistance

- Riders must provide their own Personal Care Attendant (PCA)
- One PCA allowed per rider; must be independent and capable of caring for rider.
- PCAs are not automatically eligible for paratransit service

Rider Responsibility

- Riders or PCA are responsible for all belongings including:
 - Luggage and other personal property
 - Oxygen tanks which are not portable
 - Groceries and other items such as parcels and furniture.
 - Support equipment such as personal toilets.
 - Wheelchairs or any other mobility device.

Riders are responsible for the proper operation of any equipment they carry. Drivers are not responsible for fixing, charging, or modifying equipment that is not in proper working order.

Children & Equipment

- Children must be accompanied by an adult
- Riders must bring their own child seats
- Oxygen tanks must be securely attached to mobility devices
- No transport of inoperable or unsafe mobility equipment
- Drivers do not assist with personal belongings or operate equipment

Animals

- Service animals are permitted on Public Transportation. Under the FTA, a service animal is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability,”
- Domestic pets are allowed on Paratransit for the purpose of seeking veterinary care or comfort animal services. If at any time the animal is not in it’s owners control the passenger will be asked to secure the animal in a carrier for the animal, driver and passenger’s protection.
- In any instance, if an animal poses a threat to the driver or other passengers on the bus, it is allowable to request the animal be removed.

Scheduling & Trips

- Provide complete addresses of pickup and drop off location when scheduling
- Schedule/change rides through the Transit Office only
- Riders will receive a reminder call/message the night before and a reminder call or message when the driver is on their way.
- Return trip requests must be made before 5:00 PM unless otherwise arranged

Subscription Trips

- Regularly scheduled rides can be added to the schedule
- Subject to availability; waiting lists may apply

No-Show & Cancellation Policy

- Cancel as early as possible by calling (309) 345-3686
- 3 no-shows in 3 months = 2-week suspension (unless beyond rider's control)
- Written notice provided for all suspensions

ADA Eligibility Appeals

- Must appeal within 60 days of denial
- Decisions made within 30 days, or presumptive eligibility is granted
- Appeals go to a neutral third party selected by the City Manager
- Written notification provided on decision outcome

Safety & Conduct

- Violent/disruptive behavior not related to a disability will result in removal (police if needed)
- No smoking, eating, drinking, or tobacco use onboard
- Paratransit is not an ambulance – call 911 for emergencies
- Drivers do not administer medications
- Drivers do not load, unload, or carry packages for riders.
- Paratransit vehicle lifts will accommodate wheelchairs that meet the ADA specifications as well as the manufacturer's maximum weight capacity.

Feedback & Complaints

- For complaints or suggestions, contact the Operations Manager
- Complaint forms available in accessible formats
- 📞 Call (309) 345-3686 or visit the office

Non-Discrimination & Title VI Rights

The City of Galesburg complies with Title VI of the Civil Rights Act, ensuring services are offered without regard to race, color, national origin, sex, creed, or disability.

To file a civil rights complaint:

- ✉ Email: legal@ci.galesburg.il.us
- 🌐 www.ci.galesburg.il.us
- 📍 55 W. Tompkins Street, Galesburg, IL 61401