

CITY OF WARRENVILLE

MEMO

To: Mayor and City Council
 From: Cristina White, Assistant City Administrator *CW*
 Subject: ACORN Van Termination Plan
 Date: January 8, 2020

LAST DATE TO BUY RIDE CARDS: MARCH 27, 2020

PROPOSED PROGRAM END DATE: APRIL 10, 2020

(No rides would be scheduled after this date)

VAN LEASE

The City's lease for the Dodge Caravan currently in use for the ACORN Van Program terminates on April 21, 2020. Under the term of the lease, the City must give written notice at least sixty (60) days prior to the end of the lease term with intent to acquire, terminate the lease entirely, or renew.

Staff recommends notifying the lessor of its intent to terminate the lease in its entirety as soon as possible, but no later than February 20, 2020. The last date for rides proposed is April 10, 2020, which would allow staff one week to get the van cleaned and make arrangements with the leasing company to turn over the vehicle.

CURRENT RIDERS

There are currently 71 registered riders of the ACORN Van Program. In order to ease the transition burden, staff will register all current ACORN van riders for Ride DuPage by February 28, 2020, including the four riders between the ages of 60 and 64, who would not otherwise qualify for the Ride DuPage program as a senior citizen. Staff will need to contact the current ACORN riders to confirm information is up to date or to gather information needed for the Ride DuPage application. Timing wise, processing of new registrations can take up to a week to be completed in order for riders to begin scheduling appointments.

RIDE CARD BUY-BACK PROGRAM

The ACORN program requires riders to purchase ride cards, which equals 10 rides at a cost of \$30 per card (\$3.00 per ride). Each time a rider uses the van, the driver hole punches the rider card. Staff is proposing the following buy-back program to reimburse riders for unused cards or rides:

- Riders will be reimbursed for all unused rides on the ride card at cost. For example, if a rider has two unused rides, they would be reimbursed \$6.00 (\$3.00 per ride).
- Riders requesting a buy back will be required to complete a form and submit their card, with unused rides, to the Finance Department. A refund check will be processed within 60 days and mailed to the rider. They can also elect to pick up their check if they prefer.
- Finance Department staff will begin accepting buy-back requests on April 13, 2020. The buy-back program will run through the close of business on May 29, 2020.

- Staff is proposing the following restrictions:
 - o No cash refunds.
 - o Buy back requests submitted after May 29, 2020, will not be processed.

COMMUNICATION

Staff has drafted several communication pieces to inform current riders and the general public about the changes to the transportation offerings. Communication will include the following:

- A letter will be mailed directly to current registered ACORN van riders within a few days of the City Council's approval of the plan to retire the Acorn Van Program.
- Information will be posted in the *Hometown Happenings* newsletter in February 2020 and March 2020.
- Updates will be made to the City website Transportation page.
- Information will be posted to the City's Facebook page during February and March.

ACORN STAFF

The City currently employs one part-time lead van driver and one part-time van driver. In order to ensure continuity of the ACORN service through April 10, staff is proposing a separation agreement and severance payment of \$1,000 each. The drivers must remain employed with the City, in good standing, through April 10, 2020, in order to be eligible for the severance payment. The severance would be paid out as a one-time, lump sum payment as part of their final paycheck. The separation agreement will be presented at a future Committee meeting for consideration.

RECOMMENDATION

Recommend the City Council adopt the ACORN Van Program Termination Plan as presented, with a program end date of April 10, 2020.