



## Kane County Paratransit Coordinating Council (KCPCC)

### Meeting Agenda

**Thursday, March 5, 2026 at 9:00 a.m. (In-Person or Zoom)**  
**Kane County Government Center, Building A, Auditorium**  
**719 Batavia Avenue, Geneva, IL 60134**

#### Join by Zoom

One tap mobile: US: [+13126266799,,81204238137#](tel:+13126266799,,81204238137#) or [+16465189805,,81204238137#](tel:+16465189805,,81204238137#)

Meeting URL: <https://us06web.zoom.us/j/81204238137>

Meeting ID: 812 0423 8137

- 1. Opening of Meeting (Chair Catching)**
  - A. Call to Order / Roll Call
  - B. Approval of December 2, 2025 Paratransit Coordinating Council Meeting Minutes
- 2. Reports**
  - A. RTA Update (Julio Leal, RTA)
  - B. RTA CAB Update (Heidi Files, Kane County)
  - C. Pace Update (Jocelyn Lopez, Pace)
- 3. Ride in Kane (RIK) Program Reports (Brygette Lopez, RIK Mobility Manager)**
  - A. 5310 Federal Funds Grant Tracking Report
  - B. 2025 Program Costs & Sponsor Invoicing Report
  - C. Trip Count Report
  - D. Active Riders Report
- 4. Pace Complaint and Ridership Reports (Gary Scott, Pace)**
  - A. Ridership Growth, Productivity & On-Time Performance Report
  - B. Complaint / Commendation Reports

**5. Other Business**

- A. Acknowledgment of Transition and Planned Retirement of the Kane County Paratransit Coordinating Council, Support for the Establishment of the Ride in Kane Paratransit Coordinating Council, and Identification of Proposed Initial Membership
- B. Endorsement of Foundational By-Laws for the Ride in Kane Paratransit Coordinating Council

**6. Next Meeting**

**7. Public Comment**

**8. Adjournment**



**Kane County Paratransit Coordinating Council (KCPCC)**  
**Meeting Minutes**  
**December 2, 2025**

**In attendance:**

Brygette Lopez, Kane County  
Claudia Franco, Elgin Township  
Gary Scott, Pace  
Heidi Files, Kane County  
Heidi Lichtenberger, Kane County  
Jacob Zimmerman, VA of Kane County  
Jeanne Chybik, Blackberry Township  
Jeanne Fornari, City of Geneva  
Jennifer Fox, City of Batavia  
Jocelyn Lopez, Pace  
Julio Leal, RTA  
Kendra Johnson, RTA  
Kurt Nika, Kane County  
Lauren Tredup, Village of South Elgin  
Marc Mylott, City of Elgin  
Peggy Gomez, Senior Services Elgin  
Shefali Shah, Dundee Township  
Tom Rickert, Kane County

**I. Call to Order**

The Kane County Paratransit Coordinating Council was called to order at 9:10 a.m. Meeting minutes from the September 9, 2025 meeting were approved, with a motion made by Jeanne Fornari (City of Geneva) and seconded by Lauren Tredup (Village of South Elgin).

**II. Reports**

A. Kendra Johnson (RTA) presented an overview of new legislation providing additional funding for the RTA and regional transit operators. She noted that, under SB 2111 (Northern Illinois Transit Authority Act) signed in December 2025, the Regional Transportation Authority will be reconstituted as the Northern Illinois Transit Authority (NITA) effective June 1, 2026, with unified governance over CTA, Metra, and Pace. The legislation provides approximately \$1.5 billion annually through a regional sales tax increase and redirected motor fuel tax revenues, reduces the farebox recovery ratio to 25% by 2027, and requires new safety initiatives, while also raising concerns regarding impacts to suburban taxpayers and road funding.



- B. Heidi Files (Kane County) provided an update on the Citizens Advisory Board (CAB). She mentioned the Human Services Transportation Plan, noting that it is a regional plan, and that any project utilizing Section 5310 funds is required to participate in the Human Services Transportation Plan. Ride in Kane is a recipient of Section 5310 grant funding. She explained that the Section 5310 grant flows from the Federal Transit Administration to the Regional Transportation Authority, then to Kane County, and ultimately supports services for county residents.
- C. Jocelyn Lopez (Pace) reported that the General Assembly approved SB 2111, effective June 1, 2026. The legislation provides new funding to support increased service, improved frequency, and service enhancements. While the full extent of expansion is still being determined, Pace will receive an additional \$18.9 million in 2026 to help maintain current service levels and support targeted improvements. Beginning in 2030, funding will be allocated based on new service standards, and Pace will advocate for increased resources for suburban communities. She shared that October ridership reached 2.17 million trips (71% of 2019 levels), and 2025 year-to-date ridership was approximately 20.3 million trips (about 73.4% of 2019), with the proposed 2026 budget scheduled for presentation to the Kane County Board.
- D. Heidi then turned to the Ride in Kane financial status, explaining that current 5310 funds are being drawn down and that, due to a 50/50 operating split between Pace and RTA, sponsors have not been invoiced recently. She noted that the current 5310 allocation is expected to be exhausted around December, but RTA has committed to pre-award authorization for the next roughly \$2.5 million 5310 grant, allowing operations to continue without sponsor invoices for the remainder of 2025 (except for certain ARPA-supported veteran services). She walked through updated program cost and invoicing reports, trip counts, and active rider metrics, inviting sponsors to contact her or Brygette for any questions.

### III. Ride in Kane Program Status Reports

- A. Heidi Files provided an update on Kane County funding. Billing occurs approximately three months after services are provided. In July, \$133,000 was submitted under the Section 5310 program, with \$553,000 currently available. Pace and the RTA have committed to each covering 50% of participation costs. The RTA awarded Kane County \$2.5 million, with an agreement expected in spring 2026 and pre-award authorization allowing use of the funds. Sponsors will not receive invoices for the remainder of 2025, except for Veterans due to ARPA. Costs and sponsor invoicing have been updated and corrected since the last report. Ride in Kane trip count and active rider reports provide an overview of trip volumes and current program utilization.
- B. Gary Scott (Pace) gave reports on JARC program ending for the Ride in Kane program caused majority of the ridership to go down.

### IV. Other Business



- A. Files gave an overview of Ride in Kane and presented the proposed new parameters and processes for the Ride in Kane program, noting that the updated model closely aligns with how paratransit programs operate in other counties. With these new parameters in place, residents will receive more consistent and effective service. Peggy Gomez (Senior Services) asked about parameters for residents that have been utilizing Ride in Kane for medical appointments outside of Kane County. Files assured that residents that have been previously registered with Ride in Kane will be taken into consideration while determining parameters outside the County. Shefali Shah (Dundee Township) asked about how residents will register and Files stated that after January 1, 2026 new riders would call the Pace to register once receiving their RTA Fare Permit or Veterans Medical ID number. Shah also wanted to learn more about the program and how Ride in Kane functions. Files explained that once every two years the County does a ride along and any sponsor can be a companion for residents to see how Ride in Kane works. Jeanne Chybik (Blackberry Township) questioned if Kane County will be notifying existing riders about the new program. Files explained that there will be new media updates and updated brochures and flyers to notify the residents about the new transition. Questions about Activity Reports (trips taken per month) being distributed was asked and it was announced that sponsors will be getting Activity Reports but it will not be broken down by townships. Chybik inquired how residents will be taking advantage of the new parameters and presenting data to Blackberry's Board. Tom Rickert (Kane County) reiterated the importance of the Ride in Kane program. Encouraged the sponsors to advocate what the needs are of residents.
- B. Julio Leal (RTA) gave a presentation on how to obtain an RTA Fare Permit card. Leal explained that himself and Jocelyn Lopez also give presentations to anyone who request to go more in detail on RTA and Pace services.

V. The meeting was adjourned at 10:15am.

**5310 Funds Remaining Under  
Existing Kane County/RTA Agreement**

<b><u>5310 Funds Billing</u></b>		
<b>Beginning balance</b>	<b>\$</b>	<b>2,500,000.00</b>
February 2024		(31,316.46)
March 2024		(100,793.30)
April 2024		(102,954.42)
May 2024		(105,538.18)
June 2024		(94,461.29)
July 2024		(86,508.79)
August 2024		(123,460.11)
September 2024		(132,845.63)
October 2024		(145,725.19)
November 2024		(132,996.36)
December 2024		(129,175.69)
January 2025		(139,112.19)
February 2025		(131,511.78)
March 2025		(67,805.30)
April 2025		(70,674.22)
May 2025		(67,692.16)
June 2025		(120,439.84)
July 2025		(133,725.64)
August 2025		(129,389.04)
September 2025		(136,556.55)
October 2025		(140,021.87)
<b>Ending balance</b>	<b>\$</b>	<b>177,295.99</b>

Ride In Kane Program Costs & Sponsor Invoicing Report																
Current year 2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug (DRAFT DATA)	Sep	Oct	Nov	Dec	Total YTD Sponsor Costs			
AID	\$0.00	\$0.00	\$4,230.08	\$4,467.45	\$3,133.56	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$11,831.09			
Aurora Twp	\$0.00	\$0.00	\$21,201.19	\$21,785.39	\$22,753.52	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$65,740.10			
Batavia (City & TWP)	\$0.00	\$0.00	\$2,778.77	\$3,365.17	\$3,707.15	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$9,851.09			
Big Rock Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$0.00			
Blackberry Twp - 5310	\$0.00	\$0.00	\$198.89	\$213.53	\$267.45	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$679.87			
Campton Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$0.00			
Dundee Twp	\$0.00	\$0.00	\$5,805.70	\$5,712.93	\$5,589.94	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$17,108.57			
Elgin City	\$0.00	\$0.00	\$17,381.20	\$18,586.95	\$16,854.91	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$52,823.06			
Elgin Twp	\$0.00	\$0.00	\$20.82	\$45.52	\$110.74	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$177.08			
Geneva City	\$0.00	\$0.00	\$1,499.16	\$1,487.08	\$1,258.60	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$4,244.84			
Kane DOT	\$0.00	\$0.00	\$4,788.61	\$5,142.26	\$5,235.78	\$0.01	\$0.00	\$0.01	\$-	\$-	\$-	\$-	\$15,166.67			
Kane VA (USES ARPA FUNDS)	\$147.29	\$331.49	\$78.96	\$687.97	\$264.05	\$758.16	\$617.82	\$0.00	\$157.05				\$3,042.79			
South Elgin	\$0.00	\$0.00	\$3,474.44	\$3,808.70	\$3,080.42	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$10,363.56			
St. Charles City	\$0.00	\$0.00	\$5,260.03	\$5,474.25	\$4,830.91	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$15,565.19			
St. Charles Twp	\$0.00	\$0.00	\$74.94	\$25.82	\$188.14	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$288.90			
Rutland Twp	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$0.00			
Pingree Grove	\$0.00	\$0.00	\$1,091.43	\$559.10	\$681.00	\$0.00	\$0.00	\$0.00	\$-	\$-	\$-	\$-	\$2,331.53			
<b>TOTAL Non-Pace Local Sponsor Costs</b>	<b>\$147.29</b>	<b>\$331.49</b>	<b>\$67,884.22</b>	<b>\$71,362.12</b>	<b>\$67,956.17</b>	<b>\$758.17</b>	<b>\$617.82</b>	<b>\$0.01</b>	<b>\$157.05</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$209,214.34</b>			
<b>Federal 5310 Share</b>	<b>\$ 139,112.19</b>	<b>\$ 131,511.78</b>	<b>\$ 67,805.30</b>	<b>\$ 70,674.22</b>	<b>\$ 67,692.16</b>	<b>\$ 120,439.84</b>	<b>\$ 133,725.65</b>	<b>\$ 129,389.04</b>	<b>\$ 136,556.55</b>				<b>\$ 996,906.72</b>			
<b>Pace Sponsorship 50%</b>	<b>\$ 139,112.19</b>	<b>131,511.78</b>	<b>\$ 135,689.54</b>	<b>\$ 142,036.35</b>	<b>\$ 135,648.36</b>	<b>\$ 121,198.03</b>	<b>\$ 133,725.64</b>	<b>\$ 129,389.05</b>	<b>\$ 136,556.55</b>				<b>\$ 1,204,867.49</b>			
<b>Total 5310 Eligible Operating Costs (Veterans costs NOT included)</b>	<b>\$ 278,224.38</b>	<b>\$ 263,023.55</b>	<b>\$ 271,221.14</b>	<b>\$ 282,696.79</b>	<b>\$ 270,768.58</b>	<b>\$ 240,879.72</b>	<b>\$ 267,451.29</b>	<b>\$ 258,778.08</b>	<b>\$ 273,113.10</b>				<b>\$ 2,201,774.21</b>			

Ride in Kane 2025 Trip Count Report														
Current Year: 2025														
Sponsor & Fund Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average Monthly Trips	Total Trips
AID - 5310	213	197	298	316	238	178	193	166	198	223	215	237	223	2,672
Aurora Twp - 5310	1,887	1,765	1,885	1,948	1,918	1,774	1,902	1,932	2,088	2,234	1,907	1,912	1,929	23,152
Batavia City - 5310	262	204	203	227	255	225	272	282	302	294	272	299	258	3,097
Batavia Twp - 5310	13	12	16	13	13	14	24	33	22	23	7	13	17	203
Big Rock Twp - 5310	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Blackberry Twp - 5310	43	46	19	18	16	12	21	17	30	55	55	38	31	370
Campton Twp - 5310	-	-	-	-	-	-	-	-	8	4	2	8	2	22
Dundee Twp - 5310	358	316	374	392	375	347	368	306	403	420	308	314	357	4,281
Elgin City - 5310	1,137	1,054	1,142	1,196	1,126	975	1,022	1,015	977	1,032	930	988	1,050	12,594
Elgin Twp - 5310	4	5	2	3	7	7	4	1	2	5	4	4	4	48
Geneva City - 5310	169	132	118	118	120	111	91	88	96	88	88	159	115	1,378
Kane DOT - 5310	273	247	320	340	329	222	235	216	260	277	241	248	267	3,208
Kane VA - ARPA	5	7	5	31	10	17	13	-	4	8	4	13	10	117
South Elgin - 5310	269	258	271	287	238	138	216	235	236	242	197	195	232	2,782
St. Charles City - 5310	340	372	367	368	313	233	261	246	282	278	242	269	298	3,571
St. Charles Twp - 5310	2	4	6	2	12	15	8	8	8	4	6	4	7	79
Rutland Twp - 5310	-	-	-	-	-	-	1	-	-	-	-	2	0	1
Pingree Grove - 5310	58	57	59	23	36	30	48	8	10	28	37	35	36	429
<b>Total Trips - 2025</b>	<b>5,035</b>	<b>4,676</b>	<b>5,085</b>	<b>5,282</b>	<b>5,006</b>	<b>4,298</b>	<b>4,679</b>	<b>4,553</b>	<b>4,926</b>	<b>5,215</b>	<b>4,515</b>	<b>4,738</b>	<b>4,834</b>	<b>58,008</b>
<b>Bus</b>	<b>3,970</b>	<b>3,855</b>	<b>4,238</b>	<b>4,276</b>	<b>4,001</b>	<b>3,721</b>	<b>4,071</b>	<b>3,987</b>	<b>4,270</b>	<b>4,812</b>	<b>3,939</b>	<b>3,988</b>	<b>4,094</b>	<b>49,128</b>
<b>Taxi</b>	<b>1,065</b>	<b>821</b>	<b>847</b>	<b>1,006</b>	<b>1,005</b>	<b>577</b>	<b>584</b>	<b>569</b>	<b>634</b>	<b>403</b>	<b>576</b>	<b>750</b>	<b>736</b>	<b>8,837</b>
<b>5310</b>	<b>5,030</b>	<b>4,669</b>	<b>5,080</b>	<b>5,251</b>	<b>4,996</b>	<b>4,281</b>	<b>4,666</b>	<b>4,553</b>	<b>4,922</b>	<b>5,207</b>	<b>4,511</b>	<b>4,734</b>	<b>4,825</b>	<b>57,900</b>
<b>ARPA</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>31</b>	<b>10</b>	<b>17</b>	<b>13</b>	<b>-</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>108</b>

## Ride in Kane Active Riders Report

### Ride-In-Kane Ridership Growth from 2021 to 2025

Month	2021 Trips	2022 Trips	2023 Trips	2024 Trips	2025 Trips	Dif from prev. year
Jan	3,408	4,075	5,132	5,254	5,035	-219
Feb	3,343	4,403	4,795	5,432	4,676	-756
Mar	4,004	5,105	5,409	5,497	5,085	-412
Apr	4,324	5,089	4,996	5,795	5,282	-513
May	4,353	4,920	5,280	5,845	5,006	-839
Jun	4,258	4,656	4,849	5,090	4,298	-792
Jul	4,332	4,493	4,517	5,307	4,655	-652
Aug	4,427	4,967	5,196	5,358	4,541	-817
Sep	4,527	4,865	5,067	5,397	4,901	-496
Oct	4,729	4,670	5,565	5,708	5,305	-403
Nov	4,589	4,843	5,313	4,915	4,514	-401
Dec	4,683	4,645	5,157	4,742	4,702	-40
Avg.	4,248	4,728	5,106	5,362	4,833	-528
SUM	50,977	56,731	61,276	64,340	58,000	6,340

### Ride-In-Kane July 2024 to December 2025 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
Jul-24	5,307	1.52	\$56.87	\$53.92	\$35.04
Aug-24	5,358	1.54	\$55.76	\$51.68	\$32.86
Sep-24	5,397	1.53	\$56.59	\$55.17	\$32.58
Oct-24	5,708	1.52	\$54.67	\$55.86	\$33.33
Nov-24	4,915	1.54	\$58.78	\$54.98	\$32.70
Dec-24	4,742	1.54	\$58.63	\$53.49	\$33.83
Jan-25	5,035	1.51	\$59.43	\$52.94	\$32.43
Feb-25	4,676	1.51	\$60.28	\$53.71	\$32.27
Mar-25	5,085	1.49	\$56.59	\$51.05	\$35.36
Apr-25	5,282	1.47	\$57.38	\$51.62	\$35.27
May-25	5,006	1.47	\$58.04	\$51.67	\$34.05
Jun-25	4,298	1.50	\$57.92	\$59.91	-
Jul-25	4,655	1.48	\$59.52	\$60.05	-
Aug-25	4,541	1.49	\$58.74	\$60.69	-
Sep-25	4,901	1.51	\$57.66	\$63.43	-
Oct-25	5,305	1.53	\$55.64	\$61.65	-
Nov-25	4,514	1.54	\$59.27	\$59.56	-
Dec-25	4,702	1.52	\$59.02	\$60.96	-
Average	4,968	1.51	\$57.82	\$56.24	\$33.61

### Ride-In-Kane On-time Performance Comparison between Bus, Taxi and TNC

30-Minute Window

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	TNC Trips	TNC OTP	Bus, Taxi and TNC OTP
Jul-24	4,022	99.33%	1,046	99.04%	239	99.58%	99.28%
Aug-24	4,058	99.31%	1,136	98.06%	164	100.00%	99.07%
Sep-24	4,228	99.41%	1,003	98.40%	166	100.00%	99.24%
Oct-24	4,478	98.86%	1,020	99.22%	210	99.52%	98.95%
Nov-24	3,851	99.25%	893	98.32%	171	98.83%	99.06%
Dec-24	3,768	99.04%	841	97.62%	133	100.00%	98.82%
Jan-25	3,970	98.44%	918	95.10%	147	100.00%	97.30%
Feb-25	3,855	97.15%	749	96.66%	72	100.00%	97.11%
Mar-25	4,238	98.23%	787	96.57%	60	100.00%	97.99%
Apr-25	4,276	99.65%	878	99.54%	128	100.00%	99.64%
May-25	4,001	99.58%	870	99.20%	135	97.78%	99.48%
Jun-25	3,721	99.73%	577	99.31%	-	-	99.65%
Jul-25	4,071	99.29%	830	99.52%	-	-	99.29%
Aug-25	3,974	98.84%	567	98.77%	-	-	98.83%
Sep-25	4,267	99.13%	634	98.11%	-	-	99.00%
Oct-25	4,455	99.51%	850	98.35%	-	-	99.32%
Nov-25	3,721	98.44%	793	96.60%	-	-	98.12%
Dec-25	3,996	99.27%	706	95.89%	-	-	98.77%
Average	4,053	99.03%	839	98.02%	148	99.61%	98.83%

### Ride-In-Kane On-time Performance Comparison between Bus, Taxi and TNC

15-Minute Window (For Reference)

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	TNC Trips	TNC OTP	Bus, Taxi and TNC OTP
Jul-24	4,022	97.36%	1,046	97.51%	239	99.58%	97.49%
Aug-24	4,058	97.04%	1,136	95.51%	164	100.00%	96.81%
Sep-24	4,228	97.52%	1,003	96.01%	166	98.80%	97.28%
Oct-24	4,478	96.54%	1,020	93.92%	210	98.57%	96.15%
Nov-24	3,851	96.96%	893	93.62%	171	97.66%	96.38%
Dec-24	3,768	96.95%	841	93.82%	133	99.25%	96.46%
Jan-25	3,970	99.70%	918	98.80%	147	100.00%	99.54%
Feb-25	3,855	99.33%	749	99.47%	72	100.00%	99.41%
Mar-25	4,238	99.58%	787	98.86%	60	100.00%	99.47%
Apr-25	4,276	98.39%	878	98.41%	128	98.44%	98.39%
May-25	4,001	97.23%	870	98.05%	135	96.30%	97.34%
Jun-25	3,721	97.96%	577	97.57%	-	-	97.91%
Jul-25	4,071	97.13%	830	98.80%	-	-	99.79%
Aug-25	3,974	96.28%	567	97.71%	-	-	96.45%
Sep-25	4,267	95.62%	634	96.21%	-	-	95.69%
Oct-25	4,455	97.08%	850	96.24%	-	-	96.95%
Nov-25	3,721	92.48%	793	92.18%	-	-	90.81%
Dec-25	3,996	95.72%	706	99.17%	-	-	95.53%
Average	4,053	97.16%	839	96.77%	148	98.96%	97.10%

\*2/9/26 gs

## Ride-In-Kane October 2025 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	4	CS0107200	GT
		CS0106956	GT
		CS0105473	SW
		CS0105472	SW
City of Batavia	1	CS0104667	SP
Blackberry Township	0	-	-
Dundee Township	0	-	-
City of Elgin	3	CS0107049	LX
		CS0105628	HC - Commendation
		CS0105510	HC - Commendation
		CS0105069	HC - Commendation
Elgin Township	0	-	-
City of Geneva	0	-	-
Kane County DOT	1	CS0106401	NA
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	2	CS0106384	HD - Commendation
		CS0106385	HD - Commendation

\*2/5/26 gs

Ride in Kane Complaint Data - October 2025 - December 2025						
Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Oct-25	9	3	5,305	0.17%	Boarding/Alighting Issues	1
					Early Arrival	0
					Driver Courtesy	0
					Fare Collection	0
					Late Arrival	0
					No Show	3
					Poor Routing	2
					Scheduler/Dispatcher Courtesy	1
					Trip Scheduled Wrong	1
					Other	1
					Other (Commendation)	3
					Total	12
Nov-25	7	2	4,514	0.16%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Courtesy	0
					Fare Collection	0
					Late Arrival	2
					No Show	2
					Poor Routing	1
					Scheduler/Dispatcher Courtesy	0
					Trip Scheduled Wrong	0
					Other	2
					Other (Commendation)	2
					Total	9
Dec-25	12	0	4,702	0.26%	Boarding/Alighting Issues	1
					Early Arrival	1
					Driver Courtesy	1
					Fare Collection	0
					Late Arrival	1
					No Show	2
					Poor Routing	2
					Scheduler/Dispatcher Courtesy	1
					Trip Scheduled Wrong	2
					Other	1
					Other (Commendations)	0
					Total	12

\*Investigation may conclude allegations were unfounded

\*2/5/26 gs

## Ride-In-Kane November 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complaintant
AID	1	CS0108876	LJ
Aurora Township	0	-	-
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Township	1	CS0107561	GJ - Commendation
City of Elgin	3	CS0108612	RB
		CS0108628	HC - Commendation
		CS0109509	BWS
Elgin Township	0	-	-
City of Geneva	0	-	-
Kane County DOT	2	CS0108793	DD
		CS0108920	GW
Village of South Elgin	0	-	-
City of St. Charles	2	CS0108203	HD
		CS0108206	HD
St. Charles Twp	0	-	-

\*2/5/26 gs

## Ride-In-Kane December 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	5	CS0112043 CS0110858 CS0110491 CS0110068 CS0109836	MC LC YT GT SE
City of Batavia	1	CS0111326	BK
Batavia Township	1	CS0111760	SA
Dundee Township	0		
City of Elgin	2	CS0110652 CS0109842	ODJP WL
Elgin Township	0	-	-
City of Geneva	1	CS0111554	KJ
Kane County DOT	1	CS0110520	SB
Village of South Elgin	1	CS0109815	MJ
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

\*2/5/26 gs



## Transition Memo

# Ride in Kane Paratransit Coordinating Council

This memo documents the establishment of the Ride in Kane Paratransit Coordinating Council as an advisory and coordinating body to support the countywide Ride in Kane program. The Council provides a structured forum for collaboration, information sharing, and stakeholder input among municipalities, service providers, and community partners involved in paratransit services in Kane County.

### Background and Transition

The Ride in Kane program transitioned to a countywide service model effective January 1, 2026. While the former Kane County Paratransit Coordinating Council (KCPCC) played an important role in advancing coordination and partnership over many years, it was no longer able to consistently achieve quorum, limiting its ability to carry out basic administrative functions, such as approving meeting minutes and updating by-laws to reflect the current program structure.

Rather than continue with a framework that could not function as intended, Kane County is establishing a new advisory council aligned with the countywide Ride in Kane program and supported by clear, modernized by-laws.

### Council Role and Structure

The Ride in Kane Paratransit Coordinating Council is advisory in nature. It does not exercise operational, funding, or governance authority. Its role is to support coordination, provide stakeholder perspective, and help ensure the Ride in Kane program remains responsive, transparent, and well-coordinated across participating organizations.

Membership in the Council is participation-based rather than approval-based, consistent with its advisory role. Eligibility criteria are defined in the by-laws, and active membership is established through participation and designation of representatives, rather than through formal membership votes. This approach promotes inclusive engagement and avoids procedural barriers, including quorum challenges that previously limited the effectiveness of the prior council.

### Initial Membership

Initial participation in the Ride in Kane Paratransit Coordinating Council consists of organizations historically engaged in paratransit coordination and Ride in Kane sponsorship, including:

- Association for Individual Development
- Aurora Township
- Batavia Township
- Blackberry Township
- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township



- Elgin Township
- Kane County
- Senior Services Associates, Inc.
- St. Charles Township
- Village of South Elgin

***Participation is voluntary, and organizations become active members by designating an organizational representative and participating in Council meetings consistent with the by-laws.***

#### **Retirement of KCPCC**

Upon establishment of the Ride in Kane Paratransit Coordinating Council and adoption of its by-laws, the Kane County Paratransit Coordinating Council will be formally retired, effective at the first meeting of the Ride in Kane Paratransit Coordinating Council on June 4, 2026. This transition recognizes the foundational contributions of KCPCC while positioning the new Council to support the current and future needs of the Ride in Kane program.

#### **Next Steps**

The inaugural meeting of the Ride in Kane Paratransit Coordinating Council will be held on June 4, 2026. Kane County staff will maintain an active membership roster and support ongoing Council operations consistent with the adopted by-laws.



## Ride in Kane Paratransit Coordinating Council Proposed By-Laws

### **Article I: Name**

The name of the Council shall be the Ride in Kane Paratransit Coordinating Council, hereafter referred to as the Council. These by-laws shall provide the procedures for conduct of business of the Council.

### **Article II: Purpose**

Organized through the collaborative participation of participating organizations, the Council serves as an advisory and coordinating body to Kane County and its partner agencies involved in Ride in Kane. The Council provides input and coordination to support the development, enhancement, and ongoing improvement of paratransit services in Kane County, including Ride in Kane, that will:

- Strive to address the unmet travel needs among seniors and persons with disabilities residing in Kane County;
- Support access to paratransit for these persons to locations throughout Kane County and its municipalities; to approved points of interest, and to transfer points with other similar services serving neighboring counties.

Council recommendations are advisory in nature. Nothing in these By-Laws shall be construed to grant the Council authority over funding decisions, operations, procurement, or contractual matters, which remain the responsibility of Kane County and its partners.

### **Article III: Role of Kane County**

Kane County, through the Division of Transportation, administers and oversees the Ride in Kane program and related paratransit services. Kane County is responsible for program administration and coordination, including contractual and intergovernmental agreements, funding administration, fare and service policy development, compliance with applicable state and federal requirements, and coordination with operating and funding partners.

Ride in Kane service is operated pursuant to an intergovernmental agreement between Kane County and Pace Suburban Bus, and is supported in part through federal funding.

The Ride in Kane Paratransit Coordinating Council functions in an advisory capacity. Actions and votes of the Council or its committees are non-binding and are intended to provide input, guidance, and consensus recommendations for Kane County's consideration in the administration of Ride in Kane.

### **Article IV: Membership of the Council**

#### *IV.1 Membership Composition*

Organizations shall be eligible for membership in the Council if they meet one or more of the eligibility categories listed in subsections (a) through (e) below and affirm their participation consistent with Council practices. Participation is voluntary, and organizations become active members through designation of organizational representation and participation consistent with these by-laws.

#### *IV.2 Eligibility*

Organizations shall be eligible for membership if they meet one or more of the following criteria:

- a) Serve as a funding partner or sponsor of the Ride in Kane program;

- b) Are a unit of local government wholly or partially located within Kane County;
- c) Are a regional public transportation agency or a state or regional agency involved in the provision of public or passenger transportation services within Kane County; or
- d) Are a public or private, non-profit organization based in Kane County that advocates for, funds, arranges, or supports transportation services for seniors, individuals with disabilities, or other Ride in Kane-eligible populations.

*IV.3 Organizational Members and Representation*

Each member organization shall designate one (1) primary representative to the Council and may designate, in writing (including by electronic communication such as email), one or more alternate representatives.

*IV.4 Initial Membership*

The initial membership of the Ride in Kane Paratransit Coordinating Council shall consist of organizations identified at the meeting at which the Council is established. Such membership shall be documented in the meeting record and shall take effect upon the Council's first convened meeting.

*IV.5 Active Member Status*

For purposes of quorum and voting, an "active member" is a member organization that has not been designated inactive pursuant to Section IV.8 and that has a current designated representative or alternate on file with Kane County.

*IV.6 Rights and Responsibilities of Membership*

Each member organization is afforded one advisory vote on any decision put to a vote.

Each member organization is expected to participate in some facet of the Council's work program. (See also "Meetings of the Council - Attendance" below.)

*IV.7 Annual Membership Dues*

There are no annual membership dues to cover the administrative costs and other business of the Council.

*IV.8 Attendance Expectation and Inactive Membership*

Members are encouraged to participate in Council meetings on a regular basis and to send an alternate when unable to attend. Any member organization that fails to attend, either through a designated representative or alternate, any regular or special meeting of the Council for a period of twenty-four (24) consecutive months may be designated as inactive by the Chair, in consultation with Kane County staff, and removed from the active membership roster. An inactive member may request reactivation by contacting the Kane County Division of Transportation, and reactivation may be approved by a majority vote of the Council at the next regular or special meeting.

*IV.9 Public Participation (Non-Voting)*

Members of the public, individuals with lived experience, and other interested parties may participate in Council meetings in a non-voting capacity, consistent with the public participation provisions set forth in Article VI.8. Such participation shall not confer membership status and shall not be counted for purposes of quorum, voting, or officer eligibility.

## **Article V: Officers of the Council**

### *V.1 Officers and Terms of Office*

The Officers of the Council shall be as follows:

- Chair
- Two (2) Vice-Chairs

Officers shall serve a minimum term of two (2) years and shall continue to serve until they resign or a successor is elected in accordance with these by-laws.

### *V.2 Election of Officers*

Following completion of the minimum term, officers may continue to serve unless a nomination for the position is submitted.

Nominations for officer positions may be submitted in writing to the Kane County Division of Transportation at any time after completion of the minimum term. Upon receipt of a nomination, the matter shall be placed on the agenda for the next regular or special meeting, and the position shall be filled by majority vote of the members present at a meeting at which a quorum is established.

### *V.3 Responsibilities of Each Office*

The Chair, or in the event of his/her absence, a Vice-Chair, shall preside at all meetings of the Council; but neither shall be deprived of his/her right to vote.

The Chair or a Vice-Chair shall have such other procedural and facilitative duties and perform such other procedural and facilitative responsibilities as may from time to time be approved by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the advisory business of the Council.

Kane County Division of Transportation Staff will be responsible for disseminating information to Council members, writing Council correspondence, keeping meeting attendance records, and taking minutes of meetings. The staff shall enter in books all officer nominations, votes, orders, and proceedings of the Council.

### *V.4 Removal of Officers*

Members may remove an officer by a majority vote of members present at a meeting at which a quorum is established. Officer must first be extended the opportunity to hear member concerns, and a 30-day period to correct any deficiencies before the vote is taken.

## **Article VI: Meetings of the Council**

### *VI.1 Regular Meetings*

The Council shall meet at least semiannually (twice a year) as determined by the Council. At a regular meeting, the Council may take such actions, pass such resolutions, or conduct such other business as are on the agenda or may otherwise be properly brought before it.

### *VI.2 Special Meetings*

The Chair, or in the event of his/her absence, a Vice-Chair may call a special meeting of the Council as required and shall call a special meeting at the request of one-third (1/3) of the members. Business at

special meetings shall be limited to the subjects stated in the call for them.

*VI.3 Information Meetings*

The Chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the Council. No formal action by the Council shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

*VI.4 Meeting Notice and Agenda*

Not less than five business days notice in writing of regular or informational meetings shall be given to all members. Not less than three business days notice in writing of special meetings shall be given to all members. Notice may be provided using interactive technology.

Such notices shall contain the time, place, proposed agenda, proposed resolutions on substantive matters, and the substance of any matter proposed to be voted on.

All meetings of the Council shall be open to the public, with opportunities for public comment as reflected on the agenda.

*VI.5 Conference Telephone or Interactive Technology Meetings*

Use of conference telephone or interactive technology, including but not limited to electronic transmission, internet usage, or remote communication, by means of which all persons participating in the meeting can communicate with each other is permissible for the purpose of attendance at any meeting of the Council or any ad hoc committee established by the Council.

*VI.6 Quorum*

A quorum shall consist of a simple majority of active members.

*VI.7 Structure and Conduct of Meetings*

Parliamentary discretion for the conduct of meetings shall be vested in the Chair. Council procedures shall provide an opportunity for all to be heard on any given issue and for the efficient conduct of business. Meetings shall be conducted in an orderly and inclusive manner, guided by generally accepted parliamentary principles.

*VI.8 Public Participation at Meetings*

Members of the public shall be provided an opportunity for comment as reflected on the agenda, subject to time limits established by the Chair. The amount of time available to speak will be at the Chair's discretion. The Chair shall appropriately recognize all attendees and grant the floor, except in the deliberations of a debate on a motion, where the Chair shall have discretion.

**Article VII: Voting**

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the proposed agenda, and timely notice (see Article VI.4) has been given to all members. Election of Officers is considered to be a substantive issue. A quorum must exist before any formal vote is taken (see Article VI.6).

Each member organization is afforded one advisory vote on any decision put to a vote. Votes of the Council are advisory in nature and are intended to communicate consensus recommendations to Kane County and its partner agencies involved in Ride in Kane. All actions of the Council shall require approval by a majority of members present at a meeting at which a quorum is established. No Council vote shall be construed as directing or authorizing operational, contractual, or financial actions.

#### **Article VIII: Council Committees and Duties**

The Council may establish ad hoc committees or working groups as needed to address specific issues or tasks consistent with the Council's advisory role. Such committees shall have no independent authority, may include non-members as appropriate, shall report findings or recommendations to the Council, and shall dissolve upon completion of their assigned work.

#### **Article IX: Amendments**

These by-laws may be amended by a majority vote of members present at a duly called regular meeting at which a quorum is established, provided that notice of the meeting includes the proposed amendment.

#### **Article X: Review and Revisions**

The Council may periodically review these By-Laws and any related guidance documents and may recommend revisions, as appropriate.

#### **Article XI: Transition and Effective Date**

These By-Laws shall become effective upon approval by a majority of members present at a meeting at which a quorum is established. Upon establishment of the Ride in Kane Paratransit Coordinating Council and adoption of these By-Laws, the Kane County Paratransit Coordinating Council shall be formally retired, effective at the first meeting of the Ride in Kane Paratransit Coordinating Council. All advisory and coordination functions previously performed by the Kane County Paratransit Coordinating Council shall transfer to the Ride in Kane Paratransit Coordinating Council.