

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-762-2600  
Fax: 630-584-5265

## RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

## Kane County Paratransit Coordinating Council (KCPCC)

### Meeting Agenda Tuesday, March 4, 2025

In— Person  
Kane County Government Center Auditorium  
719 S. Batavia Avenue, Building A, Geneva 60134

#### I. Opening Of Meeting

- A. Call to Order/Roll Call .....Chair Catching
- B. Approval of Meeting Minutes from December 3, 2024 .....Chair Catching

#### II. Reports

- A. RTA CAB Update..... Julio Leal
- B. Kane County Update..... Janet Harris

#### III. Other Business

- A. Election of Officers..... Janet Harris
- B. Proposed amendment for quorum bylaws..... Janet Harris

#### IV. Public Comment

#### V. Adjournment

KCPCC members are welcome to attend the RIK Sponsor Committee meeting  
which is held immediately after the Coordinating Council meeting

The next meeting of the Kane County Paratransit Coordinating Council will be held  
***Tuesday, June 3, 2025 at 9:00 am***

at

**Kane County Government Center Auditorium  
719 S. Batavia Avenue, Building A, Geneva 60134**

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

## Kane County Paratransit Coordinating Council (KCPCC)

### MEETING MINUTES

December 3, 2024

### In Attendance:

Leigh Tracy, Batavia Township  
Jackie Forbes, Kane County DOT  
Janet Harris, Kane County DOT  
Gary Scott, PACE  
Julio Leal, RTA  
Amethyst Handley, City of St. Charles  
Nancy Hill, South Elgin  
Lauren Tredup, South Elgin  
Nelly Cruz, Elgin Township  
Dave Waden, City of Elgin  
Liliana Pompeo, City of St. Charles  
Chris Rose, PACE  
Jacob Zimmerman, Kane County VA  
Jeanne Chybik, Blackberry Township  
Liliana Pompeo, City of St. Charles  
Ron Johnson, St. Charles Township  
Ruth Rottmann, Campton Township

The meeting was called to order at 9:10 a.m. Janet Harris completed a roll call. A motion for approval made by Jackie Forbes, to approve the September 10, 2024 meeting minutes. Minutes were approved after a motion by Lauren Tredup and seconded by Ruth Rottmann.

### II. REPORTS:

#### RTA CAB Overview

Jackie Forbes provided an update for RTA CAB. RTA completed two economic analysis for the regional transit system. The “fiscal cliff” projects \$730 million dollar gap, and the “expansion” \$1.5 billion is provided for operations funding.

Public Act 102-0381 requires the Service Boards to make data available to the legislature related to system reliability and safety. RTA staff requested feedback on how the data is presented.

Jackie updated proposed funding options and reform concepts. In addition to advocating for new sustainable funding, RTA is seeking feedback on several reform concepts on service, fare policy, and capital project prioritization.

RTA provided an update on the implementation of the Domestic Violence and Sexual Assault RTA public transportation assistance program.

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

### Kane County Update

Janet Harris updated the RIK Rider's Guide, go to <https://kdot.kanecountyil.gov/RIK/Documents/RIK%20Riders%20Guide.pdf> it's also accessible and available in Spanish. Non-ADA paratransit clients can now use their Ventra card to pay for rides.

The JARC funding will be ending in May 2025. KDOT and Pace are making updating client records to transition riders from JARC funding to 5310.

Janet Harris reminded all sponsor to utilize Laserfiche, it is available to all sponsors and residents of Kane County. This is a document management system that is very secure for sensitive information. Ride in Kane registrations and eligibility documents are saved and filed more securely. Sponsors and residents can now go online to fill out their registration form. Sponsors are encouraged to utilize this tool, but also have the option to process paper form registrations.

KDOT strongly encourages sponsors to promote Ride in Kane. If anyone knows of any outreach events opportunities, please reach out to the RIK Program Manager.

### Other Business:

RIK meeting schedule for 2025 was called for a motion, approval made unanimously.

Lauren Tredup motioned to increase the fare for every additional mile over 10 miles, Ruth Rottmann seconded. A majority of sponsors present voted to increase fares for RIK users as of February 1, 2025 from \$1.50 to \$2.00 for every additional mile over 10 miles. Eleven of the eighteen sponsors were present. The motion carried with eight ayes and two abstentions.

AID	Not present
Batavia Township	Yay
Big Rock Township	Not present
Blackberry Township	Yay
Campton Township	Yay
City of Batavia	Abstain
City of Elgin	Yay
City of Geneva	Not present
City of St. Charles	Yay
Dundee Township	Not present
Elgin Township	Yay
Kane County	Nay
Pace Suburban Bus	Abstain
Village of Pingree Grove	Not present
St. Charles Township	Yay
Senior Services Associates	Not present
Rutland Township	Not present
Village of South Elgin	Yay

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone:630-584-1170  
Fax:630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

### Public Comment:

None

A motion to adjourn was made by Lauren Tredup, second by Ruth Rottmann.  
The meeting was adjourned at 9:35 am until March 4, 2025.

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

**March 4, 2025**

### **KCPCC and Ride in Kane Sponsor Subcommittee nominations**

The KCPCC Bylaws require annual nomination and election of officers of the Council. Election is required at the first meeting of the year, which is the March meeting.

The Kane County Paratransit Coordinating Council Bylaws state:

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

*The Officers of the Council shall be as follows:*

*Chair*

*Two (2) Vice-Chairs*

*The term of each officer shall be one year. Officers may serve multiple terms*

To remain consistent with the Bylaws, nomination and election of officers must take place at the meeting on March 4, 2025. Due to no quorum at the first meeting of the year and in conformance to the bylaws, the nominations and elections were last held on September 10, 2024. At that time the following slate of officers was elected for both the Kane County Paratransit Coordinating Council and the Ride in Kane Sponsor Committee:

William Catching—Council Chair

Stephanie Norwood—Vice Chair

Katie Meyer—Vice Chair

Staff requested nominations for the slate of officers through the distribution of the agenda packet and requests any additional nominations are brought forth at the meeting. After the nominees are announced, the Council will hold an election of the officers.

# **Kane County Paratransit Coordinating Council**

## **By-Laws**

**Adopted October 14, 2003**

**Amended December 8, 2005**

**Amended January 15, 2009**

**Amended July 15, 2011**

**Amended June 4, 2019**

**Draft Amendment March 4, 2025**

### **Article I: Name**

The name of the Council shall be the Kane County 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**

Established by its founding members, the Council is organized to help develop, implement, enhance, and improve the existing paratransit system that will:

- strive to address the unmet travel needs among seniors, persons with disabilities, and low-income individuals residing in Kane County and municipalities that are partially within Kane County;
- provide paratransit access for these persons to locations throughout Kane County; to locations within these municipalities; and to transfer points with other similar services serving neighboring counties.

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

#### *III.1 Membership Eligibility Criteria*

The Council shall be composed of citizen members and organizational members as follows:

- ◆ Citizen members - Citizen members must be residents of Kane County or municipalities that are partially within Kane County and take an active interest in improving mobility for seniors, persons with disabilities, and low-income individuals. There shall be at least 2 citizen members on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. (For example, 3 citizen members shall sit on the Council if there are between 25 and 34 organizational members). The term of each citizen member shall be one-year. Citizen members may serve multiple terms, but must submit an application at the end of each term. Applications to be a citizen member must be submitted to the Kane County Division of Transportation no later than the Council's regular first meeting of the year. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular final meeting of the year.
- ◆ Organizational members - (1) Any public or private, non-profit organization based in Kane County which currently advocates, funds or arranges for transportation for its clients, consumers, or employees; (2) any regional public transportation agency or state/regional agency involved in the provision of public/passenger transportation in Kane County; and (3) any unit of local government that is wholly or partially within Kane County is automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or

organization. Each member shall designate one representative to the Council and may designate, in writing, individuals to serve as alternate members who shall have the same privileges as members in the member's absence. Because continuity is important to the business of this Council, each organizational member shall attempt to designate a specific person and alternate for no less than one year coinciding with the Council's operating year (see Article IV.2). Hereafter member shall mean member or alternate member.

### *III.2 Rights and Responsibilities of Membership*

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

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

### *III.3 Annual Membership Dues*

There may be annual membership dues to cover the administrative costs and other business of the Council, the amount to be determined annually. Membership dues for any citizen member may be waived per the vote of the Council.

### *III.4 Attendance Expectation*

Members are expected to participate in at least 50% of the meetings during the course of the Council's operating year (see Article IV.2).

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

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

The Officers of the Council shall be as follows:

- ◆ Chair
- ◆ Two (2) Vice-Chairs

The term of each officer shall be one year. Officers may serve multiple terms.

### *IV.2 Election of Officers and Operating Year*

Officers will be elected by majority vote on an annual basis at the Council's first regular meeting of the year. Accordingly, the Council's operating year shall begin at the first regular meeting of the year.

Nominations for officers must be given to the Kane County Division of Transportation prior to the Council's first regular meeting of the year.

### *IV.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 powers and perform such other duties as may from time to time be voted by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the 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, citizen membership applications, votes, orders, and proceedings of the Council. The staff shall also be responsible for collection of annual dues (if *any*) and disbursement of funds for the conduct of Council business.

#### *IV.4 Removal of Officers*

Members, by 2/3 vote of a quorum of members present, may remove an officer. 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 V: Meetings of the Council**

#### *V.1 Regular Meetings*

The Council shall meet at least quarterly as determined by a majority of the Council members. 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.

#### *V.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.

#### *V.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.

#### *V.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. Written notice shall include the use of 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 a designated time for Public comment.

#### *V.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 KCPCC or its sub-committees.



#### *V.6 Quorum*

~~Ten (10%) of the membership constitutes a quorum. One half of the members plus one shall constitute a quorum for any meeting at which a vote is to be taken.~~

#### *V.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. Roberts Rules of Order shall govern the discussion of substantive issues.

#### *V.8 Public Participation at Meetings*

Any person attending a Council meeting that is open to the public has the right to speak. 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 VI: 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 V.4) has been given to all members. Election of Officers and Citizen Members are considered to be substantive issues. A quorum must exist before any formal vote is taken (see Article V.5). Each member is afforded one vote on any decision put to a vote. Majority votes, with the following exception: changes or amendments to these by-laws (see Article VIII) and officer removals (see Article IV.4), require 2/3 vote of a quorum of members present (see Article V.5).

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

On an annual basis, the Council shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the Council. Membership on standing committees shall be limited to Council members. Standing committees and their duties shall include:

- ◆ Ride in Kane Sponsor Committee – The Ride in Kane Sponsor Committee will be comprised of those non-profit agencies and/or units of local government (sponsoring partners) that commit funds for the purchase of paratransit services on behalf of the target population (people with disabilities, seniors, and low-income individuals traveling to work), either directly or through contract with a paratransit service provider. The Ride in Kane Sponsor Committee will establish policies, including fare structures, for the optimal operation of paratransit services funded by the sponsoring partners. All policies and/or policy changes will be adopted by at least 2/3 majority vote of the sponsoring partners.

The Chair, or in his/her absence, a Vice-Chair, shall establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the Council. Non-members, because of their special expertise or association with particular issues, and at the discretion of the Chair, may be appointed to ad-hoc committees.

### **Article VIII: Amendments**

These by-laws may be amended by the affirmative vote of 2/3 of a quorum of the Council present at a duly called regular meeting thereof, if the notice of such meeting has contained a copy of the proposed

amendment. Amendments are considered a substantive issue.

**Article IX: Annual Review**

The Kane County Paratransit Coordinating Committee shall meet annually to review and recommend revisions of the by-laws and Memorandum of Understanding.

**Article X: Effective Date**

These by-laws will become effective upon adoption by 2/3 vote a quorum of the Council present.

# THRIVING AFTER 55 RESOURCE FAIR

April 25 from 10 am to 2 pm

Building J, Gymnasium  
Elgin Community College  
1700 Spartan Drive, Elgin IL 60123

Join us to meet new people, discover resources, and gather practical tools to continue living a vibrant, active life. This event brings together a wide range of community resources and services to help you thrive in every aspect of your life.

## What to Expect:

- **Exhibitors:** Browse booths from local businesses and organizations offering products, services, and information focused on the needs and interests of those 55 and older.
- **Health Screenings:** Available health screenings include blood pressure monitoring, stroke risk assessments, and blood sugar screenings.
- **Concessions:** Snacks and beverages will be available for purchase. Stay energized and refreshed as you explore the fair!

Learn More: [elgin.edu/thrive](http://elgin.edu/thrive)



Elgin  
Community  
College



# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-762-2600  
Fax: 630-584-5265

## RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

## Ride In Kane Sponsor Committee

### Meeting Agenda

**Tuesday, March 4, 2025**

**Immediately following the KCPCC Meeting**

In– Person

Kane County Government Center Auditorium  
719 S. Batavia Avenue, Building A, Geneva 60134

### I. Opening Of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of Meeting Minutes from December 3, 2024 .....Chair Catching

### II. Ride in Kane Program Status Report

- A. JARC, 5310 Budget Report/Billing .....Janet Harris
- B. Registration and Ridership Reports.....Gary Scott
- C. Customer Feedback Reports.....Gary Scott

### III. Other Business

- A. RTA Updates .....Julio Leal
- B. RTA CAB Updates.....Julio Leal

### IV. Public Comment

### V. Adjournment

KCPCC members are welcome to attend the RIK Sponsor Committee meeting  
which is held immediately after the Coordinating Council meeting

The next meeting of the Kane County Paratransit Coordinating Council will be held

***Tuesday, June 3, 2025 at 9:00 am***

at

**Kane County Government Center Auditorium  
719 S. Batavia Avenue, Building A, Geneva 60134**

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



### Ride In Kane Sponsor Committee

#### MEETING MINUTES December 3, 2024

41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

#### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

#### In Attendance:

Leigh Tracy, Batavia Township  
Jackie Forbes, Kane County DOT  
Janet Harris, Kane County DOT  
Gary Scott, PACE  
Julio Leal, RTA  
Amethyst Handley, City of St. Charles  
Nancy Hill, South Elgin  
Lauren Tredup, South Elgin  
Nelly Cruz, Elgin Township  
Dave Waden, City of Elgin  
Liliana Pompeo, City of St. Charles  
Chris Rose, PACE  
Jacob Zimmerman, Kane County VA  
Jeanne Chybik, Blackberry Township  
Liliana Pompeo, City of St. Charles  
Ron Johnson, St. Charles Township  
Ruth Rottmann, Campton Township

The meeting was called to order at 9:36 a.m. by Jackie. Janet Harris completed a roll call. A motion for approval made by Jackie Forbes, to approve the September 10, 2024 meeting minutes were approved after a motion by Leigh Tracy, second by Lauren Tredup.

#### II. REPORTS:

##### 5310 and JARC Budget Report:

Janet Harris reviewed and summarized the 5310/JARC grants. Harris pointed out the grant totals for JARC/5310 funding and how long the funding in each phase will last. The quarterly reports were also reviewed.

The JARC grant is projected to last until May 2024 giving us 5 months to spend down. We started 5310 grant phase 19 & 20; 21 & 22. The County has been awarded \$2.5 million for this 5310 phase.

Janet Harris summarized total rides, sponsor costs, and miles for January—May 2024. The total rides is 27,823 and total miles is 145,092. The average trip length from January—May 2024 is 5.1 miles. AID, and KDOT had the longest average trip length of over 10 miles among all sponsors.

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

## II. REPORTS:

### 5310 and JARC Budget Report:

Program performance was reviewed. Overall on-time performance is at 99.22% for bus & taxi. Janet updated the reports for distinct riders and registered riders. RIK currently has 9,465 registered riders. In January 2024, 71 new riders were added, that was our highest month. An average of 50 new riders are added each month.

### Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports, ridership growth from July to September 2024. July rides totaled 5,307, August 5,432, and September 5,397. For the on-time performance we follow a 30 minute window. The bus OTP average is 99.13%, taxi is 98.49% and TNC is at 100%. Riders are being picked up on-time and this is reflected on the reports.

Gary Scott summarized the complaint reports. There was 17 complaints total in July with 9 commendation, the highest percent of complains were in "other". In Aug there were 20 total complaints with 4 commendation, 7 related to late arrivals. Sep had 18 total complaints with 1 commendation, 5 were related to late arrivals.

The highest number of complaints in July were from Aurora 7 complaints, KDOT at 6, and City of Batavia and Dundee Twp. tied at 25. Numbers can be higher if complaints were made through email. In August the highest number of complaints are as follows; Aurora has 6 complaints, City of Elgin 7. For September the highest number of complaints KDOT 6, Aurora 5, Dundee Twp. 3.

ADA service is back to pre-pandemic levels. Other counties are seeing an increase in ridership too. Taxi costs are higher because overnight rides are more expensive per operators. Pace is hiring for many positions as well as contractors. To file a complaint call/email Gary or call the customer service line.

### OTHER BUSINESS:

Julio Leal provided updates for RTA. RTA hosted Suburban Transit Summit with Metra, Pace, and CTA to discuss the future of transit service in Chicago's suburbs. Small groups included Metra's regional rail vision, Pace Pulse, Pace's ReVision network revitalization plan, and more. RTA Board Chair Kirk Dillard emphasized the value transit brings to the Chicago region and the urgency of legislators finding funding solution by Spring 2025.

The RTA learned \$1.5 billion in annual systemwide operations funding and governance reform can strengthen the agency's authority on service standards, fare policy, and capital project prioritization. Find more details here:

<https://www.rtachicago.org/blog/2024/11/11/riders-and-regional-officials-call-for-sustainable-funding-improved-service-at-rtas-suburban-transit-summit>.

## KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair  
KATIE MEYER—Council Vice Chair  
STEPHANIE NORWOOD—Council Vice Chair



41W011 Burlington Road  
St. Charles, IL 60175

Phone: 630-584-1170  
Fax: 630-584-5265

### RIDE IN KANE SPONSORS

Association for Individual  
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

### **OTHER BUSINESS:**

The RTA updated their website to include a digital library. It includes paper handouts and brochures from presentation and events such as Access, Ride Free, Reduce Fare, ADA Paratransit, and Travel Training. The library is available to customers and organizations. The documents are accessible in Spanish. You can find it by visiting:

<https://www.rtachicago.org/riders/travel-assistance-digital-library>

Chris Rose gave an overview of Pace's ReVision. Flyer was distributed for more information and to take survey.

RIK meeting schedule for 2025 was called for a motion, approval made unanimously.

### **Public Comment:**

None.

A motion to adjourn was made by Lauren Tredup, second by Ruth Rottmann. The meeting was adjourned at 10:13 am until March 4, 2025.

**Grant Totals for Phases 9 & 10 (Federal Portion)**

	<b>JARC</b>
	<b>\$ 824,676.79</b>
Aug '21	(10,956.79)
Sept '21	(11,862.10)
Oct '21	(11,699.05)
Nov '21	(11,575.28)
Dec '21	(12,041.71)
Jan '22	(6,383.66)
Feb '22	(8,914.42)
Mar '22	(12,804.10)
Apr '22	(12,652.03)
May '22	(11,466.73)
Jun '22	(10,267.62)
Jul '22	(13,272.27)
Aug '22	(13,070.62)
Sept '22	(10,321.23)
Oct '22	(9,894.10)
Nov '22	(13,044.39)
Dec '22	(14,310.21)
Jan '23	(18,521.85)
Feb '23	(17,289.89)
Mar '23	(24,443.83)
Apr '23	(24,080.12)
May '23	(26,105.23)
Jun '23	(35,566.45)
July '23	(34,832.79)
Aug '23	(39,572.44)
Sep '23	(40,830.21)
Oct '23	(49,803.25)
Nov '23	(46,780.70)
Dec '23	(44,296.58)
Jan '24	(49,460.41)
Feb '24	(49,194.71)
Mar '24	(54,268.28)
Apr '24	(59,744.55)
May '24	(15,349.19)
<b>Ending balance</b>	<b>\$ 0.00</b>

**Monthly Average**

-

**Projected months left**

#DIV/0!

**Grant Totals for Phases 19 & 20 (Federal Portion)**

	<b>5310</b>
<b>Beginning balance</b>	<b>\$ 2,500,000.00</b>
Feb '24	(31,316.46)
Mar '24	(100,793.30)
Apr '24	(102,954.42)
May '24	(105,538.18)
Jun '24	(94,461.29)
Jul '24	(86,508.83)
Aug '24	(123,460.14)
Sep '24	(132,845.66)
Oct '24	(145,725.22)
Nov '24	(132,996.39)
Dec '24	(129,175.73)
<b>Ending balance</b>	<b>\$ 1,314,224.38</b>

**Monthly Average**

(115,445.92)

**Projected months left**

**11.38**



## Cost Reports 2024

### Cost Per Ride

	# of rides	sponsor cost	sponsor cost per ride	Fares collected	Total Cost	Total Cost per ride	Total Cost per Ride YTD*
Jan '24	5,248	\$ 153,166.20	\$ 29.19	\$ 20,598.25	\$ 326,930.65	\$ 62.30	
Feb '24	5,430	\$ 150,909.23	\$ 27.79	\$ 21,115.50	\$ 322,933.96	\$ 59.47	
Mar '24	5,493	\$ 155,061.54	\$ 28.23	\$ 20,639.00	\$ 330,762.08	\$ 60.22	
Apr '24	5,783	\$ 162,698.90	\$ 28.13	\$ 21,730.00	\$ 347,127.80	\$ 60.03	
May '24	5,835	\$ 164,394.83	\$ 28.17	\$ 21,452.75	\$ 350,242.41	\$ 60.02	
June '24	5,082	\$ 94,461.27	\$ 18.59	\$ 18,965.75	\$ 207,888.29	\$ 40.91	
July '24	5,295	\$ 86,508.82	\$ 16.34	\$ 18,963.22	\$ 191,980.86	\$ 36.26	
Aug '24	5,358	\$ 123,460.11	\$ 23.04	\$ 17,978.50	\$ 264,898.72	\$ 49.44	
Sept '24	5,377	\$ 132,845.65	\$ 24.71	\$ 28,499.75	\$ 294,191.05	\$ 54.71	
Oct '24	5,693	\$ 145,725.18	\$ 25.60	\$ 29,968.00	\$ 321,418.36	\$ 56.46	
Nov '24	4,907	\$ 132,996.38	\$ 27.10	\$ 25,009.00	\$ 291,001.76	\$ 59.30	
Dec '24	4,726	\$ 129,175.67	\$ 27.33	\$ 22,974.50	\$ 281,325.84	\$ 59.53	
YTD	64,227	\$ 1,631,403.78	\$ 25.40	\$ 267,894.22	\$ 3,530,701.78	\$ 658.64	\$ 54.97

### 5310 Cost per Ride

	# of rides	sponsor cost	sponsor cost per ride	Estimated fares based on % of rides	Total Cost (est. fares)	Total Cost per ride	
Jan '24	3,779	\$ 103,705.79	\$ 27.44	\$ 14,832.47	\$ 222,244.05	\$ 58.81	
Feb '24	3,928	\$ 101,714.50	\$ 25.89	\$ 15,274.71	\$ 218,703.71	\$ 55.68	
Mar '24	3,870	\$ 100,793.30	\$ 26.04	\$ 14,540.86	\$ 216,127.46	\$ 55.85	
Apr '24	4,007	\$ 102,954.42	\$ 25.69	\$ 15,056.56	\$ 220,965.40	\$ 55.14	
May '24	4,000	\$ 105,538.18	\$ 26.38	\$ 14,706.26	\$ 225,782.62	\$ 56.45	
June '24	3,508	\$ 94,461.27	\$ 26.93	\$ 13,091.67	\$ 207,888.29	\$ 59.26	
July '24	3,540	\$ 86,508.82	\$ 24.44	\$ 12,677.96	\$ 185,695.60	\$ 52.46	
Aug '24	4,885	\$ 123,460.11	\$ 25.27	\$ 16,391.37	\$ 263,311.59	\$ 53.90	
Sept '24	5,128	\$ 132,845.65	\$ 25.91	\$ 27,179.97	\$ 292,871.27	\$ 57.11	
Oct '24	5,692	\$ 145,725.18	\$ 25.60	\$ 29,962.74	\$ 321,413.10	\$ 56.47	
Nov '24	4,907	\$ 132,996.38	\$ 27.10	\$ 25,009.00	\$ 291,001.76	\$ 59.30	
Dec '24	4,726	\$ 129,175.67	\$ 27.33	\$ 22,974.50	\$ 281,325.84	\$ 59.53	
YTD	51,970	\$ 1,359,879.27	\$ 26.17	\$ 221,698.06	\$ 2,947,330.69	\$ 679.96	\$ 56.71

\*Not an average

Current Year:  
2024

TRIP COUNT

Sponsor	Sponsor Rollup	Funding Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Sponsor Total
AID - J	AID	JARC	328	343	391	385	394	366	362	-	-	-	-	-	214	2,569
AID - 5310	AID	5310	25	23	14	19	17	2	19	194	203	195	186	173	89	1,070
Aurora Twp - J	Aurora Twp	JARC	393	320	342	367	414	375	414	-	5	-	-	-	219	2,630
Aurora Twp - 5310	Aurora Twp	5310	1,435	1,559	1,559	1,506	1,484	1,293	1,287	1,822	1,977	2,182	1,793	1,757	1,638	19,654
Batavia City - J	Batavia City	JARC	71	85	70	85	71	61	73	-	4	-	-	-	43	520
Batavia City - 5310	Batavia City	5310	255	216	221	224	252	265	231	320	281	338	257	249	259	3,109
Batavia Twp - J	Batavia Twp	JARC	28	27	30	31	26	26	18	-	-	-	-	-	16	186
Batavia Twp - 5310	Batavia Twp	5310	13	14	13	14	15	16	22	23	22	15	10	10	16	187
Big Rock Twp - 5310	Big Rock Twp	5310	2	2	-	6	-	5	6	-	-	-	-	-	2	21
Blackberry Twp - 5310	Blackberry Twp	5310	27	15	6	12	37	42	33	15	20	14	12	12	20	245
Campton Twp - 5310	Campton Twp	5310	-	-	-	2	-	-	4	4	-	2	-	-	1	12
Dundee Twp - J	Dundee Twp	JARC	125	125	119	118	129	104	128	-	3	-	-	-	71	851
Dundee Twp - 5310	Dundee Twp	5310	397	378	394	440	411	326	404	473	447	499	381	382	411	4,932
Elgin City - J	Elgin City	JARC	99	123	123	173	141	101	102	-	2	-	-	-	72	864
Elgin City - 5310	Elgin City	5310	905	975	905	968	904	860	892	1,082	1,092	1,298	1,248	1,153	1,024	12,282
Elgin Twp - J	Elgin Twp	JARC	15	20	14	8	20	17	21	-	8	-	-	-	10	123
Elgin Twp - 5310	Elgin Twp	5310	2	-	2	-	5	2	2	11	6	5	-	9	4	44
Geneva City - J	Geneva City	JARC	31	44	64	70	65	62	75	-	1	-	-	-	34	412
Geneva City - 5310	Geneva City	5310	63	46	55	66	124	72	88	224	223	194	153	133	120	1,441
Kane DOT - J	Kane DOT	JARC	373	411	468	539	575	462	545	468	226	1	-	-	339	4,068
Kane DOT - 5310	Kane DOT	5310	22	22	42	41	60	63	46	144	270	259	240	241	121	1,450
Kane VA - ARPA	Kane VA	ARPA	6	2	4	12	10	8	12	-	20	9	8	16	9	107
South Elgin - J	South Elgin	JARC	6	4	2	-	-	-	17	-	-	-	-	-	2	29
South Elgin - 5310	South Elgin	5310	267	305	289	305	300	236	218	252	250	296	275	254	271	3,247
St. Charles City - 5310	St. Charles City	5310	316	322	328	336	354	281	259	275	282	338	303	300	308	3,694
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-	-	-	-	5	-	-	-	-	0	5
St. Charles Twp - 5310	St. Charles Twp	5310	2	5	11	1	2	2	3	5	3	4	3	13	5	54
Rutland Twp - 5310	Rutland Twp	5310	-	-	-	-	-	-	-	-	-	6	-	-	1	6
Pingree Grove - 5310	Pingree Grove	5310	48	46	31	67	35	43	26	41	52	53	46	40	44	528
Total Trips - 2024			5,254	5,432	5,497	5,795	5,845	5,090	5,307	5,358	5,397	5,708	4,915	4,742	5,362	64,340
Bus			4,075	4,028	4,155	4,588	4,495	3,732	4,022	4,058	4,228	4,478	3,851	3768	4,123	49,478
Taxi			1,179	1,404	1,342	1,207	1,350	1,358	1,285	1,300	1,169	1,230	1,064	974	1,239	14,862
Total Trips - 2023			5,132	4,795	5,409	4,996	5,280	4,849	4,517	5,196	5,067	5,565	5,313	5157	5,106	61,276
% Change from Year			2%	12%	2%	14%	10%	5%	15%	3%	6%	3%	-8%	-9%	4%	
JARC funds end in May			1,469	1,502	1,623	1,776	1,835	1,574	1,755	473	249	1	-	-	1,021	12,257
5310			3,779	3,928	3,870	4,007	4,000	3,508	3,540	4,885	5,128	5,692	4,907	4,726	4,331	51,976

Current Year:  
2024

TRIP MILEAGE

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Sponsor Total	Avg. Trip Length
AID - J	1,495.62	1,796.49	2,156.08	2,303.46	2,306.35	2,189.31	1,978.33	-	-	-	-	-	1,185.47	14,226	5.5
AID - 5310	285.04	237.51	154.18	217.82	178.17	11.42	136.38	1,358.17	1,385.57	1,271.30	1,199.28	970.98	617.15	7,406	6.9
Aurora Twp - J	1,988.24	1,476.29	1,530.37	1,667.37	1,698.03	1,734.44	1,843.10	-	18.89	-	-	-	996.39	11,957	4.5
Aurora Twp - 5310	5,899.57	6,933.33	7,065.63	6,704.14	6,207.22	5,243.53	5,543.51	7,857.47	8,834.04	9,813.45	7,995.54	7,858.56	7,163.00	85,956	4.4
Batavia City - J	249.66	266.64	228.90	281.42	211.36	188.86	232.90	-	30.60		-	-	153.67	1,690	3.3
Batavia City - 5310	1,529.59	1,208.65	1,201.22	1,264.16	1,261.57	1,249.12	1,106.49	1,463.88	1,297.55	1,719.15	1,373.60	1,232.43	1,325.62	15,907	5.1
Batavia Twp - J	137.76	132.84	147.60	152.52	127.92	127.92	88.56	-	-	-	-	-	76.26	915	4.9
Batavia Twp - 5310	43.57	45.34	46.07	42.38	46.89	66.86	100.90	92.60	81.52	46.59	28.30	31.43	56.04	672	3.6
Big Rock Twp - 5310	9.16	16.82	-	50.46	-	65.99	77.02	-	-	-	-	-	18.29	219	10.5
Blackberry Twp - 5310	160.56	71.08	5.58	27.54	240.73	284.19	171.72	111.69	89.36	39.98	52.66	63.38	109.87	1,318	5.4
Campton Twp - 5310	-	-	-	12.76	-	-	33.91	32.08	-	26.38	-	-	8.76	105	8.8
Dundee Twp - J	699.52	691.12	738.15	688.55	772.49	637.08	714.03	-	23.50	-	-	-	413.70	4,964	5.8
Dundee Twp - 5310	2,095.54	1,963.98	2,163.70	2,329.98	2,276.29	1,764.50	2,133.14	2,570.35	2,649.35	2,679.71	1,960.61	2,146.94	2,227.84	26,734	5.4
Elgin City - J	948.81	1,065.07	916.89	1,446.47	856.28	632.23	568.43	-	39.56	-	-	-	539.48	6,474	7.5
Elgin City - 5310	4,823.98	5,467.42	4,886.28	5,449.70	5,081.98	4,360.99	4,555.45	5,817.62	6,190.90	7,471.20	6,534.56	5,749.39	5,532.46	66,389	5.4
Elgin Twp - J	66.00	88.00	61.60	35.20	88.00	74.80	92.40	-	35.20	-	-	-	45.10	541	4.4
Elgin Twp - 5310	7.60	-	12.46	-	22.74	37.40	7.60	40.84	29.61	22.43	-	54.84	19.63	236	5.4
Geneva City - J	127.88	226.43	268.18	338.29	249.84	262.91	306.99	-	1.35	-	-	-	148.49	1,782	4.3
Geneva City - 5310	191.65	153.06	140.29	206.27	471.88	233.72	250.14	883.34	911.42	879.57	740.44	635.74	474.79	5,698	4.0
Kane DOT - J	2,437.17	2,911.10	3,552.18	3,942.70	3,857.14	3,698.83	5,006.82	4,011.59	1,743.65	8.92	-	-	2,597.51	31,170	7.7
Kane DOT - 5310	223.89	221.02	432.06	445.77	657.36	530.65	403.01	1,085.67	1,653.39	1,654.30	1,468.36	1,432.15	850.64	10,208	7.0
Kane VA - ARPA	77.06	8.90	15.00	101.97	51.04	46.96	75.50	-	124.40	31.80	57.41	195.24	65.44	785	7.3
South Elgin - J	11.43	7.62	3.81	-	-	-	123.25	36.25	-	-	-	-	15.20	182	6.3
South Elgin - 5310	1,408.18	1,466.71	1,564.31	1,455.38	1,538.66	1,436.51	1,524.31	1,197.70	1,065.94	1,303.63	1,294.73	1,205.94	1,371.83	16,462	5.1
St. Charles City - 5310	1,516.77	1,373.54	1,449.97	1,478.02	1,531.30	1,209.65	1,300.04	1,430.44	1,565.30	1,977.24	1,725.13	1,390.70	1,495.68	17,948	4.9
St. Charles Twp - J	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
St. Charles Twp - 5310	10.84	34.22	52.88	6.06	11.66	7.14	15.26	47.73	22.40	24.33	15.85	78.57	27.25	327	6.1
Rutland Twp - 5310	-	-	-	-	-	-	-	-	-	73.62	-	-	6.14	74	12.3
Pingree Grove - 5310	298.34	284.74	172.22	656.98	184.28	499.32	257.46	272.24	334.51	292.71	287.43	216.22	313.04	3,756	7.1
Total Miles 2024	26,743.43	28,147.92	28,965.61	31,305.37	29,929.18	26,594.33	28,646.65	28,309.66	28,128.01	29,336.31	24,733.90	23,262.51	27,841.91	334,103	5.2
Total Miles 2023	25,949.37	25,278.17	28,653.58	26,259.19	26,859.14	23,950.40	22,899.37	26,129.74	26,302.36	28,109.42	28,083.14	26,305.22	26,231.59	314,779	5.1
% Change	3%	10%	1%	16%	10%	10%	20%	8%	6%	4%	-14%	-13%	5%		
Avg Trip Length	5.1	5.2	5.3	5.4	5.1	5.2	5.4	5.3	5.2	5.1	5.0	4.9	5.2		

Current Year:  
2024

Program Cost 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Bus Operations	267,515.25	255,751.79	263,110.71	286,140.10	281,354.26	255,652.76	244,826.17	243,474.19	254,339.79	258,454.79	237,890.80	234,652.53	256,930.26	3,083,163.14
Taxi Operations	60,305.69	67,286.00	67,829.75	62,080.92	69,486.73	67,175.95	64,681.42	63,555.27	60,433.55	63,417.69	53,766.85	48,905.10	62,410.41	748,924.92
Total Gross Cost - 2024	327,820.94	323,037.79	330,940.46	348,221.02	350,840.99	322,828.71	309,507.59	307,029.46	314,773.34	321,872.48	291,657.65	283,557.63	319,340.67	3,832,088.06
Fares	20,598.25	21,115.50	20,639.00	21,730.00	21,452.75	18,965.75	18,963.22	17,978.50	28,499.75	29,968.00	25,009.00	22,974.50	22,324.52	267,894.22
Net Cost (Less Fares)	306,332.40	301,818.46	310,123.08	325,397.80	328,789.66	188,922.54	173,017.63	246,920.21	265,691.29	291,450.35	265,992.76	258,351.35	271,900.63	3,262,807.53
Adjustment -KVAH (not funded by FED & Local	890.29	103.83	178.38	1,093.22	598.58	114,940.42	117,526.74	42,130.75	20,582.30	454.13	655.89	2,231.78	25,115.53	301,386.31
Federal Share	153,166.20	150,909.23	155,061.54	162,698.90	164,394.83	94,461.27	86,508.82	123,460.11	132,845.65	145,725.18	132,996.38	129,175.67	135,950.31	1,631,403.76
KDOT Subsidy	14,166.67	14,166.67	14,166.67	14,166.67	14,166.67	12,657.36	10,768.78	14,156.76	14,166.67	14,156.76	14,099.52	14,099.52	13,744.89	164,938.72
PACE Subsidy	43,786.41	37,753.24	38,809.97	40,948.03	41,248.35	52,350.42	51,008.88	41,397.72	38,356.96	36,544.82	33,413.05	32,851.86	40,705.81	488,469.71
Net Cost to Sponsors	110,270.08	113,259.82	116,429.95	122,844.09	123,745.06	144,393.91	142,257.90	110,036.38	100,904.32	95,477.73	86,139.70	84,456.08	112,517.92	1,350,215.00
% Fares	6%	7%	6%	6%	6%	6%	6%	6%	9%	9%	9%	8%	7%	
% Federal	47%	47%	47%	47%	47%	29%	28%	40%	42%	45%	46%	46%	42%	
% County	4%	4%	4%	4%	4%	4%	3%	5%	5%	4%	5%	5%	4%	
% Sponsors	34%	35%	35%	35%	35%	45%	46%	36%	32%	30%	30%	30%	35%	
% Pace Subsidy	13%	12%	12%	12%	12%	16%	16%	13%	12%	11%	11%	12%	13%	
Total Gross Cost - 2023	223,724.28	217,141.13	244,568.08	240,174.23	255,123.97	306,545.15	295,030.71	321,371.76	320,750.10	338,288.97	327,572.20	320,189.53	284,206.68	3,410,480.11
% change	47%	49%	35%	45%	38%	5%	5%	-4%	-2%	-5%	-11%	-11%		

Sponsor Cost 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total YTD Sponsor Costs	# Trips	Sponsor Cost / Trip
AID	\$10,805.58	\$10,788.15	\$12,323.31	\$13,044.66	\$13,513.72	\$12,474.02	\$10,657.66	\$6,397.29	\$6,261.97	\$5,522.91	\$5,664.01	\$4,690.59	\$112,143.87	3,639	\$30.82
Aurora Twp	\$31,453.42	\$27,584.70	\$28,152.24	\$25,175.33	\$25,316.53	\$17,847.97	\$15,792.45	\$21,655.24	\$27,729.33	\$32,228.70	\$27,541.04	\$28,612.48	\$309,089.43	22,284	\$13.87
Batavia (City & TWP)	\$8,532.38	\$5,640.99	\$5,353.32	\$5,654.16	\$5,588.78	\$5,218.66	\$3,734.78	\$4,430.81	\$3,925.98	\$5,566.38	\$4,524.24	\$4,065.08	\$62,235.56	4,002	\$15.55
Big Rock Twp - 5310	\$51.81	\$77.83	\$0.00	\$245.64	\$0.00	\$340.60	\$350.68	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,066.56	21	\$50.79
Blackberry Twp - 5310	\$903.84	\$323.47	\$0.00	\$92.81	\$1,197.50	\$1,503.76	\$784.14	\$487.32	\$407.92	\$152.41	\$234.48	\$299.55	\$6,387.20	245	\$26.07
Campton Twp - 5310	\$0.00	\$0.00	\$0.00	\$64.93	\$0.00	\$0.00	\$166.36	\$157.70	\$0.00	\$124.51	\$0.00	\$0.00	\$513.50	12	\$42.79
Dundee Twp	\$13,770.67	\$10,841.45	\$12,029.50	\$12,107.96	\$13,013.85	\$9,507.95	\$10,283.73	\$9,425.43	\$10,127.05	\$10,029.38	\$7,408.71	\$8,747.29	\$127,292.97	5,783	\$22.01
Elgin City	\$10,414.84	\$12,016.32	\$7,670.37	\$11,436.78	\$7,948.49	\$0.00	\$0.00	\$5,107.73	\$8,886.90	\$15,053.69	\$14,846.62	\$12,170.96	\$105,552.70	13,146	\$8.03
Elgin Twp	\$453.47	\$456.37	\$366.33	\$142.81	\$592.21	\$597.45	\$490.90	\$151.55	\$275.04	\$55.10	\$0.00	\$304.21	\$3,885.44	167	\$23.27
Geneva City	\$1,072.94	\$1,129.04	\$1,331.72	\$1,935.62	\$3,086.69	\$1,710.40	\$1,787.70	\$3,644.03	\$3,670.15	\$3,409.86	\$3,072.93	\$2,657.47	\$28,508.55	1,853	\$15.39
Kane DOT	\$15,851.69	\$31,551.60	\$36,036.48	\$37,739.71	\$39,416.97	\$24,640.18	\$27,867.63	\$26,511.58	\$17,302.18	\$8,292.14	\$7,978.46	\$8,102.14	\$281,290.76	3,816	\$73.71
Kane Work Trips (fka JARC)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$57,188.18	\$58,361.34	\$21,065.38	\$9,607.21	\$44.08	\$0.00	\$0.00	\$146,266.19	1,702	\$85.94
Kane VA	\$890.29	\$103.83	\$178.38	\$1,093.22	\$598.58	\$564.12	\$804.11	\$0.00	\$1,367.91	\$365.98	\$655.89	\$2,231.78	\$8,854.09	107	\$82.75
South Elgin	\$7,863.30	\$6,697.24	\$7,112.81	\$6,362.80	\$7,161.68	\$6,883.34	\$6,956.31	\$5,294.78	\$4,474.15	\$5,537.01	\$6,020.22	\$5,762.88	\$76,126.52	3,276	\$23.24
St. Charles City	\$6,475.79	\$4,480.09	\$4,793.20	\$4,634.76	\$5,365.84	\$3,319.40	\$3,025.59	\$4,239.02	\$5,164.46	\$7,261.70	\$6,674.90	\$5,269.77	\$60,704.52	3,694	\$16.43
St. Charles Twp	\$61.13	\$103.77	\$205.45	\$0.00	\$0.00	\$0.00	\$3.54	\$155.53	\$41.93	\$51.58	\$13.57	\$365.08	\$1,001.58	59	\$16.98
Rutland Twp	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$351.23	\$0.00	\$0.00	\$351.23	6	\$58.54
Pingree Grove	\$1,668.93	\$1,464.86	\$876.77	\$3,153.86	\$963.75	\$2,597.87	\$1,190.91	\$1,312.96	\$1,672.00	\$1,431.05	\$1,504.59	\$1,176.78	\$19,014.33	528	\$36.01
Total Cost - 2024	\$110,270.08	\$113,259.71	\$116,429.88	\$122,885.05	\$123,764.59	\$144,393.90	\$142,257.83	\$110,036.35	\$100,914.18	\$95,477.71	\$86,139.66	\$84,456.06	\$1,350,285.00	64,340	\$20.99
Total Cost - 2023	\$77,790.76	\$75,345.81	\$87,739.43	\$86,292.88	\$94,488.26	\$122,430.46	\$117,255.77	\$129,133.53	\$129,039.45	\$137,487.99	\$132,478.92	\$129,074.39	\$1,318,557.65	61,276	\$21.52
% change	42%	50%	33%	42%	31%	18%	21%	-15%	-22%	-31%	-35%	-35%			

Current Year:

2024

Program Performance

Cost per Trip	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
Gross Cost per Trip - 2024	\$62.39	\$59.47	\$60.20	\$60.09	\$60.02	\$63.42	\$58.32	\$57.30	\$58.32	\$56.39	\$59.34	\$59.80	\$59.59
Gross Cost per Trip - 2023	\$43.59	\$45.28	\$45.22	\$48.07	\$48.32	\$63.22	\$65.32	\$61.85	\$63.30	\$60.79	\$61.65	\$62.09	\$55.73
% of Previous	30%	24%	25%	20%	19%	0%	-12%	-8%	-9%	-8%	-4%	-4%	6%
Cost per Trip Objective	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28.00
% of Objective	55%	53%	53%	53%	53%	56%	52%	51%	52%	50%	53%	53%	53%
Sponsor Cost per Trip	\$20.99	\$20.85	\$21.18	\$21.20	\$21.17	\$28.37	\$26.81	\$20.54	\$18.70	\$16.73	\$17.53	\$17.81	\$20.99

On-Time Performance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
On-Time Performance - Taxi (30 minutes +)	98.73%	98.93%	99.33%	99.17%	98.67%	97.79%	99.14%	98.31%	99.74%	99.27%	98.40%	97.95%	98.79%
On-Time Performance - Bus (30 minutes +)	99.46%	99.33%	99.49%	99.22%	99.40%	98.93%	99.33%	99.31%	99.10%	98.86%	99.25%	99.04%	99.23%
On-Time Performance - Overall (30 minutes +)	99.30%	99.23%	99.45%	99.21%	99.23%	98.62%	99.28%	99.07%	99.24%	98.95%	99.06%	98.82%	99.12%
Total On-Time Performance (30 min late & 60 missed trip not transported)	99.22%	99.17%	99.44%	99.14%	99.14%	98.62%	99.19%	98.97%	99.22%	98.86%	98.96%	98.73%	99.06%
On-Time Performance Objective	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Complaints, Late Cancel/No Shows and Missed Trips	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Complaints	21	10	9	23	18	21	17	20	18	12	15	11	16	195
% of Total Rides	0.4%	0.2%	0.2%	0.4%	0.3%	0.4%	0.3%	0.4%	0.3%	0.2%	0.3%	0.2%	0.3%	

Late Cancel/No Show - Taxi	104	94	112	72	85	90	59	91	71	49	53	72	79	952
Late Cancel/No Show - Bus	410	371	394	434	492	399	400	373	385	394	377	458	407	4,887
% of Total Rides	10%	9%	9%	9%	10%	10%	9%	9%	8%	8%	9%	11%		

Total Missed Trips - Taxi (60 minutes+)	2	6	0	7	3	6	3	4	1	0	9	3	4	44
Total Missed Trips - Bus (60 minutes +)	5	2	1	18	6	3	3	2	3	7	3	1	5	54
% of Total Rides	0.1%	0.1%	0.0%	0.4%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0%	

Current Year:  
2024

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2024	438	445	457	460	475	440	444	439	461	483	432	433	451	5,407
Distinct Riders - 2023	444	468	445	444	458	441	409	437	448	462	464	451	448	5,371
% Change	-1%	-5%	3%	3%	4%	0%	8%	0%	3%	4%	-7%	-4%	1%	
Riders terminated per month	8	5	61	2	3	-	1	1	-	1	54	19	13	
Riders added per month	71	47	60	44	49	52	44	56	35	43	46	39	49	
Registered Riders - 2024	9,050	9,092	9,091	9,133	9,179	9,231	9,274	9,329	9,364	9,406	9,398	9,418	9,247	
Registered Riders - 2023	8,538	8,537	8,581	8,625	8,663	8,722	8,748	8,823	8,883	8,941	8,987	9,034	8,757	
% Change	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.04	0.04	5%	

Ride in Kane Complaint Data - October 2024 - December 2024						
Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Oct-24	12	3	5,708	0.21%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	1
					Late Arrival	3
					No Show	2
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	2
					Other	2
					Other (Commendation)	3
					Total	15
Nov-24	15	0	4,915	0.31%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	2
					Late Arrival	4
					No Show	2
					Poor Routing	5
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	1
					Other (Commendation)	0
					Total	15
Dec-24	11	2	4,742	0.23%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	1
					Fare Collection	0
					Late Arrival	7
					No Show	1
					Poor Routing	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	1
					Other (Commendations)	2
					Total	13

\*Investigation may conclude allegations were unfounded

\*2/18/25 gs

## Ride-In-Kane October 2024 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
<b>AID</b>	0	-	-
<b>Aurora Township</b>	8	CS0071303	GT
		CS0071392	BG
		CS0071389	BG - Commendation
		CS0071747	HL
		CS0072296	NJ
		CS0072310	LAR
		CS0072426	JC
		CS0072834	GT
<b>City of Batavia</b>	0	-	-
<b>Blackberry Township</b>	0	-	-
<b>Dundee Township</b>	1	CS0071775	RJ
<b>City of Elgin</b>	2	CS0072509	ZD
		CS0073936	WL
<b>Elgin Township</b>	0	-	-
<b>City of Geneva</b>	2	CS0071473	SB - Commendation
		CS0072163	GM
<b>Kane County DOT</b>	1	CS0071047	SN
<b>Village of South Elgin</b>	0	-	-
<b>City of St. Charles</b>	1	CS0073931	FJ
<b>St. Charles Twp</b>	0	-	-

\*2/18/25 gs



## Ride-In-Kane November 2024 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	6	CS0074273	HM
		CS0074467	CJ
		CS0074799	CJ
		CS0075031	GT
		CS0075880	GT
		CS0076096	RP
City of Batavia	2	CS0074161	BI
		CS0075023	IM
Blackberry Township	0	-	-
Dundee Township	1	CS0076034	CJ
City of Elgin	2	CS0075375	SA
		CS0075756	YS
Elgin Township	1	CS0074967	ID
City of Geneva	1	CS0076513	SB
Kane County DOT	2	CS0075080	SN
		CS0075946	SN
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

\*2/18/25 gs

## Ride-In-Kane December 2024 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	3	CS0077291	JC - Commendation
		CS0077293	JC - Commendation
		CS0077698	LK
City of Batavia	1	CS0078601	GP
Blackberry Township	0	-	-
Dundee Township	3	CS0077178	OD
		CS0077509	OD
		CS0078603	OD
City of Elgin	3	CS0078858	JC
		CS0078859	JC
		CS0078940	ZD
Elgin Township	0	-	-
City of Geneva	0	-	-
Kane County DOT	3	CS0078992	SWG
		CS0076756	SN
		CS0077667	LL
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

\*2/18/25 gs

### Ride-In-Kane Ridership Growth from 2020 to 2024

Month	2020 Trips	2021 Trips	2022 Trips	2023 Trips	2024 Trips	Dif from prev. year
Jan	7,835	3,408	4,075	5,132	5,254	122
Feb	7,627	3,343	4,403	4,795	5,432	637
Mar	5,388	4,004	5,105	5,409	5,497	88
Apr	2,275	4,324	5,089	4,996	5,795	799
May	2,864	4,353	4,920	5,280	5,845	565
Jun	3,231	4,258	4,656	4,849	5,090	241
Jul	3,264	4332	4,493	4,517	5,307	790
Aug	3,304	4,427	4,967	5,196	5,358	162
Sep	3,386	4,527	4,865	5,067	5,397	330
Oct	3,680	4,729	4,670	5,565	5,708	143
Nov	3,086	4,589	4,843	5,313	4,915	-398
Dec	3,334	4,683	4,645	5,157	4,742	-415
Avg.	4,106	4,248	4,728	5,106	5,362	255
SUM	49,274	50,977	56,731	61,276	64,340	-3,064

### Ride-In-Kane January 2024 to December 2024 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
Jan-24	5,254	1.52	\$62.15	\$56.23	\$33.28
Feb-24	5,432	1.57	\$60.03	\$52.17	\$33.83
Mar-24	5,497	1.57	\$59.38	\$53.85	\$34.03
Apr-24	5,795	1.58	\$57.99	\$54.82	\$33.82
May-24	5,845	1.53	\$58.35	\$55.80	\$33.58
Jun-24	5,090	1.51	\$63.80	\$54.35	\$33.96
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
Average	5,362	1.54	\$58.58	\$54.36	\$33.57

### 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
Jan-24	4,075	99.46%	925	98.38%	254	100.00%	99.30%
Feb-24	4,028	99.33%	1,109	98.74%	295	99.66%	99.23%
Mar-24	4,155	99.49%	1,118	99.19%	224	99.55%	99.45%
Apr-24	4,588	99.22%	1,017	99.12%	190	99.47%	99.21%
May-24	4,495	99.40%	1,080	98.33%	270	100.00%	99.23%
Jun-24	3,732	98.93%	1,068	97.28%	290	99.66%	98.62%
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%
Average	4,123	99.25%	1,021	98.48%	217	99.69%	99.12%

### 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
Jan-24	4,075	97.08%	925	97.30%	254	96.06%	97.07%
Feb-24	4,028	97.79%	1,109	96.39%	295	98.64%	97.55%
Mar-24	4,155	97.59%	1,118	98.48%	224	100.00%	97.87%
Apr-24	4,588	97.52%	1,017	98.62%	190	98.95%	97.76%
May-24	4,495	97.73%	1,080	96.76%	270	98.89%	97.60%
Jun-24	3,732	97.78%	1,068	93.35%	290	98.97%	96.92%
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%
Average	4,123	97.32%	1,021	95.94%	217	98.78%	97.11%

\*2/18/25 gs