



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
- Village of South Elgin

**Kane County Paratransit Coordinating Council (KCPCC)**

**Meeting Agenda**  
**Tuesday, March 5, 2024**  
**Hybrid Meeting**

**[Join Zoom Meeting Here](#)**

**Call in: 1-312-626-6799**

**Meeting ID: 820 0545 0708**

**Passcode: 747632 (may not need)**

**One tap mobile: +13126266799,,82005450708#**

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 05, 2023 .....Chair Catching
- C. Approval of Meeting Minutes from September 12, 2023 .....Chair Catching

**II. Reports**

- A. RTA CAB Update..... Jackie Forbes
- B. Kane County Update .....Janet Harris

**III. Other Business**

- A. Election Officers .....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 4, 2024 at 9:00 am**

at

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



**Kane County Paratransit Coordinating Council (KCPCC)**

**MEETING MINUTES  
December 05, 2023**

41W011 Burlington Road  
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Phone: 630-584-1170  
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- Village of Pingree Grove
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

**In Attendance:**

- Leigh Tracy, Batavia Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Ron Johnson, St. Charles Township
- Gary Scott, PACE
- Jeanne Fornari, City of Geneva
- Bill Catching, Aurora Township
- Julio Leal, RTA
- Laura Ortega, Pingree Grove
- Peggy Gomez, Senior Services
- Jennifer Fox, City of Batavia
- Katie Meyer, Dundee Township
- Chris Rose, PACE
- Nick Steele, Kane County VA
- Jacob Zimmerman, Kane County VAC
- Nancy Hill, South Elgin

The meeting was called to order at 9:05 a.m. by Bill Catching. Upon a motion for approval made by Bill Catching, and seconded by Nancy Hill. No quorum to approve the September 12, 2023 meeting minutes, not approved.

**II. REPORTS:**

**RTA CAB Overview**

Jackie Forbes provided an update for RTA CAB, last met on Oct. 23, 2023. The 2024 legislative agenda focused on strategies to fully fund the transit system. There is a fiscal cliff coming late 2025-26, the service boards will run out of funding for operations. Part of addressing this agenda is to fully fund the transit system with a funding structure that is less reliant on rider fares and fully funds free and reduced fare and ADA paratransit programs. Also discussed, the plan to restructure the RTA system advisory board of CAB the current RTA CAB members and the board is supportive of that change. The board received a briefing of the 2024 budget process and the proposed budget marks for this coming year. The board also received a briefing on the current activities related to the implementation of transit is the answer RTA strategic plan that included information on the new Metra access pilot that is under development. Briefing on the following was received for the one day regional connect pass, and the development of the safety and security summit.

The new RTA CAB structure begins in the first quarter of 2024. Staff is currently finalizing the membership for this and Jackie Forbes will continue to serve as chair for CAB and double duty as a representative for Kane County. They are looking for a non-voting rider who will represent KC on this board. Sponsors and partners were encourage to give suggestions. For more information reach out to Jackie Forbes or Janet Harris.

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



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## Kane County Update

Janet Harris talked about the free work rides. People who are eligible for these types of trips are new and existing JARC riders. The free cash fare trips is paid for from ARPA funding until funds run out. Registrations must have the JARC funding box checked off in order for the rides to be coded correctly by Pace.

Laserfiche is in full affect. This is a document management system that is very secure with sensitive information. Ride in Kane registrations and eligibility documents can be saved and filed more securely. Sponsors and residents can now go online to fill out their registration. Sponsors have the option to continue to fill out the paper form.

Pace/RIK customer service survey will close on Dec. 31, 2023. The survey can be found on the RIK website and Kane County social media platforms. Printed materials were also sent out to sponsors and partners for the survey.

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

## Other Business:

Metro Strategies Group presented Ride in Kane efforts for outreach and marketing. Jordan Rogalski presented a Power Point overview about Metro Strategies, outreach goals, completed outreach, and upcoming deliverables.

## Public Comment:

None

A motion to adjourn was made by Leigh Tracy seconded by Bill Catching. All in attendance were in favor of adjournment by voice, vote was unanimous.

The meeting was adjourned at 9:33 am until March 5, 2024.

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



March 5, 2024

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## 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 5, 2024. Nominations and elections were last held in conformance to the Bylaws on March 7, 2023. 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.

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**Ride In Kane Sponsor Committee**

**Meeting Agenda**  
**Tuesday, March 5, 2024**  
**Immediately following the KCPCC Meeting**  
**Hybrid Meeting**  
[Join Zoom Meeting Here](#)  
**Call in: 1-312-626-6799**  
**Meeting ID: 820 0545 0708**  
**Passcode: 747632 (may not need)**  
**One tap mobile: +13126266799,,82005450708#**

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 December 05, 2023 Meeting Minutes.....Chair Catching
- C. Approval of September 12, 2023 Meeting Minutes.....Chair Catching

**II. Ride In Kane Program Status Report**

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

**III. Other Business**

- A. RIK Fare Increase.....Janet Harris
- B. RTA Updates.....Julio Leal

**IV. Public Comment**

**V. Adjournment**

The next meeting of the Ride in Kane Sponsor Committee will be held  
**Tuesday, June 4, 2024**  
**Immediately following the Kane County Paratransit Coordinating Council**  
 at  
**Kane County Government Center Auditorium**  
**719 S. Batavia Avenue, Building A, Geneva 60134**



## Ride In Kane Sponsor Committee

**MEETING MINUTES  
December 05, 2023**

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- Leigh Tracy, Batavia Township
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- Gary Scott, PACE
- Jeanne Fornari, City of Geneva
- Bill Catching, Aurora Township
- Julio Leal, RTA
- Laura Ortega, Pingree Grove
- Peggy Gomez, Senior Services
- Jennifer Fox, City of Batavia
- Katie Meyer, Dundee Township
- Chris Rose, PACE
- Nick Steele, Kane County VA
- Jacob Zimmerman, Kane County VAC
- Nancy Hill, South Elgin

The meeting was called to order at 9:34 a.m. by Bill Catching. The September 12, 2023 meeting minutes were not approved due to no quorum.

### **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 from January & February 2023 spend down was at \$17K. March– May has an average spend down of \$24,876. The monthly average spend down is \$15,640. This grant is projected to last until August 2027 giving us 29 months to spend down. The 5310 grant is projected to last until October 2024. Average spend down is \$73,626. This grant shows to last for a projected 10 months.

March continues to be the biggest month for trips for 2023 at 5,409 and July was the lowest at 4,516. The average trip length is 5.1 miles. Big Rock & KDOT have the longest average trip length among all sponsors. Program performance was reviewed. On-Time performance is at 97.79% overall for bus & taxi, this above the Pace objective. Janet updated the distinct riders and the registered riders. We have an average of 444 riders so far for 2023. We have 8,823 registered riders and only about an average of 444 ride. An average of 47 new riders are added each month. We are continuing to clean out the Master list to identify new and terminated registrations.



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**Registration and Ridership Reports and Customer Complaint**

Gary addressed the rise in cost for the sponsor invoices. He mentioned that everything is high in costs for grocery, gas, goods and services. In particularly with RIK as we have had an increase of ridership. The provider rates have changed since 2019 with an increase in bus, taxi and Uzurv that included a COLA adjustment. There is annual change in rates for bus, taxi and Uzurv and costs go up from year to year. Cost in fuel for contractors have also gone up in price. Change in providers from MC to SCR has raised costs but improved on-time performance. There has also been an increase in non-ambulatory trips, riders that require wheelchair accessibility. Pace call center chooses the lowest cost option and avoids using taxi to help with the costs.

Gary Scott summarized his reports. Ridership growth in 2023, the sum of all trips is at 45,241. Productivity has been averaging at about 1.60 through August 2023. The cost per trip/ per bus was at \$48 and the cost per trip/taxi is \$50.49, and cost per trip/TNC is at \$35.39. OTP is on average 96% for bus, taxi and TNC. Overall bus, taxi, and TNC is at 96% which is right at the 95% mark objective for the 30 min window. The overall OTP is 100%.

Gary Scott summarized the complaint reports from July 2023-Sep 2023. There were higher complaint numbers in Sep. In July there were higher complaints related to late arrivals. The highest number of complaints for July was City of Elgin with 7 complaints, Batavia at 5, and Aurora at 4. Numbers can be higher if complaints were made through email.

Pace is working on IGA with their legal team and will provide to the County shortly.

**OTHER BUSINESS:**

Julio Leal provided updates for RTA. Public hearing will release a draft of the 2024 regional transit budget and capital program. The regional transit budget is open for public comment from Nov 16-Dec 7, 2023. RTA staff will present the regional budget in Chicago and accept comments for each County on Dec 7.

The 2024 RTA legislative agenda was developed following conversation with over 40 state legislators, the Governor’s Office, and transit stakeholders after the conclusion of the spring legislative session. The agenda consists of four main policy goals that will guide RTA’s advocacy for the transit system. They are as follows: fully fund the region’s transit system, develop a funding structure that is less reliant on the rider fares and more focused on equity and access, pursue governance reforms that improve rider experience and regional mobility, and pursue reforms to how the State plans, evaluates, and prioritizes transportation projects to reduce emission and advance racial equity. Visit for more information at [transitistheanswer.org/progress](https://transitistheanswer.org/progress)

Access to Transit call for projects is open Oct 16—Dec 15 2023. The program helps communities improve the infrastructure around their transit stations and stops, making connections for pedestrians, bicyclists, and transit riders safer, more accessible, and more attractive. Visit for more info at [rtachicago.org/communities/access-to-transit-program](https://rtachicago.org/communities/access-to-transit-program)

The Eligibility Review Board is still looking for 3 community representatives to serve as Eligibility Review Board members for the ADA Paratransit Certification Formal Appeals program. This is a short-term contractual position, not employees of the RTA. Apply by December 15, 2023, for more information visit [rtachicago.org](https://rtachicago.org). Letter of interest can be emailed to [daphine.phillips@rtachicago.org](mailto:daphine.phillips@rtachicago.org) or if you have any question call 312-913.3153.

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



## Public Comment:

None.

A motion to adjourn was made by Bill Catching and seconded by Nancy Hill. Voice vote was unanimous. The meeting was adjourned at 10:18 am until March 5, 2024.

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

	<u>JARC</u>
	<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)
<b>Ending balance</b>	<b><u>\$ 272,313.72</u></b>
<b>Monthly Average</b>	(19,727.25)
<b>Projected months left</b>	13.80
	<b>Mar '25</b>

**Grant Totals for Phases 17 & 18 (Federal Portion)**

	<u>5310</u>
<b>Beginning balance</b>	<b><u>\$ 2,497,996.00</u></b>
Jul '21	(16,994.00)
Aug '21	(57,928.74)
Sept '21	(67,469.93)
Oct '21	(75,587.88)
Nov '21	(70,970.17)
Dec '21	(75,863.05)
Jan '22	(76,714.91)
Feb '22	(60,349.47)
Mar '22	(74,265.20)
Apr '22	(77,226.15)
May '22	(68,103.90)
Jun '22	(58,254.07)
Jul '22	(72,156.62)
Aug '22	(69,675.88)
Sept '22	(59,070.48)
Oct '22	(50,313.57)
Nov '22	(64,501.49)
Dec '22	(60,496.38)
Jan '23	(80,380.04)
Feb '23	(79,167.05)
Mar '23	(84,406.71)
Apr '23	(83,323.87)
May '23	(89,494.13)
Jun '23	(107,851.64)
July '23	(103,471.80)
Aug '23	(110,672.19)
Sep '23	(109,320.34)
Oct '23	(108,089.11)
Nov '23	(106,275.21)
<b>Ending balance</b>	<b><u>\$ 279,602.02</u></b>
<b>Monthly Average</b>	(76,496.34)
<b>Projected months left</b>	3.66
	<b>Jun '24</b>

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

<b>Beginning balance</b>	<b><u>\$ 2,500,000.00</u></b> Not executed yet
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**Cost Reports 2023**

**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 '23	5,132	\$ 98,901.89	\$ 19.27	\$ 25,920.50	\$ 223,724.28	\$ 43.59	
Feb '23	4,795	\$ 96,456.94	\$ 20.12	\$ 24,227.25	\$ 217,141.13	\$ 45.28	
Mar '23	5,409	\$ 108,850.54	\$ 20.12	\$ 26,867.00	\$ 244,568.08	\$ 45.22	
Apr '23	4,996	\$ 107,403.99	\$ 21.50	\$ 25,366.25	\$ 240,174.23	\$ 48.07	
May '23	5,280	\$ 115,599.36	\$ 21.89	\$ 23,925.25	\$ 255,123.97	\$ 48.32	
June '23	4,849	\$ 143,418.09	\$ 29.58	\$ 19,585.50	\$ 306,421.68	\$ 63.19	
July '23	4,517	\$ 138,304.59	\$ 30.62	\$ 18,359.25	\$ 294,968.43	\$ 65.30	
Aug '23	5,196	\$ 150,244.63	\$ 28.92	\$ 20,882.50	\$ 321,371.76	\$ 61.85	
Sept '23	5,067	\$ 150,150.55	\$ 29.63	\$ 20,449.00	\$ 320,750.10	\$ 63.30	
Oct '23	5,565	\$ 157,892.36	\$ 28.37	\$ 21,797.50	\$ 337,582.22	\$ 60.66	
Nov '23	5,313	\$ 153,055.91	\$ 28.81	\$ 20,926.25	\$ 327,038.07	\$ 61.55	
Dec '23			#DIV/0!		\$ -	#DIV/0!	
<b>YTD</b>	<b>56,119</b>	<b>\$ 1,420,278.85</b>	<b>\$ 25.31</b>	<b>\$ 248,306.25</b>	<b>\$ 3,088,863.95</b>		<b>\$ 55.04</b>

**JARC 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	Total Cost per Ride YTD*
Jan '23	885	\$ 18,521.85	\$ 20.93	\$ 4,469.92	\$ 41,513.62	\$ 46.91	
Feb '23	770	\$ 17,289.89	\$ 22.45	\$ 3,890.51	\$ 38,470.29	\$ 49.96	
Mar '23	1,034	\$ 24,443.83	\$ 23.64	\$ 5,135.97	\$ 54,023.63	\$ 52.25	
Apr '23	951	\$ 24,080.12	\$ 25.32	\$ 4,828.52	\$ 52,988.76	\$ 55.72	
May '23	1,037	\$ 26,105.23	\$ 25.17	\$ 4,698.96	\$ 56,909.42	\$ 54.88	
June '23	1,074	\$ 35,566.45	\$ 33.12	\$ 4,337.97	\$ 75,470.87	\$ 70.27	
July '23	1,018	\$ 34,832.79	\$ 34.22	\$ 4,137.64	\$ 73,803.22	\$ 72.50	
Aug '23	1,233	\$ 39,572.44	\$ 32.09	\$ 4,955.37	\$ 84,100.25	\$ 68.21	
Sept '23	1,260	\$ 40,830.21	\$ 32.40	\$ 5,085.01	\$ 86,745.43	\$ 68.85	
Oct '23	1,524	\$ 49,803.25	\$ 32.68	\$ 5,969.34	\$ 105,575.84	\$ 69.28	
Nov '23	1,450	\$ 46,780.70	\$ 32.26	\$ 5,711.10	\$ 99,272.50	\$ 68.46	
Dec '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>12,236</b>	<b>\$ 357,826.76</b>	<b>\$ 29.24</b>	<b>\$ 53,220.32</b>	<b>\$ 768,873.84</b>		<b>\$ 62.84</b>

**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	Total Cost per Ride YTD*
Jan '23	4,247	\$ 80,380.04	\$ 18.93	\$ 21,450.58	\$ 182,210.66	\$ 42.90	
Feb '23	4,025	\$ 79,167.05	\$ 19.67	\$ 20,336.74	\$ 178,670.84	\$ 44.39	
Mar '23	4,375	\$ 84,406.71	\$ 19.29	\$ 21,731.03	\$ 190,544.45	\$ 43.55	
Apr '23	4,045	\$ 83,323.87	\$ 20.60	\$ 20,537.73	\$ 187,185.47	\$ 46.28	
May '23	4,243	\$ 89,494.13	\$ 21.09	\$ 19,226.29	\$ 198,214.55	\$ 46.72	
June '23	3,773	\$ 107,851.64	\$ 28.59	\$ 15,239.45	\$ 230,942.73	\$ 61.21	
July '23	3,498	\$ 103,471.80	\$ 29.58	\$ 14,217.55	\$ 221,161.15	\$ 63.23	
Aug '23	3,963	\$ 110,672.19	\$ 27.93	\$ 15,927.13	\$ 237,271.51	\$ 59.87	
Sept '23	3,807	\$ 109,320.34	\$ 28.72	\$ 15,363.99	\$ 234,004.67	\$ 61.47	
Oct '23	4,037	\$ 108,089.11	\$ 26.77	\$ 15,812.49	\$ 231,990.71	\$ 57.47	
Nov '23	3,853	\$ 106,275.21	\$ 27.58	\$ 15,175.77	\$ 227,726.19	\$ 59.10	
Dec '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>43,866</b>	<b>\$ 1,062,452.09</b>	<b>\$ 24.22</b>	<b>\$ 195,018.74</b>	<b>\$ 2,319,922.92</b>		<b>\$ 52.89</b>

\*Not an average

Current Year:

2023

TRIP COUNT

Sponsor	Sponsor Rollup	Funding Source	Jan'23	Feb'23	Mar'23	Apr'23	May'23	Jun'23	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Average	Sponsor Total
AID - J	AID	JARC	154	101	167	155	169	208	231	228	255	329	306		209	2,303
AID - 5310	AID	5310	29	24	37	30	27	28	-	19	30	37	41		27	302
Aurora Twp - J	Aurora Twp	JARC	221	195	245	194	216	276	238	299	288	351	369		263	2,892
Aurora Twp - 5310	Aurora Twp	5310	1,678	1,640	1,747	1,523	1,669	1,462	1,376	1,522	1,471	1,513	1,420		1,547	17,021
Batavia City - J	Batavia City	JARC	54	44	67	63	70	82	65	75	73	90	84		70	767
Batavia City - 5310	Batavia City	5310	244	203	245	256	272	280	248	215	205	236	225		239	2,629
Batavia Twp - J	Batavia Twp	JARC	5	-	-	-	12	18	16	22	22	23	18		12	136
Batavia Twp - 5310	Batavia Twp	5310	11	13	25	19	19	20	17	23	15	20	12		18	194
Big Rock Twp - 5310	Big Rock Twp	5310	-	2	2	-	2	-	3	1	4	-	6		2	20
Blackberry Twp - 5310	Blackberry Twp	5310	10	10	16	12	12	4	5	24	18	24	36		16	171
Campton Twp - 5310	Campton Twp	5310	-	-	-	-	-	-	-	-	-	-	-		-	-
Dundee Twp - J	Dundee Twp	JARC	99	92	107	116	134	141	94	139	132	132	124		119	1,310
Dundee Twp - 5310	Dundee Twp	5310	300	323	318	333	355	298	350	392	362	475	423		357	3,929
Elgin City - J	Elgin City	JARC	53	30	43	38	36	48	49	72	107	127	117		65	720
Elgin City - 5310	Elgin City	5310	1,199	1,052	1,145	1,034	1,083	1,007	931	1,039	975	960	923		1,032	11,348
Elgin Twp - J	Elgin Twp	JARC	20	11	17	20	19	5	18	17	16	20	19		17	182
Elgin Twp - 5310	Elgin Twp	5310	-	-	4	6	2	-	-	4	2	-	6		2	24
Geneva City - J	Geneva City	JARC	18	24	20	18	45	42	48	36	33	50	32		33	366
Geneva City - 5310	Geneva City	5310	79	86	75	93	57	60	29	37	40	40	26		57	622
Kane DOT - J	Kane DOT	JARC	249	258	350	331	318	241	254	332	322	402	370		312	3,427
Kane DOT - 5310	Kane DOT	5310	16	9	9	19	20	21	14	30	23	40	75		25	276
Kane VA - ARP	Kane VA	ARP	-	-	-	-	-	2	1	-	-	4	10		2	17
South Elgin - J	South Elgin	JARC	12	15	18	16	18	13	5	14	12	-	11		12	134
South Elgin - 5310	South Elgin	5310	328	337	403	366	360	293	240	315	298	294	316		323	3,550
St. Charles City - 5310	St. Charles City	5310	328	302	325	313	321	270	266	309	339	359	316		313	3,448
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-	-	-	-	-	-	-	-		-	-
St. Charles Twp - 5310	St. Charles Twp	5310	25	24	24	41	44	30	19	28	19	28	4		26	286
Pingree Grove - 5310	Pingree Grove Vill.	5310	-	-	-	-	-	-	-	4	6	11	24		4	45
<b>Total Trips - 2023</b>			5,132	4,795	5,409	4,996	5,280	4,849	4,517	5,196	5,067	5,565	5,313		5,022	56,119
<b>Bus</b>			4,085	3,761	4,141	3,893	4,190	3,436	3,109	3,967	3,896	4,332	4,060		3,897	42,870
<b>Taxi</b>			1,047	1,034	1,268	1,103	1,090	1,413	1,408	1,229	1,171	1,233	1,253		1,204	13,249
<b>Total Trips - 2022</b>			4,075	4,403	5,105	5,089	4,920	4,656	4,493	4,967	4,865	4,070	4,843	4645	4,678	56,131
% Change from 2022			21%	8%	6%	-2%	7%	4%	1%	4%	4%	27%	9%		6%	
<b>JARC</b>			885	770	1,034	951	1,037	1,074	1,018	1,234	1,260	1,524	1,450	-	1,112	12,237
<b>5310</b>			4,247	4,025	4,375	4,045	4,243	3,773	3,498	3,962	3,778	4,037	3,853	-	3,984	43,865

Current Year:

2023

TRIP MILEAGE

	Jan'23	Feb'23	Mar'23	Apr'23	May'23	Jun'23	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Avg.	Sponsor Total	Avg. Trip Length
AID - J	916.78	550.43	763.18	716.76	786.39	945.54	1,039.83	1,023.95	989.66	1,411.14	1,172.61		937.84	10,316	4.5
AID - 5310	188.25	148.66	232.62	169.77	177.98	173.40	-	184.74	317.08	398.95	478.93		224.58	2,470	8.2
Aurora Twp - J	1,057.77	986.38	1,218.10	1,020.70	1,085.49	1,403.36	1,210.06	1,270.85	1,257.31	1,589.70	1,784.00		1,262.16	13,884	4.8
Aurora Twp - 5310	7,931.87	8,009.67	8,525.77	6,848.84	7,687.79	6,477.41	5,964.27	6,661.47	6,764.69	6,762.04	6,489.58		7,102.13	78,123	4.6
Batavia City - J	180.72	149.00	212.58	200.03	216.37	275.93	212.56	271.98	276.54	328.56	298.45		238.43	2,623	3.4
Batavia City - 5310	1,298.17	1,154.45	1,313.50	1,283.26	1,410.83	1,431.89	1,364.86	1,129.50	1,052.99	1,076.87	1,056.97		1,233.94	13,573	5.2
Batavia Twp - J	24.60	-	-	-	59.04	88.56	78.72	108.24	108.24	113.16	88.56		60.83	669	4.92
Batavia Twp - 5310	31.13	47.27	103.65	87.65	84.57	63.97	59.07	93.98	52.11	73.86	38.46		66.88	736	3.8
Big Rock Twp - 5310	-	16.82	34.24	-	16.82	-	46.99	12.75	42.32	-	27.48		17.95	197	9.9
Blackberry Twp - 5310	29.28	41.64	46.42	50.14	47.98	3.72	16.79	94.24	94.46	141.22	221.41		71.57	787	4.6
Campton Twp - 5310	-	-	-	-	-	-	-	-	-	-	-		-	-	#DIV/0!
Dundee Twp - J	577.62	584.52	637.43	673.52	813.80	746.56	544.05	800.22	762.37	782.99	720.35		694.86	7,643	5.8
Dundee Twp - 5310	1,634.25	1,828.41	1,822.64	1,910.84	1,976.97	1,627.62	2,086.48	2,430.29	2,240.75	2,951.83	2,665.02		2,106.83	23,175	5.9
Elgin City - J	211.01	126.32	184.01	155.55	167.59	273.66	315.68	295.93	693.68	1,309.15	1,159.93		444.77	4,893	6.8
Elgin City - 5310	6,109.03	5,716.75	6,046.69	5,561.37	5,698.38	5,421.22	5,052.28	5,466.81	5,363.36	5,522.48	5,125.78		5,553.10	61,084	5.4
Elgin Twp - J	88.00	48.40	74.80	88.00	83.60	22.00	79.20	74.80	70.40	88.00	83.60		72.80	801	4.4
Elgin Twp - 5310	-	-	34.52	36.72	7.60	-	-	11.06	25.92	-	31.39		13.38	147	6.1
Geneva City - J	28.44	37.92	31.60	28.44	150.68	63.54	80.60	129.67	105.24	233.86	171.22		96.47	1,061	2.9
Geneva City - 5310	363.36	479.83	362.62	580.63	277.44	173.81	79.03	128.83	189.84	141.55	85.28		260.20	2,862	4.6
Kane DOT - J	1,631.78	1,897.04	3,138.31	2,912.35	2,345.12	1,765.18	1,880.13	2,475.74	2,443.97	2,979.92	2,557.92		2,366.13	26,027	7.6
Kane DOT - 5310	153.28	100.80	91.74	222.59	199.48	212.40	138.05	261.32	238.96	313.57	556.42		226.24	2,489	9.0
Kane VA - ARP	-	-	-	-	-	9.62	4.81	-	-	68.16	45.05		11.60	128	7.5
South Elgin - J	21.31	27.80	31.61	30.48	34.29	24.10	8.75	26.67	22.81	-	21.73		22.69	250	1.9
South Elgin - 5310	1,926.80	1,763.52	2,158.11	1,992.91	1,932.44	1,520.90	1,301.72	1,698.78	1,600.70	1,477.02	1,544.48		1,719.76	18,917	5.3
St. Charles City - 5310	1,356.47	1,369.08	1,407.50	1,394.78	1,299.32	1,014.73	1,191.63	1,230.17	1,436.57	1,654.49	1,435.02		1,344.52	14,790	4.3
St. Charles Twp - J	-	-	-	-	-	-	-	-	-	-	-		-	-	#DIV/0!
St. Charles Twp - 5310	189.45	193.46	181.94	293.86	299.17	211.28	143.81	205.41	113.37	191.20	34.08		187.00	2,057	7.2
Pingree Grove - 5310	-	-	-	-	-	-	-	42.34	39.02	89.40	189.42		32.74	360	8.0
<b>Total Miles - 2023</b>	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	29,699.12	28,083.14	-	25,809.04	179,849	3.2
<b>Total Miles - 2022</b>	32,049.5	34,100.6	40,451.8	24,981.3	24,067.8	23,249.4	21,674.2	24,610.5	24,304.3	20,822.6	24,517.3	23,272.7	26,509	318,102	5.7
<b>% Change</b>	-24%	-35%	-41%	5%	10%	3%	5%	6%	8%	30%	13%	#DIV/0!	-29%		
<b>Avg Trip Length</b>	5.1	5.3	5.3	5.3	5.1	4.9	5.1	5.0	5.2	5.3	5.3	#DIV/0!	3.2		

Current Year:

2023

Program Cost 2023

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Bus Operations	172,045.67	166,995.86	182,835.67	189,480.64	205,190.80	249,285.59	232,119.76	263,421.35	261,874.69	274,506.76	263,627.44		223,762.20	2,461,384.23
Taxi Operations	51,678.61	50,145.27	61,732.41	50,693.59	49,933.17	57,259.56	62,910.95	57,950.41	58,875.41	63,782.21	63,944.76		57,173.30	628,906.35
<b>Total Gross Cost - 2023</b>	<b>223,724.28</b>	<b>217,141.13</b>	<b>244,568.08</b>	<b>240,174.23</b>	<b>255,123.97</b>	<b>306,545.15</b>	<b>295,030.71</b>	<b>321,371.76</b>	<b>320,750.10</b>	<b>338,288.97</b>	<b>327,572.20</b>	<b>-</b>	<b>257,524.22</b>	<b>3,090,290.58</b>
Fares	25,920.50	24,227.25	26,867.00	25,366.25	23,925.25	19,585.50	18,359.25	20,882.50	20,449.00	21,797.50	20,926.25		22,573.30	248,306.25
Adjustment-KVAH (not funded by FED & Local Share)	-	-	-	-	-	123.47	62.28			706.75	534.13		356.66	1,426.63
Net Cost (Less Fares)	197,803.78	192,913.88	217,701.08	214,807.98	231,198.72	286,836.18	276,609.18	300,489.26	300,301.10	315,784.72	306,111.82	-	236,713.14	2,840,557.70
Federal Share	98,901.89	96,456.94	108,850.54	107,403.99	115,599.36	143,418.09	138,304.59	150,244.63	150,150.55	157,892.36	153,055.91	-	118,356.57	1,420,278.85
County Subsidy	21,111.13	21,111.13	21,111.11	21,111.11	21,111.10	21,111.10	21,111.10	21,111.10	21,111.10	21,111.12	21,111.12		21,111.11	232,222.22
PACE Subsidy	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost to Sponsors	77,790.76	75,345.81	87,739.43	86,292.88	94,488.26	122,306.99	117,193.49	129,133.53	129,039.45	136,781.24	131,944.79	-	99,004.72	1,188,056.63
% Fares	12%	11%	11%	11%	9%	6%	6%	6%	6%	6%	6%	#DIV/0!	11%	
% Federal	44%	44%	45%	45%	45%	47%	47%	47%	47%	47%	47%	#DIV/0!	44%	
% County	9%	10%	9%	9%	8%	7%	7%	7%	7%	7%	6%	#DIV/0!	10%	
% Sponsors	35%	35%	36%	36%	37%	40%	40%	40%	40%	40%	40%	#DIV/0!	35%	
% Pace Subsidy	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!	0%	
<b>Total Gross Cost - 2022</b>	<b>187,882.39</b>	<b>161,251.53</b>	<b>200,064.35</b>	<b>205,886.11</b>	<b>184,599.26</b>	<b>161,147.13</b>	<b>194,121.28</b>	<b>191,491.50</b>	<b>163,380.47</b>	<b>144,043.59</b>	<b>179,335.26</b>	<b>172,400.43</b>	<b>178,800.28</b>	<b>2,145,603.30</b>
% change	19%	35%	22%	17%	38%	90%	52%	68%	96%	135%	83%	-100%		

Sponsor Cost 2023

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total YTD Sponsor Costs	# Trips	Sponsor Cost / Trip
AID	\$3,318.71	\$2,162.28	\$3,187.55	\$3,050.47	\$3,667.70	\$6,172.24	\$5,834.21	\$6,430.83	\$6,946.42	\$9,012.04	\$8,332.65		\$58,115.10	2,605	\$22.31
Aurora Twp	\$27,388.78	\$27,260.54	\$30,298.52	\$26,517.79	\$31,180.75	\$40,447.26	\$36,963.62	\$39,509.42	\$39,523.83	\$38,904.64	\$39,040.05		\$377,035.20	19,913	\$18.93
Batavia (City & TWP)	\$4,554.80	\$3,957.78	\$4,974.02	\$5,207.97	\$6,235.58	\$9,529.36	\$8,773.88	\$7,976.36	\$7,402.45	\$7,541.32	\$7,033.64		\$73,187.16	3,726	\$19.64
Big Rock Twp - 5310	\$0.00	\$48.12	\$85.70	\$0.00	\$56.07	\$0.00	\$213.53	\$57.36	\$192.73	\$0.00	\$127.09		\$780.60	20	\$39.03
Blackberry Twp - 5310	\$95.29	\$126.62	\$146.79	\$169.54	\$171.10	\$23.27	\$86.61	\$464.15	\$453.74	\$625.42	\$1,018.06		\$3,380.59	171	\$19.77
Campton Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	-	#DIV/0!
Dundee Twp	\$6,554.70	\$7,089.90	\$7,427.60	\$8,408.88	\$9,772.99	\$12,170.89	\$13,413.13	\$15,820.80	\$14,604.39	\$16,992.92	\$15,843.33		\$128,099.53	5,239	\$24.45
Elgin City	\$18,692.68	\$17,089.08	\$18,722.80	\$18,465.73	\$20,090.08	\$28,252.15	\$26,680.20	\$27,781.82	\$28,847.64	\$30,470.01	\$28,761.87		\$263,854.06	12,068	\$21.86
Elgin Twp	\$268.53	\$147.56	\$330.36	\$414.59	\$351.70	\$123.36	\$445.40	\$463.61	\$497.23	\$452.20	\$578.40		\$4,072.94	206	\$19.77
Geneva City	\$1,150.51	\$1,475.08	\$1,180.20	\$1,887.25	\$1,469.49	\$1,359.12	\$984.31	\$1,367.10	\$1,517.72	\$1,845.42	\$1,265.93		\$15,502.13	988	\$15.69
Kane DOT	\$5,394.52	\$6,010.77	\$9,834.26	\$10,011.35	\$9,133.54	\$10,296.21	\$10,571.27	\$13,813.93	\$13,526.95	\$15,596.05	\$15,174.91		\$119,363.76	3,703	\$32.23
Kane VA	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$115.00	\$57.85	\$0.00	\$0.00	\$658.29	\$500.26		\$1,331.40	17	\$78.32
South Elgin	\$5,658.86	\$5,278.60	\$6,618.04	\$6,559.75	\$6,730.62	\$7,685.80	\$6,475.64	\$8,244.54	\$7,763.50	\$6,594.29	\$7,171.47		\$74,781.11	3,684	\$20.30
St. Charles City	\$4,166.23	\$4,143.90	\$4,395.47	\$4,661.39	\$4,616.20	\$5,218.81	\$5,996.62	\$6,042.30	\$7,036.98	\$7,534.69	\$6,624.61		\$60,437.20	3,448	\$17.53
St. Charles Twp	\$547.15	\$555.58	\$538.12	\$938.17	\$1,012.44	\$1,036.99	\$759.50	\$976.87	\$540.57	\$851.87	\$152.59		\$7,909.85	286	\$27.66
Village of Pingree Grove	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$184.44	\$185.30	\$408.83	\$854.06		\$1,632.63	45	\$36.28
<b>Total Cost - 2023</b>	<b>\$77,790.76</b>	<b>\$75,345.81</b>	<b>\$87,739.43</b>	<b>\$86,292.88</b>	<b>\$94,488.26</b>	<b>\$122,430.46</b>	<b>\$117,255.77</b>	<b>\$129,133.53</b>	<b>\$129,039.45</b>	<b>\$137,487.99</b>	<b>\$132,478.92</b>	<b>\$0.00</b>	<b>\$1,189,483.26</b>	<b>56,119</b>	<b>\$21.20</b>
<b>Total Cost - 2022</b>	<b>\$73,098.57</b>	<b>\$59,263.89</b>	<b>\$77,069.30</b>	<b>\$79,878.18</b>	<b>\$69,570.63</b>	<b>\$51,855.02</b>	<b>\$68,762.21</b>	<b>\$66,079.83</b>	<b>\$52,725.04</b>	<b>\$43,541.00</b>	<b>\$60,879.21</b>	<b>\$58,139.92</b>	<b>\$760,862.80</b>	<b>55,855</b>	<b>\$13.62</b>
% change	6%	27%	14%	8%	36%	136%	71%	95%	145%	216%	118%	-100%			

Current Year:

2023

**Program Performance**

<b>Cost per Trip</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Avg.</b>
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	#DIV/0!	\$55.15
Gross Cost per Trip - 2022	\$46.11	\$36.62	\$39.19	\$40.46	\$37.52	\$34.61	\$43.21	\$38.55	\$33.58	\$35.39	\$37.03	\$37.12	\$38.28
% of Previous	-6%	19%	13%	16%	22%	45%	34%	38%	47%	42%	40%	#DIV/0!	28%
Cost per Trip Objective	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28.00
% of Objective	36%	38%	38%	42%	42%	56%	57%	55%	56%	54%	55%	#DIV/0!	48%
Sponsor Cost per Trip	\$15.16	\$15.71	\$16.22	\$17.27	\$17.90	\$25.22	\$25.94	\$24.85	\$25.47	\$24.58	\$24.83	#DIV/0!	\$21.20

<b>On-Time Performance</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Avg.</b>
On-Time Performance - Taxi (30 minutes +)	98.19%	98.07%	97.40%	97.82%	97.80%	95.54%	96.45%	98.05%	98.80%	98.70%	97.77%	#DIV/0!	97.69%
On-Time Performance - Bus (30 minutes +)	96.03%	97.16%	97.03%	98.23%	98.50%	98.89%	98.52%	98.69%	98.84%	98.68%	94.78%	#DIV/0!	97.76%
On-Time Performance - Overall (30 minutes +)	96.47%	97.35%	97.12%	98.14%	98.35%	97.92%	99.20%	98.54%	98.84%	98.69%	95.48%	#DIV/0!	97.83%
Total On-Time Performance (30 min late & missed trip not transported)	95.09%	95.77%	98.15%	94.38%	97.35%	96.37%	96.68%	97.88%	98.26%	98.29%	93.68%	#DIV/0!	96.54%
On-Time Performance Objective	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

<b>Complaints, Late Cancel/No Shows and Missed Trips</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Avg.</b>	<b>Total</b>
Complaints	21	12	33	15	18	21	22	21	25	25	18		21	231
% of Total Rides	0.4%	0.3%	0.6%	0.3%	0.3%	0.4%	0.5%	0.4%	0.5%	0.4%	0.3%	#DIV/0!	0.4%	

Late Cancel/No Show - Taxi	61	73	68	57	79	148	99	79	78	88	84		83	914
Late Cancel/No Show - Bus	456	355	429	419	442	376	419	395	426	510	375		418	4,602
% of Total Rides	10%	9%	9%	10%	10%	11%	11%	9%	10%	11%	9%	#DIV/0!		

Total Missed Trips - Taxi (30 minutes+)	27	33	25	32	35	62	37	21	16	28	11		30	327
Total Missed Trips - Bus (30 minutes +)	87	60	80	38	28	34	26	25	16	30	12		40	436
% of Total Rides	2.2%	1.9%	1.9%	1.4%	1.2%	2.0%	1.4%	0.9%	0.6%	1.0%	0.4%	#DIV/0!	2%	

Current Year:

2023

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2023	444	468	445	444	458	441	409	437	448	462	464		447	4,920
Distinct Riders - 2022	387	430	496	477	452	466	432	458	483	449	482	447	455	4,377
% Change	13%	8%	-11%	-7%	1%	-6%	-6%	-5%	-8%	3%	-4%	#DIV/0!	1%	
Riders terminated per month	-	21	1	3	1	2	2	4	1	1	-		3	
Riders added per month	60	20	45	47	39	61	28	79	61	59	46		50	
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		8,655	
Registered Riders - 2022	7,985	8,029	8,068	8,120	8,163	8,216	8,250	8,300	8,362	8,386	8,373	8,478	8,228	
% Change	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	7%	100%	6%	



## Ride-In-Kane October 2023 Complaint/Commendation Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
<b>AID</b>	0	-	-
<b>Aurora</b>	12	CS0038331	WLT
		CS0034797	GO
		CS0034798	GO
		CS0034799	GO
		CS0035345	AS
		CS0035884	SC
		CS0036131	DB
		CS0036181	WS
		CS0037122	SC
		CS0037187	SC
		CS0037217	SC
CS0037914	RP		
<b>Batavia</b>	1	CS0034735	FJ
<b>Blackberry Township</b>	0	-	-
<b>Dundee</b>	4	CS0035026	HS
		CS0035844	HS
		CS0034890	GW
		CS0037257	BC
<b>City of Elgin</b>	2	CS0035433	RB
		CS0035500	HD
<b>Elgin Township</b>	0	-	-
<b>Geneva</b>	0		
<b>Kane County DOT</b>	3	CS0036646	SN
		CS0037374	LL
		CS0036132	FT
<b>South Elgin</b>	2	CS0037019	SL
		CS0038590	SL
<b>City of St. Charles</b>	2	CS0036876	FBP
		CS0036874	FBP
<b>St. Charles Twp</b>	0		

\*2/13/24 gs

## Ride-In-Kane November 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	6	CS0038606	RA
		CS0038611	RA
		CS0039463	RA
		CS0039923	RA
		CS0040489	RA
		CS0040488	RA
Aurora	2	CS0041476	CS
		CS0041630	SC
Batavia	1	CS0040064	HR
Blackberry Township	1	CS0041106	FT
Dundee	0		
City of Elgin	6	CS0038662	PI
		CS0039186	DJ
		CS0039854	WL
		CS0041003	MJ
		CS0041204	SB
		CS0041335	DL
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	0		
South Elgin	0	-	-
City of St. Charles	2	CS0041278	GN
		CS0041324	GN
St. Charles Twp	0		

\*2/13/24 gs

## Ride-In-Kane December 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	1	CS0043232	RA
Aurora	7	CS0042022	JR
		CS0042023	JR
		CS0042330	SC
		CS0042940	JC
		CS0043048	SC
		CS0043571	SB
		CS0044143	GT
Batavia	1	CS0042014	RR
Blackberry Township	0	-	-
Dundee	0		
City of Elgin	5	CS0042151	SB
		CS0042149	WR
		CS0042183	ZD
		CS0043427	JK
		CS0044319	MJ
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	4	CS0043470	VS
		CS0043472	VS
		CS0044184	RI
		CS0044189	RL
South Elgin	2	CS0041991	VV
		CS0041990	VV
City of St. Charles	3	CS0042418	GN
		CS0043196	MM
		CS0043355	HP
St. Charles Twp	0	-	-

\*2/13/24 gs

**Ride in Kane Complaint Data - October 2023 - December 2023**

Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Oct-23	25	1	5,565	0.45%	Boarding/Alighting Issues	0
					Busy Phone Lines	0
					Driver Discourtesy	0
					Early Arrival	0
					Late Arrival	3
					No Show	4
					Poor Routing	9
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	3
					Other	5
					Other (Commendation)	1
					<b>Total</b>	<b>26</b>
Nov-23	18	0	5,313	0.34%	Boarding/Alighting Issues	0
					Busy Phone Lines	0
					Driver Discourtesy	0
					Early Arrival	1
					Late Arrival	6
					No Show	1
					Poor Routing	5
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	3
					Other	1
					Other (Commendation)	0
					<b>Total</b>	<b>18</b>
Dec-23	23	0	5,157	0.45%	Boarding/Alighting Issues	0
					Busy Phone Lines	0
					Driver Discourtesy	2
					Early Arrival	0
					Late Arrival	9
					No Show	5
					Poor Routing	3
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	1
					Other	2
					Other (Commendations)	0
					<b>Total</b>	<b>23</b>

\*Investigation may conclude allegations were unfounded

\*2/13/24 gs

### Ride-In-Kane Ridership Growth from 2022 to 2023

Month	2019 Trips	2020 Trips	2021 Trips	2022 Trips	2023 Trips	Dif from prev. year
Jan	6,739	7,835	3,408	4,075	5,132	1,057
Feb	7,302	7,627	3,343	4,403	4,795	392
Mar	7,734	5,388	4,004	5,105	5,409	304
Apr	8,028	2,275	4,324	5,089	4,996	-93
May	8,012	2,864	4,353	4,920	5,280	360
Jun	6,764	3,231	4,258	4,656	4,849	193
Jul	7,430	3,264	4,332	4,493	4,517	24
Aug	7,580	3,304	4,427	4,967	5,196	229
Sep	7,562	3,386	4,527	4,865	5,067	202
Oct	8,222	3,680	4,729	4,670	5,565	895
Nov	6,990	3,086	4,589	4,843	5,313	470
Dec	7,092	3,334	4,683	4,645	5,157	512
Avg.	7,455	4,106	4,248	4,728	5,106	379
SUM	89,455	49,274	50,977	56,731	61,276	-4,545

### Ride-In-Kane January 2023 to December 2023 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-23	5,132	1.68	\$42.78	\$52.73	\$38.40
Feb-23	4,795	1.68	\$43.34	\$51.39	\$38.52
Mar-23	5,409	1.62	\$43.67	\$53.63	\$35.03
Apr-23	4,996	1.58	\$45.51	\$51.33	\$30.09
May-23	5,280	1.57	\$45.55	\$50.60	\$30.14
Jun-23	4,849	1.54	\$70.07	\$44.78	\$34.39
Jul-23	4,517	1.47	\$69.35	\$49.10	\$34.07
Aug-23	5,196	1.66	\$60.98	\$51.30	\$36.57
Sep-23	5,067	1.48	\$62.28	\$57.05	\$35.49
Oct-23	5,565	1.52	\$60.37	\$56.53	\$37.27
Nov-23	5,313	1.55	\$61.33	\$57.63	\$37.04
Dec-23	5,157	1.53	\$61.64	\$57.05	\$35.49
Average	5,106	1.57	\$55.57	\$52.76	\$35.21

### 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-23	4,085	96.13%	959	97.50%	88	100.00%	95.67%
Feb-23	3,761	97.23%	931	97.85%	103	100.00%	97.35%
Mar-23	4,141	97.03%	1,025	96.68%	243	100.00%	97.12%
Apr-23	3,893	98.23%	868	97.24%	235	100.00%	98.14%
May-23	4,190	98.59%	877	97.26%	213	100.00%	98.43%
Jun-23	3,436	98.89%	1,281	95.24%	132	99.24%	97.92%
Jul-23	3,109	98.52%	1,174	95.91%	234	99.15%	97.87%
Aug-23	3,967	98.74%	915	98.14%	314	97.77%	98.58%
Sep-23	3,896	98.90%	887	98.53%	284	99.65%	98.88%
Oct-23	4,332	98.68%	991	98.39%	242	100.00%	98.69%
Nov-23	4,060	99.19%	902	98.67%	351	100.00%	99.15%
Dec-23	4,036	99.21%	869	98.27%	252	100.00%	99.09%
Average	3,909	98.28%	973	97.47%	224	99.65%	98.07%

### 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-23	4,085	92.80%	959	93.74%	88	97.73%	93.06%
Feb-23	3,761	94.20%	931	93.56%	103	99.03%	94.18%
Mar-23	4,141	94.40%	1,025	93.17%	243	100.00%	94.42%
Apr-23	3,893	95.76%	868	94.12%	235	99.57%	95.66%
May-23	4,190	96.23%	877	93.39%	213	99.06%	94.80%
Jun-23	3,436	96.62%	1,281	92.51%	132	96.97%	95.48%
Jul-23	3,109	95.85%	1,174	92.50%	234	97.44%	94.84%
Aug-23	3,967	95.24%	915	96.94%	314	96.18%	95.59%
Sep-23	3,896	96.38%	887	96.62%	284	98.59%	96.55%
Oct-23	4,332	95.38%	991	95.86%	242	99.17%	95.63%
Nov-23	4,060	96.28%	902	97.12%	351	99.15%	96.61%
Dec-23	4,036	97.20%	869	95.97%	252	99.60%	97.11%
Average	3,909	95.53%	973	94.63%	205	98.54%	95.33%

\*2/13/24 gs



**RIDE  
IN KANE**



**BLUE HORIZON**  
DRIVING ACADEMY  
Change your life in 30 days!

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Make an effective work place

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YOU WILL NEED A  
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# YOUR TRANSPORTATION PARTNER FOR LIFE

If you live in Kane County, you may be eligible for transportation assistance through the County's **Ride in Kane (RIK)** program! RIK is a 24/7, curb-to-curb transportation service that provides rides within the County to qualifying residents.

## How to Register for Rides

RIK is administered by the Kane County Division of Transportation in partnership with Pace Suburban Bus. Local municipalities, townships and social service agencies operate as local sponsors that provide funding for their residents. **You must register as a RIK user before you can schedule rides.**

Visit the RIK website's sponsor page for registration contact information at <http://kdot.countyofkane.org/RIK/Pages/sponsors.aspx>. If you're unsure about your sponsor, please contact Kane County at (630) 762-2600 for assistance.

**For low-income individuals/families** with RIK work-related assistance, you can receive transportation to and from work.

- You will likely need to provide a government-issued ID for residency verification, as well as proof of monthly or annual income. The sponsor will tell you what income-related documents satisfy proof of income. For the RIK program, "low-income" is defined as an individual whose family income is at or below 150% of the federal poverty guidelines.

**For seniors and individuals with disabilities:** Living in both sponsored and non-sponsored areas (see map on back page) you can use RIK for medical and work trips. You must live in a sponsored area for all other ride types, such as trips to shopping centers or grocery stores.

- To qualify as a rider due to a disability, some RIK sponsors require that individuals obtain a Reduced Fare Permit through the Regional Transportation Authority (RTA). If you already have an RTA Ride Free Permit or RTA ADA Paratransit Permit, you do not need to apply for a Reduced Fare Permit, as these permits will also serve as proof of disability. To obtain a Reduced Fare Program application, call the RTA Mobility Services Helpline at 312-663-4357 (HELP) and press option 3 on the main menu.

**For veterans:** Living in both sponsored and non-sponsored areas you can only use RIK for trips to local VA Clinics and the Veterans Treatment Court. You must both register as a RIK user and contact the County's Veterans Assistance Commission (VAC) before you can schedule rides.

- As part of the registration process, you will need to submit to the County a copy of a government-issued photo ID showing your Kane County address, as well as a copy of your Veterans Health ID Card/other documentation verifying your enrollment in the VA Health Care System.

## Who is Eligible?



Seniors



Veterans



Low-income  
individuals/  
families



Individuals  
with  
disabilities

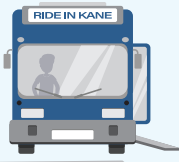
## Fare Structure

Rides are \$5 one way, with an additional \$1.50 charge for each mile over 10 miles. Only cash fares are accepted and drivers have no change. When you schedule a ride, the Pace customer service representative will give you the exact fare needed for the trip.

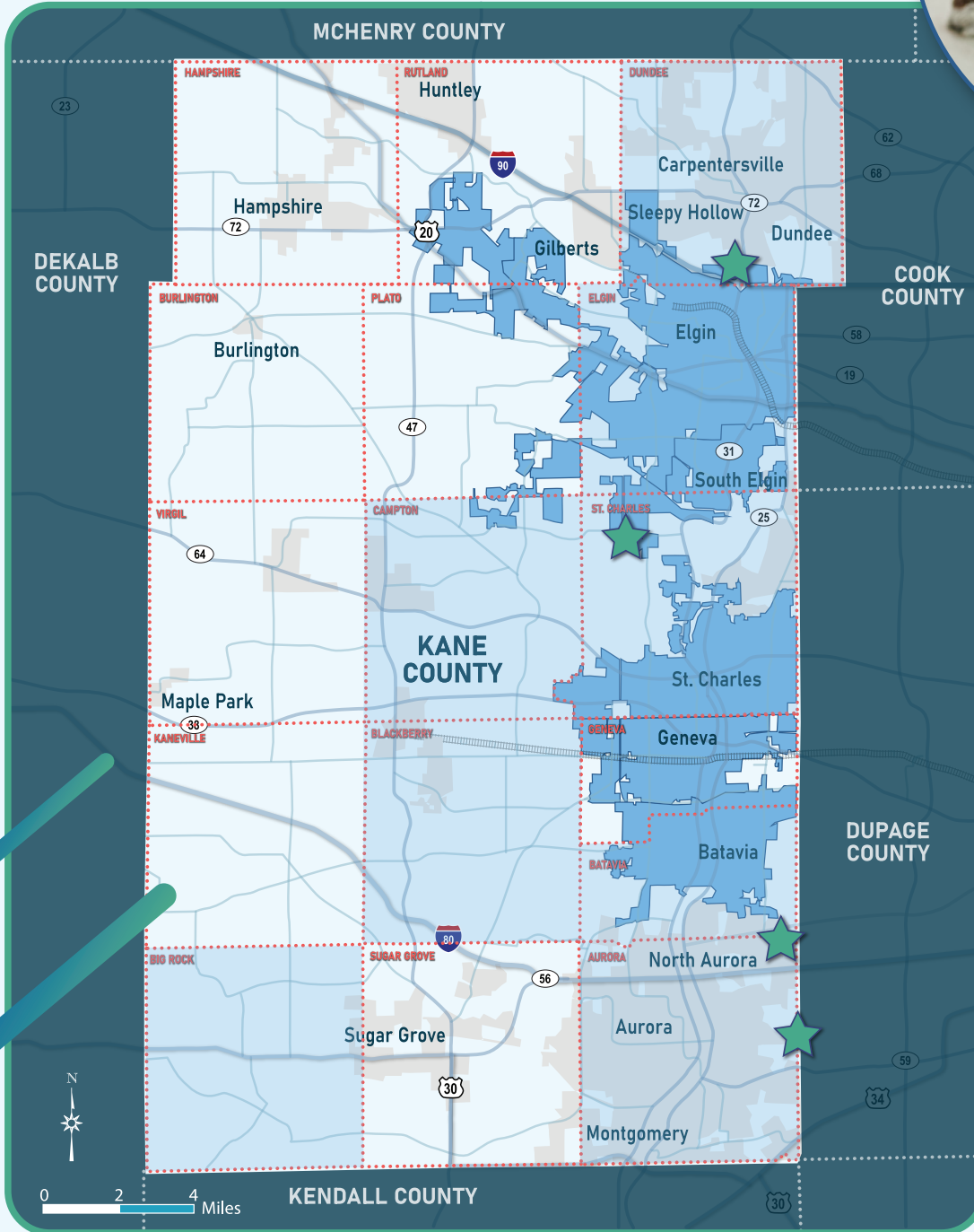
- **Rides may be free for certain rider categories or trips.**

All riders will receive a RIK Rider's Guide with program information and instructions on how to schedule your ride after successfully registering for the program.





## RIK TRANSPORTATION MAP



- Sponsor Communities and Townships
- ★ VA Healthcare Locations

### Questions

If you have any questions about the program or its registration process, please call the RIK information line at (630) 762-2600. You may also visit the RIK office at 41W011 Burlington Road, St. Charles, IL 60175. Office hours are Monday through Friday from 9:00 a.m. to 4:00 p.m. Visit the Ride in Kane website at: [kdot.countyofkane.org/RIK](http://kdot.countyofkane.org/RIK).



### Title VI Policy Notice

The Ride in Kane service operates without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been affected by any discriminatory practice under Title VI may file a complaint with their sponsoring agency or the Kane County Division of Transportation, the program administrator.

### For More Details:

Scan the QR code or visit the Ride in Kane website at:

[kdot.countyofkane.org/RIK](http://kdot.countyofkane.org/RIK)

