

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, June 3, 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 March 4, 2025 Chair Catching

II. Reports

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

III. Other Business

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, September 9, 2025 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
March 4, 2025**

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
- Kurt Nika, Kane County DOT
- Janet Harris, Kane County DOT
- Brygette Lopez, Kane County DOT
- Gary Scott, PACE
- Julio Leal, RTA
- Lauren Tredup, South Elgin
- Liliana Pompeo, City of St. Charles
- Chris Rose, PACE
- Jacob Zimmerman, Kane County VA
- Liliana Pompeo, City of St. Charles
- Ron Johnson, St. Charles Township
- Ruth Rottmann, Campton Township
- Jennifer Fox, City of Batavia
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township

The meeting was called to order at 9:03 a.m. Brygette Lopez completed a roll call. A motion for approval made by Leigh Tracy, to approve the December 3, 2024 meeting minutes. Minutes were approved after a motion by Leigh Tracy and seconded by Katie Meyer.

II. REPORTS:

RTA CAB Overview

Julio Leal provided an update for RTACAB. On January 27, 2025 staff provided 2 presentations on RTA initiatives. In addition, Jazmin Vega, who is the McHenry County representative on the RTACAB, provided a presentation on a new transit service for McHenry County residents.

Leanne Redden and Rob Nash briefed the RTACAB on the Transforming Transit report and the RTA Board Resolution that was passed at your January RTA Board meeting that requires RTA staff to work with the service boards to get further information on the impacts of not receiving the funding needed to address the fiscal cliff, as well as details on potential service expansion if additional funding is received.

The RTA Board was informed that the RTA will provide the RTACAB additional information over the next several meetings as state lawmakers discuss proposals to address the fiscal cliff and will reach out to involve CAB member in calls to action.



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RTA CAB Overview

Members stated that it is very important that the RTA and service boards are focused on equity for any service cuts or expansions made to the system. Members were concerned about fares being raised for customers without first seeing significant improvements to performance and safety. There were some concerns voiced over increasing taxes to fill the budget gap. One member suggested a taxation model that would only tax areas of the region with concentrated transit service.

Next, Heather Mullins, Division Manager, Local Planning & Program Management and Michael Horsting, Manager, Local Programs, educated the RTACAB of several current initiatives in the Local Planning Division of the RTA.

Lastly, Jazmin Vega, McHenry County Division of Transportation (DOT), provided an overview of the new MCRide Connect Program. This program provides an alternative to the traditional MCRide program, is more convenient for many customers, and frees up service on the traditional MCRide service for users who do not have an RTA issued fare permit. The next meeting of the RTACAB is on April 28, 2025, from 10 A.M. until noon.

Kane County Update

Janet provided an update for Kane County. Starting 2025 all sponsors should make checks payable to KDOT for the sponsor invoice. For calendar year 2025, Pace is giving Kane County 2.2M in subsidies. We are searching for ways to expand service areas while lowering sponsor costs.

The upcoming Section 5310 Call for Projects Opens March 20th, I intend to submit a funding application in order to enhance mobility for seniors and individuals with disabilities in Kane County.

Potential community partners have meet with me to join the initiative. On January 28th, I meet with Waubensee College, and they expressed interest in offering transportation to their Aurora-based students who attend the Sugar Grove campus. Janet will be attending 2 outreach events at resource fairs: April 25th, at Elgin Community College “Thriving After 55” (flyer provided) and May 2nd, at VFW post in Batavia (flyer coming soon) resource fair.

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 utilized 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.

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Other Business:

Election of officers for 2025 was called for a motion, approval made unanimously.

Leigh Tracy motioned to amend for quorum bylaws, Katie Meyer seconded. A majority of sponsors present voted to amend quorum bylaws. The motion carried with eleven ayes.

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

Public Comment:

None

A motion to adjourn was made by Bill Catching, second by Katie Meyer. The meeting was adjourned at 9:17 am until June 3, 2025.



WHY DRIVE WHEN YOU CAN RIDE?

- 24/7 paratransit service, 365 days a year
- Curb-to-curb bus or taxi transportation
- Safe, convenient and low-cost

RIDE IN KANE
kdot.countyofkane.org/rik

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RIDE IN KANE



RIDE IN KANE



YOUR TRANSPORTATION

Partner for Life!



Curb-to-curb bus or taxi transportation
365 days a year!

• Safe • Convenient • Low-Cost



For More Details:

Click the QR code to the right or visit the site in your mobile or tablet device at kdot.countyofkane.org/rik.



Public Paratransit Transportation Service

365 Days a Year
7 Days a Week
24 Hours a Day

For Seniors 65 and Older and Individuals with Disabilities

kdot.countyofkane.org/RIK





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Ride In Kane Sponsor Committee

Meeting Agenda

Tuesday, June 3, 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 March 4, 2025Chair Catching

II. Ride in Kane Program Status Report

- A. 5310 Budget Report/BillingJanet Harris
- B. Registration and Ridership Reports.....Gary Scott
- C. Customer Feedback Reports.....Gary Scott

III. Other Business

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

IV. Public Comment

V. Adjournment

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Ride In Kane Sponsor Committee

MEETING MINUTES March 4, 2025

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In Attendance:

Leigh Tracy, Batavia Township
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Janet Harris, Kane County DOT
Brygette Lopez, Kane County DOT
Gary Scott, PACE
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Liliana Pompeo, City of St. Charles
Ron Johnson, St. Charles Township
Ruth Rottmann, Campton Township
Jennifer Fox, City of Batavia
Katie Meyer, Dundee Township
Claudia Franco, Elgin Township

The meeting was called to order at 9:18 a.m. by Bill Catching. Brygette Lopez completed a roll call. A motion for approval made by Bill Catching, to approve the December 3, 2024 meeting minutes were approved after a motion by Katie Meyer, second by Ronald Johnson.

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 officially over. We started 5310 grant phase 19 & 20; 21 & 22. The County has been awarded \$2.5 million for this phase. In February 2024, was the initial start of the grant spend down. The average monthly spenddown is \$100K

Janet Harris did not update the sponsor costs due to changes in the invoice procedures. The Ride in Kane YTD total rides is 51,970 and total miles is 334,103. The average trip length from January— Dec 2024 is 5.2 miles. Big Rock Township, and Rutland had the longest average trip length over 10 miles among all sponsors.

The YTD program and sponsor costs totals are as follows: Gross costs for RIK is \$3.8M, fares collected \$268K, County subsidy \$170K, federal share \$1.6M, net cost to sponsor \$1.3M.



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II. REPORTS:

5310 and JARC Budget Report:

Program performance was reviewed. Overall on-time performance is at 99.12% for bus & taxi. Janet updated the reports for distinct riders and registered riders. RIK currently has 9,247 registered riders. In January 2024, 71 new riders were added, that was our highest month. An average of 13 new riders are added each month.

Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports ridership growth for October to December 2024. October rides totaled 5,708, November 4,915, and December 4,742. For the on-time performance we follow a 30 minute window. The bus OTP average is 99.25%, taxi is 98.48% and TNC is at 99.69%. Riders are being picked up on-time and this is reflected on the reports.

Gary Scott summarized the complaint reports. There was 12 complaints total in October with 3 commendation, the highest percent of complains were in late arrival. In November there were 15 total complaints, 5 related to poor routing. December had 11 total complaints with 2 commendation, 7 were related to late arrivals.

The highest number of complaints in October were from Aurora 8 complaints, City of Elgin and City of Geneva tied at 2. Numbers can be higher if complaints were made through email. In November the highest number of complaints are as follows: Aurora has 6 complaints, City of Batavia, City of Elgin and KDOT tied at 2. For December the number of complaints was tied at 3 with KDOT, Aurora, Dundee Twp.

Gary reports that ridership has been increasing, although November through December 2024 the numbers have been down due to weather. Pace is working with contractors to improve late trips.

Chris Rose gave an update of proposed service models for Pace’s ReVision.

III. OTHER BUSINESS:

RTA Updates

Julio Leal provided updates for RTA. The Transit-Friendly Communities Guide was created as a roadmap to creating equitable neighborhoods across the Chicago region that are safe and accessible to transit. This comprehensive resource, published by the RTA in January 2025, provides local decision-makers, developers, and community advocates with strategies and tools to design thriving communities centered around transit. The Guide can be found on our website at www.rtachicago.org/uploads/files/general/Communities/TransitFriendlyCommunitiesGuide.pdf



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III. OTHER BUSINESS:

RTA Updates

Additionally, the RTA is hosting a webinar about the guide on Tuesday, March 4 at 12 PM. The webinar is designed for municipal planners, elected officials, planning agency staff, local government board members, and the public. It will be recorded if you are unable to make it.

On February 11, the RTA hosted the sixth quarterly Transit is the Answer Coalition meeting where nearly 200 people attended and discussed Transforming Transit. The meeting began with an update on the current state of the transit system, an overview of Transforming Transit, and gathered audience feedback stating on average, participants felt that Transforming Transit aligns with their vision and priorities. It was opened up to Q&A and then concluded with 7 breakout groups where attendees were able to share more feedback on what service improvements they'd like to see and how accountability could improve. Attendees expressed an interest in bus rapid transit (BRT), land use reform, better interagency transfers, a greater emphasis on cleanliness, and improved coordination with social service agencies that connect people experiencing homelessness with resources. You may find the meeting recording here: <https://www.youtube.com/watch?v=unZmYi9AQQo>

Call for Projects are opening for the following: Section 5310 on March 10, 2025. For more information about 5310, visit <https://www.rtachicago.org/region/section-5310>

Community Planning opens on March 20, 2025. For more information about Community Planning, visit <https://www.rtachicago.org/communities/community-planning>

IV. Public Comment:

None.

A motion to adjourn was made by Bill Catching, second by Katie Meyer. The meeting was adjourned at 9:43 am until June 3, 2025.

Grant Totals for Phases 19 & 20 (Federal Portion)

	5310
Beginning balance	\$ 2,500,000.00
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)
Jan '25	(139,259.53)
Feb '25	(131,511.78)
Ending balance	\$ 1,043,453.07
Monthly Average	(118,769.21)
Projected months left	8.79

2025 Cost Per Sponsor

Sponsor	Aurora TWP	Batavia (City & TWP)	Dundee TWP	City of Elgin	City of St. Charles	AID	Village of South Elgin	Elgin TWP	Kane County	Blackberry TWP	Campton TWP	Big Rock TWP	St. Charles TWP	City of Geneva	Village of Pingree Grove	Kane County Vet. Adm. Hospital	Pace subsidy	Totals (With Pace/County)	Miles/Cost per mile	
January																				
Rides	1,887	275	358	1,137	340	213	269	4	273	43	0	0	2	169	58	5		5,033		
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$ 139,259.52	\$ 139,259.52	24,932.57	
Cost per ride	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!	\$ -	\$ -	\$ -	\$ -		\$ 27.67	\$ 5.59	
February																				
Rides	1,765	216	316	1,054	372	197	258	5	247	46	-	-	4	132	57	7		4,676		
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$ 131,843.36	\$ 131,843.36	23,459.51	
Cost per ride	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!	\$ -	\$ -	\$ -	\$ -		\$ 28.20	\$ 5.62	
March																				
Rides																				
Cost																				
Cost per ride	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
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Cost																				
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YTD Rides	3,652	491	674	2,191	712	410	527	9	520	89	-	-	6	301	115	12		9,709	48,392.08	
YTD Cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 271,102.88	\$ 271,102.88	\$ 5.60	
Total Cost per Ride YTD * not an average	-	-	-	-	-	-	-	-	-	-	#DIV/0!	#DIV/0!	-	-	-	-		27.92		
Average # of rides per month	1,826.00	245.50	337.00	1,095.50	356.00	205.00	263.50	4.50	260.00	44.50	-	-	3.00	150.50	57.50	6.00		4,854.50		
Average Cost per month	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 135,551.44	\$ 135,551.44		

Average # of rides per month

Average Cost per month

Update formulas based on # of months with data

Cost Reports 2025

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	5,033	\$ -	\$ -	\$ 24,484.25	\$ 24,484.25	\$ 4.86	
Feb '24	4,676	\$ -	\$ -	\$ 23,091.75	\$ 23,091.75	\$ 4.94	
Mar '24			#DIV/0!		\$ -	#DIV/0!	
Apr '24			#DIV/0!		\$ -	#DIV/0!	
May '24			#DIV/0!		\$ -	#DIV/0!	
June '24			#DIV/0!		\$ -	#DIV/0!	
July '24			#DIV/0!		\$ -	#DIV/0!	
Aug '24			#DIV/0!		\$ -	#DIV/0!	
Sept '24			#DIV/0!		\$ -	#DIV/0!	
Oct '24			#DIV/0!		\$ -	#DIV/0!	
Nov '24			#DIV/0!		\$ -	#DIV/0!	
Dec '24			#DIV/0!		\$ -	#DIV/0!	
YTD	9,709	\$ -	\$ -	\$ 47,576.00	\$ 47,576.00	\$ 9.80	\$ 4.90

*Not an average

Current Year:

2025

TRIP MILEAGE

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Sponsor Total	Avg. Trip Length
AID - 5310	1,205.52	1,194.84											1,200.18	2,400	5.9
Aurora Twp - 5310	8,174.77	7,677.72											7,926.25	15,852	4.3
Batavia City - 5310	1,220.86	965.87											1,093.37	2,187	4.7
Batavia Twp - 5310	38.51	38.10											38.31	77	3.1
Big Rock Twp - 5310	-	-											-	-	#DIV/0!
Blackberry Twp - 5310	267.22	271.15											269.19	538	6.0
Campton Twp - 5310	12.80	-											6.40	13	#DIV/0!
Dundee Twp - 5310	2,017.56	1,701.78											1,859.67	3,719	5.5
Elgin City - 5310	6,276.89	6,083.42											6,180.16	12,360	5.6
Elgin Twp - 5310	18.73	30.88											24.81	50	5.5
Geneva City - 5310	739.28	580.21											659.75	1,319	4.4
Kane DOT - 5310	1,533.58	1,288.95											1,411.27	2,823	5.4
Kane VA - ARPA	24.19	56.41											40.30	81	6.7
South Elgin - 5310	1,212.42	1,191.51											1,201.97	2,404	4.6
St. Charles City - 5310	1,817.42	1,982.80											1,900.11	3,800	5.3
St. Charles Twp - 5310	12.12	16.02											14.07	28	4.7
Rutland Twp - 5310	-	-											-	-	#DIV/0!
Pingree Grove - 5310	360.70	379.85											370.28	741	6.4
Total Miles 2025	24,932.57	23,459.51	-	-	-	-	-	-	-	-	-	-	24,196.04	48,392	5.0
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
% Change	-7%	-20%	#DIV/0!	-14%											
Avg Trip Length	5.0	5.0	#DIV/0!	5.0											

Current Year:

2025

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2025	415	394											405	809
Distinct Riders - 2024	438	445	457	460	475	440	444	439	461	483	432	433	451	5,407

% Change	-6%	-13%	#DIV/0!	-9%										
Riders terminated per month	1	2	6	1									3	
Riders added per month	30	23	94	37									46	
Registered Riders - 2025	9,447	9,468	9,556	9,592	9,592	9,592	9,592	9,592	9,592	9,592	9,592	9,592	9,567	
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	
% Change	0.04	0.04	0.05	0.05	0.04	0.04	0.03	0.03	0.02	0.02	0.02	0.02	3%	

Ride in Kane Complaint Data - January 2025 - March 2025

Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Jan-25	16	0	5,035	0.32%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	2
					Late Arrival	6
					No Show	4
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	3
					Other (Commendation)	0
					Total	16
Feb-25	16	0	4,676	0.34%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	1
					Late Arrival	6
					No Show	0
					Poor Routing	2
					Scheduler/Dispatcher Discourtesy	2
					Trip Scheduled Wrong	3
					Other	2
					Other (Commendation)	0
					Total	16
Mar-25	9	1	5,085	0.18%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	2
					No Show	3
					Poor Routing	2
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	1
					Other (Commendations)	1
					Total	10

*Investigation may conclude allegations were unfounded

*5/19/25 gs

Ride-In-Kane January 2025 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	3	CS0080403	HH
		CS0080919	LZ
		CS0080980	LZ
City of Batavia	2	CS0080625	IM
		CS0080627	IM
Blackberry Township	0	-	-
Dundee Township	1	CS0081655	OD
City of Elgin	3	CS0079543	MJ
		CS0080977	JC
		CS0081100	jC
Elgin Township	0	-	-
City of Geneva	2	CS0080304	AB
		CS0081539	AB
Kane County DOT	5	CS0079344	HA
		CS0079346	HA
		CS0079347	HA
		CS0080972	SN
		CS0081056	HA
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*5/19/25 gs

Ride-In-Kane February 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	1	CS0083466	BM
Aurora Township	1	CS0082812	WS
City of Batavia	0	-	-
Blackberry Township	3	CS0082825	FT
		CS0084288	FT
		CS0084289	FT
Dundee Townhip	2	CS0083976	CR
		CS0084293	CR
City of Elgin	2	CS0083062	JC
		CS0083584	CW
Elgin Township	0	-	-
City of Geneva	1	CS0083198	YT
Kane County DOT	6	CS0083198	YT
		CS0083981	CR
		CS0081977	HA
		CS0081978	HA
		CS0083055	SN
		CS0083711	SN
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*5/19/25 gs

Ride-In-Kane March 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	2	CS0084567	NM
		CS0085065	NM
Aurora Township	2	CS0085266	GT
		CS0085313	JC - Commendation
City of Batavia	1	CS0084516	KB
Blackberry Township	0	-	-
Dundee Township	1	CS0085829	CR
City of Elgin	2	CS0084791	SB
		CS0084920	SB
Elgin Township	0	-	-
City of Geneva	1	CS0085319	AB
Kane County DOT	1	CS0085568	SN
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*5/19/25 gs

Ride-In-Kane Ridership Growth from 2021 to 2025

Month	2021 Trips	2022 Trips	2023 Trips	2024 Trips	2025 Trips	Dif from prev. year
Jan	3,408	4,075	5,132	5,254	5,035	-219
Feb	3,343	4,403	4,795	5,432	4,676	-756
Mar	4,004	5,105	5,409	5,497	5,085	-412
Apr	4,324	5,089	4,996	5,795		
May	4,353	4,920	5,280	5,845		
Jun	4,258	4,656	4,849	5,090		
Jul	4,332	4,493	4,517	5,307		
Aug	4,427	4,967	5,196	5,358		
Sep	4,527	4,865	5,067	5,397		
Oct	4,729	4,670	5,565	5,708		
Nov	4,589	4,843	5,313	4,915		
Dec	4,683	4,645	5,157	4,742		
Avg.	4,248	4,728	5,106	5,106	4,932	-462
SUM	50,977	56,731	61,276	64,340	14,796	1,387

Ride-In-Kane January 2024 to March 2025 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
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
Jan-25	5,035	1.51	\$59.43	\$52.94	\$32.43
Feb-25	4,676	1.51	\$60.28	\$53.71	\$32.27
Mar-25	5,085	1.49	\$56.59	\$51.05	\$35.36
Average	5,276	1.53	\$58.62	\$54.00	\$33.53

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%
Jan-25	3,970	98.44%	918	95.10%	147	100.00%	97.30%
Feb-25	3,855	97.15%	749	96.66%	72	100.00%	97.11%
Mar-25	4,238	98.23%	787	96.57%	60	100.00%	97.99%
Average	4,103	98.99%	981	98.00%	192	99.75%	98.79%

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%
Jan-25	3,970	99.70%	918	98.80%	147	100.00%	99.54%
Feb-25	3,855	99.33%	749	99.47%	72	100.00%	99.41%
Mar-25	4,238	99.58%	787	98.86%	60	100.00%	99.47%
Average	4,103	97.32%	981	96.56%	192	99.02%	97.58%

*5/19/2025 gs