

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
- Village of South Elgin

Kane County Paratransit Coordinating Council (KCPCC)

Agenda
Tuesday, June 06, 2023
9:00 A.M
Hybrid Meeting

[Join Zoom Meeting Here](#)
Call in: 1-312-626-6799
Meeting ID: 865 0128 6107
Passcode: 504369 (may not need)

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 7, 2023Chair Catching

II. Reports

- A. RTA CAB Update..... Jackie Forbes
- B. Kane County UpdateJanet 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 12, 2023 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 07, 2023**

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

St. Charles Township

Senior Services Associates

Village of South Elgin

In Attendance:

- Leigh Tracy, Batavia Township
- Ruth Rottman, Campton Township
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Heather Mullins, RTA
- Gary Scott, PACE
- Rosemary Gerty, PACE
- Kisha Hearn, PACE
- Megan Wileman, AgeGuide Northeastern Illinois
- Jeanne Chybik, Blackberry Township
- Jeanne Fornari, City of Geneva
- Bill Catching, Aurora Township
- Lauren Blayney, Village of South Elgin
- Kurt Nika, Kane County DOT
- Jacob Zimmerman, Kane County Veterans Assistance Commission
- Julio Leal, RTA
- Patricia Richardson, Aurora Township
- Krista Kaus, Sheriff's Office
- Kim Lynch, AID
- Stephanie Norwood, AID

The meeting was called to order at 9:02 a.m. by Bill Catching. Upon a motion for approval made by Katie Meyer, and seconded by Jeanne Chybik, Janet Harris completed a roll call vote and the December 06, 2022 meeting minutes were unanimously approved.

II. REPORTS:

RTA CAB Overview

Jackie Forbes provided an update from the last RTA CAB meeting. The CAB last meet in January. The CAB heard highlights of the Regional Capital program and were educated on the RTA's role on overseeing the Region's Transit Capital program. The committee learned how the Region's capital funds are distributed between CTA, Metra, and Pace and how they are focused as a region on leveraging capital investments to advance equity, accessibility and sustainability. The committee heard an overview of the mobility services programs from the Director of Mobility Services. The members heard updates on the ADA certification program, which is using in-person interviews and mail in online applications. RTA handles anyone who looking for free or reduced fare program for older adults and people with disabilities and low-income. RTA has launched a new online portal to apply for the reduced fare, ride free and renew permit card. This new program reduces paper and is convenient to customers. There was a pilot and a survey shows user were pleased with performance. The RTA's ADA paratransit certification pilot has also launched starting Feb. 1, 2023. New applicants are being mailed self-assessment flyer to help determine if eligible for ADA paratransit. In the past there was a 12-page application process, now they can call and schedule an in-person interview to determine if eligible.

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RTA CAB Overview

As part of the RTA strategic plan initiative, staff is looking at making changes to the CAB or Citizens Advisory Board to strengthen the rider voice in transit planning and decision making and to tie the committee to the different roles that are in the Strategic Plan. Staff have been meeting with the current CAB members to talk about what can be improved, changed, and the direction of the group. The next meeting is April 24th at 10am.

Kane County Update

Janet Harris shared that eligible riders who qualify for both 5310 & JARC can use both grants and check off both boxes on the registration form. Sponsors who do not register low-income riders can send those potential applications to KDOT. Sponsors can register riders for both grants if they are 65+ and disabled. They can only use JARC for work-related trips. The call center will be able to code those correctly. Please pay attention to the reports to catch any discrepancies and address with Pace. I look through sponsor's reports and will address both with sponsor and Pace.

Pace has been applying the subsidy that KDOT gave to all sponsors from the \$200K on the Pace invoice. KDOT has used that portion of the money to allow for medical trips to residents living in non-sponsored areas, those who qualify are 65+ and individuals with disabilities. These funds are applied in your Pace invoice monthly. We would like to know how you are using the extra subsidy for Ride in Kane?

All Ride in Kane registration forms should be updated to 5310 and not NFI in the "Funding Eligibility" section. Please make sure you check off the appropriate box, so that the Pace call center is coding the registrations appropriately. Registrations & Eligibility forms are meeting Grant requirements and are looking good for auditing purposes. Thank you for submitting those accurately.

We will have new Ride in Kane agreements as part of the call in March for Section 5310 funding so be on the lookout for those. Thank you for submitting the 5310 grant ask, this helps us estimate how much to ask on the grant application.

Laserfiche is in the final stages. This is a document management system that is very secure with sensitive information. Our registration and eligibility documents can be saved and filed more securely. We will soon have the capability of having online registration forms. Sponsor should proactively advertise for Ride in Kane to the community. If you have any events planned KDOT would like to know how to help.

OTHER BUSINESS:

By-laws require annual nomination election of officers at the first meeting of the year. The current slate of offices is Bill Catching, Katie Meyer and Lore Baker. Stephanie Norwood, AID volunteered to take council vice chair, Katie Meyer will remain council vice chair and Bill Catching will remain council chair.

A motion to accept new officers made by Jeanne Chybik, seconded by Bill Catching. Jane Harris completed a roll call vote and the officers were unanimously approved.

Public Comment: None

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

The meeting was adjourned at 9:24 am until June 6, 2023.



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Ride In Kane Sponsor Committee

Meeting Agenda

Tuesday, June 06, 2023 @ 9:00 A.M

Hybrid Meeting

[Join Zoom Meeting Here](#)

Call in: 1-312-626-6799

Meeting ID: 826 0128 6107

Passcode: 504369 (may not need)

In– Person

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

Immediately following the KCPCC Meeting

I. Opening of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of March 7, 2023 Meeting Minutes.....Chair Catching

II. Ride In Kane Program Status Report

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

III. Other Business

- A. RTA Updates.....Julio Leal

IV. Public Comment

V. Adjournment

The next meeting of the Ride in Kane Sponsor Committee will be held
Tuesday, September 12, 2023

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

March 07, 2023

41W011 Burlington Road
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In Attendance:

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- Jacob Zimmerman, Kane County Veterans Assistance Commission
- Julio Leal, RTA
- Patricia Richardson, Aurora Township
- Krista Kaus, Sheriff's Office
- Kim Lynch, AID
- Stephanie Norwood, AID

The meeting was called to order at 9:24 a.m. by Bill Catching and roll call from the first meeting was accepted. Upon a motion for approval made by Leigh Tracy and seconded by Bill Catching, Janet Harris completed a roll call vote and the December 06, 2022 meeting minutes were unanimously approved.

II. REPORTS:

5310 and JARC Budget Report:

Janet Harris summarized the grant totals for JARC and 5310 funding and how long the funding in each phase will last. The Quarterly reports were reviewed. Trips were steadily increasing. The spending for this grant is steadily increasing. For the beginning months of 2022 we were spending under 10K for January & February, in which are our lowest months so far. March thru September months we stayed at 11K to 12K. Then we saw a slight dip in October of \$9,894 but went back up to the \$13K to end the year of 2022. The monthly average spend down is \$11,443 this Grant is projected to last until November 2027 giving us 57 months to it spend down. We can spend down quicker by changing our sponsor parameters and allow more flexibility to the riders.

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5310 and JARC Budget Report:

The YTD Jan-Dec 2022 trips closed at 56,131. The average YTD trip length was an average of 5.7 miles. Program performance was reviewed. On-Time performance is at 94.64% overall for bus & taxi, this falls below the Pace objective. Discussed the late cancel/ no show trips, to improve this performance the call center can remind riders to cancel both legs of trips. Janet discussed the distinct riders and the registered riders. We have an average of 453 riders so far for 2022. We have 8,479 registered riders for 2022 and only about an average of 400 ride. The Monthly average is 44 new riders. We are continuing to clean out the Master list to identify new and terminated registrations.

Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports. In 2022 ridership was the highest in March and April. Coming down during the summer months, ending the year at about 4,600 trips. October-December was down from the previous year. Looking at the trends for this year it has been increasing.

Productivity has been averaging at about 1.62 between Oct 2021—Dec 2022. The cost per trip/ per bus was hovering at \$38, December price was higher to more taxi trips. OTP from Oct 2021—Dec 2022 average was 94.76% for bus, 96.36% for taxi, 100% for UZURV. Overall bus, taxi, and UZURV is at 94.97% which is right at the 95% mark objective for the 30 min window. The overall bus, taxi and TNC OTP is 89.77% for the 15 min. window.

Pace is actively increasing their drivers. Information is on the weekly correspondence sent to sponsors every week. A total of 21 drivers are available out of the required 25 for Kane County. It has been an improvement since the summer and spring. The increase of the minimum wage adjustment has helped. The contractors are still actively hiring bus, taxi and UZURV drivers. Links can be found at the weekly correspondence. Anyone interested feel free to share. Pace is actively hiring for drivers, dispatcher, mechanics, reservationist, etc.

COVID update, Pace is still sanitizing their vehicles daily and they are washed on a bi-weekly basis. They have Implemented prioritizing essential trips since Fall 2021 for RIK program. If it's a non-essential trip they might ask riders to negotiate those trips for a different time on non-peak times of travel.

In Dec 2022 Pace launched the UZURV TNC, and have seen a steady increase of rides so far for January and are likely to see this continue as more drivers are hired. They are working on integrating technology so that there is a more efficient method to booking trips for UZURV happening in the next couple of months. Trapeze will intergrate with UZURV. Gary provided his information on the chat for submitting complaints.

Gary Scott summarized his complaint reports from October 2022—December 2022. There were higher complaint numbers in November than October. In November there were higher complaints related to late arrivals. The highest number of complaints was Aurora with 9 complaints, city of Elgin at 8, Dundee at 6. Numbers can be higher if complaint was made through email.

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OTHER BUSINESS:

Julio Leal had no updates for RTA.

Public Comment:

No public comment.

A motion to adjourn was made by Katie Meyer and seconded by Leigh Tracy. Voice vote was unanimous. The meeting was adjourned at 10:00 am until June 6, 2023.

Ride in Kane Complaint Data - January 2023 - March 2023					
Month/YR	Complaint Total	Trip Total	% of Complaints	Category Type	Total*
Jan-23	21	5,132	0.41%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	0
				Early Arrival	0
				Late Arrival	13
				No Show	0
				Poor Routing	0
				Scheduler/Dispatcher Discourtesy	1
				Trip Scheduled Wrong	5
				Other	2
				Total	21
Feb-23	12	4,795	0.25%	Boarding/Alighting Issues	0
				Busy Phone Lines	2
				Driver Discourtesy	0
				Early Arrival	0
				Late Arrival	4
				No Show	1
				Poor Routing	3
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	1
				Other	1
				Total	12
Mar-23	33	5,409	0.61%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	1
				Early Arrival	0
				Late Arrival	14
				No Show	6
				Poor Routing	3
				Scheduler/Dispatcher Discourtesy	2
				Trip Scheduled Wrong	2
				Other	5
				Total	33

*Investigation may conclude allegations were unfounded

*5/18/23 gs

Ride-In-Kane January 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	1	CS0004417	CM
Batavia	6	CS0003809	BO
		CS0005495	KD
		CS0005496	KD
		CS0005497	KD
		CS0006327	KD
		CS0006329	KD
Blackberry Township	0	-	-
Dundee	4	CS0004431	HS
		CS0006249	GW
		CS0006252	GW
		CS0006254	GW
City of Elgin	4	CS0004128	MJ
		CS0004465	WL
		CS0005074	JC
		CS0006234	KD
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	5	CS0003741	MK
		CS0004453	PL
		CS0004940	PL
		CS0006023	CE
		CS0006025	PL
South Elgin	0	-	-
City of St. Charles	1	CS0006257	GN
St. Charles Twp	0	-	-

*5/18/23 gs

Ride-In-Kane February 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	1	CS0006537	GT
Aurora	0	-	-
Batavia	1	CS0006692	NC
Blackberry Township	1	CS0007175	KS
Dundee	2	CS0008362	OD
		CS0008892	SA
City of Elgin	3	CS0008129	WM
		CS0008757	GB
		CS0009360	MJ
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	4	CS0006530	MK
		CS0007766	GT
		CS0008622	PL
		CS0007670	MK
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*5/18/23 gs

Ride-In-Kane March 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	1	CS0009992	KD
Aurora	7	CS0012529	MC
		CS0010099	LS
		CS0011563	JG
		CS0012205	RN
		CS0012206	RN
		CS0012293	KD
		CS0012550	MJ
Batavia	1	CS0009695	FL
Dundee	0	-	-
City of Elgin	8	CS0009831	KD
		CS0009988	MJ
		CS0010320	DA
		CS0010757	MJ
		CS0010878	FT
		CS0012506	LF
		CS0012487	BH
		CS0012510	BH
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	16	CS0009508	PL
		CS0009585	SD
		CS0009940	PL
		CS0010496	CK
		CS0011497	NT
		CS0012414	PL
		CS0010315	PL
		CS0010390	MJ
		CS0010387	MJ
		CS0010385	MJ
		CS0010392	MJ
		CS0010559	MJ
		CS0010932	CE
		CS0012187	PL
		CS0012901	MK
		CS0012907	CE
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*5/18/23 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		-5,089
May	8,012	2,864	4,353	4,920		-4,920
Jun	6,764	3,231	4,258	4,656		-4,656
Jul	7,430	3,264	4,332	4,493		-4,493
Aug	7,580	3,304	4,427	4,967		-4,967
Sep	7,562	3,386	4,527	4,865		-4,865
Oct	8,222	3,680	4,729	4,670		-4,670
Nov	6,990	3,086	4,589	4,843		-4,843
Dec	7,092	3,334	4,683	4,645		-4,645
Avg.	7,455	4,106	4,248	4,728		-3,450
SUM	89,455	49,274	50,977	56,731	15,336	41,395

Ride-In-Kane January 2022 to March 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-22	4,075	1.50	\$42.65	\$52.79	
Feb-22	4,403	1.65	\$38.21	\$49.59	
Mar-22	5,105	1.61	\$39.01	\$51.87	
Apr-22	5,089	1.61	\$39.21	\$51.64	
May-22	4,920	1.64	\$38.57	\$50.64	
Jun-22	4,656	1.66	\$37.69	\$50.89	
Jul-22	4,493	1.58	\$39.61	\$54.46	
Aug-22	4,967	1.63	\$39.14	\$53.51	
Sep-22	4,865	1.74	\$36.99	\$51.99	
Oct-22	4,670	1.63	\$38.65	\$48.78	
Nov-22	4,843	1.68	\$38.15	\$48.40	
Dec-22	4,645	1.65	\$38.73	\$53.31	\$41.29
Jan-23	5,132	1.68			
Feb-23	4,795	1.68			
Mar-23	5,409	1.62			
Average	4,804	1.64	\$38.88	\$51.49	\$41.29

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-22	3,216	98.01%	859	94.41%			97.25%
Feb-22	3,531	94.05%	872	93.81%			94.00%
Mar-22	4,217	95.83%	888	96.17%			95.89%
Apr-22	4,300	95.72%	789	96.96%			95.91%
May-22	4,138	93.93%	782	95.27%			94.15%
Jun-22	3,818	92.35%	838	97.61%			93.30%
Jul-22	3,764	96.09%	729	97.53%			96.33%
Aug-22	4,121	94.47%	846	98.58%			95.17%
Sep-22	3,936	92.05%	929	97.09%			91.36%
Oct-22	3,617	90.38%	1,053	97.91%			92.08%
Nov-22	3,715	94.35%	1,128	96.99%			95.07%
Dec-22	3,766	94.21%	867	97.00%	12	100.00%	94.75%
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%
Average	3,875	94.79%	900	96.76%	112	100.00%	95.03%

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

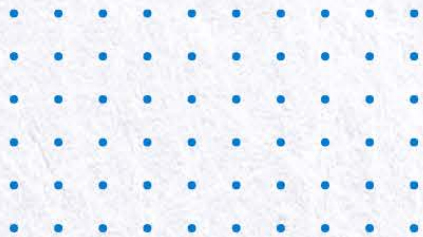
15-Minute Window (For Reference)

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	TNC Trips	TNC OTP	Bus, Taxi and TNC OTP
Jan-22	3,216	94.47%	859	88.59%			93.23%
Feb-22	3,531	88.70%	872	89.33%			88.83%
Mar-22	4,217	91.68%	888	91.22%			91.60%
Apr-22	4,300	91.26%	789	90.24%			91.10%
May-22	4,138	88.04%	782	89.90%			88.33%
Jun-22	3,818	86.46%	838	92.12%			87.48%
Jul-22	3,764	91.82%	729	92.04%			90.28%
Aug-22	4,121	88.69%	846	94.33%			89.65%
Sep-22	3,936	86.26%	929	91.17%			84.17%
Oct-22	3,617	82.97%	1,053	92.69%			85.16%
Nov-22	3,715	89.39%	1,128	93.53%			90.36%
Dec-22	3,766	89.51%	867	92.16%	12	100.00%	90.03%
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%
Average	3,875	90.04%	900	91.85%	112	99.19%	90.12%

RIDE IN KANE



FREE WORK TRIPS



CALL FOR INFORMATION
630-762-2600



TRANSPORTATION INCLUDES:

- **FREE CASH FARE**
- **TRIPS TO WORK AND WORK-RELATED ACTIVITIES**
- **24/7 SERVICE**
- **BUS AND TAXI SERVICE**
- **SAFE AND RELIABLE**

OUR SERVICES

Pace buses are all accessible to people with disabilities or health conditions and their award-winning ADA paratransit system offers service that is exclusively dedicated to this community.

HOW TO SIGN UP

Find out if you're eligible



WWW.KDOT.COUNTYOFGANE.ORG/RIK

Sign up with your sponsor by calling them directly or call the Ride in Kane information line at (630) 762-2600

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**RIDE
IN KANE**
CUSTOMER SERVICE CENTER



USE HANDLE FOR
SECURE DELIVERIES
LEAVE PACKAGES
IN YARD

STANLEY
**CAUTION
AUTOMATIC
DOOR**

STANLEY

ACTIVATE
SWITCH
TO OPERATE

Outside normal business hours:
Bids, mail & deliveries can be
placed in the slot below
↓