

**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, September 12, 2023**  
**9:00 A.M**  
**Hybrid Meeting**

**[Join Zoom Meeting Here](#)**  
**Call in: 1-312-626-6799**  
**Meeting ID: 826 3037 9823**  
**Passcode: 033306 (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 June 6, 2023.....Chair Catching

**II. Reports**

- A. RTA CAB Update..... Jackie Forbes
- 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, December 5, 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  
June 06, 2023**

41W011 Burlington Road  
St. Charles, IL 60175

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

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- Village of Pingree Grove
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

**In Attendance:**

- Leigh Tracy, Batavia Township
- Ken Bruderle, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Fluturi Demirovski, RTA
- Ron Johnson, St. Charles Township
- Gary Scott, PACE
- Jeanne Fornari, City of Geneva
- Bill Catching, Aurora Township
- Lauren Blayney, Village of South Elgin
- Julio Leal, RTA
- Krista Kaus, Sheriff's Office
- Laura Ortega, Pingree Grove
- Amethyst Handley, City of St. Charles
- Peggy Gomez, Senior Services
- Mary Gabioud, Senior Services

The meeting was called to order at 9:02 a.m. by Bill Catching. Upon a motion for approval made by Peggy Gomez, and seconded by Jackie Forbes, Janet Harris completed a roll call vote and the March 07, 2023 meeting minutes were unanimously approved.

**II. REPORTS:**

**RTA CAB Overview**

Jackie Forbes provided an update from the last RTA/CAB meeting on April 24, 2023. RTA staff provided an update on the progress of the implementation of the Strategic Plan's Action and Advocacy items. This included information on the structure implementation of the plan, initial projects underway to launch plan implementation, and metrics that will be used to measure the progress. In addition, the RTA/CAB was provided information on the performance of the programs within the mobility services department for the full 2022 calendar year. The report is on the RTA website. RTA/CAB members also provided a few comments about the Strategic Plan and implementation. RTA staff is encouraging members to attend the first Coalition meeting on April 25, 2023 to share ideas. RTA/CAB members voiced interest in assisting with implementation of the strategic plan, including any assistance needed to advocate for a legislative change.

The next meeting for the RTA/CAB will be held at 10am, July 24, 2023

# KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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## RIDE IN KANE SPONSORS

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Big Rock Township

Blackberry Township

Campton Township

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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

## Kane County Update

Janet Harris welcomed the Village of Pingree Grove as a sponsor with Ride in Kane. Their sponsor parameter is for eligible riders 65+, and individuals with disabilities for medical and grocery trips only. They will be taking new registrations starting June 1st.

KDOT is partnering with Kane County Veterans Assistance Commission starting June 15, they will be taking new registrations from eligible Veterans who reside in Kane County. Eligibility to qualify will need to provide proof of VA health care system. The trips for medical rides are free to local VA clinics and is paid for from ARPA funds.

KDOT has distributed fliers to sponsors and put on various social media platforms advertising free work trips. JARC rider new/existing have free cash fare paid for by ARPA funds until funds are exhausted. Shelter partners have spread the word and we are receiving lots of new registrations.

KDOT is contracting with a consulting design firm to help with marketing and outreach for RIK. New customer service center signage for sponsors is available upon request.

The grant application for 5310 was submitted on April 20th. New this year, all applicants had to provide a presentation and participate in a Q&A session with the project selection team at the RTA. Jackie Forbes and Janet Harris presented on June 1st. We will keep you updated on any feedback they give to us from their selection review.

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. Sponsors 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:

None

## Public Comment:

None

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

The meeting was adjourned at 9:13 am until September 12, 2023.



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**Ride In Kane Sponsor Committee**  
**Meeting Agenda**  
**Tuesday, September 12, 2023**  
**Immediately following the KCPCC Meeting**  
**Hybrid Meeting**  
**[Join Zoom Meeting Here](#)**  
**Call in: 1-312-626-6799**  
**Meeting ID: 826 3037 9823**  
**Passcode: 033306 (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 June 6, 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. RTA Updates.....Julio Leal

**IV. Public Comment**

**V. Adjournment**

The next meeting of the Ride in Kane Sponsor Committee will be held  
*Tuesday, December 5, 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

June 06, 2023

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#### **In Attendance:**

Leigh Tracy, Batavia Township  
Ken Bruderle, Elgin Township  
Jackie Forbes, Kane County DOT  
Janet Harris, Kane County DOT  
Fluturi Demirovski, RTA  
Ron Johnson, St. Charles Township  
Gary Scott, PACE  
Jeanne Fornari, City of Geneva  
Bill Catching, Aurora Township  
Lauren Blayney, Village of South Elgin  
Julio Leal, RTA  
Krista Kaus, Sheriff's Office  
Laura Ortega, Pingree Grove  
Amethyst Handley, City of St. Charles  
Peggy Gomez, Senior Services  
Mary Gabioud, Senior Services

The meeting was called to order at 9:14 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 Ken Bruderle, Janet Harris completed a roll call vote and the March 7, 2023 meeting minutes were unanimously approved.

#### **II. REPORTS:**

##### **5310 and JARC Budget Report:**

Janet Harris reviewed and summarized the reports from YTD 2022 as Pace submitted the federal invoice one week prior to this meeting and more time was needed to pull the numbers together. Harris pointed out 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 through 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.

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.

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## Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports. Ridership growth from 2022-2023. In 2022 the sum of all trips is at 56,731 steady increase from the beginning of the pandemic.

Productivity has been averaging at about 1.64 between Jan 2022—March 2023. The cost per trip/ per bus was hovering at \$38 and the cost per trip/taxi is \$53, and cost per trip/ TNC is at \$41. OTP from Jan 2022— Mar 2023 average was 95% for bus, taxi and TNC. Overall bus, taxi, and TNC is at 95% which is right at the 95% mark objective for the 30 min window. The overall bus, taxi and TNC OTP is 90% for the 15 min. window.

Gary Scott summarized the complaint reports from Jan 2023— Mar 2023. There were higher complaint numbers in March. In March there were higher complaints related to late arrivals. The highest number of complaints was Batavia with 6 complaints, KDOT at 5, Dundee & City of Elgin at 4. Numbers can be higher if complaint was made through email.

Pace is in the midst of a transition from past contract to another. MV Kane services Kane County bus services for RIK. Starting June 24th RIK will transition to using SCR, garage is located in Batavia. They will also be providing bus service for DuPage.

Pace is actively increasing their drivers. Information is on the weekly correspondence sent to sponsors every week. 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.

In Dec 2022 Pace launched the UZURV TNC, and have seen a steady increase of rides so far 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 integrate with UZURV. Gary provided his information on the chat for submitting complaints.

COVID update, Pace is still sanitizing their vehicles daily and they are washed on a bi-weekly basis. .

## OTHER BUSINESS:

Julio Leal provided updates for RTA. RTA hosted the first Transit is the Answer Coalition in May, we had more than 100 participants join the meeting. We shared updates about the Strategic Plan Implementation and focus on expanding the regional reduced fare and ride free programs to people that experience low income. Participants provided possible ways to expand the program and offered recommendations for a path forward.

RTA is bringing back transportation Tuesdays in June, a 4-part webinar from 12-1pm, hear from experts, ask questions, and learn about hot topics in transportation planning as they relate to implementation of regional strategic plan. Participation is free but registration is required, register at RTAChicago.org.

The RTAMS, after gathering feedback from users and stakeholders, the RTA has transitioned to COVID dashboards, displaying critical info. Additionally the finance board has been updated with 2022 data. You can access this information at [www.rtams.org](http://www.rtams.org).

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## OTHER BUSINESS:

Julio Leal shared that the call for projects for Section 5310, closed in April 2023. The RTA received 15 applications, they are currently under review by the project selection team. The recommended Program of projects will be open for public comment from July 10—August 9, 2023. This recommended program of projects will be presented to the RTA Board for consideration on September 14, 2023. For more information about Section 5310 go to [rtachicago.org/region/section-5310](http://rtachicago.org/region/section-5310)

## Public Comment:

One question from the chat, Laura Ortega, Village of Pingree Grove: How are the trip parameters keeping with what the sponsor has chosen? Pace suggested to have a more uniform parameters for all sponsors. Sponsors can keep their parameters as they choose.

A motion to adjourn was made by Bill Catching, moved by Leigh Tracy and seconded by Ron Johnson. Voice vote was unanimous. The meeting was adjourned at 9:49 am until September 12, 2023.

**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)

**Ending balance** \$ 545,804.79

**Monthly Average** (13,279.62)

**Projected months left** 41.10

**Mar '27**

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

	<u>5310</u>
<b>Beginning balance</b>	<b>\$ 2,497,996.00</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	(69,672.88)
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)

**Ending balance** \$ 1,014,779.44

**Monthly Average** (69,820.12)

**Projected months left** 14.53

**Oct '25**

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

	<u>5310</u>
<b>Beginning balance</b>	<b>\$ 2,500,000.00</b> Not executed yet



2023 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	Kane County subsidy	Totals (With Kane County)	Miles/Cost per mile
<b>January</b>																	
Rides	1,899	314	399	1,252	328	183	340	20	265	10	0	0	25	97		5,132	
Cost	27,388.78	4,554.80	6,554.70	18,692.68	4,166.23	3,318.71	5,658.86	268.53	5,394.52	95.29	0	0	547.15	1,150.51	21,111.13	98,901.89	25,949.37
Cost per ride	\$ 14.42	\$ 14.51	\$ 16.43	\$ 14.93	\$ 12.70	\$ 18.14	\$ 16.64	\$ 13.43	\$ 20.36	\$ 9.53	#DIV/0!	#DIV/0!	\$ 21.89	\$ 11.86		\$ 19.27	\$ 3.81
<b>February</b>																	
Rides	1,835	260	415	1,082	302	125	352	11	267	10	-	2	24	110		4,795	
Cost	27,260.54	3,957.78	7,089.90	17,089.08	4,143.90	2,162.28	5,278.60	147.56	6,010.77	126.62	0	48.12	555.58	1475.08	21,111.13	96,456.94	25,278.17
Cost per ride	\$ 14.86	\$ 15.22	\$ 17.08	\$ 15.79	\$ 13.72	\$ 17.30	\$ 15.00	\$ 13.41	\$ 22.51	\$ 12.66	#DIV/0!	\$ 24.06	\$ 23.15	\$ 13.41		\$ 20.12	\$ 3.82
<b>March</b>																	
Rides	1,992	337	425	1,188	325	204	421	21	359	16	-	2	24	95		5,409	
Cost	30,298.52	4,974.02	7,427.60	18,722.80	4,395.47	3,187.55	6,618.04	330.36	9,834.26	146.79	-	85.70	538.12	1,180.20	21,111.11	108,850.54	28,653.58
Cost per ride	\$ 15.21	\$ 14.76	\$ 17.48	\$ 15.76	\$ 13.52	\$ 15.63	\$ 15.72	\$ 15.73	\$ 27.39	\$ 9.17	#DIV/0!	\$ 42.85	\$ 22.42	\$ 12.42		\$ 20.12	\$ 3.80
<b>April</b>																	
Rides	1717	338	449	1072	313	185	382	26	350	12	0	0	41	111		4,996	
Cost	26,517.79	5,207.97	8,408.88	18,465.73	4,661.39	3,050.47	6,559.75	414.59	10,011.35	169.54	-	-	938.17	1,887.25	21,111.11	107,403.99	26,259.19
Cost per ride	\$ 15.44	\$ 15.41	\$ 18.73	\$ 17.23	\$ 14.89	\$ 16.49	\$ 17.17	\$ 15.95	\$ 28.60	\$ 14.13	#DIV/0!	#DIV/0!	\$ 22.88	\$ 17.00		\$ 21.50	\$ 4.09
<b>May</b>																	
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!
<b>June</b>																	
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!
<b>July</b>																	
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!
<b>Aug</b>																	
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!
<b>Sept</b>																	
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!
<b>Oct</b>																	
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!
<b>Nov</b>																	
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!
<b>Dec</b>																	
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!
YTD Rides	7,443	1,249	1,688	4,594	1,268	697	1,495	78	1,241	48	-	4	114	413		20,332	106,140.31
YTD Cost	\$ 111,465.63	\$ 18,694.57	\$ 29,481.08	\$ 72,970.29	\$ 17,366.99	\$ 11,719.01	\$ 24,115.25	\$ 1,161.04	\$ 31,250.90	\$ 538.24	\$ -	\$ 133.82	\$ 2,579.02	\$ 5,693.04	\$ 84,444.48	\$ 411,613.36	\$ 3.88
Total Cost per Ride YTD * not an average	14.98	14.97	17.47	15.88	13.70	16.81	16.13	14.89	25.18	11.21	#DIV/0!	33.46	22.62	13.78		20.24	
Average # of rides per month	1,860.75	312.25	422.00	1,148.50	317.00	174.25	373.75	19.50	310.25	12.00	-	1.00	28.50	103.25	-	5,083.00	
Average Cost per month	\$ 27,866.41	\$ 4,673.64	\$ 7,370.27	\$ 18,242.57	\$ 4,341.75	\$ 2,929.75	\$ 6,028.81	\$ 290.26	\$ 7,812.73	\$ 134.56	\$ -	\$ 33.46	\$ 644.76	\$ 1,423.26	\$ 21,111.12	\$ 102,903.34	

Update formulas based on # of months with data

**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	\$ 87,739.43	\$ 16.22	\$ 26,867.00	\$ 202,345.86	\$ 37.41	
Apr '23	1,996	\$ 86,292.88	\$ 43.23	\$ 25,366.25	\$ 197,952.01	\$ 99.17	
May '23			#DIV/0!		\$ -	#DIV/0!	
June '23			#DIV/0!		\$ -	#DIV/0!	
July '23			#DIV/0!		\$ -	#DIV/0!	
Aug '23			#DIV/0!		\$ -	#DIV/0!	
Sept '23			#DIV/0!		\$ -	#DIV/0!	
Oct '23			#DIV/0!		\$ -	#DIV/0!	
Nov '23			#DIV/0!		\$ -	#DIV/0!	
Dec '23			#DIV/0!		\$ -	#DIV/0!	
<b>YTD</b>	<b>17,332</b>	<b>\$ 369,391.14</b>	<b>\$ 21.31</b>	<b>\$ 102,381.00</b>	<b>\$ 841,163.28</b>		<b>\$ 48.53</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	\$ 12,085.82	\$ 60,246.06	\$ 63.35	
May '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>3,640</b>	<b>\$ 84,335.69</b>	<b>\$ 23.17</b>	<b>\$ 25,582.23</b>	<b>\$ 194,253.61</b>		<b>\$ 53.37</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	\$ 51,406.05	\$ 218,053.79	\$ 53.91	
May '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '23			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>16,692</b>	<b>\$ 327,277.67</b>	<b>\$ 19.61</b>	<b>\$ 114,924.40</b>	<b>\$ 769,479.74</b>		<b>\$ 46.10</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									144	577
AID - 5310	AID	5310	29	24	37	30									30	120
Aurora Twp - J	Aurora Twp	JARC	221	195	245	194									214	855
Aurora Twp - 5310	Aurora Twp	5310	1,678	1,640	1,747	1,523									1,647	6,588
Batavia City - J	Batavia City	JARC	54	44	67	63									57	228
Batavia City - 5310	Batavia City	5310	244	203	245	256									237	948
Batavia Twp - J	Batavia Twp	JARC	5	-	-	-									1	5
Batavia Twp - 5310	Batavia Twp	5310	11	13	25	19									17	68
Big Rock Twp - 5310	Big Rock Twp	5310	-	2	2	-									1	4
Blackberry Twp - 5310	Blackberry Twp	5310	10	10	16	12									12	48
Campton Twp - 5310	Campton Twp	5310	-	-	-	-									-	-
Dundee Twp - J	Dundee Twp	JARC	99	92	107	116									104	414
Dundee Twp - 5310	Dundee Twp	5310	300	323	318	333									319	1,274
Elgin City - J	Elgin City	JARC	53	30	43	38									41	164
Elgin City - 5310	Elgin City	5310	1,199	1,052	1,145	1,034									1,108	4,430
Elgin Twp - J	Elgin Twp	JARC	20	11	17	20									17	68
Elgin Twp - 5310	Elgin Twp	5310	-	-	4	6									3	10
Geneva City - J	Geneva City	JARC	18	24	20	18									20	80
Geneva City - 5310	Geneva City	5310	79	86	75	93									83	333
Kane DOT - J	Kane DOT	JARC	249	258	350	331									297	1,188
Kane DOT - 5310	Kane DOT	5310	16	9	9	19									13	53
South Elgin - J	South Elgin	JARC	12	15	18	16									15	61
South Elgin - 5310	South Elgin	5310	328	337	403	366									359	1,434
St. Charles City - 5310	St. Charles City	5310	328	302	325	313									317	1,268
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-									-	-
St. Charles Twp - 5310	St. Charles Twp	5310	25	24	24	41									29	114
<b>Total Trips - 2023</b>			5,132	4,795	5,409	4,996	-	-	-	-	-	-	-	-	1,848	20,332
<b>Bus</b>			4,085	3,761	4,141	3,893									3,970	15,880
<b>Taxi</b>			1,047	1,034	1,268	1,103									1,113	4,452
<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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>JARC</b>			885	770	1,034	951	-	-	-	-	-	-	-	-	910	3,640
<b>5310</b>			4,231	4,016	4,366	4,026	-	-	-	-	-	-	-	-	4,173	16,692

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									736.79	2,947	5.1
AID - 5310	188.25	148.66	232.62	169.77									184.83	739	6.2
Aurora Twp - J	1,057.77	986.38	1,218.10	1,020.70									1,070.74	4,283	5.0
Aurora Twp - 5310	7,931.87	8,009.67	8,525.77	6,848.84									7,829.04	31,316	4.8
Batavia City - J	180.72	149.00	212.58	200.03									185.58	742	3.3
Batavia City - 5310	1,298.17	1,154.45	1,313.50	1,283.26									1,262.35	5,049	5.3
Batavia Twp - J	24.60	-	-	-									6.15	25	4.92
Batavia Twp - 5310	31.13	47.27	103.65	87.65									67.43	270	4.0
Big Rock Twp - 5310	-	16.82	34.24	-									12.77	51	12.8
Blackberry Twp - 5310	29.28	41.64	46.42	50.14									41.87	167	3.5
Campton Twp - 5310	-	-	-	-									-	-	#DIV/0!
Dundee Twp - J	577.62	584.52	637.43	673.52									618.27	2,473	6.0
Dundee Twp - 5310	1,634.25	1,828.41	1,822.64	1,910.84									1,799.04	7,196	5.6
Elgin City - J	211.01	126.32	184.01	155.55									169.22	677	4.1
Elgin City - 5310	6,109.03	5,716.75	6,046.69	5,561.37									5,858.46	23,434	5.3
Elgin Twp - J	88.00	48.40	74.80	88.00									74.80	299	4.4
Elgin Twp - 5310	-	-	34.52	36.72									17.81	71	7.1
Geneva City - J	28.44	37.92	31.60	28.44									31.60	126	1.6
Geneva City - 5310	363.36	479.83	362.62	580.63									446.61	1,786	5.4
Kane DOT - J	1,631.78	1,897.04	3,138.31	2,912.35									2,394.87	9,579	8.1
Kane DOT - 5310	153.28	100.80	91.74	222.59									142.10	568	10.7
South Elgin - J	21.31	27.80	31.61	30.48									27.80	111	1.8
South Elgin - 5310	1,926.80	1,763.52	2,158.11	1,992.91									1,960.34	7,841	5.5
St. Charles City - 5310	1,356.47	1,369.08	1,407.50	1,394.78									1,381.96	5,528	4.4
St. Charles Twp - J	-	-	-	-									-	-	#DIV/0!
St. Charles Twp - 5310	189.45	193.46	181.94	293.86									214.68	859	7.5
<b>Total Miles - 2023</b>	25,949.37	25,278.17	28,653.58	26,259.19	-	-	-	-	-	-	-	-	25,949.37	25,949	1.3
<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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-29%		
<b>Avg Trip Length</b>	5.1	5.3	5.3	5.3	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.3		

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									177,839.46	711,357.84
Taxi Operations	51,678.61	50,145.27	61,732.41	50,693.59									53,562.47	214,249.88
<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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>77,133.98</b>	<b>925,607.72</b>
Fares	25,920.50	24,227.25	26,867.00	25,366.25									25,595.25	102,381.00
Net Cost (Less Fares)	197,803.78	192,913.88	217,701.08	214,807.98	-	-	-	-	-	-	-	-	68,602.23	823,226.72
Federal Share	98,901.89	96,456.94	108,850.54	107,403.99	-	-	-	-	-	-	-	-	34,301.11	411,613.36
County Subsidy	21,111.13	21,111.13	21,111.11	21,111.11									21,111.12	84,444.48
PACE Subsidy	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost to Sponsors	77,790.76	75,345.81	87,739.43	86,292.88	-	-	-	-	-	-	-	-	27,264.07	327,168.88
% Fares	12%	11%	11%	11%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	11%	
% Federal	44%	44%	45%	45%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	44%	
% County	9%	10%	9%	9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	10%	
% Sponsors	35%	35%	36%	36%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	35%	
% Pace Subsidy	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/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%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	-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									\$11,719.01	697	\$16.81
Aurora Twp	\$27,388.78	\$27,260.54	\$30,298.52	\$26,517.79									\$111,465.63	7,443	\$14.98
Batavia (City & TWP)	\$4,554.80	\$3,957.78	\$4,974.02	\$5,207.97									\$18,694.57	1,192	\$15.68
Big Rock Twp - 5310	\$0.00	\$48.12	\$85.70	\$0.00									\$133.82	4	\$33.46
Blackberry Twp - 5310	\$95.29	\$126.62	\$146.79	\$169.54									\$538.24	48	\$11.21
Campton Twp - 5310	\$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									\$29,481.08	1,688	\$17.47
Elgin City	\$18,692.68	\$17,089.08	\$18,722.80	\$18,465.73									\$72,970.29	4,594	\$15.88
Elgin Twp	\$268.53	\$147.56	\$330.36	\$414.59									\$1,161.04	78	\$14.89
Geneva City	\$1,150.51	\$1,475.08	\$1,180.20	\$1,887.25									\$5,693.04	413	\$13.78
Kane DOT	\$5,394.52	\$6,010.77	\$9,834.26	\$10,011.35									\$31,250.90	1,241	\$25.18
South Elgin	\$5,658.86	\$5,278.60	\$6,618.04	\$6,559.75									\$24,115.25	1,495	\$16.13
St. Charles City	\$4,166.23	\$4,143.90	\$4,395.47	\$4,661.39									\$17,366.99	1,268	\$13.70
St. Charles Twp	\$547.15	\$555.58	\$538.12	\$938.17									\$2,579.02	114	\$22.62
<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>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$327,168.88</b>	<b>20,275</b>	<b>\$16.14</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%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	-100%			



Current Year:

2023

**Distinct vs. Registered Riders**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
<b>Distinct Riders - 2023</b>	444	468	445	444									444	1,801
<b>Distinct Riders - 2022</b>	387	430	496	477	452	466	432	458	483	449	482	447	455	4,377
% Change	13%	8%	-11%	-7%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Riders terminated per month</b>	-	21	1	3	1								5	
<b>Riders added per month</b>	60	20	45	47	39								42	
<b>Registered Riders - 2023</b>	8,538	8,537	8,581	8,625	8,663	8,663	8,663	8,663	8,663	8,663	8,663		8,629	
<b>Registered Riders - 2022</b>	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	-7%	-6%	-6%	-6%	-6%	-5%	-5%	-4%	-4%	-3%	-3%	100%	-5%	

## Ride-In-Kane April 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	3	CS0014463	KD
		CS0014828	SC
		CS0015783	WE
Batavia	2	CS0013348	BA
		CS0015144	CE
Blackberry Township	0	-	-
Dundee	0	-	-
City of Elgin	6	CS0013114	DJ
		CS0013622	MJ
		CS0014316	MJ
		CS0015602	RM
		CS0015748	MJ
		CS0016034	MJ
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	1	CS0014362	BP
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	3	CS0014529	LP
		CS0014736	LP
		CS0014782	LP

\*8/28/23 gs



## Ride-In-Kane May 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	0	-	-
Batavia	0		
Blackberry Township	0	-	-
Dundee	3	CS0018766	HS
		CS0017386	RJ
		CS0018831	GV
City of Elgin	7	CS0016210	DJ
		CS0016384	GB
		CS0017305	MJ
		CS0017395	PW
		CS0017613	MJ
		CS0017963	FD
		CS0019084	CE
Elgin Township	0	-	-
Geneva	0	-	-
Kane County DOT	7	CS0019084	CE
		CS0017348	GV
		CS0018140	DJ
		CS0018086	PL
		CS0018591	WLH
		CS0019532	VS
		CS0019692	PL
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	1	CS0016315	LP

\*8/28/23 gs

## Ride-In-Kane June 2023 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
<b>AID</b>	1	CS0021914	BB
<b>Aurora</b>	9	CS0019934	CS
		CS0021059	CS
		CS0021058	ASQ
		CS0020301	RP
		CS0021880	JC
		CS0022079	SG
		CS0022666	GT
		CS0022846	LM
		CS0022901	MR
<b>Batavia</b>	4	CS0021201	MR
		CS0023039	KD
		CS0023171	KD
		CS0023238	SB
<b>Blackberry Township</b>	0	-	-
<b>Dundee</b>	2	CS0022992	SP
		CS0023222	SA
<b>City of Elgin</b>	2	CS0020357	PW
		CS0023194	FS
<b>Elgin Township</b>	0	-	-
<b>Geneva</b>	0	-	-
<b>Kane County DOT</b>	1	CS0022387	BJ
<b>South Elgin</b>	1	CS0020060	JS
<b>City of St. Charles</b>	1	CS0022375	MC
<b>St. Charles Twp</b>	0	-	-

\*8/28/23 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	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		-4,493
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		-2,189
SUM	89,455	49,274	50,977	56,731	30,461	26,270

### 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
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	\$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			
Average	4,912	1.63	\$41.10	\$51.83	\$35.58

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

30-Minute Window

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	TNC Trips	TNC OTP	Bus, Taxi and TNC OTP
Jul-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%
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%
Average	3,869	95.64%	958	97.24%	147	99.89%	95.78%

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

15-Minute Window (For Reference)

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	TNC Trips	TNC OTP	Bus, Taxi and TNC OTP
Jul-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%
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%
Average	3,869	91.55%	958	93.03%	147	98.91%	91.44%

\*8/28/23 gs