



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, December 3, 2024**

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 September 10, 2024..... Chair Catching

II. Reports

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

III. Other Business

- A. Discussion and Potential Vote for Fare Increase Janet Harris
- B. Meeting Schedule..... Janet Harris

2025 Meeting Schedule

- March 4, 2025
- June 3, 2025
- September 9 2025
- December 2, 2025

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, March 4, 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
September 10, 2024**

41W011 Burlington Road
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Phone: 630-584-1170
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RIDE IN KANE SPONSORS

- Association for Individual Development
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- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township
- Elgin Township
- Kane County
- Pace Suburban Bus
- Village of Pingree Grove
- St. Charles Township
- Senior Services Associates
- Rutland Township
- Village of South Elgin

In Attendance:

- Leigh Tracy, Batavia Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Gary Scott, PACE
- Bill Catching, Aurora Township
- Julio Leal, RTA
- Amethyst Handley, City of St. Charles
- Nancy Hill, South Elgin
- Lauren Tredup, South Elgin
- Jennifer Fox, City of Batavia
- Nelly Cruz, Elgin Township
- Arin Thrower, Dundee Township
- Courtney Mills, St. Charles Township
- Katie Meyer, Dundee Township
- Mary Gabioud, City of Elgin
- Kurt Nika, Kane County DOT
- Jeanne Fornari, City of Geneva
- Liliana Pompeo, City of St. Charles

The meeting was called to order at 9:12 a.m. by Arin Thrower and second by Leigh Tracy. Janet Harris completed a roll call. A motion for approval made by Leigh Tracy, to approve the September 10, 2024, December 5, 2023, March 05, 2024, June 4, 2024, and September 10, 2024 meeting minutes. Minutes were approved after a motion by Bill Catching and seconded by Katie Meyer.

II. REPORTS:

RTACAB Overview

Jackie Forbes provided an update for RTACAB. Staff provided two presentations. The first was on how the transit system is funded in this region and the annual regional budget development process. The second was on “Building a More Equitable Fare Structure” report that was required by 2023 Omnibus legislation.

The RTACAB members expressed interest in the 2025 budget development and support for the recommendation offered in the Building an Equitable Fare Structure to create a systemwide reduced fare program for regional residents with lower incomes and enrolled in SNAP.

Staff brainstormed on outreach efforts. The goal is to identify new organizations to support transit in this region beyond the current list. RTACAB members generated a list of over 50 groups who they will include in their outreach efforts.

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



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RTACAB Overview

Lastly, RTACAB member Loren Gutierrez, who represents The Network: Advocating Against Domestic Violence on the RTACAB, provided an update on the Domestic Violence and Sexual Assault RTA Public Transportation Assistance Program. She reported that 11,277 of the 25,000 Ventra cards have been distributed to approximately 3,311 clients. The remainder of the Ventra cards will be distributed by October 2024. She also heard stories about how the Ventra card have helped people get to medical, therapy and court appointments.

Kane County Update

Janet Harris welcomed new sponsor to Ride in Kane, Rutland Township. New sponsor information and parameters is available on the RIK website. I have uploaded an updated revision of the Rider's Guide go to <https://kdot.kanecountyil.gov/RIK/Documents/RIK%20Riders%20Guide.pdf> for a pdf version for new version. Non-ADA paratransit clients can now use their Ventra card to pay for rides.

Janet open to discuss and review rider's eligibility. The sponsor agreement Exhibit A – Service Description is found in the sponsor agreement. Pace mentioned in the weekly newsletter that some services such as Lake County and McHenry County have begun to require the rider to provide their RTA free permit or reduced fare card number to prove disability eligibility. Some benefits to RIK sponsors is, no need to require proof of disability (provided from doctor), privacy will be concealed, process will only apply to rider's registering as disabled not Seniors 65 and over.

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 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 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.

Other Business:

By-laws require annual nomination election of officers at the first meeting of the year. Due to not having a quorum the election of officers was approved in the September 10, 2024 meeting. The current slate of offices is Bill Catching, Katie Meyer, and Stephanie Norwood, all officers will remain in chair. A motioned for approval made by Leigh Tracy, seconded by Mary Gabioud.

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 Leigh Tracy, second by Bill Catching. The meeting was adjourned at 9:50 am until December 3, 2024.

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Kane County Paratransit Coordinating Council Ride In Kane Sponsor Committee 2025 Meeting Schedule

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March 4, 2025

Kane County Paratransit Coordinating Council 9:00 am.
Ride in Kane Sponsor Committee immediately following

June 3, 2025

Kane County Paratransit Coordinating Council 9:00 a.m.
Ride in Kane Sponsor Committee immediately following

September 9, 2025

Kane County Paratransit Coordinating Council 9:00 a.m.
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December 2, 2025

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Ride In Kane Sponsor Committee

**Meeting Agenda
Tuesday, December 3, 2024
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 September 10, 2024.....Chair Catching

II. Ride in Kane Program Status Report

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

III. Other Business

- A. Fare Increase Estimates..... Jackie Forbes
- B. Meeting Schedule.....Janet Harris
- C. RTA Updates.....Julio Leal

2025 Meeting Schedule

- March 4, 2025
- June 3, 2025
- September 9 2025
- December 2, 2025

IV. Public Comment

V. Adjournment

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Tuesday, March 4, 2025 at 9:00 am

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Ride In Kane Sponsor Committee

MEETING MINUTES September 10, 2024

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In Attendance:

Leigh Tracy, Batavia Township
Jackie Forbes, Kane County DOT
Janet Harris, Kane County DOT
Gary Scott, PACE
Bill Catching, Aurora Township
Julio Leal, RTA
Amethyst Handley, City of St. Charles
Nancy Hill, South Elgin
Lauren Tredup, South Elgin
Jennifer Fox, City of Batavia
Nelly Cruz, Elgin Township
Arin Thrower, Dundee Township
Courtney Mills, St. Charles Township
Katie Meyer, Dundee Township
Mary Gabioud, City of Elgin
Kurt Nika, Kane County DOT
Jeanne Fornari, City of Geneva
Liliana Pompeo, City of St. Charles

The meeting was called to order at 9:51 a.m. by Bill Catching, second by Katie Meyer. Janet Harris completed a roll call. A motion for approval made by Bill Catching, to approve the September 12, 2023, December 5, 2023, March 05, 2024, June 4, 2024, and September 10 2024 meeting minutes were approved after a motion by Leigh Tracy, second by Katie Meyer.

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 for Jan—Mar 2024 remaining balance is \$75,094. This grant is projected to last until May 2024 giving us 8 months to spend down. For the 5310 grant from January—March 2024 \$132,109.76 was charged to the new 5310 grant Phase 19&20. The County has been awarded \$2.5 million for 5310 grant phase 19 & 20; 21 & 22.

Janet Harris summarized total rides, costs, and miles for January—March 2024. Total rides is 61,171 and total miles is 27,952. The average trip length from January—March 2024 is 5.2 miles. AID, and KDOT have the longest average trip length of 10 miles among all sponsors.

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II. REPORTS:

5310 and JARC Budget Report:

Program performance was reviewed. Overall on-time performance is at 99.33% for bus & taxi. Janet updated the reports for distinct riders and registered riders. RIK has 9,299 registered riders. In January 2024, 71 new riders were added. An average of 52 new riders are added each month.

Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports. Ridership growth from April to June 2024. April rides totaled 5,254, May 5,432, and June 5,497. Gary summarized the cost for bus, taxi, and TNC. For the on-time performance we follow a 30 minute window. The bus OTP average is 99.09%, taxi is 98.25% and TNC is at 99.58%. Overall bus, taxi, and TNC is at 98.94%. Riders are being picked up on-time and this is reflected on the reports.

Gary Scott summarized the complaint reports. There was 14 complaints total in April with 8 commendation, the highest percent of complains were in late arrivals. In May there were 24 total complaints with 1 commendation, 7 related to late arrivals. April had 24 total complaints with 9 commendation, 7 were related to late arrivals.

The highest number of complaints in April was City of Elgin with 7 complaints, City of Batavia at 3, and KDOT at 2. Numbers can be higher if complaints were made through email. In May the highest number of complaints are as follows; City of Elgin has 8 complaints, KDOT 7. For June the highest number of complaints Aurora 10, KDOT 6, City of Elgin 4.

Gary reviewed how to use Ventra card payment for non-ADA ride users to pay for RIK scheduled trips.

OTHER BUSINESS:

Julio Leal provided updates for RTA. At the RTA's August board meeting a new economic impact analyses was presented with 2 different futures for the regional transit system. The fiscal cliff scenario, \$730 million budget gap that the system face in 2026 when COVID relief funding runs out. Expansion scenarios were reviewed as a solution that provides \$1.5 billion in additional operation funding. Both scenarios were looked at in terms of regional scale impact on service, people, the economy, and more. The results, not investing in transit comes with cost greater than the fiscal cliff and worsen each year. To read more visit www.rtachicago.org/blog or to watch the recording of the board meeting, visit the [RTA Board Meeting YouTube \(https://www.youtube.com/live/N39a4gKbCII\)](https://www.youtube.com/live/N39a4gKbCII) channel.

RTA continues to advocate for transit-priority to ensure Bus Rapid Transit (BRT) is included in major Chicago roadway projects and making sure there is dedicated space on roads for Pace and CTA buses.

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OTHER BUSINESS:

Transit Station Activations took place in the North Side of Chicago and in Joliet. People enjoyed live music, smoothies from Tropical Smoothie Café, free food, games, and a touch a-bus experience.

Senate Transportation Committee Chair Senator Ram Villivalam scheduled a series of hearings to be held over the summer for conversations to continue about the future of public transit in the Chicago region. Some testimonies from RTA Board Chairman Kirk Dillard, RTA Executive Director Leanne Redden, CTA President Dorval R. Carter Jr., Metra CEO Jim Derwinski, and Pace Executive Director Melinda Metzger were included in the hearings. To watch the hearing live, visit ilga.gov then click on audio/video under the “Senate” section at the time of the event.

Public Comment:

None.

A motion to adjourn was made by Bill Catching, second by Katie Meyer. The meeting was adjourned at 10:28 am until December 3, 2024.

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March 4, 2025

Kane County Paratransit Coordinating Council 9:00 am.
Ride in Kane Sponsor Committee immediately following

June 3, 2025

Kane County Paratransit Coordinating Council 9:00 a.m.
Ride in Kane Sponsor Committee immediately following

September 9, 2025

Kane County Paratransit Coordinating Council 9:00 a.m.
Ride in Kane Sponsor Committee immediately following

December 2, 2025

Kane County Paratransit Coordinating Council 9:00 a.m.
Ride in Kane Sponsor Committee immediately following

Grant Totals for Phases 9 & 10 (Federal Portion)

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

Ending balance \$ 0.00

Monthly Average -

Projected months left #DIV/0!

Grant Totals for Phases 19 & 20 (Federal Portion)

	<u>5310</u>
Beginning balance	\$ 2,500,000.00
Feb '24	(31,316.46)
Mar '24	(132,109.76)
Apr '24	(102,954.42)
May '24	(105,538.18)

Ending balance \$ 2,128,081.18

Monthly Average (92,979.71)

Projected months left 22.89

2024 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	1,828	367	522	1,004	316	353	273	17	395	27		2	2	94	48	6		5,254		
Cost	\$ 31,453.42	\$ 8,532.38	\$ 13,770.67	\$ 10,414.84	\$ 6,475.79	\$ 10,805.58	\$ 7,863.30	\$ 453.47	\$ 15,851.69	\$ 903.84		\$ 51.81	\$ 61.13	\$ 1,072.94	\$ 1,668.93	\$ 890.29	\$ 43,786.41	\$ 154,056.49	\$ 26,743.43	
Cost per ride	\$ 17.21	\$ 23.25	\$ 26.38	\$ 10.37	\$ 20.49	\$ 30.61	\$ 28.80	\$ 26.67	\$ 40.13	\$ 33.48	#DIV/0!	\$ 25.91	\$ 30.57	\$ 11.41	\$ 34.77	\$ 148.38		\$ 29.32	\$ 5.76	
February																				
Rides	1,879	342	503	1,098	322	366	309	20	433	15		2	5	90	46	2		5,432		
Cost	\$ 31,002.46	\$ 6,284.59	\$ 11,960.42	\$ 12,245.06	\$ 5,136.77	\$ 11,513.39	\$ 7,673.98	\$ 513.61	\$ 17,385.04	\$ 374.51		\$ 87.74	\$ 175.63	\$ 1,280.08	\$ 1,489.37	\$ 103.85	\$ 43,786.58	\$ 151,013.08	\$ 28,147.92	
Cost per ride	\$ 16.50	\$ 18.38	\$ 23.78	\$ 11.15	\$ 15.95	\$ 31.46	\$ 24.83	\$ 25.68	\$ 40.15	\$ 24.97	#DIV/0!	\$ 43.87	\$ 35.13	\$ 14.22	\$ 32.38	\$ 51.93		\$ 27.80	\$ 5.36	
March																				
Rides	1,901	334	513	1,028	328	405	291	16	510	6			11	119	31	4		5,497		
Cost	\$ 28,152.24	\$ 5,353.32	\$ 12,029.50	\$ 7,670.37	\$ 4,793.20	\$ 12,323.31	\$ 7,112.81	\$ 366.33	\$ 36,036.48	\$ -			\$ 205.45	\$ 1,331.72	\$ 876.77	\$ 178.38	\$ 38,809.97	\$ 155,239.85	\$ 28,965.61	
Cost per ride	\$ 14.81	\$ 16.03	\$ 23.45	\$ 7.46	\$ 14.61	\$ 30.43	\$ 24.44	\$ 22.90	\$ 70.66	\$ -	#DIV/0!	#DIV/0!	\$ 18.68	\$ 11.19	\$ 28.28	\$ 44.60		\$ 28.24	\$ 5.36	
April																				
Rides	1,873	354	558	1,141	336	404	305	8	635	37		2	6	1	136	67	12	5,795		
Cost	\$ 25,175.33	\$ 5,654.16	\$ 12,107.96	\$ 11,436.78	\$ 4,634.76	\$ 13,044.66	\$ 6,362.80	\$ 142.81	\$ 37,739.71	\$ 92.81	\$ 64.93	\$ 245.64	\$ -	\$ 1,935.62	\$ 3,153.86	\$ 1,093.22	\$ 40,948.03	\$ 163,833.08	\$ 31,305.37	
Cost per ride	\$ 13.44	\$ 15.97	\$ 21.70	\$ 10.02	\$ 13.79	\$ 32.29	\$ 20.86	\$ 17.85	#DIV/0!	\$ 7.73	\$ 32.465	\$ 40.94	\$ 0.00	\$ 14.23	\$ 47.07	\$ 91.10		\$ 28.27	\$ 5.23	
May																				
Rides	1,898	364	540	1,045	354	411	300	25	635	37			2	189	35	10		5,845		
Cost	\$ 25,316.53	\$ 5,588.78	\$ 13,013.85	\$ 7,948.49	\$ 5,365.84	\$ 13,513.72	\$ 7,161.68	\$ 592.21	\$ 39,416.97	\$ 1,197.50				\$ 3,086.69	\$ 963.75	\$ 598.58	\$ 41,248.35	\$ 165,012.94	\$ 29,929.18	
Cost per ride	\$ 13.34	\$ 15.35	\$ 24.10	\$ 7.61	\$ 15.16	\$ 32.88	\$ 23.87	\$ 23.69	\$ 62.07	\$ 32.36	#DIV/0!	#DIV/0!	\$ -	\$ 16.33	\$ 27.54	\$ 59.86		\$ 28.23	\$ 5.51	
June																				
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!	
July																				
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!	
Aug																				
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!	
Sept																				
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!	
Oct																				
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!	
Nov																				
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!	
Dec																				
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!	
YTD Rides	9,379	1,761	2,636	5,316	1,656	1,939	1,478	86	1,973	97	2	10	21	628	227	34		27,823	145,091.51	
YTD Cost	\$ 141,099.98	\$ 31,413.23	\$ 62,882.40	\$ 49,715.54	\$ 26,406.36	\$ 61,200.66	\$ 36,174.57	\$ 2,068.43	\$ 146,429.89	\$ 2,568.66	\$ 64.93	\$ 385.19	\$ 442.21	\$ 8,707.05	\$ 8,152.68	\$ 2,864.32	\$ 208,579.34	\$ 789,155.44	\$ 5.44	
Total Cost per Ride YTD * not an average	15.04	17.84	23.86	9.35	15.95	31.56	24.48	24.05	74.22	26.48	32.47	38.52	21.06	13.86	35.91	84.24		28.36		
Average # of rides per month	1,875.80	352.20	527.20	1,063.20	331.20	387.80	295.60	17.20	394.60	19.40	0.40	2.00	4.20	125.60	45.40	6.80		5,564.60		
Average Cost per month	\$ 28,220.00	\$ 6,282.65	\$ 12,576.48	\$ 9,943.11	\$ 5,281.27	\$ 12,240.13	\$ 7,234.91	\$ 413.69	\$ 29,285.98	\$ 513.73	\$ 12.99	\$ 77.04	\$ 88.44	\$ 1,741.41	\$ 1,630.54	\$ 572.86	\$ 41,715.87	\$ 157,831.09		
Update formulas based on # of months with data																				

Cost Reports 2024

Cost Per Ride

	# of rides	sponsor cost	sponsor cost per ride	Fares collected	Total Cost	Total Cost per ride	Total Cost per Ride YTD*
Jan '24	5,248	\$ 153,166.20	\$ 29.19	\$ 20,598.25	\$ 326,930.65	\$ 62.30	
Feb '24	5,430	\$ 150,909.23	\$ 27.79	\$ 21,115.50	\$ 322,933.96	\$ 59.47	
Mar '24	5,493	\$ 155,061.54	\$ 28.23	\$ 20,639.00	\$ 330,762.08	\$ 60.22	
Apr '24	5,783	\$ 162,698.97	\$ 28.13	\$ 21,730.00	\$ 347,127.94	\$ 60.03	
May '24	5,835	\$ 164,394.83	\$ 28.17	\$ 21,452.75	\$ 350,242.41	\$ 60.02	
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	27,789	\$ 786,230.77	\$ 28.29	\$ 105,535.50	\$ 1,677,997.04	\$ 302.03	\$ 60.38

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 '24	1,469	\$ 49,460.41	\$ 33.67	\$ 5,765.78	\$ 104,686.60	\$ 71.26	
Feb '24	1,502	\$ 49,194.71	\$ 32.75	\$ 5,840.79	\$ 104,230.21	\$ 69.39	
Mar '24	1,623	\$ 54,268.28	\$ 33.44	\$ 6,098.14	\$ 114,634.70	\$ 70.63	
Apr '24	1,776	\$ 59,744.55	\$ 33.64	\$ 6,673.44	\$ 126,162.54	\$ 71.04	
May '24	1,835	\$ 58,856.70	\$ 32.07	\$ 6,746.49	\$ 124,459.89	\$ 67.83	
June '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	8,205	\$ 271,524.65	\$ 33.09	\$ 31,124.64	\$ 574,173.94	\$ 350.15	\$ 69.98

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 '24	3,779	\$ 103,705.79	\$ 27.44	\$ 14,832.47	\$ 222,244.05	\$ 58.81	
Feb '24	3,928	\$ 101,714.50	\$ 25.89	\$ 15,274.71	\$ 218,703.71	\$ 55.68	
Mar '24	3,870	\$ 100,793.30	\$ 26.04	\$ 14,540.86	\$ 216,127.46	\$ 55.85	
Apr '24	4,007	\$ 102,954.42	\$ 25.69	\$ 15,056.56	\$ 220,965.40	\$ 55.14	
May '24	4,000	\$ 105,538.18	\$ 26.38	\$ 14,706.26	\$ 225,782.62	\$ 56.45	
June '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '24			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	19,584	\$ 514,706.19	\$ 26.28	\$ 74,410.86	\$ 1,103,823.24	\$ 281.93	\$ 56.36

*Not an average

Current Year:

2024

TRIP COUNT

Sponsor	Sponsor Rollup	Funding Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Sponsor Total
AID - J	AID	JARC	328	343	391	385	394								368	1,841
AID - 5310	AID	5310	25	23	14	19	17								20	98
Aurora Twp - J	Aurora Twp	JARC	393	320	342	367	414								367	1,836
Aurora Twp - 5310	Aurora Twp	5310	1,435	1,559	1,559	1,506	1,484								1,509	7,543
Batavia City - J	Batavia City	JARC	71	85	70	85	71								76	382
Batavia City - 5310	Batavia City	5310	255	216	221	224	252								234	1,168
Batavia Twp - J	Batavia Twp	JARC	28	27	30	31	26								28	142
Batavia Twp - 5310	Batavia Twp	5310	13	14	13	14	15								14	69
Big Rock Twp - 5310	Big Rock Twp	5310	2	2	-	6	-								2	10
Blackberry Twp - 5310	Blackberry Twp	5310	27	15	6	12	37								19	97
Campton Twp - 5310	Campton Twp	5310	-	-	-	2	-								0	2
Dundee Twp - J	Dundee Twp	JARC	125	125	119	118	129								123	616
Dundee Twp - 5310	Dundee Twp	5310	397	378	394	440	411								404	2,020
Elgin City - J	Elgin City	JARC	99	123	123	173	141								132	659
Elgin City - 5310	Elgin City	5310	905	975	905	968	904								931	4,657
Elgin Twp - J	Elgin Twp	JARC	15	20	14	8	20								15	77
Elgin Twp - 5310	Elgin Twp	5310	2	-	2	-	5								2	9
Geneva City - J	Geneva City	JARC	31	44	64	70	65								55	274
Geneva City - 5310	Geneva City	5310	63	46	55	66	124								71	354
Kane DOT - J	Kane DOT	JARC	373	411	468	539	575								473	2,366
Kane DOT - 5310	Kane DOT	5310	22	22	42	41	60								37	187
Kane VA - ARPA	Kane VA	ARPA	6	2	4	12	10								7	34
South Elgin - J	South Elgin	JARC	6	4	2	-	-								2	12
South Elgin - 5310	South Elgin	5310	267	305	289	305	300								293	1,466
St. Charles City - 5310	St. Charles City	5310	316	322	328	336	354								331	1,656
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-	-								-	-
St. Charles Twp - 5310	St. Charles Twp	5310	2	5	11	1	2								4	21
Pingree Grove - 5310	Pingree Grove	5310	48	46	31	67	35								45	227
Total Trips - 2024			5,254	5,432	5,497	5,795	5,845	-	-	-	-	-	-	-	5,565	27,823
Bus			4,075	4,028	4,155	4,588	4,495								4,268	21,341
Taxi			1,179	1,404	1,342	1,207	1,350								1,296	6,482
Total Trips - 2023			5,132	4,795	5,409	4,996	5,280	4,849	4,517	5,196	5,067	5,565	5,313	5157	5,106	61,276
% Change from Year			2%	12%	2%	14%	10%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		8%	
JARC			1,469	1,502	1,623	1,776	1,835	-	-	-	-	-	-	-	1,641	8,205
5310			3,779	3,928	3,870	4,007	4,000	-	-	-	-	-	-	-	3,917	19,357

Current Year:

2024

TRIP MILEAGE

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Sponsor Total	Avg. Trip Length
AID - J	1,495.62	1,796.49	2,156.08	2,303.46	2,306.35								2,011.60	10,058	5.5
AID - 5310	285.04	237.51	154.18	217.82	178.17								214.54	1,073	10.9
Aurora Twp - J	1,988.24	1,476.29	1,530.37	1,667.37	1,698.03								1,672.06	8,360	4.6
Aurora Twp - 5310	5,899.57	6,933.33	7,065.63	6,704.14	6,207.22								6,561.98	32,810	4.3
Batavia City - J	249.66	266.64	228.90	281.42	211.36								247.60	1,238	3.2
Batavia City - 5310	1,529.59	1,208.65	1,201.22	1,264.16	1,261.57								1,293.04	6,465	5.5
Batavia Twp - J	137.76	132.84	147.60	152.52	127.92								139.73	699	4.9
Batavia Twp - 5310	43.57	45.34	46.07	42.38	46.89								44.85	224	3.3
Big Rock Twp - 5310	9.16	16.82	-	50.46	-								15.29	76	7.6
Blackberry Twp - 5310	160.56	71.08	5.58	27.54	240.73								101.10	505	5.2
Campton Twp - 5310	-	-	-	12.76	-								2.55	13	6.380
Dundee Twp - J	699.52	691.12	738.15	688.55	772.49								717.97	3,590	5.8
Dundee Twp - 5310	2,095.54	1,963.98	2,163.70	2,329.98	2,276.29								2,165.90	10,829	5.4
Elgin City - J	948.81	1,065.07	916.89	1,446.47	856.28								1,046.70	5,234	7.9
Elgin City - 5310	4,823.98	5,467.42	4,886.28	5,449.70	5,081.98								5,141.87	25,709	5.5
Elgin Twp - J	66.00	88.00	61.60	35.20	88.00								67.76	339	4.4
Elgin Twp - 5310	7.60	-	12.46	-	22.74								8.56	43	4.8
Geneva City - J	127.88	226.43	268.18	338.29	249.84								242.12	1,211	4.4
Geneva City - 5310	191.65	153.06	140.29	206.27	471.88								232.63	1,163	3.3
Kane DOT - J	2,437.17	2,911.10	3,552.18	3,942.70	3,857.14								3,340.06	16,700	7.1
Kane DOT - 5310	223.89	221.02	432.06	445.77	657.36								396.02	1,980	10.6
Kane VA - ARPA	77.06	8.90	15.00	101.97	51.04								50.79	254	7.5
South Elgin - J	11.43	7.62	3.81	-	-								4.57	23	1.9
South Elgin - 5310	1,408.18	1,466.71	1,564.31	1,455.38	1,538.66								1,486.65	7,433	5.1
St. Charles City - 5310	1,516.77	1,373.54	1,449.97	1,478.02	1,531.30								1,469.92	7,350	4.4
St. Charles Twp - J	-	-	-	-	-								-	-	#DIV/0!
St. Charles Twp - 5309	10.84	34.22	52.88	6.06	11.66								23.13	116	5.5
Pingree Grove - 5310	298.34	284.74	172.22	656.98	184.28								319.31	1,597	76.0
Total Miles 2024	26,743.43	28,147.92	28,965.61	31,305.37	29,929.18	-	-	-	-	-	-	-	29,018.30	145,092	5.2
Total Miles 2023	25,949.37	25,278.17	28,653.58	26,259.19	26,859.14	23,950.40	22,899.37	26,129.74	26,302.36	28,109.42	28,083.14	26,305.22	26,231.59	314,779	5.1
% Change	3%	10%	1%	16%	10%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	8%		
Avg Trip Length	5.1	5.2	5.3	5.4	5.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.2		

Current Year:

2024

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2024	438	445	457	460	475								455	2,275
Distinct Riders - 2023	444	468	445	444	458	441	409	437	448	462	464	451	448	5,371

% Change	-1%	-5%	3%	3%	4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-1%	
Riders terminated per month	6	5	4	2	2	2	-	-	-	-			2	
Riders added per month	71	47	60	44	49	52	44	56	35	43			50	
Registered Riders - 2024	9,050	9,092	9,148	9,190	9,237	9,287	9,331	9,387	9,422	9,465	9,465	9,465	9,295	
Registered Riders - 2023	8,538	8,537	8,581	8,625	8,663	8,722	8,748	8,823	8,883	8,941	8,987	9,034	8,757	
% Change	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	6%	

Ride in Kane Complaint Data - July 2024 - September 2024

Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Jul-24	17	9	5,307	0.32%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	1
					Fare Collection	1
					Late Arrival	1
					No Show	5
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	3
					Other	4
					Other (Commendation)	9
					Total	26
Aug-24	20	4	5,358	0.37%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	1
					Fare Collection	2
					Late Arrival	7
					No Show	2
					Poor Routing	2
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	4
					Other	2
					Other (Commendation)	4
					Total	24
Sep-24	18	1	5,397	0.33%	Boarding/Alighting Issues	0
					Early Arrival	1
					Driver Discourtesy	1
					Fare Collection	3
					Late Arrival	5
					No Show	1
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	1
					Other	4
					Other (Commendations)	1
					Total	19

*Investigation may conclude allegations were unfounded

*11/20/24 gs

Ride-In-Kane July 2024 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	7	CS0064175	GT
		CS0063610	JS
		CS0063205	GT
		CS0063121	GH
		CS0062813	GH
		CS0062812	GH
		CS0062607	RJ
City of Batavia	5	CS0065063	HR
		CS0065048	HR
		CS0064817	DA
		CS0064476	SB
CS0062609	CC		
Blackberry Township	0	-	-
Dundee Township	5	CS0064930	CJ
		CS0063903	PA
		CS0063901	PA
		CS0063006	GW
		CS0063004	GW
City of Elgin	3	CS0063951	MBF
		CS0063257	PM
		CS0062978	DJ
Elgin Township	0	-	-
City of Geneva	0	-	-
Kane County DOT	6	CS0064985	Anonymous
		CS0064622	Anonymous
		CS0064103	BD
		CS0063261	BD
		CS0062828	BD
		CS0062372	BD
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*11/20/24 gs

Ride-In-Kane August 2024 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	6	CS0067302	TJ
		CS0067180	DFJ
		CS0067041	MA
		CS0066389	JC
		CS0066379	JC
		CS0065933	HDM
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Townhsp	3	CS0066898	GW
		CS0066839	CS
		CS0066020	PA
City of Elgin	7	CS0067985	DR
		CS0067324	ZD
		CS0067182	JC
		CS0066599	MR
		CS0066545	SB
		CS0066443	SS
		CS0065669	SA
Elgin Township	0	-	-
City of Geneva	1	CS0065987	LM
Kane County DOT	5	CS0066617	Anonymous
		CS0065860	Anonymous
		CS0065287	Anonymous
		CS0067193	FG
		CS0067075	FG
Village of South Elgin	1	CS0066133	SL
City of St. Charles	1	CS0065935	BC
St. Charles Twp	0	-	-

*11/20/24 gs

Ride-In-Kane September 2024 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	5	CS0070283	JF
		CS0068863	HDM
		CS0068857	BJ
		CS0068855	BJ
		CS0068571	LK
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Township	3	CS0071011	KA
		CS0069637	MB
		CS0068452	RJ
City of Elgin	0	CS0070819	WL
		CS0069468	GA
		CS0068670	RN
		CS0068583	DR
Elgin Township	0	-	-
City of Geneva	0	-	-
Kane County DOT	6	CS0068143	SN
		CS0070040	SG
		CS0070649	SN
		CS0069913	SN
		CS0069307	SN
		CS0069305	SN
Village of South Elgin	0	-	-
City of St. Charles	1	CS0069992	FBP
St. Charles Twp	0	-	-

*11/20/24 gs

Ride-In-Kane Ridership Growth from 2020 to 2024

Month	2020 Trips	2021 Trips	2022 Trips	2023 Trips	2024 Trips	Dif from prev. year
Jan	7,835	3,408	4,075	5,132	5,254	122
Feb	7,627	3,343	4,403	4,795	5,432	637
Mar	5,388	4,004	5,105	5,409	5,497	88
Apr	2,275	4,324	5,089	4,996	5,795	799
May	2,864	4,353	4,920	5,280	5,845	565
Jun	3,231	4,258	4,656	4,849	5,090	241
Jul	3,264	4332	4,493	4,517	5,307	790
Aug	3,304	4,427	4,967	5,196	5,358	162
Sep	3,386	4,527	4,865	5,067	5,397	330
Oct	3,680	4,729	4,670	5,565		-5,565
Nov	3,086	4,589	4,843	5,313		-5,313
Dec	3,334	4,683	4,645	5,157		-5,157
Avg.	4,106	4,248	4,728	5,106		-1,025
SUM	49,274	50,977	56,731	61,276	48,975	12,301

Ride-In-Kane October 2023 to September 2024 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
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
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
Average	5,418	1.54	\$59.52	\$54.93	\$34.40

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
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%
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%
Average	4,151	99.25%	1,022	98.49%	245	99.83%	99.13%

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
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%
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%
Average	4,151	97.19%	1,022	96.57%	245	98.98%	97.14%

*11/20/24 gs