

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



41W011 Burlington Road
St. Charles, IL 60175

Phone: 630-762-2600
Fax: 630-584-5265

RIDE IN KANE SPONSORS

Association for Individual
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

Kane County Paratransit Coordinating Council (KCPCC)

Meeting Agenda Tuesday, September 9, 2025

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

I. Opening Of Meeting

- A. Call to Order/Roll Call Chair Catching
B. Approval of Meeting Minutes from June 3, 2025 Chair Catching

II. Reports

- A. RTA CAB Update..... Heidi Files
B. Kane County Update..... Janet Harris

III. Other Business

- A. Election of Officers..... Janet Harris
B. Program Parameters Presentation Heidi Files

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 2, 2025 at 9:00 am

at

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

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Kane County Paratransit Coordinating Council (KCPCC)

MEETING MINUTES

June 3, 2025

In Attendance:

John West, Batavia Township
Kurt Nika, Kane County DOT
Janet Harris, Kane County DOT
Brygette Lopez, Kane County DOT
Gary Scott, PACE
Julio Leal, RTA
Lauren Tredup, South Elgin
Ron Johnson, St. Charles Township
Ruth Rottmann, Campton Township
Jennifer Fox, City of Batavia
Claudia Franco, Elgin Township
Jeanne Chybik, Blackberry Township
Jeanne Fornari, City of Geneva
Heidi Files, Kane County DOT
Melissa Wilmot, Aurora Township
Jocelyn Lopez, Pace

The meeting was called to order at 9:05 a.m. Brygette Lopez completed a roll call. A motion for approval made by Bill Catching to approve the March 4, 2025 meeting minutes. Minutes were approved after a motion by Bill Catching and seconded by Ron Johnson.

II. REPORTS:

RTA CAB Overview

RTA CAB updates was skipped due to Jackie Forbes not on the committee, updates will be given on the next meeting when we have a board member.

Kane County Update

Janet provided an update for Kane County. Starting 2025 all sponsors should make checks payable to KDOT for the sponsor invoice. For calendar year 2025, Pace is providing a 50% subsidy for operating costs, up to \$2.2 Million for the Ride in Kane program. County staff is investigating ways to expand service areas while maintaining lower sponsor costs.

The Section 5310 Call for Projects Presentation was on May 22nd, Heidi Files and Kurt Nika presented to the RTA.

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Kane County Update

Janet Harris met with potential community partners to encourage joining Ride in Kane as a sponsor. On January 28th, Janet met with Waubensee College, who expressed interest in offering transportation to their Aurora-based students who attend the Sugar Grove campus. They decided to transport their students on their own. Janet also attended an event at a resource fair on April 25th, at Elgin Community College “Thriving After 55” (flyer provided).

Janet Harris reminded all sponsor to utilize Laserfiche, it is available to all sponsors and residents of Kane County. This is a document management system that is very secure for sensitive information. Ride in Kane registrations and eligibility documents are saved and filed more securely. Sponsors and residents can now go online to fill out their registration form. Sponsors are encouraged to utilize 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.

Janet welcomed Heidi Files as the new Chief of Planning and Programming for Kane County Division of Transportation.

Heidi gave an update about the Section 5310 application to the RTA for the next 2 years of funding. County staff feels they will be awarded some 5310 funds for Ride in Kane in the RTA's next 5310 program. There was some discussion about the fiscal cliff that the RTA and Transit Service Boards are currently facing, and about the uncertainty of future Pace subsidies for the Ride in Kane program. The County is following the state legislators and the development of solutions to the fiscal cliff.

Janet updated new staff changes, John West, supervisor for Batavia Township. Shefali Shah, supervisor for Dundee Township. Vern Tepe, supervisor for Elgin Township.

Other Business:

None.

Public Comment:

None

A motion to adjourn was made by Bill Catching, second by Claudia Franco. The meeting was adjourned at 9:12 am until September 9, 2025.

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September 9, 2025

KCPCC and Ride in Kane Sponsor Subcommittee nominations

The KCPCC Bylaws require nomination and election of to fill the vacancy of Vice-Chair.

The Kane County Paratransit Coordinating Council Bylaws state:

IV. 1 Officers and Terms of Office

The Officers of the Council shall be as follows:

Chair

Two (2) Vice-Chairs

The term of each officer shall be one year. Officers may serve multiple terms

To remain consistent with the Bylaws, nomination and election of officers must take place at the next regular meeting on September 9, 2025.

William Catching—Council Chair

Stephanie Norwood—Vice Chair

1 Vacancy—Vice Chair

Staff requested nominations for the slate of officers through the distribution of the agenda packet and requests any additional nominations are brought forth at the meeting. After the nominees are announced, the Council will hold an election of the officers.

Ride in Kane Universal Trip Program

Discussion

September 9, 2025



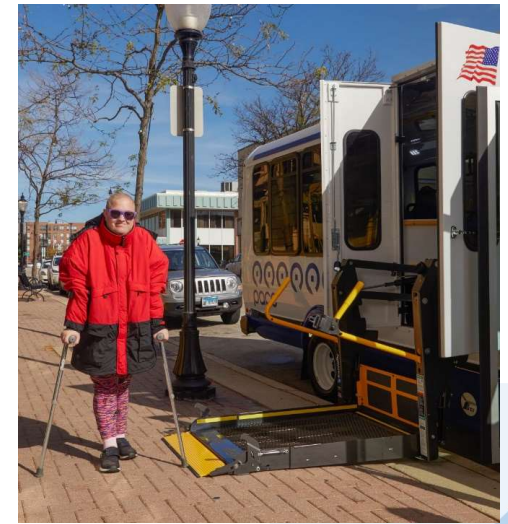
■ Universal Trip Program

- One set of trip parameters for all riders in Kane County
- Pace operates service (bus, van & taxis)
- Universal program funding scenario assumptions:
 - Pace provides 50% subsidy for operating costs
 - 5310 funds ~ 25%-40% operating costs
 - Sponsors responsible for covering any funding gaps



Universal Trip Program Benefits

- All eligible residents would have equal access to services
- Improved rider experience
- Reduced risk of inconsistent services
- Improved call center efficiency
- Streamlined administration
- Strengthened federal grant applications
- Similar service design to Lake & McHenry Counties



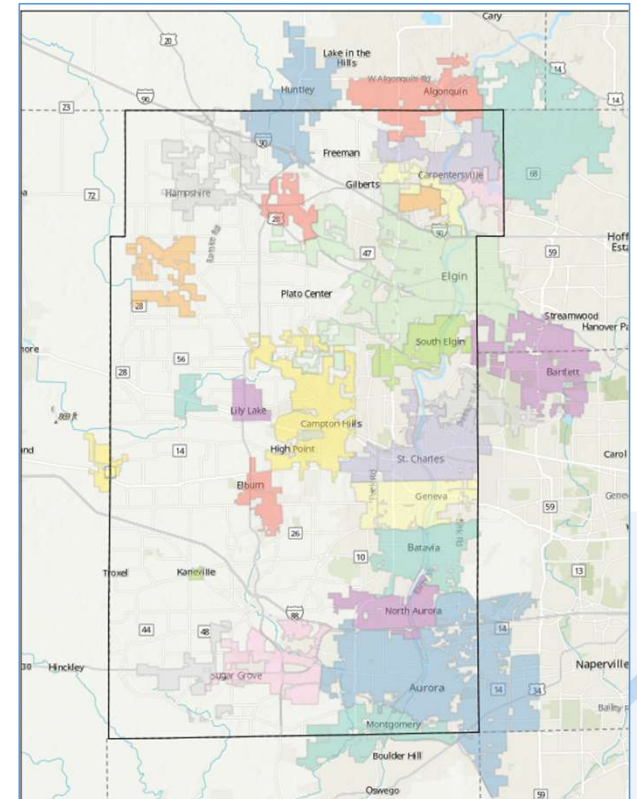
Current Program

- Trips for seniors (65+) & people with disabilities
- Coverage varies:
 - All trips vs. medical/work only
 - Subscription vs. none
 - Inside vs. outside Kane municipalities
- May 2025 (all sponsors):
 - 5,006 trips total; 277 (5.5%) outside Kane or Kane municipalities



Proposed Universal Program (discussion only)

- Equal access for all eligible **Kane County residents**
 - (seniors & people with disabilities)
- All trips - Work, medical, & other
- Origin/Destination – Trips within Kane County, and destinations within a municipality with boundaries in Kane County
- Sponsor contributions capped by existing agreements (necessary for program viability)
- County covers non-sponsored trips within budget



Option: Pace Manages Rider Registration

Centralized Rider Database

- Already provided by Pace for McHenry & Lake Counties
- One registration number for all Kane County residents

Rider Registration Process

- Riders call Pace directly
- Provide eligibility info: name, DOB, address, emergency contact, RTA fare card #, etc.

Benefit

- Reduces administrative responsibilities for sponsors
- Consistent for all Kane County residents – one call number



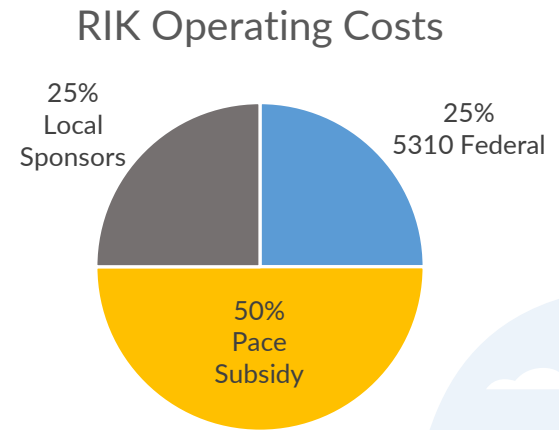
No Program Growth Scenario

Assumes 50% Pace Subsidy + existing 5310 allocation

Now through April 2026

Monthly Operating costs:

- 50% Pace subsidy → ~\$133K/month
- ~25% Federal 5310 funds → \$67K/month
- ~25% Local sponsor share → ~\$67K/month



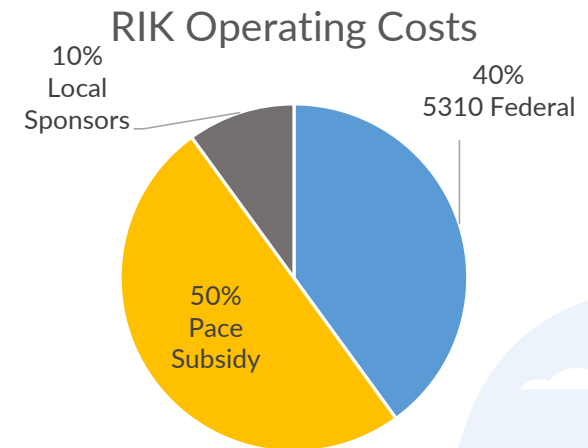
No Program Growth Scenario

Assumes 50% Pace subsidy + NEW 5310 allocation

May 2026 – April 2028

Operating costs:

- 50% Pace subsidy → ~\$133K/month
- ~40% 5310 funds → \$107K/month
- ~10% Local sponsors → ~\$26K/month



20% Program Growth Scenario

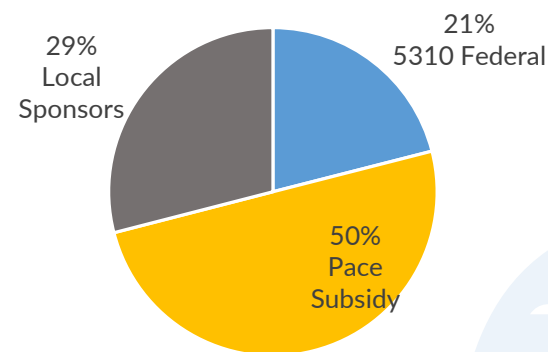
Assumes 50% Pace subsidy + existing 5310 allocation

January 2026 through April 2026

Operating costs:

- 50% Pace subsidy → ~\$160K/month
- ~21% Federal 5310 funds → \$67K/month
- ~29% Local sponsor share → ~\$93K/month

RIK Operating Costs



20% Program Growth Scenario

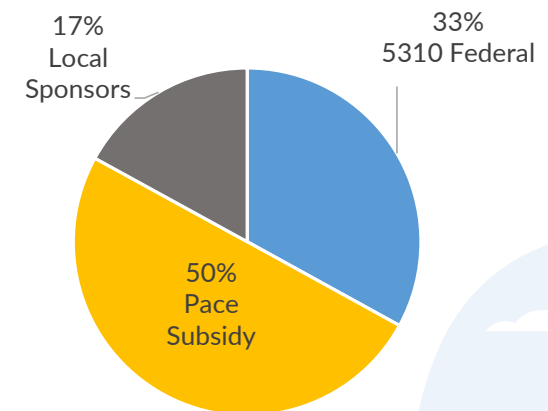
Assumes 50% Pace subsidy + NEW 5310 Allocation

May 2026 – April 2028

Operating costs:

- 50% Pace subsidy → ~\$133K/month
- ~33% 5310 funds → \$107K/month
- ~17% Local sponsors → ~\$53K/month

RIK Operating Costs



No Changes at this Time

- Kane/Pace available to answer questions, provide data, meet with sponsors
- Revisit in October/November once Pace's draft budget available
- Consider changes at December 2, KCPCC, for implementation in 2026



■ Proposed Universal Program

Discussion

Other ideas to simplify/consolidate the program?



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St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

Ride In Kane Sponsor Committee

Meeting Agenda Tuesday, September 9, 2025 Immediately following the KCPCC Meeting

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

I. Opening Of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of Meeting Minutes from June 3, 2025.....Chair Catching

II. Ride in Kane Program Status Report

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

III. Other Business

- A. RTA UpdatesJulio Leal

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 2, 2025 at 9:00 am
at

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

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Ride In Kane Sponsor Committee

MEETING MINUTES

June 3, 2025

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In Attendance:

John West, Batavia Township
Kurt Nika, Kane County DOT
Janet Harris, Kane County DOT
Brygette Lopez, Kane County DOT
Gary Scott, PACE
Julio Leal, RTA
Lauren Tredup, South Elgin
Ron Johnson, St. Charles Township
Ruth Rottmann, Campton Township
Jennifer Fox, City of Batavia
Claudia Franco, Elgin Township
Jeanne Chybik, Blackberry Township
Jeanne Fornari, City of Geneva
Heidi Files, Kane County DOT
Melissa Wilmot, Aurora Township
Jocelyn Lopez, Pace

The meeting was called to order at 9:12 a.m. by Bill Catching. Brygette Lopez completed a roll call. A motion for approval made by Bill Catching, to approve the March 4, 2025 meeting minutes were approved after a motion by Ron Johnson, second by John West.

II. REPORTS:

5310 and JARC Budget Report:

Janet Harris reviewed and summarized the Section 5310 grant. Harris pointed out the grant totals for Section 5310 funding and how long the funding will last. The quarterly reports were also reviewed.

The Ride in Kane program is currently being subsidized with 5310 grant phase 19 & 20 funds. The County has been awarded \$2.5 million for this phase. In February 2024, the initial start of the grant spend down started. The average monthly spenddown is \$133K. The ending balance is 1 million that should last until October 2025. The County has not yet received a Pace invoice for March 2025.

Janet Harris did not update the sponsor costs due to changes in the invoice procedures. The Ride in Kane January 2025 total rides was 5,035. February total rides were 4,676. The grand total for YTD is 9,709. The average trip length from January to February 2025 is 5 miles. Blackberry Township, and Pingree Grove had the longest average trip length over 10 miles among all sponsors. Total mileage for January to February is 48,392.

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

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II. REPORTS:

5310 and JARC Budget Report:

Program performance was reviewed. Overall on-time performance is at 99.42% for bus & taxi. Janet updated the reports for distinct riders and registered riders. Ride in Kane currently has 9,592 registered riders. In terms of growth, 30 new riders were added in January 2025, 23 in February, 94 in March, and 37 in April. On average, approximately 405 distinct riders make use of the program each month.

Registration and Ridership Reports and Customer Complaint:

Gary Scott summarized his ridership growth reports for January to March 2025. January rides totaled 5,035, February 4,676, and March 5,085. On-time performance follows a 30 minute window. The bus on time performance (OTP) average is 98.79%, taxi is 98.00% and Transportation Network Companies (TNC) is at 99.75%. Riders are being picked up on-time and this is reflected on the reports.

Gary Scott summarized the complaint reports. There was 16 complaints total in January, the highest percent of complains were in late arrival. In February there were 16 total complaints, 6 related to late arrival. March had 9 total complaints with 1 commendation, 3 were related to no show.

The highest number of complaints in January were from Kane County DOT 5 complaints, City of Elgin and Aroura Twp. tied at 3. Numbers can be higher if complaints were made through email. In February the highest number of complaints are as follows: KDOT had 6 complaints, Blackberry 3, City of Elgin and Dundee both had 2. For March the number of complaints was 2 for AID, Aurora, and the City of Elgin.

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

Gary introduced Jocelyn Lopez, Community Relations Representative.

Gary from Pace shared that Pace and KDOT have been discussing the possibility of consolidating Ride in Kane under one funding source, with the County serving as the lead agency. He explained that this model, already in place in Lake and McHenry Counties, simplifies program administration by streamlining billing, reducing confusion caused by varying sponsor parameters, and lessening the burden on both riders and the Pace call center, where high turnover can create errors. Gary asked the Committee to begin considering a transition where KDOT would operate the service with one funding source and a universal set of parameters.

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III. OTHER BUSINESS:

Registration and Ridership Reports and Customer Complaint:

Lauren Tredup from the Village of South Elgin expressed full support for the change, noting that with limited staff capacity, her municipality has struggled to manage the program. Heidi asked how sponsors remain involved in counties that have adopted universal parameters. Gary responded that in McHenry County, for example, the County Board Transportation Committee makes the decisions regarding transportation services while Pace serves solely as the operator, covering 50% of costs.

Blackberry Township shared that with very limited funding, they currently only allow medical trips within ten miles. Gary explained that whether sponsors continue to be billed or whether the County would incur the costs would depend on the structure chosen. Heidi emphasized that these were still hypothetical discussions, as the County is facing a \$30 million operating deficit and cannot easily take on additional costs. However, she noted that conversations with Pace have included the idea of universal parameters—such as covering medical and grocery trips for seniors and persons with disabilities—where sponsor-level costs would be eliminated, Pace would cover 50% of the costs, and RTA Section 5310 funds would cover the remaining 50%. She also pointed out that the County recently submitted a Section 5310 application requesting \$1.6 million per year and that projections will be needed to evaluate the financial impact of more inclusive parameters.

Janet noted that with Pace's \$2.2 million subsidy, this is a good time to begin conversations about parameter changes since sponsors are currently receiving zero-dollar invoices due to subsidy allocations. Heidi added that sponsors should continue budgeting for their financial commitments during this transition period and hold on to unused funds until decisions are made. She emphasized the importance of hearing directly from sponsors as discussions move forward. John West from Batavia Township, new to the program, mentioned that their budget is very small and acknowledged the challenges created by differing parameters and invoicing. Jennifer Fox from the City of Batavia asked if riders would register with the County under the new model, and Gary confirmed that they would, similar to McHenry County, and assured that Pace monitors drawdowns for each program.

Janet pointed out that Aurora Township and the City of Elgin are good models for sponsor parameters. Bill Catching from Aurora Township stated that he would not support lowering Aurora's sponsor parameters to match smaller sponsors, especially given Aurora Township's dual role as both a major sponsor and a transit provider.

In conclusion, the Committee discussed the benefits of a County-led model for simplifying program management and improving the rider experience but acknowledged that financial concerns, sponsor input, and the need for projections remain key factors before any changes can be made. The next steps will include gathering feedback from sponsors, conducting financial projections, and continuing conversations with Pace and RTA in light of the County's fiscal challenges and the recently submitted Section 5310 application.

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III. OTHER BUSINESS:

RTA Updates:

Julio Leal provided updates for the RTA. General Assembly Outcome: The General Assembly adjourned without passing transit system funding or reform. Efforts to avoid fiscal shortfalls and service cuts continue. The RTA is working with Service Boards to develop a 2026 regional budget based only on assured funding, balancing diverse regional interests toward consensus.

Travel Information Action Plan. The RTA released its 2025 Travel Information Action Plan, a three-year roadmap to enhance transit communication and rider experience. Key improvements include expanded real-time information by end of 2025, standardized interagency info in 2026, and upgraded digital infrastructure with accurate real-time updates by 2027.

2025 Transit Capital Funding Report. The RTA's report highlights a \$30 billion backlog in transit repairs, with 25% of assets past their useful life. Achieving a state of good repair requires \$4 billion in annual capital investment over 20 years. The system faces a projected \$771 million annual operating budget gap in 2026, driven by historic underfunding and changing travel patterns.

RTA Rider Survey Findings. The Winter 2025 survey of 1,500 riders showed strong overall satisfaction but identified public safety as a concern. Riders prioritize clean, well-lit, and monitored spaces and support increased transit funding over governance reforms to improve service frequency, reliability, and coverage.

Public Comment on Capital Allocation Update. The RTA is soliciting public feedback through June 13, 2025, on proposed updates to its performance-based capital allocation process for CTA, Metra, and Pace. Changes include implementing withholding mechanisms, adjusting performance metrics, and redistributing withheld funds to better align capital investments with regional goals.

Access Pilot Program Extension. The Access Pilot Program, originally ending July 31, 2025, has been extended to January 31, 2026. New applicants will receive cards expiring in January 2026, while current cardholders with July 2025 expiration dates may continue using their cards without renewal. Metra conductors will honor both expiration dates.

IV. Public Comment:

None.

A motion to adjourn was made by Bill Catching. Ron Johnson approved, second by Jennifer Fox. The meeting was adjourned at 10:14 am until September 9, 2025.

Grant Totals for Phases 19 & 20 (Federal Portion)

	5310
Beginning balance	\$ 2,500,000.00
Feb '24	(31,316.46)
Mar '24	(100,793.30)
Apr '24	(102,954.42)
May '24	(105,538.18)
Jun '24	(94,461.29)
Jul '24	(86,508.79)
Aug '24	(123,460.11)
Sep '24	(132,845.63)
Oct '24	(145,725.19)
Nov '24	(132,996.36)
Dec '24	(129,175.69)
Jan '25	(139,112.19)
Feb '25	(131,511.78)
Mar '25	(67,805.30)
Apr '25	(70,674.22)
May '25	(67,692.16)
Ending balance	\$ 837,428.93
Monthly Average	108,750.31
Projected months left	7.70

2025 Cost Per Sponsor

[illegible]

Update formulas based on # of months with data

Cost Reports 2025

Cost Per Ride

	# of rides	sponsor cost	sponsor cost per ride	Fares collected	Total Cost	Total Cost per ride	Total Cost per Ride YTD*
Jan '24	5,035	\$ -	\$ -	\$ 24,484.25	\$ 24,484.25	\$ 4.86	
Feb '24	4,676	\$ -	\$ -	\$ 23,091.75	\$ 23,091.75	\$ 4.94	
Mar '24	5,085	\$ 67,884.22	\$ 13.35	\$ 24,501.00	\$ 160,269.44	\$ 31.52	
Apr '24	5,282	\$ 70,674.19	\$ 13.38	\$ 25,993.50	\$ 167,341.88	\$ 31.68	
May '24	5,006	\$ 67,956.15	\$ 13.57	\$ 24,053.00	\$ 159,965.30	\$ 31.95	
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	25,084	\$ 206,514.56	\$ 8.23	\$ 122,123.50	\$ 535,152.62		\$ 21.33

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	
Jan '24	5,035	\$ 278,224.38	\$ 55.26	\$ 24,484.25	\$ 580,933.01	\$ 115.38	
Feb '24	4,676	\$ 263,023.55	\$ 56.25	\$ 23,091.75	\$ 549,138.85	\$ 117.44	
Mar '24	5,085	\$ 271,221.14	\$ 53.34	\$ 24,501.00	\$ 566,943.28	\$ 111.49	
Apr '24	5,282	\$ 282,696.79	\$ 53.52	\$ 25,993.50	\$ 591,387.08	\$ 111.96	
May '24	5,006	\$ 270,768.58	\$ 54.09	\$ 24,053.00	\$ 565,590.16	\$ 112.98	
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	25,084	\$ 1,365,934.44	\$ 54.45	\$ 122,123.50	\$ 2,853,992.38		\$ 113.78

*Not an average

Current Year:
2025

2025

TRIP COUNT

[illegible]

Current Year:
2025

2025

TRIP MILEAGE

[illegible]

2025

[illegible][illegible]

2025

[illegible][illegible][illegible]

Current Year:

2025

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2025	415	394	425	439	418								418	2,091
Distinct Riders - 2024	438	445	457	460	475	440	444	439	461	483	432	433	451	5,407

% Change	-6%	-13%	-8%	-5%	-14%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-9%	
Riders terminated per month	1	2	6	1	-	-							2	
Riders added per month	30	23	94	37	23	54							44	
Registered Riders - 2025	9,447	9,468	9,556	9,592	9,615	9,669	9,669	9,669	9,669	9,669	9,669	9,669	9,613	
Registered Riders - 2024	9,050	9,092	9,091	9,133	9,179	9,231	9,274	9,329	9,364	9,406	9,398	9,418	9,247	
% Change	0.04	0.04	0.05	0.05	0.05	0.05	0.04	0.04	0.03	0.03	0.03	0.03	4%	

Ride-In-Kane April 2025 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	1	CS0087261	AE
Aurora Township	4	CS0089047	JC - Commendation
		CS0089049	JC
		CS0089050	JC
		CS0089203	SM
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Township	2	CS0087797	HS
		CS0089273	OD
City of Elgin	1	CS0089198	MJ
Elgin Township	0	-	-
City of Geneva	1	CS0087729	AB
Kane County DOT	3	CS0087998	MP
		CS0088523	SN
		CS0089399	HA
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*8/21/25 gs

Ride-In-Kane June 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
		-	-
Aurora Township	4	CS0092888	DD
		CS0093515	DR
		CS0094663	SE
		CS0095186	GT
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Township	1	CS0093909	GW
City of Elgin	3	CS0092805	RB - Commendation
		CS0093910	SA
		CS0093903	SA
Elgin Township	0	-	-
City of Geneva	2	CS0092775	AB
		CS0092827	AB
Kane County DOT	1	CS0094553	KJ
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*8/21/25 gs

Ride in Kane Complaint Data - April 2025 - June 2025						
Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Apr-25	11	1	5,282	0.21%	Boarding/Alighting Issues	0
					Early Arrival	1
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	2
					No Show	0
					Poor Routing	5
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	2
					Other	1
					Other (Commendation)	1
					Total	12
May-25	8	1	5,006	0.16%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	2
					No Show	2
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	2
					Other (Commendation)	1
					Total	9
Jun-25	10	1	4,297	0.23%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	1
					Fare Collection	0
					Late Arrival	0
					No Show	1
					Poor Routing	2
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	3
					Other	2
					Other (Commendations)	1
					Total	11

*Investigation may conclude allegations were unfounded

*5/19/25 gs

Ride-In-Kane Ridership Growth from 2021 to 2025

Month	2021 Trips	2022 Trips	2023 Trips	2024 Trips	2025 Trips	Dif from prev. year
Jan	3,408	4,075	5,132	5,254	5,035	-219
Feb	3,343	4,403	4,795	5,432	4,676	-756
Mar	4,004	5,105	5,409	5,497	5,085	-412
Apr	4,324	5,089	4,996	5,795	5,282	-513
May	4,353	4,920	5,280	5,845	5,006	-839
Jun	4,258	4,656	4,849	5,090	4,298	-792
Jul	4332	4,493	4,517	5,307		
Aug	4,427	4,967	5,196	5,358		
Sep	4,527	4,865	5,067	5,397		
Oct	4,729	4,670	5,565	5,708		
Nov	4,589	4,843	5,313	4,915		
Dec	4,683	4,645	5,157	4,742		
Avg.	4,248	4,728	5,106	5,362	4,897	-589
SUM	50,977	56,731	61,276	64,340	29,382	3,531

Ride-In-Kane April 2024 to June 2025 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
Apr-24	5,795	1.58	\$57.99	\$54.82	\$33.82
May-24	5,845	1.53	\$58.35	\$55.80	\$33.58
Jun-24	5,090	1.51	\$63.80	\$54.35	\$33.96
Jul-24	5,307	1.52	\$56.87	\$53.92	\$35.04
Aug-24	5,358	1.54	\$55.76	\$51.68	\$32.86
Sep-24	5,397	1.53	\$56.59	\$55.17	\$32.58
Oct-24	5,708	1.52	\$54.67	\$55.86	\$33.33
Nov-24	4,915	1.54	\$58.78	\$54.98	\$32.70
Dec-24	4,742	1.54	\$58.63	\$53.49	\$33.83
Jan-25	5,035	1.51	\$59.43	\$52.94	\$32.43
Feb-25	4,676	1.51	\$60.28	\$53.71	\$32.27
Mar-25	5,085	1.49	\$56.59	\$51.05	\$35.36
Apr-25	5,282	1.47	\$57.38	\$51.62	\$35.27
May-25	5,006	1.47	\$58.04	\$51.67	\$34.05
Jun-25	4,298	1.50	\$57.92	\$59.91	-
Average	5,169	1.52	\$58.07	\$54.06	\$33.65

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
Apr-24	4,588	99.22%	1,017	99.12%	190	99.47%	99.21%
May-24	4,495	99.40%	1,080	98.33%	270	100.00%	99.23%
Jun-24	3,732	98.93%	1,068	97.28%	290	99.66%	98.62%
Jul-24	4,022	99.33%	1,046	99.04%	239	99.58%	99.28%
Aug-24	4,058	99.31%	1,136	98.06%	164	100.00%	99.07%
Sep-24	4,228	99.41%	1,003	98.40%	166	100.00%	99.24%
Oct-24	4,478	98.86%	1,020	99.22%	210	99.52%	98.95%
Nov-24	3,851	99.25%	893	98.32%	171	98.83%	99.06%
Dec-24	3,768	99.04%	841	97.62%	133	100.00%	98.82%
Jan-25	3,970	98.44%	918	95.10%	147	100.00%	97.30%
Feb-25	3,855	97.15%	749	96.66%	72	100.00%	97.11%
Mar-25	4,238	98.23%	787	96.57%	60	100.00%	97.99%
Apr-25	4,276	99.65%	878	99.54%	128	100.00%	99.64%
May-25	4,001	99.58%	870	99.20%	135	97.78%	99.48%
Jun-25	3,721	99.73%	577	99.31%	0	-	99.65%
Average	4,085	99.03%	926	98.12%	158	99.63%	98.84%

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
Apr-24	4,588	97.52%	1,017	98.62%	190	98.95%	97.76%
May-24	4,495	97.73%	1,080	96.76%	270	98.89%	97.60%
Jun-24	3,732	97.78%	1,068	93.35%	290	98.97%	96.92%
Jul-24	4,022	97.36%	1,046	97.51%	239	99.58%	97.49%
Aug-24	4,058	97.04%	1,136	95.51%	164	100.00%	96.81%
Sep-24	4,228	97.52%	1,003	96.01%	166	98.80%	97.28%
Oct-24	4,478	96.54%	1,020	93.92%	210	98.57%	96.15%
Nov-24	3,851	96.96%	893	93.62%	171	97.66%	96.38%
Dec-24	3,768	96.95%	841	93.82%	133	99.25%	96.46%
Jan-25	3,970	99.70%	918	98.80%	147	100.00%	99.54%
Feb-25	3,855	99.33%	749	99.47%	72	100.00%	99.41%
Mar-25	4,238	99.58%	787	98.86%	60	100.00%	99.47%
Apr-25	4,276	98.39%	878	98.41%	128	98.44%	98.39%
May-25	4,001	97.23%	870	98.05%	135	96.30%	97.34%
Jun-25	3,721	97.96%	577	97.57%	0	-	97.91%
Average	4,085	97.84%	926	96.69%	158	98.96%	97.66%