

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair
LORE BAKER—Council Vice Chair
KATIE MEYER—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
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

Kane County Paratransit Coordinating Council (KCPCC)

Agenda
Tuesday, December 06, 2022
9:00 A.M
Hybrid Meeting

[Join Zoom Meeting Here](#)
Call in: 1-312-626-6799
Meeting ID: 865 9438 2742
Passcode: 682296 (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 September 13, 2022.....Chair Catching

II. Reports

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

III. Other Business

- A. Approval for Title VI program..... Jackie Forbes
- B. Meeting ScheduleJanet Harris

2023 Meeting Schedule

March 7, 2023	TBD
June 6, 2023	TBD
September 12, 2023	TBD
December 5, 2023	TBD

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 7, 2023 at 9:00 am



Kane County Paratransit Coordinating Council (KCPCC)

**MEETING MINUTES
September 13, 2022**

41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

- Association for Individual Development
- Aurora Township
- Batavia Township
- Big Rock Township
- Blackberry Township
- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township
- Elgin Township
- Kane County
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

In Attendance:

- Leigh Tracy, Batavia Township
- Ruth Rottman, Campton Township
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Heather Mullins, RTA
- Fluturi Demirovski, RTA
- Katie Garrity, RTA
- Martin Sandoval, RTA
- Ron Johnson, St. Charles Township
- Gary Scott, PACE
- Rosemary Gerty, PACE
- Kisha Hearn, PACE
- Krysta Kaus, Kane County Sheriff
- Megan Wileman, AgeGuide Northeastern Illinois
- Melissa Wilmot, Aurora Township
- Jeanne Chybik, Blackberry Township
- Jeanne Fornari, City of Geneva
- Patricia Richardson,
- Bill Catching, Aurora Township

The meeting was called to order at 9:03 a.m. by Bill Catching. Upon a motion for approval made by Bill Catching, and seconded by Leigh Tracy, Janet Harris completed a roll call vote and the June 7, 2022 meeting minutes were unanimously approved.

II. REPORTS:

RTA CAB Overview

Jackie Forbes informed the RTA Citizens Advisory Board last meet on July 25, 2022. The meeting the RTA staff provided an update on the progress that has been made on the Transit Strategic Plan, also had a briefing on the purpose of the 10-year financial plan Technical Group for the Regional Strategic and progress made. The staff provided Transportation Tuesdays webinars are available online on the RTA website.

Forbes reviewed on the different points form Strategic Plan at the Citizens Advisory Board. They had some specific input that they wanted to bring to the staff as part of their update. She reviewed the different points that were brought forward as being important. Specifically for us, we are adapting the transit system to meet riders changing needs. Talked about designing a system that increases access to job opportunities via transit, simplifying and integrating payment systems across CTA, Metra, and Pace, including expanding this system to community based paratransit services. Talked about ensuring full accessibility of the transit system, improving real-time travel information including providing it on the ADA paratransit system and the county’s sponsored paratransit systems such as Ride in Kane.



41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

- Association for Individual Development
- Aurora Township
- Batavia Township
- Big Rock Township
- Blackberry Township
- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township
- Elgin Township
- Kane County
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

RTA CAB Overview

Regarding the work of the 10-year Financial Plan Technical Group, the RTA CAB members suggested looking at ways to further leverage the tax on cannabis or to lobbied increase the percentage of sales tax or gas tax that comes to the RTA as a means to increase public funding to compensate for the loss of operating revenue. Based on the impute that they had received the RTA put together a list of Advocacy and Action bullet points, in which are available on the RTA website.

Kane County Update

Janet Harris updated that KDOT put out a press release on Kane County Connects. Janet Harris also did a phone interview with the Beacon News for the expansion of KDOT now sponsoring and adding 65+, and individuals with disabilities to the already low-income eligible riders for JARC work related rides in non-sponsors areas such as Rutland, Hampshire, Burlington, Plato, Virgil, Kaneville, and Sugar Grove will now be eligible to utilize RIK. If you come across any low-income residents needing JARC rides to work please send them our way.

Janet also mentioned KDOT now being the lead administrator and all Sponsor's signed their TSA agreement and have agreed under the rider's eligibility section to be responsible to retain and provide registration and eligibility documents to KDOT upon request. We are both responsible for maintaining those records and making sure they are on file for auditing purposes.

Jackie Forbes added a couple more items for updates. We have a been looking at a better way to track registration forms. We will be rolling out a software program called Laserfiche, it will mostly be on the county side for tracking purposes. It is a document management system and will help with the master list that will be on an online platform system. It's a lot cleaner, more secure than how we've been doing things particularly holding people's private information. The benefits of the Laserfiche program is that it allows us to create a fillable registration form, you will have access to the Laserfiche program and we will have the registration form already there. You will be able to enter all the fields on the form and upload a picture of the form or a PDF and send those to us instead of having to send them through email. At some point we will be able to offer to all Sponsor the online registration form and have training on this new program. We will be using some of the funding that we set aside for RIK.

The other update item is about raising the subsidy that we provide to all the Sponsors this year. In years past we usually provide about \$120K that Pace takes care of on their end and it comes off your bill. We are going to increase to \$200K which is the amount that Pace gave to us this year to use towards the RIK program. We are giving it back to our Sponsor to use to offset local cost of the program. We would like for you to consider to use the extra money to allow some different types of rides, spend the money on the RIK program and make it eligible for more people and expand your parameters. If you are able to make those changes please let us know we would like to tell that story.

Gary Scott added that the funding will be reflected on the Sponsor invoices, they will see an increase in subsidy amount. Rosemary added the \$200K may be able to go through the end of next year but will have to confirm.

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair
LORE BAKER—Council Vice Chair
KATIE MEYER—Council Vice Chair



41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

Association for Individual
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Village of South Elgin

OTHER BUSINESS:

None

Public Comment:

There was no public comment.

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

The meeting was adjourned at 9:20 am until December 6, 2022.



Kane County
Ride in Kane
Title VI Program

November 2022

Table of Contents

Introduction	3
Governing Bodies of Ride in Kane.....	3
Title VI Program Notice to the Public	5
How to File a Title VI Complaints Process and Appeal	5
Public Participation Plan	7
Language Assistance Plan for Limited English Proficient (LEP) Persons	8
Exhibit A: Title VI Notice to the Public	11
Exhibit B: Ride in Kane Title VI Complaint Form.....	12
Exhibit C: Ride in Kane Appeal Form.....	15

Introduction

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.

The Ride in Kane program, receiving such federal funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied benefits of, its activities or services on the basis of race, color or national origin. The Regional Transportation Authority (RTA) requires that the Kane County, administrator of the Ride in Kane program and sub-recipient of Federal transportation funding, submit to RTA an updated Title VI Program in accordance with Federal law and regulations.

Kane County promotes responsible public policy, ethical and high-quality services and is dedicated to providing enhanced mobility while promoting a safe and efficient transportation system. Kane County, specifically the Division of Transportation, serves as the administrator of the Ride in Kane program and is not involved in the day-to-day operations, which are provided or contracted by Pace Suburban Bus.

Governing Bodies of Ride in Kane

Ride in Kane is a collaboration of townships, municipalities, and social service agencies in Kane County. As such, the Kane County Paratransit Coordinating Council was originated to bring the various entities together to help develop, implement, enhance, and improve the existing paratransit system. The main objectives of the Kane County Paratransit Coordinating Council are to:

- Address the unmet travel needs among individuals 65 and over, individuals with a disability, and individuals who qualify as low-income residing in Kane County and municipalities that are partially within Kane County.
- Provide paratransit access for these individuals to locations throughout Kane County; within these municipalities; and to transfer points with other similar services serving neighboring counties.

The Council shall be composed of citizen members and organizational members as follows:

- Citizen members - Citizen members must be residents of Kane County or municipalities that are partially within Kane County and take an active interest in improving mobility for individuals 65 and over, individuals with a disability, and individuals who qualify as low-income. There shall be at least 2 citizen members on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. (For example, 3 citizen members shall sit on the Council if there are between 25 and 34 organizational members). The term of each citizen member shall be one-year. Citizen members may serve multiple terms, but must submit an application at the end of each term. Applications to be a citizen member must be submitted to the Kane County Division of Transportation no later than the Council's regular last meeting of the year. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular final meeting of the year.

- Organizational members - (1) Any public or private, non-profit organization based in Kane County which currently advocates, funds or arranges for transportation for its clients, consumers, or employees; (2) any regional public transportation agency or state/regional agency involved in the provision of public/passenger transportation in Kane County; and (3) any unit of local government that is wholly or partially within Kane County is automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or organization. Each member shall designate one representative to the Council and may designate, in writing, individuals to serve as alternate members who shall have the same privileges as members in the member's absence. Because continuity is important to the business of this Council, each organizational member shall attempt to designate a specific person and alternate for no less than one year coinciding with the Council's operating year (see Article IV.2 of the Kane County Paratransit Coordinating Council Bylaws). Hereafter member shall mean member or alternate member.

The Council has one committee – the Ride in Kane Sponsor Committee. This is comprised of those non-profit agencies and/or units of local government (sponsoring partners) that commit funds for the purchase of paratransit services on behalf of the target population (individuals 65 and older, individuals with a disability, and individuals who qualify as low income traveling to and from work), either directly or through contract with a paratransit service provider. The Ride in Kane Sponsor Committee will establish policies, including fare structures, for the optimal operation of paratransit services funded by the sponsoring partners. All policies and/or policy changes will be adopted by at least 2/3 majority vote of the sponsoring partners. A Membership Committee may be appointed by the Chair if the board receives an application or applications for citizen members.

The following represents the racial breakdown of Kane County as a whole, the Kane County Paratransit Coordinating Council, and the Ride in Kane Sponsor Committee.

	White (non-Hispanic)	Hispanic or Latino (of any race)	African American	Asian	Other or Multiple Races (non-Hispanic)
Kane County Residents*	56.7%	32.0%	5.2%	3.9%	2.2%
KCPCC	96%	0%	4%	0%	0%
RIK Sponsor Committee	100%	0%	0%	0%	0%

There are no other transit-related, non-elected bodies in Kane County. The Ride in Kane Program Manager and other Ride in Kane Sponsor staff frequently encourage residents to become a part of the Council and reach out to various areas of the county, trying to reach minority populations in particular. This is done by attending open house events, meetings, and other paratransit-related events where staff is present and discusses the program.

Ride in Kane is partially funded by federal grants awarded by the RTA at 50% match from participating sponsors. The County of Kane is currently the grantee of these funds and, as such, is the administrator of the grants. The County of Kane operates in compliance with the State of Illinois Counties Code (55 ILCS 5/) and the Kane County Compiled County Code of Ordinances. The County Board is comprised of 24 elected board members and a separately elected County Board Chair. All contracts for purchase of services or goods are performed in compliance with these regulations. Annual audits are conducted in conformance to requirements for funding sources.

Finally, the RTA oversees the overall financial operations of the Ride in Kane program as the fiduciary agent for the federal grant monies awarded by the Federal Transit Authority.

Title VI Program Notice to the Public

1. The notice as required by law: “No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 U.S.C.§2000d) See Exhibit A for the notice.
2. This notice is posted:
 - a. On the Ride in Kane Website: <http://kdot.countyofkane.org/RIK>
 - b. In the Ride in Kane Brochure
 - c. In the Ride in Kane Rider’s Guide
 - d. At the Kane County Division of Transportation Office

How to File a Title VI Complaints Process and Appeal

1. Purpose: To allow patrons of federally funded services an opportunity to voice his or her dissatisfaction with services in direct relation to Title VI of the Civil Rights Act of 1964.
2. Complaint Process:
 - a. Patrons with a complaint may voice their dissatisfaction at any time without fear of discrimination or reprisal. Complaint intake is received without judgment.
 - b. Patrons may begin the Title VI Complaint process at any time by directly contacting the following:
 - i. Pace Suburban Bus Customer Relations Center
 1. Phone: 847-364-7223 (all comments, complaints, or incidents are recorded)
 2. Informacion en Espanol: 847-228-3575
 3. Email: passenger.services@pacebus.com
 4. Regular Mail: Pace Suburban Bus Service – Customer Relations, 550 W. Algonquin Road, Arlington Heights, IL 60005
 5. Pace Title VI Complaint Line: English 847-354-7956, Español 847-354-7957
 - ii. Ride in Kane Program Manager
 1. Phone: 630-762-2600
 2. Email: rideinkane@co.kane.il.us
 3. Regular Mail: 41W011 Burlington Road, St. Charles, IL 60157
 - iii. Regional Transportation Authority
 1. Phone: 312.913.3110 (Customer Service), 312.836.7000 (Travel Information), 312.663.4357 (Mobility Services Helpline Call Agent), 312.913.3212 (Regulatory Compliance Officer)
 2. Informacion en Espanol:800-836-7000

3. Online: <https://www.rtachicago.org/>
 4. Regular Mail: 175 West Jackson Boulevard, Suite 1650, Chicago, IL 60604
- iv. Federal Transit Administration
 1. Phone: 888-446-4511
 2. Regular mail: East Building 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
 - v. Patrons may express their complaint at the quarterly Kane County Paratransit Coordinating Council committee meetings. Patrons can find a list of upcoming meetings on the Ride in Kane website:
<http://kdot.countyofkane.org/RIK/Pages/Meetings.aspx>
 - vi. When possible, complaints should be submitted in writing. See Exhibit B for the Title VI Complaint Form.
 - vii. A complaint can be withdrawn at any time.
- c. Complaint Review Procedure
 - i. All complaints are recorded and followed-up on.
 - ii. Complaints are forwarded by the person who has received the complaints to the staff member or agency most able to address the patron’s concerns.
 - iii. If complaint is a result of an “incident”, staff will need to confirm whether an Incident Report was completed and signed which can be used to aid the investigation.
 - iv. A staff member contacts the patron to discuss their complaints to gather additional information and attempt to resolve the problem.
 1. If the patron feels uncomfortable discussing their complaint with the staff member initially assigned to the complaint, they are given the option to speak with a different staff member about their concerns.
 2. If the complaint is not resolved to the patron’s satisfaction, they are given the option to speak with a different staff member about their concerns.
 - v. Patrons shall receive responses to their complaints, via phone call and in writing of her/his decision with supporting reasons along with appropriate staff signatures and reference to the appeal procedure within ten (10) working days.
 - vi. All complaints will be reviewed at the quarterly Ride in Kane Sponsor Committee meetings.
 - d. Appeal Procedure
 - i. If the complaint is not resolved to the satisfaction of the patron, the patron may appeal the decision.
 - ii. The patron must appeal in writing to the Kane County Division of Transportation. The Division of Transportation will either investigate or ask another member of the Ride in Kane committee to investigate the complaint.
 - iii. A written response to the appeal will be given to the recipient within 15 working days. The response will contain the decision and the supporting reasons for the decision.
 - iv. All appeals will be reviewed at the quarterly Ride in Kane Sponsor Committee meetings.
 - v. The Ride in Kane Title VI Appeal Form is found in Exhibit C.
 - e. Listing of all Title VI Investigations, Complaints, or Lawsuits

- i. To comply with 49 CFR Section 21.9(b), Kane County will prepare and maintain a list of any active investigations, lawsuits, or complaints that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or when the complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by Kane County and Pace Suburban Bus Service in response to a federally funded Ride in Kane service investigation, lawsuit, or complaint.
- ii. Ride in Kane has not dealt with any investigations, complaints, or lawsuits regarding Title VI since starting operations in 2008.

Public Participation Plan

1. In order to comply with 49 CFR Section 21.9(d), Kane County shall provide information to the members of the public of the protections against discrimination afforded to them by Title VI.
2. Kane County Division of Transportation, through the Ride in Kane Program and in partnership with the Kane County Board Office and Ride in Kane Sponsor agencies, engages with the public in various ways. Whenever possible, information is available in Spanish. To reach those without access to a computer, hard copies of information are available at the Kane County DOT office and at Ride in Kane Sponsor offices. This will allow the greatest number of residents to receive information about the program.
 - a. Public Meetings. Information and notification about the federally funded Ride in Kane program is provided to the public through the following avenues:
 - i. The Kane County Paratransit Coordinating Council meets quarterly, generally the first Tuesday in March, June, September, and December. The annual meeting notice is posted on the Ride in Kane website and all agendas are posted to the website one week prior to the meeting. Anyone interested in the program and requests being added to the Ride in Kane distribution list is sent an email message with the meeting information one month prior to the meeting and a week prior with a link to the agenda packet materials.
 - ii. The Ride in Kane Sponsor Committee meets quarterly, immediately following the Kane County Paratransit Coordinating Council meeting. All materials are included in the meeting notices for the Coordinating Council meetings.
 - iii. These meetings are open to the public and staff from Pace Suburban Bus and the Regional Transportation Authority regularly attend. All Ride in Kane sponsor agencies attend as well as the Ride in Kane Program Manager and Kane County DOT staff.
 - iv. The Ride in Kane Program Manager or Kane County DOT staff responds to requests for in-person informational presentations from government, community-based and non-profit organizations throughout the County. Staff also attends forums and public meetings for other agencies and jurisdictions to provide opportunities for recipients to raise issues and ask questions about the program.
 - v. The Ride in Kane services are frequently mentioned in the local news and media outlets, particularly when the Kane County Board office issues a press release. Press releases are in English and Spanish.
 - b. Website
 - i. The Kane County DOT hosts and maintains a Ride in Kane website that provides information to the public regarding Ride in Kane, including: how dial-a-ride

works, how to reserve a trip, service area, eligibility, fare structure, customer service, and rights under Title VI. The website includes contact information for the Ride in Kane Program Manager including a phone number, email address, and mailing address if questions arise and more information is needed.

- ii. The Ride in Kane program is referenced on the Pace Suburban Bus Dial-a-Ride Directory website.
 - iii. The Ride in Kane program is referenced on Municipal and Township websites, newsletters, and e-newsletters.
 - iv. The Kane County website includes press releases and other information related to the Ride in Kane program.
 - v. The Kane County Division of Transportation website has Ride in Kane information on its home page.
- c. Information Handouts
- i. Each Ride in Kane participant is provided with a Rider's Guide that outlines the program including the Title VI program and process to file complaints, complaint and appeals. The guide is available in Spanish.
 - ii. The Riders Guide is also available on the Ride in Kane website, in English and Spanish
 - iii. There is a one-page information brochure about Ride in Kane available in the Kane County DOT office as well as on the Ride in Kane website.
 - iv. Kane County DOT works closely with the Kane County Sheriff's Office and the Kane County Workforce Development Department to ensure their clients have access to Ride in Kane information and services.

Language Assistance Plan for Limited English Proficient (LEP) Persons

1. Purpose: Ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).
2. Available assistance for LEP persons using Ride in Kane
 - a. Ride in Kane Brochure, Rider's Guide, and Title VI Complaint Form are translated into Spanish, and available online and in hard copy.
 - b. The Ride in Kane website has the "Google Translate" button available to translate the content into various languages.
 - c. The Ride in Kane Program Manager is fluent in Spanish.
 - d. Kane County has access to a translation service for any language.
 - e. Interpreters are available at the Pace Call Center, which provides reservation and dispatch services for Ride in Kane.
3. The number or proportion of LEP Persons eligible to be served or likely to be encountered by Ride in Kane.
 - a. Based on the 2016-2020 American Community Survey 5-Year Estimates, 68.7% of Kane County residents speak English and 25.7% speak Spanish as their primary language at home for the population five years and over. See the table below for a breakdown of languages spoken in Kane County, and the Chicago Metropolitan Agency for Planning (CMAP) region which includes Kane County.

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER – *Source: CMAP Community Data Snapshots*

Language Spoken at Home and Ability to Speak English, 2016-2020

	Kane County		CMAP Region	
	Count	Percent	Count	Percent
English Only	342,395	68.7	5,459,244	68.7
Spanish	127,973	25.7	1,449,991	18.3
Slavic Languages	5,429	1.1	278,826	3.5
Chinese	777	0.2	90,225	1.1
Tagalog	2,867	0.6	71,472	0.9
Arabic	1,816	0.4	62,859	0.8
Korean	623	0.1	35,656	0.4
Other Asian Languages	4,737	1.0	110,907	1.4
Other Indo-European Languages	10,516	2.1	326,948	4.1
Other/Unspecified Languages	1,054	0.2	56,515	0.7
TOTAL NON-ENGLISH	155,792	31.3	2,483,399	31.3
Speak English Less than "Very Well"	57,285	11.5	925,362	11.7

Source: 2016-2020 American Community Survey five-year estimates.

Universe: Population 5 years and older

*For people who speak a language other than English at home, the ACS asks whether they speak English "very well," "well," "not well," or "not at all."

4. Four Factor Analysis

- a. Factor One - The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by a Program, Activity, or Service of the Recipient or Grantee. The Ride in Kane program covers all of Kane County, which has 25.7% of its population that speaks Spanish (see table above). Kane County DOT has hired a Ride in Kane Program Manager who is fluent in Spanish and registration and marketing materials are translated into Spanish. In addition, Pace Suburban Bus has translation services which is described above. LEP persons interact with the Ride in Kane program through the various sponsors when they contact them directly for information or to register for the program. The main Ride in Kane information phone number includes Spanish speaking staff and staff has access to translation services for other languages. The LEP population is able to reach the information line or visit the website which can be translated into multiple languages, therefore they have access to the information about the program. With low numbers of LEP residents calling the information line, the program is reaching some of the population, but may not be reaching enough LEP individuals.
- b. Factor Two - The Frequency with which LEP Individuals Come into Contact with the Ride in Kane Program. The Ride in Kane Program Manager answers calls placed to the Ride in Kane information line and she is fluent in English and Spanish. As noted before, these are the two primary languages spoken in the County. If someone speaks a different language, the translation service will be used to interpret the call. LEP individuals who are riders will come into contact with taxi drivers and bus drivers, but those are services provided by Pace Suburban Bus and the drivers are employees of Pace Suburban Bus. Pace Suburban Bus would provide assistance to those riders under their Title VI program. The quarterly Kane County Paratransit Coordinating Council and Ride in Kane Sponsor meetings are open to the public, but since the program has been in place no attendees have requested translation services. The frequency of interaction with LEP persons is low with calls to the Ride in Kane information line the most frequently used means of

interaction. The Ride in Kane Program Manager takes approximately 60 calls a week and of those, one or two are LEP individuals requesting communication in Spanish or another language.

- c. Factor Three – The Nature and Importance of the Program, Activity, or Service Provided by Ride in Kane to People’s Lives. The Ride in Kane program is an integral part of the lives of our residents. We support individuals that are unable to drive, like older adults and people with disabilities. We also support people who may not have the means to purchase a vehicle or have access to fixed route bus service. There are approximately 425 riders each month, taking over 4,500 trips on average. The program will continue to offer materials and online information in English and Spanish and has translation services in place should the need arise for translation from other languages.
 - d. Factor Four – The Resources Available to the Ride in Kane program and Costs. The Ride in Kane program is administered through Kane County Division of Transportation and has additional sponsors who interact with riders during registration and with the Ride in Kane Program Manager. The sponsors are smaller entities, usually townships, villages, cities, and non-profit organizations. They have funding set aside for the program, which goes toward their local match to federal transit funding. They also have designated staff who are part of the Ride in Kane program, but is not the primary focus of their jobs. The Ride in Kane Program Manager, housed at Kane County DOT, is dedicated solely to the Ride in Kane program and has access to resources in that office and the County as a whole. The cost for the County is for the program manager position, which is partially subsidized by federal funding (Section 5310), and providing an annual contribution to the program. The annual contribution amount is divided among the sponsors to offset their local match. The County has the resources to provide materials in two languages and, as stated before, provides translation services via phone when necessary.
5. Based on an analysis of the LEP population in Kane County, the Ride in Kane program will continue to offer the above-mentioned translation and interpretation services. Materials will state that translation and interpretation services are available and the website will state the same. The Ride in Kane Project Manager will review demographic data periodically and make adjustments or additions to the Language Assistance Plan for Limited English Proficient Persons as necessary. When recruiting for the Ride in Kane Program Manager position, the County will seek applicants who are fluent in another language, preferably Spanish. As new Kane County Division of Transportation staff go through the onboarding process, they are trained on how to access the translation services should that position require direct contact with residents. Staff is also able to use written translation services and new hires are made aware of this through the onboarding training as well.

Exhibit A: Title VI Notice to the Public

PUBLIC NOTIFICATION OF RIGHTS UNDER TITLE VI



Ride in Kane operates programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Ride in Kane Program Manager.

For more information on Ride in Kane's civil rights program, and the **procedures to file complaints, phone, email or visit:**

Ride in Kane Customer Service office
41W011 Burlington Road, St. Charles, IL 60175
Phone: 630 762-2600
Email RideinKane@co.kane.il.us
Website: www.rideinkane.org

A customer can also file a complaint directly with the Federal Transit Authority by contacting:

Office of Civil Rights
Federal Transit Administration
Attention: Title VI Program Coordinator
1200 New Jersey Avenue, SE
East Building, 5th Floor-TCR
Washington, DC 20590
Phone: 1-[888-446-4511](tel:888-446-4511)
Business Hours: 8:30am-5:00pm ET, M-F

If information is needed in another language, contact: (630) 762-2600.
Si se necesita información en otro idioma, el contacto: (630) 762-2600.

Exhibit B: Ride in Kane Title VI Complaint Form

Ride in Kane TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."(42 U.S.C. §2000d). If you feel you have been discriminated against in transit services associated with Ride in Kane, please provide the following information in order to assist us in processing your complaint and send it to:

Ride in Kane Program Manager
Kane County Division of Transportation
41W011 Burlington Road
St. Charles, IL 60175

Please Print Clearly or Type:

Name: _____

Address: _____

City, State, Zip: _____

1. Person Allegedly Discriminated Against: _____

2. Address of Person Allegedly Discriminated Against: _____

3. Please check why you believe discrimination occurred (check all that apply):

Race National Origin Color

4. What was the date of the alleged discrimination? _____

5. *Where did the alleged discrimination take place?* _____

Please describe the circumstances as you saw them:

Please list any and all known witnesses' names and contact information:

What type of corrective action would you like to see taken?

Please attach any documentation you have which support the allegation, then sign and date this form and send to the address listed at the beginning of this form.

Your Signature

Print Your Name

Date

Exhibit C: Ride in Kane Appeal Form

RIDE IN KANE APPEAL FORM

This form is to be used to file an appeal to a complaint response including those that are in relation to Title VI of the Civil Rights Act of 1964 which states, "No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. §2000d)

Brief explanation of concern or problem (use space below or provide attachment if additional space is needed). A copy of original complaint form should also be attached.

Printed Name of Rider

Phone number

Address of Rider

Rider Signature

Date

Response (to be provided by Investigating Member of Ride in Kane):

Printed Name and Title of investigating member of Ride in Kane

Signature

Date

Submitted appeal form will be forwarded and filed by Kane County



Kane County Paratransit Coordinating Council Ride In Kane Sponsor Committee 2023 Meeting Schedule

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

St. Charles Township

Senior Services Associates

Village of South Elgin

March 7, 2023

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

June 6, 2023

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

September 12, 2023

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

December 5, 2023

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



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

Ride In Kane Sponsor Committee

Meeting Agenda

Tuesday, December 06, 2022 @ 9:00 A.M

Hybrid Meeting

[Join Zoom Meeting Here](#)

Call in: 1-312-626-6799

Meeting ID: 865 9438 2742

Passcode: 682296 (may not need)

In– Person

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

Immediately following the KCPCC Meeting

I. Opening of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of September 13, 2022 Meeting Minutes.....Chair Catching

II. Ride In Kane Program Status Report

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

III. Other Business

- A. RTA Updates.....Bianca Diaz
- B. Meeting Schedule.....Janet Harris

2023 Meeting Schedule

March 7, 2023	TBD
June 6, 2023	TBD
September 12, 2023	TBD
December 5, 2023	TBD

IV. Public Comment

V. Adjournment

The next meeting of the Ride in Kane Sponsor Committee will be held
Tuesday, March 7, 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
September 13, 2022**

41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

- Association for Individual Development
- Aurora Township
- Batavia Township
- Big Rock Township
- Blackberry Township
- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township
- Elgin Township
- Kane County
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

In Attendance:

- Leigh Tracy, Batavia Township
- Ruth Rottman, Campton Township
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Heather Mullins, RTA
- Fluturi Demirovski, RTA
- Katie Garrity, RTA
- Martin Sandoval, RTA
- Ron Johnson, St. Charles Township
- Gary Scott, PACE
- Rosemary Gerty, PACE
- Kisha Hearn, PACE
- Krysta Kaus, Kane County Sheriff
- Megan Wileman, AgeGuide Northeastern Illinois
- Melissa Wilmot, Aurora Township
- Jeanne Chybik, Blackberry Township
- Jeanne Fornari, City of Geneva
- Patricia Richardson,
- Bill Catching, Aurora Township

The meeting was called to order at 9:20 a.m. by Ron Johnson and roll call from the first meeting was accepted. Upon a motion for approval made by Ron Johnson and seconded by Leigh Tracy, Janet Harris completed a roll call vote and the June 7, 2022 meeting minutes were unanimously approved.

II. REPORTS:

5310 and JARC Budget Report:

Janet Harris summarized the grant totals for JARC and 5310 funding and how long the funding in each phase will last. The Quarterly reports were reviewed. . The trips are steadily increasing from January being at 4,075 to March being at 5,105 The total mileage from January to March is going up with trips. We are seeing a significant decrease in miles in April & May. The average trip length was steady for the months of January – March averaging at 8 miles, but now for the months of April & May we are seeing an average for those 2 months to be at 5-mile average. Program performance was reviewed. On-Time performance is at 95% overall with bus & taxi which is pretty good. Discussed that late cancel/ no show, call center needs to do better job to remind riders to cancel both trips. Janet discussed the distinct riders and the registered riders. We have an average of 443 rides so far for 2022. We have 8,141 registered riders for 2022 and only about an average of 400 ride. Monthly have an average of 45 new riders. We are continuing to clean out the Master list to identify new and terminated riders.



41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

- Association for Individual Development
- Aurora Township
- Batavia Township
- Big Rock Township
- Blackberry Township
- Campton Township
- City of Batavia
- City of Elgin
- City of Geneva
- City of St. Charles
- Dundee Township
- Elgin Township
- Kane County
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports. Gary Scott talked about the formal complaint data. April 2022—June 2022, in April there were 23 complaints total out of over 5,000 trips, less than a half percent of total complaints. The highest category of complaints was late trips followed by scheduling issues. There were less complaints in April. In May there were a total of 40 complaints of about 4,900 trips again about less than a half percent of total trips. The highest category of complaints were late arrivals. In June we saw a slight decrease in amount of trips, less the amount of complaints for the total month. These are all complaints enter into our system, via email or over the phone with our customer relations department.

RIK Ridership growth is increasing from 2021 to 2022. The report show trip information productivity information, and on-time performance. July—December increase of about 1K trips each month. Less trip count in the previous year mainly due to rider not taking as many trips. Rides are starting to return to the 2019 levels. Still working on building fuller capacity with the bus & taxi providers. Pace is still facing a nation wide driver shortage that impact the bus operations with the bus & taxi contractors. Pace still doesn't have the amount of bus drivers pre-pandemic. When those number of drivers increase Pace will have more capacity for trips.

Productivity is hovering at about 1.62 since the past 3-4 months. The cost per trip for bus for June \$37.69. Cost for taxi has increased due to taxi being more expensive. OTP, drivers have 30 minute window from the pick up time before considered late at 31 minutes. The average on-time performance for bus & taxi is above 95% since April 2021, in which meets standards.

Pace is still sanitize their vehicles daily. Masks are welcomed but not required on PACE vehicles. Pace is hiring for a number of different positions. Go to the Pace website for career opportunities. Gary provided his direct contact for complaints. Rosemary confirmed the 200K subsidy is able to be spent in 2023.

OTHER BUSINESS:

Katie updated the RTA seeking to procure the services of qualified consultants for task order based planning and plan implementation projects for the 2022-2025 community planning program. Must be received through the supplier portal, RTAChicago.org-supplier portal no later than September 29 @11am. RTA recently concluded the planning and work group engagement and finalized the agenda for 2023 strategic plan. It can be viewed on the website. RTA selected 10 projects for it's access to transit program which provides funding to municipalities to complete engineering and construction for small scale capital. You can read more about those on our website. The mobility outreach continue to ride in person and virtual presentations and attend resource fairs. The travel training program is providing hybrid trainings, the waitlist for those services is about 6 months anyone interested can email traveltraining@rtachicago.org. The eligibility review board is beginning to solicit applicants, a 2 year position that reviews ADA paratransit appeals, it's posted on the website. Finally, the RTA is developing the next regional transit strategic plan to guide how the transit system interest to the impact of the pandemic and ride safe reliable accessible transportation. The RTA is looking for people to take a survey to tell them what issues they find the most urgent. The survey link was provided in the chat for anyone interested.

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING—Council Chair
LORE BAKER—Council Vice Chair
KATIE MEYER—Council Vice Chair



41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

Association for Individual
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

St. Charles Township

Senior Services Associates

Village of South Elgin

Public Comment:

No public comment.

A motion to adjourn was made by Ron Johnson, seconded by Jackie Forbes. Voice vote was unanimous. The meeting was adjourned at 10:20 am until December 6, 2022.



Kane County Paratransit Coordinating Council Ride In Kane Sponsor Committee 2023 Meeting Schedule

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

St. Charles Township

Senior Services Associates

Village of South Elgin

March 7, 2023

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

June 6, 2023

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

September 12, 2023

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

December 5, 2023

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



RIDER INFORMATION

TODAY'S DATE:

12/2/2022

PURPOSE:*

Terminate

Registration

New Information

Change

CLIENT INFORMATIONS

FIRST NAME:*

Vu

MIDDLE INITIAL:*

D

LAST NAME:*

Tran

DATE OF BIRTH:*

12/2/2022

GENDER*

Male

Female

NAME OF RESIDENT FACILITY:

FACILITY PHONE NUMBER:

ADDRESS:*

TEST

UNIT:

CITY:*

TEST

ZIP:*

22342

CLOSEST INTERSECTION:*

TEST

CELL PHONE NUMBER:

HOME PHONE NUMBER:

EMERGENCY CONTACT NAME:

EMERGENCY CONTACT NUMBER:

This should include someone who can contact you or assist with a ride should your ride not be able to pick you up.

COMMENTS:

ELIGIBILITY CRITERIA

- Senior (Must be 65 or older. Proof of age is required)
- Disabled (Proof of disability is required. Disability, for this program, is defined as an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use effectively, without special facilities, planning or design, public transportation service or a public transportation facility).
- Low Income (Proof of monthly or annual income is required. Low income, for this program, if defined as an individual whose family income is at or below 150% of the poverty line).

FUNDING ELIGIBILITY

FUND SOURCE:

FARE STRUCTURE:

ELIGIBILITY EXPIRATION:

- Medicaid Eligible
- NFI Eligible (senior or disabled)
- JARC Eligible (low income; work related)
- No Funding Eligibility

TRIP PURPOSE:*

Medical Work Community Access Daycare School

Dialysis General Training Adult Child

SPONSOR CONTACT:

PHONE NUMBER:

RIDE REQUIREMENT

DISABILITY CATEGORY:

Visually Impaired Hearing Impaired Verbally Impaired Physically Disabled
 Mental Health Developmentally Disabled
 Other

MOBILITY AIDS:

Manual WC Electric WC Scooter Crutches Leg Brace Walker
 White Cane Hearing Aid Service Animal Prosthesis
 Other

BUS/TAXI

Bus Only Taxi Only Bus or Taxi
 Outbound Trip Return Trip

PICK-UP AT HOME INSTRUCTIONS

PICK-UP LOCATION / AREA DESCRIPTION

Call _____ minutes prior to pick-up Call upon arrival

PHONE OWNER:

PHONE #:

CLOSEST INTERSECTION:

COMMENTS:

ACKNOWLEDGEMENT

I, the undersigned, confirm that the above information is correct to the best of my knowledge and that I am eligible for the Ride in Kane services based on eligibility criteria above. I understand that proof of eligibility must be provided when requested in order to remain a participant in the Ride in Kane program. I understand that any false information listed is reason for termination of my participation in the Ride in Kane services.

PRINTED NAME OF PARTICIPANT

SIGNATURE OF PARTICIPANT *

TEST



DATE:

12/2/2022

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)
Ending balance	<u>\$ 667,389.18</u>
Monthly Average	(11,234.83)
Projected months left	59.40

Aug '28

Grant Totals for Phases 17 & 18 (Federal Portion)

	<u>5310</u>
Beginning balance	\$ 2,497,996.00
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)
Ending balance	<u>\$ 1,517,368.55</u>
Monthly Average	(68,830.96)
Projected months left	22.04

Oct '24

Grant Totals for Phases 19 & 20 (Federal Portion)

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

2022 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
January																	
Rides	1,722	283	386	967	314	19	202	8	2	16	15		7	134		4,075	
Cost	28,462.75	4,981.74	7,712.22	19,190.14	5,531.32	\$ 540.53	\$ 4,134.71	\$ 372.13	\$ 30.52	177.00	568.35		170.22	\$ 1,226.94	\$ 10,000.00	\$ 83,098.57	32,049.50
Cost per ride	\$ 16.53	\$ 17.60	\$ 19.98	\$ 19.85	\$ 17.62	\$ 28.45	\$ 20.47	\$ 46.52	\$ 15.26	\$ 11.06	\$ 37.89	#DIV/0!	\$ 24.32	\$ 9.16		\$ 20.39	\$ 2.59
February																	
Rides	1,776	379	378	987	327	139	209	23	14	23	20		6	122		4,403	
Cost	21,857.07	5,155.49	5,918.06	14,448.64	4,236.87	2,103.51	\$ 3,305.89	\$ 295.48	\$ 228.74	262.26	518.37		90.21	843.31	\$ 10,000.00	\$ 69,263.89	34,100.60
Cost per ride	\$ 12.31	\$ 13.60	\$ 15.66	\$ 14.64	\$ 12.96	\$ 15.13	\$ 15.82	\$ 12.85	\$ 16.34	\$ 11.40	\$ 25.92	#DIV/0!	\$ 15.04	\$ 6.91		\$ 15.73	\$ 2.03
March																	
Rides	2,022	471	461	1,107	365	200	216	26	47	25	12		7	146		5,105	
Cost	\$ 28,262.45	\$ 7,001.17	\$ 8,295.14	\$ 17,460.20	\$ 5,567.58	\$ 3,217.35	\$ 3,655.75	\$ 613.50	\$ 963.91	\$ 263.21	\$ 371.97		\$ 133.46	\$ 1,263.61	\$ 10,000.00	\$ 87,069.30	40,451.84
Cost per ride	\$ 13.98	\$ 14.86	\$ 17.99	\$ 15.77	\$ 15.25	\$ 16.09	\$ 16.92	\$ 23.60	\$ 20.51	\$ 10.53	\$ 31.00	#DIV/0!	\$ 19.07	\$ 8.65		\$ 17.06	\$ 2.15
April																	
Rides	1,935	565	443	1,109	363	188	252	21	40	19	3		14	137		5,089	
Cost	\$ 28,282.01	\$ 8,946.09	\$ 8,014.95	\$ 17,799.87	\$ 5,190.16	\$ 3,164.25	\$ 4,485.93	\$ 304.19	\$ 999.42	\$ 189.65	\$ 97.19		\$ 352.20	\$ 2,052.27	\$ 10,000.00	\$ 89,878.18	24,981.34
Cost per ride	\$ 14.62	\$ 15.83	\$ 18.09	\$ 16.05	\$ 14.30	\$ 16.83	\$ 17.80	\$ 14.49	\$ 24.99	\$ 9.98	\$ 32.40	#DIV/0!	\$ 25.16	\$ 14.98		\$ 17.66	\$ 3.60
May																	
Rides	1,893	477	478	1,101	341	161	239	14	31	17	11		4	134		4,920	
Cost	28,440.96	7,472.56	8,867.57	18,519.29	4,409.70	2,882.51	4,691.31	220.58	759.21	146.18	249.33		178.85	2,217.54	\$ 10,000.00	\$ 89,570.63	24,067.75
Cost per ride	\$ 15.02	\$ 15.67	\$ 18.55	\$ 16.82	\$ 12.93	\$ 17.90	\$ 19.63	\$ 15.76	\$ 24.49	\$ 8.60	\$ 22.67	\$ 44.71	\$ 27.11	\$ 16.55		\$ 18.21	\$ 3.72
June																	
Rides	1,753	407	466	1,139	280	147	252	29	32	16	10		4	26		4,676	
Cost	17,972.26	4,429.65	5,715.89	13,248.27	2,417.30	1,771.77	3,162.71	321.02	515.74	138.36	217.58		88.23	477.98	\$ 16,666.67	\$ 68,521.69	23,249.44
Cost per ride	\$ 10.25	\$ 10.88	\$ 12.27	\$ 11.63	\$ 8.63	\$ 12.05	\$ 12.55	\$ 11.07	\$ 16.12	\$ 8.65	\$ 21.76	\$ 22.06	\$ 18.38	\$ 11.98		\$ 14.65	\$ 2.95
July																	
Rides	1,717	341	433	1,146	282	129	199	28	31	18	3		2	36		4,493	
Cost	23,369.10	5,323.11	7,868.17	18,746.56	3,283.84	2,217.47	3,989.34	461.71	784.04	125.90	103.52		53.44	854.78	\$ 16,666.68	\$ 85,428.89	21,674.23
Cost per ride	\$ 13.61	\$ 15.61	\$ 18.17	\$ 16.36	\$ 11.64	\$ 17.19	\$ 20.05	\$ 16.49	\$ 25.29	\$ 6.99	\$ 34.51	\$ 26.72	\$ 23.74	\$ 12.35		\$ 19.01	\$ 3.94
Aug																	
Rides	1,875	394	507	1,217	318	194	235	31	41	12	-		2	22		4,967	
Cost	22,179.73	5,133.86	8,343.82	17,208.86	3,009.59	3,125.63	3,231.77	499.14	772.94	50.94	-		80.86	978.30	\$ 16,666.67	\$ 82,746.50	24,610.54
Cost per ride	\$ 11.83	\$ 13.03	\$ 16.46	\$ 14.14	\$ 9.46	\$ 16.11	\$ 13.75	\$ 16.10	\$ 18.85	\$ 4.25	#DIV/0!	\$ 40.43	\$ 44.47	\$ 12.31		\$ 16.66	\$ 3.36
Sept																	
Rides	1,924	384	453	1,077	301	192	298	18	81	15	-		1	20		4,865	
Cost	19,806.99	3,901.14	5,395.06	12,430.98	2,744.07	2,401.08	3,349.83	189.28	1,303.11	105.17	-		44.64	322.36	\$ 16,666.67	\$ 69,391.71	24,304.14
Cost per ride	\$ 10.29	\$ 10.16	\$ 11.91	\$ 11.54	\$ 9.12	\$ 12.51	\$ 11.24	\$ 10.52	\$ 16.09	\$ 7.01	#DIV/0!	\$ 44.64	\$ 16.12	\$ 7.24		\$ 14.26	\$ 2.86
Oct																	
Rides	#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!			
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!
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!
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!
YTD																	
Rides	16,617	3,701	4,005	9,850	2,891	1,369	2,102	198	319	161	74		13	157		42,593	249,489.38
Cost	\$ 218,633.32	\$ 52,344.81	\$ 66,130.88	\$ 149,052.81	\$ 36,390.43	\$ 21,424.10	\$ 34,007.24	\$ 3,277.03	\$ 6,357.63	\$ 1,458.67	\$ 2,126.31	\$ 446.02	\$ 3,894.55	\$ 12,758.87	\$ 116,666.69	\$ 724,969.36	\$ 2,91
Total Cost per Ride YTD * not an average	13.16	14.14	16.51	15.13	12.59	15.65	16.18	16.55	19.93	9.06	28.73	34.31	24.81	11.23		17.02	
Average # of rides per month	1,846.33	411.22	445.00	1,094.44	321.22	152.11	233.56	22.00	35.44	17.89	8.22	1.44	17.44	126.22		4,732.56	
Average Cost per month	\$ 24,292.59	\$ 5,816.09	\$ 7,347.88	\$ 16,561.42	\$ 4,043.38	\$ 2,380.46	\$ 3,778.58	\$ 364.11	\$ 706.40	\$ 162.07	\$ 236.26	\$ 49.56	\$ 432.73	\$ 1,417.65	\$ 12,962.97	\$ 80,552.15	

Update formulas based on # of months with data

Cost Reports 2022

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 '22	4,075	\$ 83,098.57	\$ 20.39	\$ 21,685.25	\$ 187,882.39	\$ 46.11	
Feb '22	4,403	\$ 69,263.89	\$ 15.73	\$ 22,723.75	\$ 161,251.53	\$ 36.62	
Mar '22	5,105	\$ 77,069.30	\$ 15.10	\$ 25,925.75	\$ 180,064.35	\$ 35.27	
Apr '22	5,089	\$ 79,878.18	\$ 15.70	\$ 26,129.75	\$ 185,886.11	\$ 36.53	
May '22	4,920	\$ 79,570.63	\$ 16.17	\$ 25,458.00	\$ 184,599.26	\$ 37.52	
June '22	4,656	\$ 68,521.69	\$ 14.72	\$ 24,103.75	\$ 161,147.13	\$ 34.61	
July '22	4,493	\$ 85,428.89	\$ 19.01	\$ 23,263.50	\$ 194,121.28	\$ 43.21	
Aug '22	4,967	\$ 82,746.50	\$ 16.66	\$ 25,998.50	\$ 191,491.50	\$ 38.55	
Sept '22	4,865	\$ 69,391.71	\$ 14.26	\$ 24,597.00	\$ 163,380.42	\$ 33.58	
Oct '22			#DIV/0!		\$ -	#DIV/0!	
Nov '22			#DIV/0!		\$ -	#DIV/0!	
Dec '22			#DIV/0!		\$ -	#DIV/0!	
YTD	42,573	\$ 694,969.36	\$ 16.32	\$ 219,885.25	\$ 1,609,823.97	\$ 342.00	\$ 37.81

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 '22	282	\$ 6,383.66	\$ 22.64	\$ 1,500.67	\$ 14,267.99	\$ 50.60	
Feb '22	567	\$ 8,914.42	\$ 15.72	\$ 2,926.27	\$ 20,755.11	\$ 36.61	
Mar '22	745	\$ 12,804.10	\$ 17.19	\$ 3,783.48	\$ 29,391.68	\$ 39.45	
Apr '22	687	\$ 12,652.03	\$ 18.42	\$ 3,527.44	\$ 28,831.50	\$ 41.97	
May '22	687	\$ 11,466.73	\$ 16.69	\$ 3,554.81	\$ 26,488.27	\$ 38.56	
June '22	697	\$ 10,267.62	\$ 14.73	\$ 3,608.31	\$ 24,143.55	\$ 34.64	
July '22	659	\$ 13,272.27	\$ 20.14	\$ 3,412.12	\$ 29,956.66	\$ 45.46	
Aug '22	754	\$ 13,070.62	\$ 17.34	\$ 3,946.62	\$ 30,087.86	\$ 39.90	
Sept '22	695	\$ 10,321.23	\$ 14.85	\$ 3,513.86	\$ 24,156.32	\$ 34.76	
Oct '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	5,773	\$ 99,152.68	\$ 17.18	\$ 29,773.58	\$ 228,078.94	\$ 361.94	\$ 39.51

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 '22	3,793	\$ 76,714.91	\$ 20.23	\$ 20,184.58	\$ 173,614.40	\$ 45.77	
Feb '22	3,836	\$ 60,349.47	\$ 15.73	\$ 19,797.48	\$ 140,496.42	\$ 36.63	
Mar '22	4,360	\$ 74,265.20	\$ 17.03	\$ 22,142.27	\$ 170,672.67	\$ 39.15	
Apr '22	4,402	\$ 77,226.15	\$ 17.54	\$ 22,602.31	\$ 177,054.61	\$ 40.22	
May '22	4,233	\$ 68,103.90	\$ 16.09	\$ 21,903.19	\$ 158,110.99	\$ 37.35	
June '22	3,959	\$ 58,254.07	\$ 14.71	\$ 20,495.44	\$ 137,000.07	\$ 34.60	
July '22	3,834	\$ 72,156.62	\$ 18.82	\$ 19,851.38	\$ 164,164.62	\$ 42.82	
Aug '22	4,213	\$ 69,675.88	\$ 16.54	\$ 22,051.88	\$ 161,403.64	\$ 38.31	
Sept '22	4,170	\$ 59,070.48	\$ 14.17	\$ 21,083.14	\$ 139,224.10	\$ 33.39	
Oct '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	36,800	\$ 615,816.68	\$ 16.73	\$ 190,111.67	\$ 1,421,741.52	\$ 348.24	\$ 38.63

*Not an average

Current Year:

2022

TRIP COUNT

Sponsor	Sponsor Rollup	Funding Source	Jan'22	Feb'22	Mar'22	Apr'22	May'22	Jun'22	Jul'22	Aug'22	Sep'22	Oct'22	Nov'22	Dec'22	Average	Sponsor Total
AID - J	AID	JARC	19	116	136	132	115	105	99	140	131				110	993
AID - 5310	AID	5310	-	23	64	56	46	42	30	54	61				42	376
Aurora Twp - J	Aurora Twp	JARC	118	212	256	227	247	266	214	260	226				225	2,026
Aurora Twp - 5310	Aurora Twp	5310	1,604	1,564	1,766	1,708	1,646	1,487	1,503	1,615	1,698				1,621	14,591
Batavia City - J	Batavia City	JARC	29	72	88	84	70	68	58	74	64				67	607
Batavia City - 5310	Batavia City	5310	246	298	370	460	373	301	245	292	291				320	2,876
Batavia Twp - J	Batavia Twp	JARC	-	-	-	-	14	26	18	13	10				9	81
Batavia Twp - 5310	Batavia Twp	5310	8	9	13	21	20	12	20	15	19				15	137
Big Rock Twp - 5310	Big Rock Twp	5310	-	-	-	-	4	4	2	2	1				1	13
Blackberry Twp - 5310	Blackberry Twp	5310	16	23	25	19	17	16	18	12	15				18	161
Campton Twp - 5310	Campton Twp	5310	15	20	12	3	11	10	3	-	-				8	74
Dundee Twp - J	Dundee Twp	JARC	70	68	96	91	120	111	127	129	99				101	911
Dundee Twp - 5310	Dundee Twp	5310	316	310	365	352	358	335	306	378	354				342	3,074
Elgin City - J	Elgin City	JARC	7	37	59	68	59	47	55	49	34				46	415
Elgin City - 5310	Elgin City	5310	960	950	1,048	1,041	1,042	1,092	1,091	1,168	1,043				1,048	9,435
Elgin Twp - J	Elgin Twp	JARC	-	17	20	19	8	19	19	13	9				14	124
Elgin Twp - 5310	Elgin Twp	5310	8	6	6	2	6	10	9	18	9				8	74
Geneva City - J	Geneva City	JARC	18	17	26	18	23	21	26	22	26				22	197
Geneva City - 5310	Geneva City	5310	116	105	120	119	111	94	102	97	75				104	939
Kane DOT - J	Kane DOT	JARC	2	14	47	40	31	32	31	41	81				35	319
South Elgin - J	South Elgin	JARC	19	14	17	8	-	2	12	13	15				11	100
South Elgin - 5310	South Elgin	5310	183	195	199	244	239	250	187	222	283				222	2,002
St. Charles City - 5310	St. Charles City	5310	314	327	365	363	341	280	282	318	301				321	2,891
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-	-	-	-	-	-				-	-
St. Charles Twp - 5310	St. Charles Twp	5310	7	6	7	14	19	26	36	22	20				17	157
Total Trips - 2022			4,075	4,403	5,105	5,089	4,920	4,656	4,493	4,967	4,865	-	-	0	4,708	42,573
Bus			3,252	3,531	4,217	4,300	4,138	3,818	3,764	4,121	3,936				3,897	35,077
Taxi			823	872	888	789	782	838	729	846	929				833	7,496
Total Trips - 2021			3,408	3,343	4,004	4,323	4,353	4,258	4,332	4,427	4,527	4,729	4,589	4683	4,248	50,976
% Change from 2021			16%	24%	22%	15%	12%	9%	4%	11%	7%	#DIV/0!			14%	
JARC			282	567	745	687	687	697	659	754	695	-	-	-	641	5,773
5310			3,793	3,836	4,360	4,402	4,233	3,959	3,834	4,213	4,170	-	-	-	4,089	36,800

Current Year:

2022

TRIP MILEAGE

	Jan'22	Feb'22	Mar'22	Apr'22	May'22	Jun'22	Jul'22	Aug'22	Sep'22	Oct'22	Nov'22	Dec'22	Avg.	Sponsor Total	Avg. Trip Length
AID - J	245.22	860.26	1,017.40	588.87	523.75	454.54	482.65	654.98	624.79				605.83	5,452	5.5
AID - 5310	-	299.94	612.59	368.60	322.40	288.20	182.64	481.40	466.58				335.82	3,022	8.0
Aurora Twp - J	1,309.85	1,780.33	2,155.28	1,230.81	1,230.28	1,288.13	1,139.58	1,412.76	1,145.27				1,410.25	12,692	6.3
Aurora Twp - 5310	10,928.50	10,385.25	12,262.97	7,396.89	7,157.10	6,398.65	6,100.36	6,661.69	7,720.03				8,334.60	75,011	5.1
Batavia City - J	159.51	358.71	442.72	261.18	217.34	218.16	193.94	228.08	209.28				254.32	2,289	3.8
Batavia City - 5310	1,984.07	2,575.42	3,176.97	2,493.19	1,897.26	1,592.34	1,325.78	1,602.51	1,453.14				2,011.19	18,101	6.3
Batavia Twp - J	-	-	-	-	68.88	127.92	88.56	63.96	49.20				44.28	399	4.92
Batavia Twp - 5310	36.40	43.17	61.38	71.85	64.92	39.48	70.40	42.45	64.81				54.98	495	3.6
Big Rock Twp - 5310	-	-	-	-	65.12	47.74	16.82	34.24	33.61				21.95	198	15.2
Blackberry Twp - 5310	70.98	147.33	128.82	54.50	38.59	57.68	39.05	18.40	44.64				66.67	600	3.7
Campton Twp - 5310	270.75	331.51	217.98	33.66	78.65	112.68	33.66	-	-				119.88	1,079	14.6
Dundee Twp - J	511.20	631.80	1,022.35	565.89	772.33	708.44	773.15	824.89	617.11				714.13	6,427	7.1
Dundee Twp - 5310	2,879.87	2,853.20	3,445.52	1,978.13	1,942.23	1,906.12	1,701.08	2,278.81	1,935.16				2,324.46	20,920	6.8
Elgin City - J	81.55	227.62	345.21	316.98	234.71	166.79	212.33	180.03	118.88				209.34	1,884	4.5
Elgin City - 5310	8,531.96	8,441.20	9,103.70	5,361.23	5,520.03	6,040.75	5,811.24	6,368.06	5,886.79				6,785.00	61,065	6.5
Elgin Twp - J	-	120.19	141.40	83.60	35.20	83.39	83.60	57.20	39.60				71.58	644	5.2
Elgin Twp - 5310	191.94	47.32	236.38	10.04	30.90	60.27	62.21	134.12	46.88				91.12	820	11.1
Geneva City - J	47.36	42.74	66.04	33.60	36.34	33.18	41.08	34.76	41.08				41.80	376	1.9
Geneva City - 5310	423.37	367.27	539.19	637.65	667.26	645.73	473.35	533.63	277.84				507.25	4,565	4.9
Kane DOT - J	10.52	115.63	453.62	308.64	232.80	241.22	243.28	275.78	548.54				270.00	2,430	7.6
South Elgin - J	79.40	42.91	47.22	15.24	-	3.81	21.31	23.99	27.80				29.08	262	2.6
South Elgin - 5310	1,792.88	1,955.92	1,958.16	1,443.91	1,483.61	1,490.01	1,270.73	1,204.09	1,566.96				1,574.03	14,166	7.1
St. Charles City - 5310	2,417.91	2,420.39	2,944.94	1,610.37	1,284.67	1,011.81	1,031.26	1,306.85	1,228.32				1,695.17	15,257	5.3
St. Charles Twp - J	-	-	-	-	-	-	-	-	-				-	-	#DIV/0!
St. Charles Twp - 5310	76.26	52.49	72.00	116.51	163.38	232.40	276.17	187.86	157.96				148.34	1,335	8.5
Total Miles - 2022	32,049.50	34,100.60	40,451.84	24,981.34	24,067.75	23,249.44	21,674.23	24,610.54	24,304.27	-	-	-	32,895.82	282,385	6.6
Total Miles - 2021	16,674.4	15,808.2	19,670.5	21,115.1	21,771.4	20,219.8	21,003.6	21,778.6	22,317.7	23,335.8	22,200.9	22,328.5	20,685	248,225	4.9
% Change	48%	54%	51%	15%	10%	13%	3%	12%	8%	#DIV/0!	#DIV/0!	#DIV/0!	51%		
Avg Trip Length	7.9	7.7	7.9	4.9	4.9	5.0	4.8	5.0	5.0	#DIV/0!	#DIV/0!	#DIV/0!	6.6		

Current Year:

2022

Program Cost 2022

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Bus Operations	146,711.16	120,968.93	156,597.10	168,116.69	146,995.44	120,459.54	155,967.24	148,110.52	118,667.30				142,510.44	1,282,593.92
Taxi Operations	41,171.23	40,282.60	43,467.25	37,769.42	37,603.82	40,687.59	38,154.04	43,380.98	44,713.17				40,803.34	367,230.10
Total Gross Cost - 2022	187,882.39	161,251.53	200,064.35	205,886.11	184,599.26	161,147.13	194,121.28	191,491.50	163,380.47	-	-	-	137,485.34	1,649,824.02
Fares	21,685.25	22,723.75	25,925.75	179,756.36	25,458.00	24,103.75	23,263.50	25,998.50	24,597.00				41,501.32	373,511.86
Net Cost (Less Fares)	166,197.14	138,527.78	174,138.60	26,129.75	159,141.26	137,043.38	170,857.78	165,493.00	138,783.47	-	-	-	152,362.46	1,276,312.16
Federal Share	83,098.57	69,263.89	87,069.30	13,064.88	79,570.63	68,521.69	85,428.89	82,746.50	69,391.74	-	-	-	76,181.23	638,156.08
County Subsidy	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	16,666.67	16,666.68	16,666.67	16,666.67				12,962.97	116,666.69
PACE Subsidy	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost to Sponsors	73,098.57	59,263.89	77,069.30	3,064.88	69,570.63	51,855.02	68,762.21	66,079.83	52,725.07	-	-	-	66,181.23	521,489.39
% Fares	12%	14%	13%	87%	14%	15%	12%	14%	15%	#DIV/0!	#DIV/0!	#DIV/0!	13%	
% Federal	44%	43%	44%	6%	43%	43%	44%	43%	42%	#DIV/0!	#DIV/0!	#DIV/0!	44%	
% County	5%	6%	5%	5%	5%	10%	9%	9%	10%	#DIV/0!	#DIV/0!	#DIV/0!	6%	
% Sponsors	39%	37%	39%	1%	38%	32%	35%	35%	32%	#DIV/0!	#DIV/0!	#DIV/0!	38%	
% Pace Subsidy	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%	
Total Gross Cost - 2021	160,411.80	155,378.20	187,597.75	187,970.19	167,588.28	159,149.57	172,124.74	160,573.56	182,008.06	199,025.36	188,979.65	199,570.02	176,698	\$2,120,377
% change	17%	4%	7%	10%	10%	1%	13%	19%	-10%	-100%	-100%	-100%		

Sponsor Cost 2022

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total YTD Sponsor Costs	# Trips	Sponsor Cost / Trip
AID	\$540.53	\$2,103.51	\$3,217.35	\$3,164.25	\$2,530.82	\$1,771.77	\$2,217.47	\$3,125.63	\$2,401.08				\$21,072.41	1,369	\$15.39
Aurora Twp	\$28,462.75	\$21,857.07	\$28,262.45	\$28,282.01	\$24,955.94	\$17,972.26	\$23,369.10	\$22,179.73	\$19,806.99				\$215,148.30	16,617	\$12.95
Batavia (City & TWP)	\$4,981.74	\$5,155.49	\$7,001.17	\$8,946.09	\$6,538.29	\$4,429.65	\$5,323.11	\$5,133.86	\$3,901.14				\$51,410.54	3,620	\$14.20
Big Rock Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$151.79	\$88.23	\$53.44	\$80.86	\$44.64				\$418.96	13	\$32.23
Blackberry Twp - 5310	\$177.00	\$262.26	\$263.21	\$189.65	\$130.13	\$138.36	\$125.90	\$50.94	\$105.17				\$1,442.62	161	\$8.96
Campton Twp - 5310	\$568.35	\$518.37	\$371.97	\$97.19	\$216.64	\$217.58	\$103.52	\$0.00	\$0.00				\$2,093.62	74	\$28.29
Dundee Twp	\$7,712.22	\$5,918.06	\$8,295.14	\$8,014.95	\$7,739.67	\$5,715.89	\$7,868.17	\$8,343.82	\$5,395.06				\$65,002.98	3,985	\$16.31
Elgin City	\$19,190.14	\$14,448.64	\$17,460.20	\$17,799.87	\$16,128.58	\$13,248.27	\$18,746.56	\$17,208.86	\$12,430.98				\$146,662.10	9,850	\$14.89
Elgin Twp	\$372.13	\$295.48	\$613.50	\$304.19	\$193.12	\$321.02	\$461.71	\$499.14	\$189.28				\$3,249.57	74	\$43.91
Geneva City	\$1,226.94	\$843.30	\$1,263.61	\$2,052.27	\$1,925.20	\$1,378.26	\$1,581.23	\$1,464.39	\$731.33				\$12,466.53	1,136	\$10.97
Kane DOT - J	\$30.52	\$228.74	\$963.91	\$999.42	\$662.55	\$515.74	\$784.04	\$772.94	\$1,303.11				\$6,260.97	319	\$19.63
South Elgin	\$4,134.71	\$3,305.89	\$3,655.75	\$4,485.93	\$4,074.82	\$3,162.71	\$3,989.34	\$3,231.77	\$3,349.83				\$33,390.75	2,102	\$15.89
St. Charles City	\$5,531.32	\$4,236.87	\$5,567.58	\$5,190.16	\$3,875.94	\$2,417.30	\$3,283.84	\$3,009.59	\$2,744.07				\$35,856.67	2,891	\$12.40
St. Charles Twp	\$170.22	\$90.21	\$133.46	\$352.20	\$447.14	\$477.98	\$854.78	\$978.30	\$322.36				\$3,826.65	157	\$24.37
Total Cost - 2022	\$73,098.57	\$59,263.89	\$77,069.30	\$79,878.18	\$69,570.63	\$51,855.02	\$68,762.21	\$66,079.83	\$52,725.04	\$0.00	\$0.00	\$0.00	\$598,302.67	42,368	\$14.12
Total Cost - 2021	\$61,147.40	\$58,847.60	\$73,160.50	\$72,686.72	\$62,479.14	\$58,572.41	\$64,772.87	\$58,885.53	\$69,332.03	\$77,286.93	\$72,545.45	\$77,904.76	\$807,621.34	50,920	\$15.86
% change	20%	1%	5%	10%	11%	-11%	6%	12%	-24%	-100%	-100%	-100%			

Current Year:

2022

Program Performance

Cost per Trip	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
Gross Cost per Trip - 2022	\$46.11	\$36.62	\$39.19	\$40.46	\$37.52	\$34.61	\$43.21	\$38.55	\$33.58	#DIV/0!	#DIV/0!	#DIV/0!	\$38.87
Gross Cost per Trip - 2021	\$47.07	\$46.48	\$46.85	\$43.48	\$38.50	\$37.38	\$39.73	\$36.27	\$40.21	\$42.09	\$41.18	\$42.62	\$41.82
% of Previous	-2%	-27%	-20%	-7%	-3%	-8%	8%	6%	-20%	#DIV/0!	#DIV/0!	#DIV/0!	-8%
Cost per Trip Objective	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28.00
% of Objective	39%	24%	29%	31%	25%	19%	35%	27%	17%	#DIV/0!	#DIV/0!	#DIV/0!	27%
Sponsor Cost per Trip	\$17.94	\$13.46	\$15.10	\$15.70	\$14.14	\$11.14	\$15.30	\$13.30	\$10.84	#DIV/0!	#DIV/0!	#DIV/0!	\$14.10

On-Time Performance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
On-Time Performance - Taxi (30 minutes +)	94.17%	93.81%	96.28%	90.24%	89.90%	92.12%	92.04%	94.33%	91.17%	#DIV/0!	#DIV/0!	#DIV/0!	92.67%
On-Time Performance - Bus (30 minutes +)	98.03%	94.02%	91.08%	97.67%	88.04%	86.46%	91.82%	88.69%	86.26%	#DIV/0!	#DIV/0!	#DIV/0!	91.34%
On-Time Performance - Overall (30 minutes +)	97.25%	93.98%	95.91%	95.91%	93.80%	93.08%	96.13%	89.65%	87.19%	#DIV/0!	#DIV/0!	#DIV/0!	93.66%
Total On-Time Performance (30 min late & missed trip not transported)	96.17%	92.16%	94.48%	97.01%	91.79%	89.97%	94.70%	86.51%	89.85%	#DIV/0!	#DIV/0!	#DIV/0!	92.52%
On-Time Performance Objective	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Complaints, Late Cancel/No Shows and Missed Trips	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Complaints	4	29	18	23	40	38	14	18	35				24	219
% of Total Rides	0.1%	0.7%	0.4%	0.5%	0.8%	0.8%	0.3%	0.4%	0.7%	#DIV/0!	#DIV/0!	#DIV/0!	0.5%	
Late Cancel/No Show - Taxi	82	61	74	71	61	61	55	46	38				61	549
Late Cancel/No Show - Bus	328	378	457	442	559	529	498	511	536				471	4,238
% of Total Rides	10%	10%	10%	10%	13%	13%	12%	11%	12%	#DIV/0!	#DIV/0!	#DIV/0!		

Total Missed Trips - Taxi (30 minutes+)	18	18	11	17	8	14	10	16	17				14	129
Total Missed Trips - Bus (30 minutes +)	43	131	85	106	173	235	83	172	226				139	1,254
% of Total Rides	1.5%	3.4%	1.9%	2.4%	3.7%	5.3%	2.1%	3.8%	5.0%	#DIV/0!	#DIV/0!	#DIV/0!	3%	

Current Year:

2022

Distinct vs. Registered Riders

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg	Total
Distinct Riders - 2022	387	430	469	477	452	466	432	458	483				450	4,054
Distinct Riders - 2021	338	343	392	419	414	419	441	435	444	479	465	444	419	773

% Change	13%	20%	16%	12%	8%	10%	-2%	5%	8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Riders terminated per month	1	-	4	-	1	2	1	1	4				2	
Riders added per month	36	44	43	52	44	55	35	51	66				47	
Registered Riders - 2022	7,985	8,029	8,068	8,120	8,126	8,226	8,261	8,312	8,379				8,167	
Registered Riders - 2021										7,957	7,921	7,950	7,943	
% Change	#DIV/0!	100%	100%	100%	-3%									

Ride in Kane Complaint Data - July 2022 - September 2022					
Month/YR	Complaint Total	Trip Total	% of Complaints	Category Type	Total*
Jul-22	14	4,493	0.31%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	0
				Early Arrival	0
				Late Arrival	6
				No Show	3
				Poor Routing	1
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	2
				Other	2
				Total	14
Aug-22	18	4,967	0.36%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	2
				Early Arrival	0
				Late Arrival	10
				No Show	1
				Poor Routing	1
				Scheduler/Dispatcher Discourtesy	1
				Trip Scheduled Wrong	2
				Other	1
				Total	18
Sep-22	35	4,865	0.72%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	1
				Early Arrival	0
				Late Arrival	22
				No Show	3
				Poor Routing	3
				Scheduler/Dispatcher Discourtesy	1
				Trip Scheduled Wrong	1
				Other	4
				Total	35

*Investigation may conclude allegations were unfounded

*11/29/22 gs

Ride-In-Kane July 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	4	378133	PR
		378344	PR
		378472	PR
		379105	PR
Aurora	2	379662	WV
		379815	GWN
Batavia	1	378896	SP
Dundee	2	379779	OD
		379958	OD
City of Elgin	3	379845	HG
		378252	SA
		378477	DL
Elgin Township	0	-	-
Geneva	1	378243	SJ
South Elgin	0	-	-
City of St. Charles	1	379665	GP
St. Charles Twp	0	-	-

*11/29/22 gs

Ride-In-Kane August 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	4	380973	GT
		381134	SM
		381487	GJ
		381640	GT
Batavia	0	-	-
Dundee	5	381587	OD
		381661	OD
		382027	OD
		382081	SA
		382089	DL
City of Elgin	6	380536	SK
		380907	SB
		381071	SB
		381213	WL
		381596	WM
		382021	WL
Elgin Township	0	-	-
Geneva	3	380937	FS
		380819	OR
		381564	OR
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*11/29/22 gs

Ride-In-Kane September 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	6	382837	CE
		383250	MG
		383969	DE
		383987	GT
		384400	GWN
		384929	GT
Batavia	2	382983	SS
		383755	SB
Dundee	6	383039	HS
		383901	KA
		384430	GW
		384825	KA
		384838	HS
		385493	OD
City of Elgin	8	383025	DR
		383104	DP
		383639	VDS
		384891	SP
		384151	JJ
		384740	ZM
		384817	JJ
		385225	JJ
Elgin Township	0	-	-
Geneva	2	384759	CK
		385513	FS
Kane County DOT	3	384573	VS
		384930	HT
		385466	VS
South Elgin	6	384287	JS
		384289	UL
		384304	RS
		384715	HB
		384813	FS
		384927	JS
City of St. Charles	2	384370	MM
		384933	KJ
St. Charles Twp	0	-	-

*11/29/22 gs

Ride-In-Kane Ridership Growth from 2021 to 2022

Month	17/18 Trips	18/19 Trips	19/20 Trips	20/21 Trips	21/22 Trips	Dif from prev. year
Oct	7,849	8,019	8,222	3,680	4,729	1,049
Nov	7,478	7,179	6,990	3,086	4,589	1,503
Dec	6,994	6,916	7,092	3,334	4,683	1,349
Jan	7,539	6,739	7,835	3,408	4,075	667
Feb	6,977	7,302	7,627	3,343	4,403	1,060
Mar	7,690	7,734	5,388	4,004	5,105	1,101
Apr	7,500	8,028	2,275	4,324	5,089	765
May	7,541	8,012	2,864	4,353	4,920	567
Jun	6,997	6,764	3,231	4,258	4,656	398
Jul	6,887	7,430	3,264	4,332	4,493	161
Aug	7,415	7,580	3,304	4,427	4,967	540
Sep	6,972	7,562	3,386	4,527	4,865	338
Avg.	7,320	7,439	5,123	3,923	4,715	792
SUM	87,839	89,265	61,478	47,076	56,574	9,498

Ride-In-Kane Jul 2021 to Sep 2022 Productivity Data

Month	Bus & Taxi Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi
Jul-21	4,332	1.65	\$38.28	\$48.25
Aug-21	4,427	1.74	\$33.71	\$47.95
Sep-21	4,527	1.61	\$38.49	\$49.94
Oct-21	4,729	1.60	\$39.93	\$50.65
Nov-21	4,589	1.61	\$39.95	\$46.04
Dec-21	4,683	1.58	\$41.14	\$49.78
Jan-22	4,075	1.50	\$42.65	\$52.79
Feb-22	4,403	1.65	\$38.21	\$49.59
Mar-22	5,105	1.61	\$39.01	\$51.87
Apr-22	5,089	1.61	\$39.21	\$51.64
May-22	4,920	1.64	\$38.57	\$50.64
Jun-22	4,656	1.66	\$37.69	\$50.89
Jul-22	4,493	1.58	\$39.61	\$54.46
Aug-22	4,967	1.63	\$39.14	\$53.51
Sep-22	4,865	1.74	\$36.99	\$51.99
Average	4,657	1.63	\$38.84	\$50.67

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

30-Minute Window

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	Bus & Taxi OTP
Jul-21	3,515	94.00%	817	95.35%	94.25%
Aug-21	3,632	92.37%	795	96.23%	93.07%
Sep-21	3,787	97.17%	740	95.14%	96.84%
Oct-21	3,914	96.47%	815	96.69%	96.51%
Nov-21	3,680	95.98%	909	96.04%	95.99%
Dec-21	3,893	97.56%	790	93.29%	96.84%
Jan-22	3,216	98.01%	859	94.41%	97.25%
Feb-22	3,531	94.05%	872	93.81%	94.00%
Mar-22	4,217	95.83%	888	96.17%	95.89%
Apr-22	4,300	95.72%	789	96.96%	95.91%
May-22	4,138	93.93%	782	95.27%	94.15%
Jun-22	3,818	92.35%	838	97.61%	93.30%
Jul-22	3,764	96.09%	729	97.53%	96.33%
Aug-22	4,121	94.47%	846	98.58%	95.17%
Sep-22	3,936	92.05%	929	97.09%	91.36%
Average	3,831	95.07%	827	96.01%	95.12%

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

15-Minute Window (For Reference)

Month	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	Bus & Taxi OTP
Jul-21	3,515	88.99%	817	88.86%	88.97%
Aug-21	3,632	85.19%	795	90.94%	86.22%
Sep-21	3,787	92.55%	740	88.24%	91.85%
Oct-21	3,914	91.95%	815	91.17%	91.82%
Nov-21	3,680	91.68%	909	91.31%	91.61%
Dec-21	3,893	93.76%	790	89.11%	92.97%
Jan-22	3,216	94.47%	859	88.59%	93.23%
Feb-22	3,531	88.70%	872	89.33%	88.83%
Mar-22	4,217	91.68%	888	91.22%	91.60%
Apr-22	4,300	91.26%	789	90.24%	91.10%
May-22	4,138	88.04%	782	89.90%	88.33%
Jun-22	3,818	86.46%	838	92.12%	87.48%
Jul-22	3,764	91.82%	729	92.04%	90.28%
Aug-22	4,121	88.69%	846	94.33%	89.65%
Sep-22	3,936	86.26%	929	91.17%	84.17%
Average	3,831	90.10%	827	90.57%	89.87%