

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

WILLIAM CATCHING-Council Chair
KANE COUNTY REP —Council Vice Chair



41W011 Burlington Road
St. Charles, IL 60175

Phone: 630-762-2600

RIDE IN KANE SPONSORS

Association for Individual
Development

Aurora Township

Batavia Township

Big Rock Township

Blackberry Township

Campton Township

City of Batavia

City of Elgin

City of Geneva

City of St. Charles

Dundee Township

Elgin Township

Kane County

Pace Suburban Bus

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

Kane County Paratransit Coordinating Council (KCPCC)

Meeting Agenda Tuesday, December 2, 2025 9:00 a.m.

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

I. Opening Of Meeting

- A. Call to Order/Roll CallChair Catching
- B. Approval of September 9, 2025 Sponsor Meeting Minutes ..Chair Catching
- C. Approval of September 9, 2025 Paratransit Coordinating Council Meeting Minutes.....Chair Catching

II. Reports

- A. RTA Update..... Kendra Johnson
- B. RTA CAB Update..... Heidi Files
- C. Pace Update Jocelyn Lopez
- D. Kane County Update..... Heidi Files

II.Ride in Kane Program Status Reports

- A. 5310 Budget & Ridership Reports.....Bryette Lopez
 - 5310 Federal Funds Grant Tracking Report
 - 2025 Program Costs & Sponsor Invoicing Report
 - 2025 Trip Count Report
 - Active Riders Report
- B. Pace Complaint and Ridership Reports.....Gary Scott
 - Ridership Growth, Productivity & On-Time Performance Report
 - Complaint/Commendation Reports

III. Other Business

- A. Presentation & Approval of Ride in Kane County-Wide Coordinated Program Heidi Files
- B. RTA Reduced Fare & Free Fare Permit Registration Process Julio Leal
- C. 2026 Meeting Schedule for Discussion..... Heidi Files

IV. Public Comment

V. Adjournment



**Ride in Kane - Sponsor Committee
Meeting Minutes
September 9, 2025**

In attendance:

Ana Valenzuela Ruiz, McHenry County
Bill Catching, Aurora Township
Brygette Lopez, Kane County
Dave Waden, City of Elgin
Gary Scott, Pace
Heidi Files, Kane County
Heidi Lichtenberger- Kane County
Jacob Zimmerman, VA of Kane County
Janet Harris, Kane County
Jeanne Chybik, Blackberry Township
Jeanne Fornari, City of Geneva
Jennifer Fox, City of Batavia
Jocelyn Lopez, Pace
Julio Leal, RTA
Kurt Nika, Kane County
Lauren Tredup, South Elgin
Leigh Tracy, Batavia Township
Mary Gabioud, Senior Services
Melissa Wilmot, Aurora Township
Nancy Hill, South Elgin
Peggy Gomez, Senior Services
Nelly Cruz, Elgin Township
Marc Kylott, City of Elgin
Mike Zakosek, Kane County
Tom Rickert, Kane County

I. Call to Order

The Sponsor Committee meeting was called to order at 9:39 AM. Quorum was established to approve prior meeting minutes, with a motion made by Lauren Tredup (South Elgin) and seconded by the City of Batavia.

II. Ride in Kane Program Reports

Janet provided sponsor updates. Gary Scott asked when JARC funding concluded, noting that ridership declined following the end of free work trips previously supported by JARC. He clarified that "on-time" performance allows for pick-up within 30 minutes of scheduled



time. Mary Gabouid asked how scheduling is managed within the 30-minute window. Gary explained that scheduling incorporates travel time, potential barriers, and fluctuating call-center volume, noting high call-center turnover. Complaint data was reviewed, reflecting 11 complaints in April, 8 in May, and 10 in June, with Aurora Township, Kane, and Dundee noted. Mary Gabouid asked for guidance on when riders should schedule trips. Gary replied that 24-hour notice is permitted, but availability may vary due to call volume, and subscription scheduling is recommended for frequent riders.

III. Other Business

Julio provided Regional Transportation Authority updates, including information on local transit planning efforts and Transportation Tuesdays, a free virtual transportation planning educational series. No questions followed the update.

IV. Public Comment

Bill Catching opened the floor for public comment, which was seconded by Batavia Township. No public comments were submitted.

V. Adjournment

The meeting was adjourned.



Kane County Paratransit Coordinating Council (KCPCC)
Meeting Minutes
September 9, 2025

In attendance:

Ana Valenzuela Ruiz, McHenry County
Bill Catching, Aurora Township
Brygette Lopez, Kane County
Dave Waden, City of Elgin
Gary Scott, Pace
Heidi Files, Kane County
Heidi Lichtenberger- Kane County
Jacob Zimmerman, VA of Kane County
Janet Harris, Kane County
Jeanne Chybik, Blackberry Township
Jeanne Fornari, City of Geneva
Jennifer Fox, City of Batavia
Jocelyn Lopez, Pace
Julio Leal, RTA
Kurt Nika, Kane County
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Nancy Hill, South Elgin
Peggy Gomez, Senior Services
Nelly Cruz, Elgin Township
Marc Kylott, City of Elgin
Mike Zakosek, Kane County
Tom Rickert, Kane County

I. Call to Order/Roll Call

The meeting was called to order at 9:00 AM, and roll call was conducted. A motion to approve the August meeting minutes was made by Bill Catching and seconded by Jeanne Fornari and Lauren Tredeup. The motion passed unanimously.

II. Reports

A. RTA Citizen Advisory Board (CAB) Update

Heidi Files provided an update on RTA service planning efforts and ongoing budget



discussions. She summarized the role of the CAB in advising the RTA Board and introduced herself to local sponsors.

B. Budget & Grant Funding Update

Janet Harris thanked meeting participants and shared funding updates. The RTA has approved a \$2.5 million Federal 5310 award in the next round of funding. Janet encouraged all sponsors to actively support promotion of the Ride in Kane (RIK) program.

III. Other Business

A. Election of Vice Chair

Janet self-nominated herself as the Kane County Representative for Vice Chair, and the nomination was seconded by Bill Catching. With no further nominations, a voice vote was held and the motion carried unanimously.

B. Program Parameters Presentation

Heidi Files delivered a presentation outlining proposed universal trip parameters. Representatives from the City of Elgin and Elgin Senior Services noted that approximately 17 trips a month originated outside Kane County, largely for medical purposes. Heidi reiterated the intent to maintain service parameters within Kane County. Mary Gabouid expressed support for broader parameters. Janet advocated for expanded access for riders. Ruth from Campton Hills expressed interest but noted she must seek approval from her board, which may not be supportive. Nancy Hill of South Elgin expressed general agreement but raised concerns about local budget limitations. Tom Rickert emphasized the need for collaborative partnership and expressed uncertainty about the County's capacity to administer the program independently, noting budget unknowns and recent funding shifts impacting transportation. Gary Scott stated that Lake and McHenry Counties followed a similar path before implementing a universal model. Heidi confirmed that budget updates would continue to be shared. Gary Scott asked whether universal parameters would launch in 2026 or remain in discussion. Heidi responded that timing will depend on County budget decisions, the Pace agreement and the County Board process.

IV. Public Comment

Melissa Wilmot of Aurora Township reported a recent incident in which a rider experienced a delayed Pace pick-up.

V. Adjournment of PCC Meeting

A motion to adjourn the meeting was made at 9:38 AM, seconded by Batavia, and supported by Peggy Gomez. The motion carried.

5310 Federal Funds Grant Tracking Report
(Existing Kane County/RTA Agreement)

	<u>5310 Funds Billing</u>
Beginning balance	\$ 2,500,000.00
February 2024	(31,316.46)
March 2024	(100,793.30)
April 2024	(102,954.42)
May 2024	(105,538.18)
June 2024	(94,461.29)
July 2024	(86,508.79)
August 2024	(123,460.11)
September 2024	(132,845.63)
October 2024	(145,725.19)
November 2024	(132,996.36)
December 2024	(129,175.69)
January 2025	(139,112.19)
February 2025	(131,511.78)
March 2025	(67,805.30)
April 2025	(70,674.22)
May 2025	(67,692.16)
June 2025	(120,439.84)
July 2025	(133,725.64)
Ending balance	<u>\$ 583,263.45</u>

Ride In Kane Program Costs & Sponsor Invoicing Report													
Current year 2025													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug (DRAFT DATA)	Sep	Oct	Nov	Dec	Total YTD Sponsor Costs
AID	\$0.00	\$0.00	\$4,230.08	\$4,467.45	\$3,133.56	\$0.00	\$0.00	\$0.00					\$11,831.09
Aurora Twp	\$0.00	\$0.00	\$21,201.19	\$21,785.39	\$22,753.52	\$0.00	\$0.00	\$0.00					\$65,740.10
Batavia (City & TWP)	\$0.00	\$0.00	\$2,778.77	\$3,365.17	\$3,707.15	\$0.00	\$0.00	\$0.00					\$9,851.09
Big Rock Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					\$0.00
Blackberry Twp - 5310	\$0.00	\$0.00	\$198.89	\$213.53	\$267.45	\$0.00	\$0.00	\$0.00					\$679.87
Campton Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					\$0.00
Dundee Twp	\$0.00	\$0.00	\$5,805.70	\$5,712.93	\$5,589.94	\$0.00	\$0.00	\$0.00					\$17,108.57
Elgin City	\$0.00	\$0.00	\$17,381.20	\$18,586.95	\$16,854.91	\$0.00	\$0.00	\$0.00					\$52,823.06
Elgin Twp	\$0.00	\$0.00	\$20.82	\$45.52	\$110.74	\$0.00	\$0.00	\$0.00					\$177.08
Geneva City	\$0.00	\$0.00	\$1,499.16	\$1,487.08	\$1,258.60	\$0.00	\$0.00	\$0.00					\$4,244.84
Kane DOT	\$0.00	\$0.00	\$4,788.61	\$5,142.26	\$5,235.78	\$0.01	\$0.00	\$0.01					\$15,166.67
Kane VA (USES ARPA FUNDS)	\$147.29	\$331.49	\$78.96	\$687.97	\$264.05	\$758.16	\$617.82	\$0.00					\$2,885.74
South Elgin	\$0.00	\$0.00	\$3,474.44	\$3,808.70	\$3,080.42	\$0.00	\$0.00	\$0.00					\$10,363.56
St. Charles City	\$0.00	\$0.00	\$5,260.03	\$5,474.25	\$4,830.91	\$0.00	\$0.00	\$0.00					\$15,565.19
St. Charles Twp	\$0.00	\$0.00	\$74.94	\$25.82	\$188.14	\$0.00	\$0.00	\$0.00					\$288.90
Rutland Twp	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					\$0.00
Pingree Grove	\$0.00	\$0.00	\$1,091.43	\$559.10	\$681.00	\$0.00	\$0.00	\$0.00					\$2,331.53
TOTAL Non-Pace Local Sponsor Costs	\$147.29	\$331.49	\$67,884.22	\$71,362.12	\$67,956.17	\$758.17	\$617.82	\$0.01	\$0.00	\$0.00	\$0.00	\$0.00	\$209,057.29
Federal 5310 Share	\$ 139,112.19	\$ 131,511.78	\$ 67,805.30	\$ 70,674.22	\$ 67,692.16	\$ 120,439.84	\$ 133,725.65	\$ 129,389.04					\$ 860,350.17
Pace Sponsorship 50%	\$ 139,112.19	131,511.78	\$ 135,689.54	\$ 142,036.35	\$ 135,648.36	\$ 121,198.03	\$ 133,725.64	\$ 129,389.05					\$ 1,068,310.94
Total 5310 Eligible Operating Costs (Veterans costs NOT included)	\$ 278,224.38	\$ 263,023.55	\$ 271,221.14	\$ 282,696.79	\$ 270,768.58	\$ 240,879.72	\$ 267,451.29	\$ 258,778.08					\$ 1,928,661.11

Ride in Kane 2025 Trip Count Report

Current Year: 2025														
Sponsor & Fund Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug (DRAFT)	Sep	Oct	Nov	Dec	Average Monthly Trips	Total Trips
AID - 5310	213	197	298	316	238	178	193	166					225	1,799
Aurora Twp - 5310	1,887	1,765	1,885	1,948	1,918	1,774	1,902	1,932					1,876	15,011
Batavia City - 5310	262	204	203	227	255	225	272	282					241	1,930
Batavia Twp - 5310	13	12	16	13	13	14	24	33					17	138
Big Rock Twp - 5310	-	-	-	-	-	-	-	-					-	-
Blackberry Twp - 5310	43	46	19	18	16	12	21	17					24	192
Campton Twp - 5310	-	-	-	-	-	-	-	-					-	-
Dundee Twp - 5310	358	316	374	392	375	347	368	306					355	2,836
Elgin City - 5310	1,137	1,054	1,142	1,196	1,126	975	1,022	1,015					1,083	8,667
Elgin Twp - 5310	4	5	2	3	7	7	4	1					4	33
Geneva City - 5310	169	132	118	118	120	111	91	88					118	947
Kane DOT - 5310	273	247	320	340	329	222	235	216					273	2,182
Kane VA - ARPA	5	7	5	31	10	17	13	-					11	88
South Elgin - 5310	269	258	271	287	238	138	216	235					239	1,912
St. Charles City - 5310	340	372	367	368	313	233	261	246					313	2,500
St. Charles Twp - 5310	2	4	6	2	12	15	8	8					7	57
Rutland Twp - 5310	-	-	-	-	-	-	1	-					0	1
Pingree Grove - 5310	58	57	59	23	36	30	48	8					40	319
Total Trips - 2025	5,035	4,676	5,085	5,282	5,006	4,298	4,679	4,553	-	-	-	-	4,827	38,614
Bus	3,970	3,855	4,238	4,276	4,001	3,721	4,071	3,987					4,015	32,119
Taxi	1,065	821	847	1,006	1,005	577	584	569					809	6,474
5310	5,030	4,669	5,080	5,251	4,996	4,281	4,666	4,553	-	-	-	-	4,816	38,526
ARPA	5	7	5	31	10	17	13	-	-	-	-	-	11	88

Ride in Kane Active Riders Report

Current Year: 2025												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Active Riders - 2025	415	394	425	439	418	445	458	439	449	468		
Active Riders - 2024	438	445	457	460	475	440	444	439	461	483	432	433
% Change	-5%	-11%	-7%	-5%	-12%	1%	3%	0%	-3%	-3%		
Registered Riders as of 11/20/2025	14,104											

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	4,332	4,493	4,517	5,307	4,655	-652
Aug	4,427	4,967	5,196	5,358	4,541	-817
Sep	4,527	4,865	5,067	5,397	4,901	-496
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	4,831	-611
SUM	50,977	56,731	61,276	64,340	43,479	5,496

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	-
Jul-25	4,655	1.48	\$59.52	\$60.05	-
Aug-25	4,541	1.49	\$58.74	\$60.69	-
Sep-25	4,901	1.51	\$57.66	\$63.43	-
Average	5,091	1.51	\$58.17	\$55.29	\$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%
Jul-25	4,071	99.29%	830	99.52%	0	-	99.29%
Aug-25	3,974	98.84%	567	98.77%	0	-	98.83%
Sep-25	4,267	99.13%	634	98.11%	0	-	99.00%
Average	4,089	99.04%	884	98.23%	132	99.63%	98.88%

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%
Jul-25	4,071	97.13%	830	98.80%	0	-	99.79%
Aug-25	3,974	96.28%	567	97.71%	0	-	96.45%
Sep-25	4,267	95.62%	634	96.21%	0	-	95.69%
Average	4,089	97.59%	884	96.83%	132	98.96%	97.60%

Ride-In-Kane July 2025 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	4	CS0095690	ML
		CS0097563	GT
		CS0097888	WLT
		CS0098021	JC - Commendation
City of Batavia	1	CS0098426	SP
Blackberry Township	0	-	-
Dundee Township	2	CS0095874	BL
		CS0097386	GW
City of Elgin	5	CS0095969	MW
		CS0096960	BS - Commendation
		CS0097057	GK
		CS0097513	BS
		CS0098000	BS
Elgin Township	0	-	-
City of Geneva	0		
Kane County DOT	3	CS0097941	HA
		CS0096505	JC
		CS0098215	PT
Village of South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

*11/19/25 gs

Ride-In-Kane August 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	5	CS0098889	LK
		CS0100773	HH
		CS0101196	JC
		CS0101224	JC
		CS0101344	AA - Commendation
City of Batavia	0	-	-
Blackberry Township	0	-	-
Dundee Township	0	-	-
City of Elgin	2	CS0101201	BD
		CS0101346	PL
Elgin Township	0	-	-
City of Geneva	0	CS0100144	AB
Kane County DOT	0	-	-
Village of South Elgin	1	CS0101214	UL
City of St. Charles	0	-	-
St. Charles Twp	1	CS0099352	HD

*11/19/25 gs

Ride-In-Kane September 2025 Complaint Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
AID	0	-	-
Aurora Township	3	CS0102365	JC
		CS0102561	JC
		CS0103249	LA
City of Batavia	2	CS0102742	SP
		CS0102846	AA
Batavia Township	1	CS0103876	LN
Dundee Township	1	CS0104201	JI
City of Elgin	0	-	-
Elgin Township	0	-	-
City of Geneva	1	CS0103875	-
Kane County DOT	0	-	-
Village of South Elgin	1	CS0102854	WJ
City of St. Charles	0	-	-
St. Charles Twp	1	CS0103934	LC

*11/19/25 gs

Ride in Kane Complaint Data - July 2025 - September 2025						
Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Jul-25	13	2	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	1
					Driver Discourtesy	0
					Fare Collection	1
					Late Arrival	2
					No Show	2
					Poor Routing	4
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	2
					Other	1
					Other (Commendation)	2
					Total	15
Aug-25	9	1	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	1
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	1
					No Show	1
					Poor Routing	4
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	1
					Other (Commendation)	1
					Total	10
Sep-25	8	2	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	1
					No Show	1
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	1
					Other	4
					Other (Commendations)	2
					Total	10

*Investigation may conclude allegations were unfounded

*11/19/25 gs

Ride in Kane County-Wide Coordinated Program

December 2, 2025



Background

- Since 2008, Ride in Kane has provided essential mobility for seniors (65+) and people with disabilities
- Historically, the program relied on local municipal, township and organizational sponsors to fund their share of operating costs.
- In 2024, local sponsors collectively contributed \$1.36 million in non-Pace funding.
- Program administration and eligibility varied across 18+ sponsors, creating inconsistencies in access, rules, and administration.

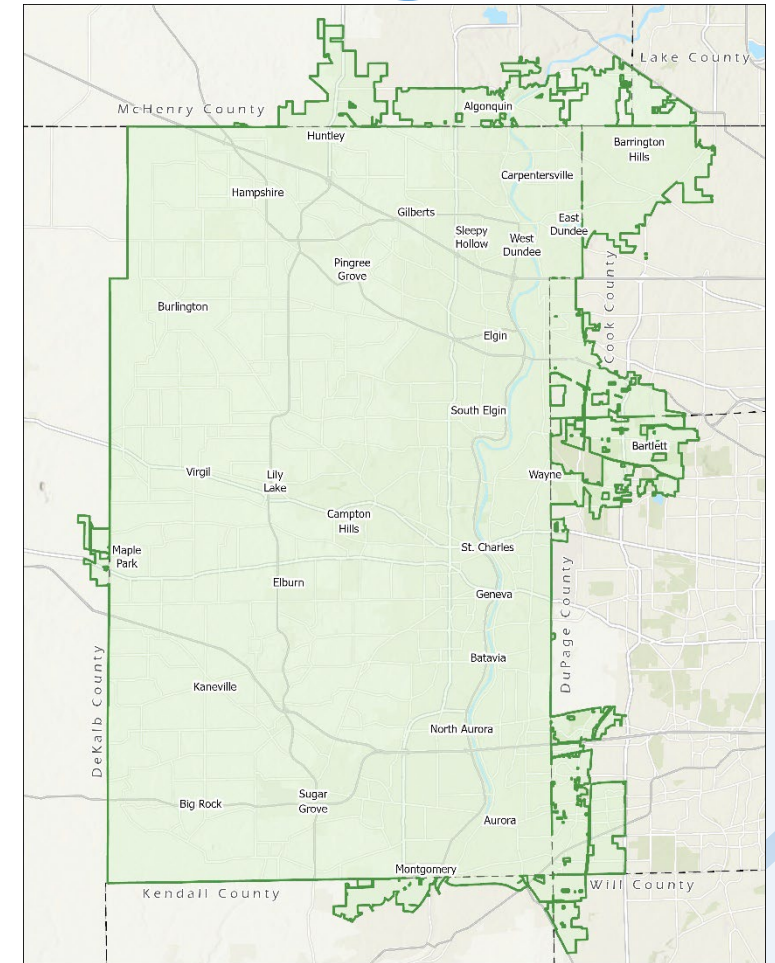


The Path Toward Coordination

- 2025: Pace increased its sponsorship levels to encourage Kane County to transition toward a countywide coordinated model, similar to Lake and McHenry Counties.
- The Regional Transportation Authority (RTA) encourages all counties consider moving toward this structure.
- 2025: Kane County worked with Pace, RTA, and local sponsors to design the transition for 2026 implementation.

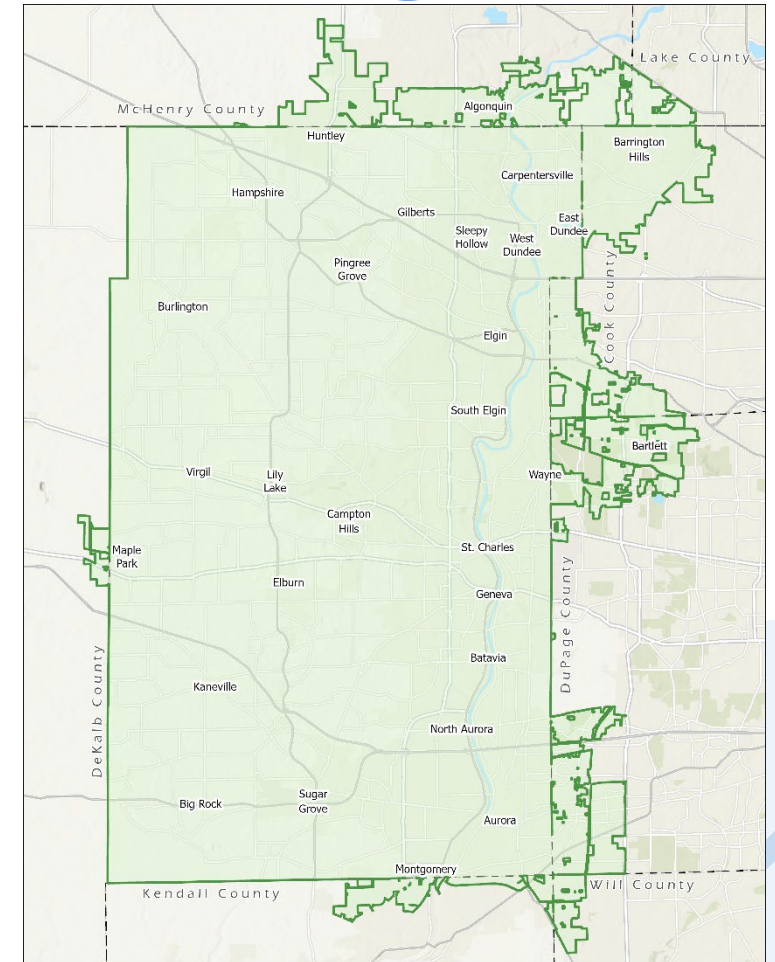
County-wide Coordinated Program

- Beginning January 1, 2026
- Equal access - all eligible Kane County residents
- All trips - work, medical, & other
- Trips within Kane County, and destinations within a municipality with boundaries in Kane County



County-wide Coordinated Program

- Kane County will serve as grant recipient & program administrator
- Pace will provide one unified rider registration system and call center



Funding Structure (2026)

Source	Share	Description
Pace Subsidy	50%	Ongoing commitment for operating costs (Kane County agreement with Pace)
Federal 5310 funds	50%	Ongoing commitment for operating costs (Kane County agreement with the RTA)
Local Sponsors	0%	No local match required
Kane County Budget Support	As needed	To cover temporary cash flow during reimbursement periods

What Changes for Riders

- ☑ One registration process: new riders register directly with Pace.
- ☑ Equal access for all eligible residents.
- ☑ Consistent service area within Kane County.
- ☑ All trip purposes allowed: medical, work, shopping, social, personal.
- ☑ Same phone number, same process for everyone.



What Changes for Sponsors

- No local sponsor cost share.
- No sponsor attributed registration - Pace provides central registration for all riders.
- No administrative tasks - Kane County will manage 5310 grant compliance, reporting, & reimbursements.



Benefits of Coordinated Model

- **Equal Access:** All residents receive the same access & service level.
- **Efficiency:** Streamlined call center and trip scheduling.
- **Consistency:** Uniform program rules and eligibility.
- **Sustainability:** Stronger position for continued funding.
- **Reduced Administration:** Sponsors relieved of local oversight.

Risk Management

- Maintain coordination with RTA and Pace.
- Monitor trends monthly.
- Retain flexibility to modify rules or funding strategy.



Next Steps



- Finalize County–Pace Agreement (December/January 2026)
- Transition rider data to Pace’s central system
- Pace training for call center staff
- Communications campaign to inform riders and partners
- Monitor ridership, costs, and satisfaction through 2026



Summary Message

- No more local cost shares
- Centralized registration: riders register directly with Pace
- Equal access & quality services for all eligible riders



Summary Message

*“Ride in Kane is evolving
—one County, one coordinated system,
one standard of service for every eligible resident.”*

*With thanks to Pace Suburban Bus, RTA, and all local sponsors for
years of partnership and commitment to equitable mobility.*





Tentative

Kane County Paratransit Coordinating Council 2026 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

Village of Pingree Grove

St. Charles Township

Senior Services Associates

Rutland Township

Village of South Elgin

Thursday, March 5, 2026, 9:00 am.

Thursday, June 4, 2026, 9:00 a.m.

Thursday, September 3, 2026, 9:00 a.m.

Thursday, December 3, 2026, 9:00 a.m.

*All meetings will be held at:
Kane County Government Center
Building A, Auditorium*