



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
- INC Board NFP
- Kane County
- Pace Suburban Bus
- St. Charles Township
- Senior Services Associates
- Village of South Elgin

Kane County Paratransit Coordinating Council (KCPCC)

Agenda
Tuesday, June 7, 2022
9:00 a.m.

Zoom [Link](#)
Meeting ID: 857 0633 1666
Passcode: 490015

In-Person
City of Batavia Council Chambers
100 N. Island Avenue

I. Opening Of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of Meeting Minutes from March 1, 2022Chair Catching

II. Reports

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

III. Other Business

IV. Public Comment

V. Adjournment

KCPCC members are welcome to attend the RIK Sponsor Committee meeting
which is held immediately after the Coordinating Council meeting

The next meeting of the Kane County Paratransit Coordinating Council will be held
Tuesday, September 13, 2022 at 9:00 am

at

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



Kane County Paratransit Coordinating Council (KCPC)

MEETING MINUTES
March 1, 2022

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

In Attendance:

- William Catching, Aurora Township
- Leigh Tracy, Batavia Township
- Jennifer Fox, City of Batavia
- Ruth Rottman, Campton Township
- Arin Thrower, Dundee Township
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Krystal Spracklen, Kane County DOT
- Ron Johnson, St. Charles Township
- Courtney Mills, St. Charles Township
- Amethyst Handley, City of St. Charles
- Lauren Blayney, Village of South Elgin
- Gary Scott, PACE
- Rosemary Gerty, PACE
- Kisha Hearn, PACE
- Krysta Kaus, Kane County Sheriff
- Megan Wileman, AgeGuide Northeastern Illinois
- Liliana Jaimes, Senior Services
- Katrina Boatright, City of Aurora
- Ryan Peterson, McHenry County DOT

The meeting was called to order at 9:01am by Vice Chair Catching and roll call was completed. Upon a motion for approval made by Leigh Tracy, and seconded by Katie Meyer, Jackie Forbes completed a roll call vote and the December 7, 2021 meeting minutes were unanimously approved.

II. REPORTS:

RTA CAB Overview

Jackie Forbes provided an update on the RTA Transit Access Citizens Advisory Board (CAB) from the February 17, 2022 meeting. At this meeting the RTA staff reviewed the new/updated Strategic Plan. The survey is closed, but the RTA staff will continue to work on the Strategic Plan.

RTA staff indicated that the research project to determine if the region should have a Regional Mobility Manager was complete and is being reviewed by the RTA. Six recommendations were made with the most notable being that the RTA should be the host of the Regional Mobility Manager.

RTA has a new online portal called Fare Programs online (Fares.RTACHicago.org). This site is live as of January 18, 2022. This will allow customers to apply for, replace, and renew a RTA Reduced Fare Card or a Ride Free permit. This site will also allow customers to replace a lost ADA Paratransit card, but will not let them apply for a card. To apply for and/or renew an ADA Paratransit card customers have to go through the current ADA paratransit eligibility process.

KANE COUNTY PARATRANSIT COORDINATING COUNCIL

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



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Village of South Elgin

Last, RTA briefed the committee on a pilot program for the ADA certification process once the RTA opens the RTA Mobility Assessment Sites again. This pilot will look to decrease the number of individuals that have to come to an RTA site, by having a hybrid model. Only new customers or customers who have had a significant change in their disability condition or mobility aid will need to have an in-person interview. Those who are renewing their certification and have no significant changes can renew by mail. This pilot will run for approximately 3 months and if successful will be implemented as an ongoing protocol.

Next meeting of the RTA CAB is set for April 25, 2022.

III. OTHER BUSINESS:

A. Kane County/AID Transition

Forbes provided an overview of where things were at with the transition of Kane County assuming the role of administrator of the grants for Ride in Kane. Since the last meeting, the agreement between Pace and Kane County have been approved. The TSA for the JARC and 5310 programs have been approved. The new Title VI program has been sent to the RTA for their approval.

Krystal, Ride in Kane Program Coordinator has been fielding all calls on the information line (630-762-2600). She continues to update the Master list and review all registrations to assure eligibility to the program. Krystal's last day will be May 31st. Kane County is in the process of hiring her replacement.

Forbes explained that Kane County will continue to support all the sponsors through the Kane County subsidy that has been given in the past. There will be no change in that. Kane County will, however, research other potential funding sources for the program.

In January, Kane County began to offer JARC rides for low income residents throughout the County as a sponsor. If you have individuals that are low income that need rides to work, Kane County will register them. Kane County will complete the income verification process and will offer these types of rides until the JARC funds are expended. Current JARC rides will remain the same, but if you have individuals who are low income that you are currently not serving, you can have them contact Kane County. There is approximately \$800,000 in JARC funds left. This will be a slow roll out and rides for individuals with low income needing transportation to work will be the only type of rides Kane County will sponsor for now. Nothing should change for current sponsors.

Kane County has created a new Ride in Kane website. Please review and let us know if we need to make any updates or changes. We hope that it is easier to navigate. The current website address will be automatically directed to the new website. The Rider's Guide has been updated. There is a new logo that is being used.



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B. Election of Officers

Jackie indicated that she had sent out a notice asking for nominations for the officers. She stated she received none. Krystal stated that she had spoken to Trish Glee earlier and that she was not going to be able to attend the meeting. Trish indicated that her consulting business was very busy and she would actually be in flight during the meeting. Given this information, Krystal nominated Bill Catching of Aurora Township for the Chair position. He accepted the nomination and was voted in unanimously. Arin Thrower of Dundee declined the nomination of Vice Chair, but nominated Katie Meyer of Dundee Township. Katie accepted and was unanimously voted in as Vice Chair. Lore Baker was not at the meeting, but was voted to retain her position as Vice Chair.

For the next year the officers will be as follows:

William (Bill) Catching— Council Chair
Lore Baker — Council Vice Chair
Katie Meyer — Council Vice Chair

IV. Public Comment

There was no public comment.

With no further business to discuss Ron Johnson made a motion to adjourn the meeting. It was seconded by Kisha Hearn. All in attendance were in favor of adjournment by voice. None were opposed.

Meeting was adjourned at 9:28 a.m.



Ride In Kane Sponsor Committee

**Meeting Agenda
Tuesday, June 7, 2022**

Immediately following the KCPCC Meeting

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I. Opening of Meeting

- A. Call to Order/Roll Call.....Chair Catching
- B. Approval of March 1, 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.....Linda Chamberlain
- B. Special Olympics Update.....Katie Meyer

IV. Public Comment

V. Adjournment

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

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

March 1, 2022

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Leigh Tracy, Batavia Township
Jennifer Fox, City of Batavia
Ruth Rottman, Campton Township
Arin Thrower, Dundee Township
Katie Meyer, Dundee Township
Claudia Franco, Elgin Township
Jackie Forbes, Kane County DOT
Krystal Spracklen, Kane County DOT
Ron Johnson, St. Charles Township
Courtney Mills, St. Charles Township
Amethyst Handley, City of St. Charles
Lauren Blayney, Village of South Elgin
Gary Scott, PACE
Rosemary Gerty, PACE
Kisha Hearn, PACE
Krysta Kaus, Kane County Sheriff
Megan Wileman, AgeGuide Northeastern Illinois
Liliana Jaimes, Senior Services
Katrina Boatright, City of Aurora
Ryan Peterson, McHenry County DOT

The meeting was called to order at 9:29 a.m. by Bill Catching and roll call from the first meeting was accepted. Forbes quickly reviewed the website with screen shots. Upon a motion for approval made by Ron Johnson, and seconded by Jackie Forbes, Jackie Forbes completed a roll call vote and the December 7, 2021 meeting minutes were unanimously approved.

5310 and JARC Budget Report:

Krystal Spracklen summarized the grant totals for JARC and 5310 funding and how long the funding in each phase will last. She reviewed the cost reports. Krystal asked that if sponsors review the data and see any discrepancies in their numbers to let her know since she has no way of verifying costs for January thru May. The Quarterly reports were reviewed. Krystal pulled all reports back to January 2021 so these numbers are accurate. Trip count is slowly increasing, but is still just barely over 1/2 of what the rides used to be before the pandemic. Trip Mileage mirrors the trips. Average trip remains around 5 miles. Program performance was reviewed. On-Time performance has been corrected now to reflect the 31 minute. Discussed the large drop off in July, not sure what happened. Discussed that late cancel/ no show, which is a rider issue, and missed trips, which is a provider issue, will be reported separately.



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5310 and JARC Budget Report:

Krystal discussed the distinct riders and the registered riders. Registered riders is much harder to get the past numbers without going back and opening every registration to get the date. Going forward, this will be changed to show a row for current registered and a row for new registrations for that month. The data will begin to be reflected in November. It was explained that distinct riders is the actual number of different people that rode. For instance in July 441 different people took 4,332 trips. For the year, 715 individuals utilized Ride in Kane although there are over 8,000 registered to use it.

Registration and Ridership Reports and Customer Complaint Records:

Gary referred to Ridership growth reports, Productivity Data report, and OTP report and led a discussion. The number of trips per month increased each month. Gary reminded us that riders are still required to wear masks while riding at least until March 18, 2022, and also applies to drivers. He indicated that productivity is increasing because multiple riders can ride again instead of just one person per vehicle. Gary noted the on time performance by month and type of ride.

Gary reviewed the complaint and accommodations report for each month (October—December 2021) The breakdown is noted by sponsor by month. Late arrivals was the highest complaint area each month. He emphasized that these are complaints that are actually called in to the customer service number and do not include complaints that were addressed to him. In December the number of complaints did go down. Gary did indicate that any issues that are conveyed to him will be addressed and he will work to correct them. Aurora Township had the most complaints each month, but also had the most rides. Gary encouraged sponsors to inform riders to call the Customer Relations line with their complaints.

Still facing a driver shortage. Gary lists the various openings at the end of the email he sends each week regarding the number of rides for the week. Pace is still prioritizing medical and work trips. Pace is still following the mask mandate. Vehicles are still being sanitized. Pace is transporting multiple riders per vehicle. Pace is transitioning to an automated billing system. This is helping billing being processed faster. They are still working out some kinks. Invoices should however be processed in a more timely manner.

Gary reviewed the DuPage Access Program. It is a program that utilizes Uber. It is a pilot program that began on January 31, 2022. It is a 1 year pilot for a maximum of 1.1 million. Riders who are ADA paratransit certified can ride for free as long as the trip is \$30 or less. They can take 8 trips per day. Passengers can book a trip immediately through Uber app. Reservations by phone can be made through GoGoGrandparent as of yesterday (February 28, 2022). Kisha expanded on this by talking about Ride DuPage also is providing ADA trips for \$5 flat fee up to \$25 trip. These trips are unlimited. Both types of rides can be booked in as little as 15 minutes in advance. Kisha stated that they currently have upwards of 30 people using the Uber program and hopes to see it increase with the phone reservation becoming available.

Gary read a quote from Melinda Metzger “Pace service will not look the same as it did prior to Covid 19 nor should it. Our world has changed and we are changing with it. It is important that we focus on the implementation of innovative programs like this to meet the redefined needs of those we serve.”

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Bill Catching also thanked Kisha (Pace) for the Uber gift cards that can be handed out to riders. He thinks that has helped bring the complaints down. Kisha then stated that even though Uber Access program is not in Kane County, the this program is helping Ride in Kane as well because it is freeing up resources that now can be focused on Ride in Kane.

OTHER BUSINESS:

RTA Updates:

None

Public Comment:

Krystal brought up a phone call she received from a gentleman who currently lives and works in DuPage County, but wants to move to Kane County. He was asking where he could move that would allow him to still work in DuPage County. Bill (Aurora Township) indicated that Aurora works with Ride DuPage to schedule a transfer for those individuals who work right across Route 59.

A motion to adjourn was made by Bill Catching, seconded by Katie Meyer. Voice vote was unanimous. The meeting was adjourned at 10:15 am until June 7, 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)
Ending balance	<u><u>\$ 738,439.68</u></u>
Monthly Average	(10,779.64)
Projected months left	68.50

Nov '27

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)
Ending balance	<u><u>\$ 1,921,852.65</u></u>
Monthly Average	(69,893.67)
Projected months left	27.50

Jun '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	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	\$ 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	843.3	\$ 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	\$ 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	\$ 19.07	\$ 8.65		\$ 17.06	\$ 2.15
April																
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!
May																
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!
June																
Rides																
Cost																
Cost per ride	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!
July																
Rides																
Cost																
Cost per ride	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!
Aug																
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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!
Sept																
Rides																
Cost																
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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	5,520	1,133	1,225	3,061	1,006	358	627	57	63	64	47	20	402		13,583	106,601.94
YTD Cost	\$ 78,582.27	\$ 17,138.40	\$ 21,925.42	\$ 51,098.98	\$ 15,335.77	\$ 5,861.39	\$ 11,096.35	\$ 1,281.11	\$ 1,223.17	\$ 702.47	\$ 1,458.69	\$ 393.89	\$ 3,333.85	\$ 30,000.00	\$ 239,431.76	\$ 2.25
Total Cost per Ride YTD * not an average	14.24	15.13	17.90	16.69	15.24	16.37	17.70	22.48	19.42	10.98	31.04	19.69	8.29		17.63	
Average # of rides per month	2,760.00	566.50	612.50	1,530.50	503.00	179.00	313.50	28.50	31.50	32.00	23.50	10.00	201.00		6,791.50	
Average Cost per month	\$ 39,291.14	\$ 8,569.20	\$ 10,962.71	\$ 25,549.49	\$ 7,667.89	\$ 2,930.70	\$ 5,548.18	\$ 640.56	\$ 611.59	\$ 351.24	\$ 729.35	\$ 196.95	\$ 1,666.93		\$ 119,715.88	

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			#DIV/0!		\$ -	#DIV/0!	
May '22			#DIV/0!		\$ -	#DIV/0!	
June '22			#DIV/0!		\$ -	#DIV/0!	
July '22			#DIV/0!		\$ -	#DIV/0!	
Aug '22			#DIV/0!		\$ -	#DIV/0!	
Sept '22			#DIV/0!		\$ -	#DIV/0!	
Oct '22			#DIV/0!		\$ -	#DIV/0!	
Nov '22			#DIV/0!		\$ -	#DIV/0!	
Dec '22			#DIV/0!		\$ -	#DIV/0!	
YTD	13,583	\$ 229,431.76	\$ 16.89	\$ 70,334.75	\$ 529,198.27		\$ 38.96

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			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
May '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
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	1,594	\$ 28,102.18	\$ 17.63	\$ 8,210.43	\$ 64,414.79	\$ 126.65	\$ 40.41

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			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
May '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '22			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
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	11,989	\$ 211,329.58	\$ 17.63	\$ 62,124.32	\$ 484,783.48	\$ 121.54	\$ 40.44

*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										90	271
AID - 5310	AID	5310	-	23	64										29	87
Aurora Twp - J	Aurora Twp	JARC	118	212	256										195	586
Aurora Twp - 5310	Aurora Twp	5310	1,604	1,564	1,766										1,645	4,934
Batavia City - J	Batavia City	JARC	29	72	88										63	189
Batavia City - 5310	Batavia City	5310	246	298	370										305	914
Batavia Twp - J	Batavia Twp	JARC	-	-	-										-	-
Batavia Twp - 5310	Batavia Twp	5310	8	9	13										10	30
Big Rock Twp - 5310	Big Rock Twp	5310	-	-	-										-	-
Blackberry Twp - 5310	Blackberry Twp	5310	16	23	25										21	64
Campton Twp - 5310	Campton Twp	5310	15	20	12										16	47
Dundee Twp - J	Dundee Twp	JARC	70	68	96										78	234
Dundee Twp - 5310	Dundee Twp	5310	316	310	365										330	991
Elgin City - J	Elgin City	JARC	7	37	59										34	103
Elgin City - 5310	Elgin City	5310	960	950	1,048										986	2,958
Elgin Twp - J	Elgin Twp	JARC	-	17	20										12	37
Elgin Twp - 5310	Elgin Twp	5310	8	6	6										7	20
Geneva City - J	Geneva City	JARC	18	17	26										20	61
Geneva City - 5310	Geneva City	5310	116	105	120										114	341
Kane DOT - J	Kane DOT	JARC	2	14	47										21	63
South Elgin - J	South Elgin	JARC	19	14	17										17	50
South Elgin - 5310	South Elgin	5310	183	195	199										192	577
St. Charles City - 5310	St. Charles City	5310	314	327	365										335	1,006
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-										-	-
St. Charles Twp - 5310	St. Charles Twp	5310	7	6	7										7	20
Total Trips - 2022			4,075	4,403	5,105	-	-	-	-	-	-	-	-	0	1,235	13,583
Bus			3,252	3,531	4,217										3,667	11,000
Taxi			823	872	888										861	2,583
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%	#DIV/0!										
JARC			282	567	745	-	-	-	-	-	-	-	-	-	531	1,594
5310			3,793	3,836	4,360	-	-	-	-	-	-	-	-	-	3,996	11,989

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										707.63	2,123	7.8
AID - 5310	-	299.94	612.59										304.18	913	10.5
Aurora Twp - J	1,309.85	1,780.33	2,155.28										1,748.49	5,245	9.0
Aurora Twp - 5310	10,928.50	10,385.25	12,262.97										11,192.24	33,577	6.8
Batavia City - J	159.51	358.71	442.72										320.31	961	5.1
Batavia City - 5310	1,984.07	2,575.42	3,176.97										2,578.82	7,736	8.5
Batavia Twp - J	-	-	-										-	-	#DIV/0!
Batavia Twp - 5310	36.40	43.17	61.38										46.98	141	4.7
Big Rock Twp - 5310	-	-	-										-	-	#DIV/0!
Blackberry Twp - 5310	70.98	147.33	128.82										115.71	347	5.4
Campton Twp - 5310	270.75	331.51	217.98										273.41	820	17.5
Dundee Twp - J	511.20	631.80	1,022.35										721.78	2,165	9.3
Dundee Twp - 5310	2,879.87	2,853.20	3,445.52										3,059.53	9,179	9.3
Elgin City - J	81.55	227.62	345.21										218.13	654	6.4
Elgin City - 5310	8,531.96	8,441.20	9,103.70										8,692.29	26,077	8.8
Elgin Twp - J	-	120.19	141.40										87.20	262	7.1
Elgin Twp - 5310	191.94	47.32	236.38										158.55	476	23.8
Geneva City - J	47.36	42.74	66.04										52.05	156	2.6
Geneva City - 5310	423.37	367.27	539.19										443.28	1,330	3.9
Kane DOT - J	10.52	115.63	453.62										193.26	580	9.2
South Elgin - J	79.40	42.91	47.22										56.51	170	3.4
South Elgin - 5310	1,792.88	1,955.92	1,958.16										1,902.32	5,707	9.9
St. Charles City - 5310	2,417.91	2,420.39	2,944.94										2,594.41	7,783	7.7
St. Charles Twp - J	-	-	-										-	-	#DIV/0!
St. Charles Twp - 5310	76.26	52.49	72.00										66.92	201	10.0
Total Miles - 2022	32,049.50	34,100.60	40,451.84	-	-	-	-	-	-	-	-	-	33,075.05	139,677	10.3
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%	#DIV/0!	51%										
Avg Trip Length	7.9	7.7	7.9	#DIV/0!	10.3										

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										429	
Distinct Riders - 2021	338	343	392	419	414	419	441	435	444	479	465	444	419	773
% Change	13%	20%	16%	#DIV/0!										
Riders terminated per month	1	-	4	-										
Riders added per month	36	44	43	52										
Registered Riders - 2022	7,985	8,029	8,068	8,120										
Registered Riders - 2021										7,957	7,921	7,950	7,943	
% Change	#DIV/0!	100%	100%	100%	#DIV/0!									

Ride in Kane Complaint Data - January 2022 - March 2022					
Month/YR	Complaint Total	Trip Total	% of Complaints	Category Type	Total*
Jan-22	4	4,075	0.10%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	1
				Early Arrival	0
				Late Arrival	0
				No Show	3
				Poor Routing	0
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	0
				Other	0
				Total	4
Feb-22	29	4,403	0.66%	Boarding/Alighting Issues	0
				Busy Phone Lines	1
				Driver Discourtesy	1
				Early Arrival	0
				Late Arrival	13
				No Show	6
				Poor Routing	4
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	3
				Other	1
				Total	29
Mar-22	18	5,105	0.35%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	2
				Early Arrival	0
				Late Arrival	7
				No Show	2
				Poor Routing	4
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	2
				Other	1
				Total	18

*Investigation may conclude allegations were unfounded

**5/23/22 gs

Ride-In-Kane January 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	2	364032	MC
		364978	WW
Batavia	0		
Dundee	0	-	-
City of Elgin	0		
Elgin Township	0	-	-
Geneva	0	-	-
South Elgin	2	364948	JS
		365006	JS
City of St. Charles	0		
St. Charles Twp	0		

*5/23/22 gs

Ride-In-Kane February 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	13	365680	HA
		366172	DE
		366474	PA
		366505	VV
		366603	FJ
		366607	SD
		367140	RP
		367256	DE
		367301	DE
		367311	SM
		367432	GT
		367469	DE
		367732	WW
Batavia	4	366412	FJ
		366605	FJ
		366643	ND
		367497	PC
Dundee	0	-	-
City of Elgin	6	365693	CR
		365908	NJ
		366409	MM
		366756	MJ
		367088	WH
		367726	NJ
Elgin Township	0	-	-
Geneva	3	366082	FS
		366083	FS
		367743	FS
South Elgin	0	-	-
City of St. Charles	3	366445	MM
		366447	MM
		366503	PK
St. Charles Twp	0	-	-

*5/23/22 gs

Ride-In-Kane March 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	0	-	-
Aurora	9	367920	WW
		368230	DE
		368549	DE
		368735	BZ
		368853	BJ
		369978	GT
		369241	MK
		369294	AQ
		369794	MK
Batavia	4	368128	KD
		369492	RR
		369502	RR
		369791	SP
Dundee	3	369599	RB
		369952	ZM
		369984	SJ
City of Elgin	1	368223	JJ
Elgin Township	0	-	-
Geneva	1	369963	FS
South Elgin	0	-	-
City of St. Charles	0		
St. Charles Twp	0		

*5/23/22 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
Apr	7,455	7,500	8,028	2,275	4,324	2,049
May	7,640	7,541	8,012	2,864	4,353	1,489
Jun	7,285	6,997	6,764	3,231	4,258	1,027
Jul	6,812	6,887	7,430	3,264	4,332	1,068
Aug	7,669	7,415	7,580	3,304	4,427	1,123
Sep	7,364	6,972	7,562	3,386	4,527	1,141
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
Avg.	7,396	7,267	7,378	3,265	4,484	1,219
SUM	88,752	87,201	88,530	39,179	53,805	14,626

Ride-In-Kane January 2021 to March 2022 Productivity Data

Month	Bus & Taxi Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi
Jan-21	3,408	1.45	\$47.58	\$45.57
Feb-21	3,343	1.50	\$47.43	\$42.80
Mar-21	4,004	1.52	\$47.49	\$44.26
Apr-21	4,324	1.54	\$43.28	\$44.37
May-21	4,353	1.63	\$38.83	\$36.95
Jun-21	4,258	1.73	\$35.09	\$49.61
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
Average	4,304	1.59	\$40.74	\$47.36

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
Jan-21	2,540	99.69%	868	98.62%	99.16%
Feb-21	2,658	98.46%	685	97.96%	98.21%
Mar-21	3,197	99.57%	807	96.41%	97.99%
Apr-21	3,583	97.21%	741	95.42%	96.32%
May-21	3,576	94.83%	777	97.25%	96.04%
Jun-21	3,588	93.57%	670	98.06%	95.82%
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%
Average	3,502	96.32%	802	96.06%	96.28%

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
Oct-20	2,819	97.63%	861	97.51%	97.57%
Nov-20	2,402	97.36%	684	97.07%	97.22%
Dec-20	2,450	98.05%	884	97.31%	97.68%
Jan-21	2,540	96.11%	868	97.41%	96.76%
Feb-21	2,658	93.43%	685	96.23%	94.83%
Mar-21	3,197	93.77%	807	90.87%	92.32%
Apr-21	3,583	93.67%	741	91.23%	92.45%
May-21	3,576	90.02%	777	91.77%	90.90%
Jun-21	3,588	87.74%	670	94.33%	91.04%
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%
Average	3,344	92.60%	803	92.36%	92.66%

Dundee Township rider Serene Hamilton won the gold medal for the 200-meter snow shoeing event and the bronze medal for the 100-meter snow shoeing event at this year's IL Winter Special Olympics. She is 27 yrs. old and has been using RIK since 2016. She has used it for education, sports, personal enhancement, training and work.

