

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, September 13, 2022**

Hybrid Meeting

[Join Zoom Meeting Here](#)

Call in: 1-312-626-6799

Meeting ID: 818 8003 1305

Passcode: 977261 (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 June 7, 2022.....Chair Catching

II. Reports

- A. RTA CAB Update Jackie Forbes
- B. Kane County Update Janet 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, December 6, 2022 at 9:00 am

at

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



Kane County Paratransit Coordinating Council (KCPCC)
MEETING MINUTES
June 7, 2022

41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

- Association for Individual Development
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- 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
- Jennifer Fox, City of Batavia
- Ruth Rottman, Campton Township
- Katie Meyer, Dundee Township
- Claudia Franco, Elgin Township
- Jackie Forbes, Kane County DOT
- Janet Harris, Kane County DOT
- Bianca Diaz, RTA
- Ron Johnson, St. Charles Township
- Courtney Mills, St. Charles Township
- 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

Others In Attendance:

- Kelli Anas, Batavia School District
- Laura Anderson, Geneva School District
- Meg Bingham, MVSEC

The meeting was called to order at 9:06 a.m. by Katie Meyer and roll call from the first meeting was accepted. Upon a motion for approval made by Ron Johnson, and seconded by Jen Fox, Jackie Forbes completed a roll call vote and the March 01, 2021 meeting minutes were unanimously approved.

II. REPORTS:

Jackie Forbes welcomed Janet Harris as the new RIK Program Coordinator for KDOT. She comes from Will County Health Department and has a background in social services. Janet Harris introduced herself.

RTA CAB Overview

Jackie Forbes included information about the Strategic Plan update, Forward for All communication campaign, and an update on the federal funding the RTA received.



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Kane County Update

Jackie Forbes shared that the 200K received on May 31, RIK will subsidize the funds to all the sponsors, and will let you know how much. PACE brought the electric bus & the paratransit bus to the event. Jackie Forbes shared that the county applied for funding from the American Rescue Plan and was granted 800K to support JARC rides. We are updating RTA documentation including Title VI.

Janet Harris announced RIK, KDOT is expanding the eligibility for all JARC rides to include seniors 65+, individuals with disabilities and low income to riders that live in non-sponsor areas.

OTHER BUSINESS:
None

Public Comment:

Meg Bingham vocational facilitator at MVSEC advocates for her students to get to work on time. Trip check updates are too late; bus arriving late; students miss work and parents have to miss work to pick up their kids. Parents are left to making a decision to leave work and get their kids to work on-time. The riders are scheduled with a subscription and are still late to work. Calling in to the call center is difficult for the student to learn the process of the pick up/drop off times. Kisha Hearn, Rosemary Gerty, and Gary Scott offered apologies and all have been aware of the issues and have been addressing it through emails, and phone calls prior to today. PACE states that there is a nationwide driver shortage. Pace suggested options to improve performance. They will put people on an action plan. Rosemary Gerty says this is a common issue. They are moving towards an online scheduling app. Pace is developing a partnership for on-demand service with Uber, that will focus on individuals facing this problem. Pace will look at this specific rider for details on trips. Katie Meyer says she 's been with RIK for five years and she truly understands the concerns. Leigh Tracy comments that every single RIK rider should receive A-1 service, we are not a cheap program.

A motion to adjourn was made by Leigh Tracy, seconded by Jen Fox. Voice vote was unanimous. The meeting was adjourned at 9:44 am until September 13, 2022.



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Ride In Kane Sponsor Committee

**Meeting Agenda
Tuesday, September 13, 2022**

Hybrid Meeting

[Join Zoom Meeting Here](#)

**Call in: 1-312-626-6799
Meeting ID: 818 8003 1305
Passcode: 977261 (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 June 7, 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

IV. Public Comment

V. Adjournment

The next meeting of the Ride in Kane Sponsor Committee will be held
Tuesday, December 6, 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

June 7, 2022

41W011 Burlington Road
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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:

Patricia, Aurora Township
Leigh Tracy, Batavia Township
Jennifer Fox, City of Batavia
Ruth Rottman, Campton Township
Katie Meyer, Dundee Township
Claudia Franco, Elgin Township
Jeanne Chybik, Blackberry Township
Jackie Forbes, Kane County DOT
Janet Harris, Kane County DOT
Bianca Diaz, RTA
Ron Johnson, St. Charles Township
Courtney Mills, St. Charles Township
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

Others In Attendance:

Kelli Anas, Batavia School District
Laura Anderson, Geneva School District
Meg Bingham, MVSEC

The meeting was called to order at 9:44 a.m. by Jackie Forbes and roll call from the first meeting was accepted. Upon a motion for approval made by Jackie Forbes and seconded by Katie Meyer, Jackie Forbes completed a roll call vote and the March 01, 2021 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. Trip count was more in February even with a short month. Trip Mileage follows suit with the trips. Average trip length is getting longer of an average of 10 miles. 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 8,000 registered riders and only an average of 400 ride. Monthly an average of 44 new riders. We are continuing to clean out the Master list to identify new and terminated riders.



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Registration and Ridership Reports and Customer Complaint

Gary Scott summarized his reports. RIK Ridership growth is increasing from 2021 to 2022. We are getting closer to pre-pandemic ridership. We are back at 5K. Productivity is also increasing from around 1.6 bus trips per hour, overall average is 1.59 bus trips per hour. The cost per trip for bus is at an average of \$40 and for taxi is \$47. In January, there were less rides than February and March. Using the 30 minute on-time performance (OTP) window, bus OTP average was at 96%, Taxi 96% and Bus & Taxi OTP average at 96%. The 15 minute window is for reference, the average is at 92% respectively throughout bus & taxi.

Gary Scott talked about the formal complaint data. January had very few complaints with only 4 out of 4,075. These were mostly no shows. February had 29 out of 4,403 for late arrivals. March had 18 out of 5,100 trip totals, mostly late arrivals, poor routing. On the Complaint Breakdown reports, the January complaints came from Aurora and South Elgin. For February, Aurora had 13, Batavia 4, City of Elgin 6, Geneva 3, City of St. Charles 3. For March, Aurora had 9, Batavia 4, City of Elgin 1 and Geneva had 1. Any complaints should be filed with the customer relations department. Pace will work on a solution.

The taxi service provider rates are in year 4 of Taxi contracts. Rates will change September 1, 2022. As we go on with the Taxi contract the rates increase.

Covid-19 protocols for Pace are still in place, they still sanitize their vehicles daily. As of April 19, 2022 masks are welcomed but not required on PACE vehicles. Pace is still finalizing their billing process, invoices may look different. Gary provided his direct contact for complaints.

OTHER BUSINESS:

Bianca Diaz introduced herself as the new RTA mobility outreach coordinator. RTA is hosting a series of Tuesday webinars, registration is required. RTA is developing a 10 year financial plan, the objective is to achieve balance from revenues and expenses. The ADA team is piloting a new re-certification process, can now re-certify by mail or in person.

Public Comment:

Megan Bingham advocated for her students having difficulty getting to work on time. This is an opportunity to understand the problem. The average hold time is 43 minute to stay on hold with the complaint line, the fastest hold time is 7 minutes. Her students struggle with self-advocacy, because they are conditioned to just deal with it. Another issue is there is no record of a complaint in file. It's too difficult to make a complaint. Kisha Hearn says you can file a complaint via email.

A motion to adjourn was made by Katie Meyer, seconded by Leigh Tracy. Voice vote was unanimous. The meeting was adjourned at 10:33 am until September 13, 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)
Ending balance	<u>\$ 714,320.92</u>
Monthly Average	(11,035.59)
Projected months left	64.73

May '29

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)
Ending balance	<u>\$ 1,921,852.65</u>
Monthly Average	(70,447.94)
Projected months left	27.28

Jun '25

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	2103.51	\$ 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	19	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	515.04	\$ 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																	
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																	
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!
Sept																	
Rides																	
Cost																	
Cost per ride	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		\$ -	#DIV/0!
Oct																	
Rides																	
Cost																	
Cost per ride	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		\$ -	#DIV/0!
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	9,348	2,175	2,146	5,271	1,710	707	1,118	92	134	100	61		4	53	673	23,592	155,651.03
YTD Cost	\$ 135,305.24	\$ 33,557.05	\$ 38,807.94	\$ 87,418.14	\$ 24,935.63	\$ 11,908.15	\$ 20,273.59	\$ 1,805.88	\$ 2,981.80	\$ 1,038.30	\$ 1,805.21	\$ 178.85	\$ 1,261.13	\$ 7,603.66	\$ 50,000.00	\$ 418,880.57	\$ 2.69
Total Cost per Ride YTD * not an average	14.47	15.43	18.08	16.58	14.58	16.84	18.13	19.63	22.25	10.38	29.59	44.71	23.79	11.30		17.76	
Average # of rides per month	1,869.60	543.75	536.50	1,317.75	427.50	176.75	279.50	23.00	33.50	25.00	15.25	1.00	13.25	168.25		5,898.00	
Average Cost per month	\$ 27,061.05	\$ 6,711.41	\$ 7,761.59	\$ 17,483.63	\$ 4,987.13	\$ 2,381.63	\$ 4,054.72	\$ 361.18	\$ 596.36	\$ 207.66	\$ 361.04	\$ 35.77	\$ 252.23	\$ 1,520.73	\$ 10,000.00	\$ 83,776.11	

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			#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	23,592	\$ 388,880.57	\$ 16.48	\$ 121,922.50	\$ 899,683.64	\$ 118.00	\$ 38.14

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			#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	2,968	\$ 52,220.94	\$ 17.59	\$ 11,737.87	\$ 93,246.29	\$ 126.65	\$ 31.42

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			#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	20,624	\$ 356,659.63	\$ 17.29	\$ 84,726.63	\$ 661,838.09	\$ 121.54	\$ 32.09

*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								104	518
AID - 5310	AID	5310	-	23	64	56	46								38	189
Aurora Twp - J	Aurora Twp	JARC	118	212	256	227	247								212	1,060
Aurora Twp - 5310	Aurora Twp	5310	1,604	1,564	1,766	1,708	1,646								1,658	8,288
Batavia City - J	Batavia City	JARC	29	72	88	84	70								69	343
Batavia City - 5310	Batavia City	5310	246	298	370	460	373								349	1,747
Batavia Twp - J	Batavia Twp	JARC	-	-	-	-	14								3	14
Batavia Twp - 5310	Batavia Twp	5310	8	9	13	21	20								14	71
Big Rock Twp - 5310	Big Rock Twp	5310	-	-	-	-	4								1	4
Blackberry Twp - 5310	Blackberry Twp	5310	16	23	25	19	17								20	100
Campton Twp - 5310	Campton Twp	5310	15	20	12	3	11								12	61
Dundee Twp - J	Dundee Twp	JARC	70	68	96	91	120								89	445
Dundee Twp - 5310	Dundee Twp	5310	316	310	365	352	358								340	1,701
Elgin City - J	Elgin City	JARC	7	37	59	68	59								46	230
Elgin City - 5310	Elgin City	5310	960	950	1,048	1,041	1,042								1,008	5,041
Elgin Twp - J	Elgin Twp	JARC	-	17	20	19	8								13	64
Elgin Twp - 5310	Elgin Twp	5310	8	6	6	2	6								6	28
Geneva City - J	Geneva City	JARC	18	17	26	18	23								20	102
Geneva City - 5310	Geneva City	5310	116	105	120	119	111								114	571
Kane DOT - J	Kane DOT	JARC	2	14	47	40	31								27	134
South Elgin - J	South Elgin	JARC	19	14	17	8	-								12	58
South Elgin - 5310	South Elgin	5310	183	195	199	244	239								212	1,060
St. Charles City - 5310	St. Charles City	5310	314	327	365	363	341								342	1,710
St. Charles Twp - J	St. Charles Twp	JARC	-	-	-	-	-								-	-
St. Charles Twp - 5310	St. Charles Twp	5310	7	6	7	14	19								11	53
Total Trips - 2022			4,075	4,403	5,105	5,089	4,920	-	-	-	-	-	-	0	2,145	23,592
Bus			3,252	3,531	4,217	4,300	4,138								3,888	19,438
Taxi			823	872	888	789	782								831	4,154
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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!	
JARC			282	567	745	687	687	-	-	-	-	-	-	-	594	2,968
5310			3,793	3,836	4,360	4,402	4,233	-	-	-	-	-	-	-	4,125	20,624

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								647.10	3,236	6.2
AID - 5310	-	299.94	612.59	368.60	322.40								320.71	1,604	8.5
Aurora Twp - J	1,309.85	1,780.33	2,155.28	1,230.81	1,230.28								1,541.31	7,707	7.3
Aurora Twp - 5310	10,928.50	10,385.25	12,262.97	7,396.89	7,157.10								9,626.14	48,131	5.8
Batavia City - J	159.51	358.71	442.72	261.18	217.34								287.89	1,439	4.2
Batavia City - 5310	1,984.07	2,575.42	3,176.97	2,493.19	1,897.26								2,425.38	12,127	6.9
Batavia Twp - J	-	-	-	-	68.88								13.78	69	4.92
Batavia Twp - 5310	36.40	43.17	61.38	71.85	64.92								55.54	278	3.9
Big Rock Twp - 5310	-	-	-	-	65.12								13.02	65	16.3
Blackberry Twp - 5310	70.98	147.33	128.82	54.50	38.59								88.04	440	4.4
Campton Twp - 5310	270.75	331.51	217.98	33.66	78.65								186.51	933	15.3
Dundee Twp - J	511.20	631.80	1,022.35	565.89	772.33								700.71	3,504	7.9
Dundee Twp - 5310	2,879.87	2,853.20	3,445.52	1,978.13	1,942.23								2,619.79	13,099	7.7
Elgin City - J	81.55	227.62	345.21	316.98	234.71								241.21	1,206	5.2
Elgin City - 5310	8,531.96	8,441.20	9,103.70	5,361.23	5,520.03								7,391.62	36,958	7.3
Elgin Twp - J	-	120.19	141.40	83.60	35.20								76.08	380	5.9
Elgin Twp - 5310	191.94	47.32	236.38	10.04	30.90								103.32	517	18.4
Geneva City - J	47.36	42.74	66.04	33.60	36.34								45.22	226	2.2
Geneva City - 5310	423.37	367.27	539.19	637.65	667.26								526.95	2,635	4.6
Kane DOT - J	10.52	115.63	453.62	308.64	232.80								224.24	1,121	8.4
South Elgin - J	79.40	42.91	47.22	15.24	-								36.95	185	3.2
South Elgin - 5310	1,792.88	1,955.92	1,958.16	1,443.91	1,483.61								1,726.90	8,634	8.1
St. Charles City - 5310	2,417.91	2,420.39	2,944.94	1,610.37	1,284.67								2,135.66	10,678	6.2
St. Charles Twp - J	-	-	-	-	-								-	-	#DIV/0!
St. Charles Twp - 5310	76.26	52.49	72.00	116.51	163.38								96.13	481	9.1
Total Miles - 2022	32,049.50	34,100.60	40,451.84	24,981.34	24,067.75	-	-	-	-	-	-	-	32,895.82	188,547	8.0
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%	#DIV/0!	51%								
Avg Trip Length	7.9	7.7	7.9	4.9	4.9	#DIV/0!	8.0								

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								147,877.86	739,389.32
Taxi Operations	41,171.23	40,282.60	43,467.25	37,769.42	37,603.82								40,058.86	200,294.32
Total Gross Cost - 2022	187,882.39	161,251.53	200,064.35	205,886.11	184,599.26	-	-	-	-	-	-	-	78,306.97	939,683.64
Fares	21,685.25	22,723.75	25,925.75	179,756.36	25,458.00								55,109.82	275,549.11
Net Cost (Less Fares)	166,197.14	138,527.78	174,138.60	26,129.75	159,141.26	-	-	-	-	-	-	-	152,362.46	664,134.53
Federal Share	83,098.57	69,263.89	87,069.30	13,064.88	79,570.63	-	-	-	-	-	-	-	76,181.23	332,067.27
County Subsidy	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00								10,000.00	50,000.00
PACE Subsidy	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost to Sponsors	73,098.57	59,263.89	77,069.30	3,064.88	69,570.63	-	-	-	-	-	-	-	66,181.23	282,067.27
% Fares	12%	14%	13%	87%	14%	#DIV/0!	13%							
% Federal	44%	43%	44%	6%	43%	#DIV/0!	44%							
% County	5%	6%	5%	5%	5%	#DIV/0!	6%							
% Sponsors	39%	37%	39%	1%	38%	#DIV/0!	38%							
% Pace Subsidy	0%	0%	0%	0%	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%	-100%	-100%	-100%	-100%	-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								\$11,556.46	707	\$16.35
Aurora Twp	\$28,462.75	\$21,857.07	\$28,262.45	\$28,282.01	\$24,955.94								\$131,820.22	9,348	\$14.10
Batavia (City & TWP)	\$4,981.74	\$5,155.49	\$7,001.17	\$8,946.09	\$6,538.29								\$32,622.78	2,161	\$15.10
Big Rock Twp - 5310	\$0.00	\$0.00	\$0.00	\$0.00	\$151.79								\$151.79	-	#DIV/0!
Blackberry Twp - 5310	\$177.00	\$262.26	\$263.21	\$189.65	\$130.13								\$1,022.25	16	\$63.89
Campton Twp - 5310	\$568.35	\$518.37	\$371.97	\$97.19	\$216.64								\$1,772.52	15	\$118.17
Dundee Twp	\$7,712.22	\$5,918.06	\$8,295.14	\$8,014.95	\$7,739.67								\$37,680.04	386	\$97.62
Elgin City	\$19,190.14	\$14,448.64	\$17,460.20	\$17,799.87	\$16,128.58								\$85,027.43	967	\$87.93
Elgin Twp	\$372.13	\$295.48	\$613.50	\$304.19	\$193.12								\$1,778.42	28	\$63.52
Geneva City	\$1,226.94	\$843.30	\$1,263.61	\$2,052.27	\$1,925.20								\$7,311.32	673	\$10.86
Kane DOT - J	\$30.52	\$228.74	\$963.91	\$999.42	\$662.55								\$2,885.14	2	\$1,442.57
South Elgin	\$4,134.71	\$3,305.89	\$3,655.75	\$4,485.93	\$4,074.82								\$19,657.10	1,118	\$17.58
St. Charles City	\$5,531.32	\$4,236.87	\$5,567.58	\$5,190.16	\$3,875.94								\$24,401.87	1,710	\$14.27
St. Charles Twp	\$170.22	\$90.21	\$133.46	\$352.20	\$447.14								\$1,193.23	53	\$22.51
Total Cost - 2022	\$73,098.57	\$59,263.89	\$77,069.30	\$79,878.18	\$69,570.63	\$0.00	\$358,880.57	17,184	\$20.88						
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%	-100%	-100%	-100%	-100%	-100%	-100%	-100%			

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								443	2,215
Distinct Riders - 2021	338	343	392	419	414	419	441	435	444	479	465	444	419	773
% Change	13%	20%	16%	12%	8%	#DIV/0!								
Riders terminated per month	1	-	4	-	1	2	1	1					1	
Riders added per month	36	44	43	52	44	55	35	51					45	
Registered Riders - 2022	7,985	8,029	8,068	8,120	8,126	8,226	8,261	8,312					8,141	
Registered Riders - 2021										7,957	7,921	7,950	7,943	
% Change	#DIV/0!	100%	100%	100%	-2%									

Ride in Kane Complaint Data - April 2022 - June 2022					
Month/YR	Complaint Total	Trip Total	% of Complaints	Category Type	Total*
Apr-22	23	5,089	0.45%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	0
				Early Arrival	1
				Late Arrival	11
				No Show	2
				Poor Routing	1
				Scheduler/Dispatcher Discourtesy	3
				Trip Scheduled Wrong	3
				Other	2
				Total	23
May-22	40	4,920	0.81%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	1
				Early Arrival	1
				Late Arrival	25
				No Show	2
				Poor Routing	3
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	3
				Other	5
				Total	40
Jun-22	38	4,656	0.82%	Boarding/Alighting Issues	0
				Busy Phone Lines	0
				Driver Discourtesy	0
				Early Arrival	0
				Late Arrival	28
				No Show	3
				Poor Routing	2
				Scheduler/Dispatcher Discourtesy	0
				Trip Scheduled Wrong	1
				Other	4
				Total	38

*Investigation may conclude allegations were unfounded

*9/2/22 gs

Ride-In-Kane April 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	1	371675	BB
Aurora	5	370935	DE
		371510	BD
		371839	KD
		371944	GT
		372435	GT
Batavia	4	371309	FJ
		371743	SP
		371887	RR
		372381	MC
Dundee	5	370557	OD
		370817	OD
		371111	KA
		371114	KA
		372002	HS
City of Elgin	5	370865	WSG
		370957	WSG
		371873	MM
		372504	JJ
		372702	RJ
Elgin Township	0	-	-
Geneva	1	372410	SJ
South Elgin	1	372324	MR
City of St. Charles	0	-	-
St. Charles Twp	1	371738	PZ

*9/2/22 gs

Ride-In-Kane May 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	2	372908	JD
		374887	BB
Aurora	7	373185	DE
		373540	CS
		373623	CS
		373728	GT
		374077	MDJ
		374375	CM
		374937	CS
Batavia	9	372827	DA
		372952	HM
		373112	RR
		373255	SP
		373526	SP
		373742	SP
		374358	RP
		374379	SP
Dundee	2	372790	GW
		372838	GW
City of Elgin	9	372801	PM
		373150	SW
		373696	SB
		373937	MJ
		374800	MJ
		374853	JJ
		374872	MJ
		374961	LR
375020	LB		
Elgin Township	0	-	-
Geneva	3	372825	MD
		373179	MD
		373181	MD
South Elgin	8	373056	JS
		373177	GP
		373295	PZ
		373581	GP
		374079	PZ
		374456	BJ
		374584	JS
		375229	PZ
City of St. Charles	0	-	-
St. Charles Twp	0	-	-

Ride-In-Kane June 2022 Complaint Breakdown

Sponsor	# of Complaints	CAF #	Initial of Complainant
AID	1	376697	BB
Aurora	10	375671	SC
		375953	KD
		376101	MK
		376257	BID
		376681	DE
		376814	SM
		376826	BID
		377129	BID
		377190	DM
		377467	CGC
Batavia	3	376458	FJ
		377039	SB
		377279	MC
Dundee	7	375625	SA
		376178	GW
		376660	SA
		376749	SA
		377384	KA
		377578	OD
		377582	OD
City of Elgin	8	375837	OD
		375942	DD
		376331	MJ
		376420	CA
		376528	DA
		376777	JJ
		377029	FT
		377924	PC
Elgin Township	0	-	-
Geneva	3	376919	FS
		377386	VDK
		377543	VDK
South Elgin	0	-	-
City of St. Charles	0	-	-
St. Charles Twp	6	375537	PZ
		376306	PZ
		376394	PZ
		376647	GP
		377025	PZ
		377502	PZ

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
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
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
Avg.	7,368	7,331	6,175	3,645	4,628	983
SUM	66,372	65,163	65,726	30,809	40,870	10,061

Ride-In-Kane April 2021 to June 2022 Productivity Data

Month	Bus & Taxi Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi
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
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
Average	4,565	1.62	\$38.94	\$48.73

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
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%
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%
Average	3,759	95.27%	805	95.85%	95.48%

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
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%
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%
Average	3,759	90.41%	805	90.56%	90.56%