

RIDE IN KANE



RIDE IN KANE PROGRAM

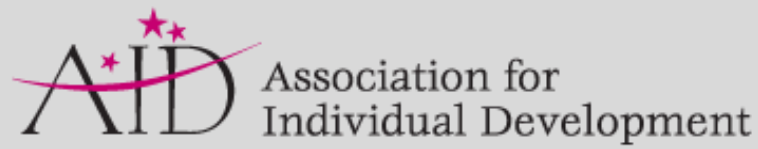
Ride in Kane is a public paratransit transportation service providing curb to curb bus or taxi service to individuals residing in Kane County. Ride in Kane was established in 2008 by the Kane County Paratransit Coordinating Council (KCPCC) to coordinate existing dial a ride services that were operating independently throughout the county.

The program is a partnership of

- **Kane County** – subgrantee of federal funding and provides sponsor subsidy to all sponsors
- **Local sponsors** – register riders and provide local match for services
- **Pace** – local service provider
- **RTA** – grantee of federal funds/administrator of funds



SPONSORS



RIDE IN KANE PROGRAM

The program uses small buses, minivans and taxis to provide access to daily needs, especially medical, work and human services.

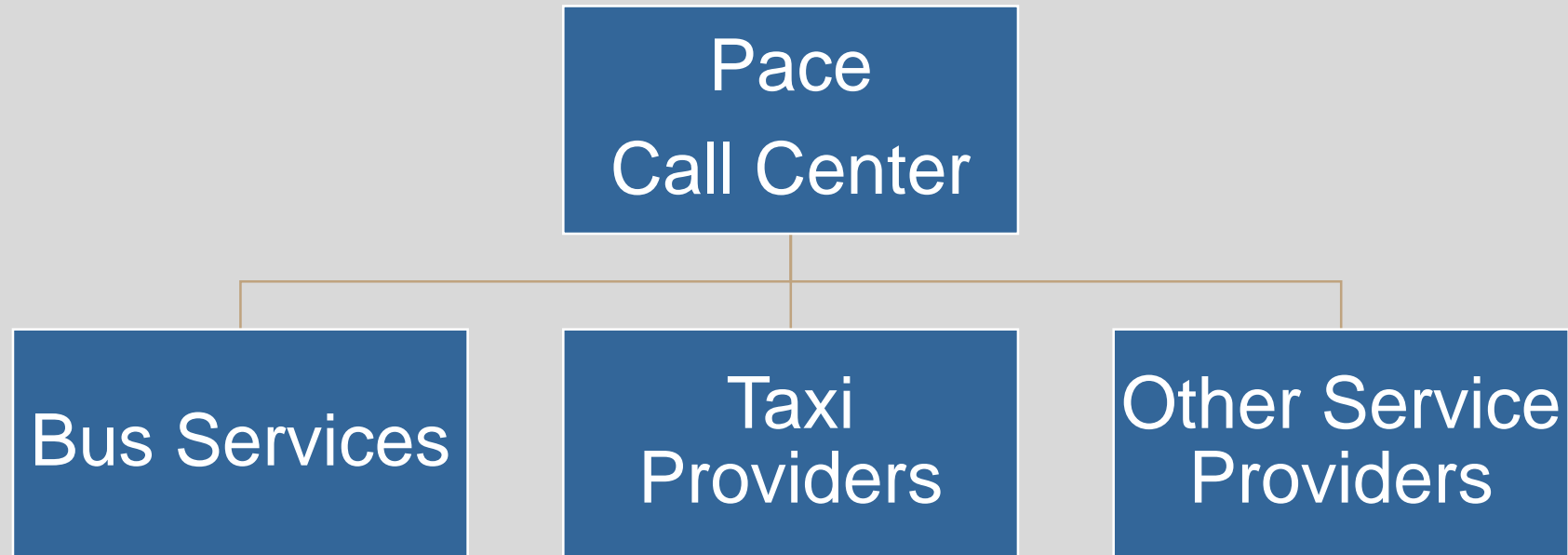
Ride in Kane provides curb to curb service to locations throughout Kane County 24 hours a day - 365 days a year

The service is for eligible registered riders based upon local sponsor and funding source requirements and are limited to:

- individuals age 65 and older,
- individuals with a disability, and
- individuals who are at or below 150% of the federal poverty income limit who are needing rides to and from employment.



CENTRALIZED CALL CENTER MODEL



Rides are scheduled using a centralized dispatch of taxis, lift-equipped buses, and vans for demand-response, curb-to-curb transportation

The service is more cost effective to operate than fixed route service in rural and low density suburban areas



SERVICE COMPONENTS

Eligibility: Determined by sponsoring agency. Must meet federal funding eligibility requirements outlined on page 4.

Registration: Sponsors register clients by completing a standardized form and submitting to Pace. Online registration link in process.

Reservation Hours: 6:00 a.m. to 6:00 p.m. Monday-Friday, 8:00 a.m. to 5:00 p.m. Saturday and Sunday. Reservations received from clients and sponsors via a toll free telephone number.

Trip Guarantee Policy: 7 day to 1 day advance reservations guaranteed. Same day request **as available**, minimum 4 hour notice.

Fare Structure (as determined by sponsors): (1) \$5.00 for first 10 miles, then \$1.50 per mile thereafter, (2) \$5.00 flat fare, and (3) free.

Service Area: Trip origin within Kane County and or adjacent areas to designated areas **as approved by sponsors**.



RIDE DATA

Year	2021	2022
Trip Count Total	50,976	56,131
Trip Count/Month Avg	4,248	4,678
Trip Mileage Total	248,258	318,102
Trip Mileage/Month Avg	20,685	26,509
Gross Cost/Trip	\$41.60	\$38.39
Sponsor Cost/Trip	\$18.20	\$13.62
Sponsor Cost/Mile	\$ 3.73	\$ 2.39

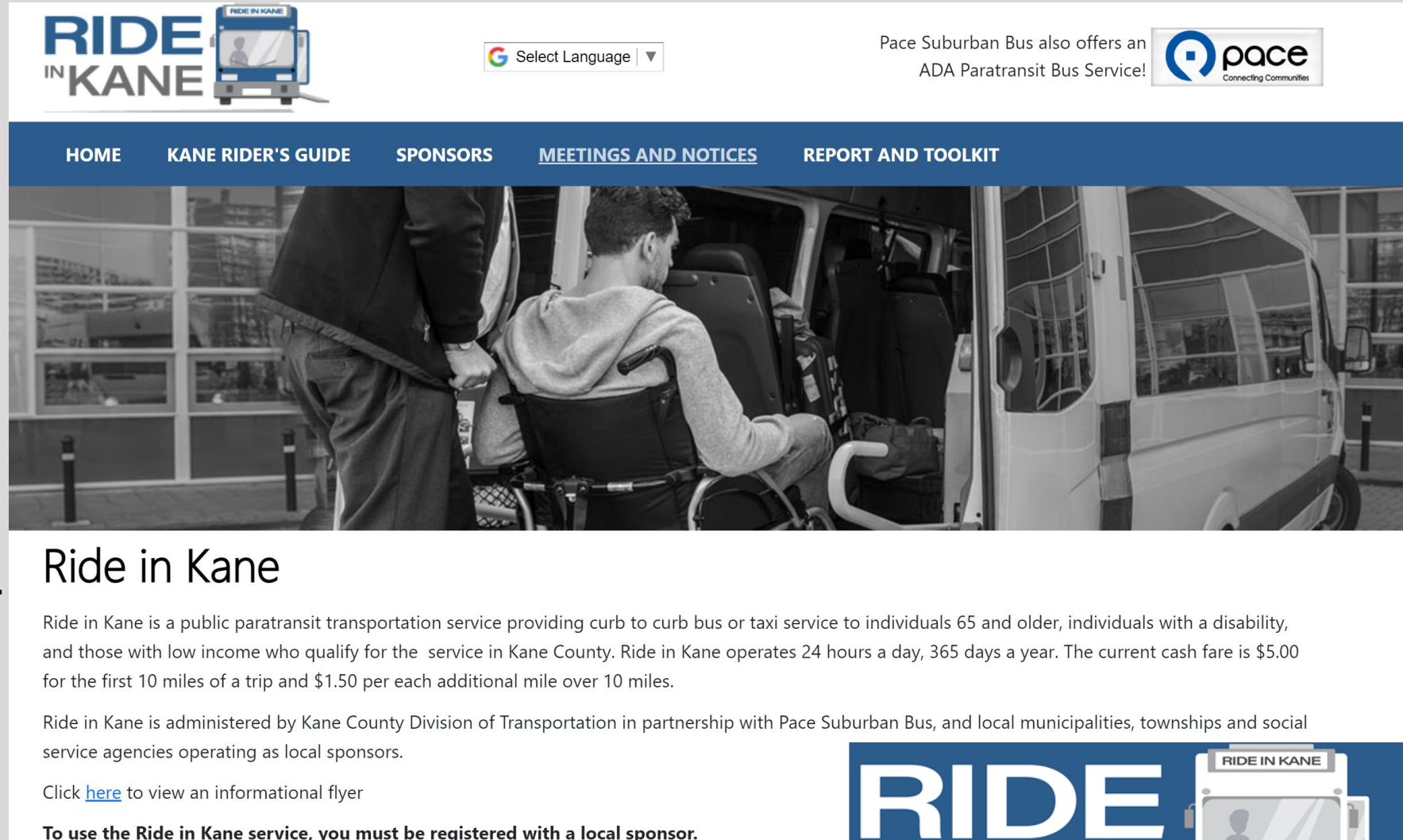
The sponsor cost per trip and per mile are averages across all sponsors. Some sponsors costs are higher and some lower depending on the length of the individual trips provided.

Note the sponsor cost/trip is significantly lower than the gross cost/trip



RIDE IN KANE WEBSITE

- Includes important information about Ride in Kane including a list of sponsors and their service parameters.
- www.rideinkane.org



The screenshot shows the homepage of the Ride in Kane website. At the top left is the logo for "RIDE IN KANE" with a small bus icon. To its right is a "Select Language" dropdown menu. On the top right, there is a text link: "Pace Suburban Bus also offers an ADA Paratransit Bus Service!" next to the Pace logo, which includes the tagline "Connecting Communities". Below the header is a dark blue navigation bar with white text links: "HOME", "KANE RIDER'S GUIDE", "SPONSORS", "MEETINGS AND NOTICES", and "REPORT AND TOOLKIT". The main content area features a large black and white photograph of a person in a wheelchair being assisted onto a white paratransit van. Below the photo is the heading "Ride in Kane" followed by a paragraph of text describing the service. A link labeled "here" is provided for an informational flyer. At the bottom, a bold statement reads: "To use the Ride in Kane service, you must be registered with a local sponsor." In the bottom right corner, there is a large blue graphic with the "RIDE IN KANE" logo and a bus icon.

Ride in Kane

Ride in Kane is a public paratransit transportation service providing curb to curb bus or taxi service to individuals 65 and older, individuals with a disability, and those with low income who qualify for the service in Kane County. Ride in Kane operates 24 hours a day, 365 days a year. The current cash fare is \$5.00 for the first 10 miles of a trip and \$1.50 per each additional mile over 10 miles.

Ride in Kane is administered by Kane County Division of Transportation in partnership with Pace Suburban Bus, and local municipalities, townships and social service agencies operating as local sponsors.

Click [here](#) to view an informational flyer

To use the Ride in Kane service, you must be registered with a local sponsor.

RIDES SPONSORED BY KANE COUNTY

At this time, Kane County sponsors riders that meet the following criteria:

- qualify as low income per federal guidelines
- live within Kane County
- request rides for work-related purposes only

To view the income guidelines and applicable forms of proof of income, click here - [Income Guidelines](#)

For more information, contact:

Janet Harris, Ride in Kane Program Manager

Monday - Friday / 9:00 am-4:00 pm

Phone: 630-762-2600



HOW TO BECOME A SPONSOR

- Determine the estimated # of riders, # of trips, and mileage. Contact the Ride in Kane Program Coordinator for assistance.
- Create a budget using estimated costs provided. Keep in mind that cost is mileage based so if your trips are longer, your individual cost may be slightly higher than the average sponsor cost provided. The Ride in Kane Program Coordinator can provide information on past costs of similar townships.
- Determine what type of trips or other parameters you may want in place to keep your costs in line with your budget (limits on # of trips, trip length, trips limited to medical or work, trips limited to Kane County, etc.)



HOW TO BECOME A SPONSOR (CONTINUED)

- Contact the Ride in Kane Program Coordinator to begin the process
- Sign an agreement with Kane County indicating the amount of local match you are willing to budget
- Provide billing address and contact information which is sent to Pace for your invoicing (Pace will invoice you each month based on the mileage of the rides provided for your riders)
- Begin registering your constituents. (Kane County will provide you with a registration form and training)



**For more information contact
Janet Harris
rideinkane@co.kane.il.us
630-762-2600**

**Kane County Division of Transportation
41W011 Burlington Road
Campton Hills, IL 60175**

www.rideinkane.org

