

Chair: Kane County (Heidi Files & Brygette Lopez)
Vice Chair: South Elgin (Lauren Tredup & Nancy Hill)
Members: AgeGuide, City of Aurora, Aurora Township, Batavia Township, Campton Township, City of Geneva, Kane County, City of St. Charles, Village of South Elgin, Senior Services of Elgin, Kane County Veterans Assistance Commission



Ride in Kane Paratransit Coordinating Council
September 3, 2026 at 9:00 a.m.

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

Remote:
[Join Meeting](#)
+1(312) 626-6799
ID: 848 0872 7455
Passcode: 368387

AGENDA

- I. Opening of Meeting, Roll Call** Kane County
- II. Approval of Minutes: June 4, 2026** Kane County
Action: Approve
- III. Reports**
 - A. RTA/NITA Update.....Julio Leal
 - B. Pace UpdateJocelyn Lopez*Action: Information*
- IV. Ride in Kane (RIK) Program Reports**
 - A. 5310 Federal Funds Grant Tracking Report..... Brygette Lopez
 - B. 2026 Program Cost & Invoicing ReportBrygette Lopez
 - C. Trip Count Report.....Brygette Lopez
 - D. Active Riders Report.....Brygette Lopez*Action: Information*
- V. Pace Complaint and Ridership Reports**
 - A. Ridership Growth, Productivity & On-Time Performance Report
 - B. Complaint / Commendation Reports*Action: Information*
- VI. Other Business**
 - A. Election of Chair All*Action: Nomination and Approval*
- VII. Public Comments**
- VIII. Next Meeting: December 3, 2026**
- IX. Adjournment**



Ride in Kane Paratransit Coordinating Council
Meeting Minutes
June 4, 2026

In attendance:

April Fitzhugh, City of Aurora
Brygette Lopez, Kane County
Cindy Del Cid, City of Aurora
Fluturi Demirovski, RTA
Gary Scott, Pace
Heidi Files, Kane County
Heidi Lichtenberger, Kane County
Jacob Zimmerman, VA of Kane County
Jeanne Fornari, City of Geneva
Jocelyn Lopez, Pace
John West, Batavia Township
Julio Leal, RTA
Katrina Boatright, City of Aurora
Kurt Nika, Kane County
Lauren Tredup, Village of South Elgin
Liliana Pompeo, City of St. Charles
Melissa Wilmot, Aurora Township
Peggy Gomez, Senior Services Elgin
Ruth Rottmann, Campton Township
Sophia Abodeely, AgeGuide
Tom Rickert, Kane County

1. Call to Order

The organizational meeting of the Ride in Kane Paratransit Coordinating Council was called to order at 9:10 a.m. by Heidi Files. Participants were welcomed and thanked for their partnership in supporting mobility services throughout Kane County.

2. Introductions

Representatives introduced themselves, identified their organizations, and described their roles or connections to transportation services, seniors, veterans, or individuals with disabilities.

Julio Leal, Mobility Outreach Coordinator with the Regional Transportation Authority (RTA), educates older adults and people with disabilities about reduced-fare, ride-free, and ADA

Members: AgeGuide, City of Aurora, Aurora Township, Batavia Township, Campton Township, City of Geneva, Kane County, City of St. Charles, Village of South Elgin, Senior Services of Elgin, Veterans Assistance Commission (Kane County)



paratransit services. Jocelyn Lopez, Community Relations Representative with Pace Suburban Bus, promotes the program and provides customer service and community education. Fluturi Demirovski, Manager with the Regional Transportation Authority, provides 5310 funding for the Ride in Kane program. Gary Scott, Senior Project Manager with Pace Suburban Bus and Paratransit, manages the call centers and the Ride in Kane program.

Heidi Files reiterated that the purpose of the meeting was to formally establish the Ride in Kane Paratransit Coordinating Council, review and consider the foundational bylaws, elect the initial officers, and receive updates regarding the Ride in Kane program and related transportation coordination efforts.

3. Overview of the Ride in Kane Program:

Kane County staff provided an overview of Ride in Kane, a countywide, curb-to-curb, shared-ride transportation program serving seniors, individuals with disabilities, and veterans. The program was developed through collaboration among Kane County, Pace, municipalities, community organizations, and funding partners to address transportation gaps and improve access to essential services throughout Kane County and the surrounding region.

Staff noted that Ride in Kane operates 24 hours a day, 365 days per year, and supports access to medical appointments, employment, education, shopping, social activities, and other destinations that promote independence and quality of life.

Kane County administers the program through the Division of Transportation in partnership with Pace Suburban Bus. Funding and support include federal funding through the Regional Transportation Authority, Pace sponsorship subsidies, local contributions, and intergovernmental coordination. Staff also emphasized the importance of connections to regional transportation services and neighboring county systems because riders' mobility needs frequently extend beyond municipal boundaries. Heidi Files explained that Brygette Lopez is the Mobility Manager of the Ride in Kane program and questions about the program should be directed to Brygette.

4. Establishment of the Ride in Kane Paratransit Coordinating Council

Heidi Files explained that the Council's purpose is to serve as an advisory and coordinating body intended to strengthen communication and collaboration, share information, identify needs and challenges, and support continuous improvement of mobility services throughout Kane County.

The Council reviewed the proposed bylaws establishing its organizational structure and operating procedures, including membership, officer positions, meeting procedures, and advisory role. Staff explained that membership is participation-based rather than approval-based to support inclusive and flexible engagement and to avoid the quorum challenges that



limited the prior Kane County Paratransit Coordinating Council. Eligible organizations designate representatives, and active membership is established through participation rather than a formal membership vote. Heidi pointed out that a quorum will be 5 members moving forward, according to the foundational bylaws.

Participating organizations present at the meeting were identified as the Council's initial members.

Heidi asked if there was a motion to approve the foundational bylaws. Jeanne Fornari moved and John West seconded a motion to approve the foundational bylaws. The motion passed unanimously.

John West asked about the meeting schedule for the Council. Heidi explained that the Council will continue with quarterly meetings for 2026 and then in 2027, the Council would move to two meetings a year.

5. Election of Chair

Outgoing Chair Bill Catching of Aurora Township was thanked for his leadership. The Council voted to elect Kane County, through its designated representatives Heidi Files and Brygette Lopez, as Chair and the Village of South Elgin, through its designated representatives Lauren Tredup and Nancy Hill, as Vice Chair.

6. Proposed Meeting Schedule and Format

Regular meetings will be held a minimum of twice per year, with additional meetings scheduled as needed.

7. Reports

Heidi Files gave an update on the status of the NITA/Kane agreement for 5310 funds. The agreement was under review and will follow the County Board process. If approved, it will provide an additional \$2,585,000 million to support the Ride in Kane program.

8. Ride in Kane Program Reports

Julio Leal provided updates on the Northern Illinois Transit Authority (NITA) Act, including service changes and new community planning projects. Jocelyn Lopez reported on service changes in Kane County, including new electric paratransit vehicles and a new van-pooling service in Geneva.



Brygette Lopez provided updates on the Ride in Kane program, including trip counts, active riders, and new countywide program guidelines.

9. Pace Complaint and Ridership Reports

Gary Scott reported on ridership, cost per trip, on-time performance, and customer relations, emphasizing the importance of timely complaint handling.

10. Next Meeting

The next meeting will be on September 3 at 9:00 a.m. in the auditorium of Building A at the Kane County Government Center.

11. Public Comment

There was no public comment.

12. Adjournment

John West made a motion to adjourn the meeting and Peggy Gomez seconded the motion. The Council voted unanimously and the meeting was adjourned at 9:57 a.m.

5310 Funds Billing

Beginning balance

December 2025	(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)
August 2025	(129,389.04)
September 2025	(136,556.55)
October 2025	(140,021.87)
November 2025	(127,961.76)

December 2025 (PARTIAL)	(49,334.23) *
January 2026	(131,335.62) *
February 2026	(125,634.28) *
March 2026	(128,441.93) *
April 2026	(124,950.34) *
May 2026	(124,194.31) *
Ending balance	

Monthly average \$ 113,568.89

Months remaining **-(5.59) ***

* New agreement pending final execution. Will release \$2.5 million 5310 funds.

Ride In Kane Program Costs & Sponsor Invoicing Report

[illegible]

Ride in Kane 2026 Trip Count Report

Current Year: 2026														
Sponsor & Fund Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average Monthly Trips	Total Trips
Kane County - 5310	4,699	4,443	4,604	4,534	4,402	4,357	4,515						4,508	31,554
Kane VA - ARPA	8	5	5	4	2	4	3						4	31
Total Trips - 2026	4,707	4,448	4,609	4,538	4,405	4,361	4,518						4,512	31,586
Bus	4,072	3,804	3,976	3,928	3,783	3,702	3,886						3,879	27,151
Taxi	635	644	633	610	621	654	632						633	4,429

Ride in Kane Active Riders Report

Current Year: 2026												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Active Riders 2026	484	406	377	406	392	392	379					
Active Riders - 2025	415	394	425	439	418	445	458	439	449	468	404	483
% Change 2025 to 2026	15%	3%	-11%	-7%	-6%	-12%	-18%					
Registered Riders as of August 2026	16,211											

Ride-In-Kane Ridership from 2022 to 2026

Month	2022 Trips	2023 Trips	2024 Trips	2025 Trips	2026 Trips	Dif from prev. year
Jan	4,075	5,132	5,254	5,035	4,701	-334
Feb	4,403	4,795	5,432	4,676	4,448	-228
Mar	5,105	5,409	5,497	5,085	4,609	-476
Apr	5,089	4,996	5,795	5,282	4,538	-744
May	4,920	5,280	5,845	5,006	4,404	-602
Jun	4,656	4,849	5,090	4,298	4,352	54
Jul	4,493	4,517	5,307	4,655		-4,655
Aug	4,967	5,196	5,358	4,541		-4,541
Sep	4,865	5,067	5,397	4,901		-4,901
Oct	4,670	5,565	5,708	5,305		-5,305
Nov	4,843	5,313	4,915	4,514		-4,514
Dec	4,645	5,157	4,742	4,702		-4,702
Avg.	4,728	5,106	5,362	4,833	4,509	-2,579
SUM	56,731	61,276	64,340	58,000	27,052	30,948

Ride-In-Kane January 2025 to June 2026 Productivity Data

Month	Bus, Taxi and TNC Trips	Bus Trips Per Hour	Cost Per Trip Bus	Cost Per Trip Taxi	Cost Per Trip TNC
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	-
Oct-25	5,305	1.53	\$55.64	\$61.65	-
Nov-25	4,514	1.54	\$59.27	\$59.56	-
Dec-25	4,702	1.52	\$59.02	\$60.96	-
Jan-26	4,701	1.54	\$58.14	\$62.26	-
Feb-26	4,448	1.56	\$59.12	\$60.68	-
Mar-26	4,609	1.56	\$57.05	\$63.22	-
Apr-26	4,538	1.55	\$55.95	\$61.13	-
May-26	4,404	1.54	\$57.18	\$58.59	\$39.82
Jun-26	4,352	1.49	\$58.60	\$59.63	\$36.24
Average	4,784	1.51	\$58.09	\$58.49	\$35.06

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
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%	-	-	99.65%
Jul-25	4,071	99.29%	830	99.52%	-	-	99.29%
Aug-25	3,974	98.84%	567	98.77%	-	-	98.83%
Sep-25	4,267	99.13%	634	98.11%	-	-	99.00%
Oct-25	4,455	99.51%	850	98.35%	-	-	99.32%
Nov-25	3,721	98.44%	793	96.60%	-	-	98.12%
Dec-25	3,996	99.27%	706	95.89%	-	-	98.77%
Jan-26	4,067	99.46%	634	98.42%	-	-	99.32%
Feb-26	3,804	99.61%	644	99.22%	-	-	99.55%
Mar-26	3,976	99.30%	633	98.74%	-	-	99.22%
Apr-26	3,927	99.24%	611	97.87%	-	-	99.05%
May-26	3,783	98.81%	618	99.03%	3	100.00%	98.84%
Jun-26	3,699	99.05%	650	98.92%	3	100.00%	99.03%
Average	3,989	99.04%	719	98.10%	78	99.68%	98.86%

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
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%	-	-	97.91%
Jul-25	4,071	97.13%	830	98.80%	-	-	99.79%
Aug-25	3,974	96.28%	567	97.71%	-	-	96.45%
Sep-25	4,267	95.62%	634	96.21%	-	-	95.69%
Oct-25	4,455	97.08%	850	96.24%	-	-	96.95%
Nov-25	3,721	92.48%	793	92.18%	-	-	90.81%
Dec-25	3,996	95.72%	706	99.17%	-	-	95.53%
Jan-26	4,067	97.57%	634	97.63%	-	-	97.57%
Feb-26	3,804	97.69%	644	97.36%	-	-	97.64%
Mar-26	3,976	96.88%	633	97.79%	-	-	97.01%
Apr-26	3,927	97.25%	611	96.40%	-	-	97.14%
May-26	3,783	96.03%	618	97.41%	3	100.00%	96.23%
Jun-26	3,699	95.62%	650	97.85%	3	100.00%	95.24%
Average	3,989	97.08%	719	97.55%	78	99.25%	97.12%

Ride in Kane Complaint Data - April 2026 - June 2026						
Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Apr-26	3	2	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	3
					Late Arrival	0
					No Show	0
					Poor Routing	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	0
					Other (Commendation)	2
					Total	5
May-26	2	4	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	0
					No Show	0
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	1
					Trip Scheduled Wrong	0
					Other - Failure to Curb	0
					Other (Commendation)	4
					Total	6
Jun-26	3	0	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	1
					No Show	0
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	1
					Other (Commendations)	0
					Total	3

*Investigation may conclude allegations were unfounded

*8/18/26 gs

Ride-In-Kane April 2026 Complaint/Commendation Breakdown			
Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	2 Commendations	CS0120286	HA
		CS0120287	HA
	3 Complaints	CS0121528	BL
		CS0121592	KSA
		CS0121975	BL
Ride-In-Kane May 2026 Complaint/Commendation Breakdown			
Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	4 Commendations	CS0123507	TJ
		CS0124762	FE
		CS0125321	Anonymous
		CS0125744	AN
	2 Complaints	CS0124497	FE
		CS0125755	HM
Ride-In-Kane June 2026 Complaint/Commendation Breakdown			
Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	3 Complaints	CS0127582	BWS
		CS0127826	SS
		CS0128680	PA

*8/18/26 gs