



Ride in Kane Paratransit Coordinating Council (RIKPCC) Organizational Meeting

Meeting Agenda

Thursday, June 4, 2026 at 9:00 a.m. (In-Person or Zoom)

Kane County Government Center, Building A, Auditorium

719 Batavia Avenue, Geneva, IL 60134

Zoom: Meeting URL: <https://us06web.zoom.us/j/81364948027>

Meeting ID: 813 6494 8027

- 1. Opening of Meeting**
 - a. Call to Order and Welcome
- 2. Introductions**
 - a. Introductions of participating organizations and representatives
 - b. Overview of Meeting Purpose
- 3. Overview of the Ride in Kane Program**
- 4. Establishment of the Ride in Kane Paratransit Coordinating Council**
 - a. Council Purpose and Advisory Role
 - b. Review and Consideration of Foundational By-Laws
 - c. Identification of participating organizations present for purposes of establishing initial membership
 - d. Action: Approval of By-Laws
- 5. Action: Election of Initial Officers**
 - a. Chair
 - b. Vice-Chair
 - c. Vice-Chair
- 6. Proposed Meeting Schedule and Format**
- 7. Reports**
 - a. RTA Update (Julio Leal, RTA)
 - b. Pace Update (Jocelyn Lopez, Pace)
- 8. Ride in Kane (RIK) Program Reports (Brygette Lopez, RIK Mobility Manager)**
 - a. 5310 Federal Funds Grant Tracking Report
 - b. 2025 Program Costs & Sponsor Invoicing Report
 - c. Trip Count Report
 - d. Active Riders Report
- 9. Pace Complaint and Ridership Reports (Gary Scott, Pace)**
 - a. Ridership Growth, Productivity & On-Time Performance Report
 - b. Complaint / Commendation Reports
- 10. Next Meeting: September 3, 2026 at 9 a.m.**
- 11. Public Comment**
- 12. Adjournment**



Ride in Kane Paratransit Coordinating Council Proposed By-Laws

Article I: Name

The name of the Council shall be the Ride in Kane Paratransit Coordinating Council, hereafter referred to as the Council. These by-laws shall provide the procedures for conduct of business of the Council.

Article II: Purpose

Organized through the collaborative participation of participating organizations, the Council serves as an advisory and coordinating body to Kane County and its partner agencies involved in Ride in Kane. The Council provides input and coordination to support the development, enhancement, and ongoing improvement of paratransit services in Kane County, including Ride in Kane, that will:

- Strive to address the unmet travel needs among seniors and persons with disabilities residing in Kane County;
- Support access to paratransit for these persons to locations throughout Kane County and its municipalities; to approved points of interest, and to transfer points with other similar services serving neighboring counties.

Council recommendations are advisory in nature. Nothing in these By-Laws shall be construed to grant the Council authority over funding decisions, operations, procurement, or contractual matters, which remain the responsibility of Kane County and its partners.

Article III: Role of Kane County

Kane County, through the Division of Transportation, administers and oversees the Ride in Kane program and related paratransit services. Kane County is responsible for program administration and coordination, including contractual and intergovernmental agreements, funding administration, fare and service policy development, compliance with applicable state and federal requirements, and coordination with operating and funding partners.

Ride in Kane service is operated pursuant to an intergovernmental agreement between Kane County and Pace Suburban Bus, and is supported in part through federal funding.

The Ride in Kane Paratransit Coordinating Council functions in an advisory capacity. Actions and votes of the Council or its committees are non-binding and are intended to provide input, guidance, and consensus recommendations for Kane County's consideration in the administration of Ride in Kane.

Article IV: Membership of the Council

IV.1 Membership Composition

Organizations shall be eligible for membership in the Council if they meet one or more of the eligibility categories listed in subsections (a) through (e) below and affirm their participation consistent with Council practices. Participation is voluntary, and organizations become active members through designation of organizational representation and participation consistent with these by-laws.

IV.2 Eligibility

Organizations shall be eligible for membership if they meet one or more of the following criteria:

- a) Serve as a funding partner or sponsor of the Ride in Kane program;

- b) Are a unit of local government wholly or partially located within Kane County;
- c) Are a regional public transportation agency or a state or regional agency involved in the provision of public or passenger transportation services within Kane County; or
- d) Are a public or private, non-profit organization based in Kane County that advocates for, funds, arranges, or supports transportation services for seniors, individuals with disabilities, or other Ride in Kane-eligible populations.

IV.3 Organizational Members and Representation

Each member organization shall designate one (1) primary representative to the Council and may designate, in writing (including by electronic communication such as email), one or more alternate representatives.

IV.4 Initial Membership

The initial membership of the Ride in Kane Paratransit Coordinating Council shall consist of organizations identified at the meeting at which the Council is established. Such membership shall be documented in the meeting record and shall take effect upon the Council's first convened meeting.

IV.5 Active Member Status

For purposes of quorum and voting, an "active member" is a member organization that has not been designated inactive pursuant to Section IV.8 and that has a current designated representative or alternate on file with Kane County.

IV.6 Rights and Responsibilities of Membership

Each member organization is afforded one advisory vote on any decision put to a vote.

Each member organization is expected to participate in some facet of the Council's work program. (See also "Meetings of the Council - Attendance" below.)

IV.7 Annual Membership Dues

There are no annual membership dues to cover the administrative costs and other business of the Council.

IV.8 Attendance Expectation and Inactive Membership

Members are encouraged to participate in Council meetings on a regular basis and to send an alternate when unable to attend. Any member organization that fails to attend, either through a designated representative or alternate, any regular or special meeting of the Council for a period of twenty-four (24) consecutive months may be designated as inactive by the Chair, in consultation with Kane County staff, and removed from the active membership roster. An inactive member may request reactivation by contacting the Kane County Division of Transportation, and reactivation may be approved by a majority vote of the Council at the next regular or special meeting.

IV.9 Public Participation (Non-Voting)

Members of the public, individuals with lived experience, and other interested parties may participate in Council meetings in a non-voting capacity, consistent with the public participation provisions set forth in Article VI.8. Such participation shall not confer membership status and shall not be counted for purposes of quorum, voting, or officer eligibility.

Article V: Officers of the Council

V.1 Officers and Terms of Office

The Officers of the Council shall be as follows:

- Chair
- Two (2) Vice-Chairs

Officers shall serve a minimum term of two (2) years and shall continue to serve until they resign or a successor is elected in accordance with these by-laws.

V.2 Election of Officers

At the first meeting of the Council following adoption of these By-Laws, the initial Chair and Vice-Chairs shall be elected by a majority vote of the members present at a meeting where a quorum is established. Nominations for the initial officers may be made from the floor at that meeting.

Following completion of the minimum term, officers may continue to serve unless a nomination for the position is submitted.

Nominations for officer positions may be submitted in writing to the Kane County Division of Transportation prior to a meeting or be made from the floor at a regular or special meeting where the election of officers is included on the agenda. Officers shall be elected by majority vote of the members present at a meeting at which a quorum is established.

V.3 Responsibilities of Each Office

The Chair, or in the event of his/her absence, a Vice-Chair, shall preside at all meetings of the Council; but neither shall be deprived of his/her right to vote.

The Chair or a Vice-Chair shall have such other procedural and facilitative duties and perform such other procedural and facilitative responsibilities as may from time to time be approved by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the advisory business of the Council.

Kane County Division of Transportation Staff will be responsible for disseminating information to Council members, writing Council correspondence, keeping meeting attendance records, and taking minutes of meetings. The staff shall enter in books all officer nominations, votes, orders, and proceedings of the Council.

V.4 Removal of Officers

Members may remove an officer by a majority vote of members present at a meeting at which a quorum is established. Officer must first be extended the opportunity to hear member concerns, and a 30-day period to correct any deficiencies before the vote is taken.

Article VI: Meetings of the Council

VI.1 Regular Meetings

The Council shall meet at least semiannually (twice a year) as determined by the Council. At a regular meeting, the Council may take such actions, pass such resolutions, or conduct such other business as are

on the agenda or may otherwise be properly brought before it.

VI.2 Special Meetings

The Chair, or in the event of his/her absence, a Vice-Chair may call a special meeting of the Council as required and shall call a special meeting at the request of one-third (1/3) of the members. Business at special meetings shall be limited to the subjects stated in the call for them.

VI.3 Information Meetings

The Chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the Council. No formal action by the Council shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

VI.4 Meeting Notice and Agenda

Not less than five business days notice in writing of regular or informational meetings shall be given to all members. Not less than three business days notice in writing of special meetings shall be given to all members. Notice may be provided using interactive technology.

Such notices shall contain the time, place, proposed agenda, proposed resolutions on substantive matters, and the substance of any matter proposed to be voted on.

All meetings of the Council shall be open to the public, with opportunities for public comment as reflected on the agenda.

VI.5 Conference Telephone or Interactive Technology Meetings

Use of conference telephone or interactive technology, including but not limited to electronic transmission, internet usage, or remote communication, by means of which all persons participating in the meeting can communicate with each other is permissible for the purpose of attendance at any meeting of the Council or any ad hoc committee established by the Council.

VI.6 Quorum

A quorum shall consist of a simple majority of active members.

VI.7 Structure and Conduct of Meetings

Parliamentary discretion for the conduct of meetings shall be vested in the Chair. Council procedures shall provide an opportunity for all to be heard on any given issue and for the efficient conduct of business. Meetings shall be conducted in an orderly and inclusive manner, guided by generally accepted parliamentary principles.

VI.8 Public Participation at Meetings

Members of the public shall be provided an opportunity for comment as reflected on the agenda, subject to time limits established by the Chair. The amount of time available to speak will be at the Chair's discretion. The Chair shall appropriately recognize all attendees and grant the floor, except in the deliberations of a debate on a motion, where the Chair shall have discretion.

Article VII: Voting

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the proposed agenda, and timely notice (see Article VI.4) has been given to all members. Election of Officers is considered to be a substantive issue. A quorum must exist before any formal vote is taken (see Article VI.6).

Each member organization is afforded one advisory vote on any decision put to a vote. Votes of the Council are advisory in nature and are intended to communicate consensus recommendations to Kane County and its partner agencies involved in Ride in Kane. All actions of the Council shall require approval by a majority of members present at a meeting at which a quorum is established. No Council vote shall be construed as directing or authorizing operational, contractual, or financial actions.

Article VIII: Council Committees and Duties

The Council may establish ad hoc committees or working groups as needed to address specific issues or tasks consistent with the Council’s advisory role. Such committees shall have no independent authority, may include non-members as appropriate, shall report findings or recommendations to the Council, and shall dissolve upon completion of their assigned work.

Article IX: Amendments

These by-laws may be amended by a majority vote of members present at a duly called regular meeting at which a quorum is established, provided that notice of the meeting includes the proposed amendment.

Article X: Review and Revisions

The Council may periodically review these By-Laws and any related guidance documents and may recommend revisions, as appropriate.

Article XI: Transition and Effective Date

These By-Laws shall become effective upon approval by a majority of members present at a meeting at which a quorum is established. Upon establishment of the Ride in Kane Paratransit Coordinating Council and adoption of these By-Laws, the Kane County Paratransit Coordinating Council shall be formally retired, effective at the first meeting of the Ride in Kane Paratransit Coordinating Council. All advisory and coordination functions previously performed by the Kane County Paratransit Coordinating Council shall transfer to the Ride in Kane Paratransit Coordinating Council.

Approved by majority vote of the Ride in Kane Paratransit Coordinating Council on _____, 2026.

	<u>5310 Funds Billing</u>
Beginning balance	2500000
Feb-24	\$ (31,316.46)
Mar-24	\$ (100,793.30)
Apr-24	\$ (102,954.42)
May-24	\$ (105,538.18)
Jun-24	\$ (94,461.29)
Jul-24	\$ (86,508.79)
Aug-24	\$ (123,460.11)
Sep-24	\$ (132,845.63)
Oct-24	\$ (145,725.19)
Nov-24	\$ (132,996.36)
Dec-24	\$ (129,175.69)
Jan-25	\$ (139,112.19)
Feb-25	\$ (131,511.78)
Mar-25	\$ (67,805.30)
Apr-25	\$ (70,674.22)
May-25	\$ (67,692.16)
Jun-25	\$ (120,439.84)
Jul-25	\$ (133,725.64)
Aug-25	\$ (129,389.04)
Sep-25	\$ (136,556.55)
Oct-25	\$ (140,021.87)
Nov-25	\$ (127,961.76)
*December 2025 (PARTIAL)	\$ (49,334.23)

*Current Section 5310 funding has been fully expended. A new Section 5310 grant award has been received, and the grant agreement is currently pending County Board approval.

Ride In Kane Program Costs & Sponsor Invoicing Report

Current year 2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	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	\$0.00	\$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	\$0.00	\$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	\$0.00	\$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	\$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	\$0.00	\$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	\$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	\$0.00	\$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	\$0.00	\$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	\$0.00	\$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	\$0.00	\$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	\$0.00	\$0.00	\$0.00	\$0.00	\$15,166.67
Kane VA (USES ARPA FUNDS)	\$147.29	\$331.49	\$78.96	\$687.97	\$264.05	\$758.16	\$617.82	\$0.00	\$157.05	\$721.98	\$144.11	\$609.28	\$4,518.16
South Elgin	\$0.00	\$0.00	\$3,474.44	\$3,808.70	\$3,080.42	\$0.00	\$0.00	\$0.00	\$0.00	\$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	\$0.00	\$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	\$0.00	\$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	\$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	\$0.00	\$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	\$157.05	\$721.98	\$144.11	\$609.28	\$210,689.71
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	\$ 136,556.55	\$ 140,021.87	\$ 127,961.76	\$132,301.70	\$ 1,397,192.05
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	\$ 136,713.60	\$ 140,743.85	\$ 128,105.87	\$ 132,910.98	\$ 1,606,785.24
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	\$ 273,270.15	\$ 287,765.72	\$ 256,067.63	\$ 265,212.68	\$ 3,003,977.29

December 2025 federal share partially invoiced. Balance will be requested from FY24-25 award.

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									4,570	18,280
Kane VA - ARPA	8	5	5	4									6	22
Total Trips - 2026	4,707	4,448	4,609	4,538					-	-	-	-	4,576	18,302
Bus	4,072	3,804	3,976	3,928									3,945	15,780
Taxi	635	644	633	610									631	2,522

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								
Active Riders - 2025	415	394	425	439	418	445	458	439	449	468	404	483
% Change 2025 to 2026	15%	3%	-11%	-7%								
Registered Riders as of February 2026	16,072											

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		-5,282
May	4,920	5,280	5,845	5,006		-5,006
Jun	4,656	4,849	5,090	4,298		-4,298
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	4,586	-3,687
SUM	56,731	61,276	64,340	58,000	13,758	44,242

Ride-In-Kane October 2024 to March 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
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	-
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	-
Average	4,840	1.52	\$58.10	\$57.65	\$33.66

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
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%	-	-	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%
Average	4,027	99.04%	768	98.06%	132	99.52%	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
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%	-	-	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%
Average	4,027	97.17%	768	96.98%	132	98.78%	97.14%

*5/8/26 gs

Ride in Kane Complaint Data - January 2026 - March 2026

Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Jan-26	0	0	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	0
					No Show	0
					Poor Routing	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	0
					Other (Commendation)	0
					Total	0
Feb-26	2	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	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other - Failure to Curb	1
					Other (Commendation)	0
					Total	2
Mar-26	3	0	0	#DIV/0!	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	2
					Late Arrival	0
					No Show	0
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	0
					Other (Commendations)	0
					Total	3

*Investigation may conclude allegations were unfounded

*5/8/26 gs

Ride in Kane Complaint Data - January 2026 - March 2026

Month/YR	Complaint Total	Commendation	Trip Total	% of Complaints	Category Type	Total*
Jan-26	0	0	4,071	0.00%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	0
					No Show	0
					Poor Routing	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	0
					Other (Commendation)	0
					Total	0
Feb-26	2	0	4,448	0.04%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	0
					Late Arrival	1
					No Show	0
					Poor Routing	0
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other - Failure to Curb	1
					Other (Commendation)	0
					Total	2
Mar-26	3	0	4,609	0.07%	Boarding/Alighting Issues	0
					Early Arrival	0
					Driver Discourtesy	0
					Fare Collection	2
					Late Arrival	0
					No Show	0
					Poor Routing	1
					Scheduler/Dispatcher Discourtesy	0
					Trip Scheduled Wrong	0
					Other	0
					Other (Commendations)	0
					Total	3

*Investigation may conclude allegations were unfounded

*5/27/26 gs

Ride-In-Kane January 2026 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	0	-	-

Ride-In-Kane February 2026 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	2	CS0114855	TW
		CS0116012	DA

Ride-In-Kane March 2026 Complaint/Commendation Breakdown

Sponsor	# of Complaints/Commendations	CAF #	Initial of Complainant
Kane County DOT	3	CS0118401	BR
		CS0119520	KSA
		CS0119903	MLM

*5/8/26 gs