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# APPENDIX A RIDE IN KANE RIDERS GUIDE

## **RIDE IN KANE RIDERS GUIDE**

RIDE IN KANE ADHERES TO TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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### **1. Register for Transportation Service**

In order to participate in the Ride in Kane transportation program, you must be a registered rider. To find out how to become a registered rider, contact the Ride in Kane information line at 888-480-8549.

### **2. Schedule a Ride – Call 866-727-6842**

After you become a registered rider, you can schedule a ride. In order to schedule a ride, the following information must be obtained.

1. Complete and exact address and phone number of your origin and destination.
2. **Appointment times** (*i.e. doctor, dentist, hair, etc.*) or **employment hours** – allow a minimum 15 minute buffer between arrival time and appointment time.
3. Physical description of pick-up area including entrance, driveways, signs, and building names, numbers, letters etc.
4. Major intersections or cross-streets closest to pick-up location if known.
5. If applicable, companion mobility aids.

Have the booking agent confirm the following information.

1. Pick-up time
2. Appointment time
3. Pick-up location – **exact address**
4. Drop off location – **exact address**
5. Special instructions for the driver
6. Return trip information
7. Cost of trip (payment is cash only and exact change is required)

### **3. Negotiating a pick up time.**

There are instances where a pickup time cannot be booked as requested. The booking agent will then negotiate a pickup time that can be up to 1 hour before and up to 1 hour after the requested time. If the rider does not accept the negotiated pickup time, the trip is considered “denied by the rider”.

### **4. Reservations & Travel Times**

Reservation hours are between 6:00 a.m. and 6:00 p.m. Monday –Friday and between 8:00 am and 5:00 pm Saturday and Sunday. Trips can be reserved up to seven days in advance. **Same day reservations are not guaranteed and require at least four hours advance notice. We encourage scheduling rides at least one-day in advance.** When requesting destination time of arrival (*i.e., appointments*), allow booking agent to recommend a pick-up time. The busiest travel times are between 5:00 a.m. and 10:00 a.m. and 2:00 p.m. and 5:00 p.m. Book rides that fall between those times well in

advance to ensure availability whenever possible. Plan for longer ride times during these hours. Whenever possible, avoid discretionary trips such as grocery shopping or routine appointments during these times.

## **5. Appointments & Return Trips**

It is very important to let the booking agent know if you have an appointment time. Allow 15 minutes prior to appointment times. For example, if your work day starts at 8:30 a.m., tell the booking agent your appointment time is 8:15 a.m. For return trips, allow at least 15 minutes after the completion of your appointment. For example, if your work day ends at 6:00 p.m., request a 6:15 or later pickup.

## **6. Travel Assistants & Companions**

Ride pick-up is *from origin to destination*. Drivers do not provide assistance in and out of buildings but will make every effort to assist a rider in and out of the vehicle. **When a rider's needs are beyond the responsibility of the driver, a travel assistant is required.** One travel assistant or companion (i.e. spouse, family member, friend, etc.) may ride at no charge. The mobility needs of the extra rider (assistant or companion) needs to be conveyed to the call center when scheduling the ride to assure adequate space is available.

## **7. Group Trips**

Group trips are when 3 or more riders are departing from and returning to the same location. Group riders receive a discounted fare. We strongly encourage scheduling group trips whenever possible. Please contact your sponsor for more information. Prepaid fares are not accepted.

## **8. Ride Fares**

Your trip cost will be confirmed by the booking agent upon scheduling your ride. Be sure to have the exact fare in cash. The fare policy is determined by the sponsor. The rider should check with their sponsor regarding fare information. Prepaid fares are not accepted.

## **9. Transportation Hours**

Transportation services are available 24 hours a day, 7 days a week, 365 days a year including holidays.

## **10. Pick-up**

The driver has a 15 minute pick-up window. For example, if your scheduled time is 8:30 a.m., the driver has until 8:45 a.m. to pick you up. At 8:46 a.m., the driver is considered "late". At that point, check the trip status by contacting 866-727-6842.

The driver is required to wait 5 minutes past the scheduled pick-up time. If you do not show within 5 minutes, the trip is considered a "no show" and you may be required to

pay a \$10.00 fine. A sponsor may suspend or permanently revoke the ride privileges of riders who miss too many rides.

Frequently, more than one rider is scheduled for a pick-up at the same location. Before boarding the vehicle, confirm the rider name with the driver.

### **11. Late Pick-ups**

If your ride is more than 15 minutes late, call the call center at 866-727-6842 to check on your ride.

If you experience excessive tardiness from your transportation provider, please contact Pace Quality Assurance representatives at 847-364-7223.

### **12. Cancel a Ride**

To cancel a ride, call 866-727-6842. If you need to cancel a ride, **call as soon as possible**. When cancelling a trip, remember to cancel the return trip as well. A ride cancelled with less than 2 hours notice is considered a “late cancel” and the rider may be required to pay a \$10.00 fine. A sponsor may suspend or permanently revoke the ride privileges of riders who miss too many rides due to late cancellation.

### **13. Changing Pick-up/Drop-off Time or Location**

If you would like to change the pick-up or drop-off location or time of your scheduled trip, you must do so 4 hours prior to your pick-up time by contacting the call center at 1-866-727-6842.

### **14. Rider Etiquette**

Ride in Kane is a public transportation service. A rider may be riding with other individuals at any given time if origin and/or destination locations are within reasonable distances. This means other stops may be scheduled during transit to the Rider’s destination. Riders are expected to maintain appropriate behavior during transit. If, at any time, the driver feels a rider is unsafe to transport, they may stop and call 911. The providers of the transportation and the sponsors reserve the right to revoke registration to the Ride in Kane program at any time.

### **15. Comments/Complaints/Compliments**

Please contact Pace Quality Assurance representatives at 847-364-7223 to submit comments, complaint, and/or compliments regarding Ride in Kane. Be prepared to describe the nature of the incident along with the date and approximate time, with as much detail as possible. Contact us immediately following the incident to get the most accurate report and timely response.

Riders may request a copy of the Complaint, Grievance, and Appeal Procedures from their respective sponsors. This procedure lists the steps to take to further pursue a complaint should the riders not be satisfied with how an issue has been handled.

Safety, courtesy and on-time performance are expected of all our transportation providers.

Be aware that each sponsor may have additional riding policies that extend beyond the standard Ride in Kane policies. For more information, contact your sponsor.

### **16. Emergencies**

In case of emergency, the driver stops the vehicle and dials 911. The driver does not provide medical assistance.

### **17. Apply for Subscription Rides**

If travel is required for two days or more per week to the same location for an extended period of time, the rider may apply for a “subscription”. Subscription rides eliminate the need for contacting a booking agent to book trips every week except for the occasional trip adjustment and cancellation. The same cancellation policy applies to all trips. To apply for subscription rides, contact your sponsor. Not all sponsors allow for subscription registrations.

## **IMPORTANT CONTACT INFORMATION**

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- To locate sponsors in your area, call 1-888-480-8549.
- To schedule a ride, call 1-866-727-6842.
- To cancel a ride, call Ride in Kane at 1-866-727-6842.
- To check the status of a ride, call Ride in Kane at 1-866-727-6842.
- To file a comment, complaint, or compliment, call Pace Quality Assurance at 1-847-364- 7223.

## **APPENDIX B PROGRAM ELIGIBILITY AND REGISTRATION MATERIALS**

- Sponsor Eligibility Matrix
- Sample Registration Form (Aurora Township-Subscription Trips)

**Ride In Kane Program Assessment | Final Report - Appendices**  
Kane County

**Figure B-1 Sponsor Eligibility Matrix**

Sponsoring Agencies	Contact	Telephone	Script
Association for Individual Development	Krystal Spracklen	847-931-6200	Eligible riders will be individuals who have a developmental or behavioral health disability who are currently receiving services from AID. Terry Cremer should be contacted for the Aurora area and Sherri Nocchi should be contacted for the Elgin area.
Aurora Township	Melissa Franks	630-892-1999	Senior citizens and disabled individuals that reside within Aurora Township boundaries may call Melissa or Norma at 630-892-1999 for complete details. Office hours are Monday through Friday from 8:30 a.m. to 4:00 p.m.
Blackberry Township	Fred Dornback	630-365-9109	Senior Citizens and individuals with disabilities. Individual have to have proof of inability to drive, Rides for Medical purposes only.
Campton Township	Louise McKay	630-377-5705	Seniors citizens and disabled individuals who reside in the township if funds are available. Call 630-377-5705 for details.
City of Batavia/Batavia Township	Amy Knapp, Jim Anderson	630-454-2020	Senior citizens and disabled individuals that reside within Batavia City/Township boundaries may call City of Batavia Utility Billing at 630-454-2020 for complete details. Office hours are Monday through Friday from 8:30 a.m. to 4:00 p.m.
City of Elgin	Kathy Nelson (Senior Services)	847-741-0404	Eligible riders will be persons age 65+ and persons with a disability who reside in the City of Elgin. Call Senior Services from 8AM to 4 PM to register.
City of Geneva	Sherri Weill	630-232-7494	Eligible riders are persons age 65+ and person with a disability who reside within the corporate limits of the City of Geneva. Questions should be directed to Sherri Weill. Office hours are Monday through Friday 8:00 am to 5:00 pm to register.
City of St. Charles	Utility Billing	630-377-4426	Any questions regarding Ride-in-Kane for residents of City of St. Charles should be directed to Utility Billing.
Dundee Township Partners	Robert Block, Sue Harney	847-428-8092 ext 2	Senior citizens and disabled individuals that reside in Dundee Township should call Dundee Township at (847) 428-8092 Monday-Friday from 9 a.m. to 4 p.m.
Elgin Township	Annette Miller	847-741-2045	Senior citizens and disabled individuals that reside within Elgin Township boundaries, if funds are available.
Hesed House/PADS of Aurora	Karen Whitney	630-897-2165	Residents and guests currently staying at PADS at Hesed House in Aurora may call Neil at 630-897-2165 for more information.
Mental Health and Mental Retardation Inc.	Marti Cross	630-892-5456	
Senior Services Associates, Inc.	Wendy Zarate	847-741-0404	Only registers individuals for the City of Elgin, does not sponsor individuals independently.
St. Charles Township	Sharon Bober	630-584-9342	Eligible riders are seniors (65+), disabled, low income. Limit of 2 rides (round trip) per week for medical or a job. No subscriptions. Kane County only.
Village of Campton Hills			Eligible Riders should call Campton Township to register.
Village of Gilberts	Debra Meadows	847-428-2861	Currently not in the program
Village of South Elgin	Latasha Jackson Dione Stirmell	847-741-3894	Eligible rides are 63+ or disabled. Can use service for medical/work/training only. Call 847-741-3894 for additional information. Latasha or Dione can answer general questions. Ask for Megan if there is a problem. Office hours M-F 8:30 am to 5 pm.
Website			<a href="http://www.co.kane.il.us/do/COM/TransitParatransit/index.asp">http://www.co.kane.il.us/do/COM/TransitParatransit/index.asp</a>



**Figure B-2 Sample Registration Form (Aurora Township Subscription Trips)**

**RIDE IN KANE REGISTRATION – AURORA TOWNSHIP**

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Today's Date:	Purpose: <input type="checkbox"/> Terminate	<input type="checkbox"/> Registration	<input type="checkbox"/> Subscription	<input type="checkbox"/> Demand Trip Request
	<input type="checkbox"/> Change	<input type="checkbox"/> New Info	<input type="checkbox"/> Change	<input type="checkbox"/> New Info

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*First N: Error! Not a valid bookmark self-reference.	M: Error! Not a valid bookmark self-reference.	*Last N: Error! Not a valid bookmark self-reference.	<input type="checkbox"/> F <input type="checkbox"/> M
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\*DOB: Error! Not a valid bookmark self-reference.

\*\*Senior  \*\*Disabled  \*\*Low Income

\*\*Name of Resident Facility: Error! Not a valid bookmark self-reference.      \*\*Facility Phone #: Error! Not a valid bookmark self-reference.

*Address: Error! Not a valid bookmark self-reference.	Unit: Error! Not a valid bookmark self-reference.	*City: Error! Not a valid bookmark self-reference.	Zip: Error! Not a valid bookmark self-reference.
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*Closest Intersection: Error! Not a valid bookmark self-reference.	**Cell: Error! Not a valid bookmark self-reference.	*Ph.: Error! Not a valid bookmark self-reference.
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\*Emergency Contact Name & Phone Number(s): Error! Not a valid bookmark self-reference.

Comments: Error! Not a valid bookmark self-reference.

\*Fund Source: **ATWP**      \*Fare:  RIK - \$4 first 10 mi \$1.50 after       Free

\*\*NFI Eligible       \*\*JARC Eligible       No Funding Eligibility      Eligibility Expiration:

\*Sponsor Contact: **Aurora Township**      \*Phone: **630.892.1999**

## RIDE IN KANE REGISTRATION – AURORA TOWNSHIP

Today's Date: Purpose:  Terminate  Registration  Subscription  Demand Trip Request  
 Change Info  New Info  Change  New Info  Change  New Info

Comments: [Error! Not a valid bookmark self-reference.](#)

### \*\*DISABILITY CATEGORY

Visually Impaired  Hearing Impaired  Verbally Impaired  Physically Disabled  Mental Health  Developmentally Disabled

Other: [Error! Not a valid bookmark self-reference.](#)

Provide Detail: [Error! Not a valid bookmark self-reference.](#)

### \*\*MOBILITY AIDS

Manual WC  Electric WC  Scooter  Crutches  Leg Brace  Walker  White Cane  Hearing Aid

Service Animal  Prosthesis Other: [Error! Not a valid bookmark self-reference.](#)

### \*\*PICK-UP AT HOME INSTRUCTIONS

Pick-up Location/Area Description: [Error! Not a valid bookmark self-reference.](#)

Inform client they must always be ready 15 minutes prior to sch. pick-ups in order to allow for additional stops

**SUBSCRIPTION TRIP** - Begin Date: [Error! Not a valid bookmark self-reference.](#)  **DEMAND TRIP** Date of Travel: [Error! Bookmark not defined.](#)

Mon  Tue  Wed  Thu  Fri  Sat  Sun

## RIDE IN KANE REGISTRATION – AURORA TOWNSHIP

Today's Date: Purpose:  Terminate  Registration  Subscription  Demand Trip Request  
 Change Info  New Info  Change  New Info  Change  New Info

\*Trip Purpose:  Medical  Work  Community Access  Daycare  School  
 Dialysis  General  Training  Adult  Child

### Bus/Taxi

Bus only  Taxi only  Bus or Taxi  
 Outbound Trip  Return Trip  Outbound Trip  Return Trip  Outbound Trip  Return Trip  
 Other Explain: [Error! Not a valid bookmark self-reference.](#)

Work Trips funded by JARC must give name of employer \*\*Name of Employer: [Error! Not a valid bookmark self-reference.](#)

Comments: [Error! Not a valid bookmark self-reference.](#)

JARC  NFI \*Fare:  RIK - \$4 first 10 mi \$1.50 after  Free

Pick-up Time: [Error! Not a valid bookmark self-reference.](#)  Use home address

Name of Residence/Business/Facility: [Error! Not a valid bookmark self-reference.](#)

Address: [Error! Not a valid bookmark self-reference.](#) Unit: [Error! Not a valid bookmark self-reference.](#) City: [Error! Not a valid bookmark self-reference.](#) Zip: [Error! Not a valid bookmark self-reference.](#)

Closest Intersection: [Error! Not a valid bookmark self-reference.](#) Phone: [Error! Not a valid bookmark self-reference.](#) Cell: [Error! Not a valid bookmark self-reference.](#)

Rider will have a travel assistant/companion/child  See pick-up instructions  See disability aid

**RIDE IN KANE REGISTRATION – AURORA TOWNSHIP**

Today's Date: Purpose:  Terminate  Registration  Subscription  Demand Trip Request  
 Change Info  New Info  Change  New Info  Change  New Info

Comments:

\*\*Appointment Time: Error! Not a valid bookmark self-reference.

Work Trips funded by JARC must give name of employer Name of Employer: Error! Not a valid bookmark self-reference.

Name of Residence/Business/Facility: Error! Not a valid bookmark self-reference.

Address: Error! Not a valid bookmark self-reference. Unit: Error! Not a valid bookmark self-reference. City: Error! Not a valid bookmark self-reference. Zip: Error! Not a valid bookmark self-reference.

Closest Intersection: Error! Not a valid bookmark self-reference. Phone: Error! Not a valid bookmark self-reference. Cell Phone: Error! Not a valid bookmark self-reference.

Comments: Error! Not a valid bookmark self-reference.

Reverse trip Pick-up Time: Error! Not a valid bookmark self-reference.

Name of Residence/Business/Facility: Error! Not a valid bookmark self-reference.

Address: Error! Not a valid bookmark self-reference. Unit: Error! Not a valid bookmark self-reference. City: Error! Not a valid bookmark self-reference. Zip: Error! Not a valid bookmark self-reference.

Closest Intersection: Error! Not a valid bookmark self-reference. Phone: Error! Not a valid bookmark self-reference. Cell Phone: Error! Not a valid bookmark self-reference.

Rider will have a travel assistant

Comments: Error! Not a valid bookmark self-reference.

Referred by:

## APPENDIX C GOVERNING POLICIES

- Kane County Paratransit Coordinating Council By Laws
- Memorandum of Understanding Kane County Paratransit Coordinating Council
- Sponsor agreement 2014-2016

Note: Additional operational polices are defined in the Ride in Kane Riders Guide (APPENDIX A)

## Kane County Paratransit Coordinating Council By Laws

Adopted October 14, 2003

Amended December 8, 2005

Amended January 15, 2009

Amended July 15, 2011

### **Article 1: Name**

The name of the Council shall be the Kane County 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**

Established by its founding members, the Council is organized to help develop, implement, enhance, and improve the existing paratransit system that will:

- strive to address the unmet travel needs among seniors, persons with disabilities, and low-income individuals residing in Kane County and municipalities that are partially within Kane County;
- provide paratransit access for these persons to locations throughout Kane County; to locations within these municipalities; and to transfer points with other similar services serving neighboring counties,

### **Article III: Membership of the Council**

#### *///. / Membership Eligibility Criteria*

The Council shall be composed of citizen members and organizational members as follows:

- ◆ **Citizen members** - Citizen members must be residents of Kane County or municipalities that are partially within Kane County and take an active interest in improving mobility for seniors, persons with disabilities, and low-income individuals. There shall be at least 2 citizen members on the Council. The maximum number of citizen members on the Council shall equate to no more than 10% of the total organizational members. (For example, 3 citizen members shall sit on the Council if there are between 25 and 34 organizational members). The term of each citizen member shall be one-year. Citizen members may serve multiple terms, but must submit an application at the end of each term. Applications to be a citizen member must be submitted to the Kane County Division of Transportation no later than the Council's regular first meeting of the year. Appointed by the Chair, the Membership Committee will review the applications and recommend the appropriate number of citizen members, to be voted upon by the council at the Council's regular final meeting of the year.
- ◆ **Organizational members** - (1) Any public or private, non-profit organization based in Kane County which currently advocates, funds or arranges for transportation for its clients, consumers, or employees; (2) any regional public transportation agency or state/regional agency involved in the provision of public/passenger transportation in Kane County; and (3) any unit of local government that is wholly or partially within Kane County is automatically a member of the Council upon formal adoption of the Council's Memorandum of Understanding by that governmental unit or organization. Each member shall designate one representative to the Council and may designate, in writing, individuals to serve as alternate members who shall have the same privileges as members in the member's absence. Because continuity is important to the business of this Council, each organizational member shall attempt to designate a specific person and alternate for no less than one year coinciding with the

Council's operating year (see Article IV.2). Hereafter member shall mean member or alternate member.

*111.2 Rights and Responsibilities of Membership*

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

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

*111.3 Annual Membership Dues*

There may be annual membership dues to cover the administrative costs and other business of the Council, the amount to be determined annually. Membership dues for any citizen member may be waived per the vote of the Council.

*111.4 Attendance Expectation*

Members are expected to participate in at least 50% of the meetings during the course of the Council's operating year (see Article IV.2).

**Article IV: Officers of the Council**

*IV. 1 Officers and Terms of Office*

The Officers of the Council shall be as follows:

- ◆ Chair
- ◆ Two (2) Vice-Chairs

The term of each officer shall be one year. Officers may serve multiple terms.

*IV. 2 Election of Officers and Operating Year*

Officers will be elected by majority vote on an annual basis at the Council's first regular meeting of the year. Accordingly, the Council's operating year shall begin at the first regular meeting of the year.

Nominations for officers must be given to the Kane County Division of Transportation prior to the Council's first regular meeting of the year.

*IV. 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 powers and perform such other duties as may from time to time be voted by the Council, including the establishment of committees and appointment of committee members as may be necessary or convenient for carrying out the 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, citizen membership applications, votes, orders, and proceedings of the Council. The staff shall also be responsible for collection of annual dues (If any) and disbursement of funds for the conduct of Council business.

*IV.4 Removal of Officers*

Members, by 2/3 vote of a quorum of members present, may remove an officer. 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 V: Meetings of the Council**

### *V.1 Regular Meetings*

The Council shall meet at least quarterly as determined by a majority of the Council members. 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.

### *V.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.

### *V.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.

### *V.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. Written notice shall include the use of 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 a designated time for Public comment.

### *V.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 KCPCC or its sub-committees.

### *V. 6 Quorum*

Ten (10%) of the membership constitutes a quorum.

### *V. 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. Roberts Rules of Order shall govern the discussion of substantive issues.

### *V.8 Public Participation at Meetings*

Any person attending a Council meeting that is open to the public has the right to speak. 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 VI: Voting**



**Ride In Kane Program Assessment | Final Report - Appendices**  
Kane County

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 V.4) has been given to all members. Election of Officers and Citizen Members are considered to be substantive issues. A quorum must exist before any formal vote is taken (see Article V.5). Each member is afforded one vote on any decision put to a vote. Majority votes, with the following exception: changes or amendments to these by-laws (see Article VIII) and officer removals (see Article IV.4), require 2/3 vote of a quorum of members present (see Article V.5).

**Article VII: Council Committees and Duties**

On an annual basis, the Council shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the Council. Membership on standing committees shall be limited to Council members. Standing committees and their duties shall include:

- ◆ Ride in Kane Sponsor Committee — The Ride in Kane Sponsor Committee will be comprised of those non-profit agencies and/or units of local government (sponsoring partners) that commit funds for the purchase of paratransit services on behalf of the target population (people with disabilities, seniors, and low income individuals traveling to work), either directly or through contract with a paratransit service provider. The Ride in Kane Sponsor Committee will establish policies, including fare structures, for the optimal operation of paratransit services funded by the sponsoring partners. All policies and/or policy changes will be adopted by at least 2/3 majority vote of the sponsoring partners.
- ◆ a Membership Committee — The Membership Committee will be responsible for seeking organizational members and processing citizen member applications and monitoring and suggesting changes to the By-laws and Memorandum of Understanding.
- ◆ a Consumer Advisory Committee - The Consumer Advisory Committee will ensure consumer input and open lines of communication with various constituents.

The Chair, or in his/her absence, a Vice-Chair, shall establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the Council. Non-members, because of their special expertise or association with particular issues, and at the discretion of the Chair, may be appointed to ad-hoc committees.

Kane County Paratransit Coordinating Council By-Laws July 15, 2011 Page 5 **Article VIII: Amendments**

These by-laws may be amended by the affirmative vote of 2/3 of a quorum of the Council present at a duly called regular meeting thereof, if the notice of such meeting has contained a copy of the proposed amendment. Amendments are considered a substantive issue.

**Article IX: Annual Review**

The Membership Committee shall meet annually to review and recommend revisions of the by-laws and Memorandum of Understanding.

**Article X: Effective Date**

These by-laws will become effective upon adoption by 2/3 vote a quorum of the Council present.

## Memorandum of Understanding Kane County Paratransit Coordinating Council

*WHEREAS*, there is a substantial unmet need for paratransit services within Kane County, where "Ride in Kane paratransit" is defined as demand-responsive, curb-to-curb transportation services, and where paratransit rider eligibility, limited to seniors, persons with disabilities, and low-income populations for some programs, is determined by the funding sources;

*WHEREAS*, Ride in Kane was established in 2008 providing paratransit services, yet there is still a significant unmet travel need among seniors, persons with disabilities, and low-income populations, an unmet need that will also increase substantially during the next 20 years; and

*WHEREAS*, there is interest in enhancement and coordination of these programs to accommodate unmet service need;

\_\_\_\_\_ agrees to become a member of

(Organization)

the Kane County Paratransit Coordinating Council (the Council). This Memorandum of Understanding documents this agreement but does not signify a commitment of funding at this time. As a Council member, the organization agrees to designate, in writing, an individual to serve as member and an alternate member who shall have the same privileges as members in the member's absence.

The mission of the Council is to help provide guidance for a coordinated paratransit system that will better accommodate the unmet travel needs among seniors, persons with disabilities, and low-income populations of Kane County and cities, towns and townships that are partially within Kane County, and to provide paratransit access for these persons to locations throughout Kane County and within the northeastern Illinois region. Thus, the goal of the Council will be to enhance and improve the existing paratransit system.

The on-going functions of the Council will be to help develop policy, establish guidelines for paratransit services, implement the strategies and recommendations of the *Kane County Paratransit Coordination Study*, as adopted by the Kane County Board in February 2003, examine further strategies, and ensure that there is consumer participation in the planning activities.

*IN WITNESS WHEREOF*, indicates its support and agreement:

Name: \_\_\_\_\_

(Authorized Signer)

Agency: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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Alternate Member Representative #1 Name/Title:

Alternate Member Representative #2 Name/Title:

MOU doc 7/15/11

**RIDE IN KANE  
NEW FREEDOM/JARC SERVICE AGREEMENT**

**Phase 9, 10, 11 and 12**

**Projected Service dates: May 2014 through June 2016 (Phase 9 through Phase 12 grant cycle)**

**THIS AGREEMENT** is made this \_\_\_\_\_ day of \_\_\_\_\_, 2014, by and in between the Association for Individual Development (hereinafter referred to as "AID") and \_\_\_\_\_(hereinafter referred to as "\_\_\_\_\_").

**"WHEREAS**, the Regional Transportation Authority, as designated recipient of federal New Freedom and JARC funds has agreed to allow AID, as grantee, to apply for certain federal funds for the Ride in Kane Program, in accordance with the New Freedom and JARC Program; the Technical Services Agreement between RTA and AID; and the application made to RTA by AID;"

**WHEREAS**, Ride in Kane Sponsors are Aurora Township, City of Elgin, Elgin Township, Association for Individual Development, Senior Services Association, Dundee Township, City of Geneva, City of St. Charles, St. Charles Township, City of Batavia, Batavia Township, Village of Gilberts, INC Board, Marklund, Village of South Elgin, Blackberry Township, Campton Township, Village of Campton Hills, Kaneville Township, Two Rivers Head Start, and Hased House (collectively referred to as "Ride in Kane Sponsors").

**WHEREAS**, Ride in Kane Sponsors requested and AID has agreed to make application to the Federal Transit Administration for a Federal Fiscal Years **2014-2016** New Freedom Grant and a Federal Fiscal Year **2014-2016** JARC grants in the amount of **\$1.4 million each year** which will fund the federal portion of Ride in Kane Service;

**WHEREAS**, under the New Freedom and JARC the federal share of eligible capital/mobility management and planning costs may not exceed 80 percent of the net cost of the project and the federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the project;

**WHEREAS**, Ride in Kane Sponsors agree to fund the local share/non federal portion of the New Freedom and JARC grants in the amount of \$1.4.

**WHEREAS**, \_\_\_\_\_ agrees to satisfy a portion of the local share of the eligible mobility management costs of the project for its registered riders and a portion of the local share for the eligible operating costs of the project at no less than 50 percent of the net cost for its registered riders by committing funds in the amount of \$\_\_\_\_\_ each fiscal year;

**WHEREAS**, AID as Grantee of New Freedom and JARC Funding has agreed to enter into an Agreement with PACE in order for PACE to provide the services more specifically set forth herein;

**WHEREAS**, the Ride in Kane Sponsors agree to comply and cooperate with all applicable provisions of the New Freedom and JARC Program Guidance and Application Instructions as set forth in Federal Transit Administration Circular C 9045.1 and Circular C 9050.1 which is incorporated by reference and made a part of this Agreement as though fully set forth thereto;

**NOW THEREFORE**, in consideration of the mutual promises hereinafter set forth, the parties agree as follows:

1. Description of Service: The Ride in Kane services are described in Exhibit A attached hereto and made a part hereof. PACE shall be responsible for providing all transportation services in connection with the Ride in Kane Program.
  
2. Service Parameters: \_\_\_\_\_ agrees to ensure that the service parameters for their eligible riders in Ride in Kane shall be in compliance with the goals and objectives of the New Freedom and JARC grants and FTA C 9045.1 and FTA C 9050.1 which is incorporated by reference and made a part of this Agreement as though fully set forth herein. Any change in the service parameters must be in compliance with the FTA New Freedom and JARC regulations. In addition, \_\_\_\_\_ agrees to comply and cooperate with all applicable provisions of the New Freedom and JARC Program Federal Transit Administration (FTA) Statutory References 49 U.S.C. Section 5317 and 49 U.S.C. Section 5316 that is incorporated by reference and made a part of this Agreement as though fully set forth herein.
  
3. Term: This Agreement shall remain in effect for as long as there are sufficient funds to support the service unless either party terminates the agreement pursuant to paragraph 7.
  
4. Billing: Pace shall bill monthly, \_\_\_\_\_ a portion of the local share of the eligible mobility management costs of the project for its registered riders and a portion of the local share for the eligible operating costs of the project at no less than 50 percent of the net cost for its registered riders; \_\_\_\_\_ agrees to make payment to Pace due within thirty days of receipt of billing. Payment shall be sent to:  

Pace Suburban Bus Services  
550 W. Algonquin Road  
Arlington Heights, IL 60005  
Attn: Accounting Department
  
5. Reporting \_\_\_\_\_ agrees to provide AID a copy of the monthly invoice for services received from Pace along with a copy of proof of payment.
  
6. Service Provision: Neither Pace nor AID shall be responsible for any failure to provide the Service due to circumstances beyond the control of Pace. It shall be the sole responsibility of Pace to make every reasonable effort to restore Service as soon as practical under the circumstances. Pace shall have the right to make minor revisions to the Service during the term of this Agreement upon written notification to and concurrence by

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AID. AID shall not be held responsible for any failure of PACE to provide service due to circumstances beyond the control of AID.

- 7. Termination: Either party may terminate this agreement with forty-five (45) days written notice. However, outstanding payments due and owing shall survive termination of the agreement.
  
- 8. Complete Agreement: This Agreement constitutes the entire agreement between the parties hereto. Any proposed change to this Agreement shall be submitted to AID for its prior approval. No modification, addition or deletion to this Agreement shall be effective unless and until such changes are reduced to writing and executed by the authorized officers of each party.

- 9. Notices: All notices due to the other party shall be delivered as follows unless and until otherwise directed

If to: Association for Individual Development:	If to
Association for Individual Development	_____
309 West New Indian Trail Court	_____
Aurora, IL 60506-2494	_____
Attn: Lynn O'Shea, President	Attn. _____

- 10. Governing Law: This Agreement shall be construed in accordance with the laws of the State of Illinois.
  
- 11. The parties agree that the preamble and whereas clauses are terms of this Agreement as though fully set forth hereunder.
  
- 12. This Agreement has been duly authorized by the proper authorities of AID and \_\_\_\_\_.
  
- 13. Compliance with Policies and Procedures. \_\_\_\_\_ hereby agrees to adhere to all Ride in Kane Program policies and procedures as determined by AID, PACE, and the Regional Transportation Authority (the "RTA").
  
- 14. Miscellaneous.
  - A. \_\_\_\_\_ acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, or certification to the United States or to the State of Illinois in connection with the Ride in Kane Program, they reserve the right to impose on the Sponsor the penalties of 18 USC 1001, 49 USC 5307, 31 USC 3801, and 49 CFR 31, as they may deem appropriate.
  
  - B. \_\_\_\_\_ acknowledges that federal and state governmental requirements may change and the changed requirements will apply to the Project as required. \_\_\_\_\_ acknowledges that a reference to a specific law in this Agreement is considered to be a reference to 1) such law as it may be amended, modified, or supplemented from time to time, 2) all regulations and rules pertaining to or

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promulgated pursuant to such law, 3) the successor to the law resulting from recodification or similar reorganizing of laws and 4) all future laws pertaining to the same or similar subject matter.

**IN WITNESS WHEREOF:** the parties hereto have caused the Agreement to be made effective as the date set forth above and executed by their duly authorized officials.

**ASSOCIATION FOR** \_\_\_\_\_  
**INDIVIDUAL DEVELOPMENT**

By: \_\_\_\_\_  
Lynn O’Shea, President

By: \_\_\_\_\_  
insert authorizing name

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**EXHIBIT A –**

**RIDE IN KANE TRANSPORTATION SERVICES**

**ASSOCIATION FOR INDIVIDUAL DEVELOPMENT**

<b>TYPE OF SERVICE:</b>	Demand Response service. Service levels will not exceed limits dictated by funding levels stipulated in this agreement.
<b>SERVICE OPERATED BY:</b>	Contractors including: Private Paratransit providers, Taxi Cab Companies, Other Qualified Providers of Transportation services.
<b>MOBILITY MANAGEMENT:</b>	Private Contractor will provide a mobility management service. This includes operations of a central call center for service access by consumers, data management and trip management. Mobility management may include passenger assessments for the purpose of travel planning and passenger training.
<b>TRIP RESERVATION METHOD:</b>	<p>Reservations shall be accepted at the Pace central call center a maximum of seven (7) days in advance of the day service for an eligible trip request or as directed by Pace.</p> <p>Trips, which previously were provided as subscriptions, will continue to be provided as subscriptions, as defined and approved by Pace.</p> <p>Trips requested with <b>less</b> than one (1) day but more than four (4) hours advance notice from the desired pick up time may be honored to the extent that the request can be accommodated within the framework of the day's schedule. Trip requests having <b>over</b> one (1) day notice from the desired pick up time shall be accommodated.</p>
<b>SERVICE MODE:</b>	A transit vehicle, either a paratransit bus or taxi, will be deployed that is identified to be the most cost effective, efficient and appropriate to provide service.
<b>SERVICE AREA:</b>	Trips shall be provided within the Kane County area and surrounding counties as authorized by the AID.
<b>SERVICE HOURS:</b>	Twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.



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**FARE STRUCTURE:**

\$ 3.00 per one-way trip up to ten (10) miles; \$ 1.50 per 1 mile thereafter; Airport fares at the established discount fare, or as determined by the Sponsors.

**RIDER ELIGIBILITY:**

The Sponsor shall be responsible for determining and retaining records of rider eligibility in accordance with JARC and NEW FREEDOM funding eligibility requirements and provide the information on eligible riders to AID upon request.

## EXHIBIT B – RIDE IN KANE

### REPORT(S) DESCRIPTION

The following is a list and brief description of each category of reports which have been designed and are being produced to generate data for the Ride in Kane project.

1. **Detailed Funding Source (Sponsor) Report**

The intent of this report is to produce a detailed listing of one-way trips delivered for each Ride in Kane funding sources (sponsor) for a user specified period of time. The normal report period would be monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods as specified by the user.

The report is intended to match the design and content, as closely as possible, of the Detailed Provider Report. Data provided for each trip will include associated trip data such as rider name, scheduled pick-up time, actual pick-up time, point of origin address, destination address, funding sources (sponsors), total cost of the trip, fare for the trip, distance of the trip, revenue hours (if applicable). The exact content of the report in its final form may vary depending on the feasibility of including the large amount of data specified in one report. It is possible that the report may be broken into one or more additional reports to make the data more manageable for the user.

Plans call for the report to be sorted by provider, funding source, rider, and fare type.

2. **Monthly Source (Sponsor) Invoice Report**

The intent of this report is to produce one or more summary reports of trips delivered for each funding sources (sponsor) for the purposes of generating an invoice type report which may be used to bill funding sources for transportation provided. The normal report period would be monthly, but the report is intended to have the flexibility to produce data for shorter or longer periods specified by the user.

Data provided for each trip will include associated trip data necessary to provide an accounting of the amount owed by each funding source for the specified period, such as the number of one-way trips by Fare Type, total cost of the trips, total expected fare,

liquidated damages deducted, the total net reimbursement. The exact content of the report in its final form may vary depending on Pace and provider needs. The report may be broken into one or more additional reports if that design is more useful.

Plans call for the report to be sorted by provider, funding source, fare type, and rider.

3. **Missed Trip Report**

The Missed Trip Report is intended to produce a list of all trips picked up 61 or more minutes after the scheduled time; the Ride in Kane service guideline defining a missed trip. Sufficient detail will be provided to identify the trip within Trapeze and to give the report user the necessary information for review.

4. **On-Time Performance Report**

The On-Time Performance Report (late pickups) is intended to produce a list of all trips picked up 16 or more minutes late, the Ride in Kane service guideline defining a late trip. Sufficient detail will be provided to identify the trip within Trapeze and to give the report user the necessary information for review.

5. **Other Reports**

In addition to the reports described above, reports currently generated can also be made available. Reports currently available include:

**Ridership by Category Report** – A summary report by funding source indicating trips by fare type, late trips, missed trips, revenue hours, denials, and miles.

**Client Trip List Report** - A detailed listing alphabetically by rider last name of all trips provided during the specified period. Data included for each trip is rider name, pick-up address, drop-off address, fare type, and funding sources.

**Customer Feedback Report** – A summary of issues reported by consumers including sponsor, provider, issue, status.

**Ride in Kane Comparison** - A summary comparing prior two years data including trip count, registrations, gross cost per trip average, sponsor cost per trip average, trip mileage, and ADA trips.

**Future Needs** – Additionally reports may be designed as needed by Pace, Ride in Kane Sponsors, and with the input of the Kane County Paratransit Coordinating Council.

# **APPENDIX D SAMPLE REPORTS**

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**Figure D-1 Distinct Riders, Trip Count, and Trip Mileage Summary Tables**

000004

**2014**  
**RIK Status**

**DISTINCT RIDERS**

	Jan-14	Mar-14	Jul-14	Oct-14	Dec-14	
AID	51	55	0	0	0	
Aurora Twp	439	291	0	0	0	
Batavia City	78	84	0	0	0	
Batavia Twp	10	11	0	0	0	
Dundee Partners	35	44	0	0	0	
Elgin City	254	267	0	0	0	
Elgin Twp.	2	2	0	0	0	
Geneva City	43	38	0	0	0	
Hesed House	1	1	0	0	0	
St. Charles	82	85	0	0	0	
South Elgin	16	9	0	0	0	
St. Chrls. Twp	0	9	0	0	0	
TRHS	0	0	0	0	0	
<b>TOTAL</b>	<b>1011</b>	<b>896</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
% of Increase		-11.4%	-100.0%	#DIV/0!	#DIV/0!	#DIV/0!

**TRIP COUNT**

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Average
AIDJ	584	535	616	0	0	0	0	0	0	0	0	0	145
AIDN	282	276	365	0	0	0	0	0	0	0	0	0	77
Aurora Twp J	269	271	301	0	0	0	0	0	0	0	0	0	70
Aurora Twp N	2346	2257	2415	0	0	0	0	0	0	0	0	0	585
Batavia City J	34	0	0	0	0	0	0	0	0	0	0	0	3
Batavia City N	625	0	0	0	0	0	0	0	0	0	0	0	52
Batavia Twp J	17	0	0	0	0	0	0	0	0	0	0	0	1
Batavia Twp N	66	0	0	0	0	0	0	0	0	0	0	0	6
Dundee Partners J	145	174	204	0	0	0	0	0	0	0	0	0	44
Dundee Partners N	191	204	281	0	0	0	0	0	0	0	0	0	56
Elgin City J	421	394	474	0	0	0	0	0	0	0	0	0	107
Elgin City N	1915	1889	250	0	0	0	0	0	0	0	0	0	338
Elgin Twp.	6	20	17	0	0	0	0	0	0	0	0	0	4
Geneva City	295	305	311	0	0	0	0	0	0	0	0	0	76
Hesed House J	0	0	4	0	0	0	0	0	0	0	0	0	0
St. Charles	690	618	2478	0	0	0	0	0	0	0	0	0	316
South Elgin N	145	182	177	0	0	0	0	0	0	0	0	0	42
St. Chrls. Twp N	58	56	46	0	0	0	0	0	0	0	0	0	13
Two Rivers	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>8089</b>	<b>7181</b>	<b>7939</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1934</b>
% of Increase		-11.2%	10.6%	-100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>TRIPS PER DAY</b>	<b>260.94</b>	<b>256.46</b>	<b>256.10</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>64</b>

**Trip Mileage**

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Avg	Sponsor Total
AIDJ	3,890.30	3,593.80	4,059.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	961.96	11543.50
AIDN	1,842.10	1,874.40	2,395.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	509.31	6111.70
Aurora Twp J	629.90	567.00	664.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	155.09	1861.10
Aurora Twp N	9,602.70	8,739.90	9,279.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,301.80	27621.60
Batavia City J	284.90	392.00	429.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	92.23	1106.80
Batavia City N	3,903.00	4,542.70	5,074.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,126.64	13519.70
Dundee J	977.90	1,213.50	1,485.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	306.39	3676.70
Dundee N	927.40	1,041.60	1,526.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	291.33	3495.90
Elgin City J	1,775.30	1,608.90	2,075.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	454.93	5459.20
Elgin City N	8,471.80	8,289.70	9,154.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,159.64	25915.70
Elgin Twp	25.60	88.40	45.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.25	159.00
Geneva City	831.80	1,319.10	1,247.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	283.18	3398.10
Hesed House J	0.00	0.00	21.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.82	21.80
St. Charles	3,675.50	3,154.60	3,437.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	855.67	10268.00
South Elgin	724.20	863.80	818.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	200.53	2406.30
St. Chrls. Twp	458.80	427.10	372.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	104.83	1258.00
Two Rivers	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	0.00
<b>Total Monthly Mileage</b>	<b>38,021.20</b>	<b>37,716.50</b>	<b>42,085.40</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>		<b>117823.10</b>
% of Increase		-0.8%	11.6%	-100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		

Source: Quarterly Report

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Figure D-2 Detailed Funding Source (Sponsor) Report (RIK Agreement Report #1)

Provider	TripDate	Trip ID	Client Id	Last Name	First Name	Trip Status	Origin Address	Destination Address	Funding Source	Subtype	Purpose	Scheduled Time	Negotiated Time	Arrive Time	Depart Time	Fare Type	Prepay Required	Fare	Fare Collected	Provider Cost	Adjusted Cost	Space Type	Direct Distance	Pickup Odometer	Dropoff Odometer
KANE	2014-04-01	34969146	104482	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	9:15	9:15	9:19	9:21	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	198675.79	198618.63	
KANE	2014-04-01	34965235	135606	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	9:15	9:15	9:20	9:21	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	170552.96	170659.96	
KANE	2014-04-01	34968154	104482	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	14:00	14:00	13:57	14:02	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	55694.82	55697.52	
KANE	2014-04-01	34965245	135606	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	14:35	14:35	14:39	14:41	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	122414.35	122422.35	
KANE	2014-04-01	34977867	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	16:15	16:15	16:25	16:26	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	196361.69	196369.19	
KANE	2014-04-01	34977883	129013	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	19:00	19:00	18:59	18:51	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	197011.39	197018.79	
KANE	2014-04-02	34977835	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	7:51	7:52	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	147462.53	147472.83	
KANE	2014-04-02	34982324	146689	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	8:05	8:05	8:12	8:12	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	137022.19	137116.49	
KANE	2014-04-02	34977836	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	7:51	7:52	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	189055.07	189065.27	
KANE	2014-04-02	34961200	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	8:30	8:30	8:45	8:45	RIK	Allow	\$4.00	\$4.00	0	AM	3.60	198960.54	198964.24	
KANE	2014-04-02	35012613	146689	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	8:30	8:30	8:32	8:34	RIK	Allow	\$4.00	0	0	AM	7.60	35003.96	35020.96	
KANE	2014-04-02	34977815	125239	X	X		XXX WEST DUNDEE	XXX WEST DUNDEE	DTWPU	DEM	WRK	14:30	14:30	14:32	14:48	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	55765.82	55775.52	
KANE	2014-04-02	34977870	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	16:15	16:15	16:18	16:26	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	197332.09	197337.79	
KANE	2014-04-04	34961282	116914	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	6:15	6:15	6:05	6:06	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	198524.23	198528.83	
KANE	2014-04-04	34977807	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	7:59	7:59	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	193626.22	193631.42	
KANE	2014-04-04	34989024	104482	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	8:15	8:15	8:24	8:25	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	147755.24	147759.24	
KANE	2014-04-04	34989041	104482	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	13:00	13:00	13:02	13:03	RIK	Allow	\$4.00	0	0	AM	3.20	198627.13	198628.23	
KANE	2014-04-04	34961253	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	14:10	14:10	14:00	14:06	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	147839.94	147844.14	
KANE	2014-04-04	34977816	125239	X	X		XXX WEST DUNDEE	XXX WEST DUNDEE	DTWPU	DEM	WRK	14:30	14:30	14:40	14:48	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	35163.96	35173.96	
KANE	2014-04-05	34977304	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	9:15	9:15	8:56	9:01	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	126581.96	126587.36	
KANE	2014-04-05	34969188	104482	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	10:45	10:45	10:49	10:49	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	198773.53	198776.43	
KANE	2014-04-05	34977303	129013	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	12:00	12:00	11:52	11:55	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	147942.34	147953.34	
KANE	2014-04-05	34989191	104482	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	15:30	15:30	15:17	15:29	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	147362.15	147365.05	
KANE	2014-04-06	34989154	116914	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	10:15	10:15	10:05	10:07	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	193459.45	193464.59	
KANE	2014-04-06	34989155	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	17:10	17:10	17:23	17:28	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	135100.02	135112.72	
KANE	2014-04-07	35039943	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	7:50	7:52	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	194328.11	194330.61	
KANE	2014-04-07	35043301	146689	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	8:05	8:05	8:01	8:01	RIK	Allow	\$4.00	\$4.00	0	AM	7.60	126836.57	126845.27	
KANE	2014-04-07	35073145	135606	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	9:15	9:15	9:37	9:39	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	197536.80	197550	
KANE	2014-04-07	35073159	135606	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	14:35	14:35	14:54	14:55	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	148202.25	148210.25	
KANE	2014-04-08	35039944	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	8:01	8:02	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	197693.40	197705.91	
KANE	2014-04-08	35043302	146689	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	8:05	8:05	8:12	8:13	RIK	Allow	\$4.00	\$4.00	0	AM	7.60	193006.18	193026.08	
KANE	2014-04-08	35073143	135606	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	9:15	9:15	9:21	9:22	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	197720.51	197731.01	
KANE	2014-04-08	35073161	135606	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	14:35	14:35	14:36	14:36	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	144016.27	144024.22	
KANE	2014-04-08	35066540	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	16:15	16:15	16:12	16:14	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	194570.52	194573.02	
KANE	2014-04-08	35066553	129013	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	19:00	19:00	19:13	19:14	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	127141.48	127148.98	
KANE	2014-04-08	35039946	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	7:56	7:57	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	197853.81	197856.81	
KANE	2014-04-08	35043303	146689	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	8:05	8:05	8:18	8:19	RIK	Allow	\$4.00	0	0	AM	7.60	56379.54	56386.54	
KANE	2014-04-10	35039947	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:00	8:00	8:15	8:15	RIK	Allow	\$4.00	0	0	AM	6.70	138910.80	138920.80	
KANE	2014-04-10	35073200	135606	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	10:30	10:30	10:31	10:33	RIK	Allow	\$4.00	\$4.00	0	AM	3.10	142712.80	142716.30	
KANE	2014-04-10	35066543	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	16:15	16:15	16:08	16:07	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	35548.55	35559.55	
KANE	2014-04-10	35066538	129013	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	19:00	19:00	18:56	18:56	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	55539.55	55539.55	
KANE	2014-04-11	35066541	116914	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	6:15	6:15	6:09	6:09	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	193361.59	193365.59	
KANE	2014-04-11	35039948	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	8:05	8:00	8:04	8:04	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	193990.89	193990.19	
KANE	2014-04-11	35066547	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	13:10	13:10	13:10	13:10	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	190039.20	190042.70	
KANE	2014-04-12	35066536	129013	X	X		XXX HOFFMAN ESTATES	XXX HOFFMAN ESTATES	DTWPU	DEM	WRK	9:15	9:15	8:58	9:07	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	148884.67	148891.87	
KANE	2014-04-12	35153302	104482	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	10:45	10:45	10:47	10:47	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	148911.27	148914.07	
KANE	2014-04-12	35066565	129013	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	12:00	12:00	11:49	11:51	RIK	Allow	\$4.00	\$4.00	0	AM	8.00	172194.11	172201.41	
KANE	2014-04-12	35054460	116914	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	14:15	14:15	14:15	14:21	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	127895.49	127898.69	
KANE	2014-04-12	35153303	104482	X	X		XXX CARPENTERSVILLE	XXX CARPENTERSVILLE	DTWPU	DEM	WRK	15:32	15:32	15:15	15:32	RIK	Allow	\$4.00	\$4.00	0	AM	3.20	127702.39	127706.29	
KANE	2014-04-12	35054463	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	19:10	19:10	19:04	19:05	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	192120.13	192125.93	
KANE	2014-04-12	35092319	116914	X	X		XXX ALGONQUIN	XXX ALGONQUIN	DTWPU	DEM	WRK	10:15	10:15	10:02	10:03	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	149010.17	149015.17	
KANE	2014-04-12	35092325	116914	X	X		XXX DUNDEE	XXX DUNDEE	DTWPU	DEM	WRK	17:10	17:10	17:01	17:05	RIK	Allow	\$4.00	\$4.00	0	AM	4.50	193983.10	193988.90	
KANE	2014-04-14	35156542	125239	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	7:58	7:58	7:53	7:54	RIK	Allow	\$4.00	\$4.00	0	AM	6.70	193902.70	193918.80	
KANE	2014-04-14	35189016	135606	X	X		XXX ELGIN	XXX ELGIN	DTWPU	DEM	WRK	9:15	9:15	9:16	9:18	RIK	Allow	\$4.00	\$4.00	0	AM	8.00			

**Figure D-3 Monthly Source (Sponsor) Invoice Report (RIK Agreement Report #2)**

Note: It is not clear that such a report is currently provided



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**Figure D-4 Missed Trip Report (RIK Agreement Report #3)**

**SCCN - Missed Trip Report**

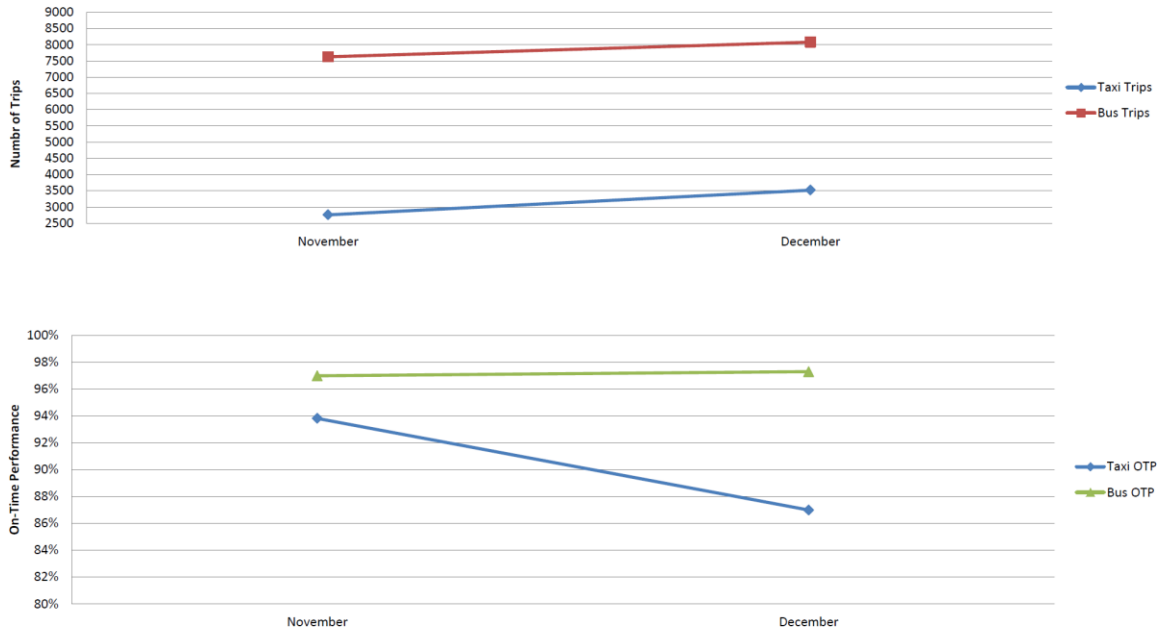
Period: 2014-05-01 to 2014-05-31

Service Date	Run / Driver	Trip Id	Client Name	Origin / Destination Address	Sch. Time	Act. Time	Late Time	Provider Cost	Adjusted Cost
2014-05-29				0 of 23 trips were classified as Missed, Not Transported. 0 of 23 trips were classified as Missed, No Shows. 0 of 23 trips were classified as Missed, Transported. 0 of 23 trips were classified as Missed.				\$ -	\$ -
2014-05-30	KANE303TAXI - DRIVER MISSING	35795326		KANE303TAXI (GENEVA) (SAINT CHARLES)	11:00		0:00 Not Transported	\$ -	
2014-05-30				1 of 26 trips were classified as Missed, Not Transported. 0 of 26 trips were classified as Missed, No Shows. 0 of 26 trips were classified as Missed, Transported. 1 of 26 trips were classified as Missed.				\$ -	\$ -
2014-05-31				0 of 8 trips were classified as Missed, Not Transported. 0 of 8 trips were classified as Missed, No Shows. 0 of 8 trips were classified as Missed, Transported. 0 of 8 trips were classified as Missed.				\$ -	\$ -
Missed Trip Summary For: SCCN				1 of 632 trips were classified as Missed, Not Transported. 0 of 632 trips were classified as Missed, No Shows. 0 of 632 trips were classified as Missed, Transported. 1 of 632 trips were classified as Missed.				\$ -	\$ -

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**Figure D-5 On-Time Performance Report (RIK Agreement Report #4)**

On-time Performance Comparison between Bus and Taxi							
	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	% to taxi	%to bus	Complaints
November	7630	97%	2758	94%	27%	73%	13
December	8084	97%	3519	87%	30%	70%	11
AVERAGE	7,857	97%	3,139	90%	28%	72%	12



M:\DotserverD\USERS\Personal\Planning\Paratransit\RIK\Agendas & Minutes\2014\March\Nov Dec OTP and Complaints summary

Source: Quarterly Report

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**Figure D-6 Ridership by Category Report (RIK Agreement Report #5a)**

**Figure D-7 Client Trip List Report (RIK Agreement Report #5b)**

**Figure D-8 Customer Feedback Report (RIK Agreement Report #5c)**

April 2014 Complaints						
Sponsor	Incident Date	CAF #	Issue	Provider	Client	Status
ATWP	04/30/2014	129862	No Show- Dispute	Kane bus	D.W.	Closed
ATWP	04/28/2014	129763	Late Arrival	Taxi 303	Y.B.	Closed
ATWP	04/09/2014	128660	Late Arrival	Taxi 303	D.M.	Closed
ATWP	04/15/2014	128882	Discourtesy	Kane bus		Closed
ATWP	04/15/2014	128885	Discourtesy	Kane bus	V.A.	Closed
ATWP	04/16/2014	129085	Discourtesy	Kane bus	T.S.	Closed
BATAVIA	04/25/2014	129569	Late Arrival	Taxi 303	D.L.	Closed
Dundee	04/21/2014	129189	Discourtesy	River bus	T.M.	Closed
City of Elgin	04/11/2014	128651	Late Arrival	Taxi 303	S.V.	Closed
City of Elgin	04/04/2014	128246	No Show- Dispute	Taxi 303	B.B	Closed
Geneva	04/25/2014	129581	Trip Booked Incorrectly	RMCC	B.B	Closed
South Elgin	04/07/2014	128507	Trip was not canceled	RMCC	N.H.	Closed
South Elgin	04/26/2014	129683	Late Arrival	Taxi 303	J.M.	Closed
South Elgin	04/07/2014	128495	Late Arrival	Kane bus	N.H.	Closed
St. Charles	04/30/2014	129873	Discourtesy	Taxi 303	S.V.	Closed
St. Charles	02/10/2014	128240	Fare Dispute	RMCC	C.L	Closed

Source: Quarterly Report

**Figure D-9 Ride in Kane Comparison Report (RIK Agreement Report #5d)**

**Figure D-10 Ride in Kane Sample Sponsor Invoice Summary Statement**

Date: August 7, 2014  
 To: ACCOUNTS RECEIVABLE  
 From: Joseph Pinkston  
 Please send invoice to: Aurora Township  
 Sponsor Number: 1243  
 Contact: Christina Campos, Township Supervisor  
 Address: 80 N. Broadway  
 Aurora, IL 60505  
 Phone: 630-892-1999

Service Month: **May-14**

**Aurora Twp Ride In Kane Summary Statement**

**Transportation Costs**

*9/29/14*

<b>TOTAL Gross Cost</b>	<b>\$57,153.96</b>
<b>TOTAL Fare Revenue</b>	<b>\$6,981.75</b>
<b>TOTAL Net Cost</b>	<b>\$50,172.21</b>
<b>Total Federal Subsidy</b>	<b>\$25,086.11</b>
<b>ATWP Local Share less Kane County subsidy</b>	<b>\$22,978.25</b>
<b>Pace Subsidy</b>	<b>\$7,659.00</b>
<b>Total Aurora Township Cost</b>	<b>\$15,319.25</b>

11-54502-0-409101-100-0-0 / 74747-0-40902-10

Source: Sponsor Report

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**Figure D-11 Grant Total Budget Report (AID)**

Grant Totals for Phases 7 & 8			
	JARC	NF	Totals
<b>Beginning balance</b>	\$ 3,059,452.00	\$ 2,403,854.00	\$ 5,463,306.00
Fed Portion	\$ 1,529,726.00	\$ 1,201,927.00	
Sponsor Match	\$ 1,529,726.00	\$ 1,201,927.00	
	<b>JARC</b>	<b>NF</b>	<b>Totals</b>
<b>Beginning balance</b>	<b>1,529,726.00</b>	<b>1,201,927.00</b>	<b>2,731,653.00</b>
Sept '12	-	(25,806.16)	(25,806.16)
Oct '12		(93,025.67)	(93,025.67)
Nov '12		(91,058.00)	(91,058.00)
Dec '12		(89,306.66)	(89,306.66)
Jan '13		(90,893.15)	(90,893.15)
Feb '13		(85,418.54)	(85,418.54)
Mar '13		(97,439.91)	(97,439.91)
Apr '13		(96,019.16)	(96,019.16)
May '13		(95,563.27)	(95,563.27)
June '13		(88,100.25)	(88,100.25)
July '13		(96,206.67)	(96,206.67)
Aug '13		(91,385.38)	
Sept '13		(88,782.99)	
Oct '13		(72,921.19)	
<b>Ending balance</b>	<b>1,529,726.00</b>	<b>-</b>	<b>1,782,815.56</b>
Monthly average	-	(91,933.30)	
Projected remaining months	37.32	-	
	May '17	Oct '13	

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**Figure D-12 Cost per Ride Summary Report (AID)**

Cost Reports		2014					
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 '14	8,087	\$ 100,839.18	\$ 12.47	\$ 30,671.25	\$ 232,350.45	\$ 28.73	
Feb '14	8,021	\$ 94,001.39	\$ 11.72	\$ 30,588.25	\$ 218,591.03	\$ 27.25	
Mar '14	8,884	\$ 104,885.76	\$ 11.81	\$ 33,822.50	\$ 243,594.02	\$ 27.42	
Apr '14			#DIV/0!			#DIV/0!	
May '14			#DIV/0!			#DIV/0!	
June '14			#DIV/0!			#DIV/0!	
July '14			#DIV/0!			#DIV/0!	
Aug '14			#DIV/0!			#DIV/0!	
Sept '14			#DIV/0!			#DIV/0!	
Oct '14			#DIV/0!			#DIV/0!	
Nov '14			#DIV/0!			#DIV/0!	
Dec '14			#DIV/0!			#DIV/0!	
<b>YTD</b>	<b>24,992</b>	<b>\$ 299,726.33</b>	<b>\$ 11.99</b>		<b>\$ 694,535.50</b>		<b>\$ 27.79</b>
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	
Jan '14	1,469	\$ 20,560.42	\$ 14.00	\$ 5,571.42	\$ 46,692.26	\$ 31.79	
Feb '14	1,441	\$ 18,994.54	\$ 13.18	\$ 5,495.28	\$ 43,484.26	\$ 30.18	
Mar '14	1,682	\$ 20,513.07	\$ 12.20	\$ 6,403.58	\$ 47,429.72	\$ 28.20	
Apr '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
May '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>4,592</b>	<b>\$ 60,068.03</b>	<b>\$ 13.08</b>	<b>\$ 17,470.29</b>	<b>\$ 137,606.25</b>		<b>\$ 29.97</b>
NF Cost per Ride							
	# of rides	sponsor cost	sponsor cost per ride	Estimated fares based on % of rides	Total Cost (less fares)	Total Cost per ride	
Jan '14	6,618	\$ 80,279.18	\$ 12.13	\$ 25,099.83	\$ 185,658.18	\$ 28.05	
Feb '14	6,580	\$ 75,006.85	\$ 11.40	\$ 25,092.97	\$ 175,106.49	\$ 26.61	
Mar '14	7,202	\$ 84,372.69	\$ 11.72	\$ 27,418.92	\$ 196,164.30	\$ 27.24	
Apr '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
May '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '14			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>YTD</b>	<b>20,400</b>	<b>\$ 239,658.72</b>	<b>\$ 11.75</b>	<b>\$ 77,611.71</b>	<b>\$ 556,928.96</b>		<b>\$ 27.30</b>

\*Not an average

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**Figure D-13 Cost per Sponsor Summary Report (AID)**

2014 Cost Per Sponsor													
Sponsor	Aurora TWP	Batavia (City & TWP)	Dundee Partners	City of Elgin	City of St. Charles	AID	Village of South Elgin	Elgin TWP	Hesed House	St. Charles TWP	City of Geneva	Kane County	Totals
<b>January</b>													
Rides	2,615	741	336	2,336	690	866	145	6	-	58	294		8,087
Cost	26,259.65	9,592.76	4,401.96	24,243.92	8,493.40	13,324.43	1,691.10	61.83	-	999.44	2,171.11	9,600.00	100,839.60
Cost per ride	\$ 10.04	\$ 12.95	\$ 13.10	\$ 10.38	\$ 12.31	\$ 15.39	\$ 11.66	\$ 10.31	\$ -	\$ 17.23	\$ 7.38		\$ 12.47
<b>February</b>													
Rides	2,528	840	378	2,283	618	811	182	20	-	56	305		8,021
Cost	22,809.37	10,433.15	4,820.46	21,808.86	6,859.77	11,815.85	1,909.54	196.66	-	870.94	2,876.79	9,600.00	94,001.39
Cost per ride	\$ 9.02	\$ 12.42	\$ 12.75	\$ 9.55	\$ 11.10	\$ 14.57	\$ 10.49	\$ 9.83	\$ -	\$ 15.55	\$ 9.43		\$ 11.72
<b>March</b>													
Rides	2,716	946	485	2,528	673	981	177	17	4	46	311		8,884
Cost	23,105.44	10,954.69	5,995.83	23,238.33	13,765.20	13,055.32	1,707.75	106.80	52.37	702.84	2,601.19	9,600.00	104,885.76
Cost per ride	\$ 8.51	\$ 11.58	\$ 12.36	\$ 9.19	\$ 20.45	\$ 13.31	\$ 9.65	\$ 6.28	\$ -	\$ 15.28	\$ 8.36		\$ 11.81
<b>April</b>													
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!
<b>May</b>													
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!
<b>June</b>													
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!
<b>July</b>													
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!
<b>Aug</b>													
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!
<b>Sept</b>													
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!

# **APPENDIX E STAKEHOLDER FEEDBACK**



## INTRODUCTION

This appendix summarizes a preliminary set of sponsor outreach activities conducted in the initial stages of the Ride in Kane (RIK) program assessment:

- An online survey sent to RIK program sponsors prior to the Sponsor meeting held on September 29, 2014
- Focus groups conducted on July 29, 2014
- Individual interviews conducted on July 29 and 30, 2014

## SPONSORS SURVEY RESULTS

This section summarizes the results of the Ride in Kane Sponsors survey. Sponsors were asked to answer basic questions about the services they provide and their opinions on RIK in general. Seventeen sponsors responded to the surveys. The survey questions, respondents, and responses are compiled below.

### Survey Questions

The survey asked the Sponsors to provide details for the following questions:

#	Question
1	Please identify any procedures or policies that guide your work with Ride in Kane (include anything your organization/agency created as well as those provided from others in the RIK program).
2	How do you determine if an applicant is eligible to use RIK?
3	What printed or electronic material do you use to inform the community about the RIK program and to engage them in the application process?
4	What parameters do you use to identify rider requirements (e.g., mobility aides, speech impediments, need for travel assistants/companions)?
5	Please provide any data you have on the number of applicants received, processed, accepted. Do you maintain a wait list for pending applicants?
6	How do you determine what trip requests are appropriate for RIK?
7	Do you have data on the number of trips requested versus completed?
8	Do you provide community members with information on transportation options other than RIK?
9	Do you provide travel training on using RIK and/or other services? If yes please describe.
10	What reporting on the RIK program do you make to your organization/agency (what kind, to whom, how often)?
11	What improvements to the RIK program and/or the procedures it has in place would you suggest to facilitate your duties and responsibilities with the program, and/or better serve your community?
12	Each sponsor has a dollar amount they pledge to contribute to the local match- how do you track the spend-down of your sponsor amount to determine if you remain within your budget?
13	Is there a dedicated staff person assigned to track and/or administer RIK in your organization? Describe how your staff is allocated to administer the program?

## Summary of Responses

Please identify any procedures or policies that guide your work with Ride in Kane (include anything your organization/agency created as well as those provided from others in the RIK program).

- Registration form
- Rider's Guide; Grants; RTA TSA's, appeal procedures, Title VI, grievance procedure
- We have not created any specific policies and procedures for the program. We use the policies set forth by the Ride in Kane committee."
- Rides for medical purposes only. Trip limited to 10 miles."
- We follow the Ride In Kane Guide for the most part. The only changes we have make are the parameters in which our residents can use the service for, i.e., 2 round trips per week for medical, a job, school and to go to the Elderday Care Center."
- City of Geneva produced a modified Ride in Kane Rider's Guide specific to our needs with content taken from the overall RIK Rider's Guide provided by AID. Example to be forwarded."

How do you determine if an applicant is eligible to use RIK?

- If they are under 65 years old, they need to have Medicare or Social Security Disability Income
- Must show proof of age (65 or over) disability, or low income and either be in an AID program or live in one of the townships that flow through AID (currently Blackberry or Campton)
- Medical purposes only
- Senior Services handles all Elgin riders

What printed or electronic material do you use to inform the community about the RIK program and to engage them in the application process?

- Rider's Guide, Rider card, and registration form. Occasionally the trifold brochure.
- Nothing on a regular basis
- Pamphlets, information on websites, and city newsletters/ e-newsletter

What parameters to you use to identify rider requirements (e.g., mobility aides, speech impediments, need for travel assistants/companions)?

- Yes, all the above.
- We do not have any parameters.
- As available, self-reporting and/or visual assessment.
- Meeting Pre-Admission Screening requirements to qualify as being developmentally disabled and in need of financial assistance.

Please provide any data you have on the number of applicants received, processed, accepted. Do you maintain a wait list for pending applicants?

- Currently have no waiting list. AID has approximately 85 registered riders"
- No wait list. Total budgeted amount is currently \$10,000. Service ends when budget is gone.
- Years ago the registrations were hard copies; many have been converted into electronic copy. As of January 2014 all registrations are now kept electronically. Unfortunately, we are typically not notified if riders are deceased unless they had a subscription. On a monthly basis, PACE does provide the City with a report of those riders that have used the program for the month."

- We do not have data on the number of applications received, processed, accepted.
- We have 336 permanent riders and about 20 temporary riders. We have 144 people on a wait list. We are actively encouraging folks to apply for and ADA card through PACE.

**How do you determine what trip requests are appropriate for RIK?**

- Must be related to receiving AID services”
- Trips are based on time of day and location. Person must have no other way to get to destination.”
- All trips are to be within Kane County. Others that may go into a bordering county, such as DuPage, have to be pre-approved by the management and need to be within a 10 mile limit.
- Medical purposes only and 10 mile trip maximum due to limited budget.
- City of Geneva allows all types of rides for eligible riders. The type is not restricted.

**Do you have data on the number of trips requested versus completed?**

- Most report “No”
- “The City receives monthly reports from PACE. These include the following: (1) “No Show-Late Cancel” which would give us an indication of those that were requested versus completed; (2) Funding Source Missed Trip.”
- “Only from our weekly and monthly reports.”
- “No, that data is with PACE.”

**Do you provide community members with information on transportation options other than RIK?**

- Most report “yes”; single response “no”
- “If the person calling in does not live in a sponsored area, I try to link them to the ADA paratransit service (if they are close to fixed route service). Other than that, out here in the urban fringe ,there aren't many options.”
- “Yes, Call-n-Ride, fixed route Pace bus, Metra train, local taxis, veteran’s transportation, local senior living facility transportation.”

**Do you provide travel training on using RIK and/or other services? If yes please describe.**

- Most respond “no”
- “We explain RIK and the process of calling Pace to schedule rides after the participant is registered.”
- “City of Geneva has hosted two RTA Travel Training sessions provided by Kristen Salakas within the past few years”

**What reporting on the RIK program do you make to your organization/agency (what kind, to whom, how often)?**

- Many report to a budget/hearing or to city council
- Financial statements are done monthly. I provide data reports at quarterly sponsor meetings
- Monthly reports from PACE are kept on file and reviewed: (1) Detailed Monthly Funding Source (2) Detailed NoShow Late Cancel (3) Funding Source Missed Trip and (4) Funding Source-On-time Performance. Detailed Monthly Funding Source are also compared to PACE's monthly invoice.
- I compile a quarterly report for RTA use, which I've uploaded the 2013-14 reports onto Basecamp.
- Some information to the Board at monthly meetings.

**What improvements to the RIK program and/or the procedures it has in place would you suggest to facilitate your duties and responsibilities with the program, and/or better serve your community?**

- “SEVERAL improvements! There should be a universal filing system in place and a universal way that individuals are being registered.”
- “I am working on a centralized registration data base. This will help all sponsors. The website is helpful to have a centralized spot for information.”
- Issues related to drivers showing up too early/ too late.
- I'd like to see across the program eligibility and ridership rules so that all 18 sponsors are consistent. Also, I'd like to develop a policy/strategy for bringing more sponsors in to expand the availability to all county residents, and some way to "incentivize" sponsor contributions from municipalities and especially age restricted developments which load up the residents and then don't supply them with transportation options.
- “I would like quicker reports.”

**Each sponsor has a dollar amount they pledge to contribute to the local match- how do you track the spend-down of your sponsor amount to determine if you remain within your budget?**

- “Budget is determined and approved by the City Council. A spreadsheet has been maintained for the last several years to assure we remain within the budget constraints every year.”
- “Kane County gives \$115,000 to the program and does not register or sponsor individuals. The county's contribution goes toward the 50% local match required for the JARC/NF grants.”
- Most listed (if anything) monthly bills and expenditure reports.

**Is there a dedicated staff person assigned to track and/or administer RIK in your organization? Describe how your staff is allocated to administer the program?**

- Most respondees were the assigned person
- “Two departments are involved with the day to day Ride in Kane program, Utility Billing and Public Works. Several administrative assistants with in those departments are trained to handle the RIK calls. Utility Billing creates the registrations and changes in subscription requests. Public Works maintains the registrations, makes changes in subscription requests, handles complaints and special requests. The Mayor, the Director of Public Works and the Public Works Administrative Assistant Coordinator have been approved by Council as the "Member Representatives" for the Ride in Kane.”
- “No, but there will be”
- “One staff member (me) is dedicated on a part time basis to handle all RIK matters.”

**Survey Respondents**

	<b>Respondent</b>	<b>Organization</b>	<b>City</b>
1	Wendy Zarate	Senior Services Associates, Inc.	Elgin
2	Tom Rowe	Sugar Grove Township	Sugar Grove
3	Krystal Spracklen	Association for Individual Development (AID)	N/A
4	Lynn O'Shea	Association for Individual Development (AID)	N/A
5	Karen Whitney	Hesed House	Aurora

	<b>Respondent</b>	<b>Organization</b>	<b>City</b>
6	Fred Dornback	Blackberry Township	Elburn
7	Isabel Soderlind	City of St. Charles	St. Charles
8	Jennifer Becker	Kane County Division of Transportation	St. Charles
9	Kathy Hazelwood	Association for Individual Development	Elgin
10	Jim Anderson	Batavia Township	Batavia
11	Louise McKay	Campton Township sub sponsor of AID	St Charles
12	Sharon Bober	St. Charles Township	St. Charles
13	Dave Waden	City of Elgin	Elgin
14	Megan Golden	Village of South Elgin	South Elgin
15	Sue Harney	Dundee Township	E. Dundee
16	Sherri Weitzl	City of Geneva	Geneva
17	Stephen J. Taylor, CFRE	DayOneNetwork, Inc.	Geneva

## **Additional Sponsor Inputs from One-on-One Discussions**

Follow-up discussions with individual sponsors yielded additional inputs including:

- Strong support for program, especially form riders with limited options.
- Ventra card would provide additional accountability and a mechanism for sponsors to limit costs.
- Question whether it is possible to have Pace limit the number of trips
- Would like to limit trips distance to something less than 10 miles and/or more for additional mileage.
- Sponsor staff spend from 2 to 10 hours per week on RIK support
- Timely reporting of trips made needed for sponsors with trip quantity restrictions
- Funding (cost sharing) formula overly complex and not readily available to sponsors
- Sponsor boundaries not always recognized by AID call center and/or Pace call center
- Interest in income restrictions
- Sponsor reporting to their councils / boards vary City of St. Charles reports to council quarterly.
- Need better ways to serve dialysis patients

## **SPONSOR WORKSHOP**

The July 29<sup>th</sup> workshop with program sponsors provided an overview of the RIK Program Evaluation project then engaged the sponsors to discuss and report back on the following questions:

- What is working well? What are the program's strengths?
- What is not working well and need to be improved?
- What ridership markets/needs are hard to serve?
- What are possible solutions?

## Small Group Feedback

Group #1	Group #2	Group #3
<b>What's working well?</b>		
<ul style="list-style-type: none"> <li>▪ Registration process</li> <li>▪ Scheduling rides</li> <li>▪ Call center keeps track of sponsor restrictions most of time</li> <li>▪ Seniors and people with disabilities love the service.</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Collaborative effort</li> <li>▪ Serves large senior/persons with disabilities market</li> <li>▪ Pace call center is asked to do a lot of different things, e.g., limitations on types of trips, locations by sponsor, and functions well in this unique role</li> <li>▪ Good quality service is reliable, only 24 hour notice</li> <li>▪ Late night service (24x7) is well utilized</li> <li>▪ Need to market service to the people who are paying for (funding) it; most trips are &lt; 4 miles, generating business within the community</li> </ul>

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Group #1	Group #2	Group #3
<b>What's not working?</b>		
<ul style="list-style-type: none"> <li>▪ Some riders are grateful, others feel entitled (owed a ride)</li> <li>▪ Need more flexibility and/or consistency defining service area, including limiting out-of-area trips to specific approved sites, e.g., medical facility in Kendall County</li> <li>▪ Timeliness of billing and trip reports, including showing corrections on billing statements</li> <li>▪ Billing statements don't indicate what rides were paid for</li> <li>▪ Riders don't understand how to determine sponsor boundaries (may relate to 800 number volunteer training)</li> <li>▪ Not enough sponsor money to provide all requested rides, especially in rural areas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Challenging to limit the number of rides (per person) so the program can serve a broad segment of the target market</li> <li>▪ Slow billing causes cost overruns – difficult for smaller sponsors to proactively track budget</li> <li>▪ Pace directs ADA rides back to RIK</li> </ul>	<ul style="list-style-type: none"> <li>▪ Budget, costly rides: \$24 subsidized cost and \$10-12 sponsor cost</li> <li>▪ Cost is increasing</li> <li>▪ Demand is increasing</li> <li>▪ Different ways of restricting rides, e.g., maximum rides, no taxi, Kane only, ride type</li> <li>▪ Need to explain to different communities including policymakers how things work (unified message). However, also afraid to market service because it will generate too much demand.</li> <li>▪ Taxis are cost-effective, but lack sufficient taxi providers</li> <li>▪ Pace reporting (more real-time); 3 month delay from ride to bill</li> <li>▪ Demand increasing</li> <li>▪ Equity: those who can afford it ride more; challenge of income monitoring</li> <li>▪ Lack of policy administration, e.g., no shows</li> <li>▪ RIK-wide policy would be a good outcome, e.g., not all sponsors need to restrict rides</li> </ul>
<b>What trips are hard to serve?</b>		
<ul style="list-style-type: none"> <li>▪ Rural riders in west county to east county</li> <li>▪ East county to west county – often single rides (e.g., Aurora to Elburn)</li> <li>▪ Difficult to limit rides due to financial and political constraints</li> </ul>	<ul style="list-style-type: none"> <li>▪ Senior living developments generate ridership but there is no capacity unless they contribute to the cost</li> <li>▪ Dialysis services return trip can't be scheduled very well; can result in a late cancellation for RIK.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Senior population is growing outside of RIK service areas; how to serve with public transit?</li> <li>▪ Certain times of day, 8-10 am, 2-4 pm are hard to book</li> <li>▪ Very little requests to Metra or fixed route service (e.g., to Cook and DuPage Counties)</li> <li>▪ No options to west part of County (east of Fox Valley)</li> <li>▪ Long trips from west County are expensive to serve</li> </ul>



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Group #1	Group #2	Group #3
<b>Potential Solutions?</b>		
<ul style="list-style-type: none"> <li>▪ Designated locations for group drop-offs/pick-ups</li> <li>▪ More local and regional sponsors and partners</li> <li>▪ Sustainable funding (i.e., federal grants can stop)</li> <li>▪ Transportation impact fee for new senior living centers, developments to provide funding for Ride in Kane</li> <li>▪ Financial needs-based to expand resources, possible sliding-scale fare structure</li> <li>▪ Fill dead times for providers. Early morning, evening have high demand but there is time available midday. Also hard to recruit cabs when there is a lot of dead time.</li> <li>▪ Identify opportunities, mechanism for pooling trips to improve efficiency and reduce cost per trip.</li> <li>▪ More timely reporting/invoicing</li> <li>▪ Billing invoice needs more detail, link trips to invoices, document error correction.</li> <li>▪ Pace needs to be more consistently responsive to inquiries (at least acknowledge request, provide ETA). Pace may need more personnel to respond to inquiries and provide timelier reporting.</li> <li>▪ Ventra cards for fares</li> <li>▪ Through Pace make RIK Medicaid eligible</li> </ul>	<ul style="list-style-type: none"> <li>▪ How can we get Ventra (smart card) to incorporate RIK</li> <li>▪ No transportation impact fee; needs to be subscription based on rides per organization, rolled into maintenance fees.</li> <li>▪ On-demand fixed-route, e.g., every 2 hour shuttle to grocery stores (e.g., like in Great Britain)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Online system to access reporting.</li> <li>▪ Equity, sliding scale</li> <li>▪ System wide policies for late cancels, no shows (e.g., Geneva has a good policy). Same for registration, common policy.</li> </ul>

# APPENDIX F SAMPLE COST ALLOCATION SPREADSHEET

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**Figure F-1 Sample Cost Allocation Spreadsheet (April 2014)**

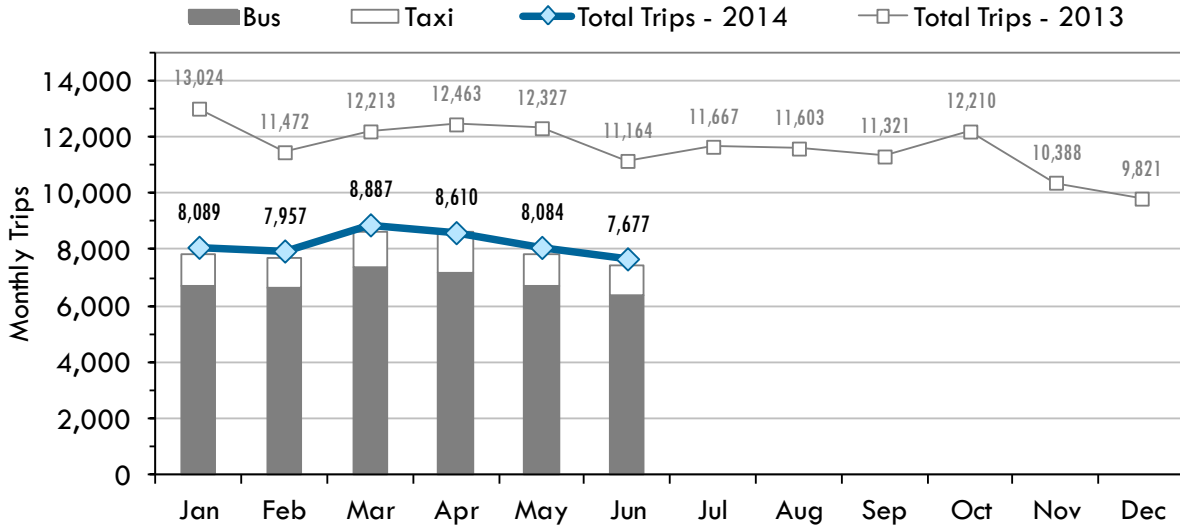
	Bus Ops Cost	Bus Rev	Bus Trips	Taxi Ops Cost	Taxi Rev	Taxi Trips	Total Ops Cost	Total Rev	Total Trips	Flag pull Cost per Trip	Total Service Mileage	Total Service Mileage %	Balance of Gross Cost Dist. by Mileage %	Total Gross Cost	Net Cost	Cost to JARC/NFI	Kane County Subsidy	Net Cost to Sponsor	Average Miles per Trip	gross cost per trip	net cost per trip	sponsor cost per trip
14-Apr																						
AURORA J	\$10,076.08	\$1,093.75	666	\$393.72	\$106.25	26	\$1,200.00	\$1,200.00	692	\$5,176.16	1932.8	4.58%	\$8,161.88	\$13,338.04	\$12,138.04	\$6,069.02	\$439.31	\$5,629.71	2.79	\$19.27	\$17.54	\$8.14
AURORA N	\$48,415.65	\$5,853.00	1713	\$4,183.80	\$666.00	159	\$6,519.00	\$6,519.00	1872	\$14,002.56	7581.3	17.95%	\$32,014.52	\$46,017.08	\$39,498.08	\$19,749.04	\$1,723.17	\$18,025.87	4.05	\$24.58	\$21.10	\$9.63
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
BATAVIA J	\$2,701.07	\$300.50	74	\$0.00	\$0.00	0	\$300.50	\$300.50	74	\$553.52	443.1	1.05%	\$1,871.13	\$2,424.65	\$2,124.15	\$1,062.08	\$100.71	\$961.36	5.99	\$32.77	\$28.70	\$12.99
BATAVIA N	\$24,943.54	\$2,872.00	682	\$6,795.10	\$1,239.50	260	\$4,111.50	\$4,111.50	942	\$7,046.16	5702.7	13.50%	\$24,081.52	\$31,127.68	\$27,016.18	\$13,508.09	\$1,296.18	\$12,211.91	6.05	\$33.04	\$28.68	\$12.96
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
DUNDEE J	\$6,159.79	\$732.00	183	\$1,011.29	\$176.00	44	\$908.00	\$908.00	227	\$1,697.96	1610.8	3.81%	\$6,802.13	\$8,500.09	\$7,592.09	\$3,796.04	\$366.12	\$3,429.92	7.1	\$37.45	\$33.45	\$15.11
DUNDEE N	\$5,397.81	\$822.25	210	\$1,376.38	\$221.00	44	\$1,376.38	\$221.00	254	\$1,899.92	1361.1	3.22%	\$5,747.69	\$7,647.61	\$6,604.36	\$3,302.18	\$309.37	\$2,992.81	5.36	\$30.11	\$26.00	\$11.78
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ELGIN J	\$8,535.57	\$1,608.00	402	\$757.07	\$164.00	41	\$1,772.00	\$1,772.00	443	\$3,313.64	2001.6	4.74%	\$8,452.41	\$11,766.05	\$9,994.05	\$4,997.03	\$454.95	\$4,542.08	4.52	\$26.56	\$22.56	\$10.25
ELGIN N	\$45,273.60	\$6,509.00	1594	\$9,603.74	\$2,129.50	298	\$8,638.50	\$8,638.50	1892	\$14,152.16	8505.8	20.14%	\$35,918.52	\$50,070.68	\$41,432.18	\$20,716.09	\$1,933.30	\$18,782.79	4.5	\$26.46	\$21.90	\$9.93
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ST CHRLS/GEN J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ST CHRLS N	\$19,354.90	\$2,213.25	543	\$4,159.81	\$988.00	130	\$3,201.25	\$3,201.25	673	\$5,034.04	4086.7	9.68%	\$17,257.43	\$22,291.47	\$19,090.22	\$9,545.11	\$928.87	\$8,616.23	6.07	\$33.12	\$28.37	\$12.80
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
AID J	\$0.00	\$1,340.00	372	\$7,171.64	\$1,001.25	242	\$2,341.25	\$1,001.25	614	\$4,592.72	3975.2	9.41%	\$16,786.58	\$21,379.30	\$19,038.05	\$9,519.03	\$903.53	\$8,615.49	6.47	\$34.82	\$31.01	\$14.03
AID N	\$0.00	\$477.00	179	\$4,197.31	\$552.00	156	\$1,029.00	\$552.00	335	\$2,505.80	2240.4	5.30%	\$9,460.82	\$11,966.62	\$10,937.62	\$5,468.81	\$509.23	\$4,959.59	6.69	\$35.72	\$32.65	\$14.80
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
TRHS J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
TRHS N	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
HESED J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
HESED N	\$0.00	\$0.00	6	\$0.00	\$0.00	0	\$0.00	\$0.00	6	\$44.88	35.6	0.08%	\$150.33	\$195.21	\$195.21	\$97.61	\$8.09	\$89.51	5.93	\$32.54	\$32.54	\$14.92
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ELGIN TWP J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ELGIN TWP N	\$0.00	\$115.00	28	\$181.46	\$27.50	5	\$142.50	\$142.50	33	\$246.84	185	0.44%	\$781.22	\$1,028.06	\$885.56	\$442.78	\$42.05	\$400.73	5.61	\$31.15	\$26.84	\$12.14
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
GENEVA N	\$8,158.06	\$1,279.00	292	\$0.00	\$0.00	0	\$1,279.00	\$1,279.00	292	\$2,184.16	1094.1	2.59%	\$4,620.19	\$6,804.35	\$5,525.35	\$2,762.68	\$248.68	\$2,514.00	3.75	\$23.30	\$18.92	\$8.61
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
SOUTH ELGIN J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
SOUTH ELGIN N	\$4,508.40	\$646.50	163	\$760.83	\$160.50	27	\$807.00	\$807.00	190	\$1,421.20	946.4	2.24%	\$3,996.48	\$5,417.68	\$4,610.68	\$2,305.34	\$215.11	\$2,090.23	4.98	\$28.51	\$24.27	\$11.00
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ST. CHRLS. TWP J	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
ST. CHRLS. TWP N	\$2,276.93	\$235.50	53	\$957.15	\$103.50	18	\$339.00	\$339.00	71	\$531.08	533.8	1.26%	\$2,254.15	\$2,785.23	\$2,446.23	\$1,223.11	\$121.33	\$1,101.78	7.52	\$39.23	\$34.45	\$15.52
	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
SOCIAL SRVCS J	\$9,234.43	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
SOCIAL SRVCS N	\$6,174.68	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00
Kane County Subsidy	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	0	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,600.00	0	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$201,210.51</b>	<b>\$26,096.75</b>	<b>7160</b>	<b>\$41,549.30</b>	<b>\$7,535.00</b>	<b>1450</b>	<b>242,759.8</b>	<b>\$33,631.75</b>	<b>8610</b>	<b>\$64,402.80</b>	<b>42236.4</b>	<b>100.00%</b>	<b>\$178,357.01</b>	<b>\$242,759.81</b>	<b>\$209,128.06</b>	<b>\$104,564.03</b>	<b>\$9,600.00</b>	<b>\$94,964.03</b>	<b>4.91</b>	<b>\$28.20</b>	<b>\$24.29</b>	<b>\$11.03</b>

# APPENDIX G EXAMPLE PERFORMANCE REPORT

## Systemwide Performance

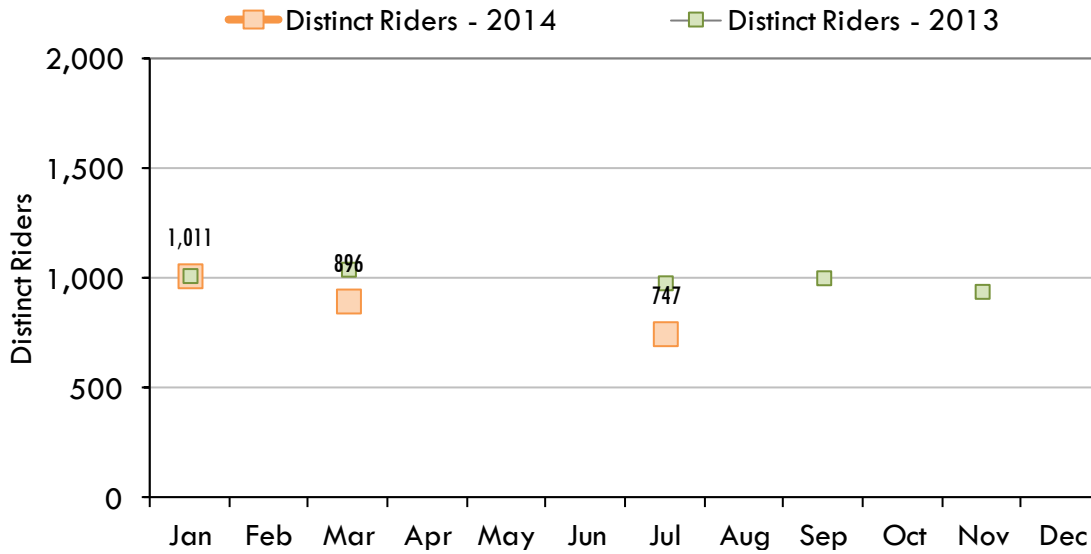
### Ridership and Service Delivery

#### Total Program Trips



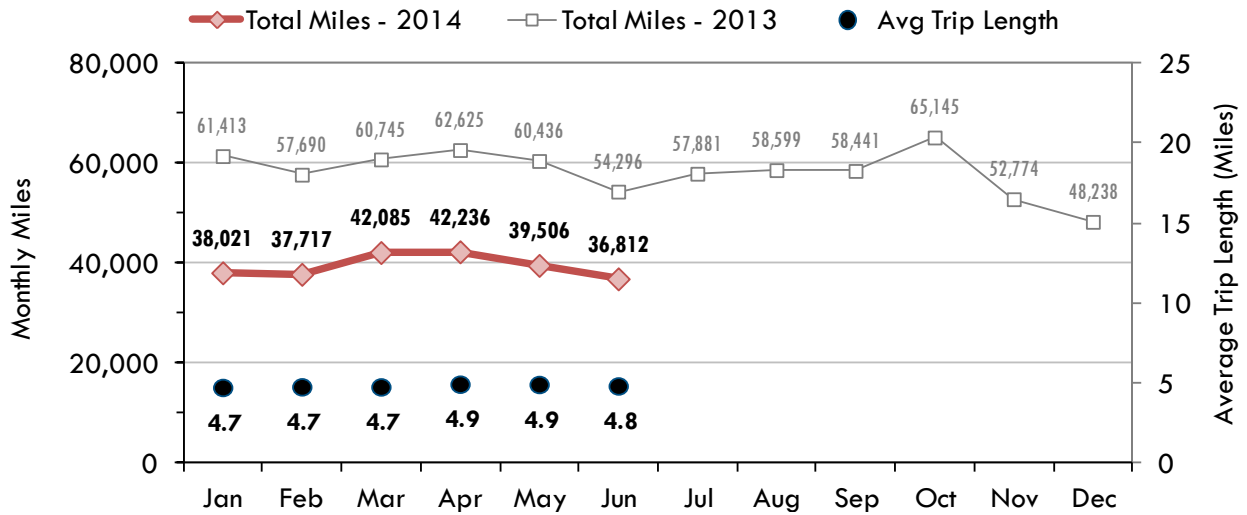
There were 11,164 RIK trips in June 2014, 31% lower than the same month the previous year.

**Distinct Riders**



Number of distinct riders took trips on the RIK service in June 2014, and change from the previous year

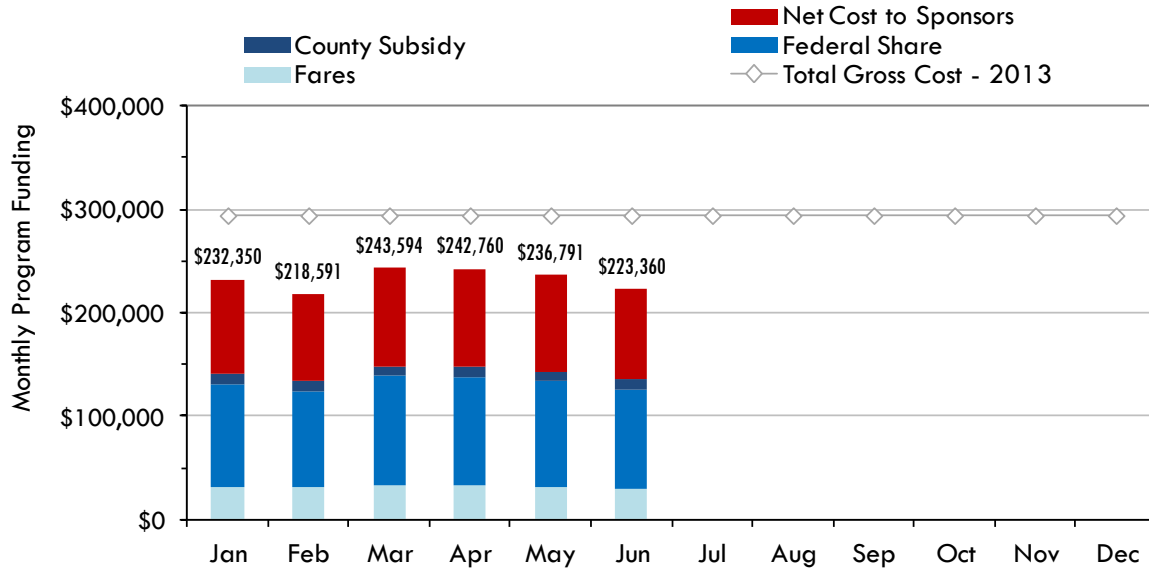
**Trip Miles**



RIK trips carried passengers for 36,812 miles in June 2014, a decrease of 32% from the previous year. Trips were 4.8 miles long on average.

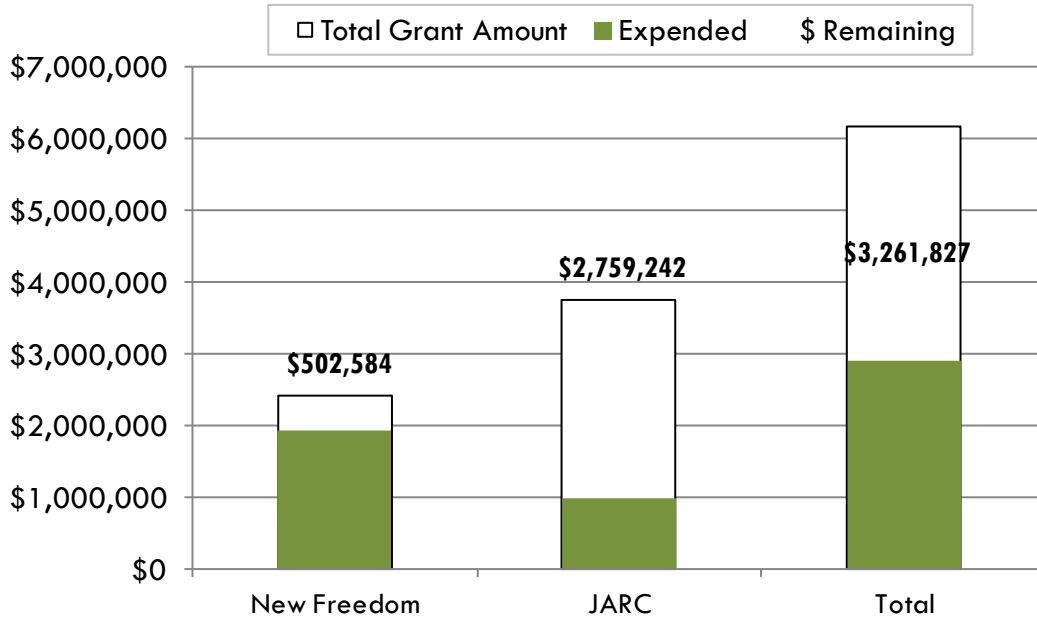
## Financial

### Program Cost



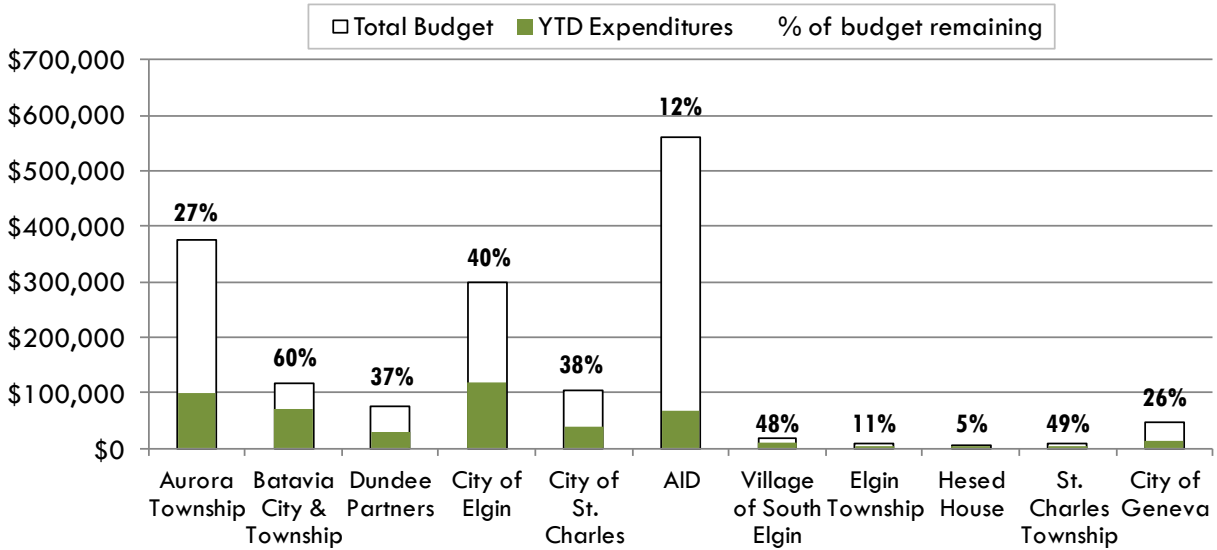
Program operating costs of \$242,760 were funded by fares (14%), federal grants (43%), Kane County (6%), and sponsors (39%).

### Program Funding Balance – Federal Grants – Cumulative



This chart illustrates the status of grant funds available to the program. (Note: individual grants and status could be broken out separately within the chart.)

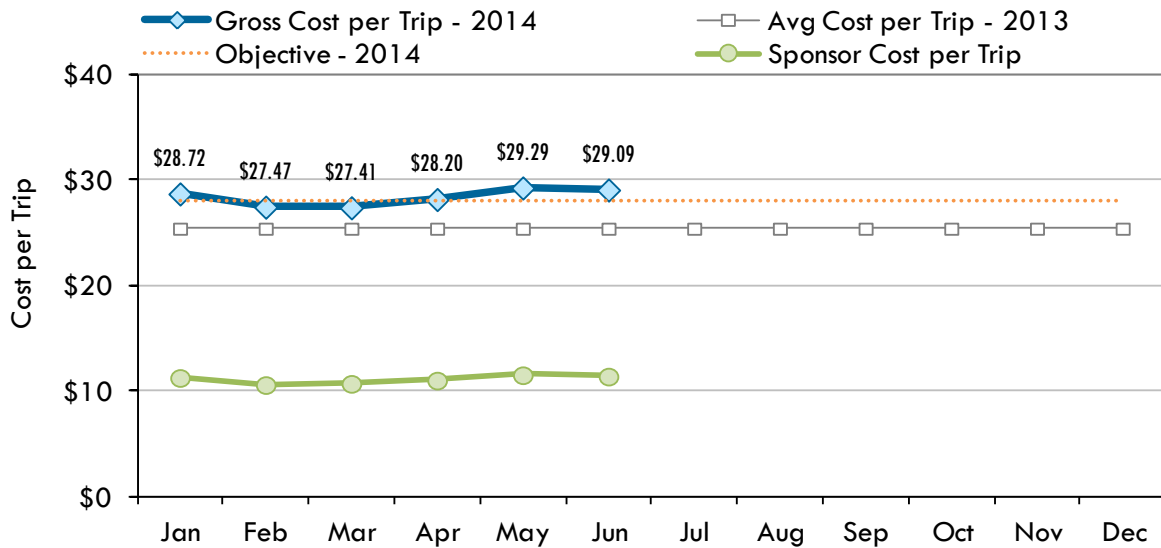
**Program Funding Balance by Sponsor – Year to Date**



This chart illustrates the budget local funds for each sponsors and the amount of those funds currently expended vs. remaining.

**Efficiency**

**Total and Average Sponsor Cost per Trip**

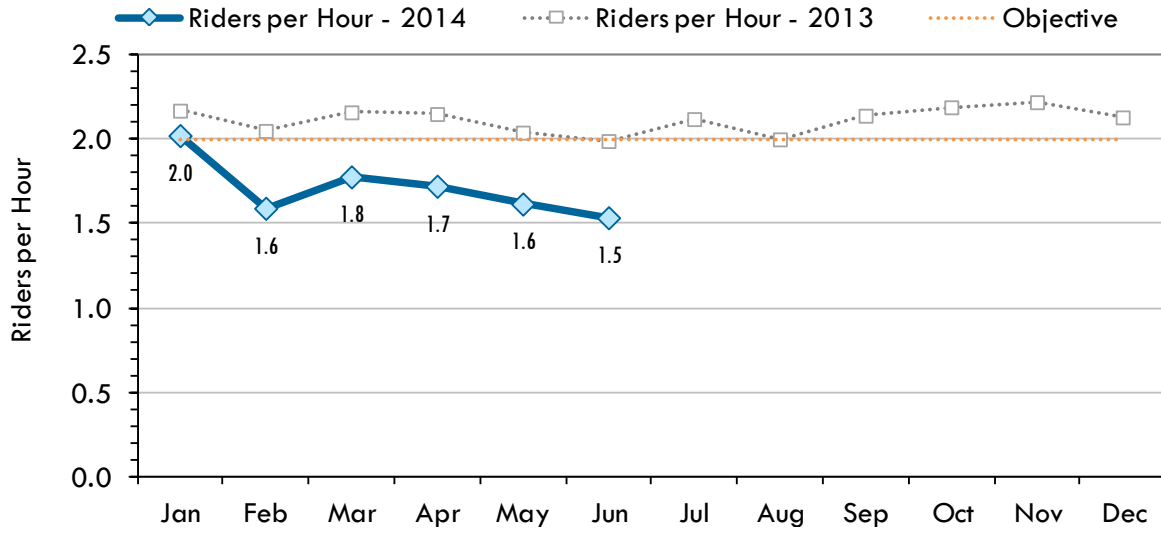


The program cost per trip served was \$29.09 in June 2014, and increase over the average in the previous year, but nearly aligned with the target of \$28. Sponsor cost, after fare revenues, a Pace subsidy applied to the costs for some sponsors (based on historical bus service), and a contribution from Kane County, is slightly more than \$10 per trip.

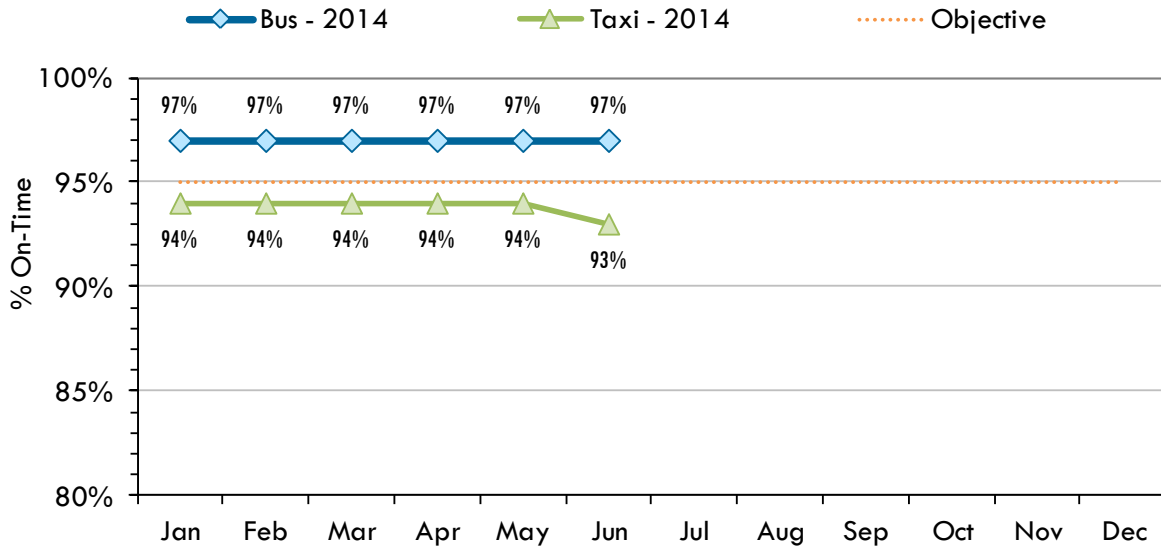


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**Productivity (Riders per Hour)**

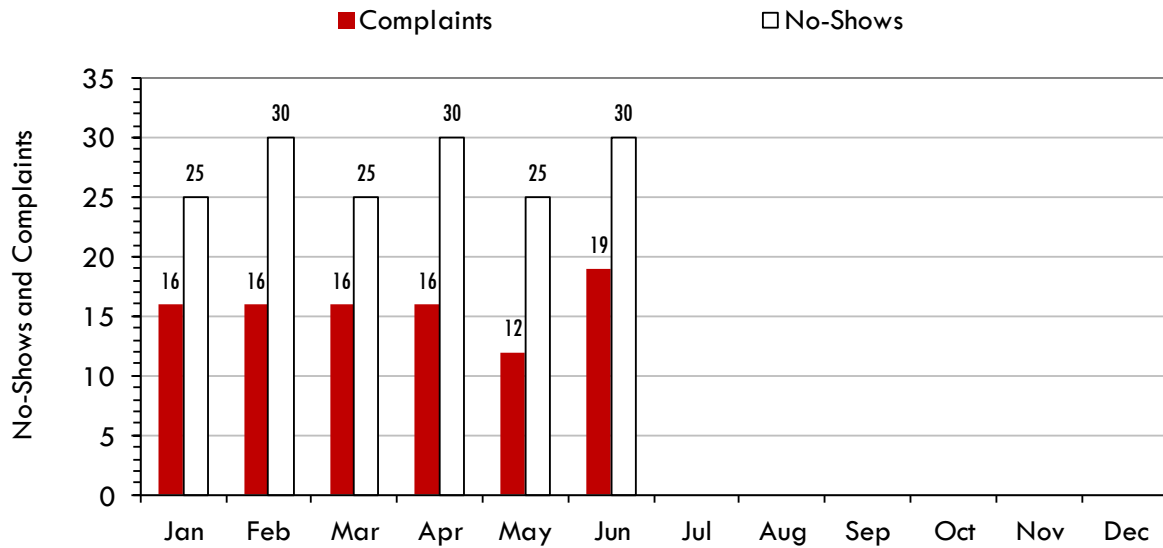


**On-Time Performance**



This chart constructed using placeholder data.

### No Shows and Missed Trips



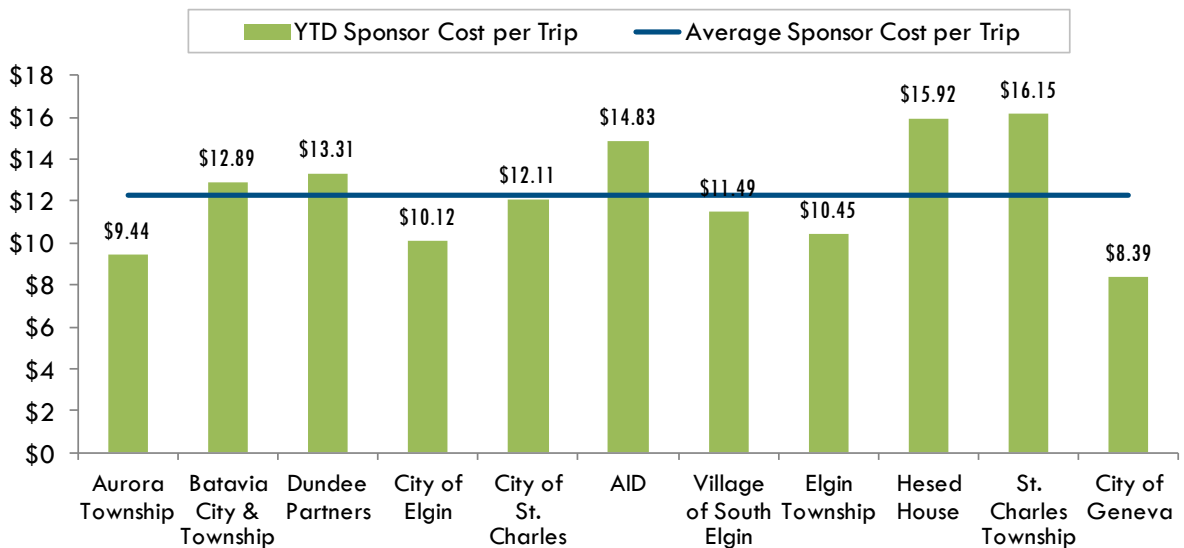
- Riders filed a total of 47 complaints in the three-month period between April and June, an average of less than 0.2% of all trips..

### Sponsor-Level Performance Summary

The following could be developed and included in the overall performance report:

- Registered Riders and Waiting List by Sponsor (Chart)
- Distinct Riders by Sponsor by Month (Chart) – Currently Table by Quarter
- Trip Count by Sponsor by Month (Chart) – Currently Table by Month
- Trip Mileage by Sponsor by Month – Currently Table by Month
- Cost per Sponsor (Chart) – Currently Table by Month of Rides, Cost, and Cost per Month
- Cost per Trip by Sponsor (Chart) – See Example Below

### Cost per Trip by Sponsor



## Detailed Reporting by Sponsor

The following would be provided to individual sponsors for individual months, in electronic form, but would not be included in the quarterly reports:

- Trip Details – Currently Table
- Complaints Summary – Currently Table. This should include detail on resolution.

# APPENDIX H RIDE DUPAGE OVERVIEW

## RIDE DUPAGE OVERVIEW

DuPage County began a county-sponsored demand-response service in 2004 dubbed Ride DuPage. This 24-hour per day curb-to-curb service, like Ride in Kane, is supported by a combination of township and county contributions that match JARC and New Freedom grants. Like Kane County, DuPage County used to have municipality-sponsored dial-a-ride services limited to township lines. This evolved into a contract with Pace to operate service using Pace providers and taxis, with trip scheduling routed through a call center at Pace’s offices (both Ride DuPage and Ride in Kane use the same call center through SCR). Figure H-1 summarizes Ride DuPage sponsors’ trip restrictions and eligibility.

**Figure H-1 – Sponsor Guidelines**

Sponsor	Trip Restrictions	Eligibility	Proof of Eligibility	Fare
Addison Township	No airport trips	Older adults over 65; Person with disability	ID for age; RTA farecard for disability	\$2 per flag pull + \$1 per mile
City of Wheaton	No airport trips	Older adults over 65; Person with disability; Low-income	ID for age; RTA reduced farecard for disability	\$2 per flag pull + \$1 per mile
Milton Township	None	Older adults over 65; Person with disability	ID for age; RTA reduced farecard for disability	\$2 per flag pull + \$1 per mile
Naperville, Lisle, and Wheatland Townships; City of Naperville	Trips must start and end within Ride DuPage boundary; No airport trips	Older adults over 65; Person with disability; General public resident of City of Naperville, Naperville Township, Lisle Township	ID for age; Proof of residency; RTA reduced farecard for disability	\$2 per flag pull + \$1 per mile
Village of Glen Ellyn	No airport trips	Older adults over 65; Person with disability	ID for age; RTA reduced farecard for disability	\$2 per flag pull + \$1 per mile
DuPage County Paratransit	Medical trips; Trips to county services	County residents; Age 60 and 200% of poverty level; With a disability and 200% of poverty level; General public and 125% of poverty level	Pay stubs for income; Social Security payments with disability stamp for disability	\$4 each way to Wheaton county facility; \$1.50 for first six miles plus \$1.50 for each additional mile to all other county facilities
DuPage County Senior Transportation Grant	Based on availability of funds	Older adults over 60 at 200% of poverty level	Not provided	Free
Veterans Medical Transportation Guidelines	Maximum 2 trips per week to/from a VA Medical Facility	Veterans	Eligibility for VA services	\$12 co-pay each way

Some riders are eligible under both township programs and county programs. In that case, the call taker can see the dual eligibility and puts the client on the lowest-cost option.

According to Ride DuPage,<sup>1</sup> demand for service has been controlled through fares. Riders are charged a base fare per flag pull (\$2) then charged by mile. For county-sponsored services, the county has a flat rate of \$4 per trip to avoid penalizing clients who live far from county facilities. All other riders, however, pay \$1 per mile, incentivizing them to make short trips and choose doctors or services that are close to home.

Several sponsors including the county will provide trips based upon income eligibility and disability. DuPage County has a central office that verifies these requirements. For income, the county requires pay stubs to determine the percent of poverty level the client earns. For disability, the county will not accept items such as a doctor's notes (which several Ride in Kane sponsors will accept). Clients must bring in Social Security statements that have a disability stamp or show their RTA reduced fare card. The RTA has its own requirements for verifying disability, and all the township sponsors rely upon RTA certification rather than trying to confirm that information themselves.

## **Participant Roles & Responsibilities**

Similar to Kane County, DuPage County has an Interagency Paratransit Coordinating Council that serves as an advisory role; however, all service decisions are made by sponsors who participate in an Operations Committee within the IAPCC. The sponsors try to ensure consistency in policy and regulations – for example, if one sponsor is considering a fare change, all sponsors will work together to see if the desire is universal. Invoices from Pace are received on the same schedule as Kane County, but this has not been a known issue for sponsors in terms of tracking costs. Contracts with Pace specify performance standards and liquidated damages; for example, the service contract aims for 2 passengers per hour.

DuPage County has subsidized transportation since the early 1980s, and provides approximately \$500,000 per year for transportation. In addition to Ride DuPage, the county also sponsors a subsidized taxi program. The Ride DuPage web site includes a section for interested vendors such as taxis who can become eligible Ride DuPage providers

(<http://www.dupageco.org/RideDuPage/vendors.aspx?id=26848>).

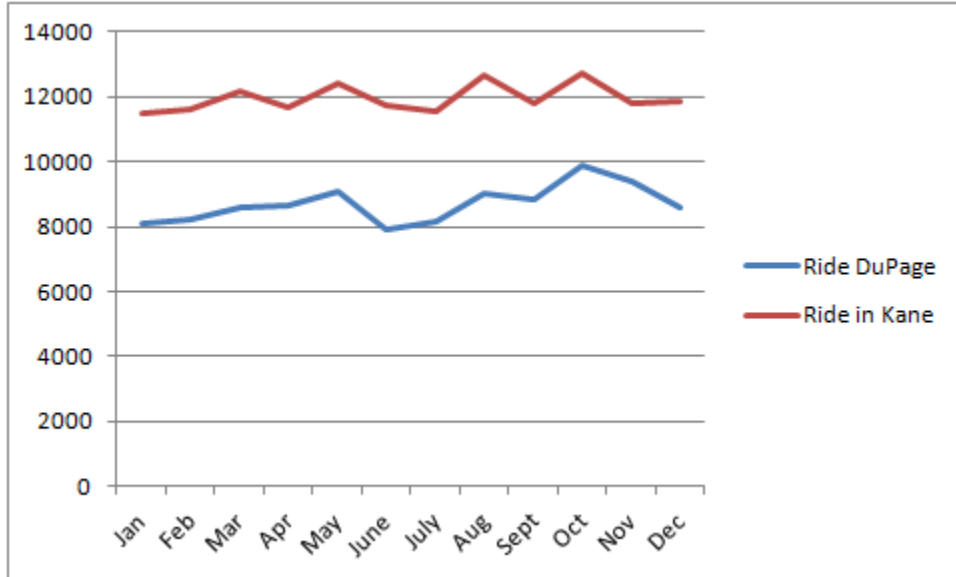
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<sup>1</sup> Phone interview with Mary Keating, DuPage County Director of Community Services

## Program ridership

In comparing ridership between the two services, Ride in Kane carried far more riders in the only year that a comparison was possible<sup>2</sup>, 2012, even though DuPage County is much more populous.

Figure H-2 – 2012 total monthly trips



<sup>2</sup> 2012 was the last full year data was available for Ride DuPage

## Insights for Kane County

A comparison of the two programs reveals some major differences in the two programs, as summarized below.

**Figure H-3 – Key statistics of Ride in Kane and Ride DuPage**

Data Point	Ride in Kane	Ride DuPage
County population (2014)	523,643	932,126
Year program established	2008	2004
Number of sponsors	18	11
Geographic coverage of county	N/A	50%
<b>Financial Comparison</b>		
Operating cost <sup>3</sup>	\$4.4 Million (2013)	\$2.5 Million (2013)
County share	\$115,000 (2.5%)	\$500,000 (20%) <sup>4</sup>
Gross cost/trip	\$25.43	\$23.09 <sup>5</sup>
Net cost/trip	\$11.21 (cost to sponsor)	\$19.29
Fare	\$4 for 10-mile radius	Municipal sponsors: \$2 per flag pull plus \$1 per mile. County sponsors: \$4 per trip
<b>Ridership Comparison</b>		
Total trips	143,443 (2012)	104,388 (2012) <sup>6</sup>
Trip breakdown (Bus / Taxi)	83% / 17%	40% / 60%
Passengers/hour	1.5 (2014)	1.7 (2012)
Average trip length	4.79 miles (1 <sup>st</sup> half 2014)	N/A
Annual trips per capita (all population)	0.27	0.11
Annual trips per older adult population (over 65) <sup>7</sup>	2.45	0.86

Strategies applicable to Kane County are described below.

<sup>3</sup> The most recent year operating data was available for DuPage County was 2013. Gross cost per trip of \$23.09 for July times July 2013 ridership of 8,985 times 12 months was used to calculate a general estimate of total operating costs.

<sup>4</sup> Per phone discussion with Mary Keating. Number approximate.

<sup>5</sup> Average from 2012-2014 Annual Report

<sup>6</sup> Most recent full-year data for Ride DuPage was for 2012

<sup>7</sup> As of 2014, Kane County's population consists of 11.2% adults over age 65; for DuPage County, the percent of older adults is 13%. This gives a general comparison of amount of service used for one of the main demographics eligible for service.



### **Fare structure**

Cost per trip is fairly even, but Kane County carries a much higher volume of trips, even though population is much lower than DuPage County. Only certain sponsors have income requirements; otherwise, trip eligibility is limited to older adults and those with disabilities, similar to Ride in Kane. The fare structure of payment per mile after a base fare may be the differential that reduces trip demand or reduces the distance of trips.

### **Taxi Trips**

In many cases, paratransit trips result in just one or two passengers on board despite attempts to group trips. When passengers on board remains that low, cost per trip shoots up. Ride DuPage has achieved a very high percent of trips completed by taxis (60 percent) compared to Ride in Kane (17 percent). It may be that more taxi companies exist in DuPage County; however, online searches show around the same number of agencies serving each. Ride DuPage created marketing materials specifically targeting taxi companies, which may have helped them bring lower-cost taxi providers on board.

### **Eligibility**

Kane County allows disability eligibility through proof such as doctor's notes. DuPage County sponsors certify eligibility through the county or through sponsors. From the county side, only Social Security payments with disability stamp county. For townships, clients must have a reduced fare card from RTA. In this way, sponsors have a consistent way of certifying that a person has a disability, and puts the burden on Social Security or the RTA to verify information.

# APPENDIX I DEMAND FORECASTS

## DEMAND FORECASTS

As the population of Kane County ages, growing older due to demographic trends such as aging Baby Boomers and fewer families locating in the County, demand for Ride in Kane (RIK) services will change. The purpose of this document is to offer a ridership demand forecast for the RIK service out to the year 2030. Based on regional indicators and regional population estimates, this projection also offers an analysis of the financial requirements of these changes.

## REGIONAL INDICATORS

### Population Forecast

Population forecasts performed by Chicago Metropolitan Agency for Planning (CMAP), Illinois Department of Commerce and Economic Opportunity (DCEO), and the United States Census Bureau inform the ridership demand forecast for RIK.<sup>8,9,10 11</sup>

According to CMAP, “as the baby boomer generation continues to age, metropolitan Chicago will experience a significant increase in its senior population (residents who are 65 years of age or older), a dynamic that mirrors national trends. By 2040, the number of residents between 65 and 84 years of age is projected to double. Furthermore, the number of residents in the region who are over 85 years old is projected to triple.” In Kane County, the senior population is estimated to increase by more than 154,500 people.<sup>12,13</sup>

All forecasts for Kane County anticipate growth, especially among older adults, as found in the CMAP and DCEO estimates, though at varying rates due to different planning horizons (2030 horizon for DCEO and 2040 horizon for CMAP). Figure I-1 illustrates the projected growth in the population in the State of Illinois and in Kane County. Relative to the 2010 US Census population counts, the State’s percentage of population 65 years old and older will increase 74% by 2030 while Kane County will see a 128% growth.

**Figure I-1 Illinois and Kane County Population Forecast, 2010-2030**

Geography	2010	2015	2020	2025	2030
<b>Illinois:</b> total population, 65+	1,658,029	1,889,689	2,201,461	2,567,497	2,883,470
<b>Illinois:</b> change in population from 2010, 65+		231,660	543,432	909,468	1,225,441

<sup>8</sup> Chicago Metropolitan Agency for Planning, Population Forecast, 2014. Accessed online: <http://www.cmap.illinois.gov/data/demographics/population-forecast>

<sup>9</sup> Illinois Department of Commerce and Economic Opportunity, DCEO County Population Projections, 2011. Accessed online: <https://data.illinois.gov/Economics/DCEO-County-Population-Projections/h3bx-hbbh>

<sup>10</sup> US Census Bureau, 2014 National Population Projections: Summary Tables. Accessed online: <https://www.census.gov/population/projections/data/national/2014/summarytables.html>

<sup>11</sup> US Census Bureau, American Community Survey 5-year estimates, Table C18130, Kane County, Illinois.

<sup>12</sup> Chicago Metropolitan Agency for Planning, “GO TO 2040, Comprehensive Regional Plan,” accessed 1/7/15, online: [http://www.cmap.illinois.gov/documents/10180/17842/long\\_plan\\_FINAL\\_100610\\_web.pdf/1e1ff482-7013-4f5f-90d5-90d395087a53](http://www.cmap.illinois.gov/documents/10180/17842/long_plan_FINAL_100610_web.pdf/1e1ff482-7013-4f5f-90d5-90d395087a53)

<sup>13</sup> <http://www.countyofkane.org/Documents/Quality%20of%20Kane/2040%20Plan/full2040Plan.pdf>

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<b>Illinois:</b> % increase from 2010, 65+		14%	33%	55%	74%
<b>Kane County:</b> total population, 65+	46,618	59,144	74,699	91,214	106,115
<b>Kane County:</b> change in population from 2010, 65+		12,526	28,081	44,596	59,497
<b>Kane County:</b> % increase from 2010, 65+		27%	60%	96%	128%

Source: Illinois Department of Commerce and Economic Opportunity, 2011 <https://data.illinois.gov/Economics/DCEO-County-Population-Projections/h3bx-hbbh>

Kane County’s population ages 65 and over is growing faster than the national and state average. The Kane County 2040 Plan forecasts for a doubling in the 65 and over population and a tripling of the 85 and over population.<sup>14</sup> While age does not necessarily determine demand for RIK service, it is a useful indicator of differing travel needs. The Transit Cooperative Research Program offers useful assessments of population aging and disability, stating that there are not useful projections of disability, but a 2006 report from the Institute of Medicine notes, “demographic trends—notably, the aging of the American population—promise to increase substantially the numbers of people at risk for disability. Whether such trends will translate in the future into increasing numbers of people with limits on their activities and participation in community life is less clear.”<sup>15</sup> Age-related conditions (and their treatments) that affect vision, cognition, flexibility, strength, wakefulness, or stamina may result in an older person who previously drove an automobile needing some form of public transportation, or may result in an older person who previously used fixed-route public transportation needing an alternative, such as the RIK service.

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<sup>14</sup> County of Kane. 2012. Quality of Kane: Kane County 2040 Plan. Accessed online: <http://www.countyofkane.org/Documents/Quality%20of%20Kane/2040%20Plan/full2040Plan.pdf>

<sup>15</sup> Transportation Research Board. 2010. TCRP Project J-11, Task 8: Funding the Public Transportation Needs of an Aging Population. Accessed online: <http://www.aarp.org/content/dam/aarp/livable-communities/act/transportation/funding-the-public-transportation-needs-of-an-aging-population-2010-aarp.pdf>

## Growth in RIK Ridership

Using the average RIK ridership from 2012-2014 and the forecasted growth in older adults in Kane County, These demand estimates based on economic means testing are conservative as ridership predictions are based on countywide experiences across all income levels. It should be noted that the modeled economic means testing demand curve assumes the current percentage of registered riders using the service (about 16%). In reality the use by low-income individuals is likely higher. In addition, analysis is based on the 100% of the Federal Poverty Level, a very conservative number. The US Census Bureau's data do not provide a detailed breakdown of disability status by the ratio of income to the federal poverty level; therefore an estimate of the population under age 65 earning up to 200% of the federal poverty level is not available. County residents 65 and over living at 200% of the Federal Poverty Level is a nearly 300% above the number at the 100% of the Federal Poverty Level. Therefore it is likely that applying the 200% Federal Poverty Level threshold will greatly expand the number of eligible riders and therefore reduce the potential savings.

Figure I-2 illustrates the projected growth in ridership<sup>16</sup>. Projected growth in ridership out to 2030 is more than twice the current ridership, a 127% increase, consummate with projected growth in Kane County's older population.

The three curves on the figure show projections using the current trip restrictions in place, with less stringent restrictions (2013 policies), and based on implementation of economic means testing, based on eligibility for those below the Federal poverty level in 2013 dollars. Ridership growth is projected to grow 128% by 2030, resulting in significant changes in demand, service, and funding. The difference between the ridership demand curve with current restrictions and the demand curve with limited restrictions (2013 policies), is 96,006 trips annually, in 2030. The demand curve using economic means testing reduces ridership from the current 222,448 to 29,298, a reduction of 193,150 rides.

These demand estimates based on economic means testing are conservative as ridership predictions are based on countywide experiences across all income levels. It should be noted that the modeled economic means testing demand curve assumes the current percentage of registered riders using the service (about 16%). In reality the use by low-income individuals is likely higher. In addition, analysis is based on the 100% of the Federal Poverty Level, a very conservative number. The US Census Bureau's data do not provide a detailed breakdown of disability status by the ratio of income to the federal poverty level; therefore an estimate of the population under age 65 earning up to 200% of the federal poverty level is not available. County residents 65 and over living at 200% of the Federal Poverty Level is a nearly 300% above the number at the 100% of the Federal Poverty Level. Therefore it is likely that applying the 200% Federal Poverty Level

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<sup>16</sup> To determine the growth in ridership, three demand curves were developed using US Census Bureau data and demographic data from the Illinois Department of Commerce and Economic Opportunity (DCEO), Census data includes current population by age, population living below the Federal poverty line, and population with a disability. The DCEO data includes population forecasts by county in Illinois. For Kane County, the growth in population among older adults out to 2030 uses the DCEO's projections. This data was combined with 2013 and 2014 Ride in Kane ridership, sponsor costs, and total cost information to illustrate the growth in ridership.

To model the changes in ridership, the 2013 ridership figures were used to represent a demand curve with limited trip restrictions. The 2014 ridership numbers were used to model a more restricted curve.

To model the impact of economic means testing, Census data were used to determine that 74,375 people in Kane County currently have a disability or are 65 years or older. Of this total, 9.2% (6,825) live below the Federal poverty line. It is assumed that using economic means testing would allow for less limiting trip restrictions, so a 90.8% reduction of the 2013 ridership was applied to the future demand projections.

threshold will greatly expand the number of eligible riders and therefore reduce the potential savings.

Figure I-2 Changes in Ridership Based on Projected Population Change

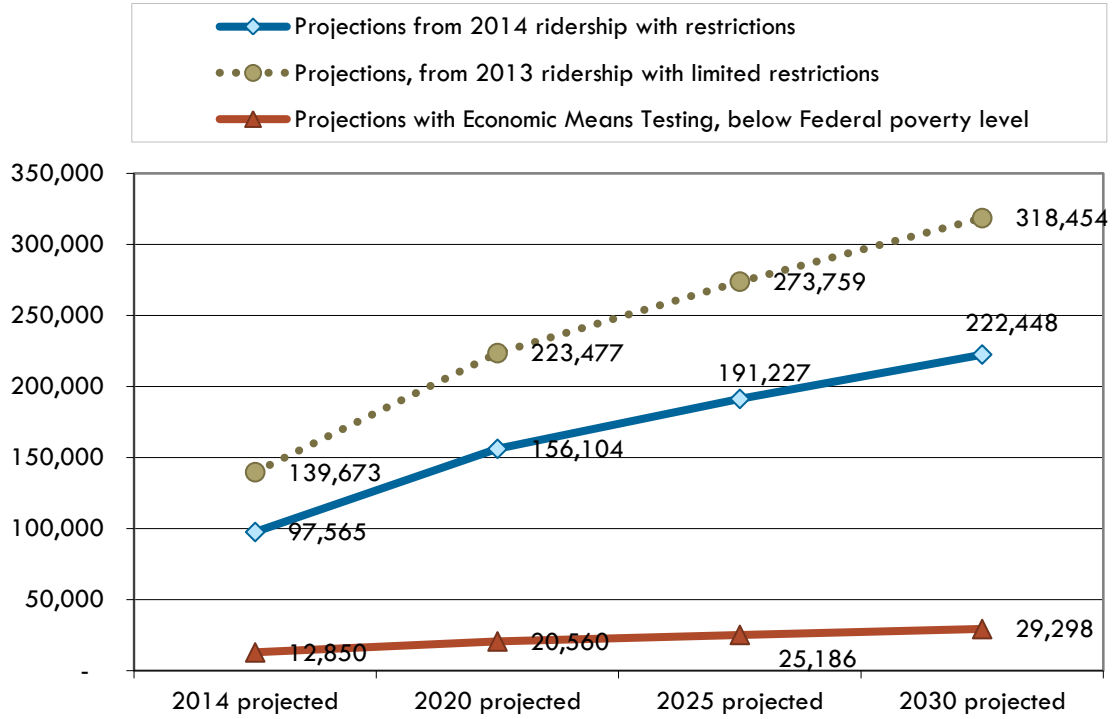


Figure I-3 shows the economic impact of the three demand curves for the sponsors, expressed in 2013 dollars. Costs in Figure I-3 are based on the sponsors' cost per ride of \$11.21. With the 128% increase in ridership is a corresponding increase in costs. Using the current policies, with more limiting trip restrictions, the cost of the service is projected to grow by \$1,399,940, in 2013 dollars. If economic means testing was used, the cost to the sponsors would be \$328,428 in 2030, a \$2,165,216 savings from the current trip limitations. This represents a 87% savings for the sponsors.

Figure I-3 Changes in Program Costs to the Sponsors Based on Projected Population Change

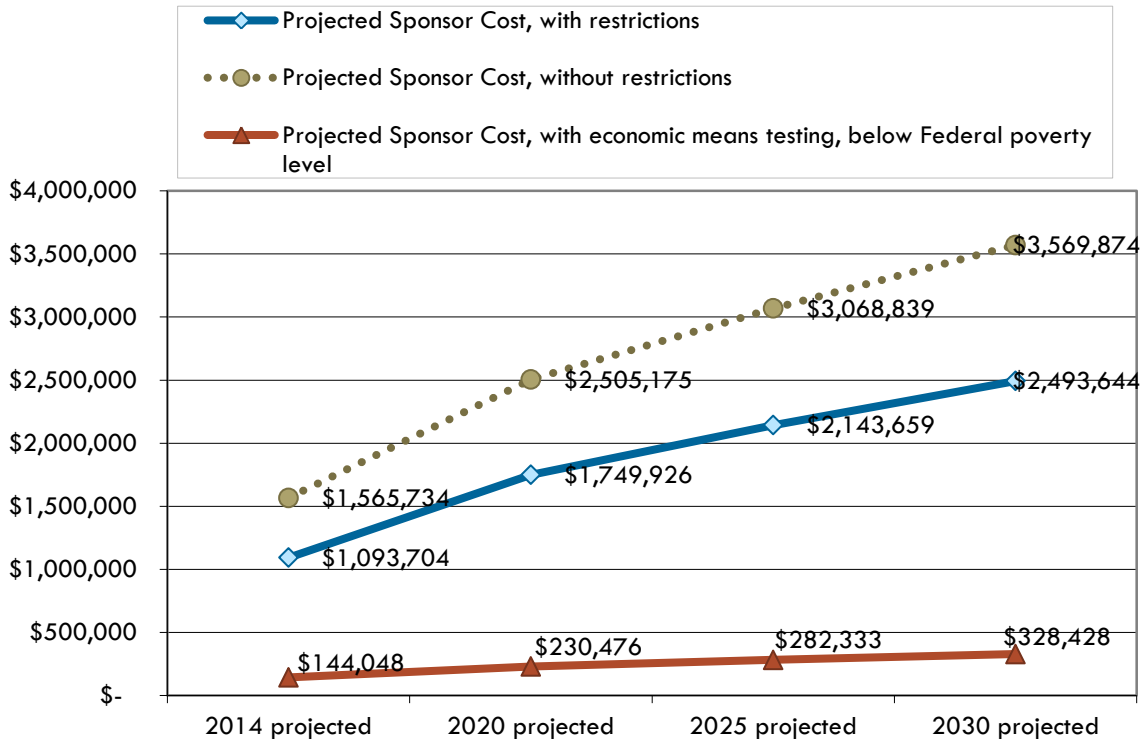


Figure I-4 illustrates the total program costs based on the three ridership demand curves. All ratios are the same as Figure I-3, but show the total cost of the program based on a \$25.43 ride cost. The figure represents the potential cost carried by RIK without federal grants, up to \$3,569,874 in 2030 using the less restrictive 2013 policies (expressed in 2013 dollars). Using economic means testing, the projected total cost in 2030 is about 70% of the total costs of operations in 2014, with total costs in 2013 being about \$950,000 less than using the current policies.

Figure I-4 Changes in Total Program Costs Based on Projected Population Change

