



41W011 Burlington Road
St. Charles, IL 60175
Phone: 630-584-1170

www.rideinkane.org

RIDE IN KANE SPONSORS

Association for Individual Development
Aurora Township
Batavia Township
Blackberry Township
Campton Township
City of Batavia
City of Elgin
City of Geneva
City of St. Charles
Dundee Township Partners
(Carpentersville, East Dundee,
Dundee Twp & Sleepy Hollow)
Elgin Township
Hesed House
INC Board NFP
Kane County
Pace Suburban Bus
Senior Services Associates
St. Charles Township
Sugar Grove Township
Village of South Elgin

Ride In Kane Sponsor Committee

**Combined Meeting Agenda
Tuesday, September 5, 2017
9:00 a.m.**

I. Opening of Meeting

- A Call to Order Jim Anderson
- B Introductions All
- C Approval of June 6, 2017 Meeting Minutes

II. Ride In Kane Program Status Reports

- A Registration and Ridership Reports J Pinkston
- B Presentation on Pace Reports J Pinkston
- C Customer Feedback Report J Pinkston
- D NF and JARC Budget Report/Billings K Spracklen

III. Other Business

- A RTA updates
- B McRide discussion S Hennings
- C Sponsor outreach updates J Becker
- D County's Long Range Transportation Plan J Becker

IV. Public Comment

V. Adjournment

**The meeting will be held at the Kane County
Government Center Auditorium, Building A
719 S. Batavia Avenue, Geneva, IL 60134 – (630)232-3400**

The next meeting of the Ride in Kane Sponsors Committee will be held
Tuesday, December 5, 2017 9:00 a.m. at the Kane County Government Center
Auditorium, 719 S. Batavia Avenue, Geneva 60134.



Ride In Kane Sponsor Committee Meeting

MEETING MINUTES

June 6, 2017

41W011 Burlington Road
St. Charles, IL 60175

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

RIDE IN KANE SPONSORS

Association for Individual
Development

Aurora Township

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Campton Township

City of Batavia

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(Carpentersville, East Dundee,
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Pace Suburban Bus

St. Charles Township

Senior Services Associates

Sugar Grove Township

Village of Campton Hills

Village of South Elgin

In Attendance:

Fred Dornback, Blackberry Township
Kathy Hazelwood, AID
Lynn O'Shea, AID
Krystal Spracklen, AID
Tricia Skibley, AID
Jill Martin, City of St. Charles
Isabel Soderlind, St. Charles
Ron Johnson, St. Charles Township
Sharon Bober, St. Charles Township
Sherri Weitl, Geneva
Franklin Ramirez, Elgin Township

Dave Waden, City of Elgin
Lauren Blayney, South Elgin
Ruth Rottmann, Campton Township
Jim Anderson, Batavia Township
Tom Rowe, Sugar Grove Township
Maurice Sanders, PACE
Joe Pinkston, PACE
Martin Sandoval, PACE
Mike Neuenkirchen, Kendall Area Transit
Jill McClain, RTA

The meeting was called to order at 9:05 am by Lynn O'Shea, Council Chair of Kane County Paratransit Coordinating Council due to the absence of Sue Harney and Ron Singer. Introductions were made. Krystal noted one amendment to the March 7, 2017 minutes. The minutes did not have the exact time adjourned. No one knew the exact time at the meeting. However, Sherri had it back at the office and would email Krystal with that information. Upon a motion for approval made by Jim Anderson and seconded by Sherri Weitl, the March 7, 2017 meeting minutes were approved.

Lynn stated that there were several new members based on the April election. She welcomed Franklin Ramirez, new Elgin Township Supervisor and Ron Johnson, new St. Charles Township Supervisor. She also stated that Patricia Glees was the new Dundee Township Supervisor, replacing Sue Harney who was elected as a Dundee Township Trustee and Ron Singer, Geneva Alderman was not re-elected.

RIK PROGRAM STATUS REPORTS:

5310 and JARC Budget Report:

The Grant Fund Total report was not included in the agenda packet. Krystal would email the report to the sponsors. At prior meeting, Krystal didn't include the 1 year-\$1.5 million call grant (phase 13/14) that was awarded to RIK. So there are enough 5310 funds to last well past 10/2017. Sherri asked what the new projected date to run out of 5310 funds would be. Krystal stated that on average \$64,000 is spent per month on 5310 rides so we are projected to run out of funds in October 2019. We did submit an application for the new 2 year call grant in May 2017. JARC money is being drawn down at a lower rate because a majority of our riders' trips are not eligible for JARC funds.

Krystal referred to Nelson Nygaard reports and Sponsor Cost spreadsheets in the agenda packet for review and discussion. There are 2 sets of similar Nelson Nygaard reports within the packet. First 3 pages are reports completed by Pace while the other 4 pages are reports completed by Krystal and Tricia using PACE generated reports. The Pace reports provide data for February and March but the other does not. Starting in 2017, Krystal stated that we will not be entering data into the reports until we receive finalized billing for that

month. Krystal asked Joe if the February and March data was accurately based on final numbers and he said yes. The Pace bills for February and March will be forthcoming. There was a delay due to quality control and assurance on all disputes and discrepancies. Krystal noted no significant change with the cost or total number of rides since last meeting.

Registration and Ridership Reports and Customer Complaint Records:

Joe asked all sponsors to confirm that they are receiving their monthly reports (On-Time Performance, Missed Trips, Late Cancel/No Show, and Ridership) via email. If you have not received or have discrepancies please contact Joe immediately.

Joe distributed the Complaints report for January, February, and March. He discussed the report in detail. Joe stated that Sue sent him a list of DTWP rider complaints to review. He compared DTWP complaints to the Pace's registered complaints and identified that not all riders contacted Pace to file a complaint. He stated to continue to advise the rider to file a complaint. He also recommended that sponsors send him their list of rider complaints monthly so that he can compare it to their report. Lynn recommended that the complaint report be included in the monthly report distribution by Pace and Joe agreed.

Maurice Sanders is the Quality Assurance Manager for Pace and manages complaints, compliance and the call center. Again, Maurice said to advise riders to file complaints. Contact customer relations at 1-800-606-1282 option 2 to file a complaint. Maurice provided his email address Maurice.Sanders@pacebus.com to file a complaint as well. A complaint is documented; reviewed timely, sometimes same day and if necessary corrective action is taken. A follow up is made to the client and sponsor.

Maurice asked if anyone had any questions regarding complaints or quality assurance. Sharon asked for guidance regarding a Late Cancel/No Show trip. Her example was if a rider is unable to cancel a ride within the 2 hour period because they woke up ill and unable to make said appointment or doctor appointment is running late, how can the late cancel/no show charge be avoided. It was further stated that many late cancel/no show were the result of dialysis treatments. Those treatments last several hours and can be delayed. Maurice recommended the client contact the call center immediately and either cancel ride or reschedule (update) for a later time and give the reason for the late cancel or no show. All late cancel/no shows disputes are reviewed by Maurice who will review all notes within the file, retrieve the past 30 day history to identify a delay pattern, and pull the automatic vehicle locator (AVL) to locate the vehicle at time of trip before making a determination to charge the fee and if necessary corrective action is taken. Krystal advises all clients to put a buffer on scheduled pick up time especially since dialysis trips seem to be delayed. Maurice stated that the Missed Trip report is also reviewed making sure all providers are held accountable. Again he pulls the automatic vehicle locator (AVL) to verify the location of vehicle at pick up time and if necessary takes necessary action against the provider.

RTA -ADA Advisory Committee:

Materials were included in the agenda packet and no questions were asked.

MCRide:

Scott Hennings was unable to attend the meeting; therefore, the MCRide discussion will be rescheduled.

Miscellaneous:

Krystal stated that Jennifer will be presenting the Ride in Kane program to the Rutland Township Board.

Kathy stated that CASA Kane County and Giant Steps were potentially interested in becoming sponsors of the RIK Program.

Marty Sandoval, the Community Government Relations for PACE, introduced himself and explained his position with PACE.

Member News –

Jim Anderson wanted to thank Annette Miller, Ron Singer, Sue Harney and John Arthur Anderson for the service.

Kathy thanked the sponsors for getting the grant information to her in a timely manner. The grant application has been submitted.

Public Comment-

There was no public comment.

The meeting was adjourned by unanimous consent at 10:10 am.

2017 Cost Per Sponsor

Sponsor	Aurora TWP	Batavia (City & TWP)	Dundee Partners	City of Elgin	City of St. Charles	AID	Blackberry TWP	Campton (Village & TWP)	Inc Board	Village of South Elgin	Elgin TWP	Hesed House	St. Charles TWP	City of Geneva	Kane County	Totals
January																
Rides	2,705	632	554	1,737	515	757	29	8	-	143	-	-	45	196		7,321
Cost	\$ 26,727.79	\$ 7,858.63	\$ 7,079.37	\$ 17,496.49	\$ 5,152.91	\$ 10,303.25	\$ 654.24	\$ 160.95	\$ -	\$ 2,215.51	\$ -	\$ -	\$ 687.40	\$ 1,679.52	\$ 9,600.00	\$ 89,616.06
Cost per ride	\$ 9.88	\$ 12.43	\$ 12.78	\$ 10.07	\$ 10.01	\$ 13.61	\$ 22.56	\$ 20.12	\$ -	\$ 15.49	\$ -	\$ -	\$ 15.28	\$ 8.57		\$ 12.24
February																
Rides	2,639	608	496	1,595	450	688	21	12	-	148	-	-	51	199		6,907
Cost	\$ 25,887.73	\$ 7,933.41	\$ 6,447.55	\$ 15,764.66	\$ 4,507.28	\$ 9,383.58	\$ 495.64	\$ 285.98	\$ -	\$ 2,125.69	\$ -	\$ -	\$ 692.03	\$ 1,873.35	\$ 9,600.00	\$ 84,996.90
Cost per ride	\$ 9.81	\$ 13.05	\$ 13.00	\$ 9.88	\$ 10.02	\$ 13.64	\$ 23.60	\$ 23.83	\$ -	\$ 14.36	#DIV/0!	\$ -	\$ 13.57	\$ 9.41		\$ 12.31
March																
Rides	2,885	704	526	1,841	567	791	41	17	-	140	2	-	75	204		7,793
Cost	\$ 28,272.01	\$ 9,048.11	\$ 6,944.93	\$ 18,605.64	\$ 5,711.13	\$ 10,602.07	\$ 799.15	\$ 371.75	\$ -	\$ 1,999.98	\$ 27.51	\$ -	\$ 1,091.45	\$ 1,815.40	\$ 9,600.00	\$ 94,889.13
Cost per ride	\$ 9.80	\$ 12.85	\$ 13.20	\$ 10.11	\$ 10.07	\$ 13.40	\$ 19.49	\$ 21.87	\$ -	\$ 14.29	\$ 13.76	\$ -	\$ 14.55	\$ 8.90		\$ 12.18
April																
Rides	2,771	687	523	1,804	577	658	44	16	-	135	-	-	64	176		7,455
Cost	\$ 26,769.89	\$ 8,764.46	\$ 6,847.07	\$ 18,677.13	\$ 5,756.56	\$ 8,503.70	\$ 847.00	\$ 416.97	\$ -	\$ 1,922.78	\$ -	\$ -	\$ 948.31	\$ 1,730.60	\$ 9,600.00	\$ 90,784.47
Cost per ride	\$ 9.66	\$ 12.76	\$ 13.09	\$ 10.35	\$ 9.98	\$ 12.92	\$ 19.25	\$ 26.06	\$ -	\$ 14.24	\$ -	\$ -	\$ 14.82	\$ 9.83		\$ 12.18
YTD Rides	11,000	2,631	2,099	6,977	2,109	2,894	135	53	-	566	2	-	347	775		29,588
YTD Cost	\$ 107,657.42	\$ 33,604.61	\$ 27,318.92	\$ 70,543.92	\$ 21,127.88	\$ 38,792.60	\$ 2,796.03	\$ 1,235.65	\$ -	\$ 8,263.96	\$ 27.51	\$ -	\$ 3,419.19	\$ 7,098.87	\$ 115,200.00	\$ 437,086.56
Total Cost per Ride YTD * not an average	9.79	12.77	13.02	10.11	10.02	13.40	20.71	23.31	#DIV/0!	14.60	13.76	#DIV/0!	9.85	9.16		14.77
Average # of rides per month	917	219	175	581	176	241	11	4	-	47	0	-	29	65	-	2,466
Average Cost per month	\$ 8,971.45	\$ 2,800.38	\$ 2,276.58	\$ 5,878.66	\$ 1,760.66	\$ 3,232.72	\$ 233.00	\$ 102.97	\$ -	\$ 688.66	\$ 2.29	\$ -	\$ 284.93	\$ 591.57		\$ 36,423.88

Cost Reports 2017

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 '17	7,321	\$ 89,616.06	\$ 12.24	\$ 28,286.00	\$ 207,518.12	\$ 28.35	
Feb '17	6,907	\$ 84,996.90	\$ 12.31	\$ 26,897.25	\$ 196,891.05	\$ 28.51	
Mar '17	7,793	\$ 94,889.13	\$ 12.18	\$ 30,167.75	\$ 219,946.01	\$ 28.22	
Apr '17	7,455	\$ 90,784.47	\$ 12.18	\$ 29,399.00	\$ 210,967.94	\$ 28.30	
May '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
June '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
July '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
Aug '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
Sept '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
Oct '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
Nov '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
Dec '17	-	\$ -	#DIV/0!	\$ -	\$ -	#DIV/0!	
YTD	29,476	\$ 360,286.56	\$ 12.22	\$ 114,750.00	\$ 835,323.12		\$ 28.34

JARC Cost Per Ride

	# of rides	sponsor cost	sponsor cost per ride	Estimated fares based on % of rides	Total Cost (est. fares)	Total Cost per ride	Total Cost per Ride YTD*
Jan '17	2,169	\$ 26,045.77	\$ 12.01	\$ 8,380.32	\$ 60,471.86	\$ 27.88	
Feb '17	1,970	\$ 24,054.69	\$ 12.21	\$ 7,671.58	\$ 55,780.96	\$ 28.32	
Mar '17	2,246	\$ 27,003.42	\$ 12.02	\$ 8,694.57	\$ 62,701.41	\$ 27.92	
Apr '17	2,071	\$ 24,237.09	\$ 11.70	\$ 8,167.05	\$ 56,641.23	\$ 27.35	
May '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	8,456	\$ 101,340.97	\$ 11.98	\$ 32,913.51	\$ 235,595.45		\$ 27.86

5310 Cost per Ride

	# of rides	sponsor cost	sponsor cost per ride	Estimated fares based on % of rides	Total Cost (est. fares)	Total Cost per ride	Total Cost per Ride YTD*
Jan '17	5,152	\$ 63,570.29	\$ 12.34	\$ 19,905.68	\$ 147,046.26	\$ 28.54	
Feb '17	4,937	\$ 60,942.21	\$ 12.34	\$ 19,225.67	\$ 141,110.09	\$ 28.58	
Mar '17	5,547	\$ 67,885.71	\$ 12.24	\$ 21,473.18	\$ 157,244.60	\$ 28.35	
Apr '17	5,384	\$ 66,547.38	\$ 12.36	\$ 21,231.95	\$ 154,326.71	\$ 28.66	
May '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
June '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
July '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Aug '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sept '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Oct '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nov '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Dec '17	-	\$ -	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
YTD	21,020	\$ 258,945.59	\$ 12.32	\$ 81,836.49	\$ 599,727.67		\$ 28.53

*Not an average

Current Year:

2017

TRIP COUNT

			2017													
Sponsor	Sponsor Rollup	Funding Source	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Sponsor Total
AID - J	AID	JARC	538	490	561	453	-	-	-	-	-	-	-	-	511	2,042
AID - 5310	AID	5310	256	231	288	265	-	-	-	-	-	-	-	-	260	1,040
Aurora Twp - J	Aurora Twp	JARC	897	802	964	897	-	-	-	-	-	-	-	-	890	3,560
Aurora Twp - 5310	Aurora Twp	5310	1,808	1,837	1,921	1,874	-	-	-	-	-	-	-	-	1,860	7,440
Batavia City - J	Batavia City	JARC	76	77	84	89	-	-	-	-	-	-	-	-	82	326
Batavia City - 5310	Batavia City	5310	533	509	591	569	-	-	-	-	-	-	-	-	551	2,202
Batavia Twp - J	Batavia Twp	JARC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Batavia Twp - 5310	Batavia Twp	5310	23	22	29	29	-	-	-	-	-	-	-	-	26	103
Dundee Partners - J	Dundee Partners	JARC	249	206	216	203	-	-	-	-	-	-	-	-	219	874
Dundee Partners - 5310	Dundee Partners	5310	305	290	310	320	-	-	-	-	-	-	-	-	306	1,225
Elgin City - J	Elgin City	JARC	288	245	292	296	-	-	-	-	-	-	-	-	280	1,121
Elgin City - 5310	Elgin City	5310	1,449	1,350	1,549	1,508	-	-	-	-	-	-	-	-	1,464	5,856
Elgin Twp - 5310	Elgin Twp	5310	-	-	2	-	-	-	-	-	-	-	-	-	2	2
Geneva City - J	Geneva City	JARC	99	117	94	104	-	-	-	-	-	-	-	-	104	414
Geneva City - 5310	Geneva City	5310	97	82	110	72	-	-	-	-	-	-	-	-	90	361
Hesed House - J	Hesed House	JARC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
South Elgin - 5310	South Elgin	5310	143	148	140	135	-	-	-	-	-	-	-	-	142	566
St. Charles City - 5310	St. Charles City	5310	515	450	567	577	-	-	-	-	-	-	-	-	527	2,109
St. Charles Twp - J	St. Charles Twp	JARC	22	33	35	29	-	-	-	-	-	-	-	-	30	119
St. Charles Twp - 5310	St. Charles Twp	5310	23	18	40	35	-	-	-	-	-	-	-	-	29	116
Total Trips - 2017			7,321	6,907	7,793	7,455	-	-	-	-	-	-	-	-	7,369	29,476
Bus			5,548	5,129	5,548	5,350	-	-	-	-	-	-	-	-	5,394	21,575
Taxi			1,773	1,778	2,246	2,105	-	-	-	-	-	-	-	-	1,976	7,902
Total Trips - 2016			7,321	7,677	7,888	7,897	7,612	7,379	6,805	7,590	7,483	7,673	7,099	6,745	7,431	89,169
% Change			0%	-10%	-1%	-6%	-	-	-	-	-	-	-	-	-1%	
JARC			2,169	1,970	2,246	2,071	-	-	-	-	-	-	-	-	2,114	
5310			5,152	4,937	5,547	5,384	-	-	-	-	-	-	-	-	5,255	

Current Year:

2017

TRIP MILEAGE		2017												Avg.	Sponsor Total	Trip Length	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
AID - J		3,276.2	3,078.7	3,502.1	2,594.5	-	-	-	-	-	-	-	-	-	3,113	12,452	6.1
AID - 5310		1,835.7	1,663.0	2,049.8	2,034.2	-	-	-	-	-	-	-	-	-	1,896	7,583	7.3
Aurora Twp - J		2,980.1	2,661.3	3,396.9	3,120.5	-	-	-	-	-	-	-	-	-	3,040	12,159	3.4
Aurora Twp - 5310		8,472.8	8,615.3	9,039.5	8,661.9	-	-	-	-	-	-	-	-	-	8,697	34,790	4.7
Batavia City - J		427.4	443.2	473.1	503.0	-	-	-	-	-	-	-	-	-	462	1,847	5.7
Batavia City - 5310		3,183.9	3,269.9	3,806.1	3,627.8	-	-	-	-	-	-	-	-	-	3,472	13,888	6.3
Batavia Twp - J		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.0
Batavia Twp - 5310		188.8	200.6	263.0	233.8	-	-	-	-	-	-	-	-	-	222	886	8.6
Dundee Partners - J		1,474.0	1,178.5	1,324.9	1,183.9	-	-	-	-	-	-	-	-	-	1,290	5,161	5.9
Dundee Partners - 5310		1,963.3	1,950.2	2,083.5	2,193.9	-	-	-	-	-	-	-	-	-	2,048	8,191	6.7
Elgin City - J		1,258.9	1,200.2	1,337.1	1,410.0	-	-	-	-	-	-	-	-	-	1,302	5,206	4.6
Elgin City - 5310		6,760.0	6,068.3	7,381.6	7,506.8	-	-	-	-	-	-	-	-	-	6,929	27,717	4.7
Elgin Twp - 5310		-	-	13.4	-	-	-	-	-	-	-	-	-	-	13	13	6.7
Geneva City - J		474.3	609.8	492.3	596.7	-	-	-	-	-	-	-	-	-	543	2,173	5.2
Geneva City - 5310		278.2	261.4	350.8	240.1	-	-	-	-	-	-	-	-	-	283	1,131	3.1
Hesed House - J		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
South Elgin - 5310		1,110.5	1,056.1	1,000.4	996.1	-	-	-	-	-	-	-	-	-	1,041	4,163	7.4
St. Charles City - 5310		2,339.3	2,065.9	2,667.8	2,710.6	-	-	-	-	-	-	-	-	-	2,446	9,784	4.6
St. Charles Twp - J		149.8	207.3	235.5	205.8	-	-	-	-	-	-	-	-	-	200	798	6.7
St. Charles Twp - 5310		181.8	123.4	300.4	264.9	-	-	-	-	-	-	-	-	-	218	871	7.5
Total Miles - 2017		36,355.0	34,653.1	39,718.2	38,084.5	-	-	-	-	-	-	-	-	-	37,203	-	0.0
Total Miles - 2016		34,670.2	36,793.9	37,837.9	37,567.1	36,328.8	35,380.4	33,254.1	37,584.1	37,471.9	38,448.5	34,864.7	33,162.7	36,114			
% Change		5%	-6%	5%	1%	-	-	-	-	-	-	-	-	3%			
Avg Trip Length		5.0	5.0	5.1	5.1	-	-	-	-	-	-	-	-	5.0			

Current Year:

2017

Program Performance

Cost per Trip	2017												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
Gross Cost per Trip - 2017	\$28.35	\$28.51	\$28.22	\$28.30	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$28.34
Gross Cost per Trip - 2016	\$29.04	\$28.22	\$28.72	\$27.73	\$28.99	\$29.71	\$29.70	\$29.03	\$26.93	\$28.33	\$27.86	\$28.24	\$28.54
% of Previous	-2%	1%	-2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Cost per Trip Objective	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28	\$28
% of Objective	1%	2%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Sponsor Cost per Trip	\$10.93	\$10.92	\$10.94	\$10.89	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$10.92

On-Time Performance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
On-Time Performance - Taxi	95%	95%	93%	93%	0%	0%	0%	0%	0%	0%	0%	0%	94%
On-Time Performance - Bus	96%	95%	95%	95%	0%	0%	0%	0%	0%	0%	0%	0%	95%
On-Time Performance Objective	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Complaints, Late Cancel/No Shows and Missed Trips	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	Total
Complaints	21	22	18	0*	-	-	-	-	-	-	-	-	20	61
% of Total Rides	0.3%	0.3%	0.2%	0.0%	-	-	-	-	-	-	-	-	0.3%	-
Late Cancel/No Show - Taxi	63	81	95	93	-	-	-	-	-	-	-	-	83	332
Late Cancel/No Show - Bus	274	301	275	237	-	-	-	-	-	-	-	-	272	1,087
Missed Trips - Taxi	11	11	33	23	-	-	-	-	-	-	-	-	20	78
Missed Trips - Bus	9	4	7	4	-	-	-	-	-	-	-	-	6	24
% of Total Rides	4.9%	5.7%	5.3%	4.8%	-	-	-	-	-	-	-	-	5.2%	-

* Have not received April 2017 Compliants.

Current Year:

2017

Program Cost	2017														Avg.	Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
Bus Operations	\$158,147.52	\$147,623.48	\$159,931.51	\$155,083.57	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$155,196.52	\$620,786.08
Taxi Operations	\$49,370.60	\$49,267.57	\$60,014.50	\$55,884.37	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$53,634.26	\$214,537.04
Total Gross Cost - 2017	\$207,518.12	\$196,891.05	\$219,946.01	\$210,967.94	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$208,830.78	\$835,323.12	
Fares	\$28,286.00	\$26,897.25	\$30,167.75	\$29,399.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$28,687.50	\$114,750.00
Net Cost (Less Fares)	\$179,232.12	\$169,993.80	\$189,778.26	\$181,568.94	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$180,143.28	\$720,573.12	
Federal Share	\$89,616.06	\$84,996.90	\$84,889.13	\$90,784.47	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$90,071.64	\$360,286.56	
County Subsidy	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$9,600.00	\$115,200.00	
Net Cost to Sponsors	\$80,016.06	\$75,396.90	\$85,289.13	\$81,184.47	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$80,471.64	\$321,886.56	
% Fares	14%	14%	14%	14%										14%	55%	
% Federal	43%	43%	43%	43%										43%	173%	
% County	5%	5%	4%	5%										5%	18%	
% Sponsors	39%	38%	39%	38%										39%	154%	
Total Gross Cost - 2016	\$212,573.42	\$216,639.10	\$226,567.61	\$218,961.75	\$220,644.27	\$219,232.86	\$202,080.20	\$220,349.00	\$201,553.66	\$217,346.74	\$197,760.29	\$190,448.37		\$212,013	\$2,544,157	

Sponsor Cost	2017													Total YTD Sponsor Costs	# Trips	Sponsor Cost / Trip	Average Sponsor Cost / Trip
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					
AID	\$11,118.44	\$10,165.20	\$11,772.97	\$9,767.67	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$42,824.28	3,082	\$13.89	\$10.88
Aurora Twp	\$26,727.79	\$25,887.73	\$28,272.01	\$26,769.89	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$107,657.42	11,000	\$9.79	\$10.88
Batavia (City & TWP)	\$7,858.63	\$7,933.41	\$9,048.11	\$8,764.46	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$33,604.61	2,631	\$12.77	\$10.88
Dundee Partners	\$7,079.37	\$6,447.55	\$6,944.93	\$6,847.07	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$27,318.92	2,099	\$13.02	\$10.88
Elgin City	\$17,496.49	\$15,764.66	\$18,605.64	\$18,677.13	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$70,543.92	6,977	\$10.11	\$10.88
Elgin Twp	\$0.00	\$0.00	\$27.51	\$0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$27.51	2	\$13.76	\$10.88
Geneva City	\$1,679.52	\$1,873.35	\$1,815.40	\$1,730.60	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$7,098.87	775	\$9.16	\$10.88
Hesed House	\$0.00	\$0.00	\$0.00	\$0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$0.00	-	\$0.00	\$10.88
South Elgin	\$2,215.51	\$2,125.69	\$1,999.98	\$1,922.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$8,263.96	566	\$14.60	\$10.88
St. Charles City	\$5,152.91	\$4,507.28	\$5,711.13	\$5,756.56	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$21,127.88	2,109	\$10.02	\$10.88
St. Charles Twp	\$687.40	\$692.03	\$1,091.45	\$948.31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$3,419.19	347	\$9.85	\$10.88
Total Cost - 2017	\$80,016.06	\$75,396.90	\$85,289.13	\$81,184.47	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$321,886.56	29,588	\$10.88	
Total Cost - 2016	\$82,472.21	\$84,024.05	\$88,358.68	\$84,615.24	\$86,180.51	\$85,867.67	\$78,267.34	\$85,949.75	\$76,759.33	\$84,051.12	\$75,444.78	\$72,478.56		\$984,469.24	89,169	\$11.04	\$11.04

Grant Totals for Phases 7 & 8

	<u>JARC</u>	<u>NF</u>	<u>Totals</u>
Beginning balance	\$ 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	

	<u>JARC</u>	<u>NF</u>	<u>Totals</u>
Beginning balance	1,529,726.00	1,201,927.00	2,731,653.00
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)	(91,385.38)
Sept '13		(88,782.99)	(88,782.99)
Oct '13		(72,921.19)	(72,921.19)
		-	-
July '14	(8,257.55)		(8,257.55)
Aug '14	(29,558.12)		(29,558.12)
Sept '14	(26,581.53)		(26,581.53)
Oct '14	(26,767.70)		(26,767.70)
Nov '14	(22,239.65)		(22,239.65)
Dec '14	(25,868.05)		(25,868.05)
Jan '15	(30,387.81)		(30,387.81)
Feb '15	(23,561.76)		(23,561.76)
Mar '15	(25,674.62)		(25,674.62)
Apr '15	(24,895.38)		(24,895.38)
May '15	(24,751.91)		(24,751.91)
June '15	(26,749.06)		(26,749.06)
Jul '15	(27,439.31)		(27,439.31)
Aug '15	(24,427.97)		(24,427.97)
Sept '15	(23,237.81)		(23,237.81)
Oct '15	(25,782.63)		(25,782.63)
Nov '15	(22,230.70)		(22,230.70)
Dec '15	(26,749.96)		(26,749.96)
Jan '16	(27,612.56)		(27,612.56)
Feb '16	(26,996.11)		(26,996.11)
Mar '16	(29,119.71)		(29,119.71)
Apr '16	(28,377.63)		(28,377.63)
May '16	(29,293.96)		(29,293.96)
June '16	(28,803.12)		(28,803.12)
July '16	(26,816.61)		(26,816.61)
Aug '16	(30,051.82)		(30,051.82)
Sept '16	(27,301.25)		(27,301.25)
Oct '16	(26,829.77)		(26,829.77)
Nov '16	(25,818.15)		(25,818.15)
Dec '16	(24,869.17)		(24,869.17)
Jan '17	(26,045.77)		(26,045.77)
Feb '17	(24,054.69)		(24,054.69)
Mar '17	(27,003.42)		(27,003.42)
	(24,237.09)		(24,237.09)
Ending balance	651,333.65	-	726,628.85
Monthly average	(26,367.72)	(91,933.30)	
Projected remaining months	24.70	-	
	Apr '19	Oct '13	

Grant Totals for Phases 9 & 10

	<u>JARC</u>		<u>NF</u>		<u>Totals</u>
Beginning balance	\$ 2,414,522.00	\$	1,949,920.00	\$	2,182,221.00
Fed Portion	\$ 1,207,261.00	\$	974,960.00		
Sponsor Match	\$ 1,207,261.00	\$	974,960.00		

	<u>JARC</u>		<u>NF</u>		<u>Totals</u>
Beginning balance	1,207,262.00		974,959.00		2,182,221.00
Oct '13			(20,325.53)		(20,325.53)
Nov '13			(84,685.11)		(84,685.11)
Dec '13			(85,144.78)		(85,144.78)
Jan '14			(80,279.18)		(80,279.18)
Feb '14			(75,006.85)		(75,006.85)
Mar '14			(84,372.69)		(84,372.69)
Apr '14			(77,527.23)		(77,527.23)
May '14			(74,056.80)		(74,056.80)
June '14			(68,594.47)		(68,594.47)
July '14			(71,864.96)		(71,864.96)
Aug '14			(69,428.48)		(69,428.48)
Sept '14			(66,816.91)		(66,816.91)
Oct '14			(71,751.30)		(71,751.30)
Nov '14			(45,104.71)		(45,104.71)

Ending balance	1,207,262.00		(0.00)		1,207,262.00
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Monthly average	-		(75,794.06)		
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Projected remaining months	45.79		(0.00)		
	Feb '23		Oct '14		

Grand total remaining	1,858,595.65	\$	(0.00)		
Projected remaining months	70.49		0.00		
	Mar '23		Oct '14		

New 5310 Funding

Beginning Balance	\$ 2,300,000.00
Nov '14	\$ (17,461.51)
Dec '14	\$ (66,626.89)
Jan '15	\$ (61,603.63)
Feb '15	\$ (61,611.53)
Mar '15	\$ (70,019.22)
Apr '15	\$ (69,784.33)
May '15	\$ (59,265.16)
Jun '15	\$ (64,746.64)
Jul '15	\$ (62,667.93)
Aug '15	\$ (60,371.21)
Sept '15	\$ (59,154.37)
Oct '15	\$ (63,427.90)
Nov '15	\$ (55,392.37)
Dec '15	\$ (65,987.53)
Jan '16	\$ (64,459.65)
Feb '16	\$ (66,627.94)
Mar '16	\$ (68,838.97)
Apr '16	\$ (65,837.62)
May '16	\$ (66,286.55)
Jun '16	\$ (66,664.56)
Jul '16	\$ (61,050.74)
Aug '16	\$ (65,497.93)
Sept '16	\$ (59,058.08)
Oct '16	\$ (66,821.35)
Nov '16	\$ (59,226.62)
Dec '16	\$ (57,209.39)
Jan '17	\$ (63,570.29)
Feb '17	\$ (60,942.21)
Mar '17	\$ (67,885.71)
Apr '17	\$ (66,547.38)

Ending balance	\$ 435,354.79
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Monthly Average	\$ (63,695.99)
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Projected remaining months	6.83
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Nov '17

Grant Totals for Phases 13 & 14 (Federal Portion)

New 5310 Funding

		Operations	MM		Admin
Beginning balance	\$	3,098,924.00		-	-
Fed Portion	\$	1,549,462.00			
Sponsor Match	\$	1,549,462.00			

JARC

Beginning balance 1,549,462.00

Ending balance 1,549,462.00

Monthly Average

Projected remaining months 24.33

Nov '19

Grant Totals for Phases 13 & 14 (Federal Portion)

New 5310 Funding

Have applied for this, but have not yet heard how much we will be given.

RTAChicago.org

RTA FUNDING ALLOCATION PROCESS

RTA Citizens Advisory Board
July 17, 2017



MOVING YOU

SOURCES OF FUNDS

- Sales Tax
- Real Estate Transfer Tax (RETT)
- Public Transportation Fund (PTF)



USES OF FUNDS

- CTA
- Metra
- Pace Suburban Service
- Pace Regional ADA Paratransit
- RTA



1983 SOURCES OF FUNDS

- Sales Tax
 - 1.0% City of Chicago
 - 1.0% Suburban Cook County
 - 0.25% Collar Counties
- Public Transportation Fund (PTF)
 - 25% Match of the Sales Tax



1983 USES OF FUNDS — SALES TAX

RTA		Remaining 85%		
		CTA	Metra	Pace
15%	City of Chicago	100%	0%	0%
15%	Suburban Cook	30%	55%	15%
15%	Collar Counties	0%	70%	30%



1983 USES OF FUNDS — SALES TAX & PTF

- RTA Sources
 - 15% of Sales Tax
 - 25% PTF Match of Sales Tax
- Uses
 - Debt Service
 - RTA Operations
 - Joint Self-Insurance Fund
 - Pace South Suburban Job Access
 - Discretionary Funding



2008 LEGISLATION

- Sales Tax Increase
 - 1.0% → 1.25% City of Chicago
 - 1.0% → 1.25% Suburban Cook County
 - 0.25% → 0.75% Collar Counties
 - Increase split between RTA and Collar Counties
 - Real Estate Transfer Tax (RETT)
 - PTF Increase – Base and Rate
 - 1983 Sales Tax → 1983 Sales Tax
- 2008 Sales Tax & RETT
- 25% Match → 30% Match



2008 SOURCES OF FUNDS

- Sales Tax
 - 0.25% City of Chicago
 - 0.25% Suburban Cook County
 - 0.25% Collar Counties
- Real Estate Transfer Tax (RETT)
 - City of Chicago \$1.50/\$500
- PTF
 - 5% Match of 1983 Sales Tax
 - 30% Match of 2008 Sales Tax
 - 30% Match of RETT

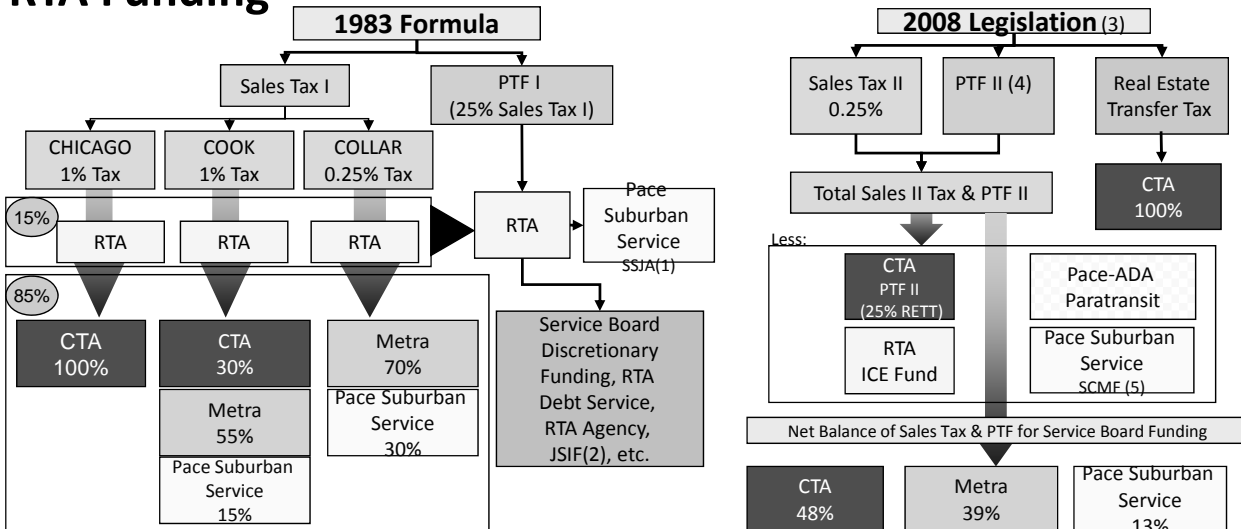


2008 USES OF FUNDS — SALES TAX & PTF

- RETT & 25% PTF Match → CTA
- Special Funds
 - Regional ADA Paratransit Fund
 - Suburban Community Mobility Fund (SCMF)
 - Innovation, Coordination & Enhancement (ICE) Fund
- Remaining Funds
 - 48% CTA
 - 39% Metra
 - 13% Pace Suburban Service



RTA Funding



(1) SSJA - South Suburban Job Access
 (2) JSIF - Joint Self-Insurance Fund
 (3) 2008 Legislation also included 0.25% sales tax in Collar Counties retained by the county where collected
 (4) PTF II - 5% Sales Tax I, 30% Sales Tax II, 30% RETT
 (5) SCMF - Suburban Community Mobility Fund



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RTA "Ride On." blog



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312.836.7000 -Travel information



Lyft is driving patients to see their doctors and saving insurers big money

- Lyft is already saving money for health plans by providing cheaper and more reliable non-emergency transportation for patients.
- Uber also wants a piece of this \$6 billion business.

[Christina Farr](#) | [@chrissyfarr](#)

Friday, 4 Aug 2017 | 9:37 AM ETCNBC.com



Lyft is driving patients to see their doctors and saving insurers big money Friday, 4 Aug 2017 | 11:54 AM ET | 00:53

Getting patients to the doctor's office is a big cost for many insurers. That presents an attractive opportunity for Lyft and Uber, which to date have focused on consumers.

Non-emergency medical transportation is a \$6 billion market, with most of that money going to cover the poor and elderly, who often don't have cars or can't drive. Medicare and Medicaid providers typically [foot the bill](#).

CareMore Health System, which offers plans to those populations, started working with Lyft last year so caregivers could schedule and monitor rides for their patients.

Now the insurer is spending less money on rides and saving time. Within a three-month period in 2016, CareMore said it reduced wait times by 30 percent (from 12.5 minutes to 8.8 minutes) and the cost per ride decreased by one-third from traditional services, including taxis.

"We've saved more than \$1 million in one year by shifting to Lyft," said Sachin Jain, president and CEO of CareMore, in an interview with CNBC.

To appeal to people without smartphones, Lyft built a web-based tool for caregivers, nurses and patients to schedule rides and track them in real-time. Rides can be scheduled more than 24 hours in advance.



Lyft to hit road with self-driving cars Monday, 24 Jul 2017 | 8:43 AM ET | 05:30

"They don't need a smartphone or even a phone for that matter," said Gyre Renwick, who leads health partnerships at Lyft and previously managed the health services team at [Google](#).

Renwick said the health business will expand in the coming years, and represent a bigger slice of the revenue pie as the company replaces traditional transportation services and provides better technology.

Uber is also exploring the market, and in 2016 introduced a pilot program with a start-up called Circulation to help its users get to their medical appointments. Circulation co-founder John Brownstein said this technology can work in other areas of the health system for services like delivering medications.

"There's a whole new world coming," he said.

CareMore's Jain said that partnering with Lyft has cut costs and improved patient satisfaction.

"The same services that we use as consumers are now being leveraged by our patients," he said.