

Ride DuPage Annual Report

Naperville/Lisle Area Transportation Partners

2021

July 2022

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Introduction and Background

The Ride DuPage (RD) program has been operating since August 2004 offering paratransit transportation options to registered participants. The Ride DuPage program specializes in reduced fares and door-to-door service for seniors and people with disabilities who reside within DuPage County. The City of Naperville partners with Naperville/Lisle Transportation Partners to sponsor Ride DuPage. This partnership includes Naperville Township, Lisle Township and Wheatland Township. Pace Suburban Bus is also a partner and provides the transportation services. This group was created to coordinate all residents within the City of Naperville, as well as residents who live in the townships outside of the City of Naperville. The Naperville Partners register their riders based on residency by township. The City of Naperville only registers riders who live in DuPage Township and are within the City of Naperville.

The program provides curb-to-curb transportation services 24 hours per day, seven days per week. Pace utilizes lift-equipped buses and contracted taxis. Trips must begin or end within the partner service area; there is no limit on the trip length.

To use the service, riders must reside in Naperville, Lisle or Wheatland Township, or the City of Naperville. This also includes the portion of DuPage Township residents that are within the City of Naperville. DuPage Township is not a sponsor of Ride DuPage. Eligible riders include seniors age 65 and older, and persons with disabilities who are at least 16 years old. Persons with disabilities must obtain an RTA Reduced Fare Card before using the service. The current fare is a \$2 flag pull fee plus \$1 per mile. One companion may ride for free.

Regular monitoring and evaluation of Ride DuPage's operations is necessary for its success and these annual reports serve as one way to ensure continued monitoring and evaluation. This annual report covers Ride DuPage operations during the City of Naperville's fiscal year 2021.

Ride DuPage to Work Program

The Ride DuPage to Work (RDW) program, initiated in March 2008, is a subprogram of Ride DuPage. This program provides trips as an affordable transportation option to and from a participant's place of work. This program is subsidized by a federal Section 5310 grant.

The Ride DuPage to Work program provides program users with greater opportunities to travel to and from work. The current community-based programs available through Ride DuPage for persons with disabilities and seniors have no restrictions on trip purpose. However, the distance-based fare structure of Ride DuPage was identified by program users as a significant barrier to using Ride DuPage for work transportation. The high frequency of trips by workers and the typically longer distances traveled combined to make the Ride DuPage service unaffordable for low-income workers.

In response to the lack of affordable transportation options to and from work, in FY2007-2008, the City of Naperville, Pace Suburban Bus and the other local sponsors worked together to start

and fund the Ride DuPage to Work program, which offers a lower fare than the rest of the Ride DuPage program and has helped to alleviate the barriers against using Ride DuPage for work transportation. The benefit of the Ride DuPage to Work program is the reduced fare structure of \$3.00 for the first six miles and \$1.00 for each additional mile. This structure reduces the cost for people traveling more frequently and longer distances.

As previously noted, the City of Naperville along with the other partners in the Naperville Partners and the Milton Partners, which includes the Village of Glen Ellyn, Milton Township and the City of Wheaton, apply together and have received federal grant funding since 2008. The most recent grant was awarded in August 2021. Current grant funding is anticipated to last through 2025. The City and its partners apply for a new grant every other year. The grant helps the local partners maximize the funds budgeted for Ride DuPage to Work by providing a 50/50 funding split of trip costs taken under the program. Without the grant, these trips would be taken under the Ride DuPage program and would be fully funded by the local partners and the rider would have a higher fare to pay.

Performance Measures

There are several metrics that help to determine how the program is performing. These are outlined and evaluated in the following sections. All rider data comes from Pace’s database.

Ridership

Ridership measures the number of trips that customers take. This includes customers who take multiple trips. The ridership is the total number of one-way trips.

Ride DuPage

Ridership in 2021 was impacted by the COVID-19 pandemic. At the beginning of 2021, ridership was lowest in January and February and then began to pick up in March. Ridership levels stayed relatively consistent from March through December. In FY 2021, the RD program administered approximately 9,100 rides, with a monthly average of 758 rides. See Table 1.

Table 1. Ride DuPage, 2021 Trips

Month	2021 Trips
January	575
February	564
March	807
April	810
May	837
June	787
July	714

Month	2021 Trips
August	743
September	785
October	939
November	810
December	721
Monthly Average	758
Total	9,092

Ride DuPage to Work

The Ride DuPage to Work program followed a similar pattern as the RD program. Ridership increased in March and stayed higher through the end of the year. In FY 2021, the RDW program administered approximately 9,460 rides, with a monthly average of 789 rides. See Table 2.

Table 2. Ride DuPage to Work, 2021 Trips

Month	2021 Trips
January	646
February	679
March	792
April	788
May	726
June	786
July	791
August	857
September	819
October	875
November	840
December	864
Monthly Average	789
Total	9,463

RD/RDW Ridership Comparison

Ride DuPage and Ride DuPage to Work administered a combined 18,555 trips in 2021. This is consistent from 2020 when 18,041 trips were administered. The share between RD and RDW was approximately half in each program.

Number of People Served

The number of people served is a measurement of the number of unique riders in the program. A unique rider might only take one trip, or they may take several throughout the year.

Ride DuPage

On average, there were 117 different riders of the Ride DuPage program every month. These riders took approximately 6.5 trips each per month. For all of 2021, there were 357 unique Ride DuPage riders. These 357 riders took the 9,092 trips noted in the previous section.

Table 3. Ride DuPage Trips and Individual Riders by Month

Month	Trips	Users	Trips per User
January	575	92	6.3
February	564	97	5.8
March	807	105	7.7
April	810	126	6.4
May	837	131	6.4
June	787	125	6.3
July	714	128	5.6
August	743	121	6.1
September	785	124	6.3
October	939	119	7.9
November	810	126	6.4
December	721	113	6.4
Average	758	117	6.5

Table 4 shows the average monthly rides per user. Most riders took 20 or fewer trips per month, 83% took 1-10 rides per month, 11% took 11-20 rides per month and the remaining 6% took more than 20 rides per month.

Table 4. Average Monthly Rides per User

	1-10 rides	11-20 rides	21-30 rides	31-40 rides	41+ rides
2021 Riders	97	13	5	1	1

Ride DuPage to Work

On average, there were 47 different riders of the RDW program every month. These riders took approximately 16.9 trips each per month. For all of 2021, there were 87 unique RDW riders. These 87 riders took the 9,463 trips noted in the previous section.

Table 5. Ride DuPage to Work Trips and Individual Riders by Month

Month	Trips	Users	Trips per User
January	646	40	16.2
February	679	41	16.6
March	792	45	17.6
April	788	50	15.8
May	726	46	15.8
June	786	49	16.0
July	791	46	17.2
August	857	49	17.5
September	819	48	17.1
October	875	47	18.6
November	840	48	17.5
December	864	52	16.6
Average	789	47	16.9

Table 6 shows the average monthly rides per user. Most riders took 20 or fewer trips per month, 42% took 1-10 rides per month, 21% took 11-20 rides per month and the remaining 37% took more than 20 rides per month.

Table 6. Average Monthly Rides per User

	1-10 rides	11-20 rides	21-30 rides	31-40 rides	41+ rides
2021 Riders	20	10	8	7	2

RD/RDW Comparison

The RDW program has significantly less unique riders than the RD. There are 357 unique RD riders and 87 unique RDW riders. This indicates that there are a smaller number of riders taking more trips to and from work, as compared to RD riders who need to go to medical offices or shopping centers.

Ridership by Day and Time

Both the RD and RDW programs are available 24 hours per day, seven days a week, 365 days a year. The availability of the program is necessary to provide transportation options whenever customers may need or want to travel.

Ride DuPage

For the RD program, 73% of trips were taken on weekdays between 7:00 a.m. and 6:00 p.m. Approximately one-quarter of all trips are taken in the evening, early morning or on weekends, see Table 7.

Table 7. Average Monthly Trips by Day and Time

	Average Monthly Trips	Weekday, 12:00 a.m.- 6:59 a.m.		Weekday, 7:00 a.m.- 5:59 p.m.		Weekday, 6:00 p.m.- 11:59 p.m.		Weekend	
		Trips	%	Trips	%	Trips	%	Trips	%
FY 2021	758	24	3%	552	73%	54	7%	128	17%

Ride DuPage to Work

Most RDW trips, 64%, were taken on weekdays between 7:00 a.m. and 6:00 p.m. Approximately one-third of all trips are taken in the evening, early morning or on weekends, see Table 8.

Table 8. Average Monthly Trips by Day and Time

	Average Monthly Trips	Weekday, 12:00 a.m.- 6:59 a.m.		Weekday, 7:00 a.m.- 5:59 p.m.		Weekday, 6:00 p.m.- 11:59 p.m.		Weekend	
		Trips	%	Trips	%	Trips	%	Trips	%
FY 2021	789	94	12%	505	64%	76	10%	115	15%

RD/RDW Comparison

More trips in the RDW program are taken outside of the weekday 7:00 a.m. – 6:00 p.m. time range, than compared to the RD program. This possibly reflects the need to commute to jobs that may be outside of the typical first shift time.

Distance

The distance customers travel has an impact on the cost of the programs. It is also helpful to understand where the service needs are and how customers can be best served by the programs.

Ride DuPage

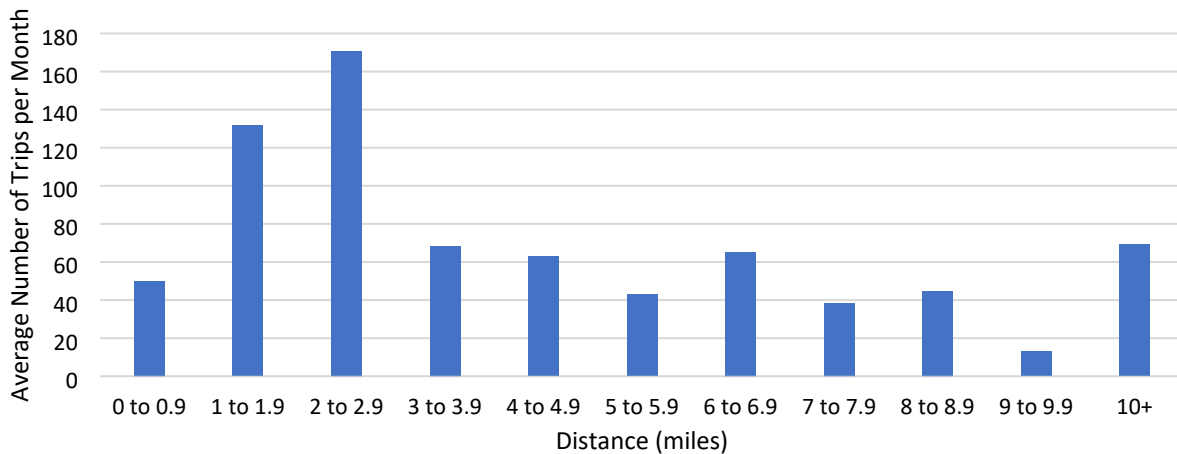
The length of trips made by riders has a direct impact on cost for both the rider and the sponsor. The fare structure is \$2 flag pull cost and \$1 per mile traveled.

Approximately 64% of the RD trips are less than five miles and 36% are more than five miles. See Table 9.

Table 9. Ride DuPage Average Monthly Trip Distance

Month	Trips	Trips Under 5 Miles	Trips Over 5 Miles	% of Trips Under 5 Miles	Average Length of Trip
January	575	389	186	68%	4.74
February	564	377	187	67%	4.88
March	807	539	268	67%	4.90
April	810	553	257	68%	4.45
May	837	502	335	60%	5.25
June	787	457	330	58%	5.07
July	714	406	308	57%	5.04
August	743	426	317	57%	5.47
September	785	488	297	62%	5.37
October	939	629	310	67%	5.14
November	810	557	253	69%	4.51
December	721	486	235	67%	4.90
Average	758	484	274	64%	4.98

Figure 1. Trip Distance



Ride DuPage to Work

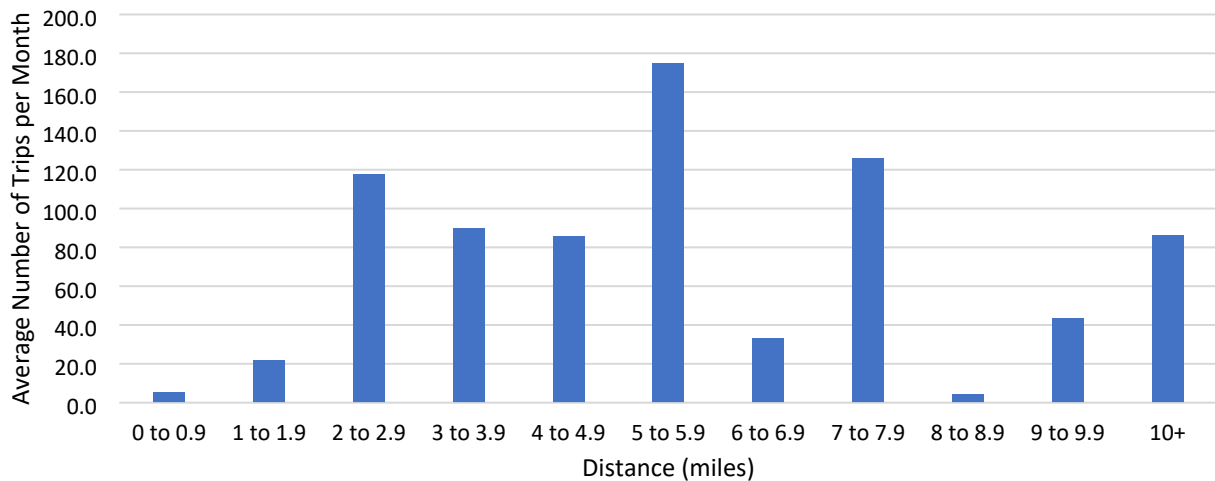
The length of trips made by riders has a direct impact on cost for both the rider and the sponsor. The fare structure is \$3 for the first six miles and \$1 per each additional mile.

Approximately 41% of the RDW trips are less than five miles and 59% are more than five miles. See Table 10.

Table 10. Ride DuPage to Work Average Monthly Trip Distance

Month	Trips	Trips Under 5 Miles	Trips Over 5 Miles	% of Trips Under 5 Miles	Average Length of Trip
January	646	270	376	42%	6.82
February	679	261	418	38%	6.85
March	792	310	482	39%	7.16
April	788	313	475	40%	6.29
May	726	331	395	46%	5.54
June	786	317	469	40%	6.06
July	791	315	476	40%	5.89
August	857	368	489	43%	6.01
September	819	329	490	40%	5.88
October	875	366	509	42%	5.96
November	840	330	510	39%	6.09
December	864	337	527	39%	6.06
Average	789	321	468	41%	6.22

Figure 2. RDW Trip Distance



RD/RDW Comparison

Participants in the RDW program generally take longer trips, traveling 1.2 miles further, on average. The longer length of work trip was one of the reasons that the RDW program was

initiated back in 2008. Without the different funding structure for this program, work trips would be more expensive for the riders, who also take more frequent trips to and from work.

Top 15 Destinations

For both the RD and RDW programs, there are several destinations that customers frequently traveled to. These include shopping centers, medical centers, and residences. The following sections show the top 15 destinations for both programs.

Ride DuPage

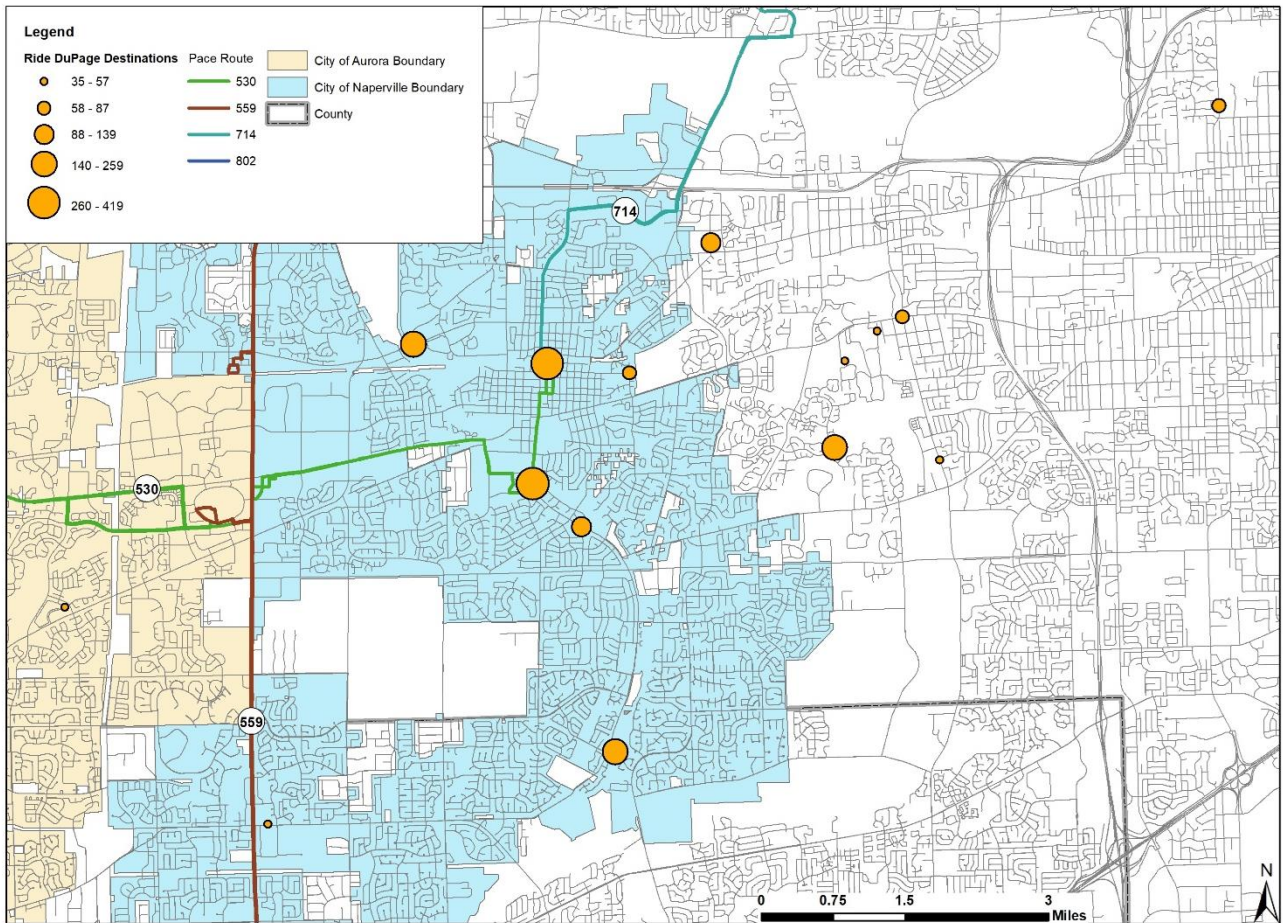
In 2021, most Ride DuPage trips were taken to/from homes to/from medical centers. See Table 11.

Table 11. Ride DuPage Top 15 Destinations, 2021

	Name	Address	# of Trips
1	Edward Hospital	801 S WASHINGTON ST, NAPERVILLE	419
2	Naperville Metra Station	105 E 4TH AVE, NAPERVILLE	399
3	Apartment Building		259
4	House		215
5	Medical Center	2451 S WASHINGTON ST, NAPERVILLE	197
6	Senior Apartments		139
7	Apartment Building		135
8	Medical Center	3825 HIGHLAND AVE, DOWNERS GROVE	87
9	Jewel-Osco	1156 MAPLE AVENUE, LISLE	85
10	Apartment Building		85
11	Apartment Building		57
12	Shopping Center	3116 S ROUTE 59, NAPERVILLE	54
13	Apartment Building		51
14	Apartment Building		40
15	Edward-Elmhurst Health and Fitness	6600 ROUTE 53, WOODRIDGE	35

Figure 3 shows the location of the top RD 15 destinations in 2021.

Figure 3. Ride DuPage Major Trip Destinations, 2021



Source: Citrix
July 2022

Ride DuPage to Work

In 2021, most RDW trips were taken to/from homes to/from shopping centers and retail stores. See Table 12.

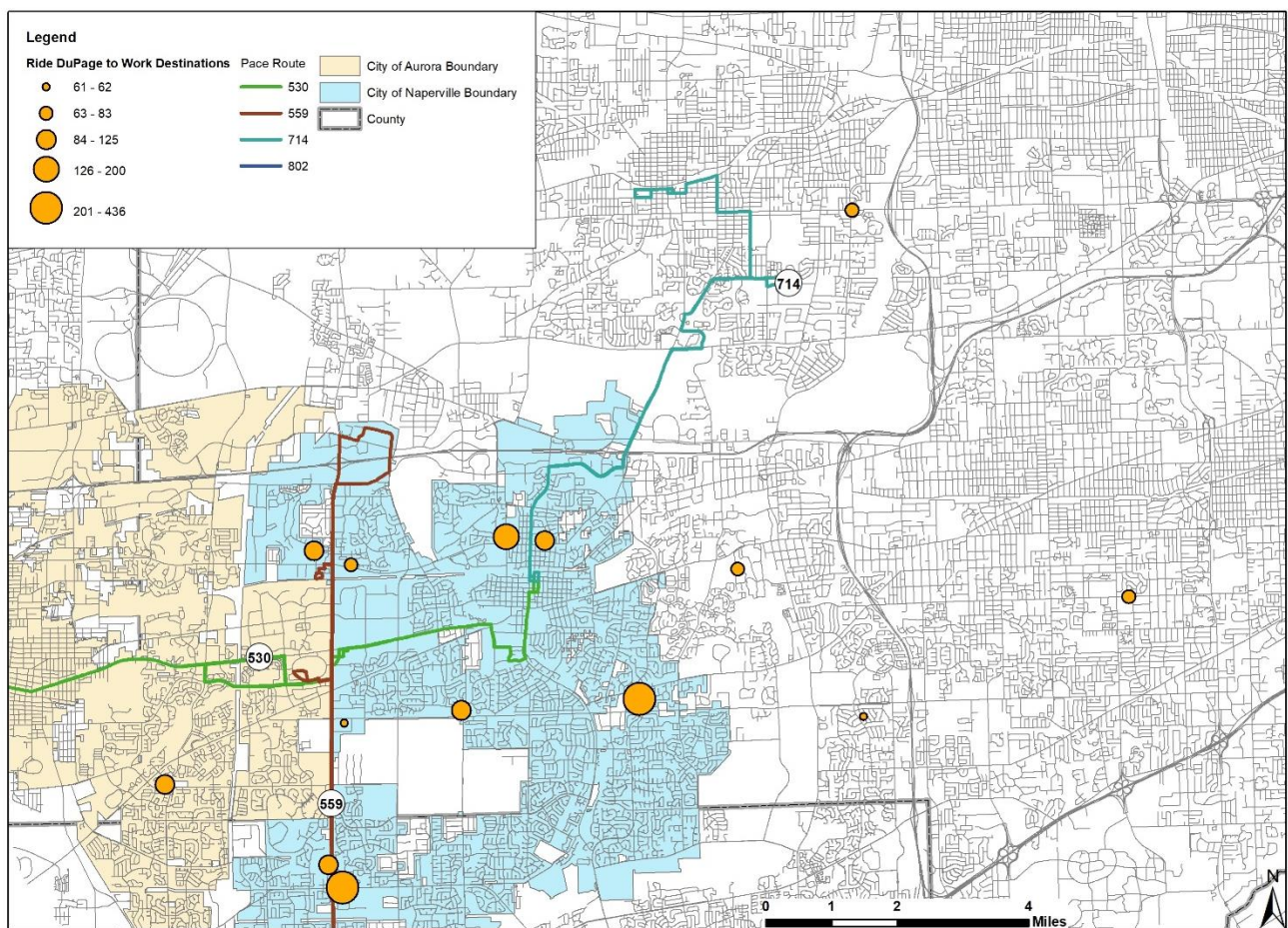
Table 12. Ride DuPage to Work Top 15 Destinations, 2021

	Name	Address	# of Trips
1	Market Meadows Shopping Center	1227 S NAPER BLVD, Naperville	436
2	Jewel-Osco	2855 95TH ST, Naperville	386
3	Apartment Building		200
4	Shopping Center	1292 RICKERT DR, Naperville	125
5	House		122
6	Shopping Center	2860 SHOWPLACE DR, Naperville	122
7	Apartment Building		122
8	House		102
9	House		83

	Name	Address	# of Trips
10	Fitness Center	875 ROOSEVELT RD, Glen Ellyn	81
11	Apartment Building		79
12	Mariano's	150 W 63RD ST, Westmont	78
13	Office Building	475 INDUSTRIAL DR, West Chicago	62
14	WalMart	2552 W 75TH ST, Naperville	61
15	House		61

Figure 4 shows the location of the top RDW 15 destinations in 2021.

Figure 4. Ride DuPage to Work Major Trip Destinations, 2021



Source: Citrix
July 2022

RD/RDW Comparison

Ride DuPage participants took more trips to a combination of both medical centers and shopping centers and Ride DuPage to Work participants mostly only took trips to retail and shopping centers.

Productivity and On-Time Performance (OTP)

One of the primary methods of measuring operational performance is to examine the number of trips arriving on-time. For many years, Pace used a 15-minute pickup window for suburban carriers, however, in 2020, Pace determined that a 30-minute pickup window was appropriate compared to similar locations across the country. The COVID-19 pandemic prompted this change because Pace was transporting passengers one-on-one. The 30-minute window does not encourage late trips, it is still Pace’s expectation that trips are picked up as close to the scheduled pick-up time as possible.

Arrival that is between 30 minutes and 1 hour late is considered “late”, and a trip that is more than 1 hour late is considered a “missed trip”. In addition, trips that arrived earlier than the negotiated pick-up time are counted as “on-time”. The on-time performance (OTP) standard is 95 percent.

Another performance measure is productivity, or the number of trips provided per vehicle-hour. This measure relates more to the efficiency of the system than to the quality of service received by riders.

On-Time Performance

Table 13 shows the bus and taxi trips for the entire Ride DuPage program, not just the Naperville Partners. Bus on-time performance for the 15-minute window fell well below the goal of 95% on-time starting in April. Bus on-time performance for the 15-minute window remained below the on-time goal through December. Most trips are taken by bus; however, there was an increase in the share of trips that were taken by taxi instead of bus throughout the year. Taxi has a better on-time performance and the increase in the share of taxi trips helped to increase the overall on-time performance for the 15-minute window. See Table 13.

Table 13. Ride DuPage Bus and Taxi On-Time Performance, 15-minute Window

	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	Bus & Taxi On-time perf.	% to taxi	% to bus
January	2,996	96.11%	1,115	98.66%	97.39%	27%	73%
February	3,063	94.43%	1,207	97.50%	95.97%	28%	72%
March	3,371	93.77%	1,585	96.43%	95.10%	32%	68%
April	3,251	86.41%	1,754	88.26%	87.34%	35%	65%
May	3,239	84.60%	1,741	90.46%	87.53%	35%	65%
June	2,929	82.81%	1,821	95.16%	88.99%	38%	62%
July	3,136	82.48%	1,648	93.45%	88.15%	34%	66%
August	2,965	80.89%	1,963	91.72%	86.31%	40%	60%
September	3,098	84.88%	2,032	93.21%	89.04%	40%	60%
October	3,084	83.13%	2,246	92.17%	87.65%	42%	58%

	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	Bus & Taxi On-time perf.	% to taxi	% to bus
November	3,088	84.76%	2,109	93.45%	89.10%	41%	59%
December	3,101	86.01%	1,883	93.67%	89.84%	38%	62%

Table 14 shows the on-time performance for the 30-minute window. Overall, on-time performance was better than the 15-minute window, with a decrease in performance in April and May. Most months nearly met or exceeded the on-time performance goal of 95%.

Table 14. Ride DuPage Bus and Taxi On-Time Performance, 30-minute Window

	Bus Trips	Bus OTP	Taxi Trips	Taxi OTP	Bus & Taxi On-time perf.	% to taxi	% to bus
January	2,996	96.11%	1,115	98.66%	97.39%	27%	73%
February	3,063	94.43%	1,207	97.50%	95.97%	28%	72%
March	3,371	93.77%	1,585	96.43%	95.10%	32%	68%
April	3,251	86.41%	1,754	88.26%	87.34%	35%	65%
May	3,239	84.60%	1,741	90.46%	87.53%	35%	65%
June	2,929	92.12%	1,821	96.02%	94.07%	38%	62%
July	3,136	94.24%	1,648	97.44%	95.84%	34%	66%
August	2,965	93.57%	1,963	98.76%	96.16%	40%	60%
September	3,098	95.55%	2,032	97.35%	96.45%	40%	60%
October	3,084	92.78%	2,246	96.43%	94.60%	42%	58%
November	3,088	93.76%	2,109	96.54%	95.15%	41%	59%
December	3,101	94.84%	1,883	97.10%	95.97%	38%	62%

Table 15 shows the productivity in bus trips per hour as well as the net and gross costs for the bus and taxi trips. This data is for the entire Ride DuPage program, not just the Naperville Partners. The number of bus trips per hour increased throughout the year. The increase in number of trips per hour helped to decrease the costs per trip.

Table 15. Ride DuPage Productivity/OTP/Cost

	Bus & Taxi Trips	Taxi OTP Appt. Times	Bus OTP Appt. Times	Bus Trips per Hour	Bus & Taxi Cost per Trip Net	Bus & Taxi Cost per Trip Gross
January	4,111	96.44%	96.67%	1.45	\$32.40	\$36.84
February	4,270	94.44%	96.30%	1.50	\$31.68	\$36.60
March	4,956	96.79%	95.92%	1.52	\$30.56	\$35.55
April	5,005	97.09%	92.72%	1.62	\$27.27	\$32.17

	Bus & Taxi Trips	Taxi OTP Appt. Times	Bus OTP Appt. Times	Bus Trips per Hour	Bus & Taxi Cost per Trip Net	Bus & Taxi Cost per Trip Gross
May	4,980	94.83%	89.19%	1.65	\$26.08	\$30.99
June	4,750	94.71%	86.46%	1.69	\$24.53	\$29.47
July	4,784	92.13%	86.49%	1.69	\$25.92	\$30.77
August	4,928	93.01%	86.01%	1.74	\$23.85	\$28.86
September	5,130	94.06%	87.57%	1.76	\$24.59	\$29.65
October	5,330	94.02%	86.43%	1.78	\$25.17	\$30.28
November	5,197	94.56%	86.65%	1.68	\$27.42	\$32.31
December	4,984	93.16%	87.69%	1.63	\$28.12	\$33.01

Cost

Approximately 9,100 rides were paid for by the Ride DuPage program by the Naperville Partners. The cost of these programs to the partnering agencies, including Pace, was approximately \$236,237 in FY 2021. Of that, the local share paid by the Naperville Partners was \$59,059.

The costs for the Ride DuPage program are calculated by taking the total service cost and subtracting the fares paid by riders. Pace then subsidizes 75% of the remaining cost after fares are deducted. The share that each of the Naperville Partners paid is negotiated each year. In 2021, the shares were:

- City of Naperville: 53.3%
- Naperville Township: 12.4%
- Lisle Township: 22.8%
- Wheatland Township: 11.4%

See Table 16.

Table 16. 2021 Ride DuPage Program Costs

Service Cost	\$293,810.50
Fares	\$57,573.50
Net Operating Deficit	\$236,237.00
Pace Subsidy	\$177,177.76
Total Local Share	\$59,059.21
City of Naperville Local Share	\$31,490.39
Naperville Township Local Share	\$7,323.35
Lisle Township Local Share	\$13,489.11
Wheatland Township Local Share	\$6,756.36

Approximately 9,400 rides were paid for by the Ride DuPage to Work program by the Naperville Partners. The local share cost was approximately \$345,307 in FY 2021. However, half of this cost is reimbursed by the Section 5310 federal grant that the City and its partners have applied for and received since 2014. The grant funding is described in further detail below. This cost is split among the local partners by the same percentages listed above. See Table 17.

Table 17. 2021 Ride DuPage to Work Program Costs

Service Cost	\$388,110.93
Fares	\$42,803.79
Total Local Share	\$345,307.14
Section 5310 Grant Reimbursement	\$172,653.57
City of Naperville Local Share	\$92,058.97
Naperville Township Local Share	\$21,409.06
Lisle Township Local Share	\$39,434.12
Wheatland Township Local Share	\$19,751.58

In 2021, the total local cost, after the grant reimbursement, was \$231,712, see Table 18.

Table 18. 2021 Total Local Costs

Local Sponsors	Ride DuPage Cost	Ride DuPage to Work Cost	Total Cost	Grant Reimbursement	Total Net Cost
City of Naperville	\$31,490	\$184,118	\$215,608	\$92,059	\$123,549
Naperville Township	\$7,323	\$42,818	\$50,141	\$21,409	\$28,732
Lisle Township	\$13,489	\$78,868	\$92,357	\$39,434	\$52,923
Wheatland Township	\$6,756	\$39,503	\$46,260	\$19,752	\$26,508
Total Partners	\$59,059	\$345,307	\$404,367	\$172,654	\$231,713

The Naperville Partners, along with the Milton Partners, have continued to apply for and receive federal funding since 2008. These funds are awarded by the Regional Transportation Authority (RTA). These funds reimburse the partners for 50% of their local share spending. In 2021, the Naperville Partners were reimbursed \$172,653 and the actual local costs were approximately \$172,653, which is half of the \$345,307 described in the previous page. Table 19 shows the Section 5310 reimbursement for the Naperville Partners as well as the local share costs.

Table 19. 2021 Ride DuPage and Ride DuPage to Work Local Share Costs

	Taxi Trips		Bus Trips		Total Trips	RD & RDW Service Cost	RD & RDW Fares	RD & RDW Operating Deficit	RD & RDW Local Share	RDW Section 5310 Grant Reimbursement
	RD	RDW	RD	RDW						
January	152	267	423	379	1,221	\$55,039.51	\$6,876.50	\$18,218.32	\$34,499.27	\$14,972.35
February	165	312	399	367	1,243	\$55,168.08	\$7,234.50	\$17,408.65	\$34,877.09	\$15,262.46
March	236	376	571	416	1,599	\$69,127.69	\$9,431.50	\$24,170.45	\$41,568.34	\$17,762.88
April	264	389	546	400	1,599	\$58,141.94	\$8,488.00	\$20,624.22	\$34,185.77	\$14,514.87
May	316	351	521	375	1,563	\$55,663.55	\$8,586.00	\$23,202.00	\$29,676.05	\$11,937.78
June	293	424	494	362	1,573	\$54,281.84	\$8,780.50	\$19,851.53	\$30,612.69	\$12,824.91
July	231	371	483	421	1,506	\$53,334.01	\$8,067.75	\$18,806.79	\$31,161.17	\$13,229.73
August	308	466	435	392	1,601	\$54,613.64	\$8,963.75	\$18,624.07	\$31,681.84	\$13,512.91
September	295	454	490	365	1,604	\$55,528.51	\$8,880.54	\$20,740.97	\$31,092.24	\$12,953.65
October	289	517	477	358	1,641	\$56,036.01	\$9,019.00	\$19,526.86	\$32,371.86	\$13,745.08
November	247	491	468	349	1,555	\$58,437.93	\$8,038.25	\$17,732.95	\$37,099.96	\$16,333.36
December	222	473	409	391	1,495	\$56,548.72	\$8,011.00	\$17,330.19	\$35,540.07	\$15,603.77
Total					18,200	\$681,921.43	\$100,377.29	\$236,237.00	\$404,366.35	\$172,653.72

Cost Per Trip

Cost per trip is a measure of the program efficiency. Buses are less expensive and can serve more people, reducing the cost per trip. Taxis are more expensive and serve less people, increasing their cost per trip. Cost per trip remained high, due to the pandemic. Taxi rides cost more than bus rides and more customers were using taxi to be able to socially distance and reduce interaction with other people. Service cost per trip was high at the beginning of the year but began to decrease in April. The average service cost per mile was \$15.44 and the average service cost per trip was \$37.74. This differs from 2020 when the average service cost per mile was \$7.75 and the average service cost per trip was \$40.90. Table 20 shows the service cost per mile and the service cost per trip.

Table 20. 2021 Cost Per Trip

Month	Mileage	Service Cost Per Mile	Service Cost per Trip
January	2,726	\$20.19	\$45.08
February	2,754	\$20.03	\$44.38
March	3,953	\$17.49	\$43.23
April	3,640	\$15.97	\$36.36
May	4,289	\$12.98	\$35.61
June	3,993	\$13.59	\$34.51
July	3,600	\$14.82	\$35.41
August	4,066	\$13.43	\$34.11
September	4,218	\$13.16	\$34.62
October	4,828	\$11.61	\$34.15
November	3,650	\$16.01	\$37.58
December	3,530	\$16.02	\$37.83
Average	3,771	\$15.44	\$37.74