

CITY OF WARRENVILLE
MEMORANDUM

To: Mayor, City Council, and City Administrator White *KHG*
 From: *KHG* Cassandra Hernandez-Galvan, Public Works Asset Management Analyst
 Subject: ANNUAL UPDATE ON RIDE DUPAGE PROGRAMS
 Date: JUNE 4, 2025

Details of the Programs:

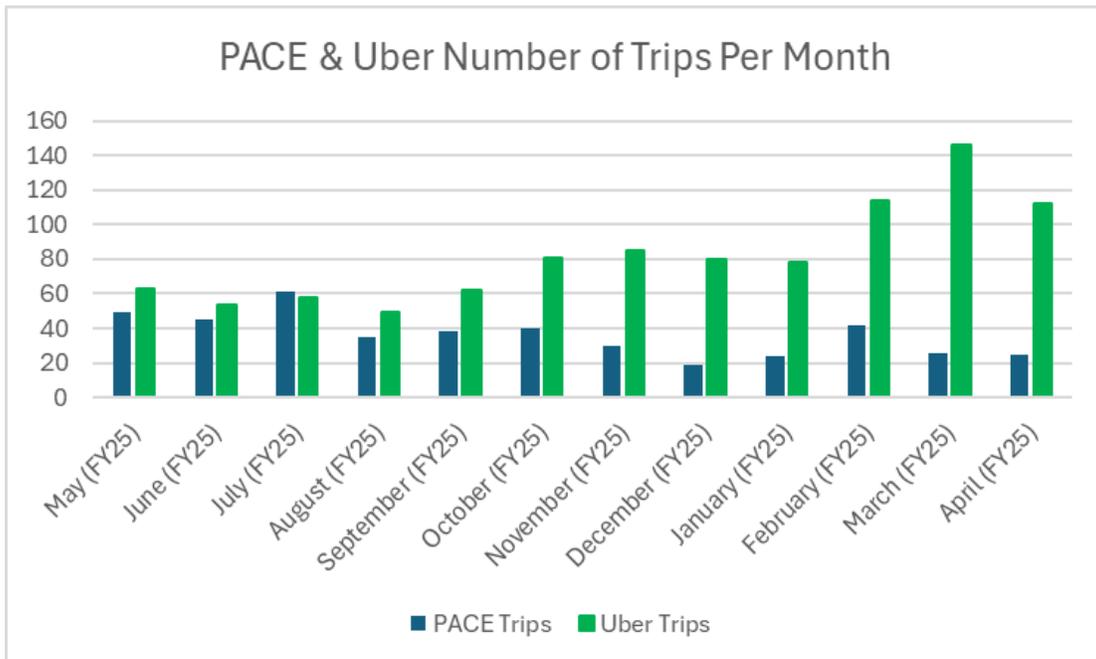
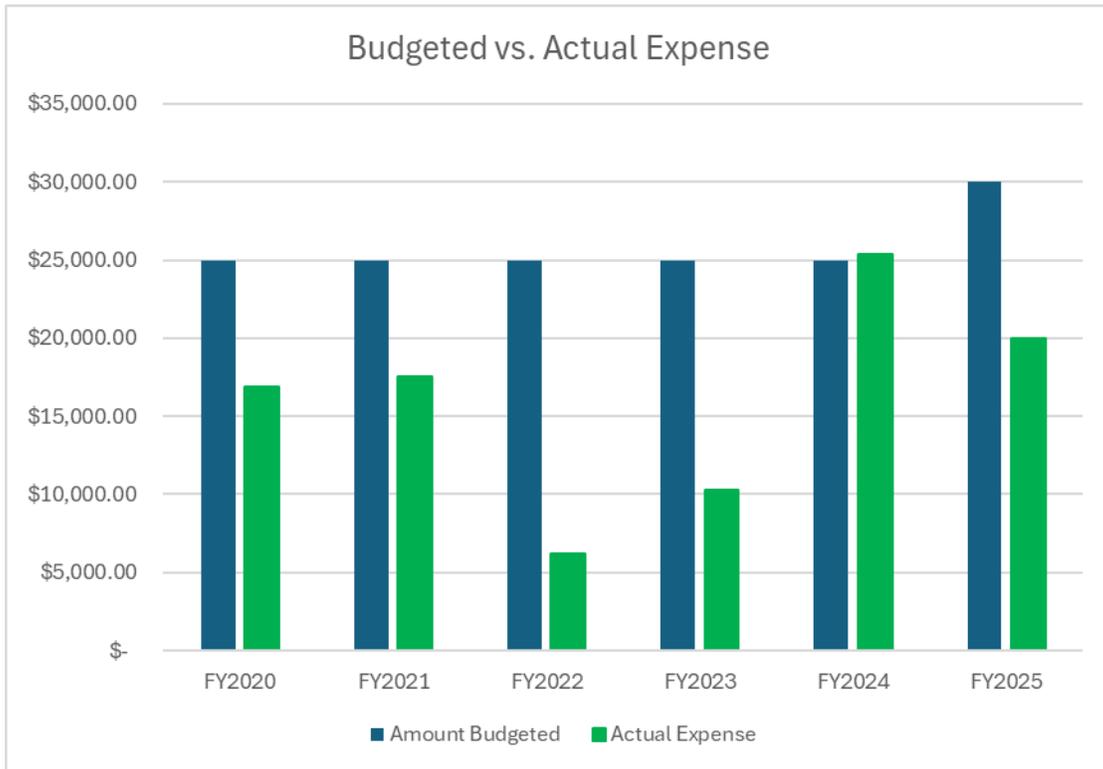
Ride DuPage is a transportation program that provides bus or taxi/vehicle for hire services for people who need travel assistance due to physical or cognitive limitations. Subsidized by a partnership with other municipalities within DuPage County and PACE, the program offers curb-to-curb transportation 24 hours a day, 7 days a week at significantly reduced rates. The City of Warrenville has participated since late April 2019.

Shortly after implementing Ride DuPage, PACE implemented a secondary program called the Ride DuPage Uber Access Pilot Program. After a few years of the pilot program, PACE was able to gather data and information which allowed them to offer this program to other areas of the region. In February 2024, PACE transitioned this pilot program to a permanent program called the “Rideshare Access Program” (RAP). RAP, similar to Ride DuPage, is a subsidy designed for customers certified by Americans with Disabilities Act (ADA) Paratransit who prefer rideshare options. By utilizing the RAP subsidy, residents can save money while enjoying the convenience of not having to reserve ADA Paratransit rides a day in advance.

Historical Data

Staff has been actively monitoring the utilization of the Ride DuPage Program and the Rideshare Access Program. Presented below are several tables and charts with a detailed analysis of the data over the past several years, including the number of registered riders, budgeted vs. actual expenses and a comprehensive overview of FY25 data.

General Fund Account Administration - Senior Services –Ride DuPage - 001-300-301- 46600	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Amount Budgeted	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 30,000
Actual Expense	\$ 16,867	\$ 17,509	\$ 6,195	\$ 10,258	\$ 25,347	\$ 20,027
Total Number of Registered Riders	23	58	67	76	101	134
Total Number of Trips	59	213	260	616	1,199	1,416*



The data gathered below indicates an average of around 118 trips per month. For FY25, staff has allocated a budget of \$30,000, which is \$5,000 more than FY24, as the program exceeded expectations last year. This year, although there was an increase in registered riders, the program remained within budget, with an estimated total of \$20,027.

Month	PACE Total	Uber Total	Total Number of Trips	Grand Total For The Month
May (FY25)	\$ 1,037.65	\$ 636.90	112	\$ 1,674.55
June (FY25)	\$ 951.27	\$ 461.66	99	\$ 1,412.93
July (FY25)	\$ 1,140.17	\$ 567.34	119	\$ 1,707.51
August (FY25)	\$ 741.72	\$ 532.70	84	\$ 1,274.42
September (FY25)	\$ 590.80	\$ 743.96	100	\$ 1,334.76
October (FY25)	\$ 770.86	\$ 920.33	121	\$ 1,691.19
November (FY25)	\$ 689.59	\$ 1,064.73	115	\$ 1,754.32
December (FY25)	\$ 479.15	\$ 1,022.40	99	\$ 1,501.55
January (FY25)	\$ 627.02	\$ 772.46	102	\$ 1,399.48
February (FY25)	\$ 940.84	\$ 1,163.03	156	\$ 2,103.87
March (FY25)	\$ 590.79	\$ 1,751.24	172	\$ 2,342.03
April (FY25)*	\$ 685.00*	\$ 1,150.00*	137*	\$ 1,835.00*
<p><i>*Note: The April invoices necessary for finalizing the FY25 invoice data have not yet been released. Staff utilized usage data from the past six months to calculate an average.</i></p>				

Both programs have been very successful, and staff has received many positive comments about the services which allows residents to independently live life. The number of registered riders and number of rides scheduled annual has increased each year since the City of Warrenville started participating. Staff will continue to diligently monitor expenses and services in FY26.