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MEMORANDUM

To: DuPage County Transportation Committee

cc: Stephen Travia, Director, DOT
Nick Kottmeyer, Chief Administrative Officer

From: John Loper, Chief Transportation Planner

Date: August 4, 2026

Re: Hinsdale Lake Terrace Rideshare Update

As you all know from our prior discussions, ridership on the service has seen remarkable growth. There are many possible explanations, not least of which is the increasing economic burdens of gas and car ownership. The growth in ridership and the cost to DuPage County is not sustainable as it stands today and as the trends suggest.

In addition, in early summer, staff detected what seemed to be unusual numbers of enrollment applications. Many of these were using common property addresses. At that point, staff approached the property management agency (Acclaim) to check these applicants. We determined that they were not legitimate applications, and the applicants were not enrolled. Staff and Acclaim then proceeded to begin the process of reconciling the list of enrollees and people who lived within the program neighborhood. We have identified a list of enrolled users who are not residents of the neighborhood and are referring these names to Pace and Uber to remove them from the enrollment list.

In short, we are recommending another adjustment to the program agreement in which we will curtail the number of monthly rides to a maximum of 30 (a 50% reduction) and a maximum subsidy of \$15 per ride (a 25% reduction from the \$20 mark). This amended agreement will be brought back through both committee and board.

In addition, staff will eliminate all invalid enrollments and will suspend online enrollment. Enrollment will be limited to semi-annual open enrollment periods which will require proof of residency and identification.

We look forward to discussing this further with you at the committee meeting.

