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MEMORANDUM

To: DuPage County Transportation Committee

cc: Stephen Travia, Director, DuDOT

From: John Loper, Chief Transportation Planner

Re: Hinsdale Lake Terrace Rideshare Access Pilot

Date: July 29, 2025

Signature on file

The Hinsdale Lake Terrace Rideshare Access Pilot (HLT-RAP) was created to help the community south of 91st Street and west of IL 83 in unincorporated DuPage County overcome both economic and transportation barriers to success. It was staff's belief that the Pilot would help prove need and demand in the community where other attempts have failed. Through five months, the HLT-RAP has far exceeded our estimates of ridership and, therefore, costs. The program has been very valuable to the neighborhood, and it is common to see every member of a family enrolled and using the program. DuDOT staff continue to see 5-10 new enrollees per week and expect to reach 300 by end of summer. It is the intent of DuDOT to continue the service as we evaluate other, more economical and meaningful ways to serve the community and all of their varying needs.

As you recall, DuDOT signed an agreement with Pace and Uber in November 2024 that went into effect January 1, 2025. The parameters of the service per the agreement were that the County would subsidize the rides up to \$30 per ride, four times daily, within a prescribed geographic area (an area that is roughly 5 miles in radius). As of the date of this memo, we are seeing about 2500 rides per month at an average of a little more than \$15 per ride. Invoices are coming in at about \$37,000 to \$40,000 per month but we have yet to see summer invoices. Through the first four months of service the County has been invoiced over \$107,000 with an annual budget of \$100,000. The County estimates that over the remaining 8 months, with continuing growth in the program, the invoices could reach as much as \$500,000 for the year.

DuDOT staff appreciates that this is not a sustainable number over a number of years without a dedicated fund source and that the DOT's Local Gas Tax options are not viable sources. As a consequence, DuDOT has evaluated a number of simple solutions, and we are bringing these to the Committee for your feedback.

The basic solutions include the following options:

- Reducing the per ride subsidy
- Introducing a service charge
- Reducing the number of rides per month
- A combination of the above

Proposed Changes

DuDOT staff has evaluated the effect of all of the above options. Here is a summary of the options and their effects on the neighborhood.

Option	Option Detail	Effectuated Riders	Budget Effect
Reducing Ride Subsidy	Reduce Subsidy from \$30 per ride to \$20	~20%	5-10% reduction in annual cost
Introducing Service Charge	Introduce a nominal per ride charge of \$2	100%	12-15% reduction in annual cost
Reduced number of rides per month	Reduce number of rides per month to max of 60 (2 per day)	~12-15%	10% reduction in annual cost
Combination of reduced subsidy and rides	\$2 service fee, \$20 maximum subsidy per ride and max of 60 rides per month	100%	25-30% reduction in annual cost

To offset the proposed changes in cost to the residents, we are proposing an amendment to the current agreement that will benefit the neighborhood as well. The principal change involves eliminating the geographic boundaries that the Pilot imposed. One of the common complaints that we have received is that the boundaries in the Pilot prohibit people from taking “complete” rides from the neighborhood to medical appointments at Hinsdale Hospital or Loyola Medical or Hines VA Hospital in Cook County, work in Bolingbrook, classes at College of DuPage or many other reasons. This change is likely to increase the trip length and the average cost. The resident taking the ride would pay the excess fee over the maximum subsidy.

Considering the anticipated financial impacts of the possible alternatives, staff is recommending a combination of all of the possible alternatives as follows.

- A service fee of \$2.00 per ride for all users comparable to the current discounted base fare of a Pace bus ride, a savings of 12 - 15%,
- A new cap on the maximum subsidy of \$20.00 per ride, a savings of 5 to 10%,
- Reducing the maximum number of trips per month to 60, a savings of 5 to 10%,
- And, eliminating the existing trip distance restriction of 5 miles

The approximate total savings of this combination of alternatives is anticipated at 25% or \$125,000 annually for a total program cost of \$375,000 versus the anticipated \$500,000 under the existing program agreement.

Putting any of these changes into effect will require an amendment to the agreement with Pace and Uber. This will require a month or more to process and in the interest of time and conservation of resources, staff respectfully requests your consideration.

In the meantime, staff will continue to investigate appropriate funding sources through the state and federal grant portals as well as to work with Pace to prioritize changes to existing fixed route services that may bring other options to the community.