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### MEMORANDUM

To: DuPage County Transportation Committee

cc: Nick Kottmeyer  
Stephen Travia, Director

From: John Loper, Chief Transportation Planner

Date: April 15, 2026

Re: Hinsdale Lake Terrace Rideshare 2025 Annual Report

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#### Background

As you all know, the Hinsdale Lake Terrace Rideshare Access Program (HLT RAP) began in response to calls for assistance from the community prior to and during the pandemic. DuDOT had been working with the community since 2019 on potential solutions to transportation and safety issues. In 2022 the federal government declared the Hinsdale Lake Terrace census blocks as perhaps the most challenged in DuPage County.

Pace Suburban Bus and DuPage County recognized a great need and amended the existing Rideshare Access Program agreement with Uber to allow the community to be served. Under the agreement, DuPage County receives applications, screens the applicants and enrolls eligible riders. Pace handles digital vouchers and administers invoicing from Uber. DuPage and Pace share in resolving day to day issues, logistics and disciplinary actions.

DuDOT staff provide helpful guidance to riders, potential customers, and others wishing to use the program. Staff effort can range from 8-12 hours per week while Pace support is likely greater and may range from 15-25 hours per week.

#### Program Details

The program was announced in November and December 2024 and DuDOT staff held local meetings to explain the service and how to use it. The initial program was marketed as a Pilot program that was “geo-fenced” meaning that enrollees were screened so that only people from the Hinsdale Lake Community could be served (shown in Figure 1 below). In addition, the potential destinations were geofenced and an Uber access service area approximately five miles in radius was implemented with the Pilot program. Uber was able to use that area to validate the eligible destinations.

During the first ten months of the program DuPage County allowed 4 rides per day with a maximum subsidy of \$30 per ride. This was a level similar to the existing Pace Uber Access program, though we did not match the 8-ride daily maximum offered by Pace.

Over the course of the first three quarters, enrollment increased to over **350** people. The program saw increasing usage as well with the number of subsidized rides totaling more than **3300** per month in July and August. Despite the increase in users and usage, average trip length remained steady averaging between 3.6 and 3.9 miles per trip. Staff was particularly interested in hearing the stories of the residents who were using the service to take children to day care and then on to work. Many were using the service to get to school or to the grocery store to shop for the family while children were in school. Almost all of the shared experiences tell of a lower income community with 0 or 1 car households with a need to find any economic and transportation support possible.

While the program satisfied some of the residents of the neighborhood, staff continually heard that there were other destinations not covered under the program that people desired to reach. Many of these locations were in Cook County or Will County outside the five-mile radius. Specifically, residents were seeking access to medical facilities and doctors' offices, work locations, schools and relatives. As ridership and County investment in the program wildly exceeded expectations, in November, DuDOT staff recommended a reduced number of allowable rides per month and a reduced subsidy. That recommendation was accompanied by the elimination of the 5-mile service area geofence.

The result of these changes is an even greater level of interest in the program and staff has seen another surge in enrollment. Ridership ballooned in December to over 4700 rides delivered in the month and a tremendous change in the destinations (before and after shown in Figure 3 below).

Figure 1 -Hinsdale Lake Terrace RAP Pilot Service Neighborhood

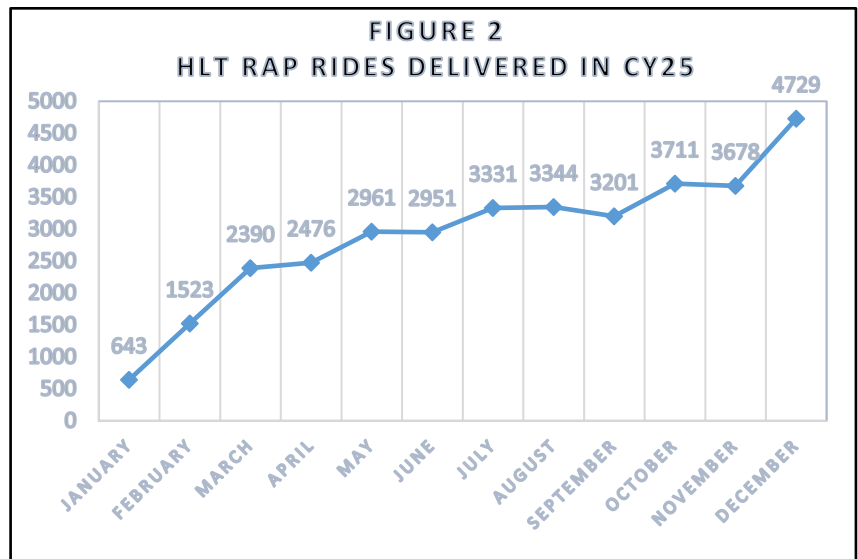
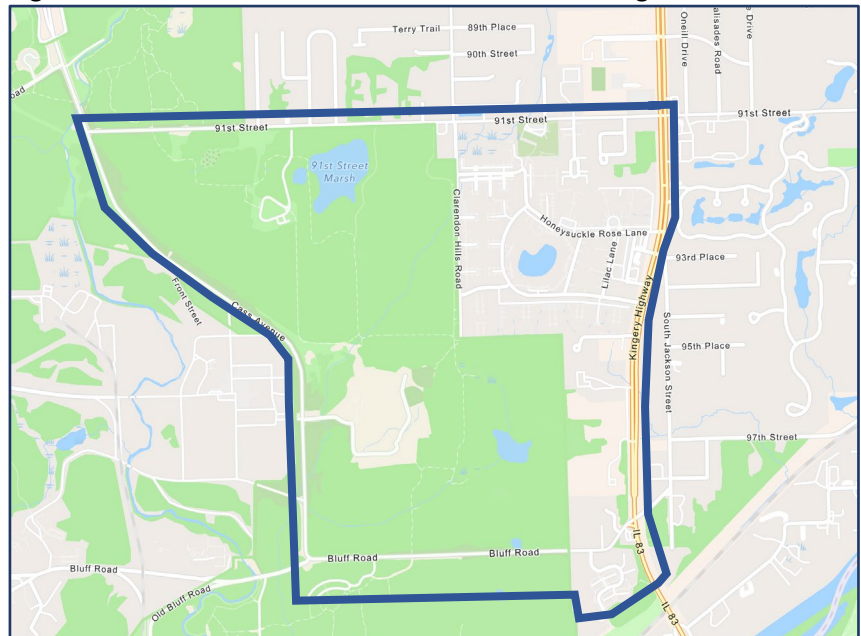


Figure 3 -Hinsdale Lake Terrace RAP Pilot Change in Delivery Area: February/March 2025 vs November/December 2025



## CONSTRAINED & UNCONSTRAINED 2025 TRIPS FOR ALL TRIPS TO/FROM HINSDALE LAKE TERRACE NEIGHBORHOOD

