

# **Countywide Paratransit Service in Lake County**

## **“Ride Lake County”**

**Public Information Meeting  
August 4, 2021**



# Purpose

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- **Implement a new countywide borderless paratransit service that will provide eligible users a transportation option to access all areas of Lake County for work, medical trips, groceries and more.**
- **Consolidate and streamline 40+ existing services into a single countywide paratransit service to be known as “Ride Lake County”.**

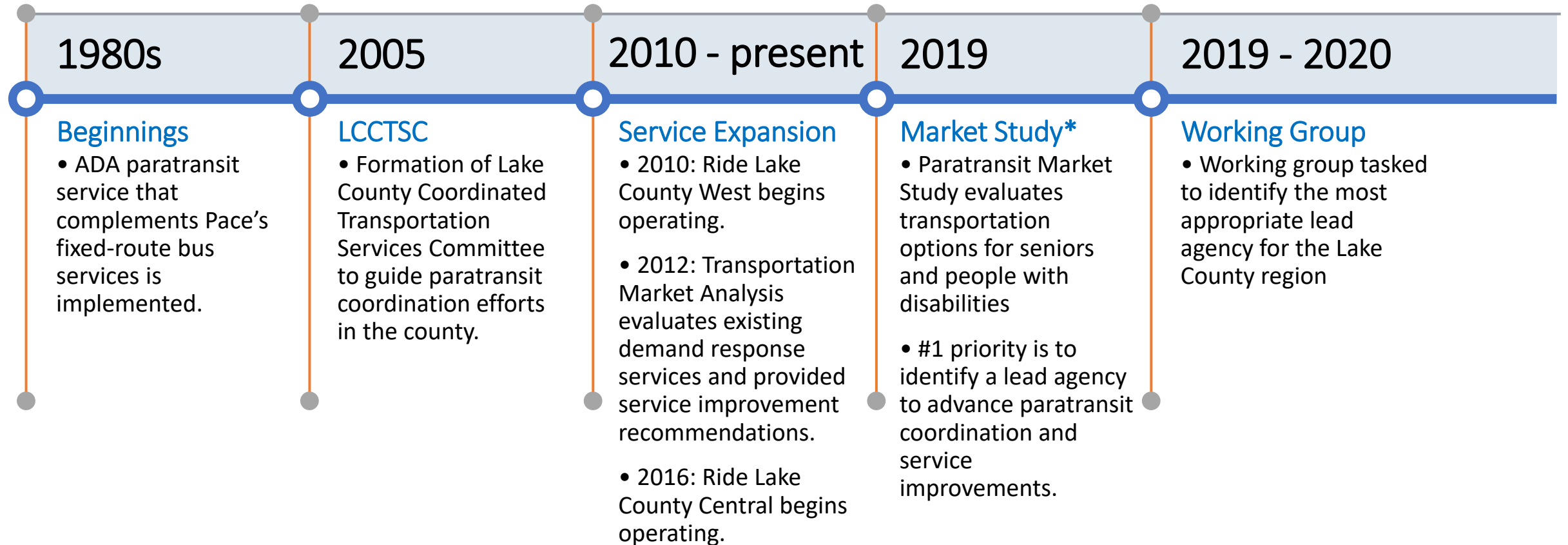
# What is Paratransit?

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**A shared and flexible on demand service that responds to rider requests for travel within a defined service area geared toward individuals with mobility limitations that prevent them from accessing scheduled bus service, and/or live outside an area served by scheduled bus service.**

Definition source: LCDOT Paratransit Market Study

# History of Paratransit in Lake County



\*Paratransit Market study can be viewed online at: [lakecountyil.gov/3770](https://lakecountyil.gov/3770)

# Lead Agency Working Group

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- Created by the County Board in 2019
- Conducted seven meetings in 2019 and 2020
- Solicited feedback from Pace and Peer Counties

## Recommendation

Lake County Government serve as **Executive Sponsor** in a new countywide service model and on a new Ride Lake County Committee, to be made up of local funding sponsors and service providers that will be created and replace the Lake County Coordinated Transportation Services Committee (LCCTSC).



# Case Study: MCRide Past & New Service

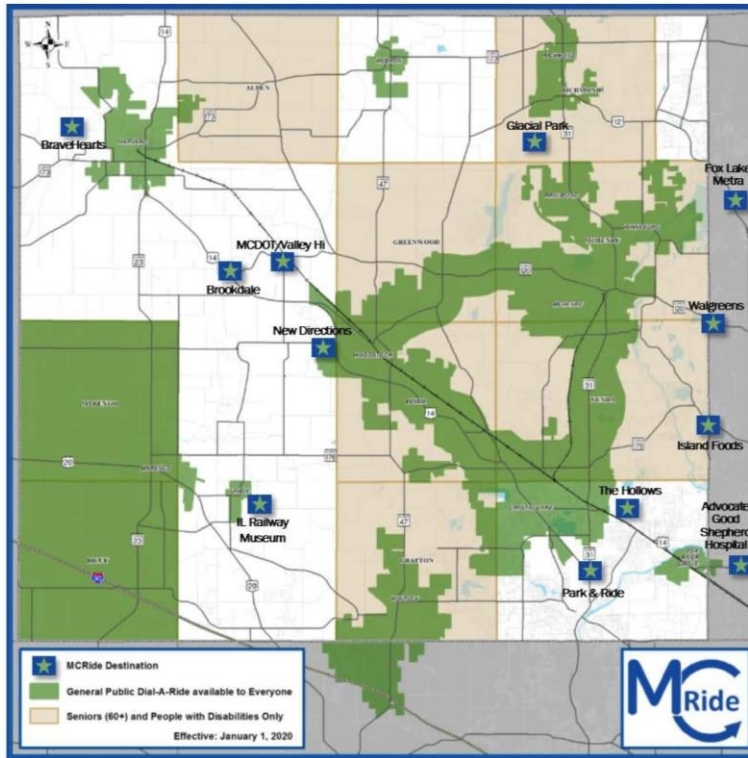
2020

## MCRide Service Area\*

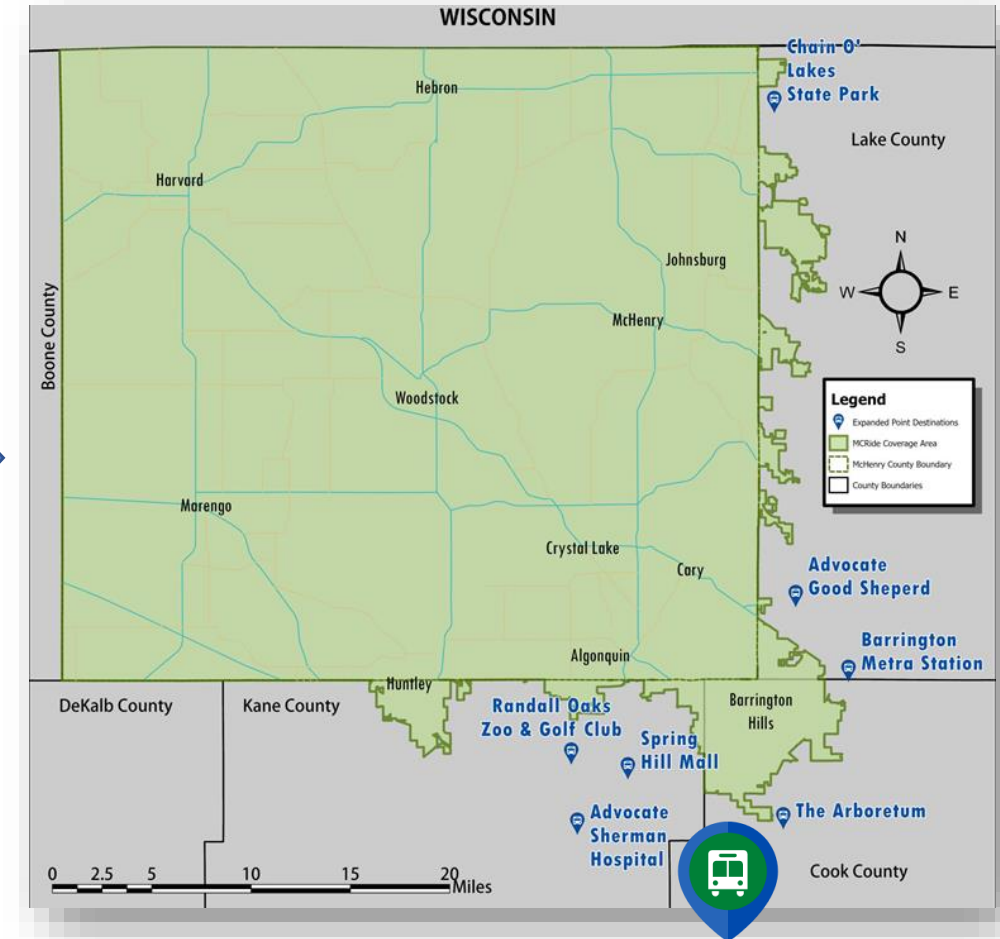
Over half of McHenry County is covered by MCRide!

- ☐ 9 Townships
- ☐ 12 Municipalities
- ☐ 13 Point Destinations

\*A rider does not have to live in the service area – their trip has to begin and end somewhere in the eligible service area.

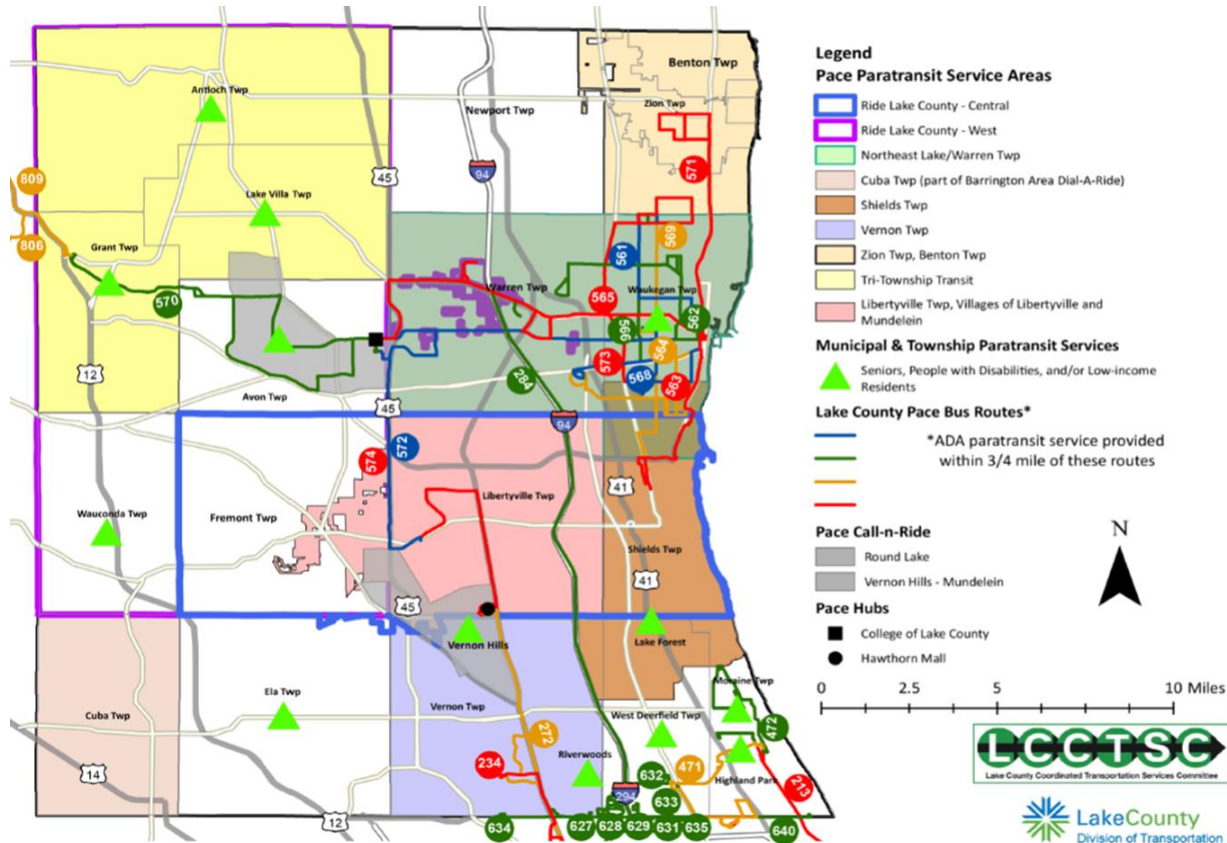


2021

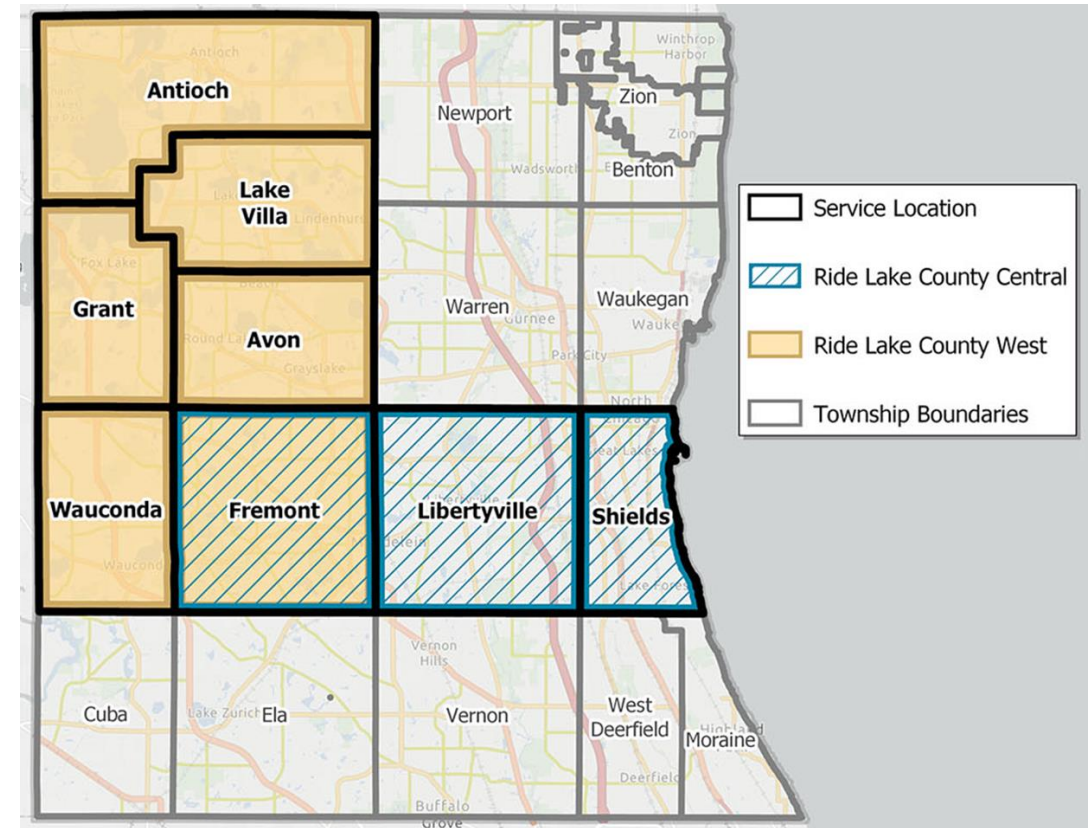


# Existing Services

## Non-Fixed Route Services



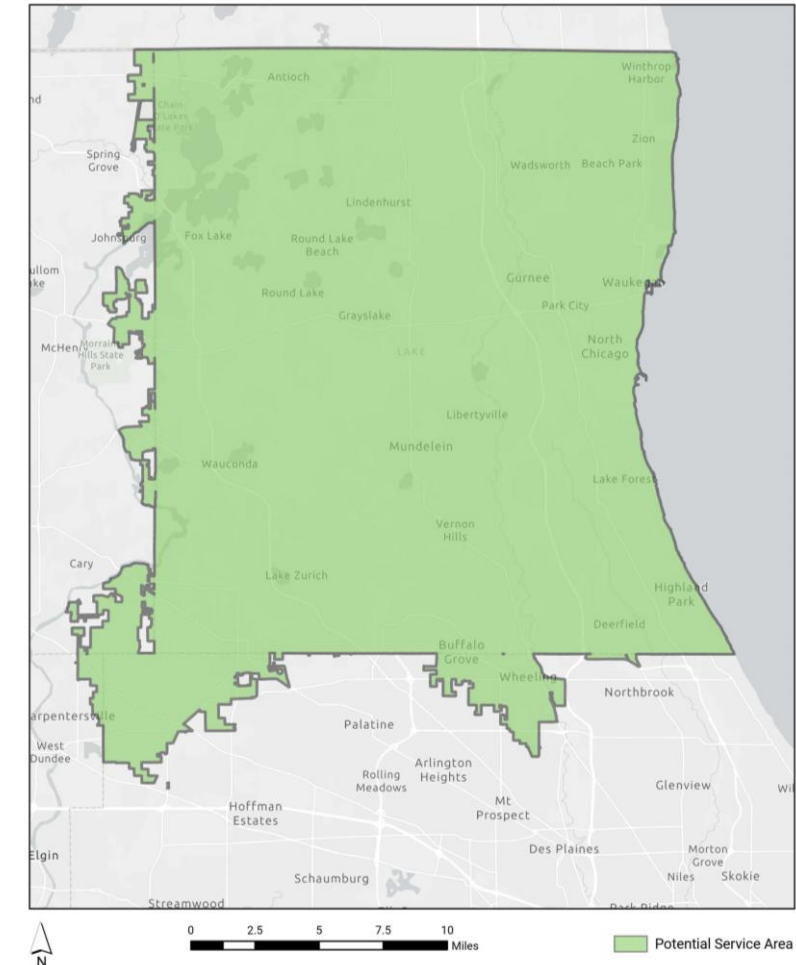
## Ride Lake County Services



# New Service Benefits

- **Countywide Borderless Service**
  - Eliminate gaps in existing service
- **Improved Customer Experience**
  - Greater accessibility
  - Central source of public transit service
  - Reduced overlapping/competing services
- **Streamlined administrative functions**

Potential Ride Lake County Service Area



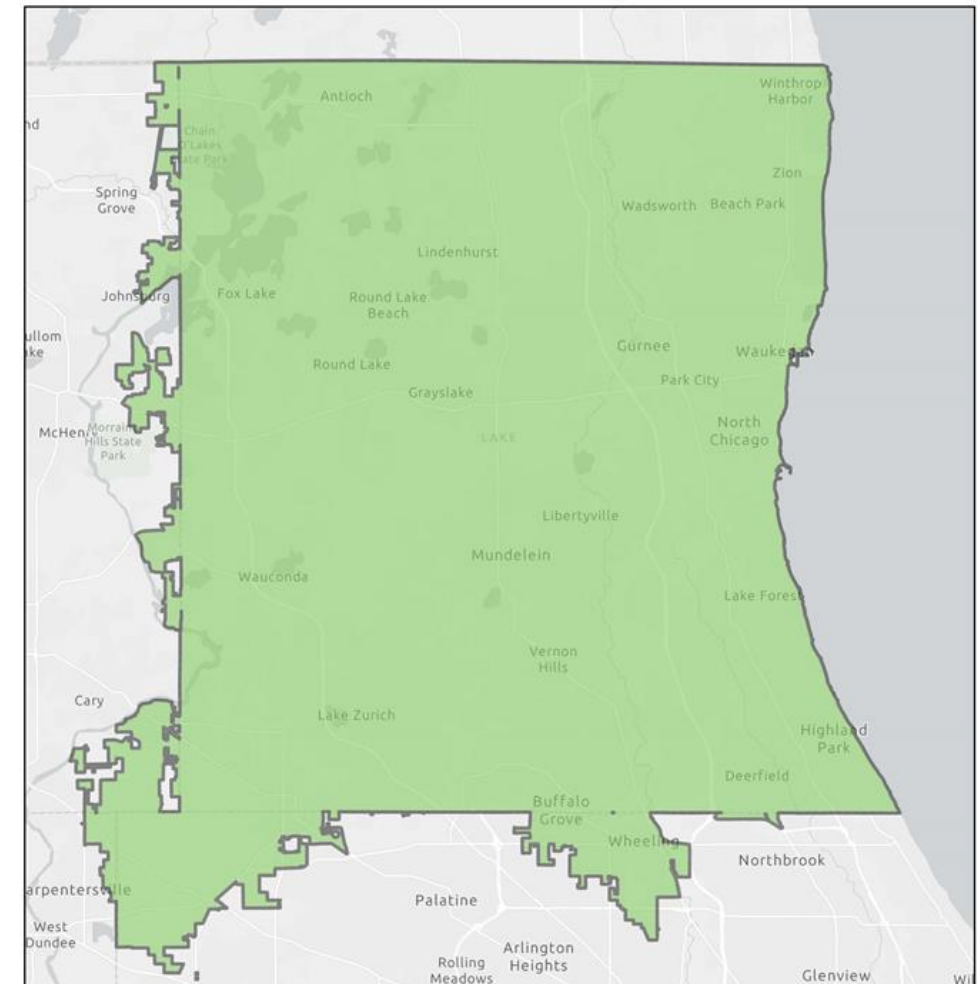


# Proposed Service Parameters

|                              |                        |                         |
|------------------------------|------------------------|-------------------------|
| Hours of Operation:          | 6:00AM - 6:00PM        |                         |
| Days of Operation:           | Weekdays and Weekends  |                         |
| Holidays:                    | No Service             |                         |
| Fare Structure:              | Distance Based         |                         |
| Base Rate:                   | <u>First 5 Miles</u>   | <u>Each Add'tl Mile</u> |
| Senior (60+)                 | \$3.00                 | \$0.50                  |
| Individual with a Disability | \$3.00                 | \$0.50                  |
| Estimated Ridership:         | 59,000+/- annual trips |                         |

Estimated ridership provided by PACE. Service parameters would be evaluated over time and adjusted to meet demand in line with available revenues.

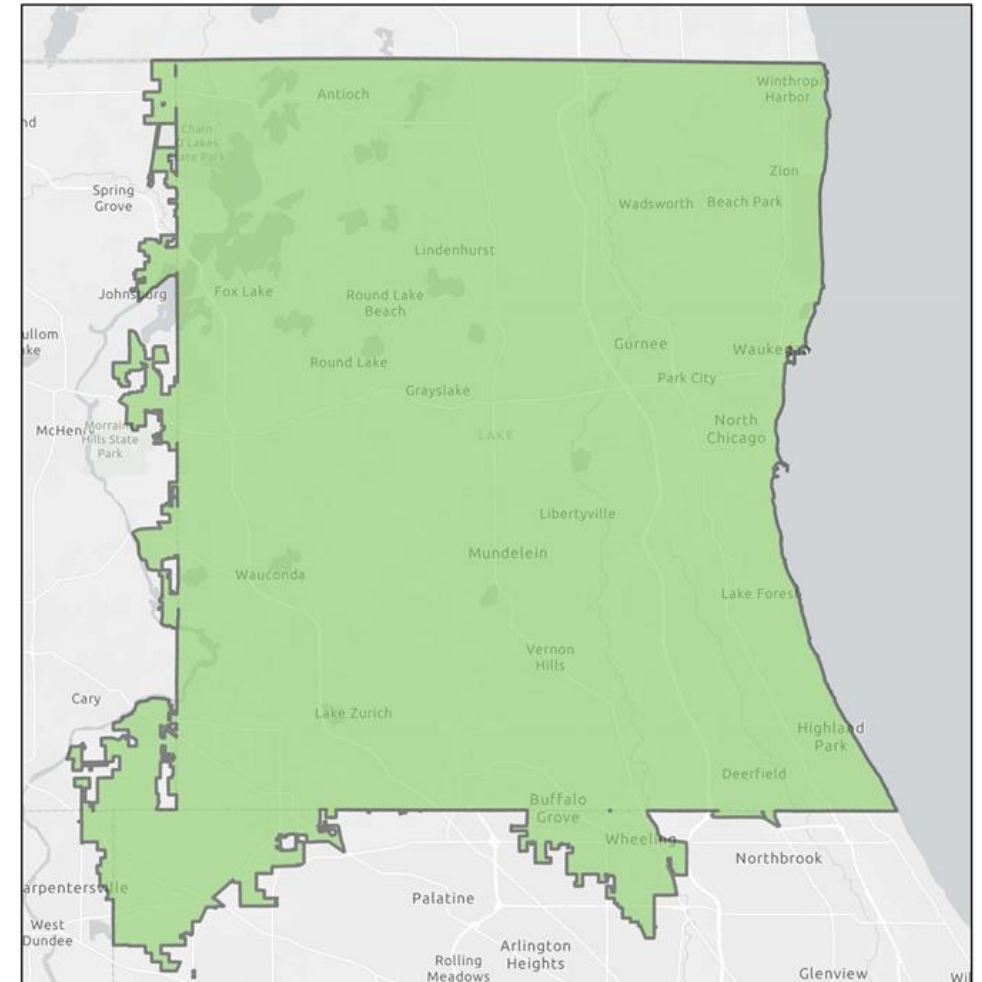
Potential Ride Lake County Service Area



# Using the Service

- **Registration and Trip Booking will be handled by a single phone number. (Pace Call Center)**
- **Riders can book a trip anywhere within the service area if either the pickup or drop off location is within Lake County.**
- **Riders may make reservation as much as 7 days in advance or as little as 2 hours in advance; it is recommended to call at least 24 hours in advance.**
- **There are no limitations on trip purposes or the number of trips a rider can book.**

Potential Ride Lake County Service Area



# Key Next Steps

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## 2021

- Local Agency Stakeholder and Public Outreach  We are here
- County Board Approval of New Funding and Service Sponsorship
- Develop Intergovernmental Agreement (IGA) between Pace and Lake County

## 2022

- Approve and Execute IGA
- Public Outreach and Formal Marketing of New Service
- Pace Ramp Up and Service Rollout
  - Pace Call Center
  - Pace Buses and Drivers

# Provide Feedback

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## Provide Feedback Now

- Add comments/questions in the Chat Box
- Click “Raise Hand” and ask questions or give comments

## Provide Feedback After the Meeting

- Public Comment Period: August 4<sup>th</sup> to August 18<sup>th</sup>
- Online at: [lakecountyil.gov/ParatransitInput](https://lakecountyil.gov/ParatransitInput)
- Email: [dot@lakecountyil.gov](mailto:dot@lakecountyil.gov)
- Phone: 847-377-7538





**Thank you**