

Ride Virtual Orientation



March 4, 2022

Mike Klemens | Manager of Planning
Joe Surdam | Paratransit Coordinator

Program Sponsors:



Today's Agenda



- Welcome-Zoom Housekeeping
- Background and History of Paratransit
- Ride Lake County Service Details
- Resources
- Q&A

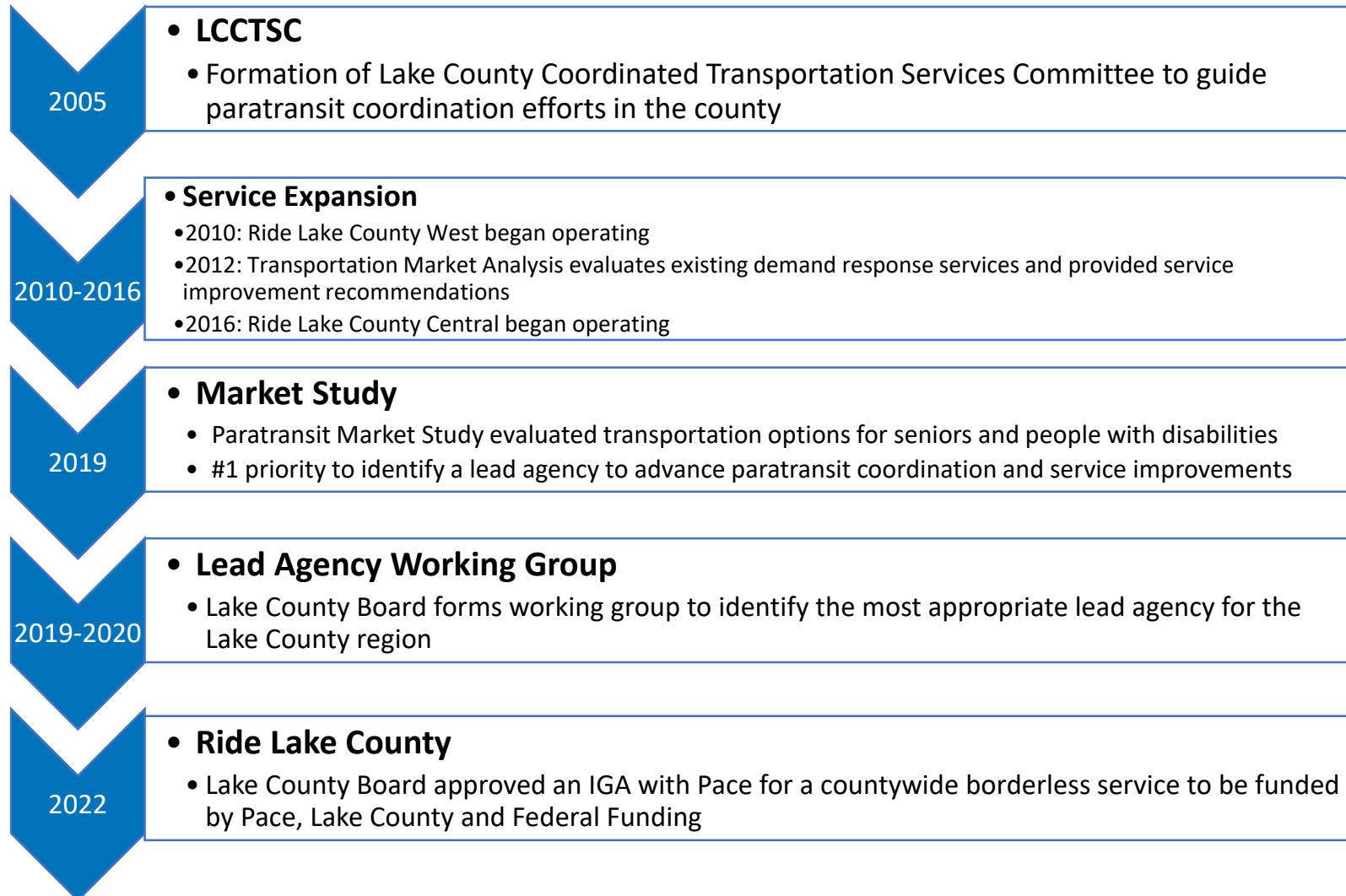


What is Paratransit?

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.



Paratransit in Lake County



County Board Approval

February 10, 2022

— LAKE COUNTY —
NEWS-SUN

County Board approves funding, framework for ‘Ride Lake County’ paratransit service; ‘This is really wonderful’

By JAMES T. NORMAN LAKE COUNTY NEWS-SUN | FEB 10, 2022 AT 9:06 AM

Registration begins March 14, 2022

New service begins May 1, 2022

What is Ride Lake County?



- A curb to curb shared-ride service, the bus will pick up and drop off other passengers.
- A service that is available for seniors (60+) and individuals with a disability.
- A service that provides transportation to anywhere within the County no matter the trip purpose.



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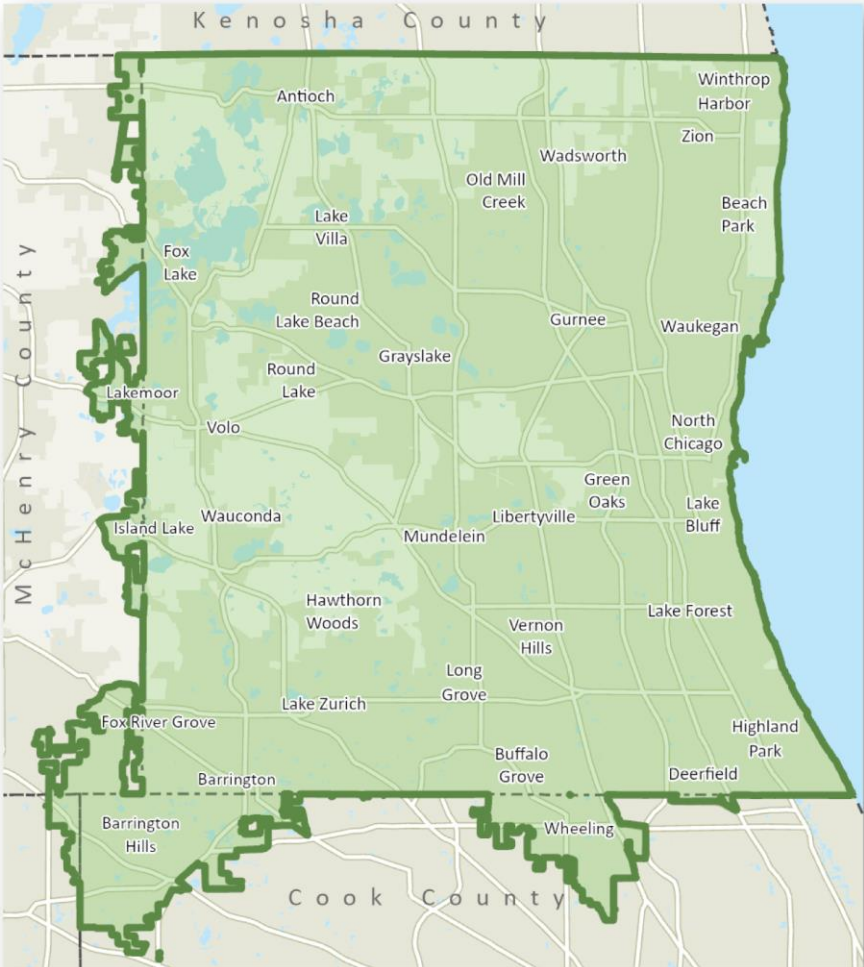


Service Parameters



Ride Lake County Service Area

<u>Eligibility:</u>	Seniors (60+) and Individuals with a Disability		
<u>Service:</u>	Riders can book a trip anywhere within the service area if either the pick-up or drop-off location is within Lake County.		
<u>Hours:</u>	6:00AM - 6:00PM; 7 days per week except holidays		
<u>Fare Structure:</u>	Flat Rate with Distance Tiers (Each Way)		
	<u>0-5.0 miles</u>	<u>5.01-10.0 miles</u>	<u>10.01+ miles</u>
	\$2.00	\$4.00	\$6.00
<u>Payment:</u>	Cash Only		
<u>Registration:</u>	Pace Call Center 1-800-201-6446		
<u>Trip Booking:</u>	Pace Call Center 1-800-201-6446		
<u>Reservations:</u>	From 7 days in advance to 2 hours in advance		



Service Registration



Everyone wishing to use Ride Lake County will need to register before booking a trip. (Including riders of existing services)

To register:

Call Pace Call Center at 1.800.201.6446

Provide Contact Info

If a Senior (60+), provide birthdate info

If an Individual with a Disability, provide

RTA Reduced Fare Permit Number

Schedule a Ride!

**Registration
opens
March 14, 2022**

RTA Reduced Fare Permit



- **Reduced Fare Permit is used to verify disability for Ride Lake County eligibility; but the fares are the same for all riders of Ride Lake County**
 - Riders with a disability need to provide proof of disability benefits or a doctor must fill out a proof of disability form to get the RTA Reduced Fare Permit
 - Additionally, persons with qualifying disabilities can also ride at a reduced rate on fixed route transit (CTA, Metra and Pace).
- **Individuals can apply for a permit through the following ways:**
 - **Online:** <https://fares.rtachicago.org/>
 - **In Person:** Call 312.913.3110 to find an office nearby to visit to fill out an application or to ask for an application to be mailed to you.
 - **By Mail:** Download an application from the RTA website and mail to the address listed on application.

Booking a Trip



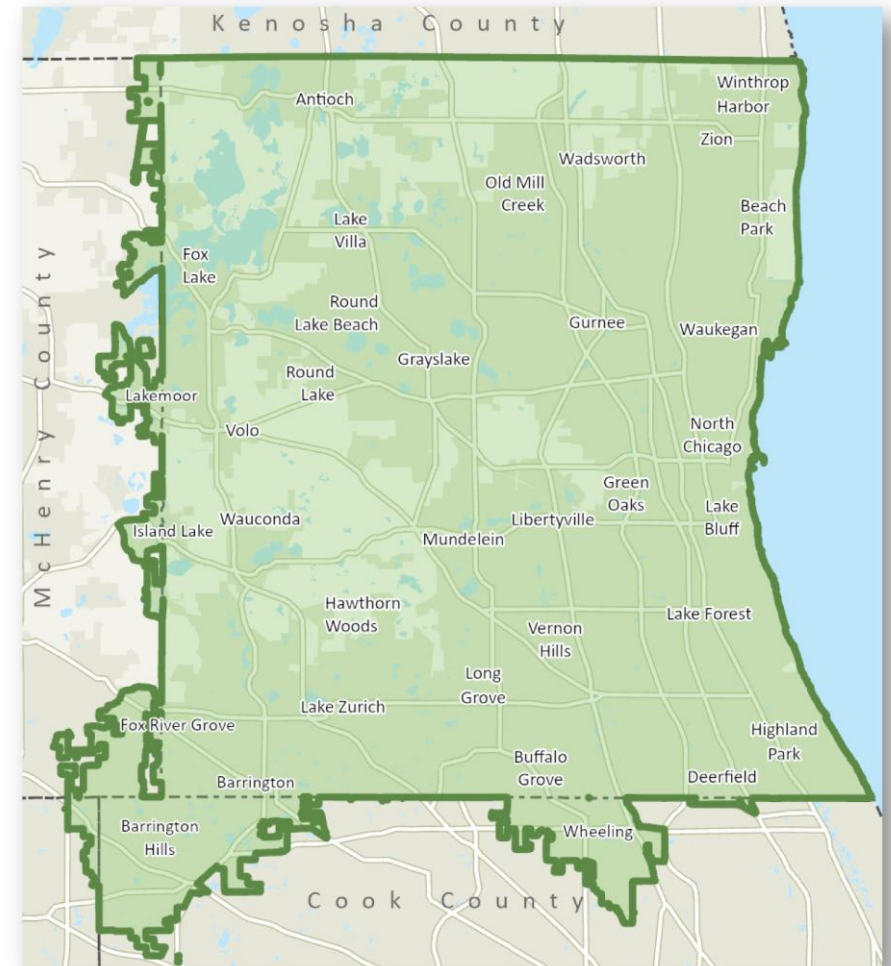
- **Call Pace Call Center at 1.800.201.6446**
 - Open 5:30AM – 6:00PM Daily
- **Provide the following information:**
 - Date of Trip (Book up to 7 days ahead)
 - Name of rider(s) including any Personal Care Attendants or companions
 - Whether rider is traveling with children
 - Requested drop-off or pick-up time
 - Exact street address for pick-up and drop-off
 - Whether any mobility aids will be used
- **Trips are considered on time if pick up happens within 30 minutes of scheduled time**

**Trips
begin
May 1, 2022**

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 pick-up 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.

Ride Lake County Service Area



Title VI Program Notice



Ride Lake County operates without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by an unlawful discriminatory practices under Title VI may file a complaint by contacting Pace's Quality Assurance representatives or LCDOT staff.



Other Resources



lakecountyil.gov/RLC

Pace Call Center at 1.800.201.6446



Contact Information



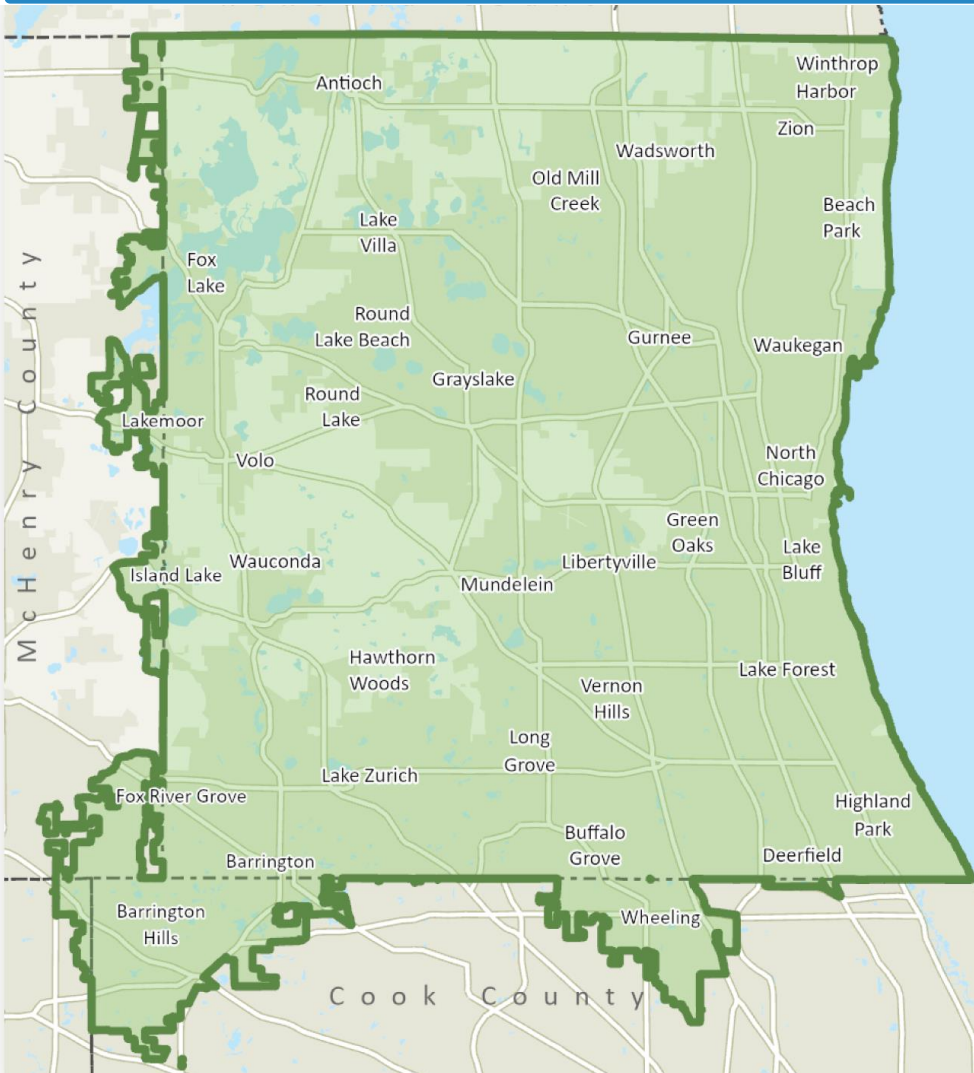
Joe Surdam, LCDOT Paratransit Coordinator

- Email: jsurdam@lakecountyil.gov
- Phone: 847-377-7538

Registration and Trip Booking: Pace Call Center at 1.800.201.6446

For more information on Ride Lake County visit: lakecountyil.gov/RLC

Questions?



**Please enter your questions
in the chat box
or use the raise hand feature**

Program Sponsors:





Thank You!