



Ride Paratransit Service



Celebrating Two Years of Countywide Service!

August 7, 2024
Mike Klemens
Manager of Transportation Planning

Program Sponsors:



Today's Agenda



Background and Paratransit Development



Review Second Year of Ride Lake County Service



2025 Pace Operating Agreement



Ride Paratransit Service

Lake County



Background and Paratransit Development

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.”

–Lake County Paratransit Market Study (2019)

Ride Lake County Launch!



LAKE COUNTY
NEWS-SUN

Riders flock to new Lake County bus service for seniors, disabled; 'This is a seamless, borderless system for all of Lake County'



August 7, 2024

Service Launched May 1, 2022!

What is Ride Lake County?



A curb to curb shared-ride service, the vehicle may pick up other passengers



A service that is wheelchair accessible for all passengers



A service that provides transportation anywhere in the County for any purpose

TripCheck App Now Available



Pace's Paratransit TripCheck now available as mobile app



TripCheck from Pace Paratransit helps passengers keep track of their rides

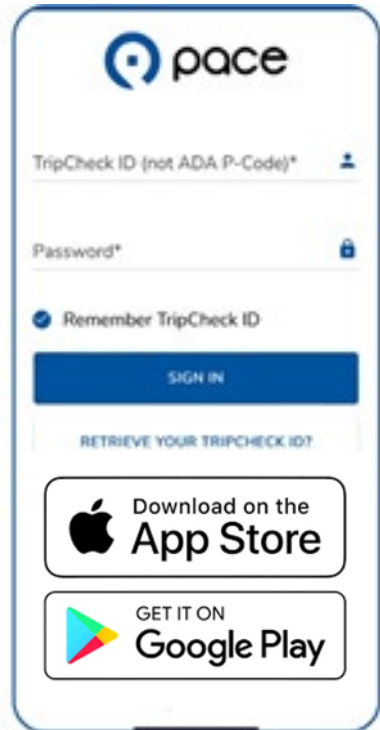


Allows rider to view trip, cancel trips, and opt in/out of alerts



Now available online, Apple App Store and Google Play Store for free

TripCheck App Now Available



Automatic email/text message alerts:

- Trip booking (sent whenever you book a trip)
- Trip cancellation (sent whenever you cancel a trip)
- Imminent arrival (sent 20 min prior to scheduled pickup time)
- Next-day itinerary (sent nightly-scheduled trips for next day)

Riders can get information from TripCheck:

- Review or cancel upcoming trips and change their password by calling, using the app, or using the web portal
- Send a text message to see the next day's first scheduled trip

Ventra Payments-Now Available



Riders have the option of using Ventra during the booking process



Riders can enter their Ventra card number into their TripCheck account



Once linked riders can deduct fares from their Ventra account for Ride Lake County



Ventra Account payment option launched June 17, 2024



Ride Paratransit Service

Lake County



Ride Lake County Service Ridership & Usage Information

Marketing the Service



Third most visited DOT webpage



15,500 Brochures, 1,800 FAQs, 2,500 Guides, 1,150 Posters distributed



75,000+ people reached through digital communications



Presentations to community groups, schools, senior centers

Rider Usage (May 2022-April 2024)



1,679 individual riders



Average of 42 trips per rider



89% took at least 2 trips; 72% took 3 or more

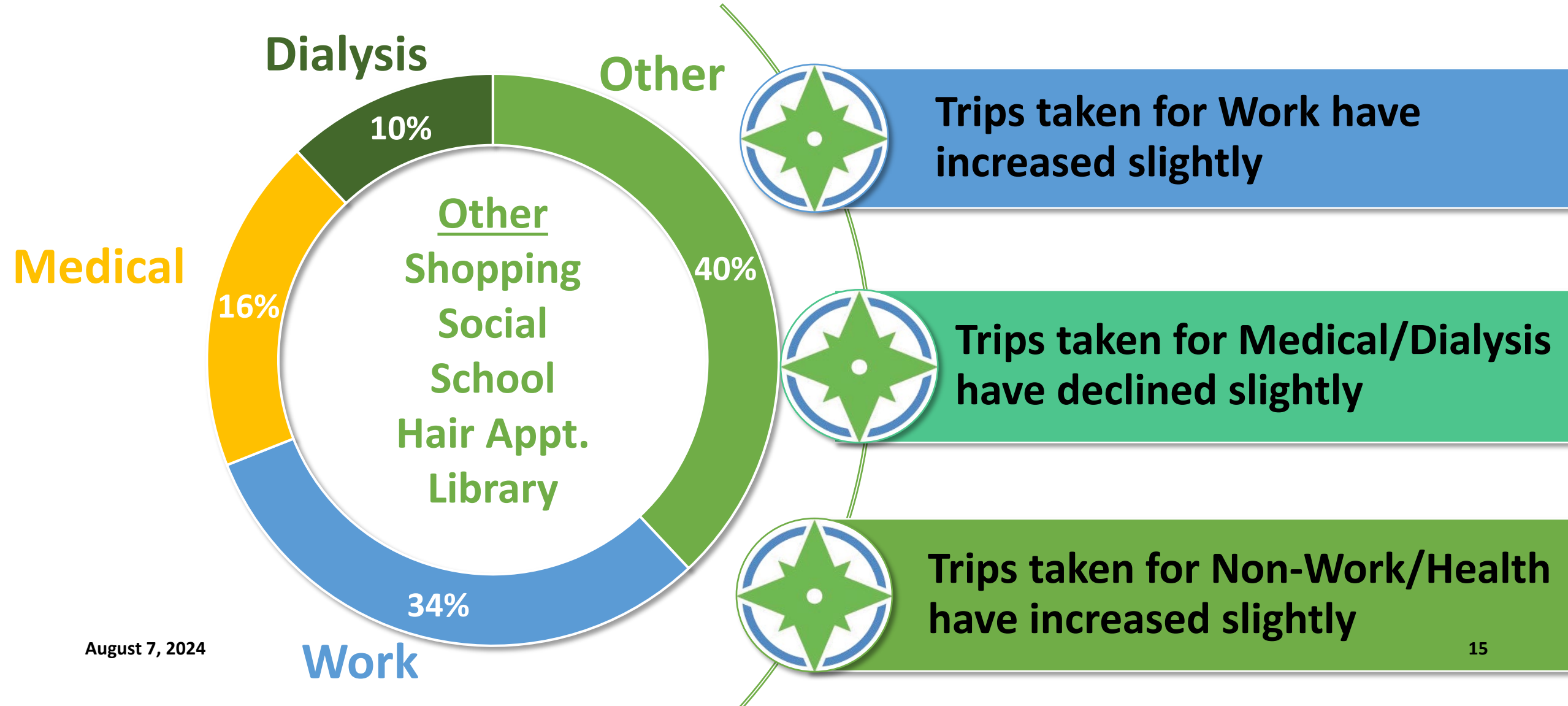


Top rider took 2,329 trips



“Super Users” (400+ trips) make up 35.6% of trips

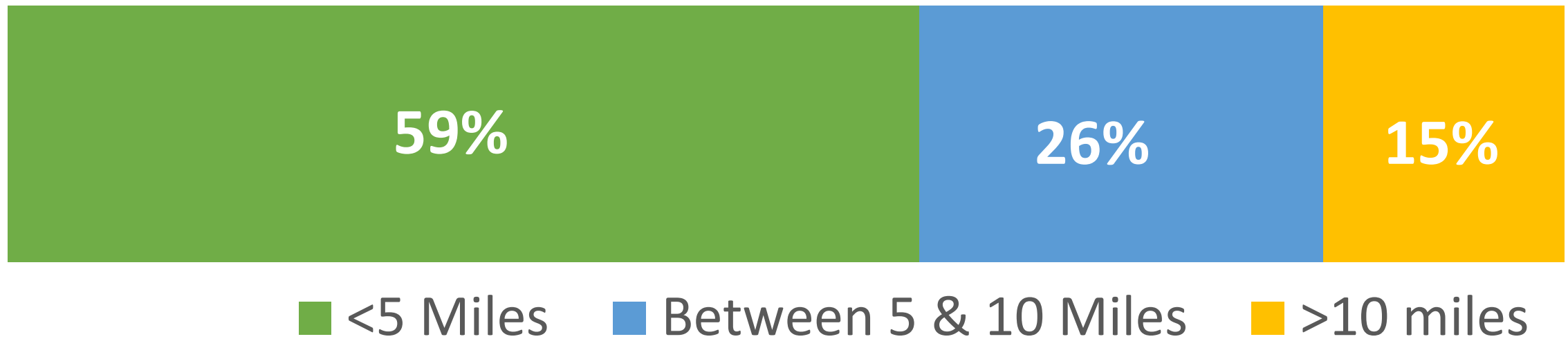
Trip Purpose



Trip Distance

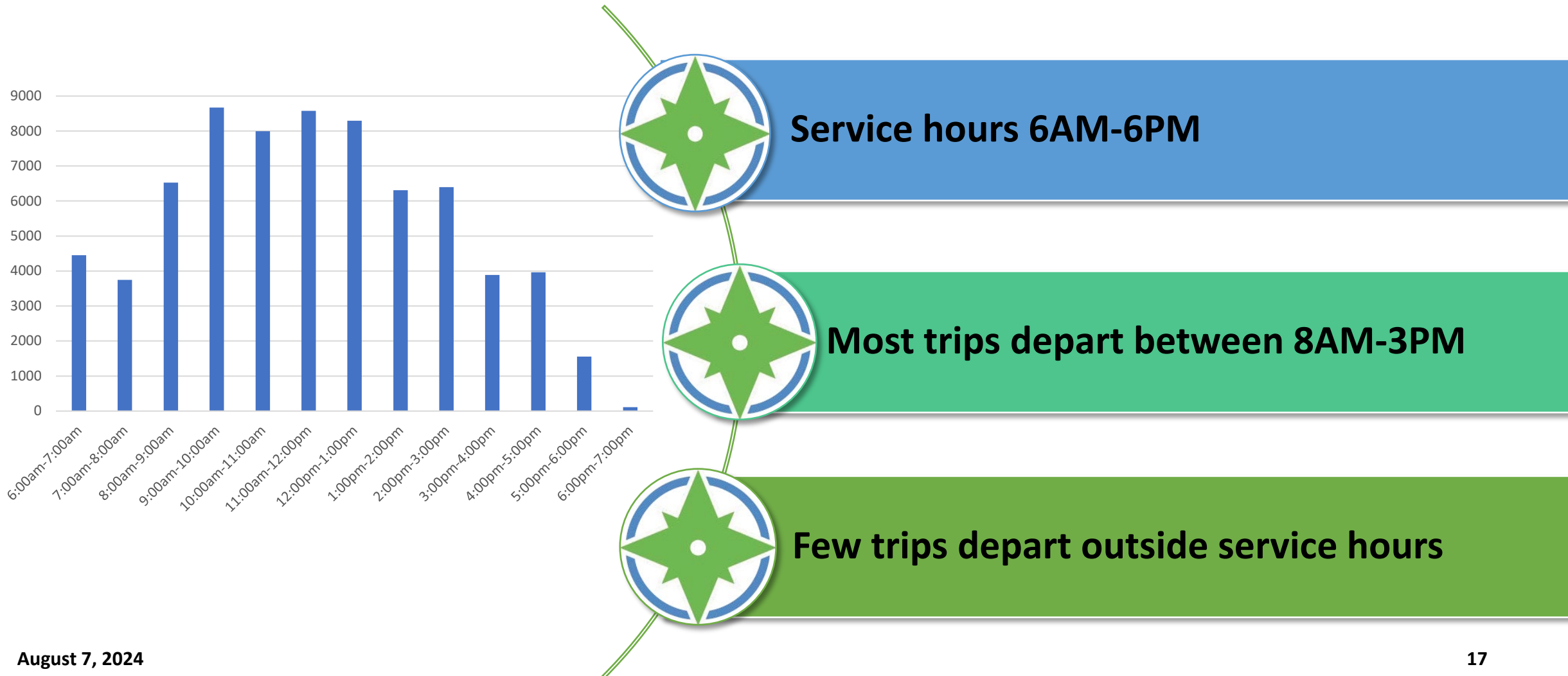


Average Trip Distance = 5.8 miles
(Increased .7 miles from Year 1)

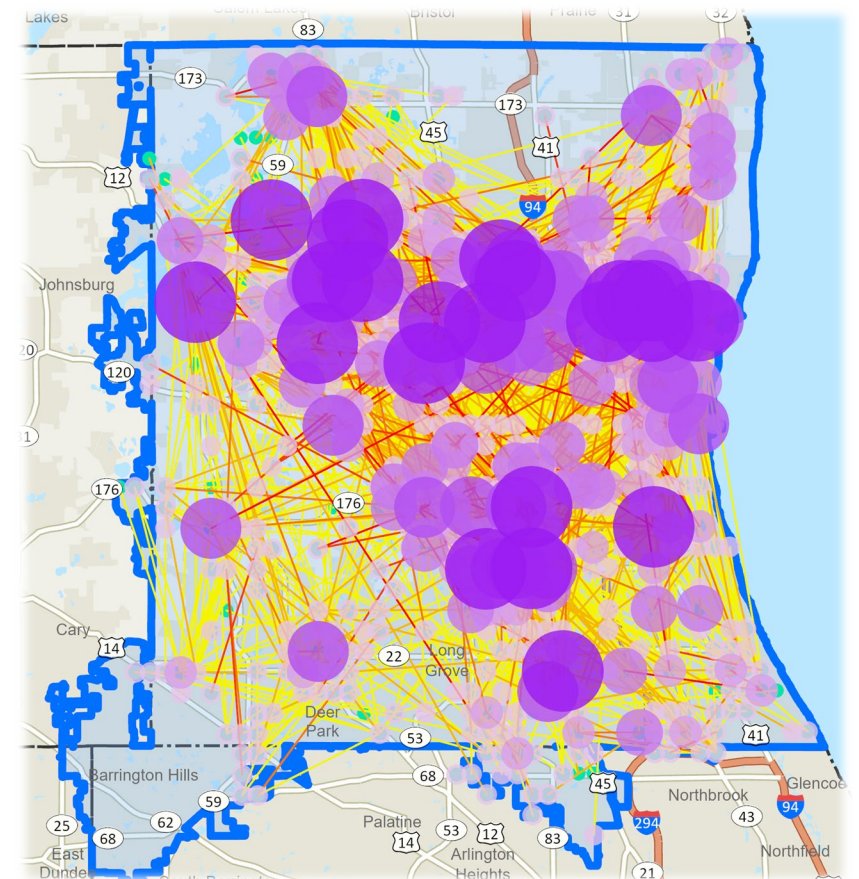
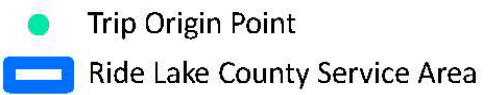
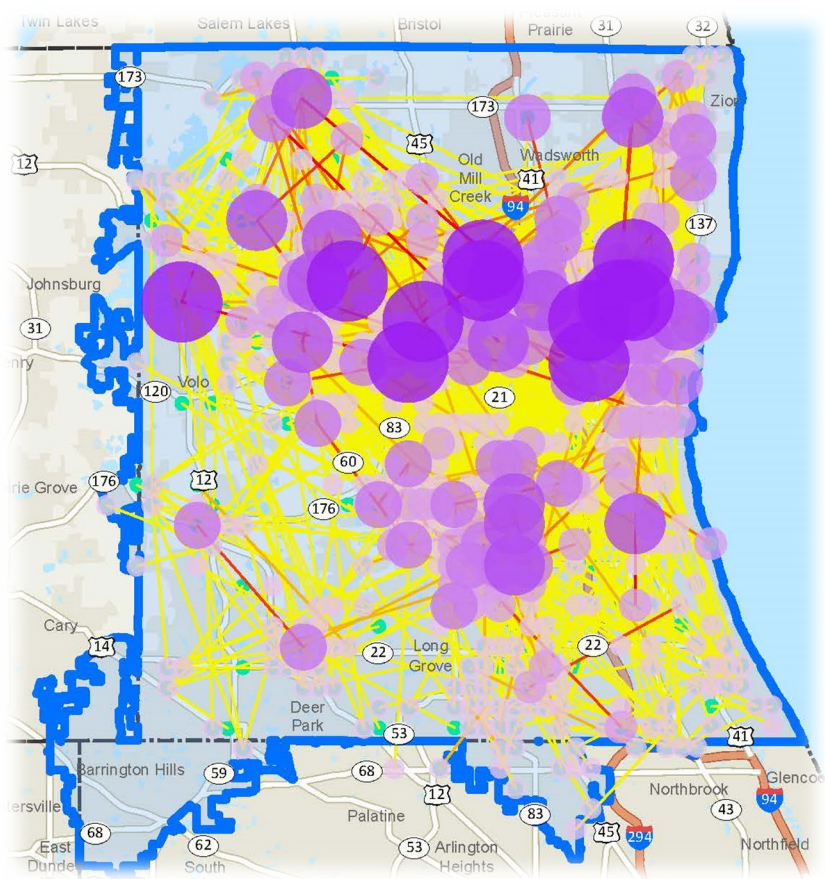


Average Trip Duration = 20.5 minutes

Departure Times (May 2022- April 2024)



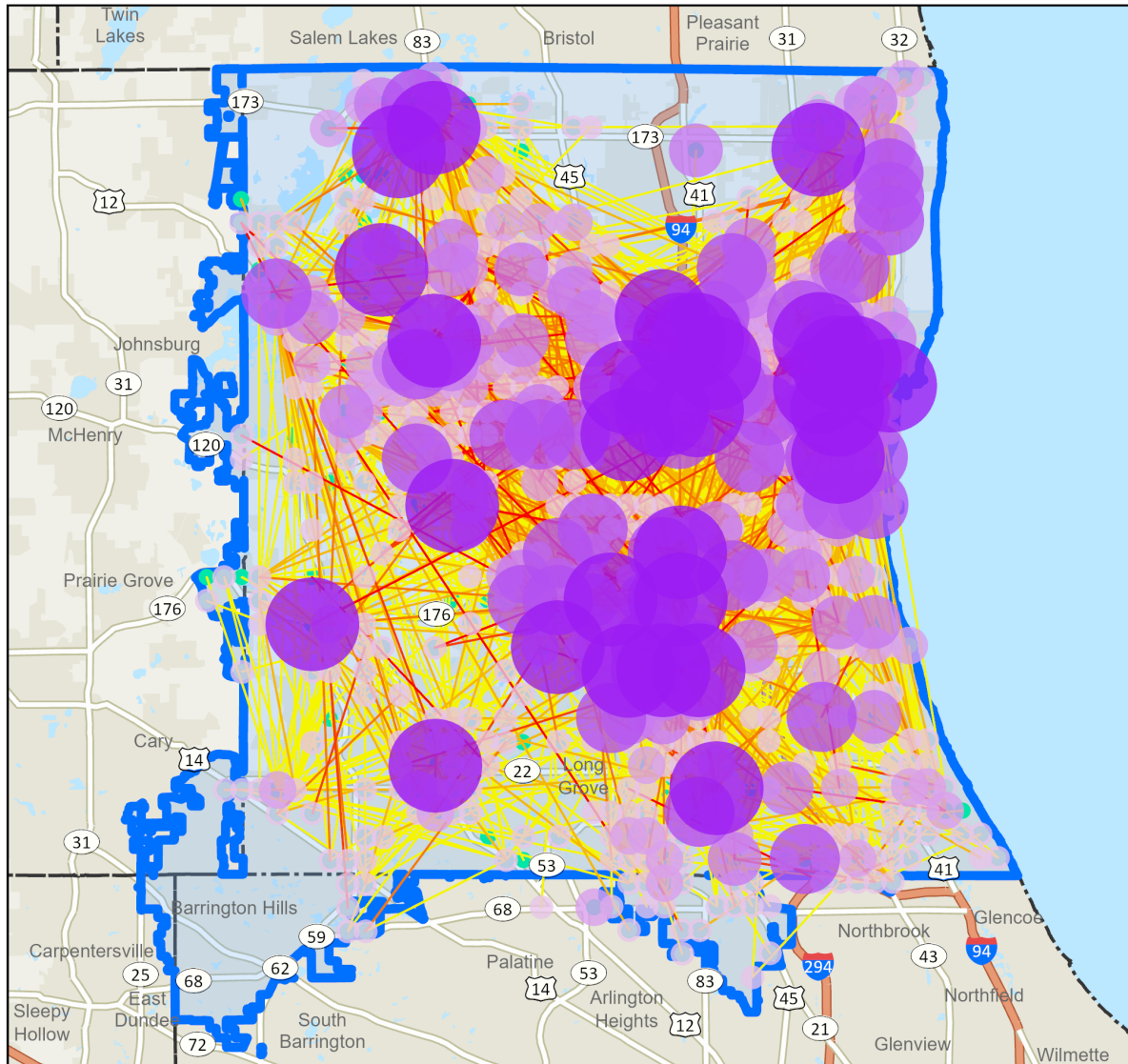
Trip Origin & Destination



Year 1 (May '22-Apr '23)

Year 2 (May '23-Apr '24)

Years One & Two Trip Locations



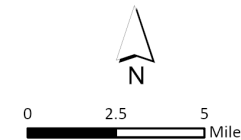
Destinations
Number of Trips

- 1 - 40
- 41 - 116
- 117 - 229
- 230 - 381
- 382 - 717

● Trip Origin Point

▭ Ride Lake County Service Area

Total Trips: 70,374



August 7, 2024

Top Non-Residential Destinations



College of Lake County



DaVita Waukegan Renal Dialysis Center



Jewel Osco Round Lake Beach



Walmart Round Lake Beach



Fresenius Medical Care Round Lake



Walmart Supercenter Fountain Square



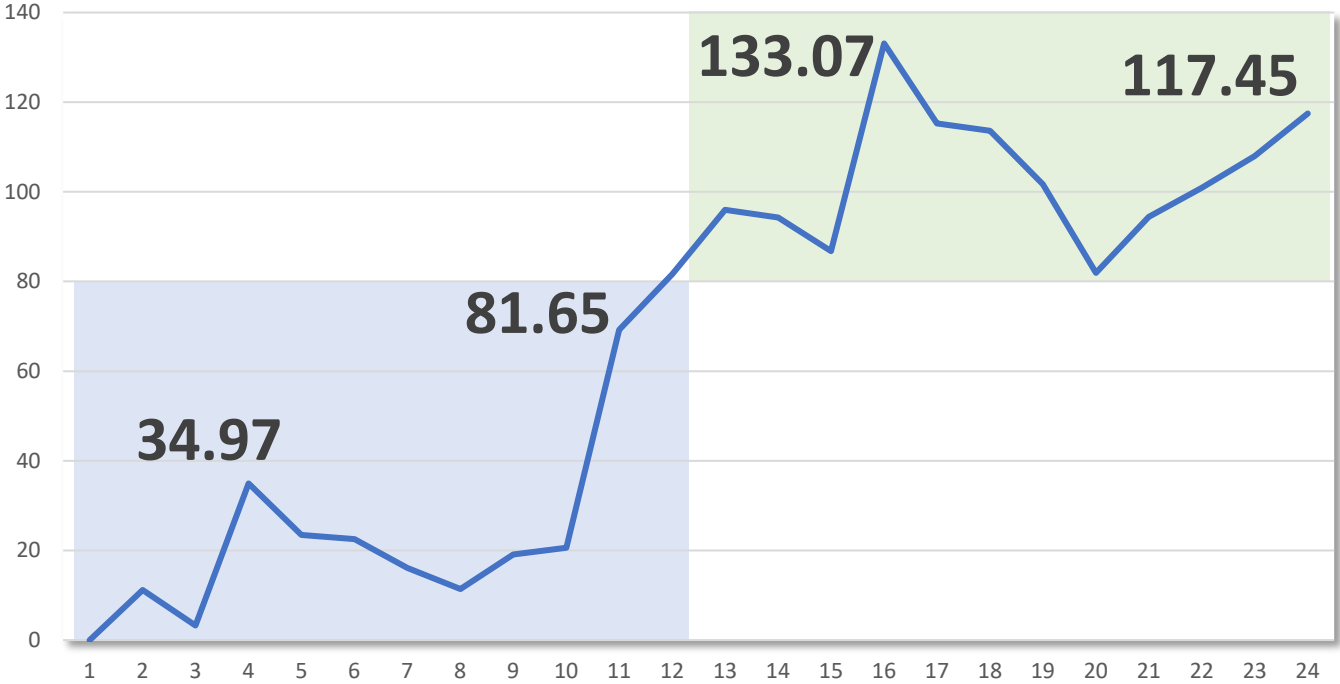
DaVita Dialysis Lake Villa



Service Growth (May '22- Apr '24)



% Increase in Trips versus first month of service



Year 1 (May '22-Apr '23)

Year 2 (May '23-Apr '24)



1st year averaged 25% above first month of service

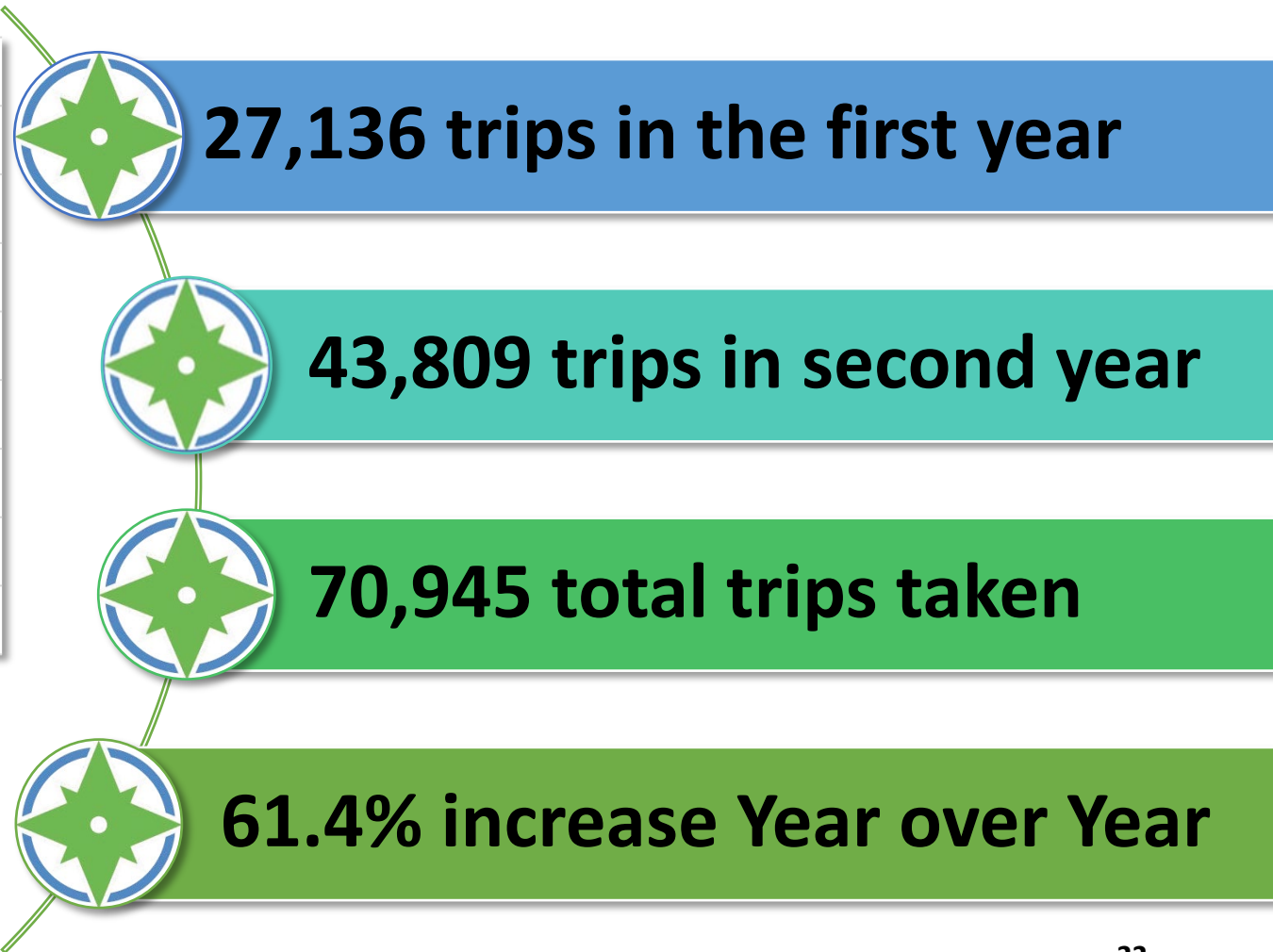
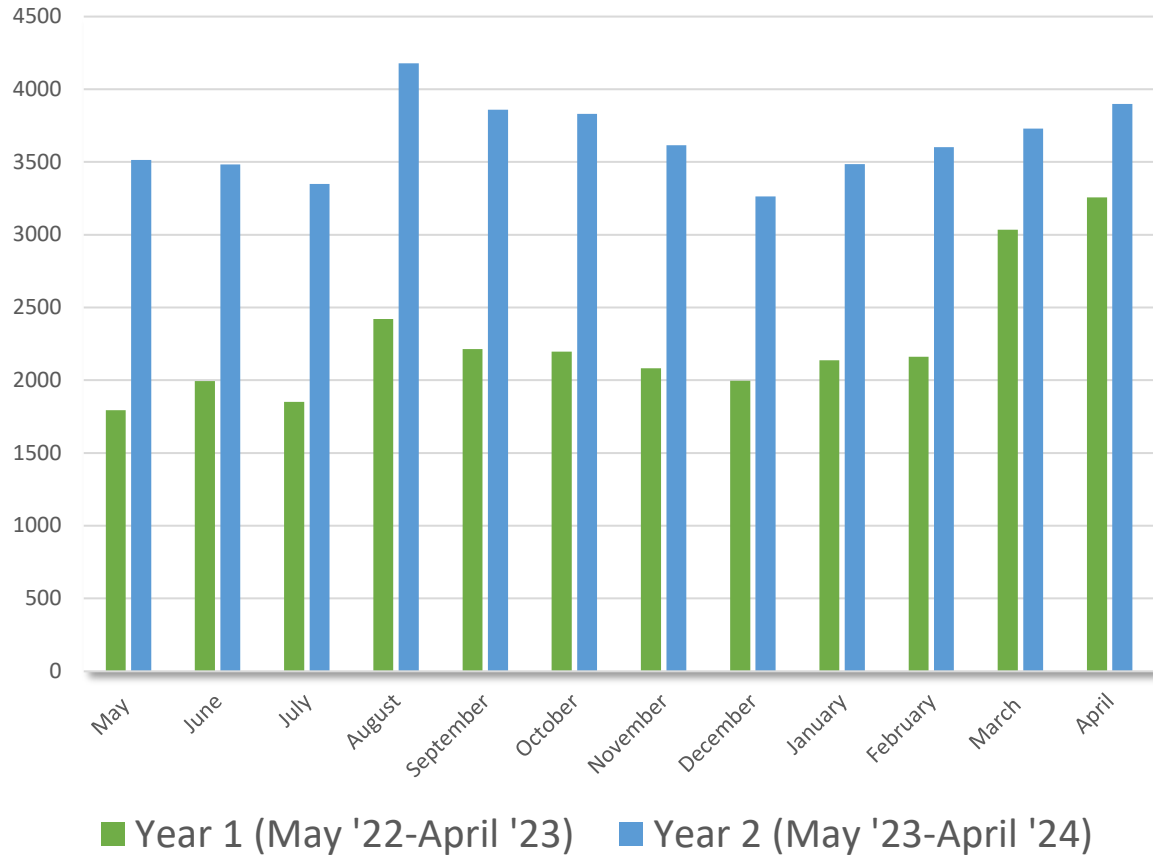


117% increase comparing May '22 to April '24



2nd year averaged 103% above first month of service

Ridership (May '22-April '24)

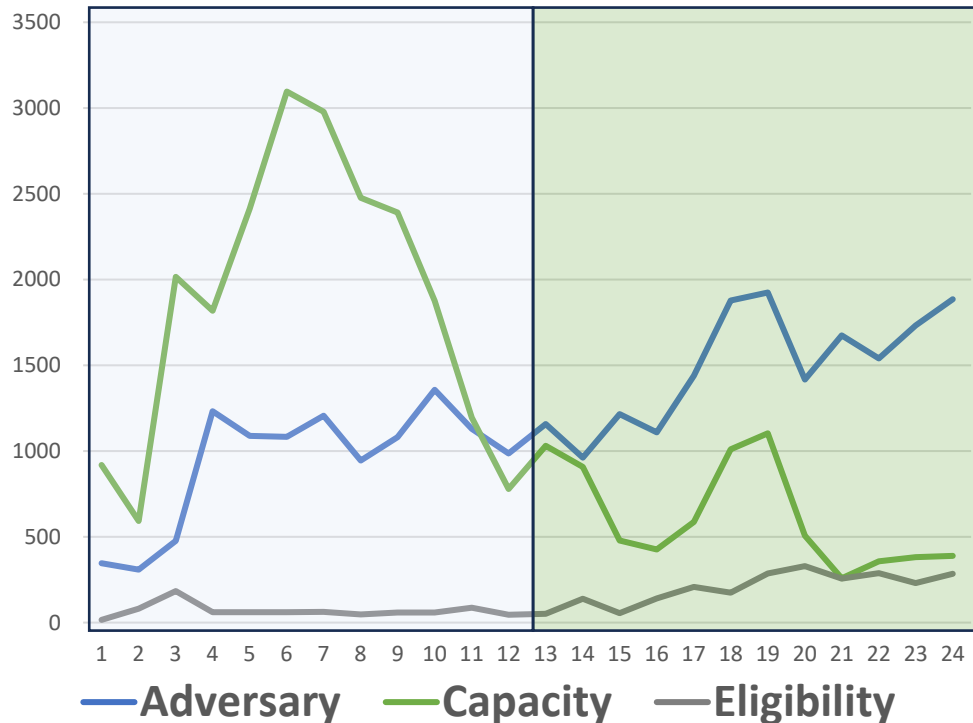


- 27,136 trips in the first year
- 43,809 trips in second year
- 70,945 total trips taken
- 61.4% increase Year over Year

Trip Denials (May '22-April '24)



Year 1 (May '22-Apr '23) Year 2 (May '23-Apr '24)



Adversary Denial: Rider requests a time that is unavailable, Call Center offers a new time & the rider declines



Capacity Denial: Pace's vehicles are already at full capacity when rider tries to book



Eligibility Denial: Rider does not meet the eligibility requirements



Ride Paratransit Service



Ride Lake County Service Costs & Annual Operating Agreement

Service Costs



	Operating Cost	Pace Subsidy	County Share ¹	Trips
2023	\$1,635,338	\$888,988	\$696,227	39,682

¹ Does not include federal reimbursement of up to 50% of local share



Ridership is up about 20% in Q1 2024



County's share in line with projections (\$600K - \$1.1M; 59,000 trips)



Federal grants available in 2025 could cover up to 50% of county share

Annual Pace Operating Agreement



**Lake County
Set Policies:**

Hours

Fares

**Service
Area**

Eligibility

**Pace Set
Policies:**

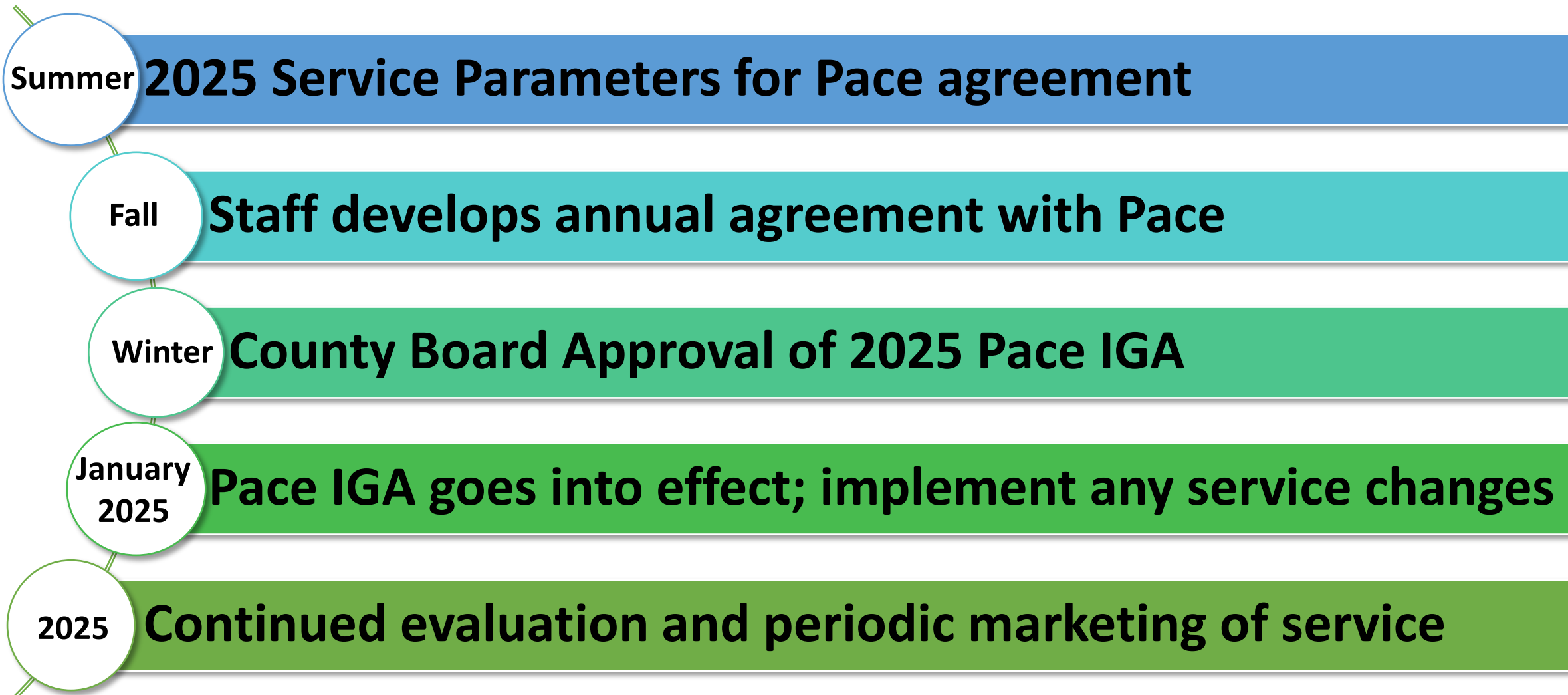
**Payment
Methods**

**On Time
Definition**

**Curb to Curb
Service**

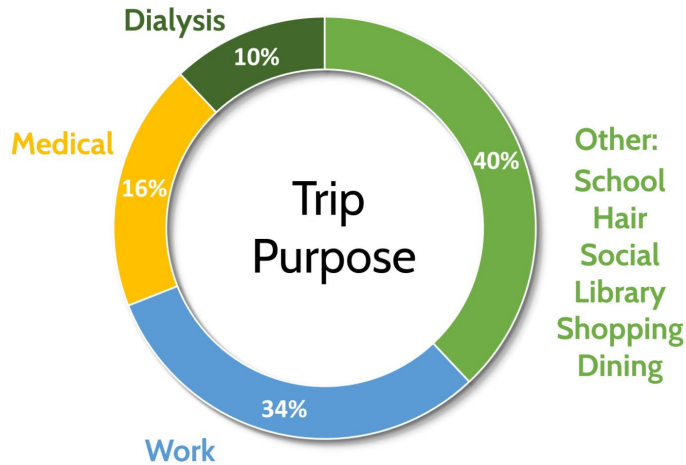
**Trip
Routing**

Next Steps

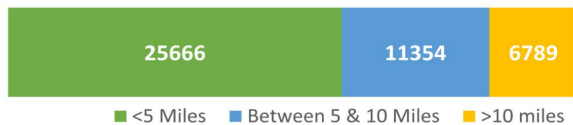




Two Years of Countywide Service!



Average trip length 5.8 miles



Average trip duration 20.5 minutes

Sponsors:

99%

of all trips on time



89%

of riders took two or more trips



61%

growth in trips from first year to second year



1,679

total individual riders



70,945

total trips taken in first two years of service



Learn More

all data shown applies to May 2022-April 2024 time period

Thank You!