

Ride Paratransit Service



June 7, 2023
Mike Klemens:
Manager of Transportation Planning

Program Sponsors:



Today's Agenda



Background and Paratransit Development



Review First Year of Ride Lake County Service



2024 Pace Operating Agreement

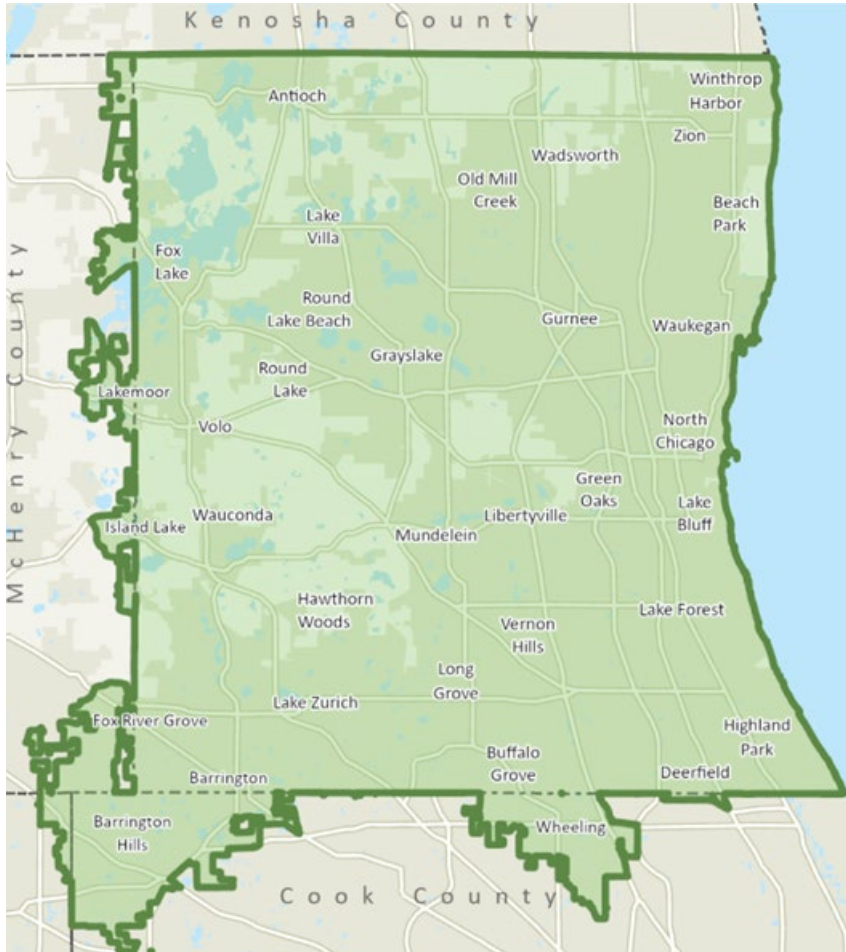
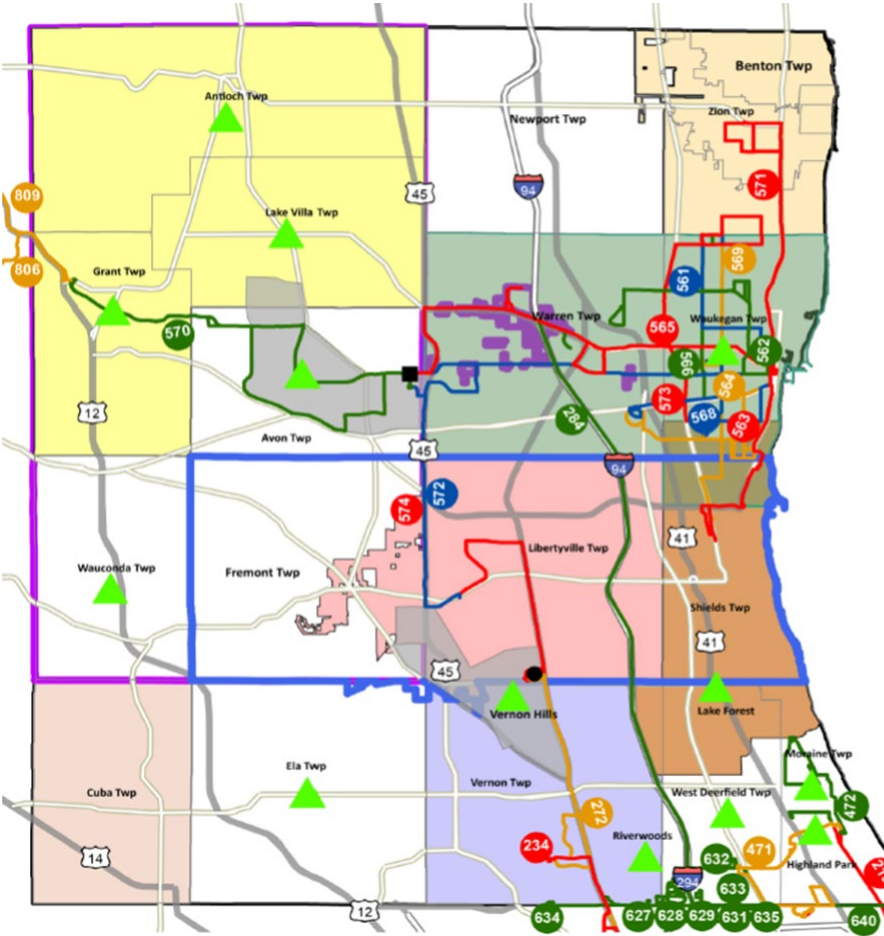
What is Paratransit?



“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)*

Service History



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 anywhere in the County no matter the purpose.

Service Parameters



Eligibility: Seniors (60+) and Individuals with a Disability

Service: Anywhere in the service area if the pick-up or drop-off is in Lake County.

Hours: 6:00AM - 6:00PM; 7 days per week except holidays

Fares: Flat Rate with Distance Tiers (Each Way)

0-5.0 miles

5.01-10.0 miles

10.01+ miles

\$2.00

\$4.00

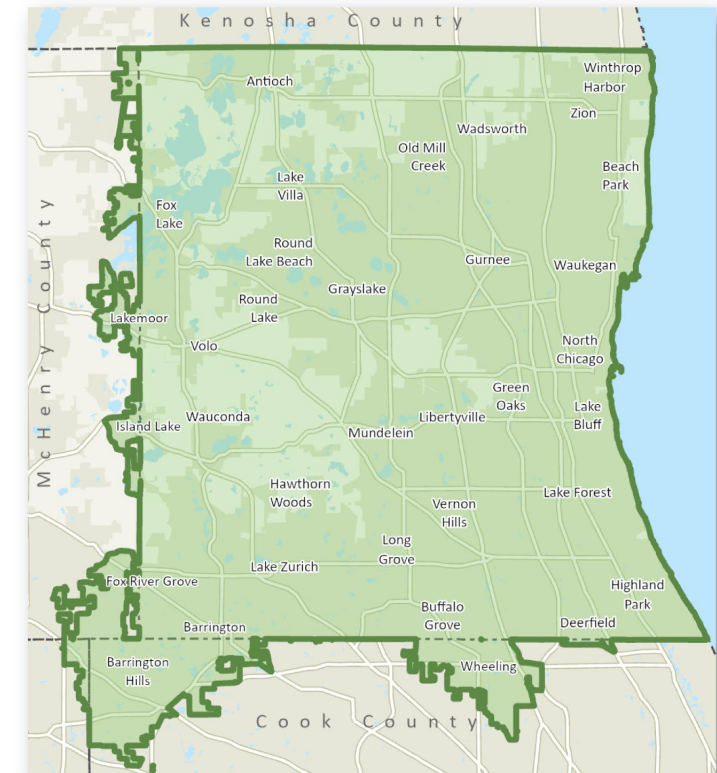
\$6.00

Payment: Cash Only

Registration/ Trip Booking: Pace Call Center 1-800-201-6446

Reservations: From 7 days in advance to 2 hours in advance

Ride Lake County Service Area



Ride Lake County Begins!

LAKE COUNTY
NEWS-SUN

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



Marketing the Service



Materials distributed to all Municipalities/Townships (English/Spanish)

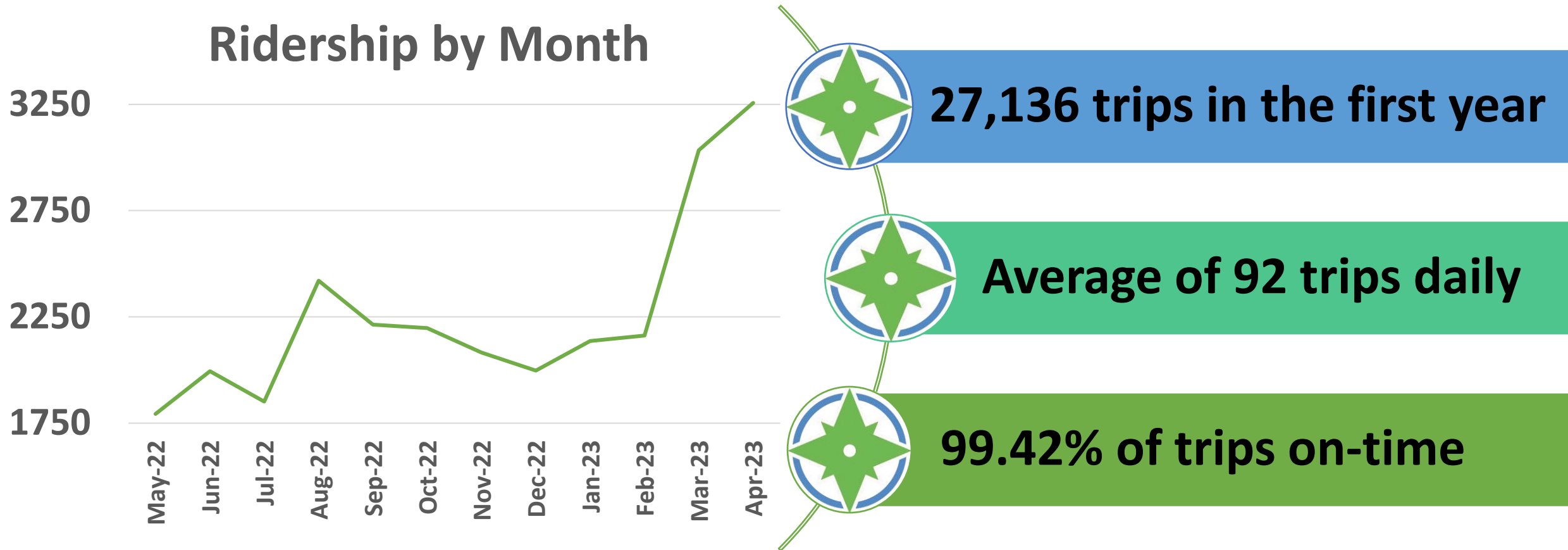
11,500 Brochures, 1,400 FAQs, 1,200 Guides, 850 Posters distributed by request

40,000+ people reached through digital communications

Presentations to community groups, schools, senior centers

Ridership (May '22-April '23)

Ridership by Month



Growing Pains



Confusion over Pace's Cart/Carry-On policy



Specific times repeatedly unavailable



Pace Call Center Customer Service



Can't book for 2nd/3rd work-shift hours

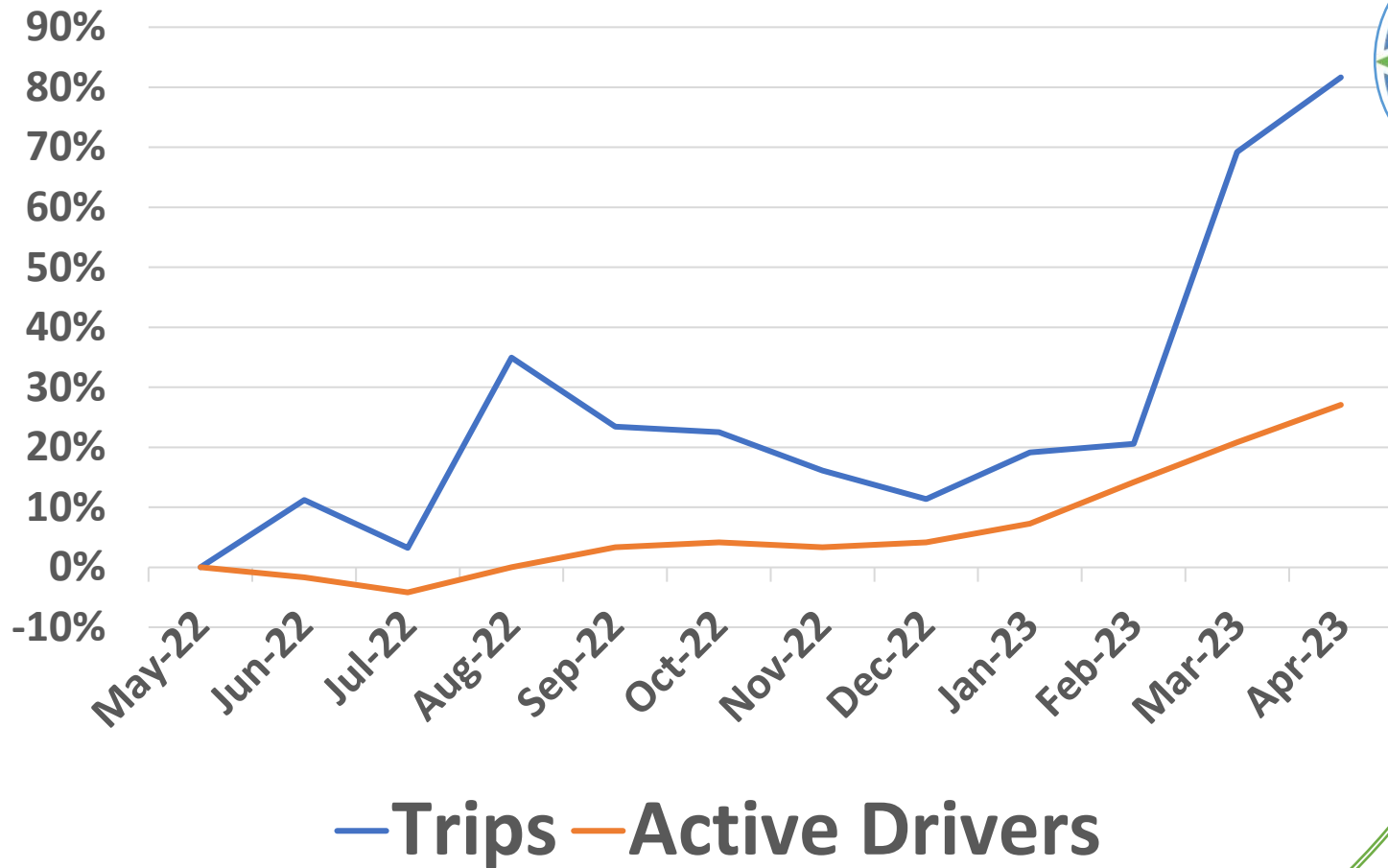


Can't book trips outside of service area₁₀

**81 formal complaints
filed through
Pace Customer Service
(0.3% of Total Trips)**

Service Growth

% Change from First Month of Service



82% Increase in first 12 months

60% increase from January-April 2023

Increase in trips match increase in drivers

Rider Usage



978 individual riders



Average of 28 trips per rider



86% took at least 2 trips

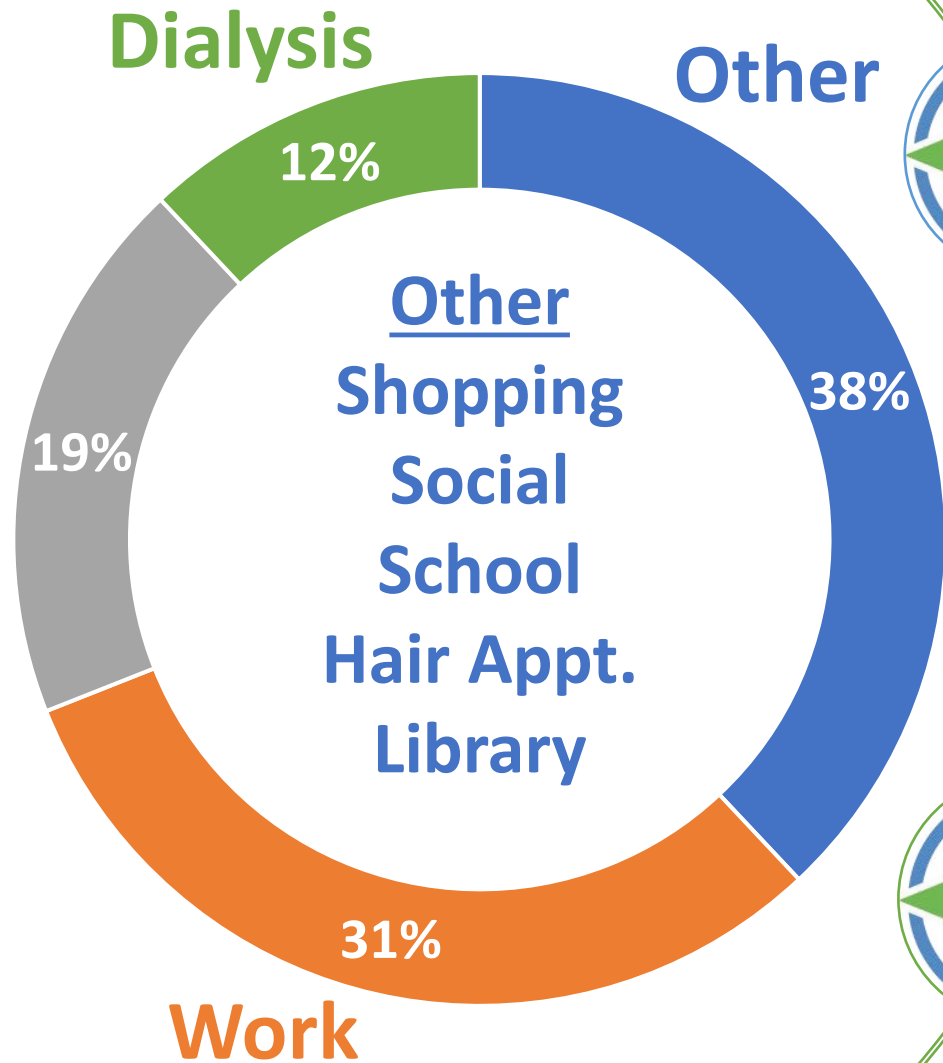


67% took 3 or more trips



Top rider took 831 trips

Trip Purpose



Approximately a third of trips taken for Work



Approximately a third of trips taken for Medical/Dialysis

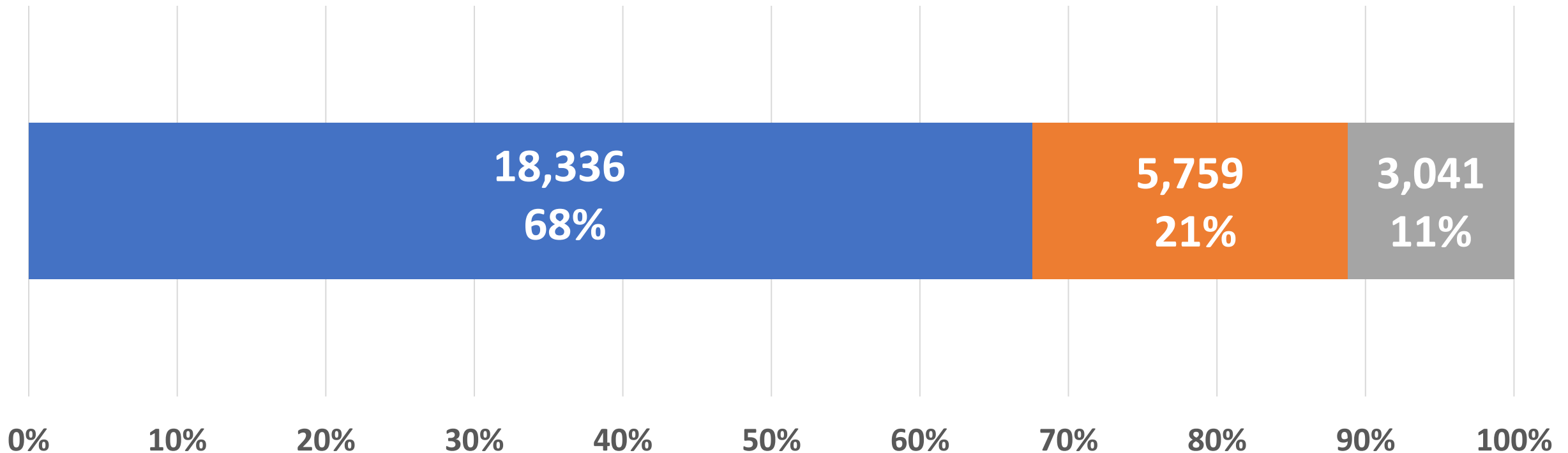


Approximately a third of trips taken for Non-Work/Health

Trip Distance

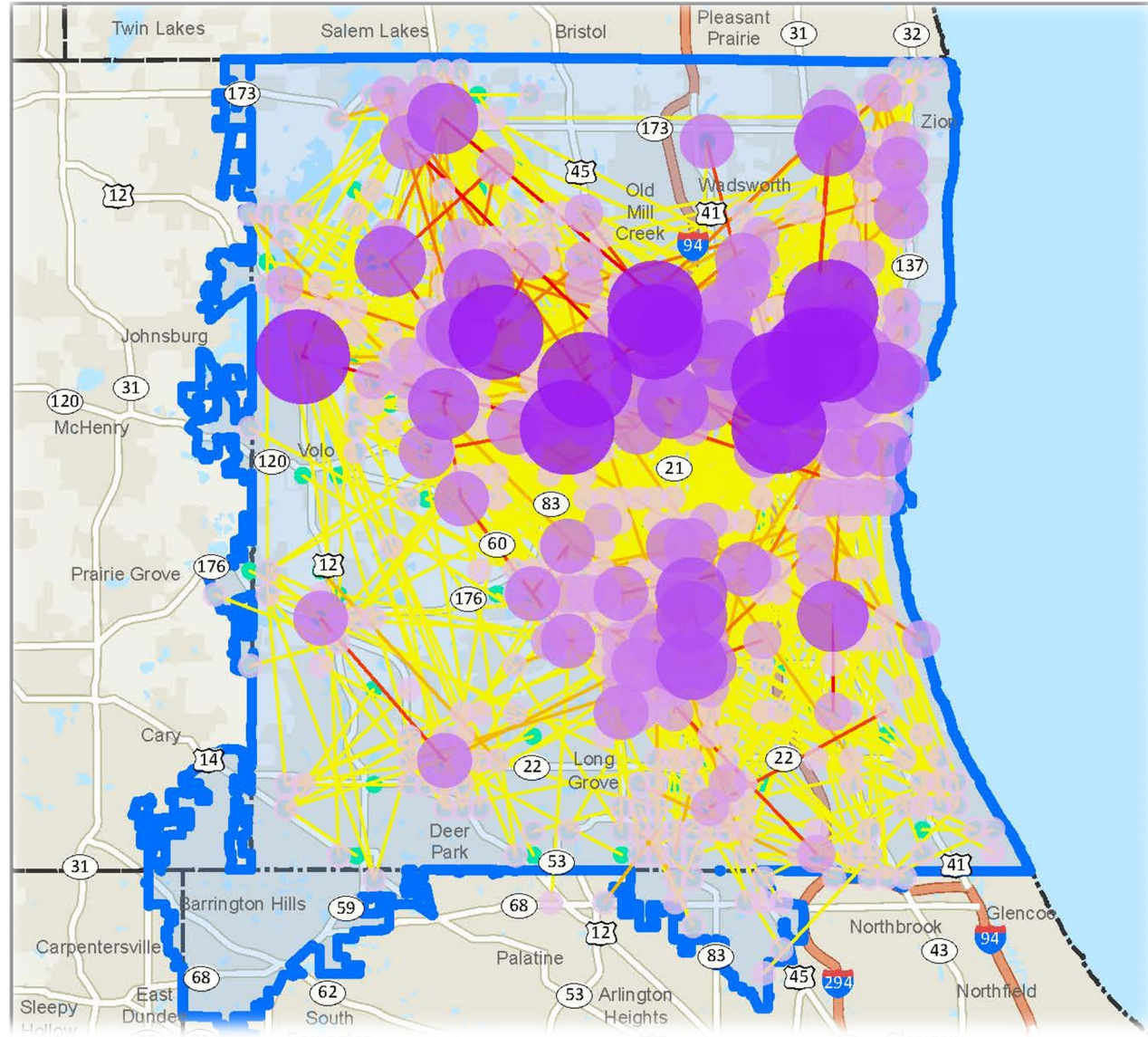


Average = 5.1 Miles



■ < 5 Miles ■ Between 5 & 10 Miles ■ > 10 Miles

Trip Origin & Destination



Service Costs



	Operating Cost	Pace Subsidy	Lake County Share ³	Annual Trips
2021	\$305,362	\$76,234	\$229,185	9,344
2022 ¹	\$632,328	\$433,624	\$198,716	19,792
2023 ²	\$1,550,000	\$888,988	\$661,012	36,645

¹-Transition in May '22; includes both Ride Lake County West/Central services and new countywide service

²-Include projections for May-December 2023 based on current ridership levels

³-Does not include federal reimbursement up to 50% of local share

Annual Pace Operating Agreement



**Lake County
Set Policies:**

Hours

Fares

**Service
Area**

Eligibility

**Pace Set
Policies:**

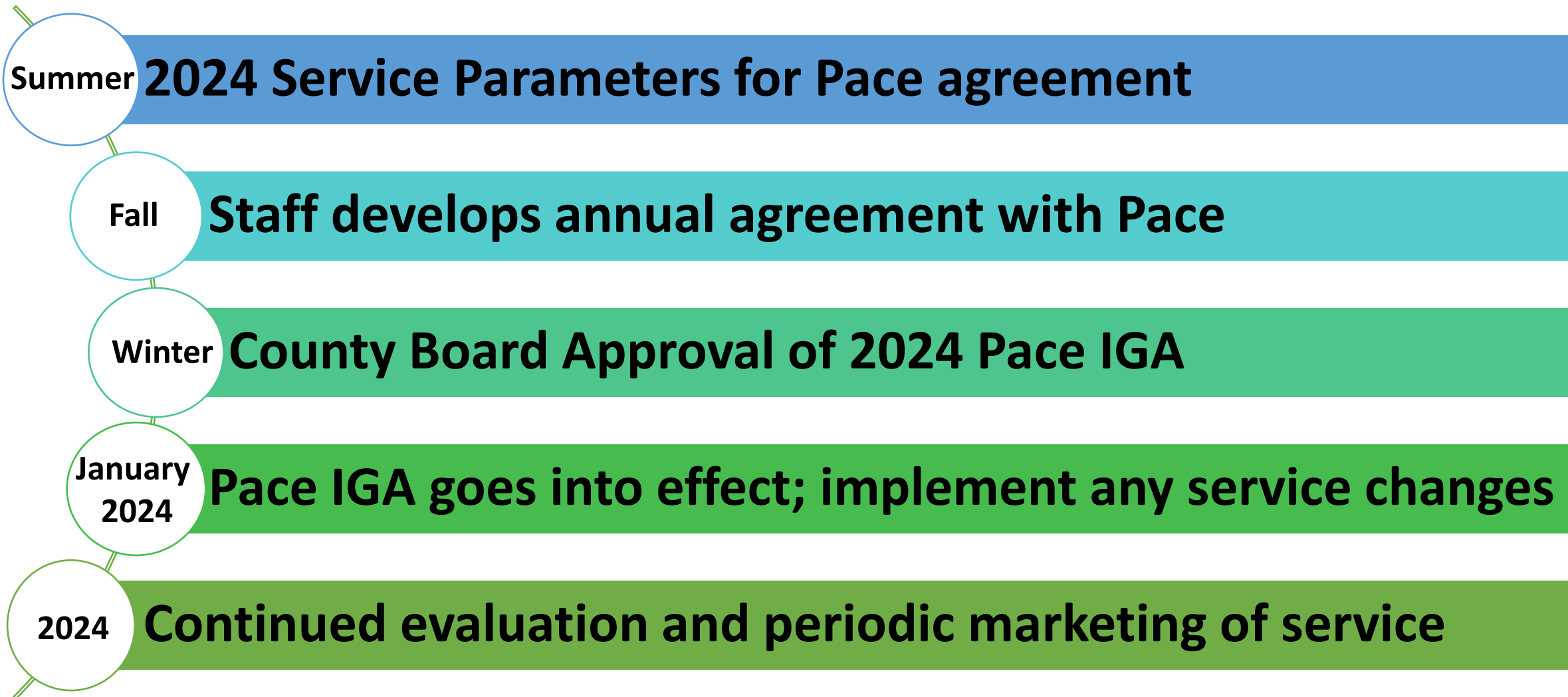
**Payment
Methods**

**On Time
Definition**

**Curb to Curb
Service**

**Trip
Routing**

Next Steps





Ride
Lake County

Book Your Trip!
Call Pace
1-800-201-6646



**Celebrating One Year
of Expanded Service!**

Thank You

Program Sponsors:

