

Paratransit Market Study for the Lake County Region

Final Presentation to the Committee of the Whole



September 7, 2018

A white Pace paratransit van is parked on a snowy road. The van has the "pace" logo on its side. To the left of the van is a red octagonal stop sign with the word "STOP" in white. The background shows a snowy landscape with some trees and a building in the distance.

LAKE COUNTY PARATRANSIT MARKET STUDY

PROJECT BACKGROUND & CONTEXT

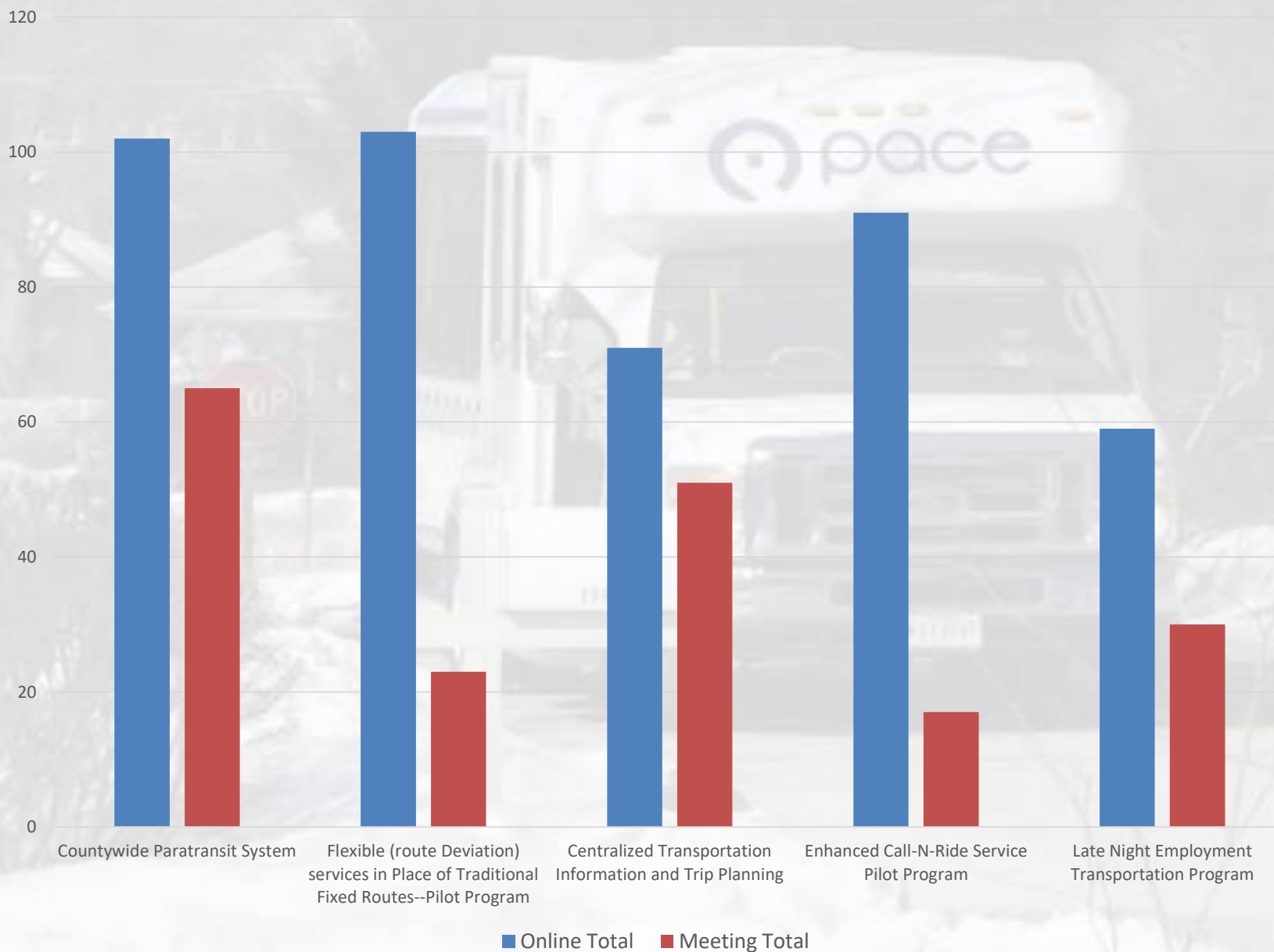
Project Purpose

- Development of a ***sustainable, implementable plan for improving mobility options*** in Lake County
- Mobility options may benefit other residents, but will focus on the ***target user groups of older adults, people with disabilities, and individuals with lower incomes***

Outreach Summary

- County-wide outreach
- 12 community meetings
 - 184 attendees
- 7 focus groups
 - 55 attendees
 - Providers of transportation
 - Healthcare industry
 - Job Access
 - Mobility
 - Stakeholders, including villages and townships

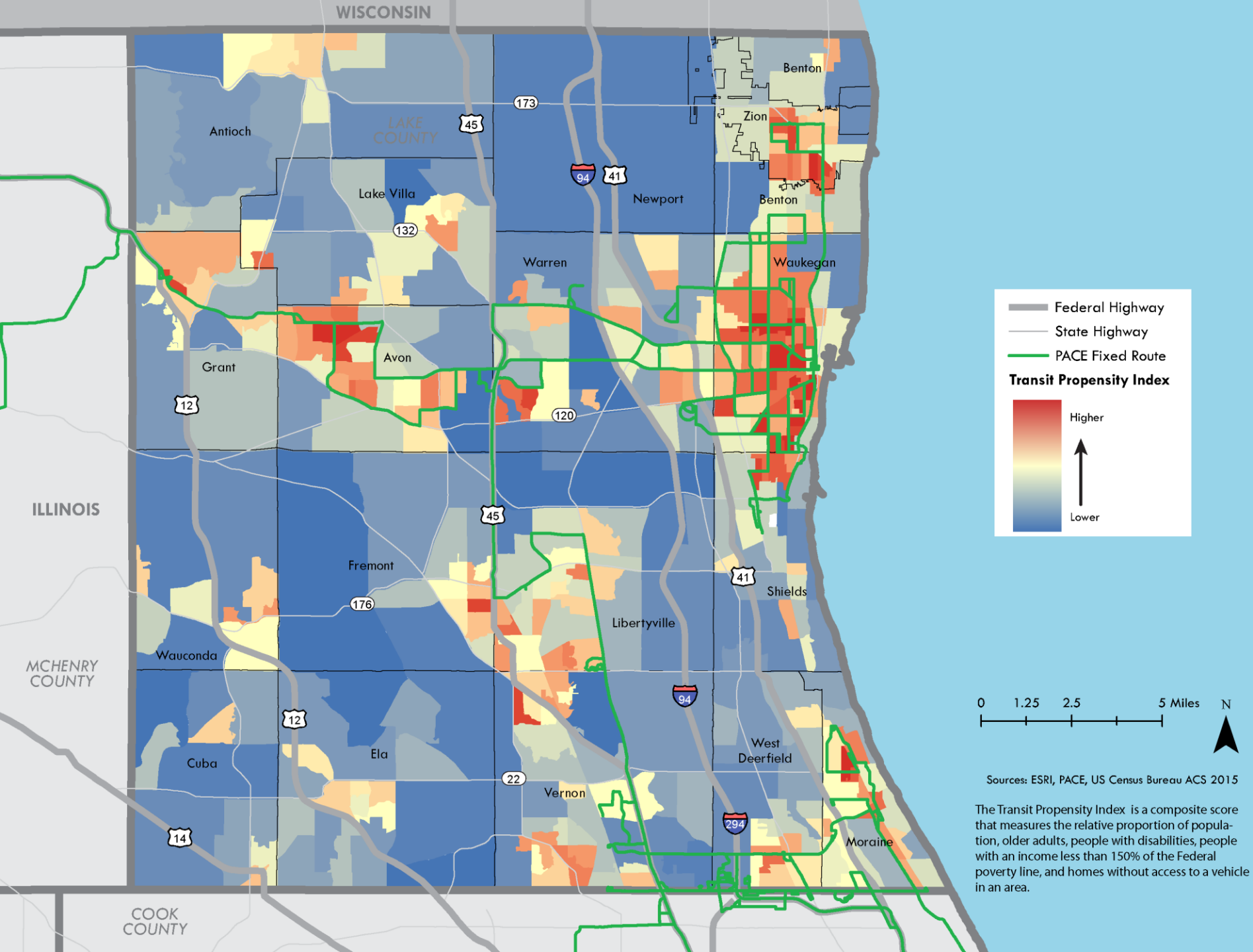
Strategy Outreach Summary—Preferences

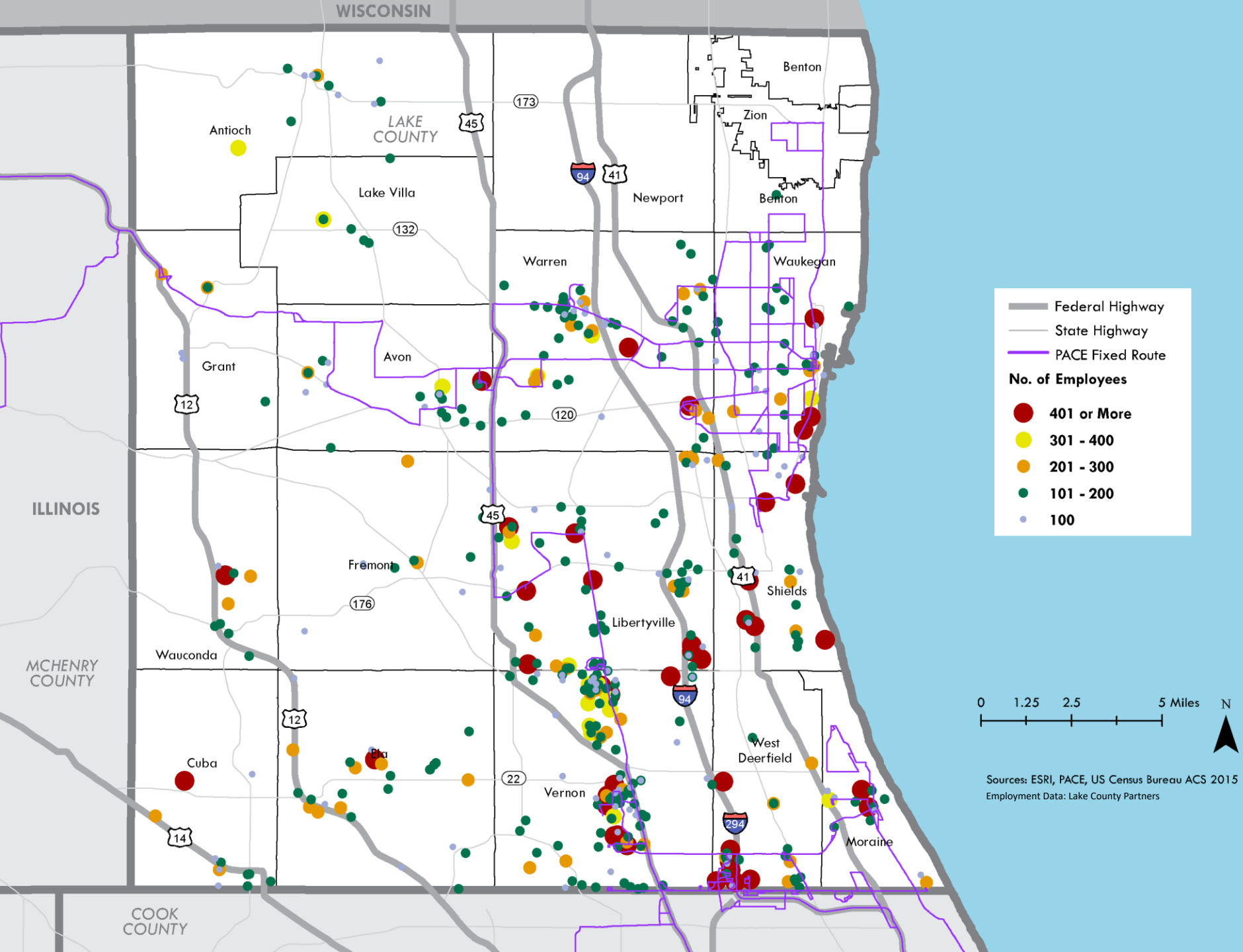


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DEMOGRAPHICS: TRANSIT PROPENSITY INDEX & MAJOR EMPLOYERS





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RECOMMENDED STRATEGIES

Potential Service Improvement Strategies

- Objectives
 - Make services easier to find, understand, and use
 - Market services countywide to increase awareness, support, and use
 - Explore employment transportation options to address stated needs
 - Add new services to address other service gaps

Potential Strategies

- Service Strategies
 - Late night employment transportation
 - Enhanced Call-n-Ride service
 - Route deviation service in place of traditional fixed routes
 - Taxi subsidy program modifications
 - Countywide paratransit system

Potential Strategies

- Personal Mobility Strategies
 - Vanpools for first/last mile service and employment transportation
 - TNC service for first/last mile connections

Potential Strategies

- Mobility Management Strategies
 - Centralized transportation information and trip planning
 - Countywide marketing campaign
 - Mobility Manager for Lake County

Recommendations

- Governance Changes
 - Establish working group
 - Dissolve LCCTSC
 - Create Ride Lake County Committee
- Short-Term Strategies
- Medium-Term Strategies
- Long-Term Strategies

Evaluation Criteria

- Community (stakeholders and public)
 - Needs addressed, support
- Transportation
 - Needs addressed, range of benefits
- Financial
 - Estimated cost
 - Availability of funding
- Implementation
 - Timeframe
 - Phasing potential
 - Involvement of partners
 - Challenges

Short-Term Recommendations (1-3 years)

- Vanpool First Mile/Last Mile Access to Transit
- Mobility Management
- Expand Ride Lake County into Vernon Hills and Vernon Township
- TNC/Taxi Pilot Program in Vernon Township
- Late Night Employment Transportation
- Countywide Marketing Plan
- TNC First Mile/Last Mile Services
- TNC Paratransit Services, including expansion

Mid-Term Recommendations (4-6 years)

- Late Night Employment Pilot--Countywide
- Expand Ride Lake County Paratransit Service into:
 - Waukegan Township
 - City of Lake Forest
 - City of North Chicago
- Centralized Transportation Information
- Expand Lake County Central into Warren Township
- Coordinate Ride Lake County Central and West to expand services into Southwestern Lake Co
- Deviated Routes operated by Pace

Long-Term Recommendations (7-10 years)

- Expand Ride Lake County paratransit services county-wide
- Enhanced call-n-ride services for Round Lake and Vernon Hills / Mundelein

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NEXT STEPS

Next Steps

- Reporting out (stakeholders and public)
 - Present Study Findings
- Report out to Project Advisory Committee
- Finalize Report