

Countywide Paratransit Service in Lake County

“Ride Lake County”

**Public Works, Planning and
Transportation Committee
September 1, 2021**



Purpose

- **Update committee on recent Stakeholder and Public Outreach efforts in pursuit of new countywide paratransit service**
- **Discuss next steps**

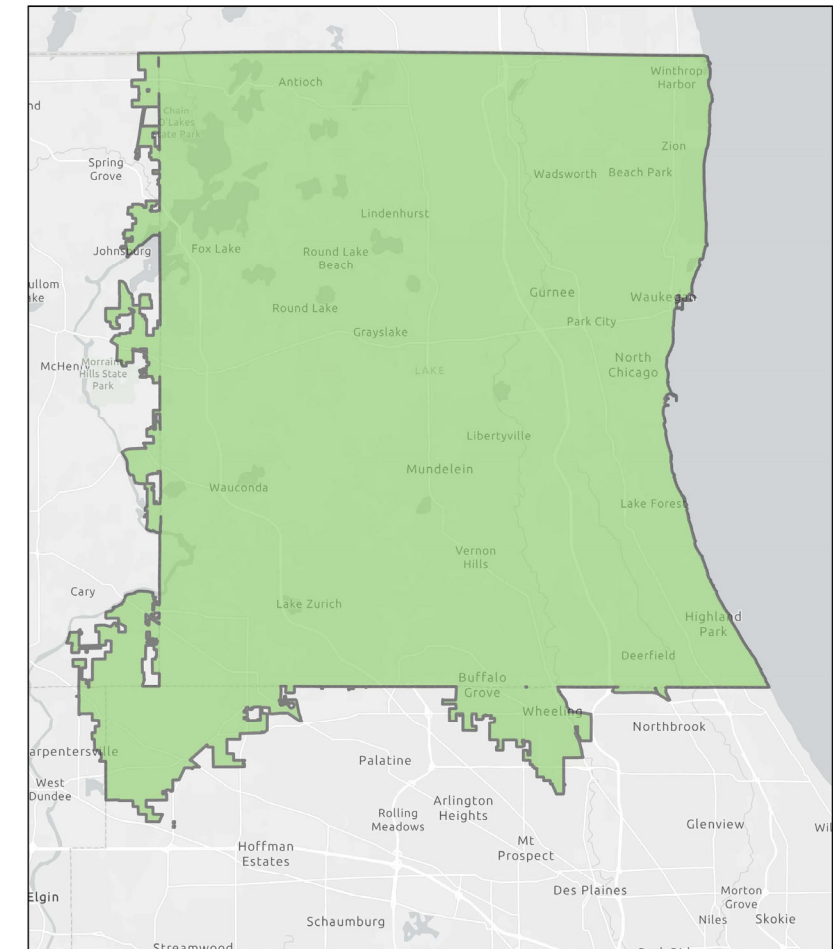
Recent Activity

- January 2021
 - Meeting w/ Pace Executive Team
- March 2021
 - Follow-up meetings w/ Pace staff about service options
- April 2021
 - Briefed PWPTC on new MCRide service model
 - Meetings w/ LCCTSC Chair
 - Meetings w/ McHenry County DOT staff (peer service)
 - Follow up meetings w/ Pace Paratransit Division Staff
- May 2021
 - Briefed PWPTC on cost projections for new countywide service model
 - PWPTC confirmed direction to proceed
- June/July 2021
 - Stakeholder and Public Outreach Meetings
- September 1, 2021 (Today)
 - Brief PWPTC on Stakeholder and Public Outreach meetings and next steps

New Service Benefits

- **Provide Countywide Borderless Service**
 - Travel to/from any location in Lake County
 - Eliminate gaps in existing service
- **Improved Customer Experience**
 - Greater accessibility
 - Central source of public transit service
 - One contact to book trips
 - Reduced overlapping and competing services
- **Streamlined administrative functions**

Potential Ride Lake County Service Area

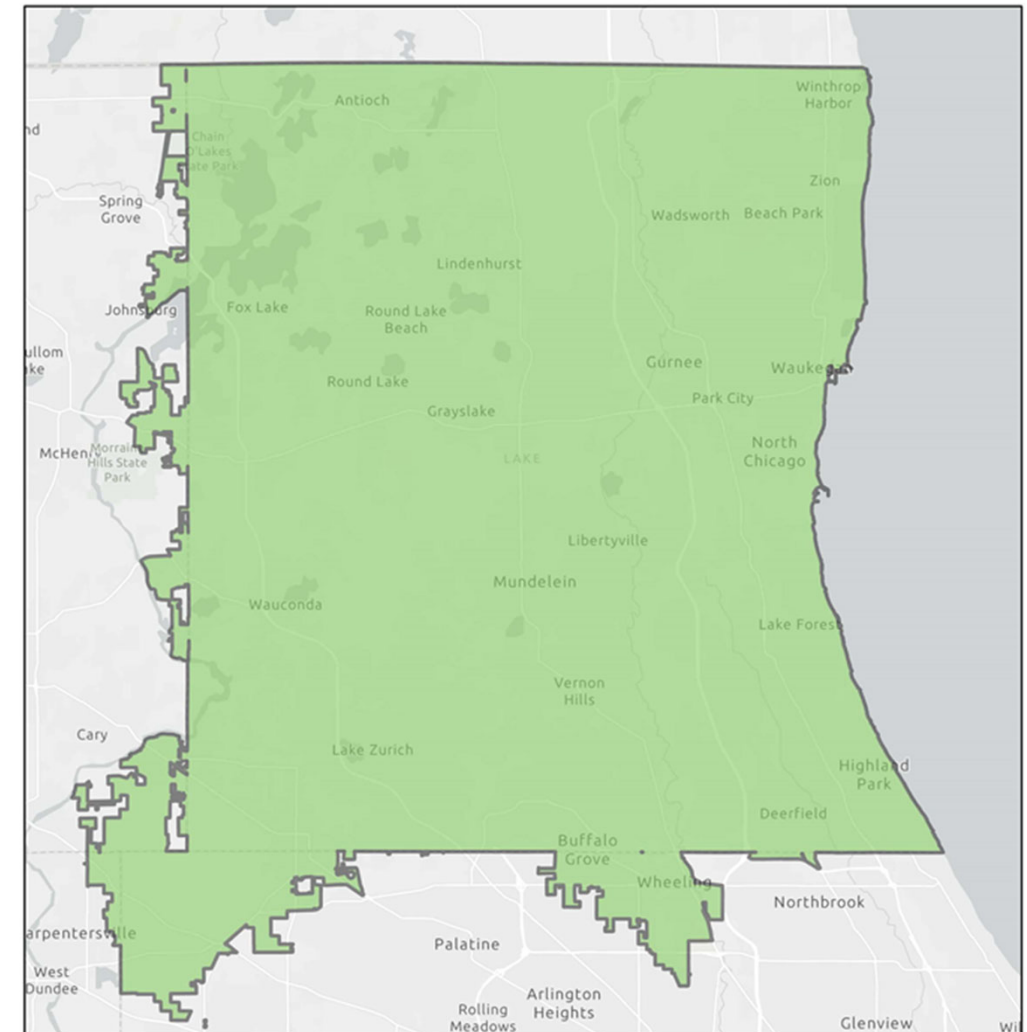


New Service Parameters

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.

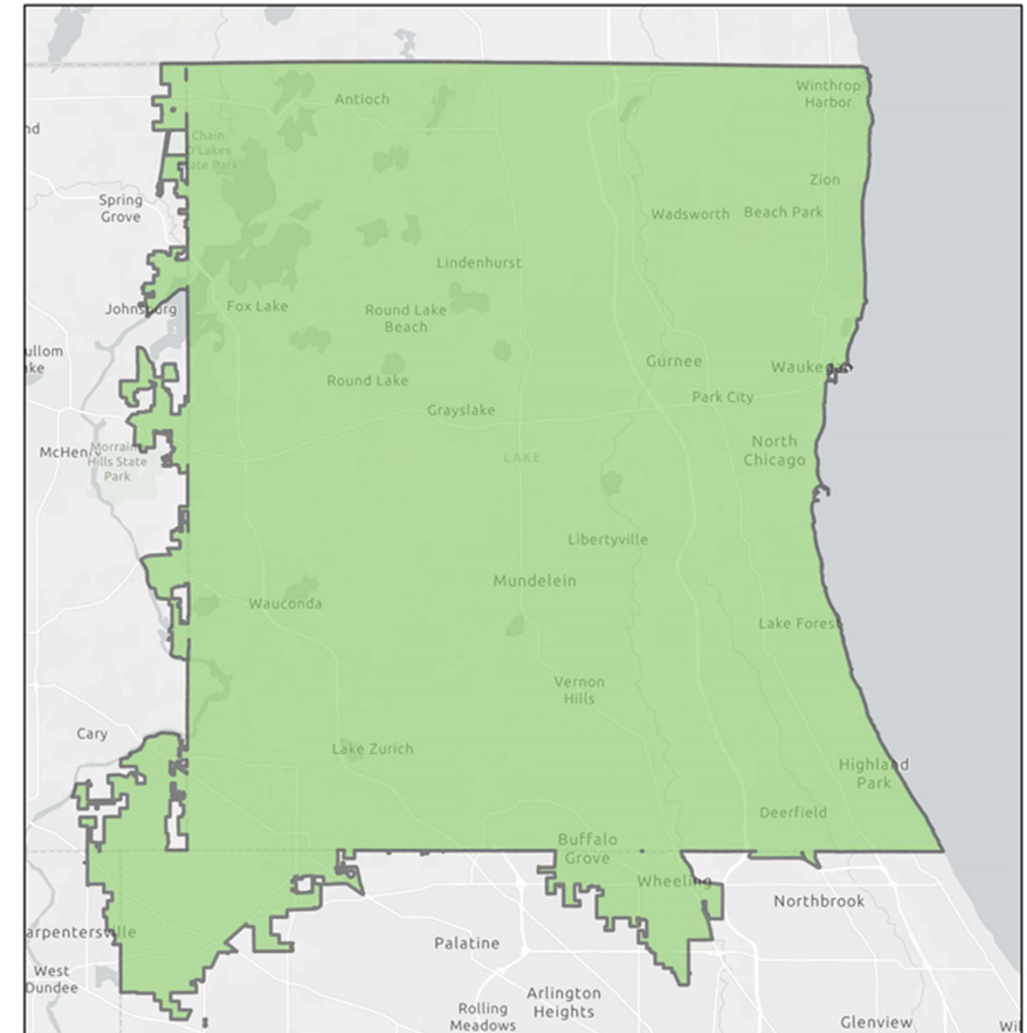
Potential Ride Lake County Service Area



Using the New 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 reservations 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



Public Outreach

- **August 4th Public Information Meeting**
 - Presentations at 4pm and 5pm
 - 113 participants (Zoom/in-person)
 - Q&A following both presentations
- **Public Comment Period (August 4th-August 18th)**
 - Online Comment Form on Lake County website
 - Email
 - Phone
 - 96 Written responses

Public Feedback Summary

8/4 Public Meeting and 14-day Public Comment Period

- Support for Proposal - 36 comments
- Fare Structure - 19 comments
- Service Hours - 11 comments
- Dependability - 9 comments
- Booking Trips - 9 comments
- Payment Methods - 8 comments
- Oppose the Proposal - 7 comments

Sample Public Feedback

“All I can say is finally! We have tried for years for this to happen. So happy and grateful for this proposal”

“Please consider an option for low-income residents that use Paratransit in areas that do not have fixed route bus service.”

“Many individuals who are disabled and work have part-time jobs. Many part-time jobs have schedules that require working beyond 6 pm”

“This has been needed by the residents for years. I am in full support of this program.”

“Thank you! This is life changing for folks!”

Key Next Steps

2021

- **9/14 County Board Resolution Approving:**
 - **Staff Negotiate Intergovernmental Agreement (IGA) with Pace**
 - **Request to Pace to Reallocate Legacy Subsidies into new Ride Lake County Borderless Service**
 - **LCDOT will discontinue staff support to LCCTSC**
- **Continue stakeholder outreach**

2022

- **County Board and Pace Board Approve Final IGA and Service Parameters**
- **Public Outreach and Formal Marketing of New Service**
- **Pace Ramp-Up and Service Rollout**
 - **Pace Call Center**
 - **Pace Buses and Drivers**



Thank you