

# Ride Lake County Paratransit Service FAQ's

## Eligibility & Registration

- How does a rider book a ride?
  - Call the Pace Call Center to schedule a ride at 1-800-201-6446.
- Can a rider register for the service in-person?
  - No, all trip scheduling is done over the phone through the Pace Call Center.
- What are the eligibility requirements for a rider?
  - Must be a Senior (Age 60+) or an individual with a disability.
- What information should a rider have ready when registering?
  - Birthdate
  - Disability that prevents rider from driving
    - Individuals with disabilities should provide their RTA Reduced Fare Permit number at the time of registration
- Are companions/guests/others allowed on vehicle?
  - Personal Care Attendants, who are assisting fare paying customers, may ride for free. Companions are limited to one-person per registered rider (regular fares apply). Service animals may accompany riders.

## Scheduling A Trip

- Are there days when the service is not available for riders?
  - Service is provided every day of the year, except the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day.
- Can a rider take a trip outside of Lake County?
  - It is anticipated that the Ride Lake County service area will extend into small parts of McHenry and Cook County to include the full municipal boundaries of communities located fully or partially within Lake County. It is anticipated trips can extend to locations outside the Lake County boundaries if either the pickup or drop off is within Lake County.
- Does a rider need access to a smart phone/internet to book a ride?
  - No, all trip scheduling is done over the phone through the Pace Call Center.
- How does a rider book a trip?
  - Riders can schedule a trip via phone through the Pace Call Center at 1-800-201-6446. Reservations are made on a first come, first-served basis. Spanish-speaking Call Center staff are available. Riders can schedule a trip by calling 711 to use the Illinois Relay Service as well.
- How far and short in advance can a rider book a ride?
  - Riders may make reservation as much as 7 days in advance or as little as 2 hours in advance; However, the closer a reservation is made to a desired trip time, the less likely the space will be available, so it's recommended to call at least 24 hours in advance.
  - Due to low Call Center staff levels on the weekends, call takers can only make same-day trip reservations on Saturdays and Sundays.
  - Reservations for Monday trips can be made on Friday.
- How often can a rider book a ride?
  - There are no restrictions on the number of trips a rider can take in a given time period.
- Is a rider allowed to book recurring trips?
  - Ride Lake County will allow a limited number of subscriptions under certain circumstances. To book a subscription, riders need to show a demonstrated need. This is achieved by traveling to the same place at the same time at least twice a week for an extended duration of months. Once established, when you call to make a reservation, ask to be placed on subscription. Please note there is a limited amount of subscriptions available for a given hour of the day.
- Is there a set timeframe a rider can expect to be picked up based on the time of their reservation? (Ex. No more than 15/30 minutes before or after the time of their reservation?)

- A trip is considered on time if the bus arrives within 30 minutes after the scheduled pick-up time. Expect the bus to arrive within a 30-minute window of your scheduled time. For example, if your pick-up time is at 9:00AM, the bus may arrive anytime between 9:00AM and 9:30AM.
- What are the Pace Call Center hours?
  - 5:30AM – 6:00PM Monday – Sunday
- What information should a rider have when booking a ride?
  - Date of Trip
  - Name or rider(s)
  - Whether rider is traveling with children
  - Requested drop-off or pick-up time
  - Exact street address
  - Whether any mobility aids will be used by rider
- What type of trips can a rider book?
  - The service does not limit trips based on purpose.
- When can a rider take a trip?
  - 6:00AM – 6:00PM every day except designated holidays.
- Where can a rider book a ride to?
  - Anywhere within the Ride Lake County Service Area.

## **Fees & Payments**

- What are the acceptable forms of payments?
  - Ride Lake County will initially only accept cash, exact change is required as drivers do not carry change. Pace vouchers and the Ventra app are currently not accepted on the Ride Lake County Service.
- What is the fare structure of the service?
  - The service will have a flat rate based on distance tiers:
    - \$2.00 for trips between 0 and 5 miles
    - \$4.00 for trips between 5.01 and 10 miles
    - \$6.00 for trips further than 10.01 miles
- Do children ride for free?
  - Up to 2 children under age seven may ride free per fare-paying adult; riders under age 16 must be accompanied by an adult.

## **Vehicle Policies**

- Are there any consequences for riders who don't show for a trip that has been reserved?
  - If a rider must cancel, we ask at least 2 hours' notice. Riders who cancel less than two hours in advance ("late cancel") or do not show up for their trip ("no show") are at risk of having their riding privileges suspended or terminated.
- Are vehicles ADA accessible?
  - All vehicles are wheelchair accessible.
- What are the pickup and drop-off procedures?
  - Ride Lake County is a shared-ride service, the bus will pick up and drop off other passengers. The service is curb-to-curb, drivers cannot escort riders outside of the vehicle or carry packages. Riders needing additional assistance should make their own arrangements to have a Personal Care Attendant or companion rider with them. Under some circumstances a rider may need the vehicle to come up to their driveway or the driver to assist them to/from the exterior door of their pick-up location, but these situations need to be approved in advance.
- What is a rider allowed to bring onto the vehicle?
  - Car seats and strollers can be brought onto vehicles. Passengers are permitted to carry on only the number of bags that they can manage independently without assistance from the driver, also the number of bags is restricted to not causing a delay to the vehicle. Carry-on items must fit either on the rider's lap or on the floor in front of them. Reasonable sized carts, used to transport bags, may

be allowed on a restricted basis and must be mentioned to the Call Center upon making a reservation.

## **Client Resources**

- How and where can a rider file a complaint and provide feedback concerning the service?
  - Rider can provide feedback to the Lake County Paratransit Coordinator by Phone: 847-377-7400 or by Email: [dot@lakecountyil.gov](mailto:dot@lakecountyil.gov)
  - Rider can file a complaint to Pace Customer Relations by Phone: 800-606-1282 or by Email: [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com)
- Is there a website to visit or phone number to call to find information?
  - Website: <https://www.lakecountyil.gov/RideLakeCounty> or by Phone: 847-377-7400
- What agency operates the vehicles?
  - Pace Suburban Bus. All drivers have gone through rigorous Pace screening and background checks.
- Who is the sponsor of the service or who is the lead agency of the service?
  - Lake County Government.
- Will there be pamphlets/brochures available to pick up?
  - Pamphlets/Brochures will be made available at Lake County, Municipal and Township Centers prior to the service launching.