



## A RIDER'S GUIDE TO PARATRANSIT SERVICES



PROGRAM SPONSORED BY



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## *Por Información en Español*

Correo electrónico para asistencia a clientes: [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com),  
[www.pacebus.com](http://www.pacebus.com) y haga clic en el botón Google Translate en el parte inferior derecho de la página,  
o Información en Español 847-228-3575.

Operadores telefónicos de habla Hispana estan disponibles en el Centro de LLAMADAS PACE  
para ayudar a hacer reservaciones de viajes (Ride Lake County). LLamar al 1-800-451-4599.



## INTRODUCTION

**Ride Lake County** offers residents a unique way to get around Lake County. Whether you need a ride for work, medical and dialysis appointments, or shopping, **Ride Lake County** offers an easy to use travel experience that is both affordable and flexible.

As a dial-a-ride program, **Ride Lake County** service is “on demand” and buses do not travel in a fixed route each day. Instead, riders schedule their trips in advance and the **Ride Lake County** vehicle provides curb-to-curb service from the rider’s desired pick up and drop off locations.

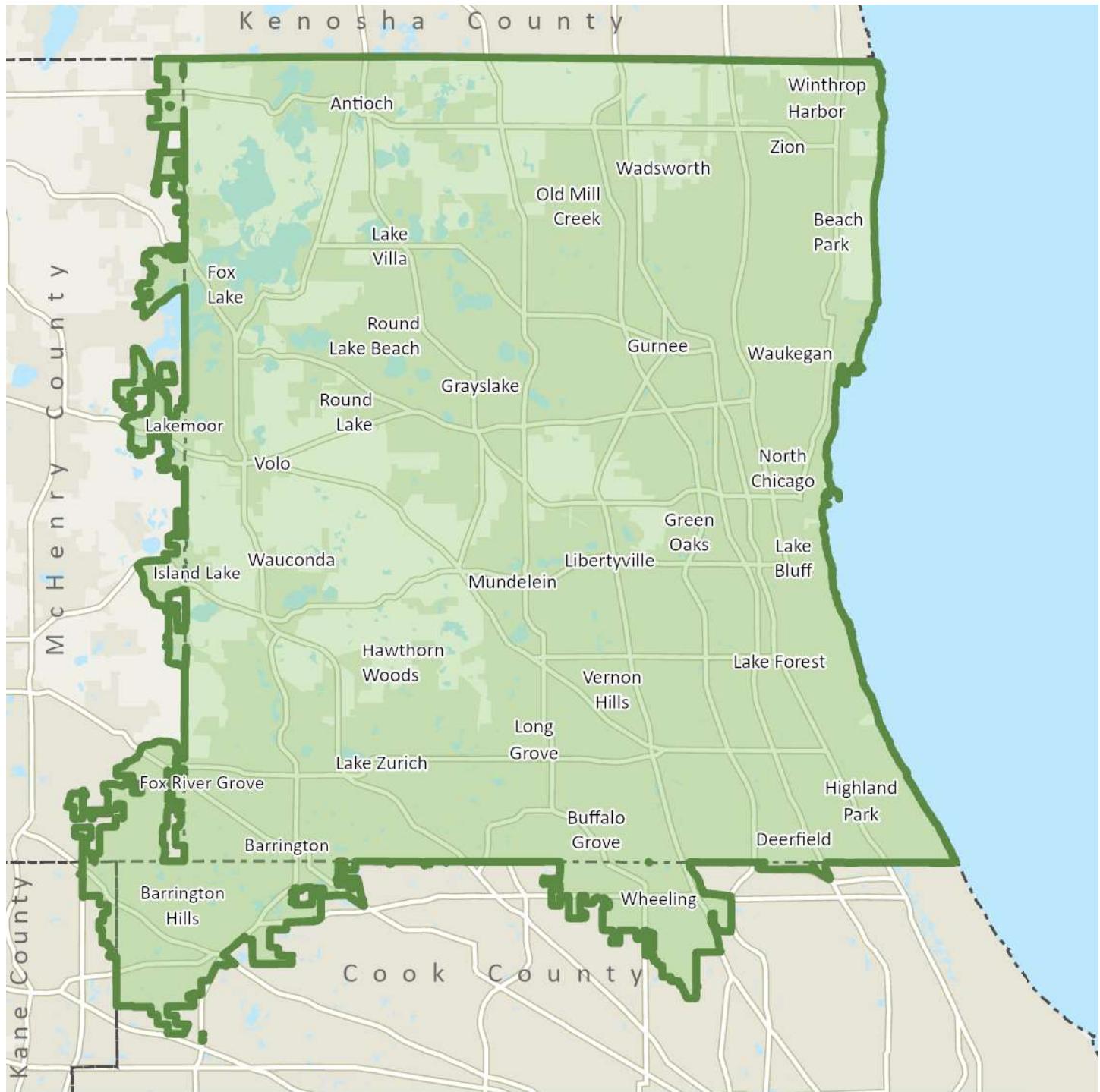
The program is a shared ride service as well, so the vehicle may make additional stops during your trip to pick up other passengers. To help accommodate multiple riders and provide many trips as possible, the route taken by the vehicle is planned well in advance for efficiency purposes.



## SERVICE AREA

To travel using **Ride Lake County**, a trip must begin and end within the service area. Please note if the location of a trip includes a municipality whose boundary is partially within Lake County, the trip must ensure that either the pick up or drop off location is within Lake County.

***Ride Lake County service is available anywhere within the area shown in green below.***



# Pace Call Center

## 1-800-201-6445



### SCHEDULING A TRIP

All Ride Lake County trip scheduling is done over the phone through the Pace Call Center. Reservations are made on a first come, first served basis. Spanish-speaking call takers are available. You can reach the Call Center at 1-800-201-6446, or call 711 to use the Illinois Relay Service.

Trip Reservations can be made:

Monday-Sunday: 5:30 am to 6:00 pm

Because of low Call Center staff levels on the weekends, call takers can only make same-day trip reservations on Saturday and Sunday. Reservations for Saturday, Sunday or Monday trips can be made on the preceding Friday.

The first time you call to schedule a trip, the Call Center will register you in their system. This will consist of a few basic questions, including your birth date (to determine senior eligibility [Age 60+] status) and whether you have a disability that prevents you from driving. If a caller has a disability that prevents them from driving, you will be asked to provide your RTA Reduced Fare Permit number. Please keep your information current with the Call Center.

If you would like a reminder call for your trip, ask the call taker when you make your reservation. Be sure to give them a phone number that you will

have access to while waiting for your ride. You can request a reminder for each trip.

All Ride Lake County trips are scheduled in advance.

- Riders may call to make reservations from seven days in advance to two hours in advance (before their requested travel time)
- Please note the closer to a desired trip time, the less likely a reservation will be available to be made

The earlier you call to schedule your trip, the more likely you will be to get the desired pick up time. For same day trips or trips during peak hours, the time you request may not be available. Call takers may offer you a different time; please try to have multiple time options in mind.

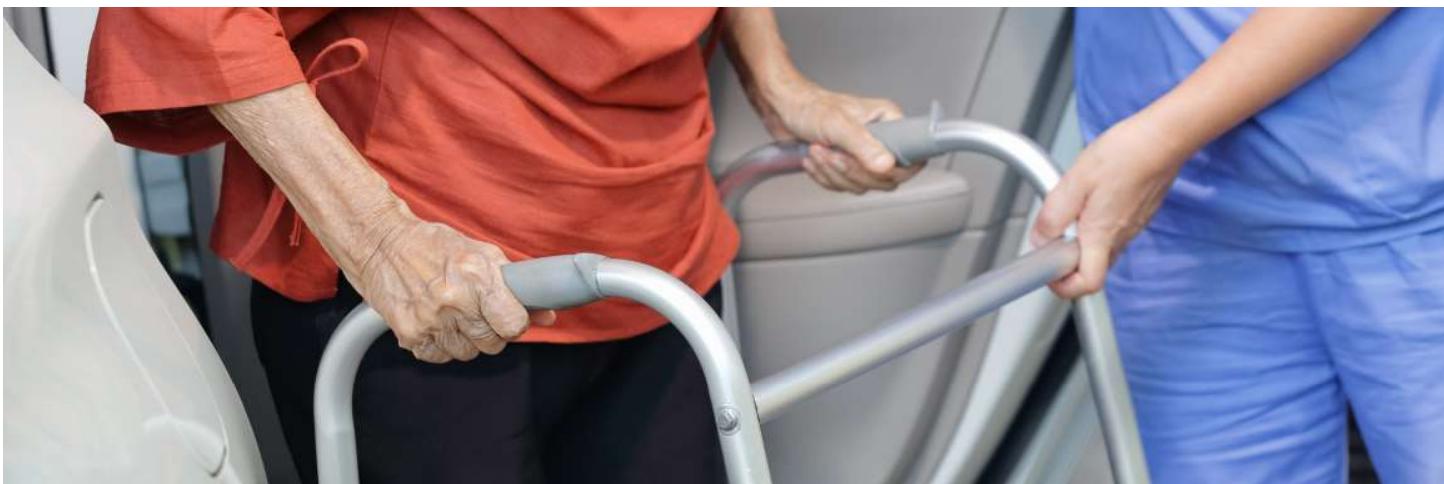
No standby list is maintained by the Call Center. It is helpful to schedule both the departure and return trip when reserving your ride.

### INFORMATION NEEDED FOR SCHEDULING A TRIP

When reserving a trip, you will be asked for the following information:

- Date of trip
- Name of rider(s)
- When making a trip reservation, you must reserve space for everyone who will be traveling—mention any Personal Care Attendants (PCAs) or companions
- Let the call taker know if you will be traveling with children, including any in car seats





- Requested drop off or pick up time—allow at least a 30-minute buffer for arrival times
- When requesting a trip for a specific arrival time (e.g. medical appointment), tell the call taker when you need to arrive and have them suggest the pick-up time
- Exact street addresses—be specific about the location, especially if the address has multiple units or entrances
- Any mobility aids used by riders (e.g., cane, walker, wheelchair, etc.)

#### CANCELING A TRIP

To cancel a trip, call the Call Center at 1-800-201-6446, or 711 for the Illinois Relay Service. You can also cancel via Pace's Trip Check portal if it is at least two hours before the reservation time.

Riders needing to cancel a trip must do so at least two hours before their scheduled pick up time. When canceling a trip, remember to also cancel the return trip, if applicable. 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.

#### CHANGING A TRIP

Same-day trip changes will only be permitted through the Call Center and when the schedule can accommodate the desired change.

Destination changes are not permitted while on board the vehicle or at the time of pick up, unless

authorized by the dispatcher. Drivers are not allowed to make any unscheduled changes to a trip or extra stops during a trip.

#### SUBSCRIPTIONS

For riders that need to make the same trips at the same times each week, **Ride Lake County** offers some subscriptions. Subscriptions eliminate the need to contact the Call Center to book recurring trips each week. The rider is responsible for any trip adjustments or cancellations.

To get a subscription for a recurring trip, you must first demonstrate your reliability by traveling to the same place at the same time at least twice a week for an extended duration (i.e., months). After that, each time you call to make a reservation, ask the call taker if you can please be placed on subscription. Because there are limited subscriptions available for a given hour of the day, it may take a while before one is available.

#### PICK UP PROCEDURES

Passengers should allow for a 30-minute pick up window based on their scheduled pick up time. For example, if a trip is scheduled for a 9:00 a.m. pick up, the vehicle may arrive between 9:00 a.m. and 9:30 a.m. to be considered on-time.

Customers need to wait for the vehicle within line of sight of their pick up location. If the address is a large facility or has multiple units, be sure to confirm exactly where you will be waiting. You can



do this with the Call Center when scheduling your trip.

Be ready to board the vehicle five minutes before your scheduled pick up time. Drivers will wait five minutes after they arrive or five minutes after the scheduled pick up time, whichever is later. After that time, the driver is authorized to leave. Drivers will make an attempt to locate you, but if this does not happen within five minutes, your trip is recorded as a "no show" and you may be subject to suspension or termination.

When a driver is late, he/she is still required to wait five minutes for you to appear. When you board the vehicle, be sure to confirm with the driver that the trip is assigned to you.

## RIDE LAKE COUNTY OPERATIONS

**Ride Lake County** operates seven days per week, from 6:00 a.m. until 6:00 p.m.

Final reservations of the day are scheduled for 6:00 p.m. on weekdays and weekends, based on trip availability.

There is no **Ride Lake County** service on the following holidays (on the day on which they are observed):

- New Year's Day
- Memorial Day

- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

### DRIVER ASSISTANCE

**Ride Lake County** is a curb-to-curb program; as such, drivers cannot escort customers outside of the vehicle or carry packages.

Drivers do not assist riders in/out of buildings but will make every effort to assist into/out of the vehicle safely. All drivers are properly trained in using the wheelchair lift and securing wheelchairs in the bus. Riders needing additional assistance should make their own arrangements to have a Personal Care Attendant or companion ride with them.

There are some circumstances when 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. These situations need to be approved in advance.

Drivers are not responsible for riders once they are off the **Ride Lake County** vehicle.

### TRIP PURPOSE

**Ride Lake County** does not limit trips based on purpose. Trips of any purpose are eligible. Similarly, there are no restrictions on the number of trips a rider can take in a given time period.





## FARES

**Ride Lake County** has a flat rate with distance tiers fare structure and the cost to ride is determined from the distance of the trip. When scheduling a trip, your fare will be calculated by the Call Center, so you will know the fare ahead of time. Riders will be issued a specific fee based on the following 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

**Ride Lake County** defines a senior as anyone aged 60 or older. An individual with a disability is anyone with a disability that prevents them from driving (self-defined).

All fares must be paid in cash, upon boarding the vehicle. 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.

Up to two children under age seven may ride free per fare-paying adult. Personal Care Attendants (PCAs) also ride for free. A PCA is someone employed specifically to help the eligible individual meet his/ her personal needs. Riders under age 16 must be accompanied by an adult. All other customers, including companions, are required to pay the applicable fare.

Pace offers transfers from **Ride Lake County** to fixed route buses. Ask a **Ride Lake County** driver

for paper transfers upon boarding the bus. You will receive two transfers, one for each leg of your trip. Visit [[\[INSERT LINK or PDF\]](#)] to learn more.

## DOOR-TO-DOOR POLICY

Although **Ride Lake County** provides curb-to-curb service, there are some circumstances when a rider may need the vehicle to come up their driveway (i.e., a long, rural driveway) or the driver to assist them to/from the exterior door of their pick-up location. These situations need to be approved in advance and will only happen when it is safe for the driver and vehicle. If you have questions about your particular situation, contact LCDOT.

## VEHICLES AND DRIVERS

The vast majority of **Ride Lake County** trips occur in white Pace buses; however, starting in May of 2017, Pace began contracting with taxicab companies to supplement the **Ride Lake County** bus fleet. This partnership helps increase program capacity and efficiency. It also improves availability of the accessible buses for riders that need them.

A route/manifest is created at Pace's Call Center to accommodate the trip reservations made. From this routing, a bus or taxi is assigned to each ride. (Riders cannot specifically request a taxi or bus.) If a taxi has been assigned to a trip, the rider will be made aware that they should expect a taxi to pick them up instead of a bus.

All drivers have gone through rigorous Pace screening and background checks.



## MULTIPLE STOPS

Many riders look to use **Ride Lake County** for their daily errands and wish to make multiple, shorter duration stops. Although there is no limit on trip purpose, please remember that **Ride Lake County** is a shared ride service. There may be other passengers on board and it is not possible for the vehicle to wait while you run into the bank, post office or pharmacy. You may need to make multiple reservations for each leg of the trip or split the errands into different days. When in doubt, ask your Call Center representative what they would recommend.

## PACE'S TRIP CHECK SERVICE

Pace realizes that riders have places to be and schedules to keep, and they're always looking for new ways to help you get from place to place. Pace is pleased to announce a new service that will help you keep track of your Pace dial-a-ride trips.

Trip Check is a tool to view and cancel scheduled rides without having to call in to the Call Center. You can access it today at [PaceBus.com/TripCheck](http://PaceBus.com/TripCheck). If you want to cancel a trip, you must do so two or more hours before its scheduled time. You can also view past trip details.

To apply, email [TripCheck@PaceBus.com](mailto:TripCheck@PaceBus.com). Your email should include:

- Full name
- Date of birth
- Home & mailing address

- Home & cell numbers
- Email address

Pace will then set up your account and email you a client ID and a temporary password. This system does allow customers to make trip reservations.

## OTHER INFORMATION

### ACCESSIBILITY

**Ride Lake County** buses are all wheelchair accessible. Lifts on the buses are 34.5" wide and have a weight limit of 800 lbs. Drivers have been trained to help wheelchair users get safely on the bus and properly secure their wheelchair once on board. When making a trip reservation, be sure to tell the call taker about any mobility aids (wheelchair, walker, etc.) that riders use.

Seat belts are available on **Ride Lake County** buses, but their use is optional. On Pace buses, no rider, whether they are in a vehicle seat, wheelchair or car seat, is required to use a seat belt.

### CAR SEATS AND STROLLERS

Car seats are not provided by **Ride Lake County** but can be brought aboard vehicles. When making your reservation, please mention when car seats will be accompanying you since these take up on-board spaces. Riders will not be charged a fare for children in car seats. Lap belts are provided in the vehicle seats and may be used to secure car seats if the parent/guardian chooses. Every car seat is different and it is the parent/guardian's respon-





sibility to know if their car seat can or cannot be secured with the lap belt. As such, it is then at the parent/guardian's discretion to choose to secure the car seat or ride with the car seat unsecured. If a parent chooses to secure the car seat, they are responsible for doing so.

Strollers must be collapsed and securely stored. If you will not be able to collapse your stroller, please let the Call Center know when making your reservation.

#### DISRUPTIVE BEHAVIOR

It is expected that all **Ride Lake County** passengers shall be treated with dignity and respect. Violent, disruptive, illegal, or threatening behavior will not be tolerated on **Ride Lake County**. According to **Ride Lake County** policy, passengers exhibiting this behavior may be refused service and their riding privileges can be suspended or terminated.

#### SERVICE VS. EMOTIONAL SUPPORT ANIMALS

Service animals may accompany riders on **Ride Lake County** vehicles. A service animal is trained to do work or perform tasks for the benefit of an individual with any type of disability. A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform but cannot require special ID cards for the animal or ask about the person's disability. Service animals must be under control and well-behaved at all times.

The Americans with Disabilities Act (ADA) guidelines identify the significant difference between an emotional support animal and a service animal. The difference between the two types of animals is that the service animal is trained to perform a specific function for its owner, while emotional support animals are not trained for any particular function. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA and are not allowed on **Ride Lake County** vehicles.

#### TIPPING POLICY

Drivers are not allowed to accept tips from passengers, although passengers may contact Pace Customer Relations (1-800-606-1282, option #2) to compliment and/or comment on a driver. This policy is the same if your **Ride Lake County** trip is on a bus or in a taxi.

#### HYGIENE

Appropriate, reasonable personal hygiene should be observed by everyone riding on **Ride Lake County**. In the event that a passenger's poor hygiene disrupts the provision of service or presents a direct threat to the health or safety of others, that passenger may be suspended from service until the situation is resolved.

#### BAG POLICY

Passengers are permitted to carry on only the number of bags that they are able to manage independently, without the assistance of the driver. Due to space limitations and the time it takes to



board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the passenger and carried aboard without delaying the vehicle.

Carry-on items must fit either on your lap or on the floor in front of you. Reasonably sized carts, used to transport bags, may be allowed on a restricted basis and must be mentioned to the Call Center upon making your reservation. Carts must not block the aisle or restrict mobility of other riders.

## TRAVEL TIME

**Ride Lake County** is a shared ride program. Total travel time includes the time it takes other passengers to board, ride, and disembark from the vehicle. Dial-a-ride travel time may be comparable to trips with the same origin and destination taken on the fixed-route bus system, including transfers and wait times.

Because of this, customers who are traveling to a scheduled appointment should tell the call taker their appointment time when calling to schedule the ride. Be sure to include enough time to travel from the drop off location to your appointment. The Call Center will determine the pick-up time.

If you believe that your travel time was longer than reasonable, please report the situation to Pace's Customer Relations at 1-800-606-1282, option #2.

## COMPLAINTS & COMPLIMENTS

Safety, courtesy, and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met. We also like to hear when service was outstanding! If you have a complaint or compliment regarding your trip, please contact Pace Customer Relations representatives at 1-800-606-1282, option #2.

Be prepared to describe the nature of the incident along with the date and approximate time, with as

much detail as possible. Contact Pace immediately following the incident to record the most accurate report and receive a timely response. You can also send an email to: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com). If you have not received a response within 30 days, please call Pace Customer Relations at 1-800-606-1282, option #2 to follow up.

If you have general comments about the **Ride Lake County** program or transit in Lake County, please reach out to the LCDOT via email: [dot@lakecountyil.gov](mailto:dot@lakecountyil.gov) or phone: 847-377-7400.

## TITLE VI

### TITLE VI PROGRAM NOTICE

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance. (42 USC 2000d)

### TITLE VI COMPLAINTS AND GRIEVANCES

Recipients of **Ride Lake County** service may voice a complaint or grievance at any time without fear of discrimination or reprisal. There are a number of ways to submit Title VI complaints and grievances:

- Phone Pace: 800-606-1282 option #2
- Phone LCDOT: 847-377-7400
- Email Pace: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)
- Email DOT: [dot@lakecountyil.gov](mailto:dot@lakecountyil.gov)
- Mail LCDOT: 600 W. Winchester Rd., Libertyville, IL 60048
- Online: [www.lakecountyil.gov](http://www.lakecountyil.gov)

### TÍTULO VI

Asimismo se le informa que sus datos no podrán ser difundidos sin su consentimiento expreso, salvo las excepciones previstas en la Ley. Lo anterior, de conformidad con lo establecido mediante acuerdo Title VI de la Civil Rights (Título VI de los Derechos Civiles) Act de 1964.

