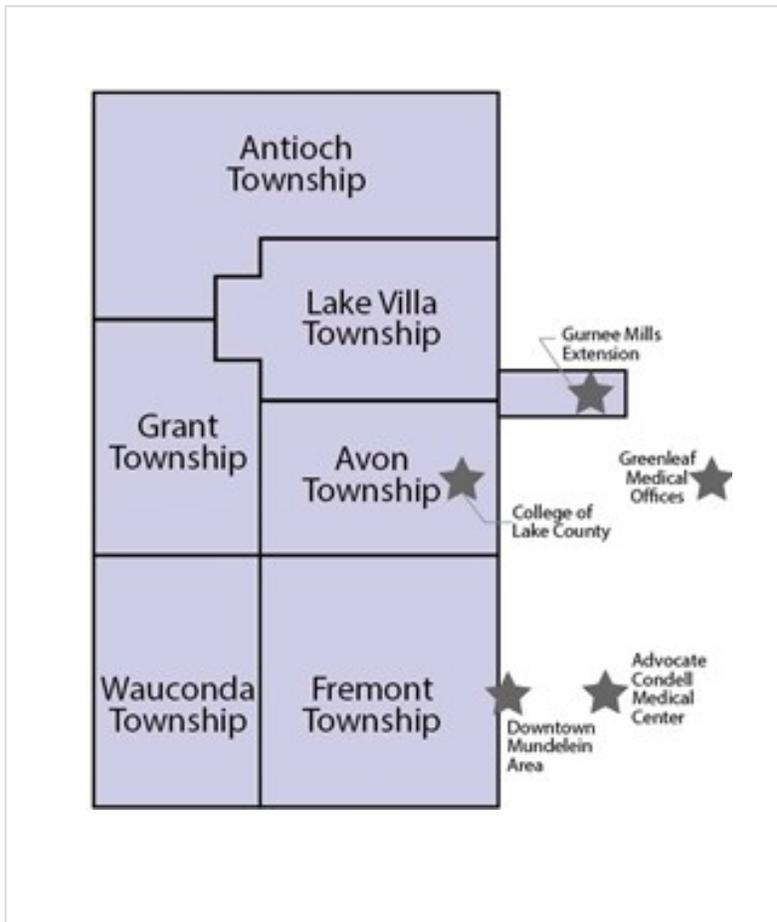




# 2014 Rider's Guide

Northwest Demonstration | Dial-a-Ride Transportation Services



*Serving the townships of*

**Antioch  
Avon  
Fremont,  
Grant  
Lake Villa  
Wauconda**

## About the Service:

The [Lake County Coordinated Transportation Services Committee's](#) (LCCTSC) Northwest Demonstration Project (NW Demo) began in January of 2010 to provide curb-to-curb dial-a-ride transportation service in the northwest townships of Lake County: Antioch, Avon, Grant, and Lake Villa. In September 2012, the NW Demo expanded services to the townships of Fremont and Wauconda. The service area of the NW Demo also includes providing transportation trips to the Gurnee Mills commercial area, the Greenleaf Ave. medical offices and Mundelein downtown area.

The service is sponsored by the six Townships (Antioch, Avon, Fremont, Grant, Lake Villa, and Wauconda) along with assistance from the [LCCTSC](#), Lake County, and Pace Suburban Bus. This demonstration project is funded in part with two grants from the Regional Transportation Authority through the Federal Transit Administration, Section 5317 New Freedom Grant and Section 5316 Job Access Reverse Commute Grant. Local matching funds for the two federal grants are provided by Lake County and Pace Suburban Bus.

*The LCCTSC Northwest Demonstration Project operates without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the NW Demonstration Service by contacting your local Township Office.*

## Who Is Eligible?

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- ❖ Service is open to residents of Antioch, Avon, Fremont, Grant, Lake Villa, and Wauconda Townships.
- ❖ Priority is given to seniors (65+) and people with disabilities, but service is also open to the general public.
- ❖ **Residents must register for the service through their respective township office.** If you have questions about the service or need help to fill out your application, contact your Township office for assistance.
  - ❖ **Antioch Township** (847) 395-3378
  - ❖ **Avon Township:** (847) 546-1446
  - ❖ **Grant Township:** (847) 740-2233
  - ❖ **Lake Villa Township:** (847) 356-2116
  - ❖ **Fremont Township:** (847) 223-2847
  - ❖ **Wauconda Township:** (847) 526-2631
- ❖ Residents who are not seniors (65+) or disabled, will be required to register yearly.
- ❖ Children under the age of 13 must be accompanied by an adult.

## How Much Does It Cost?

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- ❖ Exact change is required.
- ❖ **One-Way Fare Changes:**
  - \$3.00 flat fare** one way for trips **under 10 miles** for disabled and/or senior (age 65 or over) passengers.
  - \$4.00 flat fare** one way for trips **under 10 miles** for general public.
  - \$6.00 flat fare** one way for trips **over 10 miles** for disabled, senior and/or general public passengers.
  - \$5.00 flat fare** for dialysis one-way subscription trips.
  - \$0.15 transfer fee** for disabled and senior passengers transferring to other dial-a-ride or ADA Paratransit services.

## How Do I Schedule or Cancel a Reservation?

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- ❖ **To schedule a trip**, call Lake County Call Center at **(800) 201-6446; TTY (877) 218-0905**.
- ❖ Reservation hours for trip requests are Monday through Friday from 6:00am to 6:00pm. People with disabilities will be given priority to reserve trips from 6:00am to 12:00pm. General public riders may call for reservations from 12:00pm until 6:00pm.
- ❖ **Seniors and people with disabilities may make 7-day advance reservation for work and medical appointments.**
- ❖ All other ride requests need to be scheduled one day in advance and are set up on a first-come first-served basis and are subject to bus capacity.
- ❖ **Registered riders may bring one additional person to accompany them on their trip. This person pays the general public one-way fare of \$4.00.**
- ❖ To cancel a trip, call Lake County Call Center at **(800) 201-6446; TTY (877) 218-0905** at least two hours prior to the scheduled pick-up time.

## No-Show/Cancellation Policy:

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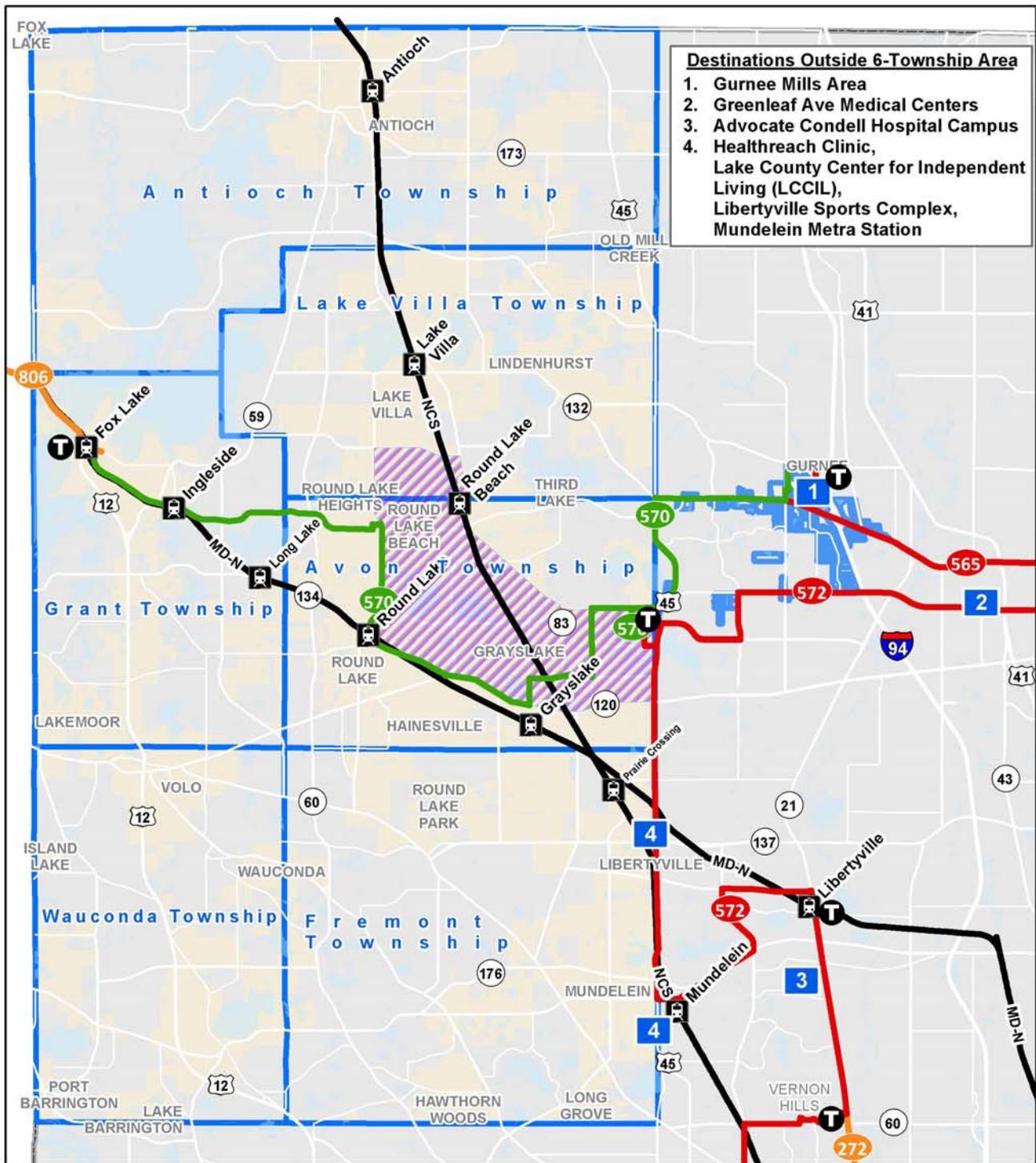
- ❖ Two cancellations a month within less than two hours prior to the scheduled pick up time will constitute a 30-day suspension from the NW Demonstration Service. You will be notified each time when you have missed your scheduled trip.
- ❖ **A no-show will automatically suspend you from the NW Demonstration Service for 30 days. You will be notified when you have missed your scheduled trip.**

## Where and When Can I Use the Service?

- ❖ The first scheduled pick-up time for the NW Demo Dial-a-Ride is at 5:30am and the last scheduled pick-up time is at 6:45pm
- ❖ Eligible passengers of Antioch, Avon, Fremont, Grant, Lake Villa, and Wauconda townships may travel between and within these townships Monday through Friday from 5:30am to 6:45pm and to the additional destinations specified below:

<b>Townships Served (Hours of Service)</b>	<b>Mon.</b>	<b>Tues.</b>	<b>Wed.</b>	<b>Thurs.</b>	<b>Fri.</b>
<b>Antioch Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Avon Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Fremont Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Grant Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Lake Villa Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Wauconda Twp. (5:30am-6:45pm)</b>	X	X	X	X	X
<b>Additional Destinations Served</b>	<b>Mon.</b>	<b>Tues.</b>	<b>Wed.</b>	<b>Thurs.</b>	<b>Fri.</b>
<b>Greenleaf Ave. Medical Offices</b> <i>(locations specified in the attached map)</i>	X	X	X	X	X
<b>Mundelein Metra Station</b> <i>(205 N. Archer Ave., Mundelein)</i>	X	X	X	X	X
<b>Lake County Center for Independent Living (LCCIL)</b> <i>(377 N. Seymour, Mundelein)</i>	X	X	X	X	X
<b>Healthreach Clinic</b> <i>(109 N. Seymour, Mundelein)</i>	X	X	X	X	X
<b>College of Lake County (CLC)</b> <i>(19351 West Washington Street, Grayslake)</i>	X	X	X	X	X
<b>Gurnee Mills Shopping Area</b> <i>(locations specified in the maps)</i>	X	X	X	X	X
<b>Libertyville Sports Complex</b> <i>(1950 N. Highway 45, Libertyville (Peterson Road &amp; Route 45, NW of Libertyville)</i>	X	X	X	X	X
<b>Advocate Condell Outpatient Services</b> <i>(1170 E. Belvidere Rd. (Rte.120), Grayslake)</i>	X	X	X	X	X
<b>Northwestern Grayslake Outpatient Services</b> <i>(1475 E. Belvidere Rd. (Rte. 120), Grayslake)</i>	X	X	X	X	X
<b>Mid-Lakes Clinic (Lake County Health Dept)</b> <i>(224 W. Clarendon, Round Lake Beach)</i>	X	X	X	X	X
<b>Advocate Condell Hospital</b> <i>(801 S. Milwaukee Ave., Libertyville)</i>	X	X	X	X	X

# LCCTSC Northwest Demonstration Project Service Area



### Destinations Outside 6-Township Area

1. Gurnee Mills Area
2. Greenleaf Ave Medical Centers
3. Advocate Condell Hospital Campus
4. Healthreach Clinic,  
Lake County Center for Independent Living (LCCIL),  
Libertyville Sports Complex,  
Mundelein Metra Station

**Pace Bus Routes**

**T** Transfer Point

Pace Round Lake Call-n-Ride
 Northwest Demo Boundaries

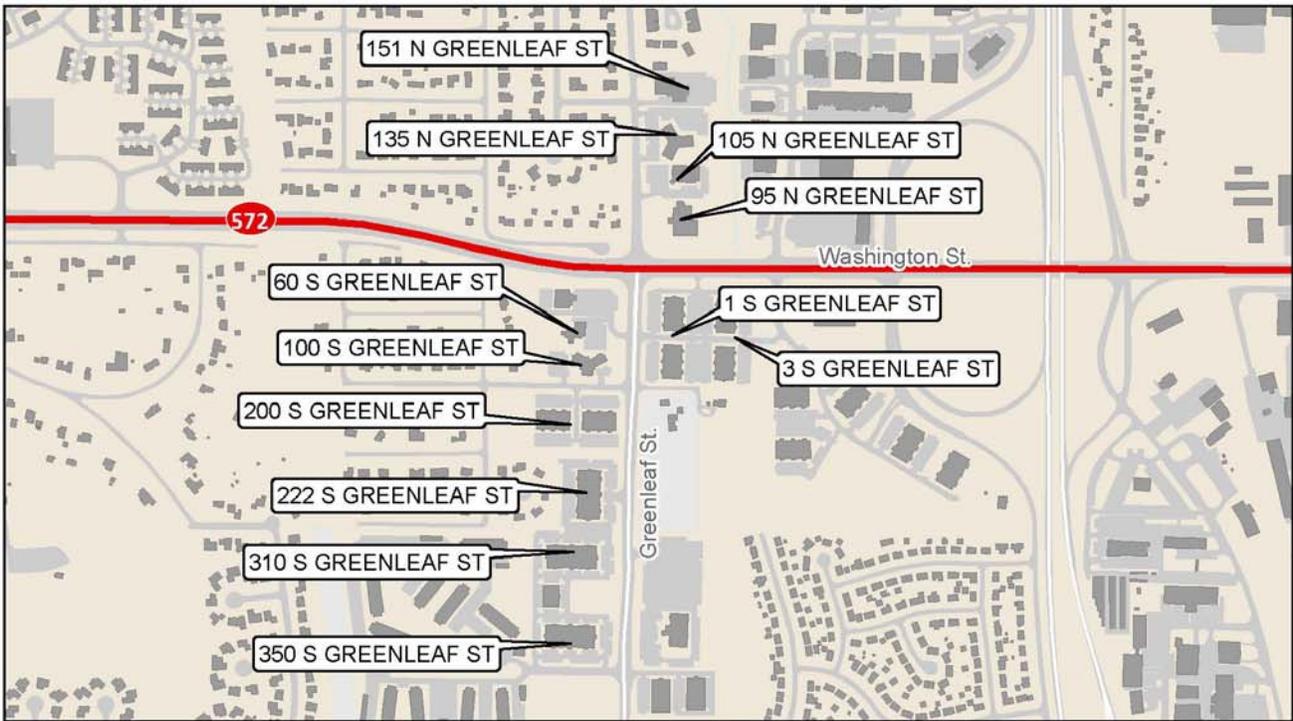
Metra Rail Service
 

0 0.5 1 2 Miles

## Gurnee Mills Area

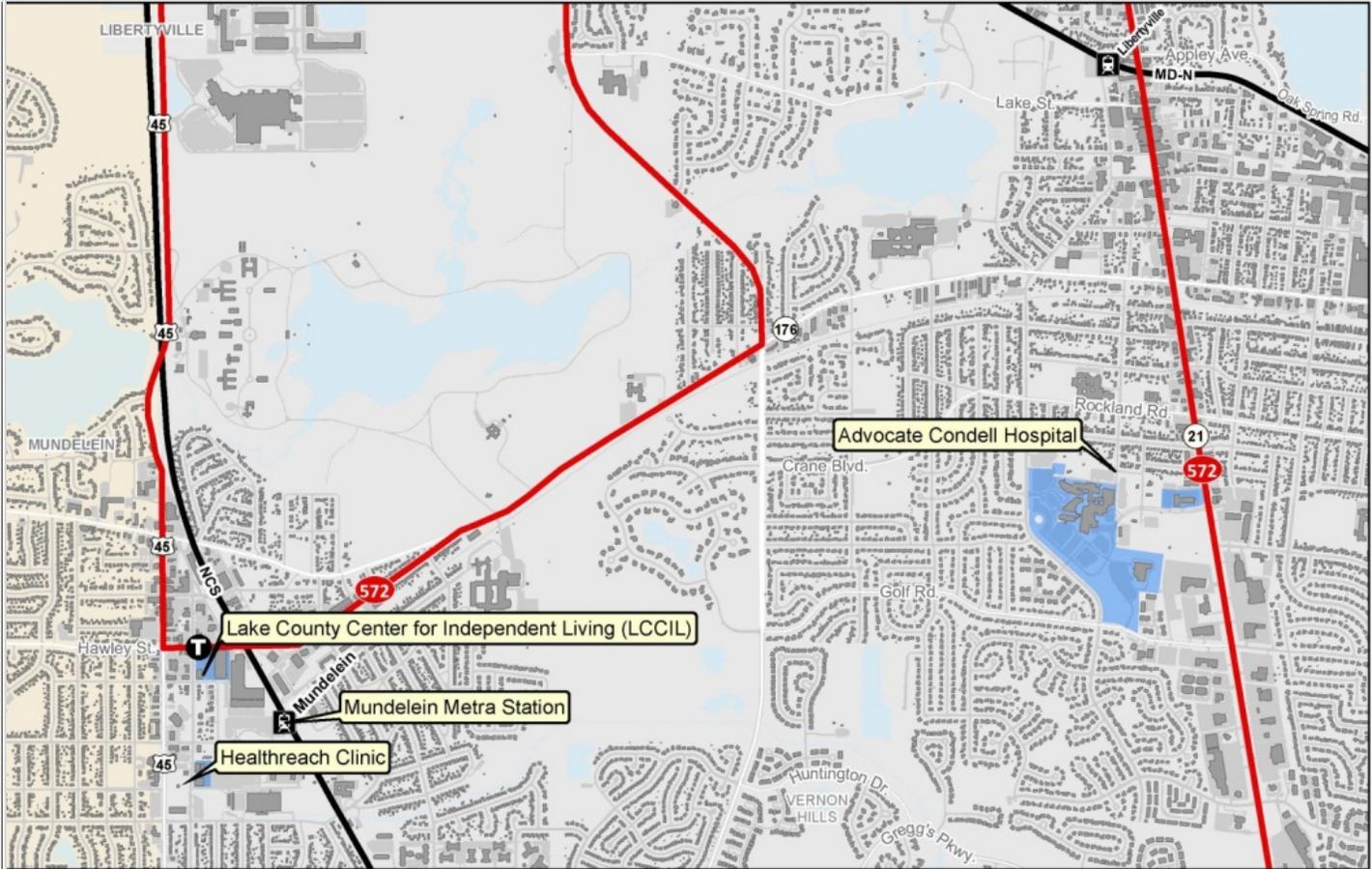


## Greenleaf Medical Centers



<p><b>Pace Bus Routes</b></p>	<p><b>T</b> Transfer Point</p>	<p> Northwest Demo Boundary</p>	<p> N</p> <p>0 650 1,300 2,600 Feet</p>
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# Mundelein and Libertyville Destinations



**Pace Bus Routes**

Transfer Point

Metra Rail Service

Northwest Demo Boundary

0 1,500 3,000 Feet

## Can I Transfer to Other Services?

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Eligible passengers of the NW Demo service may use the NW Demo service connect with other available transit services operating in Lake County, such as Metra, Pace Fixed Routes, other Pace Dial-a-Ride services, Pace Vernon Hills-Mundelein Call-n-Ride and Round Lake Call-n-Ride services. For example:

### Travel to McHenry County

- Residents who wish to **travel to McHenry County** may use the NW Demo service to get to the College of Lake County, which serves as a Pace Bus Transfer Hub, and take [Route 570](#) to the Fox Lake Town Center, nearby the Fox Lake Metra Station. Once there, they can then transfer to Pace [Route 806](#), which goes to McHenry and Crystal Lake.
- Also, NW Demo registered riders may transfer to **McHenry County's "MCRIDE" Dial-a-Ride** service as well. For more information, inquire with the call center staff when you call to reserve a trip with the NW Demo service. Transfer cost is \$0.15.

### Travel Eastward toward Waukegan

- Residents who wish to **travel to Waukegan**, may use the NW Demo to get to the College of Lake County, which serves as a Pace Bus Transfer Hub, and take [Route 572](#) eastbound.
- Also, Seniors (65+) & Disabled NW Demo riders who are eligible for [RTA Reduced Fare](#), may transfer to the [Northeast Lake/Warren Township Dial-a-Ride](#) service to **travel to downtown Waukegan, Veterans' Assistance Hospital, or Gurnee Mills**. For more information, please inquire with the call center staff when you call to reserve a trip with the NW Demo service. Transfer cost is \$0.15.

### Travel Southbound toward Cook County

- Residents who wish to **travel southbound to Cook County**, may use the NW Demo to get to the College of Lake County, which serves as a Pace Bus Transfer Hub, and take [Route 572](#) southbound and then connect with [Route 272](#) at Westfield Hawthorn shopping center to get to Lake-Cook Road.
- In addition, residents may use the NW Demo service to any of the Metra Station of [North Central Service](#) or [Milwaukee District/North Line](#) within the six-Township area of Avon, Antioch, Fremont, Grant, Lake Villa, or Wauconda. Please make travel arrangements once you arrive to your destination outside of NW Demo service area. Contact the RTA Customer Service staff at 312-913-3110 for assistance in your travel arrangements. All Metra stations in Lake County and most in Cook County are ADA accessible.