

# MORE INFORMATION

## SERVICE COMPLAINTS

Pace Customer Relations (to file a complaint)

Phone: 800-606-1282

Email: [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com)

Website: [www.pacebus.com](http://www.pacebus.com)

## QUESTIONS ABOUT MCRIDE?

McHenry County Division of Transportation

Phone: 815-334-4981

Email: [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov)

Website: [www.McHenryCountyDOT.org](http://www.McHenryCountyDOT.org)

## TITLE VI PROGRAM NOTICE

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)

### *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 de Civiles) Act de 1964.

### *Por Información en Español*

Este folleto está disponible en español, visite nuestro pagina de Internet para obtener una copia: [www.McHenryCountyDOT.org](http://www.McHenryCountyDOT.org) o [www.pacebus.com/sub/general/en\\_espanol.asp](http://www.pacebus.com/sub/general/en_espanol.asp)

# PROGRAM BROCHURE

UPDATED: DECEMBER 2020



# MCRIDE

HAPPY TO SERVE THE COUNTY.



**IN PARTNERSHIP  
WITH PACE BUS**

# MCRIDE IS A GREAT WAY TO GET AROUND MCHENRY COUNTY. WHETHER YOU NEED TRANSPORTATION FOR WORK, SCHOOL, SHOPPING, OR MEDICAL APPOINTMENTS, MCRIDE PROVIDES AN AFFORDABLE AND FLEXIBLE WAY TO TRAVEL!

## GETTING A RIDE

As a dial-a-ride program, MCRide service is “coordinated countywide paratransit service and buses do not travel in a fixed route each day. Riders schedule their trips in advance and the vehicle provides curb-to-curb service from the rider’s desired pick-up and drop-off destinations.

To schedule a ride, call the Pace Call Center at **1-800-451-4599** or **711** for the Illinois Relay Service. Call takers will register you during your first call. Seniors (60+) and Individuals with Disabilities can schedule a ride up to seven days in advance of their trip. General Public can schedule a ride up to two days in advance of their trip.

Remember to schedule your initial pick up and the return trip. Riders unable to keep a reservation must cancel their trip at least 2 hours before scheduled pick-up time.

McRide service operates every day, except for holidays, from 6:00 a.m. to 7:00 p.m.

## WHEN & WHERE CAN I RIDE?

Riders may travel to and from any place in the service area for which they are eligible:

### GENERAL PUBLIC

Everyone is eligible for travel to and from the **GREEN** areas on the map.

Rides can also start and end from any of the seven destination points within the coverage area:

1. Advocate Good Sheperd Hospital
2. Barrington Metra Station
3. Randall Oaks Park/Zoo/Golf Course
4. The Arboretum
5. Advocate Sherman Hospital
6. Spring Hill Mall
7. Chain O’Lakes State Park

The fares for the general public are **\$3.00** for the first five miles. Fares for seniors (60+) and individuals with disabilities are **\$1.50** for the first five miles. All riders are charged \$0.25 per mile after the first five miles.

MCRide operates seven days per week, from 6:00 am until 7:00 pm.

