

How does the VanGo service work?

VanGo is a reservation-based service, in which drivers/riders reserve a van for the next business day. This new pilot program provides a first-mile/last-mile transit option for commuters traveling round-trip from the Lake Forest Metra Station to a work location between the Tri-State Tollway and East Townline Road.

How do I become a driver/rider?

Drivers and riders must pre-register and complete a participant agreement, and a credit card authorization form with Pace. Drivers must also complete a driver application.

The registration is necessary for billing purposes.

Drivers must meet the following Pace criteria:

- Drivers must be at least 23 years of age and have a valid driver's license.
- Drivers must have a good driving record.
- Drivers are required to pass a physical and drug test.
- Drivers are required to complete an on-line driver training class.

Once Pace has enrolled you as a VanGo commuter, you can make a reservation for a VanGo round trip for any weekday or weekend.



How do I reserve a trip?

Registered commuters should email:

Vango.Lakecounty@PaceBus.com

or call: (847) 364-3964 between the hours of 8:00 AM and 4:30 PM Monday through Friday to reserve a vehicle for the next business day. Vehicle reservations for weekends or Monday must be made by 4:30 PM Friday. The Pace representative will confirm the reservation and email or text the driver/rider an assigned vehicle number. Drivers will receive a vehicle entry code. Rider trip reservations are accepted only on days with a pre-registered driver.

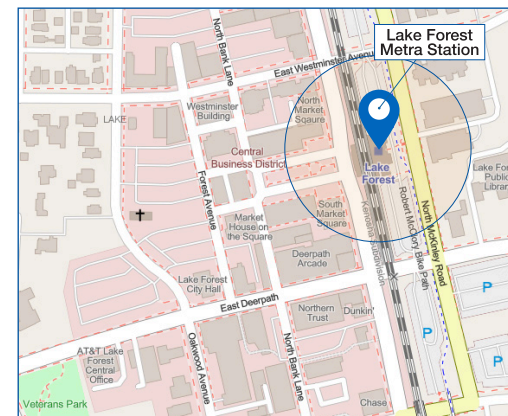
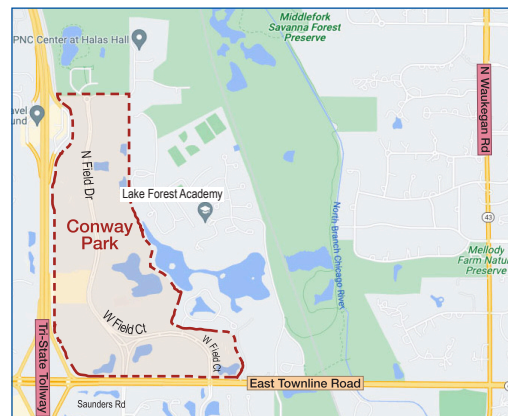
BOOK YOUR TRIP TODAY!

email:

Vango.LakeCounty@PaceBus.com

or call

847-364-3964



How do I access the van on the day of my trip?

Look for the Pace vehicle with the VanGo logo in the designated parking spot at the Lake Forest Metra Station. Proceed to the vehicle's designated parking spot and enter the code provided at the time of reservation into the keypad on the window. The code will unlock the vehicle door and also unlock a key locker inside the vehicle. You will need to enter the vehicle and take the key out of the locker to start the vehicle.

At the end of the day, the driver should drive the vehicle back to the designated parking space, place the key back in the key locker, and lock the vehicle by pushing the lock button on the keypad on the vehicle exterior. After that, the driver can depart for their connecting transportation service.





What kind of vehicle is used in this program?

Participants in the VanGo program use a late model van, either a 2020 Ford Transit 7-passenger van or a Dodge Grand Caravan. Each van is branded with the VanGo logo.

Vehicles are equipped with:

- Video event recorders with GPS and geo-fencing
- A keypad attached to the window to enter a code, which unlocks the vehicle
- A key locker inside the vehicle for secure key storage

Pace maintains the vehicle to the highest standards. Pace fleet staff fuels, washes, and maintains the vehicles as needed.

Other program rules

Vehicles may be reserved for any time between 6 AM and 9 PM on any given day. Drivers may use the vehicle to go out for lunch provided they stay within 5 miles of the Lake-Forest Metra Station. **You may not travel outside that radius.**



What is the cost?

The fare is **\$5.00 round trip.**
Drivers carrying pre-registered riders are free.

How do I pay the daily fare?

Pace sends a bill to participants at the end of each month, based on their usage of the service, and charges the credit card that the participant has on file. Participants don't need to send Pace a payment upon receipt of the bill.

For frequent users of VanGo

Did you know there is a Feeder Vanpool Program that might be more cost-effective for regular commuters? Commuters utilizing this program more than 2-3 days per week are encouraged to join the Pace Feeder Vanpool Program. **For info visit: PaceBus.com/Vanpool-Feeder**

The Vanpool program allows for a regular group of people to commute together daily, with the driver not paying a fare, and riders paying a monthly flat fare.

For more information, call (847) 364-3964 to find out how to join this program or visit: PaceBus.com/VanGo.



The new vanpool option from Pace!

Commuters traveling between Lake Forest Metra station and nearby businesses can now use a new self-service transportation option.

No monthly commitment! Just reserve a ride on days you need it.