



Community Outreach & Mask Distribution

Throughout the COVID-19 pandemic, the Lake County Office of Transit Services has kept passenger safety at top of mind. Community outreach efforts have included distributing cloth face coverings to passengers and the public, and to date nearly 80,000 masks have been given out at bus transfer centers, libraries, and city and town halls. Paired with CDC guidance signage displayed on every bus, as well as the installation of hand sanitization stations, driver barriers to reduce interactions between passengers and drivers, and an enhanced cleaning schedule for buses and bus stops, passengers can be confident in letting LakeXpress, and Lake County Connection, take the wheel.





Bus Stop Upgrades

The Lake County Office of Transit Services has recently completed Phase 1 of its multi-year plan to promote mobility and improve access and security at bus stops on LakeXpress routes. Improvements include bringing 29 bus stops into ADA compliance to make them accessible to all and adding shelters to nine other bus stops to protect riders from the elements. Rethink your commute and let LakeXpress take the wheel!



Riding LakeXpress with Your Bike

LakeXpress has safe, easy-to-use bike racks mounted to the front of every bus. Each rack holds two bikes, and using it is easy!



When using the bike rack, first let the driver know that you would like to load your bike. Always approach the bus from the curb side, and do not step out into oncoming traffic.



To load your bike, squeeze the rack handle at the top center of the rack to release the latch, and pull down the rack.



Lift your bike onto the rack, putting each wheel in the marked slots. The front wheel of the bike closest to the bus should face the curbside.



Lastly, raise the support arm as far up onto the wheel as you can, making sure it rests on your front tire and not on the fender frame.

Reminders:

- Riders must be able to load and unload their bike without the assistance of the driver.
- When the bus approaches, please have your bike ready to load and remove any items that may fall off (bike pump, water bottle, etc.).
- Children 10 years old and under must be accompanied by an adult to load and unload bikes.
- Motorized bikes are not allowed.
- Bikes with child seats, large carriers, baskets or any other attachments that will interfere with the driver's visibility cannot be loaded.

To Unload:

- Tell the driver you need to unload your bike, and then use the front door to exit the bus.
- Raise the support arm off the tire. The support arm automatically folds down to a secure position. Lift out your bike. Watch for oncoming traffic!
- Please fold up the rack if it is empty. It will automatically lock into place.
- Step off the street until the bus passes. Do not cross in front of the bus.

