

## RIDE DuPAGE RIDERS' GUIDE

### 1. Register for Transportation Service

In order to participate in the Ride DuPage transportation program, you must be a registered rider. To find out more about how to become a registered rider, contact DuPage County Community Services at 630-407-6500. For veterans needing medical rides to VA hospitals or clinics, contact the Veterans Assistance Commission 1-(630) 407-5655.

### 2. Schedule a Ride

After you become a registered rider, you may schedule a ride by using the following telephone numbers:

- ◆ DuPage County Seniors contact 1-(630) 407-6500 and press 2.
- ◆ DuPage County Veterans contact 1-(800) 713-7445.
- ◆ All other Municipalities, **Townships**, and County programs contact 1-(800) 713-7445 and press 1.

Identify yourself as a Ride DuPage rider and be prepared to provide the following information.

1. Complete and exact address and phone number of your origin and destination.
2. For riders with **Appointment times** (i.e. *doctor, dentist, hair, etc.*) or **employment hours**, the Call Center will provide you a pick-up time. Please indicate AM or PM.
3. Physical description of pick-up area including entrance, driveways, signs, entrance names or numbers, building names, etc. (Be specific, see "Special Pick-up Instructions" section for details).
4. Major intersections or cross-streets closest to pick-up location if known.
5. Name of travel companion/assistant and their travel needs.
6. Trip purpose is required by your sponsor for transportation analysis. The rider's name is kept confidential.

Have the call taker confirm the following information.

1. Pick-up time
2. Appointment time
3. Pick-up location – **exact address**
4. Drop off location – **exact address**

5. Special instructions for the driver
6. Return trip information
7. Cost of trip (payment is cash only and exact change is required)

### 3. Reservations

Reservation hours are between 6:00 a.m. and 7:00 p.m. seven days a week. Trips can be reserved up to seven days in advance. **Same day reservations are cannot be guaranteed and we encourage at least one-day advance notice.** When requesting destination time of arrival (i.e. appointments), allow call taker to recommend a pick-up time. Be advised that the busiest travel times are between 5:00 a.m. and 10:00 a.m. and 2:00 p.m. and 5:00 p.m. Book rides that fall between those times well in advance to ensure availability whenever possible.

### 4. Appointments and Return Trips

It is very important to let the call taker know if you have an appointment time. Allow 15 minutes prior to appointment times. For example, if your work day starts at 8:30 a.m., tell the call taker your appointment time is 8:15 a.m. For return trips,

allow at least 15 minutes after the completion of your appointment. For example, if your work day ends at 6:00 p.m., request a 6:15 or later pickup.

### 5. Travel Times

Be advised that the busiest travel times are between 5:00 a.m. and 10:00 a.m. and 2:00 p.m. and 5:00 p.m. Plan for longer ride times during busy travel hours. Book rides that fall between those times well in advance to ensure availability. Whenever possible, avoid discretionary trips such as grocery shopping or routine medical appointments during the busy travel hours.

### 6. Travel Assistant

Ride pick-up is **from curb to curb**. Drivers do not assist riders in and out of buildings but will make every effort to assist a rider into and out of the vehicle safely. **When a rider's needs are beyond the responsibility of the driver, a travel assistant is required.** The travel assistant must be identified with the sponsor and can only ride with a registered rider. One travel assistant may ride at no charge.

### 7. Travel Companions

One travel companion (i.e. spouse, family member, friend)

may ride with a registered rider at no additional charge.

### 8. Group Trips

Group trips are when 3 or more riders are departing from and returning to the same location. These trips receive a discount. We strongly encourage scheduling group trips whenever possible. Please contact your sponsor for more information.

### 9. Ride Fares

Your trip cost will be confirmed by the call taker upon scheduling your ride. Be sure to have the exact fare in cash. The fare policy is determined by the sponsor. The rider should check with their sponsor regarding fare information.

### 10. Transportation Hours

Transportation services are available 24 hours a day, seven days a week.

### 11. Pick-up

The driver has a 15 minute window to pick you up. For example, if your scheduled time is 8:30 a.m., the driver has until 8:45 a.m. to pick you up. At 8:46 a.m., the driver is considered "late." At that point, you can check the trip status by

contacting 1-(800) 713-7445 and pressing 2.

The driver is required to wait 5 minutes past the scheduled pick-up time. When the driver is late, he is still required to wait 5 minutes for you to appear. If you do not appear within 5 minutes, the trip is considered a "no show" and you may be required to pay a \$10.00 fine.

Ride pick-up is **from curb to curb**. Drivers do not assist riders in and out of buildings but will make every effort to assist a rider into and out of the vehicle safely.

Frequently, more than one rider is scheduled for a pick-up at a particular location. Before boarding the vehicle, confirm with the driver that the trip is assigned to you.

## **12. Special Pick-up Instructions**

Please confirm a designated pick-up location or entrance. For example, College of DuPage, M Building, Entrance M-3 or Yorktown Shopping Mall, JC Penny Upper Level, the north or south side of the railroad tracks. Some larger or

more frequently traveled locations have designated drop-off and pick-up locations. Ask the call taker if your destination is one of these locations.

## **13. Check Ride Status**

If your ride is more than 15 minutes late, the rider should check the status of their ride by contacting the Ride DuPage call center at 1-(800) 713-7445 and pressing 2. The call is routed to a dispatcher who can provide an estimated arrival time.

## **14. Late Pick-ups**

If you experience excessive tardiness from your transportation provider, please contact Pace Quality Assurance representatives at 1-(800) 606-1282 or your sponsor.

## **15. Cancel a Ride**

If you need to cancel a ride, you are encouraged to do so as soon as possible but no less than 2 hours prior to pick-up time. A ride cancelled with less than 30 minutes of notification is considered a "no show" and the rider may be required to pay a \$10.00 fine. When cancelling a trip, remember to cancel the return trip as well. To cancel a ride, contact 1-(800) 713-7445.

## **16. Apply for Subscription Rides**

If travel is required for two days or more per week to the same location for an extended period of time, the rider may apply for a "subscription." Subscription rides eliminate the need for contacting the call center to book trips every week. However, the rider is responsible for the occasional trip adjustment and cancellation. The same cancellation policy applies to all trips. To apply for subscription rides, contact your sponsor.

## **17. Shared Rides**

In order to maximize our transportation resources, two or more people may be transported together if origin and/or destination locations are within reasonable distances.

## **18. Complaints**

If you have a complaint regarding your ride, please contact Pace Quality Assurance representatives at 1-(800) 606-1282 or your sponsor. Be prepared to describe the nature of the incident along with the date and approximate time, with as much detail as possible. Contact us immediately following the incident to get the

most accurate report and timely response.

If you have not received a response within 30 days, please call our complaint line at 1-(800) 606-1282 to follow up. In rare instances, it may take more than 30 days to respond due to the complicated nature of the complaint.

Safety, courtesy and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met.

Be aware that each sponsor may have additional riding policies that extend beyond the standard Ride DuPage policy. For more information, contact your sponsor.

## **IMPORTANT CONTACT INFORMATION**

- To locate sponsors in your area, call DuPage County Human Services at 1-(630) 407-6500 and press 2.
- To schedule a ride, see the "Schedule a Ride" section.
- To cancel or reschedule a ride, call Ride DuPage at 1-(800) 713-7445 and press 2.
- To check the status of a ride, call Ride DuPage at 1-(800) 713-7445 and press 2.
- To file a complaint, call Pace Quality Assurance at 1-(800) 606-1282 or your sponsor.

## **Lisle/Naperville Transportation Partners Registration Contacts**

### **Lisle Township**, 4711 Indiana Ave., Lisle, IL 60532

To register, contact Jim Vondran 1-(630) 968-2087 ext. 11

### **Naperville Township**, 139 Water St., Naperville, IL 60540

To register, contact Jenny Dawley 1 -(630) 355-2786 ext.4403

### **Wheatland Township** 4232 Tower Ct., Naperville, IL 60564

To register, contact Carolyn Rominger 1-(630) 717-0092 ext. 2

The Ride DuPage Program 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 affected by any discriminatory practice under Title VI may file a complaint with your sponsor organization listed above.