

dispatcher who can provide an estimated arrival time.

### 12. Late Pick-ups

If you experience excessive tardiness from your transportation provided, please contact Pace Quality Assurance representatives at 1-800-606-1282.

### 13. 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.

### 14. 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.

### 15. 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 on a bus or a taxicab.

### 16. Client Feedback

If you have feedback regarding your ride, please contact Pace Quality Assurance representatives at 1-800-606-1282, 1-847-228-4208 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 7 days, please call our feedback line at 1-800-606-1282, 1-847-228-4208 or your sponsor to follow up. In rare instances, it may take more than 14 days to respond due to the complicated nature of the issue. Safety, courtesy and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met.



## RIDE DUPAGE RIDERS' GUIDE



### 1. Register for Transportation Service

To be eligible to become a registered rider in the Ride DuPage transportation program you must be a senior age 65 or over, and/or disabled, documented with an RTA card. To find out more about how to become a registered rider, contact Wheatland Township Senior Services at 331-229-3917.

### 2. Schedule a Ride

**AFTER YOU BECOME A REGISTERED RIDER**, you can

schedule a ride by calling the Ride DuPage Call center at 1-800-713-7445. Identify yourself as a Ride DuPage rider and be prepared to provide the following information.

1. Exact address and phone number of your origin and destination.
2. **Appointment times** (*i.e.* doctor, dentist, hair, etc.) or **employment hours**—allow a minimum 15 minute buffer between arrival time and appointment time
3. Physical description of pick-up area including entrance, driveways, signs, entrance names or numbers, building names, etc.
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 purposes may be required by your sponsor for transportation analysis. The rider's name is kept confidential.

Special Note: For the safety of our riders, the minimum age to use Ride DuPage without an adult is 16 years old.

Have call taker confirm the following information

1. Pick up time
2. Appointment time
3. Pickup location-**exact address**
4. Drop off location-**exact address**
5. Special instructions for the driver
6. Return trip information
7. Cost of the trip (payment is cash only and exact change is required)

### 3. Reservations

Reservation hours are between 6:00am and 6:00pm seven days a week. Trips can be reserved up to seven days in advance. **Same day reservations are not guaranteed and we encourage at least one-day advance notice.** When requesting destination time of arrival (i.e., appointments) have the call center tell you what time they will need to pick you up in order to arrive in time for your appointment. Be advised that the busiest travel times are between 5:00am and 10:00am and 2:00pm and 5:00pm. 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 medical appointments during the busy travel hours.

### 4. Appointments and return Trips

It is very important to let the caller know if you have an appointment time. For example, if your workday starts at 8:30am, tell the call taker your appointment time is 8:15 am. For return trips, allow at least 15 minutes after the completion of your appointment. For example, if your workday ends at 6:00pm, request a 6:15pm or later pickup.

### 5. Travel Assistant/ Companion

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/companion is required. The travel assistant/companion must be identified with the sponsor and can only ride with a registered rider. One travel assistant/companion (i.e. spouse, family member, caregiver) may ride at no additional charge.

### 6. Group Trips

Group trips are when three 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.

### 7. Ride Fares

Your trip cost will be \$2 to get into the cab/bus and \$1 per mile after that. Call taker will determine the mileage and tell you the cost of the trip. Be sure to have the exact fare in cash.

### 8. Transportation Hours

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

### 9. Pick-up

The driver has a 15-minute window to pick you up. For example, if your scheduled time is 8:30am, the driver has until 8:45am to pick you up. At 8:46am, the driver is considered "late". At that point, you can check the trip status by contacting 1-800-713-7445 and pressing 1. 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 will 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 the buildings as they can never lose sight of the vehicle, 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.

### 10. 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 Penney 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.

### 11. 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 1-800-606-1282 and pressing 1. The call is routed to a