



# VETERANS ASSISTANCE COMMISSION OF DUPAGE COUNTY



## RIDE DUPAGE RIDER'S GUIDE

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### 1. General Information

The Veterans Assistance Commission (VAC) Ride DuPage program is only for veterans (riders), not their spouses or children (though they can ride with the veteran as a Travel Assistant). The rider uses this program for transportation to and from his or her residence and Hines VA Hospital or the North Aurora or Hoffman Estates VA Clinics. With special permission from the veteran's doctor, the veteran can be transported to a civilian hospital.

### 2. Register for Transportation Service

To participate, the veteran must register as a rider by calling the VAC at: (630) 407-5655. The fax number to send your DD214 and appointment slips is (630) 407-5656.

The mailing address is 421 N. County Farm Rd., Wheaton IL 60187.

**\* In addition to the registration, the veteran must provide a copy of his discharge papers (one time only) and also provide a copy of his doctor's appointment slip for each trip.**

### 3. Schedule a Ride

After the veteran becomes a registered rider, he may schedule a ride by calling the Ride DuPage Call Center at 1-800-713-7445. A taxi, bus or van may pick him up. **(Do not call the VAC to schedule a ride.)**

#### Special Note:

★ *Ride DuPage is **NOT** an emergency transportation service. If the veteran has a medical emergency, call "911" immediately.*

The veteran identifies himself as a VAC rider and provides the following information:

1. Complete and exact address and phone number of his origin and destination.
2. Appointment time at the hospital (AM/PM). The Call Center will provide a pick-up 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.
5. Name of travel companion/assistant.
6. Trip purpose.

Have call taker confirm the following information.

1. Pick-up time (AM or PM)
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. Rider pays on each one-way trip, not for a round trip.)



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### 4. Reservations

Reservation hours are Monday – Friday, 6:00 a.m. to 6:00 p.m., Saturday and Sunday, 8:00 a.m. to 5:00 p.m. Trips can be reserved up to seven (7) days in advance. **Same day reservations are not guaranteed and we encourage at least one-day advance notice.** Be advised that the busiest travel times are weekdays between 7:00 a.m. and 10:00 a.m. and 3:00 p.m. and 6:00 p.m. Plan for longer ride times during busy travel hours. Book rides that fall between those times well in advance to ensure availability.

### 5. Special Pick-up Instructions

Please confirm, with PACE, the designated pick-up location for Hines VA Hospital or the North Aurora or Hoffman Estates VA Clinics, plus the civilian hospital you may have special permission to go to.

### 6. 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 as they can never lose site of the vehicle. 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 or caregiver) may ride with a registered rider at no additional charge. Service animals are permitted in the vehicles.

### 7. Ride Fares

The cost of the trip will be confirmed by the call taker upon scheduling the ride. Be sure to have the exact fare in cash. The fare policy is determined by the VAC.

### 8. Pick-up/Check Ride Status

The driver has a 15-minute window for pick-up. For example, if the scheduled time is 8:30 a.m., the driver has until 8:45 a.m. to pick him up. At 8:46 a.m., the driver is considered "late." At that point, the rider can check the ride status by calling 1-800-713-7445 and following the prompts. The call is routed to a dispatcher who can provide an estimated arrival time.

The driver is required to wait five (5) minutes past the scheduled pick-up time. When the driver is late, he is still required to wait five (5) minutes for the rider to appear. If the rider doesn't appear within those five (5) minutes, the trip is considered a "no show" and the rider may be required to pay a \$10.00 fine to the VAC.

When the vehicle comes to pick up the rider, the rider must confirm with the driver that he is there to pick up that rider.



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### 9. Shared Rides

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

### 10. Transportation Hours

Transportation services are available 24 hours a day, seven (7) days a week.

### 11. Cancel a Ride

If the rider needs to cancel a ride, call 1-800-713-7445, as soon as possible but no less than two (2) hours prior to pick-up time. A ride cancelled within 30 minutes of notification is considered a “no show” and the rider may be required to pay a \$10.00 fine to the VAC. When cancelling a trip, remember to cancel the **return trip** as well if you don't need it.

### 12. Client Feedback

If the rider has feedback regarding his ride, please contact Pace Quality Assurance representatives by calling 1-800-606-1282, 1-847-228-4208, or sending an email to [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com) or call the VAC. Be prepared to describe the nature of the incident along with the date and time, with as much detail as possible. Contact PACE immediately following the incident to get the most accurate report and timely response.

If the rider has not received a response within seven (7) days, please call the feedback line at 1-800-606-1282, 1-847-228-4208 or the VAC. 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 these expectations have not been met.

## IMPORTANT CONTACT INFORMATION

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- For veterans to register for this program, call the VAC at 630-407-5655. VAC fax number is 630-407-5656 for DD214 and appointment slips. Mailing address is 421 N. County Farm Rd., Wheaton IL 60187.
- To **schedule**, **cancel** or **reschedule** a ride or check the status of a ride, call Ride DuPage at **1-800-713-7445** and follow the prompts.
- To provide feedback, call Pace Quality Assurance at 1-800-606-1282, 1-847-228-4208, email Pace at [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com) or call the VAC.
- If a rider is unsure if he/she can safely use the Ride DuPage program, travel evaluation and training is available through the Ray Graham Association. Please contact the VAC for more information.