

# GENERAL RIDE DUPAGE RIDERS' GUIDE

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## 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, visit the “Sponsor Guidelines” section of [www.ridedupage.org](http://www.ridedupage.org) or contact DuPage County Community Services at 630-407-6500.

## 2. Schedule a Ride

After you become a registered rider, you can schedule a ride by using the following directory.

- ◆ City of Naperville, Naperville Township, Lisle Township, Village of Glen Ellyn, City of Wheaton, Milton Township, Wheatland Township, City of Elmhurst, Addison Township, City of West Chicago, Village of Bensenville, Village of Warrenville and DuPage County Paratransit riders call 1-800-713-7445.
- ◆ DuPage County Seniors contact 630-407-6500 and press 2.
- ◆ DuPage County Veterans needing transportation to Hines VA Hospital contact 1-800-713-7445.
- ◆ DuPage County Ride to Work Programs contact 1-800-713-7445.

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. **Appointment times** (*i.e. doctor, dentist, hair, etc.*) or **employment hours** – allow a minimum 30-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 purpose is requested but not required. Trip purpose information is used by your sponsor for transportation analysis and the rider’s name is kept confidential.

### **Special Notes:**

- **For the safety of our riders, the minimum age to use Ride DuPage, without an adult, is 16 years of age.**
- **Ride DuPage is NOT designed as an emergency transportation service. If you have a medical emergency; please call “911” immediately.**

Have 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 Monday – Friday 6:00 a.m. and 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 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 7:00 a.m. and 10:00 a.m. and 3:00 p.m. and 6:00 p.m. Book rides that fall between those times well in advance to ensure availability whenever possible.

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

Please confirm a designated pick-up location or entrance. For example, Good Samaritan Hospital, Emergency Room Entrance, or specify a specific door. Some larger or more frequently traveled locations have designated drop-off and pick-up locations. Ask the Call Center if your destination is one of these locations. Please note there are limits on what riders may carry on to the vehicles-rule of thumb should be “whatever the rider can carry or maneuver independently and secure on the vehicle without taking up another seat in one trip.”

### **5. Travel Assistant/Travel Companions**

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 charge. Service animals are permitted on the vehicles.

### **6. 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.

### **7. 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.

## 8. Transportation Hours

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

## 9. Pick-up

The driver has a 30-minute window for pick-up. For example, if your scheduled time is 8:30 a.m., the driver has until 9:00 a.m. to pick you up. At 9:01 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 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 buildings as they can never lose site 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 location. Before boarding the vehicle, confirm with the driver that the trip is assigned to you.

## 10. Check Ride Status

If your ride is more than 30 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.

## 11. 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.

Pace also has an *Emergency Assistance* telephone number that a rider can use if they have traveled to a location using Pace and are stranded (pick-up is over an hour late). Call 1-800-606-1282 and select Option #3. This telephone line will be answered by a live person 24-hours a day.

## 12. 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 2 hours of notification is considered a “late cancel” and the rider may be required to pay a \$10.00 fine. If a rider does not show for their schedule ride it is, consider a “no show” and 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.

### 13. 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.

### 14. Shared Rides

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.

### 15. Client Feedback/Complaints

If you have feedback regarding your ride, please contact Pace Quality Assurance representatives at either 1-800-606-1282 or 1-847-228-4208 or sending an email to [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com) or contact 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**

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- To locate sponsors in your area, call DuPage County Community Service at 1-630-407-6500 and press 2 or 1-800-942-9412.
- To schedule a ride, see the “Schedule a Ride” section on page 1.
- To cancel or reschedule a ride, call Ride DuPage at 1-800-713-7445.
- 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 contact your sponsor.
- To contact Pace when the ride is over an hour late, call 1-800-606-1282 and select Option #3. This line will be answered by a live person 24-hours a day.