

## **RIDE DUPAGE RIDERS' GUIDE -- (Seniors Services)**

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### **What is Ride DuPage?**

DuPage County Senior Services Ride DuPage can provide limited curb-to-curb transportation 24 hours, 7 days a week for low-income seniors who live in DuPage County. There is no cost for these rides. DuPage County is working with PACE to provide this program thus, riders may be transported by either taxi or PACE van. Riders must register and schedule all rides with DuPage County. This is grant funded program, so transportation is only available until funds are exhausted.

### **1. Register for Transportation Service**

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, press 2 and ask for Intake and Referral.

### **2. Eligibility:**

Provides subsidized taxi and lift equipped bus transportation for income eligible DuPage County residents. Riders can use the services for visits to medical appointments, social activities, errands within the County limits and to the DuPage County Community Services office.

- Any resident of DuPage County who is 60 years and older and whose income is at or below the federal poverty level.
- Clients are allowed one round trip ride per week (Sunday to Saturday) to medical appointments, errands, and social activities as long as funds are available.
- All trip destinations must be approved by staff and included with the registration information for PACE.
- Transportation is provided for eligible seniors only if services are not available through PACE, township, municipal transit programs and/or their own transportation.
- Clients cannot use the transportation for trips outside of DuPage County without prior approval.
- Ride DuPage will not transport to doctors/medical appointments if the client has Medicaid. (Medicaid will pay for these clients.)
- Eligibility may be suspended for failure to cancel reserved rides or any violation of the program guidelines.

### **Eligible Trips**

- Medical and Dental appointments
- Errands
- Social Activities
- DuPage County Community Services

### 3. Schedule a Ride

After you become a registered rider, you can schedule a ride by contacting DuPage County Community Services at 1-630-407-6500, press 2 and ask for Intake and Referral.

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, etc.*) – allow a minimum 30-minute buffer between arrival time and appointment time. Please indicate AM or PM when giving appointment time.
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 more 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. Trip purpose information is used by your sponsor for transportation analysis and the rider’s name is kept confidential.

#### **Special Notes:**

**\* 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 and must be a registered address**
4. Drop off location – **exact address and must be a registered address**
5. Special instructions for the driver
6. Return trip information

### 4. Reservations

Reservation hours are Monday – Friday 8:00 a.m. and 4:30 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 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.

## 5. 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. 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.”

## 6. 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.

## 7. 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.

## 8. Ride Fares

There is no fee for rides when using Senior Transportation Grant/Ride DuPage.

## 9. Transportation Hours

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

## 10. 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”. If you receive 3 or more “no shows” you will be suspended from the program for 60 days from your last “no show”.

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 particular location. Before boarding the vehicle, confirm with the driver that the trip is assigned to you.

## 11. 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.

## 12. 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.

## 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 2 hours of notification is considered a “no show”. Clients that have three or more “no shows” or late cancellation will be suspended from the program for 60 days from their last no show/late cancellation. 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. Subscriptions rides are approved by Supervisor on a case-by-case basis.

## 15. 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.

## 16. Client Feedback - Complaints

If you have feedback regarding your ride, please contact Pace Quality Assurance representatives at either 1-800-606-1282 or 847-228-4208 or sending an email to [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com). You may also contact the County at (630) 407-6500. 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 these expectations have not been met.

### **17. Contesting a “no show” or a “late cancel”**

If you feel that your trip was incorrectly documented as a “no show” or “late cancel”, you may contest the status of your trip by contacting Pace Passenger Services at 1-800-606-1282.

### **18. Title VI Policy**

DuPage County Department of Community Services 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 they have been affected by any discriminatory practice under Title VI may file a complaint with DuPage County by contacting the Director of Community Services, 421 N. County Farm Road, Wheaton, IL 60187 or at [csprograms@dupageco.org](mailto:csprograms@dupageco.org) and request a complaint form.

## **IMPORTANT CONTACT INFORMATION**

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- To locate sponsors in your area, call DuPage County Community Services at 1-630-407-6500 and press 2.
- To schedule or reschedule a ride, call DuPage County Community Services 1-630-407-6500, press 2.
- To cancel a ride, call the PACE Ride DuPage Call Center at 1-800-713-7445 and press 2.
- To check the status of a ride, call the PACE Ride DuPage Call Center at 1-800-713-7445 and press 2.
- To offer feedback, call Pace Passenger Services 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.