

GROUP TRIPS

Group trips are when three (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.

Check Your Trip Status

- Call 1-800-713-7445 and press or
- Visit www.pacebus.com/tripcheck

CANCEL A RIDE

Call 1-800-713-7445 as soon as possible. A ride canceled with less than 30 minutes of notification is considered a "no show" and the rider may be required to pay a \$10 fine. When canceling a trip, remember to cancel the return trip as well.

SUBSCRIPTION RIDES

If travel is required two days or more per week to the same location for an extended period-of-time, the rider may apply for a subscription. To apply for subscription rides, contact your sponsor.

IMPORTANT CONTACT INFORMATION

To register:

- Naperville Township
- Call 630.355.2786

To Schedule, Reschedule, or Cancel a Ride:

- 1.800.713.7445

To check status of ride:

- 1.800.713.7445 and press 3. This line is answered by a live person 24 hours a day.

For complaints and feedback:

- Pace Quality Assurance
- 1.800.606.1282 or 1.847.228.4208

Passenger.service@pacebus.com

Report any incidents immediately. Complaints should be responded to within 7 days. Call 1.800.606.1282 to follow-up.

RIDE
DUPAGE

RIDERS GUIDE



**NAPERVILLE
TOWNSHIP**

Your Neighborhood Government Serving You

Eddie Bedford, Supervisor/Treasurer

139 Water Street, Naperville IL 60540

630.355.2786

www.napervilletownship.com

HOW TO REGISTER

To participate in the Ride DuPage transportation program, you must be a registered rider. To qualify, you must be a resident of Naperville Township, age 65 or over and/or disabled with a current RTA Persons with Disabilities card. To register, contact Naperville Township at 630-355-2786.

SPECIAL NOTE

Call 911 for emergencies. Ride DuPage is NOT for emergency transportation.

For safety reasons the minimum age to use Ride DuPage without an adult is 16 years old.

FARES

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

TO SCHEDULE A RIDE

Registered Ride DuPage users can schedule a ride between the hours of 6 a.m. and 7 p.m. each day by calling

1-800-713-7445

When you call in to schedule a ride, you will be asked for the following information:

- Your Name
- Your Phone Number
- The exact address of your pick-up location, along with the closest intersection.

- Your pick-up time.
- Your appointment time(s). Please allow at least a 30-minute window between your arrival time and your appointment time.
- The exact address of your drop-off location.
- If applicable, the name of your travel assistant.
- The purpose of your trip.
- Based on this information, the Ride DuPage representative will then confirm your trip cost.

HOURS

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

PEAK TRAVEL TIMES

Be advised, the busiest travel times are 7:00 A.M. - 10:00 A.M. & 3:00 P.M. - 6:00 P.M. Plan for longer ride times during busy travel hours. If possible, avoid discretionary trips during the busy travel hours.

TRAVEL ASSISTANT/COMPANION

Ride pick-ups are from curb-to-curb. Drivers do not assist riders in and out of buildings but will make every effort to assist a rider in 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 with no charge.

PICK-UP

The driver has a 30-minute window to pick you up, and is required to wait 5 minutes at the scheduled pickup location.

The driver is considered late if they arrive 30 minutes or more past your pickup time. 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".

When the driver is late, they are 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. To avoid this, report the situation and cancel the ride by contacting **1-800-713-7445**.

SPECIAL PICK-UP INSTRUCTIONS

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. Please note: There are limits on what riders may carry onto 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."