



RIDE DUPAGE

GLEN ELLYN USER GUIDE



Affordable Transportation for Glen Ellyn Seniors and Residents with Disabilities

Ride DuPage provides curb-to-curb transportation throughout DuPage County for eligible Glen Ellyn residents. Service is available 24 hours a day, seven days a week, using accessible buses and taxis.

Eligibility

You may qualify for Ride DuPage if you:

- Are age 65 or older, or
- Have an RTA Reduced Fare Card for persons with disabilities

Cost

Fares are:

- \$2 base fare
- Plus \$1 per mile traveled

Exact cash fare is required. The cost of your trip will be confirmed when you schedule your ride.

Registration

You must register with the Village of Glen Ellyn before using Ride DuPage. To request an application, contact:

Glen Ellyn Senior Services

(630) 469-5000 seniorinfo@glenellyn.org
Please allow approximately one week for processing.

Scheduling a Ride

To schedule transportation, call:

1-800-713-7445

TTY: 1-800-713-7415

Reservation Hours

Monday–Friday: 6 am–6 pm

Saturday & Sunday: 8 am–5 pm

Rides may be reserved up to seven days in advance. Same-day service is not guaranteed, and advance reservations are strongly encouraged. The busiest travel periods are 5–10 am and 2–5 pm.

When scheduling a ride, be prepared to provide:

Your name and phone number
Pickup and destination addresses
Appointment or work schedule, if applicable
Information about a travel companion or assistant, if needed

Travel Assistance

Ride DuPage provides curb-to-curb service.

Drivers will assist riders entering and exiting the vehicle safely but do not escort riders into or out of buildings.

If additional assistance is needed beyond the driver's responsibilities, a registered travel assistant may be required. One travel assistant or companion may ride at no additional charge.

Group Trips

Group trips with three or more riders traveling to and from the same location may qualify for discounted fares. Ride sharing may also occur when trips have similar origins or destinations.

Pickup Information

Drivers may arrive within 15 minutes before or after your scheduled pickup time. If your driver has not arrived after the pickup window has passed, call: **1-800-713-7445** and press 1. Drivers are required to wait five minutes after arriving. Riders who do not appear within five minutes may be considered a no-show and charged a \$10 fee.

Canceling a Ride

To cancel a trip, call: **1-800-713-7445**

Please cancel as soon as possible and at least two hours before your scheduled pickup. Cancellations made with less than 30 minutes' notice may be considered a no-show and subject to a \$10 fee. Remember to cancel return trips as well.

Subscription Service

Riders traveling to the same destination two or more times per week may be eligible for subscription service. This option eliminates the need to schedule recurring trips individually. Contact your program sponsor for more information.

Important Information

Riders may be required to show a valid photo ID or RTA ADA Paratransit ID card when boarding. Riders under age 16 must be accompanied by an adult. Ride DuPage is not emergency transportation. **For emergencies, call 911.**

Questions or Feedback?

For ride feedback or service concerns:

Pace Quality Assurance: 1-800-606-1282