

RIDE DUPAGE RIDERS' GUIDE - Senior Services

What is Ride DuPage?

DuPage County Senior Services Ride DuPage can provide limited curb-to-curb transportation 24 hours, seven (7) days a week for 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 a 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 and ask for Intake and Referral.

2. Eligibility:

Ride DuPage provides subsidized taxis and lift equipped bus transportation for eligible DuPage County residents. Eligibility requirements may change dependent on grant funding.

- Any DuPage County resident living in the community who is 60 years and older.
- Residents of licensed facilities (Supportive/Assisted Living and Nursing Facilities) are **not** eligible for this program.
- Trips can be for medical appointments, errands, and social activities while funds are available.
- All trip destinations must be approved by staff and included with the registration information for PACE.
- The number of rides per week are subject to grant funding.
- 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.
- Riders must be able to show some form of ID to the driver upon request.
- Eligibility may be suspended for failure to cancel reserved rides or any violation of the program guidelines.
- Services to airports are not available for riders.

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 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 30–60-minute buffer between arrival time and appointment time. Please indicate a.m. or p.m. when giving appointment time.
3. Physical description of pick-up areas 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 special travel accommodation (*i.e.*, service animal or wheelchair accessible vehicle). See “Travel Assistance/Companion” section for more details.
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.**

After scheduling the ride, have the call taker confirm the following information.

1. Pick-up time (a.m. or p.m.)
2. Appointment time
3. Pick-up location – **exact address and any special pick-up instructions.**
4. Drop off location – **exact address and any special pick-up instructions.**
5. Special instructions for the driver.
6. Return trip information

4. Reservations

Reservation hours are for DuPage County Community Services 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. Ride requests must be at least two business days before the ride.** 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. Riders should expect longer ride times during busy travel hours. Booking rides that fall between those times should be done well in advance to ensure availability whenever possible. Whenever possible, riders should avoid discretionary trips such as grocery shopping or routine medical appointments during the busy travel hours.

Please inform the call taker if you require an accessible vehicle or are accompanied by a travel assistant or service animal. (See “Travel Assistance/Companion” section for more details.)

5. Special Pick-up Instructions

Please confirm a designated pick-up location or entrance. Some larger or more frequently traveled locations have designated drop-off and pick-up locations.

Frequently Traveled Location	Designated Drop-Off / Pick-Up Location
College of DuPage	M Building Entrance M-3
Good Samaritan Hospital	Emergency Room Entrance
Yorktown Shopping Mall	JC Penney Upper Level

Riders should call Pace Call Center -1-800-713-7445- to check if the destination has a designated drop-off and pick-up location before calling DuPage County Community Services to schedule the ride. **Special pick-up locations can be requested for certain locations, but the requested location must be the same for both drop-off and pick-up.**

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.”

Riders should ensure that they have a charged cellphone.

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 in and out of the vehicle safely. When a rider’s needs are beyond the responsibility of the driver, a travel assistant/companion is required.

When scheduling a ride, the rider must identify the name of the travel assistant or companion that will be traveling with them. One travel assistant/companion (i.e. spouse, family member, caregiver) may ride with the registered rider at no charge.

When scheduling a ride, the rider should state if they require special accommodation like wheelchair accessible vehicles or space for animals. Animals are permitted to accompany registered riders, but they must be identified with the sponsor and can only ride with a registered rider. Animals must be trained on a leash or crated. It is recommended that non-service animals be crated. Animals that are aggressive, barking or biting are not allowed on the vehicle.

7. 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.

8. Ride Fares

There is no fee for rides when using Senior Transportation Grant/Ride DuPage. However, according to grant requirements DuPage County Community Services must send monthly letters to riders giving them the opportunity to support the program with a donation. This is a voluntary donation that will be sent to DuPage County Community Services. No person is denied services for the inability or unwillingness to donate.

9. Transportation Hours

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

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 calling the Ride DuPage Center at 1-800-713-7445 and pressing 2 or visiting www.pacebus.com/tripcheck . **If a rider is stranded for an hour or more contact the emergency phone number: 1-800-606-1282 and choose option three (3).** This emergency phone number is available 24 hours a day.

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 you to appear. If you do not appear within 5 minutes, the trip is considered a “no show”. **If you receive three (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 sight of the vehicle but will make every effort to assist a rider in 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. Bus trips can also be tracked online by visiting: www.pacebus.com/tripcheck.

12. Cancel a Ride

If you need to cancel or reschedule a ride, you are encouraged to do so as soon as possible but no less than **two (2) hours prior to pick-up time**. Rides cancelled or rescheduled less than two (2) hours from the scheduled pick-up time are considered a

“late cancellation”.

If a rider does not show for their scheduled ride, it is considered a “no show”. Riders who have three (3) 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 the Pace Ride DuPage Call Center at 1-800-713-7445.

Keep in mind: If your appointment ends early and you request the driver to come earlier than originally scheduled, this can be considered a late cancellation, if ride is changed less than 2 hours from the original scheduled pick-up time.

13. Apply for Subscription Rides

If travel is required for two days or more per week to the same location for an extended period, the rider may apply for a “subscription”. Qualifying subscription rides eliminates the need to contact the call center to book trips every week. **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 a manager on a case-by-case basis. A rider can only change a subscription ride once every 6 months.

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 & Compliments

If you have feedback regarding your ride, please contact Pace Quality Assurance representatives at either 1-847-364-7223, press 0 or by emailing passenger.services@pacebus.com. You may also contact DuPage 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 seven (7) days, please call PACE’s feedback line at 1-847-364-7223 press 0 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.

16. Contesting a “no show” or a “late cancel”

If you feel that your trip was incorrectly documented as a “no show” or “late cancellation”, you may contest the status of your trip by contacting Pace Passenger Services at 1-800-606-1282. 1-847-364-7223 This section isn’t in the new rider’s guide. Take it out?

17. 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@dupagecounty.gov and request a complaint form.

IMPORTANT CONTACT INFORMATION

- To locate sponsors in your area, call DuPage County Community Services at 1-630-407-6500 and ask for Intake and Referral.
- To schedule or reschedule a ride, call DuPage County Community Services 1-630-407-6500 and ask for Intake and Referral. Open: Monday-Friday 8:00am-4:30pm.
- To cancel a ride, call the PACE Ride DuPage Call Center at 1-800-713-7445. Operates: Monday-Friday 6:00am to 6:00pm & Saturday-Sunday and Holidays 8:00am-5:00pm.
- To check the status of a ride, call the PACE Ride DuPage Call Center at 1-800-713-7445 or visit: www.pacebus.com/tripcheck
- To offer feedback, call Pace Passenger Services at 1-847-364-7223 or contact your sponsor. Also email: passenger.services@pacebus.com
- 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.