

HOW TO CANCEL

If you need to cancel a ride, please call 1-800-713-7445 at least 2 hours before the scheduled pickup. Remember to cancel the return trip as well. Cancellations made less than 2 hours before pickup will incur a \$10 "No Show" fine.

RIDE TO WORK

Cost for the program is \$3 for the first 6 miles and \$1 for each additional mile traveled. Eligibility and service are the same as the Ride DuPage Program. In order to use Ride DuPage to Work, you must be a registered as a Ride DuPage rider first. Complete both applications and send to Milton Township at the same address listed under How to Register. As with Ride DuPage, call 1-800-713-7445 between 6 a.m. and 7 p.m. seven days a week to schedule your work trip. Identify your trip as a Ride DuPage to Work trip. The Pace representative will calculate your cost under the program

SUBSCRIPTION RIDES

If travel is required two or more days a week to the same location at the same time for an extended period of time the rider may apply for a 'subscription' ride. Subscription rides eliminate the need to call repetitively for rides.

COMPLAINTS

For ride complaints, contact Pace Quality Assurance at 1-800-606-1282 or passenger.services@pacebus.com. Please provide details about the incident, including the date and time. Contacting Pace promptly ensures an accurate report and timely response. Pace aims for safety, courtesy, and punctuality, so it's essential to report any issues.

TITLE VI

Milton Township's 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 he/she has been affected by any discriminatory practice under Title VI may file a complaint with Milton Township by contacting the Milton Township Supervisor.

BEFORE YOU RIDE, KEEP IN MIND THE FOLLOWING:

- ✓ Before boarding, confirm with the driver that the trip is assigned to you, as multiple riders may be scheduled for pickup at the same location.
- ✓ Cash Payment Only. You must pay in exact change.
- ✓ Rides only operate within DuPage County
- ✓ Ride DuPage drivers are generally not expected or required to accept tips, as it is a subsidized public paratransit and senior transportation program.
- ✓ If you do not appear within 5 minutes, you are considered a "No Show" and will pay a \$10 fine.

Any questions? Call 1-800-713-7445

LIVE INCORPORATED?

The Village of Glen Ellyn & City of Wheaton sponsor their incorporated residents for the Ride DuPage program. Incorporated residents must register with Glen Ellyn or Wheaton. Ride DuPage to Work is a separate program that provides trip to and from work ONLY for registered Ride DuPage riders.

Glen Ellyn Senior Services
630-858-6343
City of Wheaton
630-260-2019



Users Guide

Subsidized Transportation Service for Milton Township Seniors and Residents with Disabilities

www.miltontownship.net

WHAT IS RIDE DUPAGE

Milton Township seniors and those with disabilities may receive curb-to-curb transportation service to any location within DuPage County, provided by paratransit bus or taxi. Cost for the program is \$2 plus \$1 for each mile traveled.

SERVICE HOURS

Ride DuPage operates seven days a week, 24 hours a day, including holidays.

Whenever possible, pick-up times are negotiated to optimize the efficiency of daily routes.

While **no bus pass or card is required** to use Ride DuPage, please **plan to carry a photo ID with you** at all times when using the service. You may be required to show identification upon boarding a vehicle.

Please be advised that the busiest travel times are weekdays from 8 a.m. - 10 a.m. and 2 p.m. - 5 p.m.

Plan for longer ride times during busy travel hours. When possible, avoid discretionary trips such as grocery shopping or routine medical appointments during these busy travel hours.

HOW TO REGISTER

To apply, send a completed application to: Milton Township, ATTN: Ride DuPage, 1492 N. Main Street, Wheaton, Illinois 60187 or scan and email to:

reception@miltontownship.net.

Application found at www.miltontownship.net

If disabled, you must also provide a copy of your current RTA Reduced Fare card with the application. Once received by Milton Township, Pace will usually process your registration 24-48 hours for Pace to process your registration.

HOW TO SCHEDULE A RIDE

You must reserve your ride during these hours. Trips can be reserved up to 7 days in advance, but must be made at least 24 hours in advance to guarantee service. Monday through Friday: 6:00 a.m. to 6:00 p.m. Saturday, Sunday, and Holidays: 8:00 a.m. to 5:00 p.m. Reservations will be accepted at the Pace call center. Same day reservations are not guaranteed. Schedule a ride by calling:

1-800-713-7445

Please be prepared to provide the following information when calling to schedule a ride:

- ✓ Name and phone number
 - ✓ Exact address of pick-up and drop-off location, along with closest intersection and physical description of pick-up area
 - ✓ Pick-up time
 - ✓ Appointment time(s) - Please allow for at least 15 minutes between arrival time and appointment time.
- For return trips, schedule pickup for at least 15 minutes after the anticipated completion of appointment
- ✓ Purpose of trip
 - ✓ If applicable, name of travel assistant/ companion

Once this information is provided, the Ride DuPage representative will confirm your trip cost.

Riders are limited in what they may carry on to vehicles. Riders must be able to carry on and off what they bring.



GROUP TRIPS & SHARED RIDES

Group trips of three or more riders departing from and returning to the same location receive a discount and are encouraged whenever possible. Notify scheduling staff when scheduling a group trip. In order to maximize resources, two or more people may be transported together if the origin and/or destination locations are within reasonable distances.

PICK UP INFORMATION

The driver has a 15 minute window for pick up and will be considered late if arriving more than 15 minutes past pickup time. Once 15 minutes have passed, you can check the status of your trip by calling 1-800-713-7445 and pressing 1. When the driver is late, he/she's still required to wait 5 minutes for you to appear. The driver is also required to wait 5 minutes past the scheduled pickup time. If you do not appear within 5 minutes, you are considered a "No Show" and will pay a \$10 fine.

TRAVEL ASSISTANCE

Ride pick up and drop off are curb-to-curb. Drivers do not assist riders in or 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 or companion is required. Registered riders are allowed one personal care attendant (PCA) or companion at no additional charge. Additional PCAs or companions are limited to the vehicle capacity and must pay the full applicable fare. This includes children of all ages.