

RIDE DUPAGE RIDERS' GUIDE

1. Register for Transportation Service

In order 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 or your local city/township sponsor. For veterans needing medical rides to VA hospitals or clinics, contact the Veterans Assistance Commission (630) 407-5655.

2. Schedule a Ride

After you become a **registered rider**, you may schedule a ride using the following telephone numbers.

- ◆ DuPage County Seniors contact 1-630-407-6500 and press 2.
- ◆ DuPage County Veterans contact 1-800-713-7445.
- ◆ All other Municipalities, Townships and County programs contact 1-800-713-7445.

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. For riders with **Appointment times** (*i.e. doctor, dentist, hair, etc.*) or **employment hours** the Call Center will provide you a pick-up time. Please indicate AM or PM.
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 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 may be required by your sponsor for transportation analysis. The rider’s name is kept confidential.

Special Notes:

- ★ For the safety of our riders, the minimum age to use Ride DuPage without an adult is 16 years old.
- ★ 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 (AM or PM)
2. Appointment time
3. Pick-up location – **exact address**
4. Drop off location – **exact address**
5. Special instructions for the driver
6. Return trip information
7. Cost of trip (payment is cash only and exact change is required)

3. Reservations

Reservation hours are Monday – Friday, 6:00 a.m. to 6:00 p.m., Saturday and Sunday, 8:00 a.m. to 5:00 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.**

When requesting a ride, if you have an appointment or work start time, please provide the Call Center with these times and they will give you a pick-up time. Be advised that the busiest travel times are weekdays between 7:00 a.m. and 10:00 a.m. and 3:00 p.m. and 6:00 p.m. Plan for longer ride times during busy travel hours. Book rides that fall between those times well in advance to ensure availability. Whenever possible, avoid discretionary trips such as grocery shopping or routine medical appointments during the busy travel hours.

4. Special Pick-up Instructions

Please confirm a designated pick-up location or entrance. For example, College of DuPage, M Building, Entrance M-3 or Yorktown Shopping Mall, JC Penny Upper Level, or the north or south side of the railroad tracks. Some larger or more frequently traveled locations have designated drop-off and pick-up locations. Ask the Call Center if your destination is one of these 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.”

5. Travel Assistant/Companion

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 with a registered rider at no additional charge. Service animals are permitted on the vehicles.

6. 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.

7. Ride Fares

Your trip cost will be confirmed by the call taker upon scheduling your ride. Be sure to have the exact fare in cash. The fare policy is determined by the sponsor. The rider should check with their sponsor regarding fare information.

8. Transportation Hours

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

9. Pick-up

The driver has a 15-minute window for pick-up. For example, if your scheduled time is 8:30 a.m., the driver has until 8:45 a.m. to pick you up. At 8:46 a.m., the driver is considered “late.” At that point, you can check the trip status by contacting 1-800-713-7445 and following the prompts.

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 those five (5) minutes, the trip is considered a “no show” and you **may** be required to pay a \$10.00 fine to your sponsor.

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.

10. Check Ride Status

If your ride is more than 15 minutes late, the rider should check the status of their ride by contacting the Ride DuPage call center at 1-800-713-7445 and following the prompts. The call is routed to a dispatcher who can provide an estimated arrival time.

11. Cancel a Ride

If you need to cancel a ride, you are encouraged to do so as soon as possible but no less than two (2) hours prior to pick-up time. A ride cancelled with less than 30 minutes of notification is considered a “no show” and the rider may be required to pay a \$10.00 fine to their sponsor. When cancelling a trip, remember to cancel the return trip as well. To cancel a ride, contact 1-800-713-7445.

12. 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.

13. Shared Rides

In order 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.

14. Client Feedback

If you have feedback regarding your ride, please contact Pace Quality Assurance representatives by calling 1-800-606-1282, 1-847-228-4208, or sending an email to passenger.services@pacebus.com or call your sponsor. 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 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 expectation have not been met.

Be aware that each sponsor may have additional transportation policies that extend beyond the standard Ride DuPage policy. For more information, contact your sponsor.

IMPORTANT CONTACT INFORMATION

- To locate sponsors in your area, call DuPage County Community Services at 1-630-407-6500. For veterans needing medical transportation, call the V.A.C. at 1-630-407-5655.
- To schedule, cancel or reschedule a ride or check the status of a ride, call Ride DuPage at 1-800-713-7445 and follow the prompts.
- To provide feedback, call Pace Quality Assurance at 1-800-606-1282, 1-847-228-4208, email Pace at passenger.services@pacebus.com or call your sponsor.
- If a rider is unsure if he/she can safely use the Ride DuPage program, travel evaluation and training is available through the Ray Graham Association. Please contact your sponsor for a referral.