

## REGISTRATION

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.



## TO SCHEDULE A RIDE

**AFTER YOU BECOME A REGISTERED RIDER**, you may schedule a ride by calling the **Ride DuPage Ride Center at 1-800-713-7445**. Identify yourself as a Ride DuPage rider and be prepared to provide the following information:

- The complete and exact address and phone number of your origin and destination.
- For riders with **appointment times** (i.e. dentist, doctor, hair, etc.) or **employment hours**, the Call Center will provide you a pick-up time. Please indicate AM or PM.
- Physical description of pick-up area including entrance, driveways, signs, entrance names or numbers, building names, etc. (See “Special Pick-up Instructions”)
- Major intersections or cross streets closest to pick-up location if known.
- Name of travel companion/assistant and their travel needs.
- Trip purposes may be required by your sponsor for transportation analysis. The rider’s name is kept confidential.

**Special Note:** 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:

- Pick-up time (AM or PM)
- Appointment time
- Pick-up location, **exact address**
- Drop off location, **exact address**
- Special instructions for the driver
- Return trip information
- Cost of the trip (payment is cash only and exact change is required).



## RESERVATIONS

Reservation hours are Monday-Friday 6:00am to 6:00pm; Saturday and Sunday 8:00am to 5:00pm. Trips can be reserved up to seven 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.

## TRAVEL TIMES

Be advised that the busiest travel times are weekdays between 7:00am and 10:00am, and 3:00pm and 6:00pm. During these busy travel hours please plan for longer ride times. Book rides that fall between those times well in advance to ensure availability. Whenever possible, avoid discretionary trips such as grocery shopping or medical appointments during the busy travel hours.

## 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”.

## TRAVEL ASSISTANT

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 is required. The travel assistant must be identified with the sponsor and can only ride with a registered rider. One travel assistant may ride at no additional charge.

## TRAVEL COMPANION

One travel companion (i.e. spouse, family member or caregiver) may ride with a registered rider at no additional charge. Service animals are permitted on the vehicle.

## 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.



## 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.

## HOURS

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

### PICK-UP

The driver has a 15 minute window to pick you up. For example, if your schedule time is 8:30am, the driver has until 8:45am to pick you up. At 8:46am, the driver is considered "late". At that point, you can check the trip status by calling **1-800-713-7445** and follow the prompts.

The driver is required to wait 5 minutes past the scheduled pick-up time. When the driver is late, he is 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 may be required to pay a \$10 fine to your sponsor. Ride pick-up is **from curb to curb**. Drivers do not assist riders in and out of the building, 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.**

### 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 follow the prompts. The call is routed to a dispatcher who can provide an estimated time of arrival.

### CANCEL A RIDE

If you need to cancel a ride, you are encouraged to do so as soon as possible but no less that (2) hours prior to pic-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 fine to their sponsor. When cancelling a trip, remember to cancel the return trip as well. To cancel a ride, call **1-800-713-7445**.

### 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 ride".

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.

### CLIENT FEEDBACK

If you have feedback regarding your ride, please contact Pace Quality Assurance at **1-800-606-1282** or send an email to [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com). Please provide as much detail as possible describing the nature of the incident along with the date and approximate time. Contact us to get the most accurate report and timely response. If you have not received a response within 7 days, call our feedback line at **1-800-606-1282** or Naperville Township at **630-355-2786**.

### ADDITIONAL INFORMATION

**When boarding a vehicle, riders MAY be required to show either their valid RTA ADA paratransit ID card or an identification card with picture (state ID card).** Please plan to carry a photo ID with you at all times.

**Safety, courtesy and on time performance are expected of our transportation providers and we need to know when these expectations have not been met**



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# NAPERVILLE TOWNSHIP

*Your Neighborhood Government*

*Serving You*

**RIDE  
DUPAGE**

## RIDERS' GUIDE



**Eddie Bedford, Supervisor**

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[www.NapervilleTownship.com](http://www.NapervilleTownship.com)