

What is Ride DuPage?

Glen Ellyn seniors and those with disabilities can receive curb-to-curb transportation service from their home to any location within DuPage County through the Ride DuPage program. The program transports residents by paratransit bus or taxi.

Cost for the program is \$2 flag pull plus \$1 for each mile traveled. Service is available 24 hours a day, 7 days a week. Reservations must be made 24 hours in advance to guarantee service. Same day reservations are not guaranteed. There is no identification card or coupons needed to use Ride DuPage; you are only required to apply for the program.

Eligibility is limited to Glen Ellyn residents who are 65 and older, or those who are disabled with an RTA reduced fare card. The program is subsidized by Pace Suburban Bus Service, the Village of Glen Ellyn, the City of Wheaton and Milton Township.

How to Register

In order to use Ride DuPage, you must be a registered rider. To apply, call the Glen Ellyn Senior Center at (630) 858-6343 to request information and an application.

Once the application has been received by the Village, it will take approximately 24-48 hours for your registration to be processed by Pace. You may call Ride DuPage to confirm registration prior to using the program.

How to Schedule a Ride

Registered Ride DuPage users can schedule a ride between 6am - 6pm, Monday-Friday, and 8am - 5pm, Saturday & Sunday by calling:

(800) 713-7445

When you call in to schedule a Ride you will be asked for the following information:

- Your name and phone number.
- The *exact address* of your pickup location, along with the closest major intersection.
- Your requested pick-up time.
- Your appointment time(s). Please allow at least a 15 minute window between your arrival time and appointment time. For return trips, schedule your pickup for at least 15 minutes after the completion of your appointment.
- If applicable, name of your travel companion/assistant.
- The purpose of your trip.

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

Travel Assistant

Ride pickup 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 charge.

Pick-Up Information

The driver has a 15-minute window to pick you up. The driver is considered late if he or she arrives more than 15 minutes past your pickup time. Once 15 minutes has passed, you can check the trip status by calling (800) 713-7445 and pressing 1. When the driver is late, he or she 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 will be required to pay a \$10 fine to your sponsor.** Frequently, more than one rider is scheduled for a pickup at a particular location. Before boarding the vehicle, confirm with the driver the trip is assigned to you.

How to Cancel A Ride

If for any reason you cannot make a scheduled pick-up time and need to cancel a ride, please call (800) 713-7445 as soon as possible, but **no less than 30 minutes prior** to pick-up. A ride canceled less than 30 minutes before the scheduled pick-up time is considered a "No Show" and the rider will be required to pay a \$10 fine. When canceling a trip, remember to cancel the return trip as well.

Subscription Rides

If travel is required two (2) or more days per week to the same location at the same time, for an extended period of time, the rider may apply for a "subscription." Subscription rides eliminate the need to call in for repetitive rides. However, the rider is responsible for the occasional trip adjustment and cancellation. The same cancellation policy applies to subscription trips. *To apply for subscription rides, contact the Glen Ellyn Senior Center.*

Rider Feedback

If you have feedback regarding your ride, please contact *Pace Quality Assurance* representatives at **1-800-606-1282**. Be prepared to describe the nature of the incident, along with the date and approximate time, with as much detail as possible. Contact Pace immediately following the incident to get the most accurate report and timely response.

Title VI

The Village of Glen Ellyn'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 she or he has been affected by any discriminatory practice under Title VI may file a complaint with the Village of Glen Ellyn by contacting the Village Manager, 535 Duane St., Glen Ellyn, (630) 469-5000.

Ride DuPage to Work

Ride DuPage to Work is a separate program that provides trips to and from work (paid position) **ONLY** for registered Ride DuPage Riders.

Cost for the program is \$3 for the first six (6) miles, plus \$1 for each additional mile traveled.

Eligibility and service is the same as the Ride DuPage program.

In order to use the Ride DuPage to Work program, you must be a registered Ride DuPage rider first. You will need to provide your work name and address to be registered for the program.

Be sure to identify your trip as a Ride DuPage to Work trip, and the Pace representative will calculate your cost under that program.

Contact Information

For more information about Glen Ellyn's Ride DuPage and Ride to Work programs, or to receive an application, please contact:

Jodi Hefler, Senior Services Coordinator
(630) 858-6343
seniors493@geseniors.org



RIDE DUPAGE Users Guide

Subsidized Transportation Service
for Glen Ellyn Senior Residents and Those
With Disabilities

Sponsored by the Village of Glen Ellyn, in
partnership with the City of Wheaton and
Milton Township, and in cooperation with
Pace Suburban Bus Services.

(Village of) Glen Ellyn Senior Center
493 Forest Avenue
Glen Ellyn, IL 60137