

Pickup Information

The driver has a 30-minute window to pick you up, and is required to wait 5 minutes at the scheduled pickup location.

The driver is considered late if they arrive 30 minutes or more past your pickup time. 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".

When the driver is late, they are 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 \$10.00 fine. To avoid this, report the situation and cancel the ride by contacting 1-800-713-7445.

Check Your Trip Status

- Call 1-800-713-7445 and press 2, or
- Visit www.pacebus.com/tripcheck

Cancel a Ride

Call 1-800-713-7445 as soon as possible. A ride canceled with less than 30 minutes of notification is considered a "no show" and the rider may 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 days or more per week to the same location for an extended period of time, the rider may apply for a subscription. To apply for subscription rides, contact your sponsor.

Important Contact Information

To register:

City of Warrenville

Visit warrenville.il.us/463/Transportation,

Call (630) 836-3050, or

Email dherrera@warrenville.il.us

To Schedule, Reschedule, or Cancel a Ride:

1-800-713-7445

To check status of Ride:

- 1-800-713-7445 and press 2, or
- Visit www.pacebus.com/tripcheck

If Ride is over an hour late:

- 1-800-713-7445 and press 3. This line is answered by a live person 24 hours a day.

For Complaints and Feedback

Pace Quality Assurance

1-800-606-1282 or 1-847-228-4208

Passenger.service@pacebus.com

City of Warrenville (your sponsor)

630-836-3050

amorgan@warrenville.il.us

Report any incidents immediately. Complaints should be responded to within 7 days. Call 1-800-606-1282 to follow up.



Curb-to-curb transportation service for seniors and residents with disabilities

*Subsidized by
Pace Suburban Bus Service and
the City of Warrenville*



User's Guide

What is Ride DuPage?

Seniors and persons with disabilities can receive transportation service from their homes to any location in DuPage County. The program transports residents by paratransit bus or taxi for a fee. Service is provided 24 hours a day, seven (7) days a week.

Eligibility is limited to residents who are 65 or older, or those with an RTA card for persons with disabilities. The program is subsidized by Pace Suburban Bus Service and the City of Warrenville.

Ride DuPage Registration

Request an application to register by contacting the City of Warrenville. It takes 5-7 days for an application to be processed, after which you may begin using Ride DuPage services.

Schedule a Ride — Call 1-800-713-7445

Monday to Friday 6:00 A.M. - 6:00 P.M.
Saturday to Sunday 8:00 A.M. - 5:00 P.M.

Same-day reservations are not guaranteed. Two-day advance notice is encouraged. Schedule trips up to seven (7) days in advance.

Information To Provide When Scheduling a Ride

- Identify yourself as a Ride DuPage rider.
- Your name.
- Phone number of your origin and destination.
- *Exact address* of pickup & drop-off locations.
- Closest major intersection or cross streets to pick up location, if known.

- Physical description of the pickup area (such as a specific entrance, driveway, sign or building name). For example, College of DuPage, M Building, Entrance M-3.
- Name of travel companion/assistant and their travel needs (if applicable).
- Trip purpose is requested (not required), and is used by your sponsor (City of Warrenville) for service analysis. The rider's name is kept confidential.
- **For rides that have an *appointment time***
 - Let call taker know you have an appointment
 - Allow 30 minutes between your arrival time and appointment time.
 - Schedule your pickup for at least 30 minutes after the completion of your appointment.
- **Before ending the call, confirm the trip details, and trip cost with the call taker.**

Travel Fare

Fares are a flat fee of \$2 plus an additional \$1 per mile travelled. You must have the exact fare in cash upon pick up.

Travel Times

Be advised, the busiest travel times are 7:00 A.M. - 10:00 A.M. & 3:00 P.M - 6:00 P.M. Plan for longer ride times during busy travel hours. If possible, avoid discretionary trips during the busy travel hours.

Travel Assistant/Companion

Drivers do not assist riders in and out of buildings, but will make effort to assist a rider into and out of the vehicle safely at the curb.

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 or travel companion (such as a spouse, friend, or family member) may ride at no charge.

Group Trips

When 3 or more riders are departing from and returning to the same location, they can receive a discount. Notify the call taker if you are scheduling a group trip.

Identification Requirements

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.

Special Notes

*For safety reasons, the minimum age to use Ride DuPage without an adult is 16 years old.

*Call "911" for emergencies. Ride DuPage is NOT for emergency transportation.