

Ride DuPage Policy for Travel Outside DuPage

Purpose

To guide the approval of travel outside of DuPage County for Ride DuPage registered riders.

Definition of Terms

Registered Riders – any individual that has been approved and processed as an eligible rider by the City.

Medical Appointment – any appointment with a health care provider, including office and hospital visits with a primary doctor, specialty physician, or any other person or entity providing medical treatment or care to the registered rider.

Policy

The Ride DuPage program provides for travel within the boundaries of DuPage County. Occasionally, registered riders need to travel outside DuPage County for medical appointments, which requires approval from the City as the plan sponsor. The Assistant City Administrator or their designee has the authority to administratively approve such travel on a case-by-case basis within the limitations of this policy.

- Travel must be for a medical appointment for the rider.
- The trip must start in DuPage County.
- The destination must be within 35 miles of the rider's home address.
- Requests for travel outside of DuPage must be made at least 30 days in advance.
- The rider agrees to follow all other program requirements as outlined in the Ride DuPage User's Guide, including scheduling the ride at least 24 hours in advance.

Late or Missed Rides

If the rider misses their appointment or does not cancel with sufficient advanced notice, there is a \$10 fine that will be billed to the rider.

Pickup 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 1-800-713-7445 and pressing 1.

The driver is required to wait 5 minutes past the scheduled pickup time. 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. When the driver is late, he or she is still required to wait 5 minutes for you to appear.

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 you need to cancel a ride, call 1-800-713-7445 as soon as possible, but no less than 2 hours prior to pickup time. 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.

Apply for 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." 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.

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.

If you have not received a response within 7 days, please call Pace's feedback line at 1-800-606-1282 to follow up. In rare instances, it may take more than 30 days to respond due to the complicated nature of the complaint.

Safety, courtesy and on-time performance are expected of the transportation providers, and Pace needs to know when the expectation has not been met.

Title VI

The Ride DuPage 1-Year Pilot 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 their program sponsor:

Warrenville Assistant City Administrator
28W701 Stafford Pl., Warrenville, (630) 836-3050.

Contact Information

For information about the Ride DuPage Program, please visit the City website at:
www.warrenville.il.us/463/transportation or call (630) 836-3050



City of Warrenville

User's Guide

Subsidized
transportation service for seniors and
residents with disabilities



Partners:

Cities of West Chicago and Warrenville,
Winfield Township in cooperation with Pace



What is Ride DuPage?

Seniors and persons with disabilities can receive curb-to-curb transportation service from their homes to any location in DuPage County through the Ride DuPage program. The program transports residents by paratransit bus or taxi for a fee of \$2 plus \$1 for each mile traveled. Service is provided 24 hours every day.

Eligibility is limited to residents who are 60 or older, or those with an RTA reduced fare card for persons with disabilities. The program is subsidized by Pace Suburban Bus Service and the City of Warrenville.

How to Register

In order to use Ride DuPage, you must be a registered rider. To register, contact the City of Warrenville at (630) 836-3050 to request information and an application.

Once the application is processed, you may begin using Ride DuPage. Please allow at least a week from when you send in your form for processing. You will not receive confirmation once your registration has been processed.

How to Schedule a Ride

Registered Ride DuPage users can schedule a ride by calling **1-800-713-7445** (TTY: 1-800-713-7415) between 6:00 am - 6:00 pm Monday-Friday, and 8:00 am - 5:00 pm, Saturday & Sunday.

When Scheduling a Ride

Identify yourself as a Ride DuPage rider and be prepared to provide the following information:

- Your name and phone number.
- The *exact address* of your pickup location, and

your drop-off location, along with the closest major intersection and a physical description of the pickup area (such as a specific entrance, sign or building name). For example, College of DuPage, M Building, Entrance M-3. Some locations have designated drop-off and pickup locations. Ask the call taker if your destination is one of these locations.

- *Appointment times* (i.e. doctor, hair, etc.) or employment hours. Allow for at least 15 minutes 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 travel companion/assistant* and their travel needs.
- *Trip purpose*. This information is requested but not required. It is used by your sponsor for transportation analysis and the rider's name is kept confidential.

The call taker will confirm your trip cost upon scheduling your ride. Fares are a flat fee of \$2 plus an additional \$1 per mile travelled. Be sure to have the exact fare in cash. Please ask the call taker to confirm the trip details before ending the call.

Trips can be reserved up to *seven* days in advance. **Same-day reservations are not guaranteed, and at least one-day advance notice is encouraged.** When requesting destination time of arrival (i.e., appointments), allow call taker to recommend a pickup time. The busiest travel times are 5-10 a.m. and 2-5 p.m. Book rides that fall within those times well in advance to ensure availability.

Travel Assistant/Companion

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

Group Trips and Shared Rides

Group trips – where three or more riders are departing from and returning to the same location – receive a discount and are encouraged whenever possible. Notify the call taker if you are scheduling a group trip.

In order to maximize transportation resources, two or more people may be transported together if origin and/or destination locations are within reasonable distances.

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.

****NEW 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.