

## 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 to the City at least 30 days in advance.
- If approved, 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.