

What is Ride DuPage?

Elmhurst Seniors and those with disabilities can receive curbside-to-curbside transportation service from their home to any location within DuPage County through the Ride DuPage program. (Excluding airport trips) The program transports residents by paratransit bus or taxi.

Cost for the program is \$2 a ride, plus \$1 for every mile traveled. Service is available 24 hours a day, 7 days a week. Trips can be reserved up to 7 days in advance.

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 be registered for the program.

Eligibility is limited to Elmhurst residents that are 65 and older, or those who are disabled with a Disability RTA Reduced Fare Card. Ride DuPage is subsidized by Pace Suburban Bus Services, the City of Elmhurst, and Addison Township.

How to Register

In order to use the Ride DuPage program, you must be a registered rider. To apply, complete an application and send to:

City of Elmhurst - Clerk's Office
209 N. York Street
Elmhurst, IL 60126

Please allow 7 days for processing from when you send in your form. **You will not receive a confirmation once your registration has been processed.** You will need to call Ride DuPage to confirm registration.

How to Schedule a Ride

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

(800) 713-7445

TTY 1-800-713-7415

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

- Your name and phone number
- The *exact address* of your pick-up location, along with the closest major intersection.
- Your pick-up time.
- Your appointment time(s). Please allow at least a 15 minute window between your arrival time and your appointment time.
- The exact address of your drop-off location.
- The purpose of your trip.

Once this information is provided, the Ride DuPage representative will confirm your trip cost. **Be sure to have the exact fare in cash.**

Travel Assistant

Ride pick-ups are from curbside-to-curbside. Drivers do not assist riders in and out of buildings, but will make every effort to assist a rider in 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 with 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 pick-up time. When the driver is late, he or she is still required to wait 5 minutes for you to appear. Once 15 minutes has passed, you can check the status of your trip by calling (800) 713-7445 and pressing 1. The driver is required to wait 5 minutes past the scheduled pick-up time. If you do not appear within 5 minutes, you are considered a **"No Show" and may be required to pay a \$10 fine.**

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. If a ride is canceled less than 30 minutes before the scheduled pick-up time, you will be considered a **"No Show" and may be required to pay a \$10 fine.** Three (3) or more incidents within a three (3) month period will result in suspension from the program.

Subscription Rides

If travel is required two (2) or more days a week, to the same location at the same time, for an extended period of time, the rider may apply for a "subscription" ride. Subscription rides eliminate the need to call in for repetitive rides.

The rider is still responsible for any occasion a ride is not needed or if a trip needs to be adjusted. To apply for a subscription ride, please contact the City of Elmhurst.

Group Trips and Shared Rides

Group trips - (three (3) or more riders) the rider who makes the reservation will pay the regular rate of \$2.00 flag pull and \$1.00 per mile, the companion rides free; and each additional companion will pay a \$1.50 flat fee. 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.

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.

Filing a Complaint

If you have a complaint regarding your ride, please contact Pace's Quality Assurance representatives at (800) 606-1282. Contact Pace immediately following the incident to get the most accurate report and a timely response.

Ride DuPage replaces the City of Elmhurst Senior/Disabled subsidized taxi program and DuPage County's Pilot II program.

Title VI

The City of Elmhurst'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 he or she has been affected by any discriminatory practice under Title VI may file a complaint with the City of Elmhurst by contacting the Clerk's Office for the City of Elmhurst, 209 N. York Street, Elmhurst, IL 60126 630-530-3010 or 630-530-3011 cityadmin@elmhurst.org

Contact Information

For more information about Elmhurst's Ride DuPage program, or to receive an application, please contact:

City of Elmhurst - Clerk's Office
630-530-3010 or 630-530-3011
cityadmin@elmhurst.org



RIDE DUPAGE *Users Guide*

Subsidized Transportation for City of Elmhurst senior residents and residents with disabilities

Sponsored by the City of Elmhurst in partnership with Addison Township and in cooperation with Pace

City of Elmhurst

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Elmhurst, IL 60126
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