

## 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 Wayne Township.*

## 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

Wayne Township'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 Wayne Township by contacting the Supervisor, 27W031 North Avenue, West Chicago, (630) 231-7140.

## Contact Information

For more information about Wayne Township's Ride DuPage program, or to receive an application, please contact:  
Cindy Zydowsky,  
Executive Administrative Assistant  
(630) 231-7140

Ride DuPage applications and RTA reduced fare/ride free card applications can be found on our website at [www.waynetwp-il.org](http://www.waynetwp-il.org) under the Supervisor's tab.

Applications can be emailed to:  
[czydowsky@waynetwp-il.org](mailto:czydowsky@waynetwp-il.org)

OR

Send to:  
Wayne Township Ride DuPage  
27W031 North Avenue  
West Chicago, IL 60185



# RIDE DUPAGE Users Guide

Subsidized Transportation Service  
for Wayne Township  
Senior Residents and  
Those with Disabilities

Sponsored by Wayne Township  
in cooperation with  
Pace Suburban Bus Services.

Wayne Township  
27W031 North Avenue  
West Chicago, IL 60185

## What is Ride DuPage

Wayne Township 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 a \$2 flag pull plus \$1 for each mile traveled. The first companion will ride free. For a group reservation (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 traveled; the companion rides free; each additional companion will pay a \$1.50 flat fee. Fares must be paid in cash. 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; you are only required to apply for the program.

Eligibility is limited to Wayne Township residents who are 65 and older, or those who are disabled with an RTA reduced fare/ride free card.

## How to Register

To apply, call Wayne Township at (630) 231-7140 to request information and an application.

Once the township receives your application (and a copy of your RTA reduced fare/ride free card for those with

a disability), it will take approximately 24-48 hours for your registration to be processed by Pace. You may call Pace 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.