

late, he/she is still required to wait 5 minutes for you to appear. The driver is also required to wait 5 minutes past the scheduled pickup time. If you do not appear within 5 minutes, **you are considered a “No Show” and will be required to pay a \$10 fine.**

Frequently, more than one rider is scheduled for a pickup at a particular location. Before boarding the vehicle, confirm with the driver that the trip is assigned to you.

### **HOW TO CANCEL A RIDE**

If for any reason you cannot make a scheduled pickup time and need to cancel a ride, please call 1-800-713-7445 as soon as possible, but *no less* than 30 minutes prior to pickup. When cancelling a trip, remember to cancel the return trip as well. If a ride is cancelled less than 30 minutes before the scheduled pickup time, **you will be considered a “No Show” and will be required to pay a \$10 fine.**

### **RIDER FEEDBACK**

If you have feedback regarding your ride, please contact Pace’s Quality Assurance representatives at 1-800-606-1282 or send an email to [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com). 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 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**

Milton 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 he/she has been affected by any discriminatory practice under Title VI may file a complaint with Milton Township by contacting the Milton Township Supervisor, 1492 North Main Street, Wheaton, 630-668-1616.

### **GLEN ELLYN & WHEATON INCORPORATED RESIDENTS**

Glen Ellyn & Wheaton sponsor their incorporated residents for the Ride DuPage program. Incorporated residents must register with Glen Ellyn or Wheaton.

*Glen Ellyn Senior Services*  
630-858-6343

*City of Wheaton*  
630-260-2019

Milton Township sponsors the unincorporated residents of Glen Ellyn, Wheaton, and all other residents of Milton Township.

### **CONTACT INFORMATION**

For more information about Milton Township’s Ride DuPage program, or to receive an application and waiver form, please contact:

Penni Cananova  
630-668-1616  
[p.cannova@miltontownship.net](mailto:p.cannova@miltontownship.net)



## **RIDE DUPAGE User's Guide**

Subsidized transportation service for Milton Township seniors and residents with disabilities

Sponsored by Milton Township in partnership with the Village of Glen Ellyn and the City of Wheaton and in cooperation with Pace

**Milton Township**  
1492 North Main Street  
Wheaton, Illinois 60187

## WHAT IS RIDE DUPAGE?

Milton Township seniors and those with disabilities may receive curb-to-curb transportation service to any location within DuPage county. Transportation is provided by paratransit bus or taxi for a fee of \$2 plus \$1 for each mile traveled. Service is available 24 hours a day, 7 days a week.

While there is no bus pass or card required to use Ride DuPage, please plan to carry a photo ID with you at all times when using the service. You may be required to show identification upon boarding a vehicle.

## HOW TO REGISTER

In order to use Ride DuPage, you must be a registered rider. Eligibility is limited to Milton Township residents that are 65 or older, or those with a current RTA Reduced Fare Card for persons with disabilities. For the safety of our riders, the minimum age to use Ride DuPage without an adult is 16 years old.

To apply, complete an application and waiver form and send to:

Milton Township  
ATTN: Ride DuPage  
1492 North Main Street  
Wheaton, Illinois 60187

If you are disabled, you must also provide a copy of your current RTA Reduced Fare card along with the application. Once your application and waiver have been received by Milton Township, it will take roughly 24-48 hours for your registration to be processed by Pace. You will not receive a confirmation once your application has been processed. You can call 1-800-713-7445 to check the status of your registration.

## HOW TO SCHEDULE A RIDE

Reservation hours are 6:00 a.m. to 7:00 p.m. seven days a week. Trips can be reserved up to 7 days in advance, but must be made at least 24 hours in advance to guarantee service. Same day reservations are not guaranteed. At least one day advance notice is encouraged. Registered Ride DuPage users can schedule a ride by calling:

**1-800-713-7445**

Please identify yourself as a Ride DuPage rider and be prepared to provide the following information when you call to schedule a ride:

- ◆ Your name and phone number
- ◆ The *exact address* of your pickup location and drop-off location, along with the closest intersection and a physical description of the pickup area
- ◆ Your pickup time
- ◆ Your appointment time, if applicable. Please 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.
- ◆ The purpose of your trip
- ◆ If applicable, the name of your travel assistant/companion.

Once this information is provided, the Ride DuPage representative will confirm your trip cost. You must pay in cash and have exact change!

When requesting a ride, if you have an appointment or work start time, please provide the call center with these times, and they will give you a recommended pickup time.

Please be advised that the busiest travel times are weekdays from 5:00-10:00 a.m. and 2:00-5:00p.m. Plan for longer ride times during busy travel hours. When possible, avoid discretionary trips such as

grocery shopping or routine medical appointments during these busy travel hours. Book rides that fall within those times well in advance to ensure availability.

Please note, riders are limited in what they may carry on to the vehicles. The rule of thumb should be “whatever the rider can carry or maneuver independently and secure on the vehicle without taking up another seat in one trip.”

## 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 in and out of the vehicle safely. When a rider’s needs are beyond the responsibility of the driver, a travel assistant or companion is required. The travel assistant must be identified with the sponsor and can only ride with a registered rider. One travel assistant or companion (such as a spouse, friend, or family member) may ride at no charge.

## GROUP TRIPS & 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 the origin and/or destination locations are within reasonable distances.

## PICKUP INFORMATION

The driver has a 15 minute window to pick you up. The driver is considered late if he/she arrives more than 15 minutes past your pickup time. Once 15 minutes have passed, you can check the status of your trip by calling 1-800-713-7445 and pressing 1. When the driver is