

HOW TO CANCEL

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 2 hours prior to pickup. When cancelling a trip, remember to cancel the return trip as well. If a ride is cancelled less than 2 hours before the scheduled pickup time, you will be 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.

SUBSCRIPTION RIDES

If travel is required two 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 repetitively for rides.

FILING A COMPLAINT

If you have a complaint regarding your ride, please contact Pace Quality Assurance at 1.800.606.1282 or 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 offer the most accurate report and receive the most timely response. Safety, courtesy and ontime performance are expected of the transportation providers. 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

RIDE TO WORK

Cost for the program is \$3 for the first 6 miles and \$1 for each additional mile traveled. Eligibility and service are the same as the Ride DuPage Program. In order to use Ride DuPage to Work, you must be a registered as a Ride DuPage rider first. Complete both applications and sent to Milton Township at the same address listed under How to Register. As with Ride DuPage, call 800.713.7445 between 6 am and 7 pm seven days a week to schedule your work trip. Identify your trip as a Ride DuPage to Work trip. The Pace representative will calculate your cost under the program

LIVE INCORPORATED?

The Village of Glen Ellyn & City of Wheaton sponsor their incorporated residents for the Ride DuPage program. Incorporated residents must register with Glen Ellyn or Wheaton. Ride DuPage to Work is a separate program that provides trip to and from work ONLY for registered Ride DuPage riders.

Glen Ellyn Senior Services 630.858.6343
City of Wheaton 630.260.2019



Users Guide

**Subsidized transportation
service for Milton Township
seniors and residents with
disabilities**

www.milontownship.net

WHAT IS RIDE DUPAGE

Milton Township seniors and those with disabilities may receive curb-to-curb transportation service to any location within Milton Township, provided by paratransit bus or taxi. Cost for the program is \$2 plus \$1 for each mile traveled. Service is available from 8:00 a.m. to 5:00 p.m. Trips can be reserved up to 7 days in advance to guarantee service. While no bus pass or card is 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 65 or older or who possess 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, send a completed application to: Milton Township ATTN: Ride DuPage 1492 North Main Street Wheaton, Illinois 60187 or scan and email to: L.Schwardt@miltontownship.net. If disabled, you must also provide a copy of your current RTA Reduced Fare card with the application. Once received by Milton Township, Pace will usually process your registration 24-48 hours for Pace to process your registration.

HOW TO SCHEDULE A RIDE

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. Registered Ride DuPage users can schedule a ride by calling:

1-800-713-7445

Please be prepared to provide the following information when calling to schedule a ride:

- ☑ Name and phone number
 - ☑ Exact address of pick-up and drop-off location, along with closest intersection and physical description of pick-up area
 - ☑ Pick-up time
 - ☑ Appointment time(s) - Please allow for at least 15 minutes between arrival time and appointment time. For return trips, schedule pickup for at least 15 minutes after the anticipated completion of appointment
 - ☑ Purpose of trip
 - ☑ If applicable, name of 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! Please be advised that the busiest travel times are weekdays from 8:00 -10 a.m. and 2 - 5 p.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 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.”

GROUP TRIPS & SHARED RIDES

Group trips of three or more riders departing from and returning to the same location receive a discount and are encouraged whenever possible. Notify the call taker if scheduling a group trip. In order to maximize resources, two or more people may be transported together if the origin and/or destination locations are within reasonable distances.

PICK UP INFORMATION

The driver has a 15 minute window for pick up and will be considered late if arriving more than 15 minutes past 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 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

TRAVEL ASSISTANCE

Ride pick up and drop off are curb-to-curb. Drivers do not assist riders in or 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. There is no charge for one assistant.