

RIDE IN KANE RIDERS GUIDE

1. Register for Transportation Service

In order to participate in the Ride in Kane transportation program, you must be a registered rider. To find out how to become a registered rider, contact the Ride in Kane information line at 888-480-8549.

2. Schedule a Ride – Call 866-727-6842

After you become a registered rider, you can schedule a ride. In order to schedule a ride, the following information must be obtained.

Identify yourself as a Ride in Kane rider and be prepared to provide the following information:

1. Complete and exact address and phone number of your origin and destination;
2. **Appointment times** (*i.e., doctor, dentist, hair, etc.*) or **employment hours** – allow a minimum 15-minute buffer between arrival time and appointment time;
3. Physical description of pick-up area including entrance, driveways, signs, and building names, numbers, letters, etc.;
4. Major intersections or cross-streets closest to pick-up location if known;
5. If applicable, companion mobility aids.

Have the booking agent confirm the following information.

1. Pick-up time
2. Appointment time
3. Pick-up location – **exact address**
4. Drop off location – **exact address**
5. Traveling with a companion
6. Special instructions for the driver
7. Return trip information
8. Cost of the trip (payment is cash only, and exact change is required)

2. Negotiating a pickup time.

There are instances where a pickup time cannot be booked as requested. The booking agent will then negotiate a pickup time that can be up to 1 hour before and up to 1 hour after the requested time. If the rider does not accept the negotiated pickup time, the trip is considered “denied by the rider.”

3. Reservations

Reservation hours are between 6:00 a.m. and 6:00 p.m. seven days a week. Trips can be reserved up to seven days in advance. **Same day reservations are not guaranteed and require at least four hours advance notice. We encourage scheduling rides at least one-**

day in advance. When requesting destination time of arrival (i.e., appointments), allow booking agent to recommend a pick-up time. Be advised that the busiest travel times are between 5:00 a.m. and 10:00 a.m. and 2:00 p.m. and 5:00 p.m. Book rides that fall between those times well in advance to ensure availability whenever possible.

4. Appointments and Return Trips

It is important to let the booking agent know if you have an appointment time. Allow 15 minutes prior to appointment times. For example, if your work day starts at 8:30 a.m., tell the booking agent your appointment time is 8:15 a.m. For return trips, allow at least 15 minutes after the completion of your appointment. For example, if your workday ends at 6:00 p.m., request a 6:15 or later pickup.

5. Travel Times

Be advised that the busiest travel times are between 5:00 a.m. and 10:00 a.m. and 2:00 p.m. and 5:00 p.m. Plan for longer ride times during busy travel hours. Book rides that fall between those times well in advance to ensure availability. Whenever possible, avoid discretionary trips such as grocery shopping or routine medical appointments during the busy travel hours.

6. Travel Assistant

Ride pick-up is *from origin to destination*. Drivers provide minimal assistance in and out of buildings but will make every effort to assist a rider in and out of the vehicle. When a rider's needs are beyond the responsibility of the driver, a travel assistant is required. One travel assistant may ride at no charge.

7. Travel Companions

One travel companion who is registered with the Ride in Kane Program (i.e., spouse, family member, friend, etc.) may travel with a registered rider at no additional charge. The travel companion's mobility aid needs to be provided.

8. Group Trips

Group trips are when 3 or more riders are departing from and returning to the same location. Group riders receive a discounted fare. We strongly encourage scheduling group trips whenever possible. All riders must be registered with the Ride in Kane Program. Please contact your sponsor for more information. Prepaid fares are not accepted.

9. Ride Fares

Your trip cost will be confirmed by the booking agent upon scheduling your ride. Be sure to have the exact fare in cash. The fare policy is determined by the sponsor. The rider should check with their sponsor regarding fare information. Prepaid fares are not accepted.

10. Transportation Hours

Transportation services are available 24 hours a day, 7 days a week 365 days a year including holidays.

11. Pick-up

The driver has a 15-minute pick-up window. For example, if your scheduled time is 8:30 AM, the driver has until 8:45 AM to pick you up. At 8:46 AM, the driver is considered “late.” At that point, check the trip status by contacting 866-727-6842.

The driver is required to wait 5 minutes past the scheduled pick-up time. If you do not show within 5 minutes, the trip is considered a “no show,” and you may be required to pay a \$10.00 fine.

Ride pick-up is *from origin to destination*. 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.

Frequently, more than one rider is scheduled for a pick-up at the same location. Before boarding the vehicle, confirm with the driver for the passenger name.

12. Special Pick-up Instructions

Please provide a physical description of your pick-up location. Buses cannot pull into private driveways to make a pickup or drop off.

13. Check Ride Status

If your ride is more than 15 minutes late, the rider should check the status of their ride by calling 866-727-6842.

14. Late Pick-ups

If you experience excessive tardiness from your transportation provider, please contact Pace Quality Assurance representatives at 847-364-7223.

15. Cancel a Ride

If you need to cancel a ride, you are encouraged to do so as soon as possible. A ride canceled with less than 2 hours notice is considered a “late cancel,” and the rider may be required to pay a \$10.00 fine and/or face a possible suspension as determined by their sponsor. When canceling a trip, remember to cancel the return trip as well. To cancel a ride, call 866-727-6842.

16. Apply for Subscription Rides

If travel is required for two days or more per week to the same location for more than a six month period of time, the rider may apply for a “subscription.” Subscription rides eliminate

the need for contacting a booking agent to book trips every week except for the occasional trip adjustment and cancellation. The same cancellation policy applies to all trips. To apply for subscription rides, contact your sponsor. Any changes made to existing subscriptions need to be submitted to your sponsor.

17. Shared Rides

In order to maximize our transportation resources, two or more people may be transported together if origin and/or destination locations are within reasonable distances.

18. Complaints

Please contact Pace Quality Assurance representatives at 847-364-7223 to submit a complaint. Be prepared to describe the nature of the incident along with the date and approximate time, with as much detail as possible. Contact us immediately following the incident to get the most accurate report and timely response.

Safety, courtesy and on-time performance are expected of all our transportation providers.

Be aware that each sponsor may have additional riding policies that extend beyond the standard Ride in Kane policies. For more information, contact your sponsor.

19. Changing Pick-up/Drop Off Time or Location

If you would like to change the pick-up or drop-off location or time of your scheduled trip, you must do so 4 hours prior to your pick-up time. Riders cannot change the scheduled drop off location at the time of the ride.

20. Emergencies

In case of emergency, the driver stops the vehicle and dials 911. The driver does not provide medical assistance.

IMPORTANT CONTACT INFORMATION

- To schedule a ride, call 866-727-6842.
- To locate sponsors in your area, call 888-480-8549.
- To cancel a ride, call Ride in Kane at 866-727-6842.
- To check the status of a ride, call Ride in Kane at 866-727-6842.
- To file a complaint, call Pace Quality Assurance at 847-364-7223.

City of Geneva
Ride in Kane Paratransit Transportation Policy
Effective 9/1/2013

Eligibility

- Persons age 65+ and disabled persons who reside within the corporate limits of the City of Geneva (residence must pay property taxes).
- Eligible persons must be registered through City of Geneva City Hall, 22 S. First Street, Geneva IL 60134; Office hours: Monday through Friday, 8:00 am to 5:00 pm (closed holidays). Phone: 630-232-7494. Provide proof of age and residency by presenting a driver's license or state ID showing local address, birthdate, and photograph. Provide proof of disability: RTA Reduced Fare card, social security disability payment receipt, or verification of disability written on doctor's letterhead and signed by the doctor.

Transportation Guidelines

- Ride in Kane clients will be serviced by Pace buses only.
- Riders may schedule a maximum of thirty (30) one-way rides per month.
- The program is intended to facilitate local community access (Geneva, Batavia, St. Charles) for registered riders; the service area is restricted to Kane County only.
- Rides may be scheduled up to seven (7) days in advance; rides scheduled at least 24 hours in advance are guaranteed.
- Bus drivers will make every effort to assist riders in and out of the vehicle but cannot assist in or out of buildings. If your needs are beyond the responsibility of the driver, you must bring an assistant who may ride free of charge. When scheduling the ride tell the Call Center that an assistant will be with you.
- One-way rides cost \$4 for the first ten (10) miles and \$1.50 for each additional mile. The fare must be paid in cash, and exact change is required. No need to tip the driver.
- The vehicle driver is required to wait five (5) minutes past the scheduled pickup time. If you are not present within five (5) minutes of the pickup time the trip is considered a 'no show' and you may be subject to a \$10 fine and/or suspension of rider privileges.
- A ride canceled with less than a two (2) hour notice is considered a 'late cancel,' and the rider may be subject to a \$10 fine and/or suspension of rider privileges. Remember to cancel your return trip as well by calling 866-727-6842 to cancel rides.

Violations Policy

- As a rider is becoming familiar with the program guidelines, the first and second 'no show' or 'late cancel' violation will receive a courtesy letter noting the violation but will not incur any repercussion.
- Three (3) to seven (7) 'no show' or 'late cancel' violations will incur a \$10 fine for each one-way ride and the rider will receive an invoice that must be paid within one month or lose ridership privileges for one (1) month, which will be notified by mail.
- Once a rider's privileges are reinstated following a suspension, and another violation occurs within one (1) calendar year, the ridership privileges will be permanently suspended and the rider notified by mail.
- Riders receiving eight (8) violations within one (1) calendar year will be permanently suspended.
- This violations policy does not apply to rides for dialysis appointments but will remain in effect for all other ride purposes.
- Rides scheduled outside of Kane County will receive a courtesy notification by mail for two (2) instances within one (1) calendar year and will incur a \$20 fine for each instance thereafter.
- Riders scheduling more than thirty (30) one-way rides within a month will incur a \$20 fine each month that the maximum ride number violation occurs, which must be paid within one (1) month or lose ridership privileges for one (1) month, which will be notified by mail.