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## Ride in Kane Rider's Guide



Ride in Kane is a shared public paratransit service for individuals 65 and over, individuals with a disability, and individuals with low income who qualify for the service. A rider may be riding with other individuals at any given time. Other stops may be scheduled during transit to a rider's destination. The trip length and time may be longer than direct travel based upon routing.

**Kane County Division of Transportation**

**41W011 Burlington Road**

**St. Charles, Illinois 60175**

**(630) 762-2600**

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**1. Register** -In order to participate in Ride in Kane, you must be a registered rider. Riders are registered via local sponsors.

To find out if you are eligible to use the service either contact the Ride in Kane Information Line at 630-762-2600 or visit the program website at [www.rideinkane.org](http://www.rideinkane.org).

**2. Ride Fares** – Riders pay \$5.00 exact cash fare for each trip made for the first 10 miles of any trip. The fare is \$1.50 every additional mile over 10 miles. Trip cost is calculated at time of booking.

*Cash fares subject to change by Ride in Kane Sponsor Committee*

**3. Service** - Service is provided 365 days a year, 24 hours a day, 7 days a week, including holidays. Service is provided by handicapped accessible buses and taxis as determined by your local sponsor and the Pace Call Center.

Ride pick-up is from origin to destination. Drivers do not provide assistance in and out of buildings but will make every effort to assist a rider in and out of the vehicle.

#### **4. Schedule a Ride**

After you become a registered rider, you can schedule a ride by calling **866-727-6842**.

The rider must provide the following information:

1. Complete and exact address and phone number of your origin and destination.
2. **Medical appointment times** (*i.e. doctor, dentist, etc.*) or **employment hours** – allow a minimum 30-minute buffer between arrival time and appointment time. Allow for more time for traffic and inclement weather if needed.
3. Physical description of pick-up area including entrance, driveways, signs, and building names, numbers, letters etc. *This is very important for locations with multiple entrances*
4. Major intersections or cross-streets closest to pick-up location if known.
5. If applicable, companion and/or mobility aids to assure adequate space allotted on the vehicle for your ride.

Before you end the call, have the booking agent confirm the following information:

1. Pick-up time
2. Appointment time
3. Pick-up location – **exact address – Door #, entrance**
4. Drop off location – **exact address – Door #, entrance**
5. Special instructions for the driver
6. Return trip information
7. Cost of trip (**cash only and exact change required**)

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## **5. Travel Assistants & Companions**

Ride pick-up is from **origin to destination**. Drivers do not provide 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 or companion (i.e. spouse, family member, friend, etc.) may ride at no charge. The mobility needs of the extra rider (assistant or companion) needs to be conveyed to the call center when scheduling the ride to assure adequate space is available.

## **6. Reservations & Travel Times**

Reservation hours are between 6:00 a.m. and 6:00 p.m. Monday –Friday and between 8:00 am and 5:00 pm Saturday and Sunday. 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. 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. Plan for longer ride times during these hours. Whenever possible, avoid discretionary trips such as routine appointments during these times.

## **7. Negotiating a pick up time**

There may be 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”.

## **8. Appointments & Return Trips**

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

## **9. Pick-up**

The driver has a 30 minute pick-up window. For example, if your scheduled time is 8:30 a.m., the driver has until 9:00 a.m. to pick you up. At 9:01 a.m., 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. A sponsor may suspend or permanently revoke the ride privileges of riders who miss too many rides. Frequently, more than one rider is scheduled for a pick-up at the same location. Before boarding the vehicle, confirm the rider name with the driver.

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**TripCheck** from Pace Paratransit helps passengers keep track of their paratransit rides. The **TripCheck** portal allows you to view trip information, cancel trips, and opt in and out of email, text and phone call alerts. Visit <https://www.pacebus.com/tripcheck> to get more information and to sign up.

### **10. Late Pick-ups**

If your ride is more than 30 minutes late, first contact the Call Center at **866-727-6842** to check on your ride. Call the **Pace Stranded Line 1-800-606-1282 Option 3** for any delays beyond the normal window provided by your booking agent. This line is manned by Pace personnel.

### **11. Cancel a Ride**

To cancel a ride, call **866-727-6842**. If you need to cancel a ride, **call as soon as possible**. When cancelling a trip, remember to cancel the return trip as well. A ride cancelled with less than 2 hour notice is considered a “late cancel” and the rider may be required to pay a \$10.00 fine. A sponsor may suspend or permanently revoke the ride privileges of riders who miss too many rides due to late cancellation.

### **12. 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 by contacting the call center at **1-866-727-6842**. Same day trip changes are discouraged and may not be accommodated.

### **13. Emergencies**

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

### **14. Subscription Rides**

If travel is required for two days or more per week to the same location for an extended 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.

***Not all sponsors allow for subscription registrations.***

### **15. 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. Please contact your sponsor for more information. Prepaid fares are not accepted.

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## **16. Comments/Complaints/Compliments**

Safety, courtesy and on-time performance are expected of all our transportation providers – bus, van or taxi. Please contact Pace Customer Service representatives at **1-800-606-1282 Option 2** to submit comments, complaints, and/or compliments regarding Ride in Kane. Pace requests that riders submit service issues each time they occur - even if the same concern is occurring repeatedly.

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. Some sponsors have complaint forms; please contact your sponsor for a form.

### **Rider Etiquette**

Ride in Kane is a public transportation service. A rider may be riding with other individuals at any given time if origin and/or destination locations are within reasonable distances. This means other stops may be scheduled during transit to the Rider's destination. Riders are expected to maintain appropriate behavior during transit. If, at any time, the driver feels a rider is unsafe to transport, they may stop and call 911. The providers of the transportation and the sponsors reserve the right to revoke registration to the Ride in Kane program at any time.

### **Important Phone Numbers**

<b>Ride in Kane Information Line:</b>	<b>630-762-2600</b>
<b>Schedule, check status, or to cancel a ride:</b>	<b>866-727-6842</b>
<b>Pace Stranded Line:</b>	<b>800-606-1282 Option 3</b>
<b>Pace Customer Relations:</b>	<b>800-606-1282 Option 2</b>

**[www.rideinkane.org](http://www.rideinkane.org)**

#### **RIDE IN KANE ADHERES TO TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**The Ride in Kane service 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 their sponsoring agency or the County of Kane, the program administrator.**

**For a guide in Spanish, contact the Ride in Kane Information Line at 630-762-2600**