

## What is Ride DuPage?

Wheaton 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 \$2 a ride, plus \$1 for every mile traveled. Service is available 24 hours a day, 7 days a week. Trips can be reserved up to 7 days in advance. Reservations must be made **24 hours in advance** to guarantee service. Same-day reservations are not guaranteed. There are no identification cards or coupons needed to use Ride DuPage.

**Eligibility** is limited to Wheaton residents who are 65 and older, or those who are disabled with a Disability RTA Reduced Fare Card. Ride DuPage is subsidized by Pace Suburban Bus Services, the City of Wheaton, the Village of Glen Ellyn and Milton Township.

## How to Register

In order to use the Ride DuPage program, you must be a registered rider. To apply, complete an application and send to: **City of Wheaton, ATTN: Ride DuPage, 303 W. Wesley St., Wheaton, IL 60187 or email to [mmayer@wheaton.il.us](mailto:mmayer@wheaton.il.us)** Once your application has been received by the City, it will take about 24-48 hours for your registration to be processed by Pace. You will not receive confirmation once your application has been processed. You will need to call into Ride DuPage to confirm registration.

## How to Schedule a Ride

Registered Ride DuPage users can schedule a ride between the hours of 6 a.m. and 7 p.m. each day by calling:

**(800) 713-7445**

When you call in to schedule a ride, you will be asked for the following information:

- Your Name
- Your Phone Number
- The exact address of your pick-up location, along with the closest intersection.
- Your pick-up time.
- Your appointment time(s). Please allow at least a 30-minute window between your arrival time and your appointment time.
- The exact address of your drop-off location.
- If applicable, the name of your travel assistant.
- The purpose of your trip.

Based on this information, the Ride DuPage representative will then confirm your trip cost.

## Travel Assistant

Ride pick-ups are 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 is required. The travel assistant must be identified with the sponsor and can only ride with a registered rider. One travel assistant may ride with no charge.

## Pick-up Information

The driver has a 30-minute window to pick you up. The driver is considered late if he or she arrives more than 30 minutes past your pick-up time. When the driver is late, he or she is still required to wait 5 minutes for you to appear. Once 30 minutes has passed, you can check the status of your trip by calling (800) 713-7445 and pressing 1. The driver is required to wait 5 minutes past the scheduled pick-up time. **If you do not appear within 5 minutes, you are considered a "no-show" and may be required to pay a \$10 fine.**

## 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. If a ride is canceled less than 30 minutes before the scheduled pick-up time, **you will be considered a "no-show" and may be required to pay a \$10 fine.**

## Subscription Rides

If travel is required two (2) 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 in for repetitive rides.

The rider is still responsible for any occasion a ride is not needed or a trip needs to be adjusted. To apply for a subscription ride, please contact the City of Wheaton.

## Filing a Complaint

If you have a complaint regarding your ride, please contact Pace's Quality Assurance representatives at 800-606-1282. Contact Pace immediately following the incident to get the most accurate report and a timely response.

## Title VI

The City of Wheaton'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 or she has been affected by any discriminatory practice under Title VI may file a complaint with the City of Wheaton by contacting Andrea Rosedale at 630-260-2012.

## Contact Information

For more information about Wheaton's Ride DuPage program, or to receive an application, please contact Michelle Mayer, [mmayer@wheaton.il.us](mailto:mmayer@wheaton.il.us) or at 630-260-2019.

## Ride DuPage to Work

Ride DuPage to Work is a separate program that provides trips to and from work ONLY for registered Ride DuPage riders.

Cost for the program is \$3 for the first six (6) miles, plus \$1 for each additional mile traveled.

Eligibility and service is the same as the Ride DuPage program.

In order to use the Ride DuPage to Work program, you must be a registered Ride DuPage rider first. Complete both applications and send to:

City of Wheaton  
ATTN: Ride DuPage to Work  
303 West Wesley St  
Wheaton, IL 60187

Once your applications have been received by the City, it will take about 24-48 hours for your registrations to be processed by Pace. You will not receive confirmation once your applications have been processed. You will need to call into Ride DuPage to Work to confirm registration.

Registered Ride DuPage to Work users can schedule a ride between the hours of 6 a.m. and 7 p.m. each day by calling:

**800-713-7445**

Identify your trip as a Ride Dupage to Work trip, and the Pace representative will calculate your cost under that program.



## RIDE DUPAGE Users Guide

Subsidized Transportation for City of Wheaton senior residents or those with disabilities

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

City of Wheaton  
303 West Wesley Street  
Wheaton, Illinois 60187