

## Ride in Kane Rider's Guide

# RIDE IN KANE



Ride in Kane is a shared public paratransit service for individuals 65 and over, individuals with a disability, and veterans 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.



General Ride in Kane information line:

(630) 762-2600

## 1. Register

Seniors (65+) and individuals with disabilities must obtain an RTA Reduced Fare/Free Fare Permit.

Different ways to register:

- Contacting the RTA: 312-663-4357
- Visiting your local RTA registration site. There are 2 in-person registration sites in Kane County:
  - Senior Services Associates of Elgin
    - 101 S. Grove Ave., Elgin, 847-741-0404
  - Senior Services Associates of Aurora
    - 2111 Plum Street, 1st Floor, 630-897-4035
- Visiting [www.fares.rtachicago.org](http://www.fares.rtachicago.org)
- Scanning the QR code with your smart phone to take photos and upload ID and documents



Veterans do not need an RTA Permit. Provide your Veterans Healthcare Card when registering.

## 2. Schedule a Ride

After you become a registered rider, you can schedule a ride by calling **1-866-727-6842**.

The rider must provide the following information:

- Complete and accurate address and phone number for both pick-up and drop off locations.
- Appointment times (i.e., doctor, dentist, hair, etc.) or work hours – allow a minimum 30-minute buffer between arrival time and appointment time. Allow for more time for traffic and inclement weather if needed.
- Description of pick-up area including entrance, driveways, signs, and building names, numbers, letters etc. This is very important for locations with multiple entrances.
- Major intersections or cross-streets closest to pick-up location if known.
- 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:

- Pick-up time
- Appointment time
- Pick-up location – exact address – Door #, entrance

- Drop off location – exact address – Door #, entrance
- Special instructions for the driver
- Return trip information
- Cost of trip (cash only and exact change required)

### **3. Ride Fares**

Riders pay \$5.00 exact fare for each trip made for the first 10 miles of any trip. The fare is \$2.00 every additional mile over 10 miles. Trip cost is calculated at time of booking.

### **4. Pay for your ride**

There are 2 ways to pay for your ride:

- a. Exact cash at time of pick-up.
- b. At time of booking using the Ventra fare payment system. For more information on how to pay with Ventra visit, <https://www.pacebus.com/dar>.

### **5. Service Details**

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 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.

### **6. 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 personal care attendant can ride at no additional charge. A personal care attendant may be any individual chosen by the rider to assist with personal needs; the attendant does not need to be a licensed or medical professional.

### **7. Reservations & Travel Times**

The reservation call center hours are between 6:00 a.m. and 6:00 p.m. Monday-Friday and between 8:00 a.m. and 5:00 p.m. 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 grocery shopping or routine appointments during these times.

## **8. 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".

## **9. 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.

## **10. 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 **1-866-727-6842**.

The driver is required to wait five minutes past the scheduled pick-up time. If you do not appear within that five-minute window, the trip will be considered a "no-show," and you may be required to pay a \$10.00 fine. Pace may suspend or permanently revoke ride privileges for riders who miss too many trips. Because more than one rider may be scheduled for pick-up at the same location, please confirm your name with the driver before boarding the vehicle.

**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.

## **11. Late Pick-Ups**

If your ride is more than 30 minutes late, first contact the Call Center at **1-866-727-6842** to check on your ride. If the delay extends beyond the normal pickup window provided by your booking agent, call the Immediate Assistance Line at **1-800-606-1282, Option 3**. This line is staffed by Pace personnel.

## **12. Cancel a Ride**

To cancel a ride, call **1-866-727-6842** as soon as possible. When canceling a trip, remember to cancel the return trip as well. Trips canceled with less than two hours' notice are considered a "late cancellation" and may result in a \$10.00 fine. Pace may suspend or permanently revoke privileges for riders who miss too many rides due to late cancellations.

## **13. 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.

## **14. Emergencies**

In the event of an emergency, the driver will stop the vehicle and contact 911. Drivers are not

permitted to provide medical assistance.

## **15. Group Trips**

Group trips involve three or more riders departing from and returning to the same location. Group riders receive a discounted fare, and we strongly encourage scheduling group trips whenever possible. For more information, please contact Pace. Prepaid fares are not accepted.

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

Safety, courtesy, and on-time performance are expected of all transportation providers, including bus, van, and taxi services. Riders may submit comments, complaints, or compliments regarding Ride in Kane by contacting Pace Customer Relations at **1-800-606-1282, Option 2**, or by emailing [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com).

Riders are encouraged to report service issues each time they occur, even if the same issue happens repeatedly. When reporting an incident, please be prepared to describe what happened, along with the date and approximate time, and provide as much detail as possible. Contact Pace as soon as possible after the incident to ensure an accurate report and timely response.

**Note:** Pace addresses serious complaints - such as illegal activity, severely disruptive behavior, or harassment - immediately. These complaints are handled at the upper management level.

<https://www.pacebus.com/directory/customer-relations>

### **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 reserve the right to revoke registration to the Ride in Kane program at any time.

### **Important Phone Numbers:**

**Ride in Kane Information Line:**

**1-630-762-2600**

**Schedule, check status, or to cancel a ride:**

**1-866-727-6842**

**\*Immediate Assistance:**

**1-800-606-1282 Option 3**

**Pace Customer Relations:**

**1-800 606-1282 Option 2**

**\*Please note: The Immediate Assistance line is for situations in which a passenger believes they have been stranded. For life threatening or medical emergencies, call 911.**

**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 Kane County and the program administrator.

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

**Para obtener una guía en español, comuníquese con la Línea de Información de Ride in Kane al 630-762-2600.**