

## RIDE IN KANE RIDERS GUIDE

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

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### 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.

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. Special instructions for the driver
6. Return trip information
7. Cost of trip (payment is cash only and exact change is required)

### 3. Negotiating a pick up 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”.

### 4. 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 grocery shopping or routine appointments during these times.

## 5. Appointments & Return Trips

It is very 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 work day ends at 6:00 p.m., request a 6:15 or later pickup.

## 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 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.

## 7. 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.

## 8. 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.

## 9. Transportation Hours

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

## 10. Pick-up

The driver has a 15 minute pick-up window. For example, if your scheduled time is 8:30 a.m., the driver has until 8:45 a.m. to pick you up. At 8:46 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.

### **11. Late Pick-ups**

If your ride is more than 15 minutes late, call the call center at 866-727-6842 to check on your ride.

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

### **12. 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 hours 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 cancelation.

### **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.

### **14. 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.

### **15. Comments/Complaints/Compliments**

Please contact Pace Quality Assurance representatives at 847-364-7223 to submit comments, complaint, and/or compliments regarding Ride in Kane. 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.

Riders may request a copy of the Complaint, Grievance, and Appeal Procedures from their respective sponsors. This procedure lists the steps to take to further pursue a complaint should the riders not be satisfied with how an issue has been handled.

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.

## **16. Emergencies**

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

## **17. Apply for 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.

## **IMPORTANT CONTACT INFORMATION**

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- To locate sponsors in your area, call 1-888-480-8549.
- To schedule a ride, call 1-866-727-6842.
- To cancel a ride, call Ride in Kane at 1-866-727-6842.
- To check the status of a ride, call Ride in Kane at 1-866-727-6842.
- To file a comment, complaint, or compliment, call Pace Quality Assurance at 1-847-364-7223.