

# Rider's FAQs Continued

---

**If I am going to the same destination multiple times a week for an extended period of time, do I need to call each time?**

You may apply for “subscription” rides that eliminate the need to book trips every week except for the occasional trip adjustment. **The same cancellation policy as mentioned previously applies to subscription rides.** To apply contact **Sherri Weitzl at Geneva City Hall; 630-232-7494.**

**What if I need to change my pickup or drop off location or time of my trip?**

Please call **866-727-6842** at least four (4) hours prior to your pickup time to make adjustments or you may be **subject to a \$10 fine and/or suspension of rides.**

## Rider Etiquette

Riders are expected to maintain appropriate behavior during transit. If the driver feels a rider is unsafe to transport, they may stop and call 911. Transportation providers and sponsors reserve the right to revoke a Ride in Kane registration at any time.

**Where do I report complaints or suggestions?**

Contact Pace Quality Assurance representatives at **847-364-7223**. If you are reporting a complaint, please describe the nature of the incident, date and time with as much detailed information as possible.

Riders may request a copy of the Complaint, Grievance and Appeal Procedures from the sponsor. This procedure lists the steps to further pursue a complaint should the rider not be satisfied with how an issue has been handled. Safety, courtesy and on-time performance are expected of all our transportation providers.

# Ride in Kane

## Rider's Guide

*Ride in Kane adheres to Title VI of the Civil Rights Act of 1964*  
**To Schedule a Ride – Call 866-727-6842**

After you become a registered rider, you can schedule a ride. To schedule a ride within Kane County, the following information must be obtained:

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

**Have the Booking Agent confirm the following information:**

- Pickup time
- Appointment time & pickup location — exact address
- Drop off location — exact address
- Special instructions for the driver
- Return trip information
- Cost of trip (payment is cash only and exact change is required).

# Rider's Guide Frequently Asked Questions

---

## What if the pickup time I request is not available?

The booking agent will then negotiate a pickup time that can be up to one (1) hour before and after the requested time.

## When should I call for a reservation?

Trips can be reserved up to seven (7) days in advance. We encourage scheduling a ride at least one day in advance as same day reservations are not guaranteed and require at least four (4) hours notice. Reservations: Mon-Fri 6:00 a.m.-6:00 p.m.; Sat-Sun 8:00 a.m.-5:00 p.m. at **866-727-6842**.

## When are rides offered?

Rides are available seven (7) days a week, 365 days a year. Please be aware that the busiest travel times are between 5:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m., so be sure to book your ride well in advance to ensure availability during those peak hours.

## Will I need to bring someone to assist me in and out of the vehicle and buildings?

Drivers will make every effort to assist a rider 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 someone with you to assist. One travel assistant/companion may ride with you at no charge.

## Is there a group discount if several people travel from one destination?

When three (3) or more riders are departing from and returning to the same location, the group riders will receive a discounted fare. We strongly encourage scheduling group trips whenever possible.

## How do I pay for my ride and what is the cost?

Your trip cost will be confirmed by the booking agent at the time you make your reservation. The cost is \$3.00 for the first ten (10) miles and \$1.50 per additional mile. The fare must be paid in cash, and exact change is required.

## Where and when can I ride, what vehicle is available?

**Effective 9/1/2013, the program is intended for local community access (Geneva, Batavia, St. Charles) and is limited to rides within Kane County. A maximum of 30 one-way rides are allowed each month per rider. The vehicle will be a blue and white Pace bus.**

## What happens if the driver is late?

The driver has a fifteen (15) minute pickup 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 calling **866-727-6842**.

## What happens if I am late for my scheduled pickup?

The 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 \$10.00 fine and/or suspension of rider privileges.**

## What if I need to cancel a ride?

Call **866-727-6842** right away. **A ride cancelled with less than two (2) hours notice is a "late cancel" and the rider may be subject to a \$10.00 fine and/or possible suspension of rider privileges.** Please remember to cancel the return trip as well.