



## DUNDEE TOWNSHIP RIDE IN KANE RIDERS GUIDE

### DUNDEE TOWNSHIP'S RIDE IN KANE PROGRAM ADHERES TO TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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Residents who live in Dundee Township, are 65 years or older, and/or are disabled are eligible to register to use the Ride in Kane Service. Disabled riders must have ADA Certification from PACE or proof of disability to qualify for service.

Dundee Township's travel policy for its Ride in Kane Paratransit Program limits rides to a 10-mile radius of the rider's home. Rides to locations that are between 10.1 and 15 miles from a rider's home require written authorization from the Township Supervisor. The Supervisor may authorize these rides for medical treatments which aren't available locally depending upon the availability of funding. Rides to locations outside of a 10-mile radius for other purposes will **not** be authorized. Riders can be transported to bus or train stations for longer trips.

Please note that booking a ride for a distance between 10.1 to 15.0 miles without authorization from the Supervisor's Office or a trip for over 15 miles may result in being suspended from the program for six months.

Riders are strongly encouraged to carry a cell phone and to include the cell number in their registration information.

Residents of all ages with temporary disabilities requiring rehabilitative services are eligible for service for up to six months providing adequate funding is available.

**1. Thank you for registering for the Dundee Township sponsored Ride in Kane program.** Your application will be processed, and you will be able to schedule a transportation ride in 72 hours.

**2. Schedule a Ride – Call 866-727-6842**

The following information must be provided to the PACE scheduler:

- a) Complete and exact address of your Pick-up location and your destination.
- b) You should also provide your cell phone number and the telephone number for your destination.
- c) Appointment times (*i.e. doctor, dentist, hair, etc.*) or employment hours – allow a minimum 20-minute buffer between arrival time and appointment time.
  - a) Physical description of pick-up area including entrance, driveways, signs, and building names, numbers, letters, etc.
  - b) Major intersections or cross-streets closest to pick-up location if known.
  - c) If needed, companion mobility aids such as walker, wheelchair, crutches, etc.

Confirm the following information with the PACE scheduling agent:

- a) Pick-up time
- b) Appointment time
- c) Pick-up location – **exact address – be very specific**
- d) Drop off location – **exact address – be very specific**
- e) Type of appointment (medical, dental, work, school or social)
- f) Special instructions for the driver
- g) Return trip information

- h) If a companion is riding
- i) Cost of trip (payment is cash only and exact change is required)

### 3. **Negotiating a pickup time.**

There are instances where a pickup time cannot be booked as requested. The PACE scheduling 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 PACE scheduling 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.

### 5. **Appointments & Return Trips**

It is very important to let the PACE scheduling agent know if you have an appointment time. Allow 20 minutes prior to appointment times. For example, if your workday starts at 8:30 a.m., tell the PACE scheduling 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 workday 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 registered riders are departing from and returning to the same location. We strongly encourage scheduling group trips whenever possible.

### 8. **Ride Fares**

Your trip cost will be confirmed by the booking agent when you schedule your ride. Be sure to have the exact fare in cash. One trip up to 10 miles (mileage is determined by the Call Center software and not subject to negotiation) is \$5.00. The return trip is also \$5.00 for a total of \$10.00 per round trip. There is an additional charge of \$1.50 per mile for trips over 10 miles, up to 15 miles, with the written approval of the Dundee Township Supervisor. The Township reserves the right to refuse transport for trips over 10 miles. Such trips are strongly discouraged and will only be approved for medical needs that can’t be met locally and/or accessed via transit options.

### 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. Dundee Township may suspend or permanently revoke the ride privileges of riders who miss more than 3 rides per year.

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 cancellation.

#### **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.

For more information, contact Dundee Township (847-428-8092 X 6).

**16. Emergencies**

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

**17. Subscription Rides**

Dundee Township does offer subscription ride service for employment and school.

**IMPORTANT CONTACT INFORMATION**

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- 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.
- To arrange to be certified for ADA Services, call 312-663-4357