

What is Ride DuPage?

Seniors and persons with disabilities can receive transportation service from their homes to any location in DuPage County. The program transports residents by paratransit bus or taxi for a fee. Service is provided 24 hours a day, seven (7) days a week.

Eligibility is limited to residents who are 65 or older, or those with an RTA card for persons with disabilities. The program is subsidized by Pace Suburban Bus Service and the City of Warrenville.

How to Register

Complete an application and send to: City of Warrenville, ATTN: Ride DuPage, 3S258 Manning Ave., Warrenville, IL 60555 or email to jjacobo@warrenville.il.us

It takes 5-7 days for an application to be processed, after which you may begin using Ride DuPage services.

Travel Fare

Fares are a flat fee of \$2 plus an additional \$1 per mile travelled. You must have the exact fare in cash upon pick up.

Travel Times

Be advised, the busiest travel times are 7:00 a.m. - 10:00 a.m. and 3:00 p.m.- 6:00 p.m. Plan for longer ride times during busy travel hours. If possible, avoid discretionary trips during the busy travel hours.

How to Schedule a Ride Call 1-800-713-7445

Monday to Friday 6:00 A.M. - 6:00 P.M.
Saturday to Sunday 8:00 A.M. - 5:00 P.M.

Same-day reservations are not guaranteed. Two-day advance notice is encouraged. Schedule trips up to seven (7) days in advance.

When Scheduling a Ride

- Provide your name and phone number.
- Exact address of your pickup 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.

Before ending the call, confirm the trip details, and trip cost with the call taker.

Check Your Trip Status

- Call 1-800-713-7445 and press 2, or
- Visit www.pacebus.com/tripcheck

Travel Assistant/ Companion

Drivers do not assist riders in and out of buildings, but will make effort to assist a rider into and out of the vehicle safely at the curb.

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 or travel companion (such as a spouse, friend, or family member) may ride at no charge.

Pickup Information

The driver has a 30-minute window to pick you up, and is required to wait 5 minutes at the scheduled pickup location.

The driver is considered late if they arrive 30 minutes or more past your pickup time. 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".

When the driver is late, they are still required to wait 5 minutes for you. If you do not appear within 5 minutes, the trip is considered a "no show" and you will be required to pay a \$10.00 fine. To avoid this, report the situation and cancel the ride by contacting 1-800-713-7445.

Group Trips

When 3 or more registered riders are departing from and returning to the same location, they can receive a discount. Notify the call taker if you are scheduling a group trip.

Cancel a Ride

Call 1-800-713-7445 as soon as possible. A ride canceled with less than 30 minutes of notification is considered a "no show" and the rider may be required to pay a \$10 fine. When canceling a trip, remember to cancel the return trip as well.

Subscription Rides

If travel is required two days or more per week to the same location for an extended period of time, the rider may apply for a subscription. To apply for subscription rides, please contact the City of Warrenville.

Identification Requirements

When boarding a vehicle, riders MAY be required to show either their valid RTA ADA Paratransit ID card or an identification card with picture (State ID card). Please plan to carry a photo ID with you at all times.

Rideshare Access Program (RAP)

Pace has expanded transit options and improved access for riders, including ADA paratransit customers. This is an additional transportation option for Warrenville Ride DuPage eligible riders. Please see separate flyer for details.

Contact Information

For more information about Warrenville's Ride DuPage program, or to receive an application, please call 1-630-836-3050 or visit warrenville.il.us/463/Transportation.

Filing a Complaint

If you have a complaint regarding your ride, please contact Pace's Quality Assurance representatives at 1-800-606-1282 or passenger.service@pacebus.com

Contact Pace immediately following the incident to get the most accurate report and a timely response.

Title VI

The City of Warrenville'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 Warrenville by contacting the Assistant City Administrator at 1-630-836-3050.



User's Guide

Curb-to-curb transportation
service for seniors and
residents with disabilities

*Subsidized by
Pace Suburban Bus Service and
the City of Warrenville*

