

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.

Important Phone Numbers

Ride in Kane Information Line: 888-480-8549
Schedule, check status,
or to cancel a ride: 866-727-6842
Pace Stranded Line: 800-606-1282
Pace Quality Assurance/
Customer Complaints: 847-364-7223



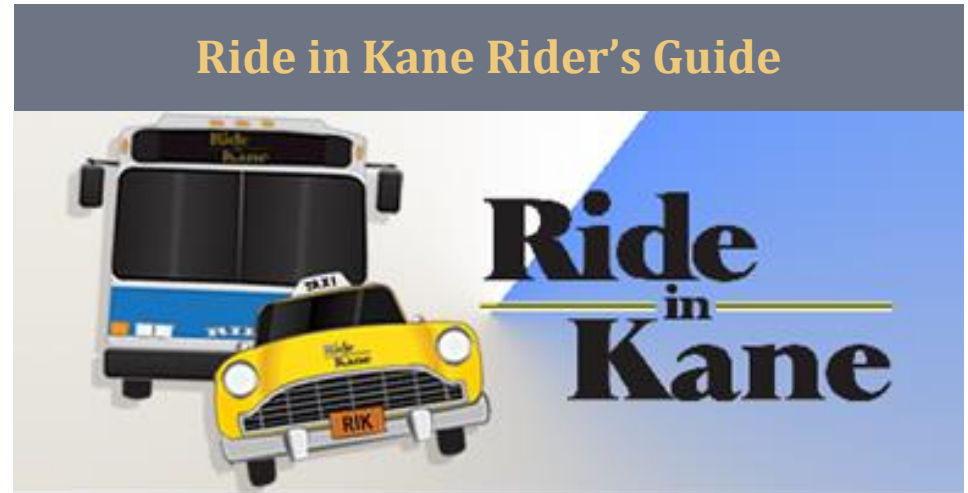
www.rideinkane.org

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 their sponsoring agency or the Association for Independent Development (AID), the program administrator.

For a guide in Spanish, contact the Ride in Kane Information Line at 888-480-8549

www.rideinkane.org



Ride in Kane is a *shared* public paratransit service for eligible seniors, people with disabilities, and those with low income 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.



www.rideinkane.org

1. Register -In order to participate in Ride in Kane, you must be a registered rider. Riders are registered via local sponsors.

To find out if you are eligible to use the service either contact the Ride in Kane Information Line at 888-480-8549 or visit the program website at www.rideinkane.org.

2. Ride Fares – Riders pay \$4.00 **exact cash fare** for each trip made for the first 10 miles of any trip. The fare is \$1.50 every additional mile over 10 miles. Trip cost is calculated at time of booking.

Cash fares subject to change by Ride in Kane Sponsor Committee

3. Service - 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 your local sponsor and 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.

14. 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.

15. 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.

16. Comments/Complaints/Compliments

Safety, courtesy and on-time performance are expected of all our transportation providers – bus, van or taxi. Please contact Pace Quality Assurance representatives at 847-364-7223 to submit comments, complaints, 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. Some sponsors have complaint forms for use by riders, please contact your sponsor for a form.

Riders may request a copy of the Complaint, Grievance, and Appeal Procedures from their respective sponsors. A copy is posted on the Ride in Kane website. 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.

10. Late Pick-ups

If your ride is more than 15 minutes late, first contact the Call Center at 866-727-6842 to check on your ride. Call the **Pace Stranded Line 1-800-606-1282** for any delays beyond the normal window provided by your booking agent. This line is manned by Pace personnel.

11. 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 hour 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.

12. 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.

13. Emergencies

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

4. Schedule a Ride

After you become a registered rider, you can schedule a ride. The rider must provide the following information:

Complete and exact address and phone number of your origin and destination.

1. **Appointment times** (*i.e. doctor, dentist, hair, etc.*) or **employment hours** – allow a minimum 15 minute buffer between arrival time and appointment time.
2. Physical description of pick-up area including entrance, driveways, signs, and building names, numbers, letters etc.
This is very important for locations with multiple entrances
3. Major intersections or cross-streets closest to pick-up location if known.
4. If applicable, companion mobility aids.

Before you end the call, have the booking agent confirm the following information:

1. Pick-up time
2. Appointment time
3. Pick-up location – **exact address – Door #, entrance**
4. Drop off location – **exact address – Door #, entrance**
5. Special instructions for the driver
6. Return trip information
7. Cost of trip (**cash only and exact change required**)

5. 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.

6. 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.

7. 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”.

8. 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.

9. 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.