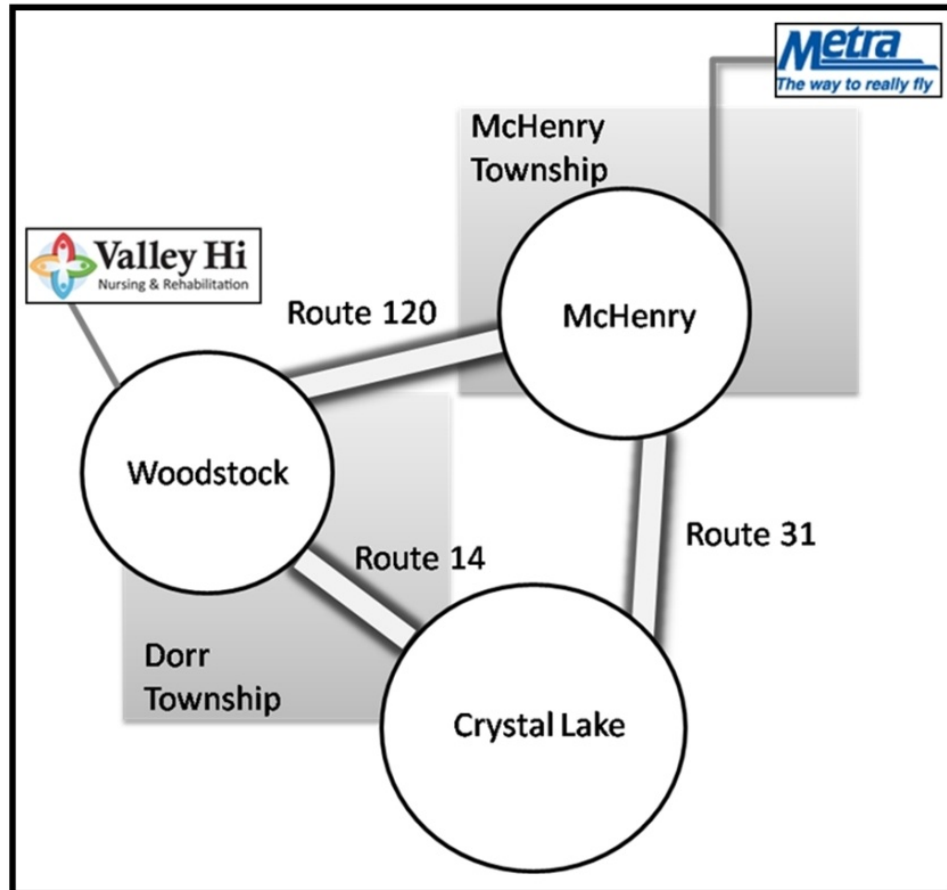


Rider's Guide for Expanded Dial-A-Ride Service in McHenry County

Service Begins February 13, 2010



Please note that service area designations in the diagram are approximate. Visit www.McHenryCountyDOT.org for detailed service area map.

To request a copy of this brochure in an accessible format, please call Sarah Lutz at 815-334-4985 or submit a request online at <https://www.surveymonkey.com/s/CS7LTKM>

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Reference Contact Numbers

Scheduling

McHenry Call Center

Operated by First Transit

Reservation hours are Mon–Fri, 6:30 a.m. to 7 p.m.

Service hours are Mon–Fri, 6 a.m. to 7 p.m. and Saturday, 9 a.m. to 5 p.m.

Voice: 800-451-4599

TTY: 888-454-4724

Registration

McHenry County Division of Transportation

Sarah Lutz

Business hours are Mon–Fri, 8 a.m. to 4:30 p.m.

Allow at least ten days for registration

Voice: 815-334-4985

Fax: 815-334-4989

www.McHenryCountyDOT.org

Pace Customer Relations

Voice: 800-606-1282 Option #2 or 847-364-7223

TTY: 847-364-5093

After Hours: 800-606-1282 Option #3

Email: Passenger.Services@PaceBus.com

Website: www.PaceBus.com



How Will This Impact My Current Service?

- The local Crystal Lake, McHenry, and Woodstock dial-a-rides will have no change to fares or reservation policies.
- McHenry Township Senior Express riders have a new reservation phone number - 800-451-4599. There is no change to the service area or fares for the McHenry Township Senior Express.

Riders who currently use any of these services can register for the new service to take longer trips or take advantage of expanded hours of service. See the information in this Rider’s Guide for more information on the expanded service.



Introduction

McHenry County has teamed up with other local agencies and Pace Suburban Bus to offer expanded dial-a-ride transit service in McHenry County beginning February 13, 2010. This service is funded by the County's Transit Grant Program and Senior Services Grant Fund. Other agencies participating in the program include the Cities of Crystal Lake, McHenry, and Woodstock; the Townships of Dorr and McHenry; and Pioneer Center for Human Services. Coordination between these agencies will expand available dial-a-ride options.

What is Dial-A-Ride?

This dial-a-ride program provides curb-to-curb, wheelchair accessible service to eligible riders in the service area. Dial-a-ride is a shared-ride program, meaning that multiple individuals' trips are grouped together in an effort to meet all trip requests and improve efficiency.

The expanded dial-a-ride program:

- Builds off of existing dial-a-ride services offered by the Cities of Crystal Lake, McHenry, and Woodstock and existing senior transportation provided by McHenry Township by enabling trips across these geographic boundaries,
- Is a shared-ride program,
- Is provided without regard to the purpose of the trip, and
- Is part of the plan to improve transit services in McHenry County. Visit www.McHenryCountyDOT.org for more information on the County Transit Plan.

Rider Eligibility and Registration

Registration is required for this expanded dial-a-ride service and must only be completed once.

All individuals are eligible for travel to and from the following locations:

- Incorporated areas of the City of Crystal Lake
- Incorporated areas of the City of McHenry
- Incorporated areas of the City of Woodstock
- Valley Hi Nursing Home and McHenry County Division of Transportation
- Fox Lake Metra station
- Within three-quarters of a mile of Route 120 between the City of McHenry and the City of Woodstock
- Within three-quarters of a mile of Route 14 between the City of Woodstock and the City of Crystal Lake
- Within three-quarters of a mile of Route 31 between the City of McHenry and the City of Crystal Lake

Seniors and people with disabilities are eligible for trips in the areas described above as well as to and from:

- McHenry Township
- Unincorporated areas of Dorr Township

To obtain further information or to register for the service, please visit www.McHenryCountyDOT.org or call Sarah Lutz at 815-334-4985 (Mon–Fri, 8 a.m. to 4:30 p.m.) Please register ten days in advance of scheduling your first ride to allow time for processing registration.

SERVICE AT A GLANCE

- Mon-Fri, 6 am to 7 pm, Sat, 9 am to 5 pm
- \$3.00 one-way fare
- Day in advance reservations
- Call 800-451-4599
- Serves Crystal Lake, McHenry, Woodstock, unincorporated Dorr Township and McHenry Township

How to Schedule a Trip

Registration is required to schedule trips on this expanded dial-a-ride service (see "Rider Eligibility and Registration"



above). Registered riders should call the McHenry Call Center (Voice: 800-451-4599 or TTY: 888-454-4724) to schedule trips. Reservations are taken from Monday through Friday from 6:30 a.m. to 7:00 p.m. Reservations are made on a first come, first serve basis.

Customers must call at least one day and up to seven days before their trip to schedule the trip. The pick-up time requested may not be available, so please have day or time options in mind. Customers should schedule their return trip at the time of reservation.

When calling to schedule a trip, customers must have the following information:

- Name of rider(s)
- Date of trip
- Requested drop-off time or pick-up time - allow a minimum 15 minute buffer between arrival time and appointment time. For example, if you have to be at work or have a medical appointment at 9:00, but will need fifteen minutes to get to your desk or get signed in, tell the call taker your appointment is at 8:45. When requesting destination time of arrival (i.e., appointments), allow call taker to recommend a pick-up time.
- Exact street address of trip origin and destination
- Number of people traveling with the customer, including personal care attendant and/or companions. Up to two (2) children under the age of 7 may ride free per farepaying passenger.
- Types of mobility aids used by all members of party
- Any other helpful information

When calling to schedule a trip, customers should be ready to write down important information, such as the scheduled pick-up time.

Customers must keep their address, telephone numbers, and emergency information current with the call center since this is the source of all passenger information.

How to Cancel or Change a Trip Reservation

Customers who would like to cancel a trip must call 800-451-4599 or TTY: 888-454-4724. Customers must cancel their trip at least two (2) hours before the scheduled pick-up time to avoid the trip being classified as a late-canceled trip. When cancelling a trip, remember to cancel the return trip as well.

Same-day trip changes will only be permitted if proper notice is provided and the schedule can accommodate the desired change. Destination changes are not permitted while on board the vehicle or at the time of pick-up unless authorized by the dispatcher. Drivers are not permitted to make any unscheduled changes to a trip.

Pick-up and Drop-off Procedures

Customers should be within line-of-sight of the vehicle while awaiting pick-up. Please verify exactly where to wait for the vehicle when scheduling your ride. Passengers must be ready to board the vehicle fifteen minutes before the scheduled pick-up time. Drivers will wait five minutes after arrival or after the scheduled pick-up time, whichever is later, and after that period the driver is given authorization to leave. When the driver is late, he is still required to wait 5 minutes for you to appear. If you do not appear within 5 minutes, the trip is considered a "no show." Drivers will make an attempt to locate the customer; however, if the driver leaves after the appropriate five minute period, the customer will be recorded as a no-show.

Driver Assistance

This service is an origin-to-destination program; as such, drivers cannot escort customers outside of the vehicle or carry packages. Customers must

meet drivers at the curb for pick-up. Drivers do not assist riders in and out of buildings but will make every effort to assist a rider into and out of the vehicle safely. Customers who require additional assistance must make their own arrangements for a personal care attendant or companion. Before boarding the vehicle, confirm with the driver that the trip is assigned to you.

Fare

All fares must be paid upon boarding the vehicle. All customers and companions are required to pay the \$3.00 fare. The fare must be paid in exact cash. Drivers do not carry change. Have your fare ready for each leg of your trip. The driver who first transports you will not accept a round-trip fare. Each leg of the trip must be paid for separately. Up to two (2) children under the age of 7 may ride free per farepaying passenger.

Travel Time

This dial-a-ride service is a shared-ride program. Total travel time will include the time it takes other passengers to board, ride, and alight the vehicle.

Late Pick-Ups

If you experience excessive tardiness from your transportation provider, please contact Pace Customer Relations representatives at 800-606-1282 Option #2 (TTY: 847-364-5093).

Hours of Operation

The hours of operation are:

- Monday through Friday, 6:00 a.m. to 7:00 p.m.
- Saturday, 9:00 a.m. to 5:00 p.m.
- Sunday, closed for service

Holiday Service

Service is not offered on the following holidays on the days observed:

- New Year's Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

Trips may be cancelled due to unanticipated circumstances such as bad weather, traffic problems, and vehicle breakdowns.

Service Area

See "Rider Eligibility and Registration" on Page 2 to determine who is eligible to ride in each area. See www.McHenryCountyDOT.org for more details on the service area. The service area is the area within McHenry County defined by:

- The borders of McHenry Township and unincorporated Dorr Township and
- The borders of the City of Crystal Lake, the City of McHenry, and the City of Woodstock
- In addition, service from the designated areas above to these point locations is allowed. Service shall be provided directly to these three locations.
 - Valley Hi Nursing Home
 - Fox Lake Metra station
 - McHenry County Division of Transportation
- Within three-quarters of a mile of Route 120 between the City of McHenry and the City of Woodstock; within three-quarters of a mile of Route 14 between the City of Woodstock and the City of Crystal Lake; within three-quarters of a mile of Route 31 between the City of McHenry and the City of Crystal Lake

Trip Purpose

For the expanded Pace Dial-A-Ride service described in this document there are no policies or practices that will restrict the number of trips provided to an individual during any period of time. All trips, no matter what the purpose, are eligible. There are no restrictions on the number of trips per customer in a given time period and no priority is given to any particular trip type. No waiting list or standby list will be maintained.

Personal Care Attendant and Companion Policies

This service requires each passenger to pay the fare. Personal Care Attendants and companions are required to pay the same cash fare as the eligible rider and must be picked up and dropped off in the same location as the customer. Additional companions may accompany the customer only if space is available on the vehicle, and this request must be made at the time of booking. Customers traveling with a personal care attendant or companion must reserve space for them when calling to schedule their own ride.



Complaints or Compliments

If you have a complaint or compliment regarding your ride, please contact Pace Customer Relations representatives at 800-606-1282 Option #2 (TTY: 847-364-5093). Be prepared to describe the nature of the incident along with the date and approximate time, with as much detail as possible. Contact Pace immediately following the incident to get the most accurate report and timely response.

If you have not received a response within 30 days, please call Pace Customer Relations at 800-606-1282 to follow up. In rare instances, it may take more than 30 days to respond due to the complicated nature of the complaint.

Safety, courtesy and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met.

Brought to you through a partnership between McHenry County; Pace Suburban Bus; the Cities of Crystal Lake, McHenry, and Woodstock; the Townships of Dorr and McHenry; and Pioneer Center for Human Services.

Sponsored by McHenry County through the Transit Grant Program and the Senior Service Grant Fund.



McHenry County Division of Transportation
16111 Nelson Road
Woodstock, IL 60098
(815) 334-4985



Pace Suburban Bus Service
Customer Relations
Voice: 800-606-1282 Option #2 or 847-364-7223
TTY: 847-364-5093
After Hours: 800-606-1282 Option #3
Email: Passenger.Services@PaceBus.com
Website: www.PaceBus.com



Expanded Dial-A-Ride Service Details

Registration Required!

- Call **800-451-4599** at least one day in advance, up to seven days in advance to reserve a ride
- Service operates Monday-Friday, 6 am to 7 pm and Saturday, 9 am to 5 pm
- \$3.00 cash one-way fare
- Serves general public in Crystal Lake, McHenry, Woodstock
- Serves seniors and people with disabilities in unincorporated Dorr Township and McHenry Township
- Call Sarah at 815-334-4985 with questions about registration