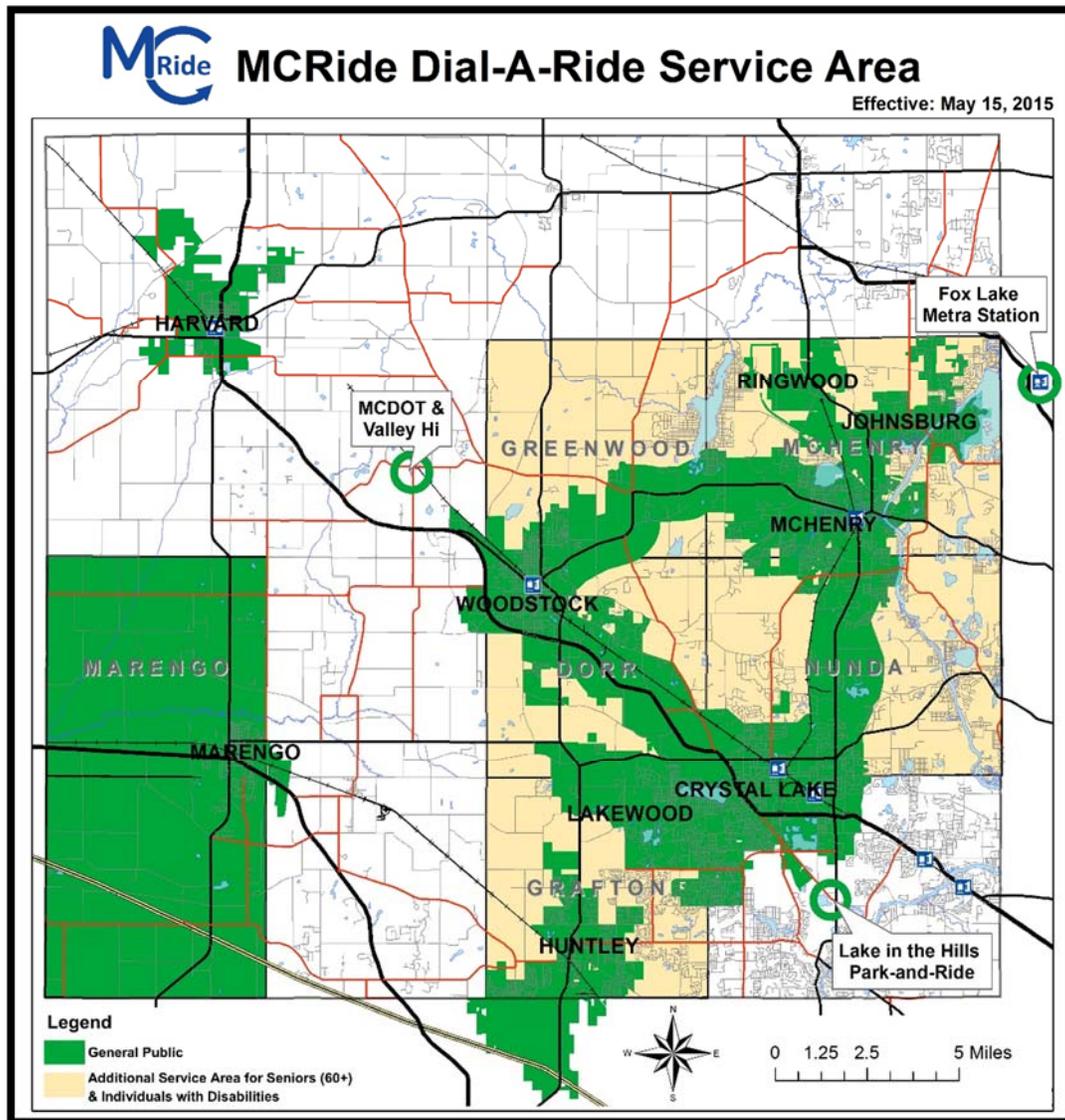




Rider's Guide for MCRide Dial-A-Ride Service in McHenry County



To request a copy of this brochure in an accessible format or hard copy, please call 815-334-4985 or email a request to mcride@co.mchenry.il.us.

Publication Date: June 4, 2015

Contents

Reference Contact Numbers	1
Scheduling	1
Customer Relations.....	1
Por Información en Español	1
Title VI Program Notice.....	1
Título VI	1
Introduction	2
What is Dial-A-Ride?.....	2
Rider Eligibility	2
All Individuals	2
Seniors & Individuals with Disabilities	2
How to Schedule a Trip	3
How to Cancel or Change a Trip	3
Pick-up and Drop-off Procedures	3
Driver Assistance	3
Fares.....	4
Travel Time	4
Late Pick-Ups.....	4
Trip Purpose.....	4
Hours of Operation	4
Holiday Service	4
Service Area	4
Companion & Personal Care Attendant Policies ..	5
Complaints or Compliments.....	5



Visit the MCRide Website
for the most up-to-date
information.

www.McHenryCountyDOT.org

Reference Contact Numbers

Scheduling

Pace Call Center (Operated by First Transit)

Reservation hours are:

- Mon–Fri, 5:30 a.m. to 6 p.m.
- Saturday, 8:30 a.m. to 4:00 p.m.

Service hours are:

- Mon–Fri, 6 a.m. to 7 p.m.
- Saturday, 9 a.m. to 5 p.m.

Voice: 800-451-4599 or 815-363-4305

TTY: 888-847-0093

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

Por Información en Español

Este folleto está disponible en español, visite nuestro pagina de Internet para obtener una copia:

www.McHenryCountyDOT.org o

www.pacebus.com/sub/general/en_espanol.asp

Title VI Program Notice

No person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance. (42 USC 2000d)

Título VI

Asimismo se le informa que sus datos no podrán ser difundidos sin su consentimiento expreso, salvo las excepciones previstas en la Ley. Lo anterior, de conformidad con lo establecido mediante acuerdo Title VI de la Civil Rights (Título VI de los Derechos de Civiles) Act de 1964.

How is this related to local dial-a-ride services?

Service in the municipalities of Crystal Lake, Harvard, Huntley, Johnsburg, Lakewood, Marengo, McHenry, Ringwood, and Woodstock, and the townships of Dorr, Grafton, Greenwood, Marengo, McHenry, Nunda, and Riley is one service called MCRide.

McHenry Township Senior Express riders use the same reservation phone number: 800-451-4599. There is no change to the service area or fares for the McHenry Township Senior Express.

Introduction

McHenry County has teamed up with other local agencies and Pace Suburban Bus to provide a dial-a-ride service called MCRide. This service is funded by the County's Regional Transportation Authority (RTA) Tax Allocation, the County's Senior Services Grant Fund, Section 5310 federal transit grant administered by the RTA, Pace Suburban Bus, the municipalities of Crystal Lake, Harvard, Huntley, Johnsburg, Lakewood, Marengo, McHenry, Ringwood, and Woodstock, and the townships of Dorr, Grafton, Greenwood, Marengo, McHenry, Nunda, and Riley.

What is Dial-A-Ride?

This dial-a-ride program provides curbside-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 MCRide dial-a-ride program:

- Coordinates dial-a-ride services in partner communities (listed at the right) 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 2040 Long-Range Transportation Plan to improve transportation services in McHenry County.

Visit www.McHenryCountyDOT.org for more information on the County Transit Plan & 2040 Long-Range Transportation Plan.

Rider Eligibility

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

Cities & Villages

- City of Crystal Lake
- City of Harvard
- City of Marengo
- City of McHenry
- City of Woodstock
- Village of Huntley
- Village of Johnsburg
- Village of Lakewood
- Village of Ringwood

Townships

- Marengo Township
- Riley Township

Additional Destinations

- Fox Lake Metra Station
- Valley Hi Nursing Home
- McHenry County Div. of Transportation
- Park-and-Ride in Lake in the Hills

Within 3/4 of a mile of:

- Rt. 120 between Woodstock and McHenry
- Rt. 14 between Woodstock and Crystal Lake
- Rt. 31 between Crystal Lake and McHenry

Seniors & Individuals with Disabilities are eligible for trips to and from these **additional** locations:

- Dorr Township
- Grafton Township
- Greenwood Township
- McHenry Township
- Nunda Township

Hours of Service

- Monday to Friday
6am - 7pm
- Saturday
9am - 5pm
- Sunday
No Service

Who Do I Call?

- Pace Call Center
- 800-451-4599
- TTY 888-847-0093
- One day in advance or same day to reserve a ride

Cost of Fare

- Base fare is for the first five miles
- 25 cents for each additional mile

Who Can Ride?

- General Public
- Seniors
- Individuals with Disabilities

How to Schedule a Trip

Riders should call the Pace Call Center 800-451-4599 or TTY: 888-847-0093 to schedule trips. Reservations are taken Monday through Friday from 5:30 a.m. to 6:00 p.m. and Saturday 8:30 a.m. to 4:00 p.m. Reservations are made on a first come, first served basis.

Customers must call 800-451-4599 the day before or on the same day to schedule a trip. Seniors and individuals with a disability may call up to seven days in advance. For same day service, customers must call at least 2 hours before the trip. The pick-up time requested may not be available, so please try to schedule your trip as early as possible and have time options in mind. Customers should schedule their return trip at the time of reservation.

Please note: the call center does not have enough personnel to take next day reservations on Saturdays. Therefore, to reserve a trip on Monday, customers must call on Friday or Monday.

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 a.m., but will need fifteen minutes to get to your desk or get signed in, tell the call taker your appointment is at 8:45 a.m. 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 seven (7) may ride free per fare-paying passenger.
- Types of mobility aids used by all riders
- Any other helpful information

When calling to schedule a trip, customers should be ready to write down 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

Customers who would like to cancel a trip must call 800-451-4599 or TTY: 888-847-0093.

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 canceling 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.

Fares

When scheduling a trip, your fare will be calculated for you. Fares are a standard base rate for the first five miles and then 25 cents for each additional mile. All fares must be paid upon boarding the vehicle. All customers and companions are required to pay the 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 seven (7) may ride free per fare-paying passenger. Individuals must be 13 years old or older to ride the service independently.

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 depart 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).

Trip Purpose

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. No waiting list or standby list will be maintained.

Hours of Operation

The hours of operation are:

- Monday to Friday, 6:00 a.m. to 7:00 p.m.
- Saturday, 9:00 a.m. to 5:00 p.m.
- Sunday, No 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 and the day after
- Christmas Eve
- Christmas Day

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

Service Area

View the cover page to see the MCRide Service Area map. See "Rider Eligibility" on Page 2 to determine who is eligible to ride in each area. Visit www.McHenryCountyDOT.org for the most up-to-date information regarding MCRide.

The service area is the area within McHenry County defined by:

- The borders of the townships of Dorr, Grafton, Greenwood, Marengo, McHenry, Nunda, and Riley
- The borders of the cities of Crystal Lake, Harvard, Marengo, McHenry, and Woodstock,
- The borders of the villages of Huntley, Johnsburg, Lakewood, and Ringwood,
- In addition, service from the designated areas above to these point locations is allowed. Service shall be provided directly to these four locations:
 - Valley Hi Nursing Home
 - Fox Lake Metra Station
 - McHenry County Division of Transportation
 - Park-and-Ride in Lake in the Hills
- Within three-quarters of a mile of:
 - Route 120 between the City of McHenry and the City of Woodstock
 - Route 14 between the City of Woodstock and the City of Crystal Lake
 - Route 31 between the City of McHenry and the City of Crystal Lake



Companion & Personal Care Attendant Policies

Customers traveling with a personal care attendant or companion must reserve space for them when calling to schedule their own ride. This service requires each passenger to pay the fare. 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 when reserving a trip.

Some customers rely on the assistance of Personal Care Attendants to use transit services. For these customers, one Personal Care Attendant can ride free and must be picked up and dropped off in the same location as the customer. This request must be made when reserving a trip.

Complaints or Compliments

Safety, courtesy, and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met. We also like to hear when service was outstanding. If you have a complaint or compliment regarding your ride, please contact Pace Customer Relations representatives at 800-606-1282, option #2. (TTY: 847-364-509).

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. You can also send an email to: **Passenger.Services@PaceBus.com**. If you have not received a response within 30 days, please call Pace Customer Relations at 800-606-1282, option #2 to follow up.

MCRide Service Details

Call 800-451-4599 or
(TTY) 888-847-0093

Hours of Operation:

- Monday - Friday,
6am - 7pm
- Saturday,
9am - 5pm
- Sunday, No Service

Base fare for the first five miles, plus 25 cents for each additional mile

Reduced fare for Seniors (60+) and Individuals with Disabilities

MCRide is brought to you through a partnership between

McHenry County

Pace Suburban Bus

City of Crystal Lake

City of Harvard

City of Marengo

City of McHenry

City of Woodstock

Village of Huntley

Village of Johnsburg

Village of Lakewood

Village of Ringwood

Dorr Township

Grafton Township

Greenwood Township

Marengo Township

McHenry Township

Nunda Township

Riley Township

MCRide is funded in part by

Section 5310 Federal Transit Grants administered by the RTA

McHenry County Senior Services Grant Fund

Pace Suburban Bus

McHenry County Partner Communities