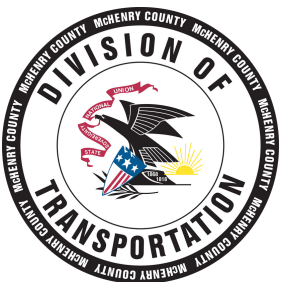




# RIDER'S GUIDE



**A DETAILED GUIDE TO HELP YOU USE MCRIDE  
DIAL-A-RIDE SERVICES IN MCHENRY COUNTY**





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# INTRODUCTION

MCRide is a great way to get around McHenry County. Whether you need transportation for work, school, shopping, or medical appointments, MCRide provides an affordable and flexible way to travel!

As a dial-a-ride program, MCRide service is “on-demand” and buses do not travel in a fixed route each day. Instead, riders schedule their trips in advance and the MCRide vehicle provides curb-to-curb service from the rider’s desired pick-up and drop-off locations.

MCRide is a shared ride service, so the vehicle may make stops for other passengers. The route is planned in advance around multiple riders’ trips to help improve efficiency and accommodate as many trips as possible.

MCRide has coordinated former municipal and township dial-a-rides into one service. As a coordinated transit system, MCRide supports objectives described in the:

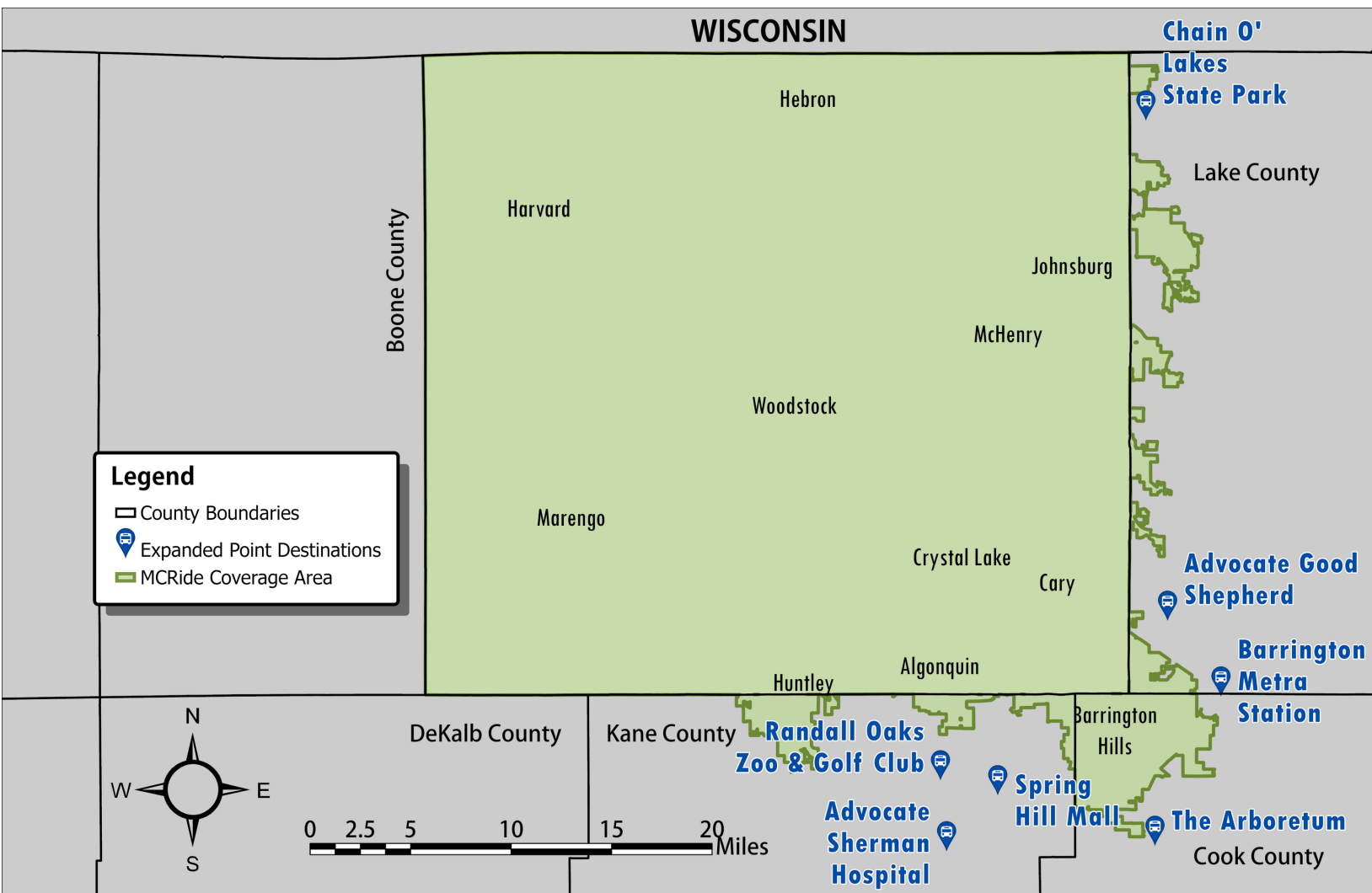
- 2040 Long-Range Transportation Plan
- 2018 County Transit Plan
- Five-Year Transportation Program

# SERVICE AREA

To travel on MCRide, a trip must begin and end within the service area. The **new** MCRide service area map is shown below.

Everyone can get a ride from anywhere within the **green** area OR from one of the seven point destinations. The point destinations, and their addresses, are listed below:

1. **Advocate Good Sheperd Hospital** (450 IL-22, Barrington, IL)
2. **Barrington Metra Station** (201 S. Spring Street, Barrington, IL)
3. **Randall Oaks Park/Zoo/Golf Course** (500 N. Randall Road, West Dundee, IL)
4. **The Arboretum** (100 W. Higgins Rd, South Barrington, IL)
5. **Advocate Sherman Hospital** (1425 N. Randall Road, Elgin, IL)
6. **Spring Hill Mall** (1072 Spring Hill Mall Ring Rd, West Dundee, IL)
7. **Chain O'Lakes State Park** (8916 Wilmot Road, Spring Grove IL)





# SCHEDULING A TRIP

All MCRide trip scheduling is done over the phone through the Pace Call Center. Reservations are made on a first come, first-served basis. Spanish-speaking call takers are available. You can reach the Call Center at **1-800-451-4599** or call **711** to use the Illinois Relay Service

Trip reservations can be made:

- Monday-Friday: 5:30 am to 6:00 pm
- Saturday-Sunday: 8:30 am to 4:00 pm
- Holidays: 8:00 am to 5:00 pm

Because of low Call Center staff levels on the weekends, call takers can only make same-day trip reservations on Saturday and Sunday. Reservations for Saturday, Sunday or Monday trips can be made on the preceding Friday.

The first time you call to schedule a trip, the Call Center will register you in their system. This will consist of a few basic questions, including your birthdate (to determine senior eligibility status) and whether or not you have a disability that prevents you from driving. Please keep your information current with the Call Center.

If you would like a reminder call for your trip, ask the call taker when you make your reservation. Be sure to give them a phone number that you will have access to while waiting for your ride. You can request a reminder for each trip.

# SCHEDULING A TRIP

All MCRide trips are scheduled in advance.

- Everyone (“General Public”) can call to schedule up to 2 days in advance of travel.
- Senior citizens (60 and over) and individuals with a disability can call to schedule up to seven days in advance of travel.
- All riders may try to schedule up to two hours before their requested travel time. However, the closer a reservation is made to a desired trip time, it becomes less likely that spaces will be available.

**The earlier you call to schedule your trip, the more likely you will be to get the desired pick-up time.** For same day trips or trips during peak hours, the time you request may not be available. Call takers may offer you a different time; please try to have multiple time options in mind.

No standby list is maintained by the Call Center. It is helpful to schedule

both the departure and return trip when reserving your ride.

## INFORMATION NEEDED FOR SCHEDULING A TRIP

When reserving a trip, you will be asked for the following information:

- Date of trip
- Name of rider(s)
  - When making a trip reservation, you must reserve space for everyone who will be traveling; mention any Personal Care Attendants (PCAs) or companions;
  - Let the call taker know if you will be traveling with children, including any in car seats.
- Requested drop-off or pick-up time. Allow at least a 30 minute buffer for arrival times.
- When requesting a trip for a specific arrival time (e.g., medical appointment), tell the call taker when you need to arrive and have them suggest the pick-up time.
- Exact street addresses; be specific about the location, especially if the address has multiple units or entrances
- Any mobility aids used by riders (e.g., cane, walker, wheelchair, etc.)

# SCHEDULING A TRIP

## **CANCELLING A TRIP**

To cancel a trip, call the Call Center at 1-800-451-4599 or 711 for the Illinois Relay Service. You can also cancel via Pace's TripCheck portal if it is at least two hours before the reservation time.

Riders needing to cancel a trip must do so at least two hours before their scheduled pick-up time. When canceling a trip, remember to also cancel the return trip, if applicable. Riders who cancel less than two hours in advance ("late cancel") or do not show up for their trip ("no show") are at risk of having their riding privileges suspended or terminated.

## **CHANGING A TRIP**

Same-day trip changes will only be permitted through the Call Center and when 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 allowed to make any unscheduled changes to a trip or extra stops during a trip.

## **SUBSCRIPTIONS**

For riders that need to make the same trips at the same times each week, MCRide offers some subscriptions. Subscriptions eliminate the need to contact the Call Center to book recurring trips each week. The rider is responsible for any trip adjustments or cancellations.

To get a subscription for a recurring trip, you must first demonstrate your reliability by traveling to the same place at the same time at least twice a week for an extended duration (i.e., months). After that, each time you call to make a reservation, ask the call taker if you can please be placed on subscription. Because there are limited subscriptions available for a given hour of the day, it may take a while before one is available.

# PICK-UP PROCEDURES

Passengers should allow for a 30-minute pick-up window based on their scheduled pick-up time. For example, if a trip is scheduled for a 9:00 a.m. pick-up, the vehicle may arrive between 9:00 a.m. and 9:15 a.m. to be considered on-time.

Customers need to wait for the vehicle within line-of-site of their pick-up location. If the address is a large facility or has multiple units, be sure to confirm exactly where you will be waiting. You can do this with the Call Center when scheduling your trip.

Be ready to board the vehicle five minutes before your scheduled pick-up time. Drivers will wait five minutes after they arrive or five minutes after the scheduled pick-up time, whichever is later. After that time, the driver is authorized to leave. Drivers will make an attempt to locate you, but if this does not happen within five minutes, your trip is recorded as a “no show” and you may be subject to suspension or termination.

When a driver is late, he/she is still required to wait five minutes for you to appear. When you board the vehicle, be sure to confirm with the driver that the trip is assigned to you.





# MCRIDE OPERATIONS

## HOURS

MCRide operates seven days per week, from 6:00 am until 7:00 pm.

Final reservations of the day are scheduled for 7:00 pm on weekdays and 5:00 pm on weekends, based on trip availability.

There is no MCRide service on the following holidays (on the day on which they are observed):

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

## DRIVER ASSISTANCE

MCRide is a curb-to-curb program; as such, drivers cannot escort customers outside of the vehicle or carry packages.

Drivers do not assist riders in/out of buildings, but will make every effort to assist into/out of the vehicle safely. All drivers are properly trained in using the wheelchair lift and securing wheelchairs in the bus. Riders needing additional assistance should make their own arrangements to have a Personal Care Attendant or companion ride with them.

**Drivers are not responsible for riders once they are off the MCRide vehicle.**

# MCRIDE OPERATIONS

## TRIP PURPOSE

MCRide does not limit trips based on purpose. Trips of any purpose are eligible. Similarly, there are no restrictions on the number of trips a rider can take in a given time period.

## FARES

MCRide has a distance-based fare structure and the cost to ride is determined from the distance of the trip. When scheduling a trip, your fare will be calculated by the Call Center, so you will know the fare ahead of time. The first five miles are a Standard, base fare and then you will be charged \$0.25 for each mile after that.

MCRide defines a senior as anyone 60-years or older. An individual with a disability is anyone with a disability that prevents them from driving (self-defined).

Base Fare	First Five Miles	After Five Miles
General Public	\$3.00	\$0.25
Seniors (60+)	\$1.50	\$0.25
Individuals with Disabilities	\$1.50	\$0.25

All fares must be paid in cash, upon boarding the vehicle. Drivers will not have change and cannot accept a round-trip fare. Currently, Ventra is not accepted on MCRide.

Up to two children under age seven (7) may ride free per fare-paying adult. Personal Care Attendants (PCAs) also ride for free. A PCA is someone employed specifically to help the eligible individual meet his/her personal needs. All other customers, including companions, are required to pay the applicable fare.

Pace offers transfers from MCRide to fixed route buses. Ask a MCRide driver for paper transfers upon boarding the bus. You will receive two transfers, one for each leg of your trip. Visit [www.pacebus.com/pdf/paratransit/paratransit-transferhandout-2018.pdf](http://www.pacebus.com/pdf/paratransit/paratransit-transferhandout-2018.pdf) to learn more.

# OTHER INFORMATION

## ACCESSIBILITY

MCRide buses are all wheelchair accessible. Lifts on the buses are 34.5" wide and have a weight limit of 800 lbs. Drivers have been trained to help wheelchair users get safely on the bus and properly secure their wheelchair once onboard. When making a trip reservation, be sure to tell the call taker about any mobility aids (wheelchair, walker, etc.) that riders use.

Seat belts are available on MCRide buses, but their use is optional. On Pace buses, no rider, whether they are in a vehicle seat, wheelchair or car seat, is required to use a seat belt.

## CAR SEATS AND STROLLERS

Car seats are not provided by MCRide, but can be brought aboard vehicles. When making your reservation, please mention when car seats will be accompanying you since these take up onboard spaces. Riders will not be charged a fare for children in car seats

Lap belts are provided in the vehicle seats and may be used to secure car seats if the parent/ guardian chooses. Every car seat is different and it is the parent/guardian's responsibility to know if their car seat can or cannot be secured with the lap belt. As such, it is then at the parent/guardian's discretion to choose to secure the car seat or ride with the car seat unsecured. If a parent chooses to secure the car seat, they are responsible for doing so.

Strollers must be collapsed and securely stored. If you will not be able to collapse your stroller, please let the Call Center know when making your reservation.

## DISRUPTIVE BEHAVIOR

It is expected that all MCRide passengers shall be treated with dignity and respect. Violent, disruptive, illegal, or threatening behavior will not be tolerated on MCRide. According to MCRide policy, passengers exhibiting this behavior may be refused service and their riding privileges can be suspended or terminated.



# OTHER INFORMATION

## **SERVICE VS. EMOTIONAL SUPPORT ANIMALS**

Service animals may accompany riders on MCRide vehicles. A service animal is trained to do work or perform tasks for the benefit of an individual with any type of disability. A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. Service animals must be under control and well-behaved at all times.

The Americans with Disabilities Act (ADA) guidelines identify the significant difference between an emotional support animal and a service animal. The difference between the two types of animals is that the service animal is trained to perform a specific function for its owner, while emotional support animals are not trained for any particular function. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA and are not allowed on MCRide vehicles.

## **TIPS**

Drivers are not allowed to accept tips from passengers, although passengers may contact Pace Customer Relations (1-800-606-1282) to compliment and/or comment on a driver. This policy is the same if your MCRide trip is on a bus or in a taxi.

# OTHER INFORMATION

## HYGIENE

Appropriate, reasonable personal hygiene should be observed by everyone riding on MCRide. In the event that a passenger's poor hygiene disrupts the provision of service or presents a direct threat to the health or safety of others, that passenger may be suspended from service until the situation is resolved.

## BAG POLICY

Passengers are permitted to carry on only the number of bags that they are able to manage independently, without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the passenger and carried aboard without delaying the vehicle.

Carry-on items must fit either on your lap or on the floor in front of you. Reasonably sized carts, used to transport bags, may be allowed on a

restricted basis and must be mentioned to the Call Center upon making your reservation. Carts must not block the aisle or restrict mobility of other riders.

## TRAVEL TIME

MCRide is a shared-ride program. Total travel time includes the time it takes other passengers to board, ride, and disembark from the vehicle. Dial-a-ride travel time may be comparable to trips with the same origin and destination taken on the fixed-route bus system, including transfers and wait times.

Because of this, customers who are traveling to a scheduled appointment should tell the calltaker their appointment time when calling to schedule the ride. Be sure to include enough time to travel from the drop-off location to your appointment. The Call Center will determine the pick-up time.

If you believe that your travel time was longer than reasonable, please report the situation to Pace's Customer Relations at 1-800-606-1282, option #2.



# OTHER INFORMATION

## MCRIDE FARE CARDS

If you work for a government or non-profit agency and have clients that may find MCRide useful, MCRide Fare Cards may be a good option to help provide transportation. Each universal fare card will provide a one-way trip on MCRide, anywhere your client is eligible to travel.

For more information please contact MCDOT at 815-334-4981 or [mcride@mchenrycountyl.gov](mailto:mcride@mchenrycountyl.gov).

## DOOR-TO-DOOR POLICY

Although MCRide provides curb-to-curb service, there are some circumstances when a rider may need the vehicle to come up their driveway (i.e., a long, rural driveway) or the driver to assist them to/from the exterior door of their pick-up location. These situations need to be approved in advance and will only happen when it is safe for the driver and vehicle. If you have questions about your particular situation, contact MCDOT.

## VEHICLES AND DRIVERS

The vast majority of MCRide trips occur in white, Pace buses - like the one shown in the photo below. However, starting in May of 2017, Pace began contracting with taxicab companies to supplement the MCRide bus fleet. This partnership helps increase program capacity and efficiency. It also improves availability of the accessible buses for riders that need them.

A route/manifest is created at Pace's Call Center to accommodate the trip reservations made. From this routing, a bus or taxi is assigned to each ride. (Riders cannot specifically request a taxi or bus.) If a taxi has been assigned to a trip, the rider will be made aware that they should expect a taxi to pick them up instead of a bus.

All drivers have gone through rigorous Pace screening and background checks.



# OTHER INFORMATION

## MULTIPLE STOPS

Many riders look to use MCRide for their daily errands and wish to make multiple, shorter duration stops. Although there is no limit on trip purpose, please remember that MCRide is a shared-ride service. There may be other passengers onboard and it is not possible for the vehicle to wait while you run into the bank, post office or pharmacy. You may need to make multiple reservations for each leg of the trip or split the errands into different days. When in doubt, ask your Call Center representative what they would recommend.

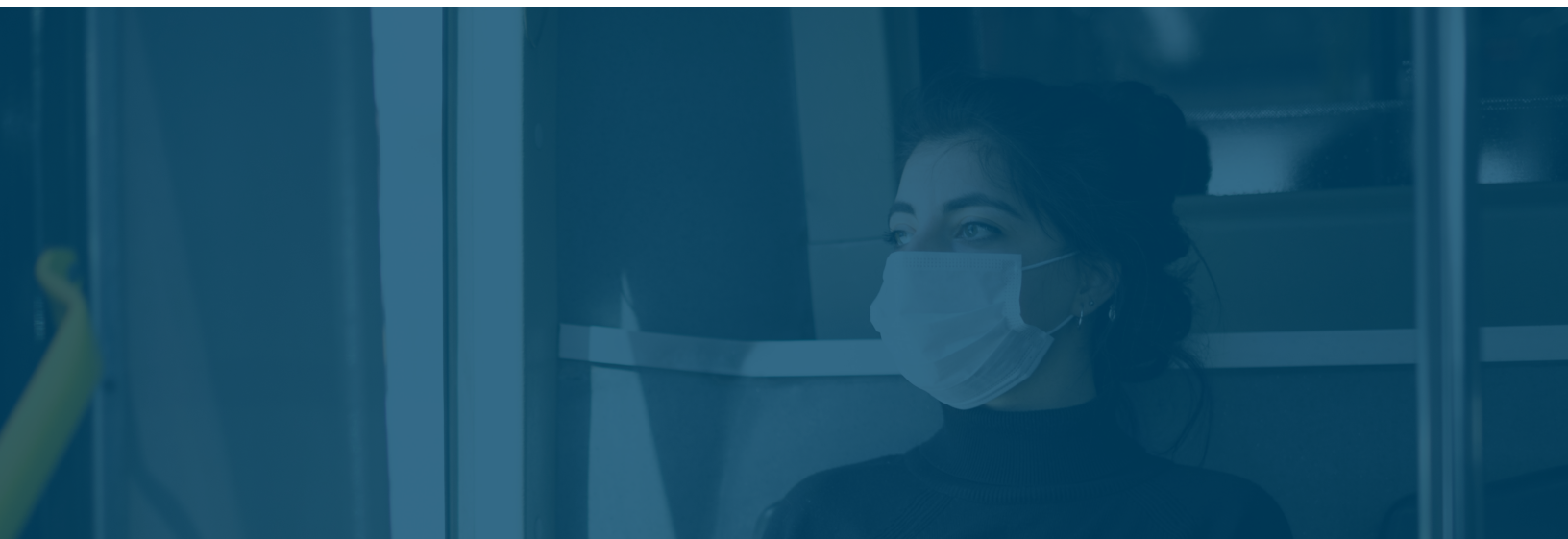
## **Pace's TripCheck**

Pace realizes that riders have places to be and schedules to keep, and they're always looking for new ways to help you get from place to place. Pace is pleased to announce a new service, that will help you keep track of your Pace dial-a-ride trips.

TripCheck is a tool to view and cancel

scheduled rides without having to call in to the Call Center. You can self-register for TripCheck by going to <https://tripcheck.pacebus.com/#/auth/signinregister> and click on "Retrieve Your TripCheck ID". You will be asked to enter some information that identifies you as a Pace rider which will result in the system providing your TripCheck ID via email or phone call.

After obtaining your TripCheck ID, return to <https://tripcheck.pacebus.com/#/auth/signinregister> and click on "Enrollment" and follow instructions - an email address will be required to continue.





# COMPLAINTS AND 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 trip, please contact Pace Customer Relations representatives at 1-800-606-1282, option #2.

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 record the most accurate report and receive a timely response. You can also send an email to: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com). If you have not received a response within 30 days, please call Pace Customer Relations at 1-800-606-1282, option #2 to follow up.

If you have general comments about the MCRide program or transit in McHenry County, please reach out to the MCDOT via:

- [www.surveymonkey.com/r/CS7LTKM](http://www.surveymonkey.com/r/CS7LTKM)
- [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov) or 815-334-4981



# TITLE VI

## **TITLE VI PROGRAM NOTICE**

Title VI of the Civil Rights Act of 1964 provides that 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)

## **TITLE VI COMPLAINTS AND GRIEVANCES**

Recipients of MCRide service may voice a complaint or grievance at any time without fear of discrimination or reprisal. There are a number of ways to submit Title VI complaints and grievances:

- Phone-Pace: 800-606-1282 option 2
- Phone-MCDOT: 815-334-4981
- Email-Pace:  
Passenger.Services@PaceBus.com
- Email-DOT:  
mcride@mchenrycountyil.gov
- Mail-MCDOT: 16111 Nelson Road,  
Woodstock, IL 60098
- Online:  
[www.mchenrycountyil.gov/countygovernment/departments-j-z/transportation/transit-services/mcride-dial-a-ride](http://www.mchenrycountyil.gov/countygovernment/departments-j-z/transportation/transit-services/mcride-dial-a-ride) (Title VI section)

## **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.