

NORTH RIVERSIDE RESIDENT PACE BUS PROGRAM GUIDELINES

IN ADDITION TO THE NORTH RIVERSIDE RIDER PROGRAM, the Village of North Riverside has now implemented the Resident Pace Bus Program geared towards servicing the transportation needs of Senior Citizens and those with disabilities. Please be sure to read all of the following program parameters. You may call the Pace Bus Schedule Phone Line listed below. *The Village of North Riverside reserves the right to change the parameters of the program as necessary.*

PROGRAM BOUNDARIES (map on reverse side):

Proviso Township, Riverside Township, and all of North Riverside

South to North Boundaries: Ogden Avenue to North Avenue

East to West Boundaries: Harlem Avenue to the Tri-State Tollway (I-294)

Loyola Campus, Adventist Lagrange Hospital, MacNeal Hospital, Elmhurst Hospital, Gottlieb Hospital

CONTACT INFORMATION:

Schedule Line (708) 373-2922

Reservations must be made 24 hours in advance.

Email Address bus@northriverside-il.org

E-mail is for questions only.

Bus service may be canceled due to an inoperable vehicle, severe weather, or any reason deemed acceptable by any Village Staff.

PROGRAM HOURS:

Phone Scheduling

Monday through Friday 9am-12pm

NO voicemails or emails will be accepted.

Reservations must be made 24 hours in advance.

Bus Operation Hours

Monday through Friday 9am-3pm

Buses will not run when Village Offices are closed.

PROGRAM FEES:

Each rider will be charged \$1.00 per ride.

Accompanying attendants will be charged for each ride separately. \$1 per destination.

Drivers do not carry change. Exact fare is required.

RESERVATION GUIDELINES:

Rider must be prepared to give all passenger's full name, exact addresses, times, mobility requirements

Riders must be ready **15 minutes before** pick-up time. Drivers are permitted to leave 5 minutes after arriving at the pick-up location. Please be ready!

Riders must stay at destination for a minimum of one hour.

The pick-up or drop-off location must be your North Riverside residence. Will not transfer between multiple outside locations (unless medically necessary).

There is a **3 shopping bag maximum**. Drivers are not able to assist with bags.

Forgotten bags will be returned at the convenience of the program staff.

Drivers are not allowed to leave the bus unattended.

Medical appointments take precedence.

Route may not be direct due to shared travel time.

CANCELTION/CHANGE GUIDELINES:

When canceling a ride, you must call the Schedule Line above 3 hours before your trip.

Destination changes are not allowed on day of ride. You may not add destinations to your scheduled trip.

If a program user cancels 3 scheduled rides, this may result in the user being removed from program eligibility.

RIDER GUIDELINES:

Both Pace Buses are wheelchair accessible. Rider must be able to operate their own wheelchair or other assistance devices or have an assistant with them at all times.

Rider must carry their own shopping bags.

Drivers may only assist participants on/off the bus.

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BOUNDARIES:

The North Riverside Resident Pace Bus Program boundaries lie within the shaded section notated below. The buses will not travel out of the pre-set area.



CONTACT INFORMATION:

North Riverside Pace Bus Program
2401 S. DesPlaines Avenue
North Riverside, IL 60546

Schedule Line (708) 373-2922 (*reservations/scheduling*)

Email Address bus@northriverside-il.org (*information only*)

SCHEDULING HOURS	Monday through Friday	9am-12pm	<i>Reservations must be made 24 hours in advance.</i>
BUS OPERATION HOURS	Monday through Friday	9am-3pm	<i>Buses will not run when Village Offices are closed.</i>