



GUARANTEED RIDE HOME RULES AND REGULATIONS

Purpose

The City of Naperville's Guaranteed Ride Home Rules and Regulations are intended to serve as the official guide for program policies and procedures. The Transportation Engineering and Development (TED) Business Group shall be responsible for registering participants and issuing copies of the Rules and Regulations at the time of enrollment. The rules will also be available on the city's website at www.naperville.il.us/guaranteedridehome.aspx. The city reserves the right to amend the Rules and Regulations without notice.

If you have any questions regarding the Rules and Regulations or would like to request additional information, please contact the City of Naperville Commuter Call Center at (630) 305-5330, Monday through Friday from 8 a.m. to 5 p.m.

Program Overview

The Guaranteed Ride Home Program offers alternative transportation during non-peak travel times for Naperville residents who use Pace bus services to travel to and from the Naperville or Route 59 Metra Stations. The program allows residents to use Pace bus services with the assurance that they will have access to transportation, when bus service is not available, in the event of unexpected departures or emergencies, such as a family crisis or illness.

Eligibility

Applicants with a permanent residence outside of Naperville will not be accepted into the Guaranteed Ride Home Program. Registered **Naperville residents** who use Pace bus service for trips originating or departing from either the Naperville or Route 59 Metra Station are eligible for twelve (12) vouchers annually (January 1 to December 31) to travel by taxi and seek reimbursement from the city when Pace buses are not in service, from **8 a.m. to 4:30 p.m. and from 7 p.m. to 12 a.m. Monday through Friday**. Participants who register after January 1st of the calendar year will receive a prorated number of vouchers based on the number of months remaining in the calendar year.

Registration Requirements

Commuters wishing to use the Guaranteed Ride Home program are required to complete a one-time registration process. Participants will be automatically re-enrolled each calendar year unless a participant chooses to opt out of the program. There is no cost for participants to register and obtain vouchers.

Registration may be completed on the city's website at www.naperville.il.us/guaranteedridehome.aspx, by mail or by visiting the city's Transportation, Engineering, and Development Business Group located on the second floor of the Naperville Municipal Center (400 S. Eagle Street). Registration forms are also available for pick-up at both the Naperville and Route 59 Metra Stations.



The following are rules or information required for completing registration:

- **Valid Identification:** Applicants must supply a valid State of Illinois driver's license number or State ID number. In the event that a driver's license or State ID is unavailable, city staff may work with the interested party to agree upon an alternative form of identification.
- **Proof of Residency:** The address on the submitted identification will be considered the applicants home address. The city reserves the right to request proof of residency or verification of participant information at any time, which must match the identification information provided at the time of registration. Applicants with a permanent residence outside of Naperville will not be accepted into the Guaranteed Ride Home Program.
- **Application Approval:** City staff will review all submitted applications. If approved, the interested party will receive a letter documenting the predetermined taxi fare amount and the vouchers enclosed.
- **Change of Information:** Changes to participant information, including Pace route, Metra station, driver's license or ID number, address, and name, will be accepted by the TED Business Group in person or by mail in the form of a signed statement. A new or changed address will be identified as the home address of the participant.
- **Discontinuance:** If the participant ceases to use Metra train services or moves outside of city boundaries, all unused vouchers must be returned to the City of Naperville.

Completed registration forms shall be submitted to:

**The City of Naperville
Attn: TED Business Group, Floor 2 – Transportation Planner
400 S. Eagle Street
Naperville, IL 60540**

Taxi Fare Reimbursement

If approved, accompanying the vouchers, the interested party will receive a letter designating a predetermined taxi fare amount. The predetermined fare amount is calculated using the distance between the participant's home and the Metra train station indicated on the registration application. If the participant uses a Park-and-Ride, the distance between the station and the Park-and-Ride lot will be used to calculate the reimbursement rate. The participant will be reimbursed for eligible taxi rides (see *Reimbursement Request* on following page) at the predetermined taxi fare amount or the actual fare paid, whichever is less.

The City of Naperville has no control over taxi rates and vouchers **do not** guarantee a full reimbursement of taxi fares. The fixed fare amount is recalculated annually and participants will be notified of any updates to the reimbursement rate at the beginning of the calendar year.



Reimbursement Request

Registered participants are only eligible to receive reimbursement for taxi rides that occur when Pace buses are not in service, from 8 a.m. to 4:30 p.m. and from 7 p.m. to 12 a.m. Monday through Friday. The user is required to pay for the taxi fare upfront and request a receipt to document the taxi company and number, date, and time of travel in order to be reimbursed by the city. **Enrolled participants may submit a receipt and voucher for reimbursement through February 1, 2013. Reimbursement will not be issued retroactively to cover travel expenses prior to enrollment.** The city encourages participants to submit multiple receipts for reimbursement at once.

Participants may receive reimbursement via a mailed check or may enroll in an Electronic Fund Transfer (EFT) account. The city will issue reimbursement checks on a monthly basis. An EFT account will allow the city to credit reimbursements to the account of your choice electronically.

To receive reimbursement, submit a receipt and voucher to:

The City of Naperville
Attn: TED Business Group Floor 2 – Transportation Planner
400 S. Eagle Street
Naperville, IL 60540

To create an EFT account for city payments and credits visit the city's website at www.naperville.il.us/guaranteedridehome.aspx or contact the City of Naperville Commuter Call Center at (630) 305-5330.

Replacement Vouchers

Requests for replacement of vouchers due to damage or loss must be made in person at the Transportation, Engineering, and Development Business Group office by the participant with the proper proof of identification. A participant whose voucher(s) has been lost must complete a lost affidavit and will only receive replacements for the unused vouchers. An administrative replacement fee may apply.

Accommodations for Persons with Disabilities

Reimbursement for taxi rides is not contingent on which taxi company is used. Travel in an accessible taxi follows the same reimbursement procedures as all other trips.

Improper Program Use

Prohibited uses of the Guaranteed Ride Home Program include:

- Non-emergency side trips
- Running Personal Errands
- Public Transit Strikes
- Daily Travel to and from Work
- Business Related Travel



The city reserves the right, in its sole discretion, to suspend or revoke participation in the Guaranteed Ride Home Program due to any abuse or misuse of the Program, including but not limited to falsification of registration information, falsification of information about taxi trips, sharing or duplication of vouchers. Participants found to be abusing the program will not receive reimbursement and may be responsible for any costs incurred by the city.