

CITY OF NAPERVILLE

GUARANTEED RIDE HOME RULES AND REGULATIONS

Introduction:

The Guaranteed Ride Home (GRH) Rules and Regulations for the City of Naperville (City) are intended to provide information to residents regarding the Guaranteed Ride Home policies. The Guaranteed Ride Home Program is only available to Naperville residents who use Pace Suburban bus service for trips originating at or departing to the following Guaranteed Ride Home facilities:

Naperville Metra Train Station (105 E. 4th Ave., Naperville)

Route 59 Metra Train Station (1090 N. Route 59, Naperville)

The Guaranteed Ride Home Program may be used from **8 a.m. until 4:30 p.m.** and from **7 p.m. until 12 a.m. Monday through Friday** any time of the year.

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 Web site, and will be updated as necessary. 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 TED Business Group at (630) 305-7001. The TED Business Group office hours are: Monday through Friday – 8 a.m. to 5 p.m.

Program Explanation:

The Guaranteed Ride Home Program is intended to offer alternative transportation during non-peak travel times to commuters who are Naperville residents and use Pace bus services to travel to and from the two Naperville Metra train stations (Naperville and Route 59). Individuals who register for the program can use Pace bus services with the assurance that the Guaranteed Ride Home Program has been developed to offer transportation in the event of unexpected departures or emergencies, such as a family crisis or illness, when bus service is not available. The program offers twelve (12) vouchers annually that will allow the registered participant to take a taxi cab ride to or from the train station and then receive reimbursement from the city at a pre-determined cab fare rate. The Guaranteed Ride Home Program will operate on the calendar year, from January 1 to December 31. Annual re-enrollment will be required in order to maintain valid Guaranteed Ride Home registration. There is no cost for participants to register and obtain vouchers.



Naperville

City of Naperville • 400 S. Eagle Street • Naperville, IL 60540 • 630-305-7001

How to Use the Program:

- 1.) Submit the registration application, with a signed liability waiver statement, at any time through online enrollment or by mail to the TED Business Group at:

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

In order to register for the Guaranteed Ride Home Program, individuals must supply the TED Business Group with a valid State of Illinois driver's license number or State ID number. The printed address will be considered the home address of the participant and must be located within the boundaries of the City of Naperville. The city reserves the right to request proof of residence 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. In the event that a driver's license or State ID is unavailable, city staff will work with the interested party to agree upon alternative forms of identification. An individual may not register more than once. If a registered individual has a change of address or any other registration information, they must update their information rather than re-register. 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 and a new reimbursement rate will be calculated.

- 2.) City staff will review the application, and if approved, the interested party will receive a letter documenting the predetermined taxi cab fare amount with the vouchers enclosed.

The predetermined fare amount for each participant will be calculated using the distance between the individual's home and the Metra train station indicated on the registration application. If the participant uses a Park-n-Ride, the distance between the station and the Park-n-Ride lot will be used to calculate the participants' reimbursement amount. Please recognize that the City of Naperville has no control over the local taxi cab rates and the vouchers do not guarantee a full reimbursement of cab fares. The fixed fare amount is recalculated annually and participants will be notified of any updates to the reimbursable rate at the time of annual enrollment. Participants registering after the month of January will be issued a prorated number of vouchers equivalent to the number of months remaining in that year. Reimbursement will not be issued retroactively to cover travel expenses prior to program enrollment. Vouchers must be returned to the city if the participant ceases to use Metra train services or moves outside of city boundaries.

- 3.) If the registered participant needs to travel unexpectedly in the middle of the day, and Pace buses are not in service, the participant can take a taxi cab ride to or from either

of the Naperville Metra train stations. The participant will pay for the cab ride at the time of the trip.

- 4.) After the cab ride is complete, the participant is required to obtain a receipt from the cab driver. The receipt must include the cab number, date, time and fare paid.
- 5.) The participant will mail the receipt and voucher, **postmarked with in 21 calendar days of travel**, to the TED Business Group.
- 6.) The TED Business Group will process the reimbursement and mail a check for the predetermined fare amount to the registered participant.

Replacement Vouchers:

Requests for replacement of vouchers due to damage, or loss must be made in person at the TED Business Group office by the participant with the proper proof of identification, driver's license or State ID. 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:

There are taxi cab companies in Naperville that provide handicap accessible service. Reimbursement for taxi cab rides is not contingent on which taxi cab company is used. Travel in handicap accessible taxi cabs will follow the same reimbursement procedures as any other trip.

Misuse of the Program:

Prohibited purposes 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 cab trips, or 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.