



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 directing them to 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 or commuter@naperville.il.us, Monday through Friday from 8:00 a.m. to 5:00 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 access 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 from either the Naperville or Route 59 Metra Station are eligible to request reimbursement for up to twelve (12) trips per year (January 1 to December 31) for travel by taxi or rideshare service (e.g., Lyft, Uber) when Pace buses are not in service **(8:00 a.m. to 4:30 p.m. and from 7:00 p.m. to 12:00 a.m. Monday through Friday)**. Participants who register after January 1st of the calendar year will be eligible for a prorated number of reimbursement requests 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. Registration may be completed on the City of Naperville's website at www.naperville.il.us/guaranteedridehome.aspx.



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 an email documenting the predetermined fare amount and instructions for requesting reimbursement.
- **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, he or she will no longer be eligible to request reimbursement.

Fare Reimbursement

If approved, the interested party will receive an email designating a predetermined 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 or rideshare service trips at the predetermined fare amount or the actual fare paid, whichever is less.

The City of Naperville has no control over taxi rates and a full reimbursement of fares **is not** guaranteed. 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 rides that occur when Pace buses are not in service, from 8:00 a.m. to 4:30 p.m. and from 7:00 p.m. to 12:00 a.m. Monday through Friday. The user is required to pay for the fare upfront and request a receipt to document the taxi number or rideshare driver name, date and time of travel, and fare paid in order to be reimbursed by the city.



All eligible trips must be taken with a rideshare service company or a City of Naperville registered taxi company. A list of registered taxi companies can be found at <http://www.naperville.il.us/taxis.aspx>.

Enrolled participants must submit a receipt and Reimbursement Request Form by February 1st of the following year in order to be eligible for reimbursement. Reimbursement will not be issued retroactively to cover travel expenses prior to enrollment. The city will issue reimbursement to participants via a mailed check on a monthly basis.

To receive reimbursement, submit a digital copy of the detailed receipt (not a business card) and a completed Reimbursement Request Form to commuter@naperville.il.us.

Reimbursement Request Tracking

A participant is permitted to request reimbursement for no more than 12 trips per year. Participants are responsible for keeping track of the number of requests that they have submitted annually. Any participant who submits reimbursement requests in excess of their permitted amount may be subject to termination from the program.

Accommodations for Persons with Disabilities

Reimbursement for rides is not contingent on which taxi or rideshare service company is used. Travel in an accessible vehicle 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 trips, or illegitimate reimbursement requests. Participants found to be abusing the program will not receive reimbursement and may be responsible for any costs incurred by the city.