



RIDE ASSIST NAPERVILLE (RAN)

2026 Client Guidelines

(Please keep this for your records)

RAN DOES NOT OFFER WHEELCHAIR-ACCESSIBLE TRANSPORT VEHICLES.

1. As a RAN Rider, you must *live in Naperville, be 60 years or older, be able to safely transfer in and out of a vehicle with limited assistance and possess the cognitive capacity to use our program safely.*
2. RAN offers door-to-door transportation for routine **medical appointments** only. We **cannot** offer rides to surgeries or procedures that require anesthesia, such as colonoscopies or cataract surgery.
Please refer to the **Boundary Map of our Service Area page.
3. Currently, each rider has a maximum of **TWO rides** per week.
4. Rides are available by appointment only, Monday through Saturday from 8:00 a.m.- 5:00 p.m. Sunday rides or requests outside these hours may be accommodated by special request. Please submit ride requests at least **SEVEN** days in advance. We can schedule rides up to six months ahead; however, daily availability is limited. Once a day's schedule is full, we are unable to add additional rides, so we encourage you to contact us as soon as you know you will need transportation.
5. If you need to change or cancel a ride, please contact the RAN office. We will handle updating our records and informing your driver. To ensure smooth coordination, we kindly ask that you **do not reach out to volunteer drivers directly**.
6. Your volunteer driver will call you two days before your scheduled ride. Please ensure you answer your phone or check your voicemail for confirmation.
7. Be ready at the scheduled pick-up time and *always* wear your seatbelt. It is the law.
8. Volunteers use their own vehicles. If you own a car, please do not ask the volunteer to use it.
9. As a non-profit organization, we rely on donations to "keep us running". A suggested *donation of \$15.00 per round-trip ride and \$7.50 per one-way* is appreciated. At the start of each month, you will be mailed or emailed a pledge invoice for the rides you took the previous month. You can make your donation at that time either by check or pay online. Thank you for your support!
10. After you are approved as a rider, RAN will keep your name on our Active Rider List for up to two years. If you do not take any rides during that time, we will remove you from our records, and you will need to complete and submit a new signed application before using RAN services again.
11. You agree to hold harmless RAN staff, board of directors, and its volunteer drivers, who provide escorted humanitarian services.
12. By using RAN, you, the rider, voluntarily assume all risks related to exposure to COVID19.