



Naperville Seniors in Action

Affordable transportation for Naperville Senior Citizens

August 2018

Thanks

Thank you for participating in Naperville's transportation option for seniors. RAN is the only program where the drivers wait for the seniors during their medical appointment.

Donate

Your donations help us continue this necessary service to Naperville senior citizens. Click the "Donate" button on our website. Thank you.

RAN To Date

- 220+ Active Riders
- 36 Volunteer Drivers
- Over 800 Round Trip Rides Given
- Over 120 Medical Destinations

Contact Us

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Beware of Telephone Scam



We realize many of our riders unfortunately deal with Robocalls and scammers calling their cell phones. Being up to date with information on different scams can help you from falling victim to them. The Naperville Police Department regularly receives reports concerning frauds and scams, including some instances of people impersonating City employees. To keep residents informed, and thus reduce the number of victims, the Naperville Police Department is alerting residents to many different types

of scams including *The Grandparent Scam*, *Utility Disconnection Scam*, *"Can You Hear Me?" Scam*, and many more. Visit www.naperville.il.us/fraudscam for more information.

There are a few things you can do to help from falling victim to a scam.

1. Do not answer calls of unknown numbers. If it is important or an emergency, the person will leave a voicemail or follow up via text.
2. If you do answer and realize it is a scammer, hang up immediately. Hitting "1" to opt out of calls simply lets them know your number is a working number.
3. Do not call back numbers that don't leave a voicemail.
4. List your number on the FCC's National Do Not Call Registry.
5. Contact your phone provider and ask them to block known Robocalls.
6. Try Robocall blocking apps for your phone.

Help Us Cover Every Ride for You

We want to cover every ride for you - that's why we're here. But from week to week, we may not be able to cover every ride you call in, even when you give us our required seven days' notice. We rely on volunteer drivers and some weeks, we just have too many rides scheduled. We can schedule rides weeks and months in advance. We are already scheduling into early October!

To have the best chance of getting a driver for your ride, here are a few tips:

- Schedule your appointment more than 7 days out if possible.
- Make sure your doctor's office knows you rely on volunteer drivers and you need appointments scheduled at least a week in advance.
- We will always try to work with you for emergency appointments or unusual situations. Please remember we must meet the needs of 220+ active passengers.

What Our Passengers Say About Us



"I feel so blessed to have found Ride Assist Naperville. There are times when my family cannot take me to appointments, this helps alleviate stress on all of us. Thank you again." ~ RAN Rider

Share your "driver love" with us - we share it with them! If you have any feedback on your recent rides please let us know!