

RMTD Title VI Policy Protection Notice to the Public

Rides Plus hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding RMTD's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the RMTD Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

**Rides Mass Transit District
30 Veterans Drive
Harrisburg, IL 62946
(618) 253-8761**

Call the number above for alternate formats or Spanish versions.
Llame al número de teléfono indicado arriba para formatos alternativos o versión española.



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RIDES PLUS

CALL CENTER

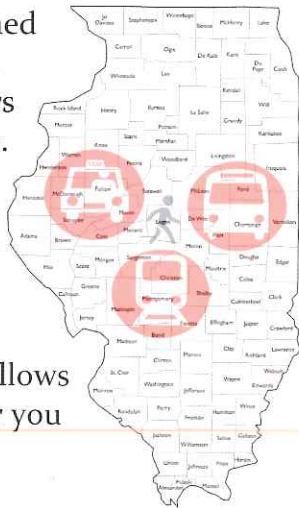


A Division of Rides Mass Transit District

We make scheduling all your transportation needs, including non-emergency medical appointments, easy! Simply call one of our mobility professionals who will personally navigate and coordinate all of your available transportation options. Once you have selected the option that works the best for you, your mobility specialist will schedule your trip! Whether it's a local trip, or if you'll be traveling a greater distance, Rides Plus is here to assist.

Better Access

Rides Plus has established relationships with local transportation providers to offer regional service. This helps ensure you can get where you need to go, when you need to get there. A variety of available transportation modes allows us to serve you whether you need walk-on or wheelchair service.



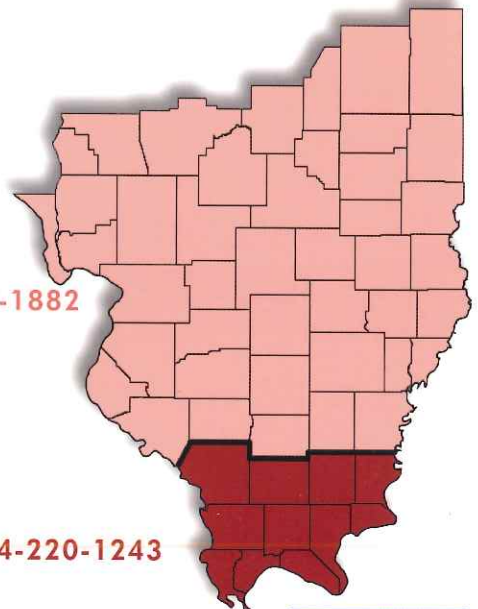
contact us

The Rides Plus Call Centers are open 7:00 a.m. to 6:00 p.m. Monday-Saturday

Mobility Management Specialists will assist in arranging transportation for any individual throughout Illinois and our neighboring states. Contact the call center in your area for assistance.

844-718-1882

844-220-1243





Mission Statement

Rides Plus will continually strive to achieve our vision of providing access to cost effective transportation in order to promote the physical well-being of the community. In doing this, we will deliver operational excellence by setting forth the highest standards in service and reliability within every corner of the company to meet or exceed our commitments to the many customers we serve, including, patients, healthcare providers, and transportation providers.



Providing individuals assistance with scheduling transportation. Anywhere you need to go, including medical appointments or treatments.

Call (844) 220-1243

How It Works

Contact Rides Plus and provide us with the following information regarding the transportation needed:

Name and Address

Phone Number

Birth Date

Date, Time & Location of Appointment

Medical ID Number (If Applicable)

Once we receive your transportation request, a Mobility Management Specialist will:

- Research the available transportation options
- Discuss those options with you
- Schedule the transportation
- Provide you with the details of the scheduled trip