

What is a Call-n-Ride?

The West Joliet Call-n-Ride is a reservation-based, shared-ride service for the general public that picks up passengers and takes them to destinations within the designated service area (see map). The Call-n-Ride vehicle is recognizable with its large green phone number and "Call-n-Ride" logo. Trip reservations are granted on a first-come, first served basis.

How to Use Call-n-Ride

First, make sure your pick-up and drop-off locations are within the service area (see map). Next, call 1-815-210-6960 and make a reservation at least one hour in advance of your desired pick up time. Reservations and calls are accepted between 6:00am and 6:15pm.

The West Joliet Call-n-Ride serves destinations on both sides of the service area's boundary roads. Please note: Locations outside the service area must be adjacent to the boundary road. Passengers will be dropped off and picked up at the closest, safe pedestrian walkway to the boundary road.

Making a Reservation

When scheduling your trip, provide your name, date of travel, pick-up location, destination and desired arrival time. The driver (dispatcher) will inform you of your scheduled pick-up time. Please be ready at least fifteen minutes before your scheduled pick-up time.

If your call is not answered, leave a voicemail with your call-back number and you will be called back within one hour. Please do not call or leave messages before 6:00am or after 6:15pm. These calls will not be returned.

The last same-day reservation is taken at 5:15pm. For trips between 6:00am and 7:00am, please call the day before. You may schedule trips up to two weeks in advance. Recurring trips (for example, every Tuesday at 2pm) may be scheduled as a subscription trip if the desired time slot is available.

Phone Numbers

To make a Call-n-Ride reservation, call **1-815-210-6960**.

To report compliments or complaints, call Pace Customer Relations at 1-847-364-7223.

For regional travel information, call the RTA Travel Information Center at 1-815-836-7000.

Additional Reservation Information:

Reservations are needed for all rides except those trips which begin at the Provena St. Joseph Hospital transfer location. At Provena St. Joseph, riders can board the Call-n-Ride once per hour (at 32 minutes past each hour) between 6am and 6pm, and can also connect with Pace Route 505. At those designated times, the Call-n-Ride vehicle will pick up walk-on riders, who do not need reservations. The Call-n-Ride vehicle departs Provena St. Joseph Hospital at 40 minutes past the hour.

Reservations for rides are granted on a first come, first served basis, but pick-ups and drop-offs will take place in the most efficient order geographically. Drivers may combine individual trips to create shared rides. Other passengers' destinations may not be directly in line with yours, so your patience is requested as the driver attempts to serve all destinations in a logical manner.

If you make a reservation but later determine that you need to cancel, please do so immediately. Drivers do make record of passengers who reserve a trip but are not available for pick-up at the assigned time. Passengers who are recorded as "no-shows" multiple times will be prohibited from using the service in the future.



West Joliet Call-n-Ride



1-815-210-6960

Weekdays: 6:00 am - 6:15 pm

Last same-day reservation accepted at 5:15pm

