



## **GLOSSARY of Paratransit Terms**

**January 2007**

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### **FORWARD: ABOUT PACE PARATRANSIT SERVICES**

Pace provides a variety of public transportation services. ADA Paratransit, which operates in the suburbs, and Special Services, which operates primarily in the City of Chicago, are Pace services solely for people with disabilities.

In addition:

- All of Pace's fixed routes are operated using accessible buses. This includes fixed route services operated by Pace, Pace contractors, and municipalities.
- Pace dial-a-ride services are operated using small buses and vans equipped with lifts.
- Accessible vans are available for use in Pace's Vanpool Services Program.
- Safe, accessible taxis are available for use in Pace's Taxi Access Program and Mobility Direct.

Pace Paratransit services are non-traditional, innovative modes other than fixed route or rail service. They may supplement existing service or act as the primary service, and generally fall into these categories:

**ADA Paratransit:** 160 Pace owned vehicles are used to provide origin-to- destination service to approximately 34,500 suburban riders each month. Pace has eight ADA service areas covering the six counties of Northeastern Illinois.

**Special Services:** 420 Contractor owned vehicles are used to provide origin-to-destination service to approximately 140,000 Chicago riders each month. Pace has three contractors which each cover the entire City and some contiguous suburbs.

**Dial-A-Ride:** 200 Pace owned lift-equipped vehicles are used to provide curb-to-curb service to approximately 94,000 riders every month. Pace contracts directly with private providers for the operation of 31 dial-a-ride projects and has agreements with Villages and Townships for the operation of another 31 dial-a-ride projects.

**Taxi Access Program:** Pace contracts with City of Chicago cab companies to subsidize taxi trips taken by ADA certified riders. Eligible riders can purchase a voucher for \$5.00 and Pace will pay up to \$13.50 for an eligible taxi trip where the voucher has been presented and processed properly. Pace subsidizes approximately 40,000 trips every month.

**Mobility Direct:** Pace contracts with the City of Chicago cab companies to provide subscription service to ADA certified riders. Pace pays for approximately 5,000 Mobility Direct subscription trips every month.

**Vanpool:** 640 vanpools operate in the six-county region. Pace offers four different vanpool programs, each designed to meet a specific demand or need.

Pace remains committed to providing flexible transportation options for all residents of Northeastern Illinois. The definitions and descriptions contained in this document are for Pace services.

## **Paratransit Glossary**

### **Aa**

**Accessible Vehicles** -Vehicles which are equipped with lifts or ramps for ease of boarding.

All vehicles used on Pace's fixed routes are accessible. All Pace paratransit vehicles are accessible. Accessible vans are also available in Pace's Vanpool programs.

**ADA - Americans with Disabilities Act** - The Americans with Disabilities Act of 1990 is federal legislation requiring transit systems to offer accessible mainline services and complementary ADA paratransit service within a  $\frac{3}{4}$  mile corridor of a fixed route. The legislation prohibits discrimination against persons with disabilities and is designed to ensure equal access and equal opportunities.

## Paratransit Glossary

The ADA requires transportation providers to comply with the following criteria:

**Service Area** – Paratransit service must be provided in a  $\frac{3}{4}$  mile corridor on each side of each fixed route corridor.

**Response Time** – Transit systems must schedule trips within a one hour window of the requested time. Transit providers must be able to accommodate trip requests for the next day.

**Hours and Days of Service** – Paratransit service must be provided on the same days and during the same hours as fixed route service.

**Fares** – Fares cannot be more than twice the fare paid for fixed route service. One **Personal Care Attendant** can ride at no charge (see 'Personal Care Attendants'). Additional companions can ride at the fare. ADA

**Trip Purpose Restrictions** – Transit systems cannot impose restrictions or prioritize trips based on trip purpose. Trips to the doctor must be treated the same as trips to social activities.

**Capacity Constraints** – Transit systems cannot limit the availability of complementary paratransit service to eligible ADA riders by any of the following:

- placing restrictions on the number of trips an individual will be provided;
- use of waiting list for access to the service;
- use of any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

**ADA Advisory Committee** - A Committee formed by Pace that is composed of consumers with disabilities. They provide input on aspects of fixed route and paratransit service on an array of issues such as bus specifications, ADA compliance and quality of service.

## **Paratransit Glossary**

**ADA Certification** – Persons with disabilities who are interested in using ADA service must submit an application to determine their eligibility.

The Regional Transportation Authority (RTA) is responsible for determining eligibility for ADA Paratransit Service in the six-county Northeastern Illinois region. Applications must be submitted to the RTA's ADA Paratransit Certification Program. Eligibility for ADA certification is based on an individual's functional ability to access and use fixed route bus service. Individuals who are certified by the RTA, according to ADA guidelines, are eligible to use Pace's ADA service. Eligibility on community Dial-A-Ride Programs is determined by the sponsoring communities and/or agencies.

**ADA Paratransit Service** -Non-fixed route service utilizing vans and small buses to provide trips to and from a specific location within the ADA service area to certified participants.

**Advantage** -A Pace vanpool program available to human service workshops and agencies to provide work-related transportation to persons with disabilities. Also see "**vanpool.**"

**Announcing Stops** - The Americans with Disabilities Act (ADA) requires using the public address system (PA) to announce stops and routes. All Pace operators will announce routes, transfer points, and major intersections, as well as any requested stops.

**Automatic Vehicle Locators (AVLs)** - Automatic Vehicle Locators (AVLs) provide dispatchers with immediate and up-to-date information as to the exact location of the vehicle at periodic points along the vehicle's route.

This data is used by dispatch to evaluate the vehicle's on-time status and make modifications to existing schedules when needed. AVLs are usually used in conjunction with **Mobile Data Terminals** (see "**Mobile Data Terminals.**")

**Bb** No terms for this letter.

## **Paratransit Glossary**

### **Cc**

**Capacity Constraints** - See "Americans with Disabilities Act, Capacity Constraints."

**Common Mobility Devices** - See "Mobility Devices."

**Commuter Routes** - Fixed route bus service usually operating in one direction during peak periods; can also be characterized by limited stops, use of multi-ride tickets, and extended length.

**Companion** - Person traveling with ADA eligible rider.

Eligible ADA riders using Pace Paratransit Service may always travel with one companion. Pace considers a Personal Care Attendant (PCA) to be a companion. The first companion travels at no charge. Additional companions may travel, if space is available, and are required to pay the full ADA Paratransit Service fare. Companions must be picked up and dropped off at the same location as the eligible ADA rider.

Policies regarding companions using community dial-a-ride programs vary by project.

**Complementary ADA Paratransit Service** - Service which operates in a  $\frac{3}{4}$  mile corridor on either side of Pace fixed routes and mirrors its days and hours of operation as required by ADA legislation.

Complementary ADA Paratransit Service operates throughout the six-county region where Pace and CTA fixed routes are operated. ADA reservations for this service must be taken one day in advance and fares must be comparable (no more than two times fixed route service.) The ADA legislation prohibits capacity constraints and trip prioritizing based on trip purpose.

It is not necessary for an individual to live in the ADA service area to use ADA service. However, for a trip to be eligible for ADA service, both the pick-up and drop-off locations must be within the ADA service area.

## **Paratransit Glossary**

### **Dd**

**Demand Response/Dial-A-Ride** - Service which operates in response to calls from passengers to the transit operator. Vehicles are dispatched to pick-up passengers and transport them to their destinations. The vehicles do not operate over a fixed route or on a fixed schedule. Routes change every day depending on the demand.

**Dial-A-Ride** - Dial-a-ride programs are non-ADA paratransit services which may be sponsored, in part, by local communities and/or agencies. Sponsoring communities and/or agencies determine eligibility, hours, fares, and service areas.

### **Ee**

**Eligibility** - See "ADA Certification."

**Employer Shuttle** - A Pace vanpool program available to businesses and non-profit agencies to transport employees between transit centers and their worksites. (Also see "Vanpool.")

**Express Routes** - See "Commuter Routes."

### **Ff**

**Farebox Recovery Ratio** - Percentage of operating expenses covered by passenger fares. Total recovery ratio is the percentage of expenses covered by fares and other local funding sources.

**Fares** - Cost of a ride paid by passenger; varies by service. (Also see "Americans with Disabilities Act (ADA) – Fares.")

## **Paratransit Glossary**

**Feeder Routes** - Routes generally operating in one direction, usually during peak rush hour periods, which “feed” into rail stations or terminals. Under the ADA law, feeder routes are exempt from the requirement for complementary ADA service.

**Fixed Route** - Designated public transportation service on which a vehicle is operated along a prescribed route according to a fixed schedule.

**Gg, Hh** No terms for these letters.

## **Ii**

**Intelligent Bus System (IBS)** - Technology system used on Pace fixed route buses to increase efficiency. The system includes mobile data terminals, automatic vehicle locators, traffic signal pre-emption and computerized dispatching. Some components of IBS are being incorporated into paratransit operations.

**Jj, Kk** No terms for these letters.

## **Ll**

**Lift Failure Policy** - If there is a lift failure or service interruption and the next bus is scheduled to arrive within thirty (30) minutes, a back-up van is optional. If the wait is over thirty (30) minutes, a back-up lift or ramp equipped vehicle will be dispatched.

In all cases, the operator is required to contact the dispatcher and wait until the dispatcher’s instructions have been relayed to the waiting passenger.

## **Paratransit Glossary**

### **Mm**

**Mobility Direct** – City of Chicago subscription service for ADA certified individuals for standing trips without calling in the reservation. Mobility Direct trips are delivered by cab companies. Pace defines eligible Mobility Direct trips as trips taken at least one time per week between the same origin and destination and at the same time. Mobility Direct is not an ADA service.

**Mobile Data Terminals (MDTs)** - Small computers installed in transit vehicles which permit instantaneous, wireless communication between dispatchers and vehicle operators to transmit schedules. MDTs are used to report passenger pick-ups and drop-offs.

MDTs may be paired with Automatic Vehicles Locators (AVLs) which provide the time, location, and odometer reading for each trip, as well as providing real time information regarding vehicle location, allowing for schedule modifications when needed. (Also see **“Automatic Vehicle Locators.”**)

**Mobility Device** - A mobility device is a vehicle, usually defined as a common wheelchair, with 3 or 4 wheels, a combined overall weight of no more than 600 pounds, not exceeding the dimensions of 30 inches in width and 48 inches in length, and measuring two inches above the ground (*40 Code of Federal Regulations Sec. 37.3, 37.165.*)

**Municipal Shuttle** - A Pace vanpool program which consists of a vehicle lease between Pace and a unit of local government; the unit of government sets the parameters of service and can use the vehicle to supplement existing transportation or accommodate unmet needs. (Also See **“Vanpool.”**)

### **Nn**

**No-Shows and Late Cancellations** - When a passenger does not call to cancel a scheduled trip and is not there for the pick-up it is considered a “no-show”. When a passenger cancels a trip with less than two hours notice, it is a “late cancellation.”

Pace may suspend the use of Pace ADA Paratransit Service by passengers who have an excessive number of no-shows or late cancellations. Pace will take extenuating circumstances into consideration before suspending a passenger’s use of ADA Paratransit Services.

## **Paratransit Glossary**

**Oo** No terms for this letter.

## **Pp**

**Paratransit Service** - Non-traditional transportation modes, such as ADA paratransit, municipal dial-a-ride services, community shuttles, and vanpool programs that are not fixed route or rail services but generally complement or supplement them.

**Passenger Assistance** - Passengers are required to have their mobility device secured using the floor restraints. Upon request and if the safety of the driver and other passengers will not be compromised, drivers may assist passengers in 1) boarding and exiting and 2) getting to and from the exterior door of the pick-up location or destination. If there are other passengers on board or the exterior door is outside the view of the bus, the driver may not be able to assist beyond boarding and exiting.

**Personal Assistant** - See “**Personal Care Attendant.**”

**Personal Care Attendant (PCA)** - An individual designated or employed by a person with disabilities to aid in meeting his/her personal needs.

**Priority Seating/Securement Area** - An area designated at the front of the bus for seniors and riders with disabilities. A designated seating area is also available on the bus for users of mobility devices. If other passengers are using these seats, please let the operator know and the operator will politely ask them to move.

**Qq** No terms for this letter.

## **Rr**

**Ride DuPage** - A coordinated paratransit system that was implemented in July 2004 as the result of a partnership with Pace and DuPage County. The system pools together paratransit services that had previously been operated and dispatched by many different private and public organizations. Ride DuPage allows individuals to call one number, staffed by a Pace contractor, to schedule their trips. Trips are assigned by Pace to a bus or taxi service based on the available option that is lowest in cost.

## **Paratransit Glossary**

### **Ss**

**Securement** - Mobility devices must be properly secured. Operators have been trained in the proper use of the securement systems. Optional lap belts and shoulder harnesses are available.

**Service Animals** - A wide variety of animals that are trained to assist persons who have hearing impairments, mobility limitations, seizure disorders, mental impairments and other types of disabilities. Persons with disabilities may ride with a service animal on any Pace service.

**Special Services** – ADA Paratransit Service which operates in the City of Chicago and some suburban areas which have CTA service. Special Services is operated by CDT, SCR and Art's under contract to Pace.

**Subscription Service** - A standing order for trips without calling in the reservation on a daily or weekly basis. Pace defines eligible subscription trips as trips taken at least two times per week between the same origin and destination and at the same time. Based on ADA regulations, Pace permits up to 50% of the total trips, at any time, to be subscription trips.

Pace maintains a waiting list for individuals requesting subscription service on ADA.

The policy for subscriptions on local dial-a-ride service is determined by the local sponsoring community.

### **Tt**

**Taxi Access Program (TAP)** – TAP gives ADA certified persons an opportunity to travel in taxis at a reduced rate for trips that originate within the City of Chicago. This subsidy program can be accessed by purchasing vouchers and presenting them to drivers in lieu of a cash fare. The vouchers have a value of up to \$13.50 for one taxi trip. The rider pays any fare in excess of \$13.50. TAP is not an ADA service.

**Trapeze** - A software application used by Pace which is designed to provide computer dispatch and scheduling assistance for paratransit services.

**Travel Training** - A program that teaches persons with disabilities how to ride on fixed route service.

Travel Training is available to eligible persons as designated by the RTA. Travel Training is conducted by employees of area Centers for Independent Living and other agencies that have contracted with the RTA to provide the training.

## Paratransit Glossary

Some agencies dealing with persons with disabilities and school districts with special education departments may provide travel training for their clients.

**Uu** No terms for this letter.

## Vv

**Vanpool** - An alternative means of public transportation by which a group of individuals pay a monthly fee for the use of a van. There are four basic types of programs available:

**Advantage** - A program available to human service workshops and agencies to provide work-related transportation to persons with disabilities.

**Employer Shuttle** - A program available for businesses and not-for-profit agencies to transport employees between transit centers and their worksites.

**Vanpool Incentive Program (VIP)** - The traditional vanpool program designed for groups of 5-14 people that live and work near one another.

## Ww

**Webwatch** - A real-time bus location identification system available on the Pace website ([www.pacebus.com](http://www.pacebus.com).) WebWatch can be accessed from personal computers or through any of the Chicagoland TRIPS kiosks. The system accesses Pace's bus route files and the Intelligent Bus System's (IBS) geographical positioning component to provide up-to-date, accurate information about the specific location of a specific bus at any point in time.

**Wheelchair** - See "Mobility Device."

**Xx, Yy, Zz** No terms for these letters.

*Any comment or suggestions regarding this glossary can be directed to Melinda Metzger, Pace's Deputy Executive Director of Revenue Services at (847) 228-2302. Visit Pace's website at [www.pacebus.com](http://www.pacebus.com) for more information about the programs described here.*

## Useful Numbers

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RTA Travel Information: (Any area code) 836-7000  
Pace Headquarters: 847-364-8130  
Pace Customer Relations: 800-606-1282 (Push Option 2)

## Transit Websites

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Chicago Transit Authority (CTA)

[www.YourCTA.com](http://www.YourCTA.com)

Pace (Suburban Bus)

[www.pacebus.com](http://www.pacebus.com)

Regional Transportation Authority (RTA)

[www.RTAChicago.com](http://www.RTAChicago.com)

Metra (Commuter Rail)

[www.Metrarail.com](http://www.Metrarail.com)

Gary-Chicago-Milwaukee- Corridor Transportation Information

[www.gcmtravel.com/gcn/home.jsp](http://www.gcmtravel.com/gcn/home.jsp)

## Notes

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