



Richard Bascomb

Chairman of Pace's Suburban ADA Advisory Committee, Schaumburg's Transportation Manager



I am Richard Bascomb, Chairman of Pace's Suburban ADA Advisory Committee, Schaumburg's Transportation Manager, and I have 25 years of transportation experience. I have had the pleasure of working with the committee, Pace staff, and suburban paratransit riders as Chairman for the past year and look forward to continuing our work in 2017.

Part of the committee's role is to advise Pace staff on issues affecting accessibility and people with disabilities. Individual experiences and input from paratransit system users helps us work with Pace to improve service. Last year's efforts focused on Pace service initiatives, the State budget stalemate, potential paratransit impacts, Regional Transportation Authority's (RTA) Mobility Services Program restructuring, and this newsletter, an important effort to increase communication between Pace and ADA paratransit customers. The newsletter can be found on buses, online, and in alternate formats by request.

Our committee meets every other month and you are encouraged to attend a meeting, send suggestions by email, and spread the word about this newsletter. Wishing everyone a healthy and happy 2017!

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PERSONAL CARE ATTENDANT AND COMPANION POLICIES

A personal care attendant (PCA) is someone designated or employed specifically to help the eligible individual meet his or her personal needs. Pace permits one PCA to ride with an ADA eligible customer if the customer has been certified by the RTA to ride with a PCA. A customer also may ride with one companion, such as a friend or family member. Additional companions may ride with the customer only if space is available on the vehicle at the time the reservation is made.

Customers traveling with a PCA and/or companion must reserve space for them when calling to schedule a ride and all riders traveling together must have the same pick-up and drop-off locations. A PCA will not be charged a fare; however, all additional companions are required to pay the same cash fare as the ADA Paratransit eligible customer.

TRANSFERRING ON PACE PARATRANSIT

Getting to your destinations across our 3,500-square-mile region might require a transfer from time to time. Make sure you know the steps:

- Step 1:** Call the carrier that will pick you up first. The call-taker will tell you if a transfer is needed.
- Step 2:** Call the second carrier to book the rest of your trip. Tell them you require a transfer.
- Step 3:** The two vehicles will meet at a designated transfer point.
- Step 4:** Ask for a transfer slip before exiting the first vehicle.



A Pace paratransit bus waits at the Rosemont Transit Center for transferring passengers.

Visit the Paratransit Service section at PaceBus.com to view the service areas and hours. Transfers between Pace Paratransit Services are free.

RIDERS WHO ARE READY HELP KEEP THE SYSTEM ON TIME

Pace uses many best practice methods to support our on-time performance goals, including monetary fines for carriers that don't meet our standards, service monitoring, and accepting subscription trips. Pace Paratransit customers can help us improve our system's on-time performance, too. Here's how:

- ▶ Call as soon as you can if you need to cancel a trip.
- ▶ Be aware that Pace Paratransit has a 20-minute pick-up window that begins at your pick-up time. Your ride may arrive at any time during this pick-up window.
- ▶ Be ready to leave throughout the pick-up window. The driver can only wait 5 minutes. Delays in boarding can cause all subsequent pick-ups and drop-offs to be late.
- ▶ If you don't know your specific pick-up location, please discuss this with the reservation taker when booking your ride. This is important for places where there are many possible pick-up locations, like hospitals, malls and parks.



A paratransit operator safely secures a passenger's mobility device.

IMPORTANT RESOURCES

- ✓ Call 847-228-2322, option 2 to hear a recording of this newsletter
- ✓ Call 847-364-7223, option 3 or email Passenger.Services@PaceBus.com to request alternate formats including:
 - Braille
 - Large print
 - Translation into another language
- ✓ Download digital and text-only versions or sign up to receive this newsletter by email by visiting the Newsletters page in the News & Events section at PaceBus.com
- ✓ Keep in touch with Pace:
 - Sign up for texts and email alerts at PaceBus.com
 - Like Pace Suburban Bus on Facebook
 - Follow @PaceSuburbanBus on Twitter
 - Contact Customer Service at 847-364-PACE (7223), option 3 TTY: 708-339-4062
 - Información General en Español: 847-228-3575

All Suburban ADA Advisory Committee Meetings are held from 1:00 p.m. to 3:00 p.m. at:

Pace Headquarters
550 W. Algonquin Road
Arlington Heights, IL 60005

Upcoming 2017 Meetings:
• Tuesday, January 24, 2017
• Tuesday, March 28, 2017

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