



## Richard A. Kwasneski Chairman of the Board



Passenger communications are a vital part of our ongoing efforts to improve Pace ADA Paratransit service. Thanks to paratransit customer feedback, Pace has identified and addressed many passenger concerns. Pace rebuilt the telephone system to tackle complaints about difficulty making reservations. In addition, Pace's Customer Relations department was established in response to concerns about customer service. Pace also set standards for the vehicles used, on-time performance and other concerns raised by customers.

Today, Pace faces a new set of concerns and staff has developed a series of strategies to address them. We plan to announce several service improvements during 2016 and 2017. To keep customers updated as we improve service, we've developed this quarterly newsletter. It will focus on news and content that is tailored to the unique needs of ADA Paratransit riders. We hope you will find it informative and look forward to any feedback you may have.



## WHERE'S MY RIDE?

No one likes being late, including us. That's why Pace makes every attempt to ensure that your scheduled ride is punctual. Because of traffic, bad weather, road emergencies and other factors beyond our control, federal guidelines allow a 20-minute pick-up window.

Since operating a shared ride service varies based on traffic conditions, allow yourself an extra 20 minutes to get to your destination on time. For example, if you need to leave for an appointment at 9:00 a.m., schedule your pickup for 8:40 a.m. just to be safe.

Our goal is to get you as close to your schedule time as possible, but allowing yourself an extra 20 minutes will help to ensure that you are on time and make your commute more enjoyable. Remember that, and you can count on being on time.

## INTRODUCING YOUR PACE SUBURBAN ADA COMMITTEE

Heather Armstrong  
Richard M. Bascomb  
Ray Campbell  
Robert F. Cary  
Marla Chorney

Jennifer Duncan  
Krista Erickson  
Wendie Garlich  
Pierre H. Michiels  
Pat Peters

Jemal Powell  
Ilene Rosenberg  
Stephanie Whitus  
Elaine Young  
Brenda Zeck



On Pace ADA Paratransit Service, eligible riders may travel with a companion, like a family member, or a personal care assistant (if the ADA-eligible rider has been certified by the RTA to have one). Find out more about certification and fares in the Paratransit section at [PaceBus.com](http://PaceBus.com).

The Pace Board of Directors created two advisory committees, the purpose of which are to advise staff on issues affecting people with disabilities. One committee is comprised of Chicago residents and one is comprised of suburban residents. Each committee has fifteen members who meet bi-monthly.



# PACE DIAL-A-RIDES

## CUSTOMIZED SERVICE FOR YOUR COMMUNITY

Residents of many suburban communities have access to a user-friendly community transit option called Dial-a-Ride. Pace Dial-a-Rides are demand-response, curb-to-curb services using small buses to provide trips. You can call to schedule to and from requested locations within the Dial-a-Ride service area. There are dozens of Pace Dial-a-Ride programs throughout the suburbs. In most cases, these services are operated through partnerships with local communities that decide the fare, hours of service and ridereligibility. Some Dial-a-Ride services are open to the general public and others are only offered to seniors and people with disabilities. Many allow same-day reservations. Check the Dial-a-Ride directory in the Paratransit section at

PaceBus.com for the rules in your area and for the phone number to call for a reservation. This information is also available by calling 847-364-7223, option 3.



An ADA Paratransit vehicle at the Rosemont Transit Center.

## 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](mailto: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 PaceSuburbanBus 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

### Suburban ADA Advisory Committee Meetings are held from 1:00 pm to 3:00 pm at:

Pace Headquarters  
550 West Algonquin Rd.  
Arlington Heights, IL 60005

Upcoming 2016 Meetings:  
• Tuesday, September 27, 2016  
• Tuesday, November 15, 2016

## PACE BOARD OF DIRECTORS

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