



Richard Bascomb

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



As the Chairman of Pace's Suburban Americans with Disabilities Act Advisory Committee, I am excited and honored to bring my experience and expertise as the Transportation Manager of the Village of Schaumburg to the Chicagoland suburban region. I want to encourage any person with a disability within our service area to connect with the committee, so Pace can better understand your transportation needs and concerns.

Our mission is to advise Pace staff on, often critical, transportation issues affecting persons with disabilities. The most important message I can impart to you is that by communicating your comments and experiences with Pace services, you have a voice in helping shape the future of transit within the region.

Suburban Committee meetings usually occur on the fourth Tuesday of every other month (January, March, May, July, September, and November) with a special joint meeting of the Chicago and Suburban Committees usually being held in May or June. Meeting schedule and location information is listed on the back of this newsletter. Please join in the conversation!

Richard Bascomb

PARATRANSIT FARE INCREASE APPROVED AS PART OF PACE'S 2018 BUDGET

**Budget includes fare increases
on all services and hiring freeze,
but no service cuts**

Following 13 public hearings held throughout Pace's 6-county service area in the month of October, the Pace Board approved a balanced 2018 budget. While current service levels will be maintained several budget balancing actions were included in order to address an almost \$12 million shortfall caused by a reduction in state support and lagging sales tax revenue.

These budget solutions include a corporate hiring freeze and administrative cost-containment measures. Additionally, the 2018 proposed budget includes a slight fare increase; a 25-cent increase on ADA paratransit service fares (to \$3.25), 25-cent fare increase on regular fixed route, and a 50-cent fare increase on premium routes.

"These budget balancing actions are not suggested lightly," said Pace Board Chairman Richard Kwasneski. "This fare increase is Pace's first since 2009. To keep this increase to a minimum, the Board has asked administrative staff to share the burden with our customers and ensure that the service which gets people to work, school, medical appointments, and other important destinations continues to run uninterrupted."

For more information, including the full budget documentation and the new, complete fare table visit PaceBus.com.

PREPARE FOR WINTER WEATHER

Winter weather is a damper on all sorts of travel plans; traffic moves more slowly, and drivers of all types of vehicles—including paratransit drivers—are sometimes late to their destinations. Pace asks for your patience as we grapple with what is sure to be another wet and cold winter and ask you take note of the following advice as we head into the winter season:

➤ Pay attention to weather reports;

If heavy snowfall or ice is predicted, consider delaying your trip for another day. If your trip is essential, make sure to request an earlier pickup time than usual to allow for a longer ride time in bad weather.

➤ Ensure a clear street and pick up location;

Be sure to have your sidewalk, driveway and street are cleared of snow and ice so that our paratransit driver can safely arrive at your pick-up location. If you are unable to physically and safely remove the snow and ice yourself, call a neighbor, friend, family member or your village/city to remove it for you. If you notice your street isn't plowed after a storm, reach out to your village/city and request a snow plow.

Thank you in advance for your cooperation. We look forward to providing safe trips for all of our riders this winter!



ADA PARATRANSIT TICKET SALES

As a result of the paratransit fare increase, please note several, important upcoming dates impacting the sale of ADA paratransit tickets.

Pace will start selling the \$3.25 ticket on December 1, 2017.

Pace will stop selling the \$3.00 ticket on December 15, 2017.

Pace will accept \$3.00 tickets until January 31, 2018.

Riders need to use the \$3.25 ticket, or use the \$3.00 ticket with a 25-cent cash surcharge, starting on February 1, 2018.

Riders who pay cash for their rides will pay \$3.00 until December 31, 2017, and will pay \$3.25 starting on January 1, 2018.

NEW PACE RULE ON LATE PARATRANSIT PICKUPS

There's a great new benefit for Pace ADA paratransit riders starting in 2018. Starting January 1, Pace is offering a fare reimbursement to riders when pickup was delayed 80 minutes or more. While each rider will still have to pay cash or use a ticket at the time of riding, Pace will tally all late pickups at the end of each quarter, and then send a free ticket to the rider for use at a later date. This process ensures riders are fully reimbursed for those late pick-ups.

Riders should be aware that a Pace paratransit pickup is considered "on time" if the pickup occurs within 20 minutes of the scheduled pickup time. Thus, the 80-minute threshold created for this new rule provides a reimbursement for all pickups occurring more than one hour after the end of that 20-minute window.

While we understand that late pick-ups are an inconvenience to our riders, Pace hopes this new reimbursement program will put our riders' minds at ease and ensure we are making up for any inconvenience the delay may have caused.

Additionally, the Pace Board of Directors is aware that the 25-cent paratransit fare increase (effective January 1, 2018) may be a hardship for some riders. However, in addition to the new reimbursement policy for late pickups, Pace reminds riders that riding fixed route buses and trains is still much cheaper than paratransit (and free for many ADA-eligible riders), and all those vehicles are accessible to people with disabilities.

UPCOMING SUBURBAN ADA ADVISORY COMMITTEE MEETINGS

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 2018 Meetings:

- Tuesday, January 23, 2018
- Tuesday, March 27, 2018

IMPORTANT RESOURCES

ALTERNATE NEWSLETTER FORMATS

- ✓ Call 847-228-2322, option 2 to hear a recording
- ✓ Call 847-364-7223, option 3 or email Passenger.Services@PaceBus.com to request braille, large print or translations
- ✓ Download digital and text-only versions on the Newsletters page at PaceBus.com

KEEP IN TOUCH WITH PACE:

- ✓ Sign up for texts and email alerts at PaceBus.com
- ✓ Like and follow Pace Suburban Bus on social media
- ✓ Contact Customer Service at
 - 847-364-PACE (7223), option 3
 - TTY: 708-339-4062
 - Información en Español: 847-228-3575

PACE BOARD OF DIRECTORS

Richard A. Kwasneski
Chairman

T.J. Ross
Executive Director

Kyle R. Hastings
President, Village of Orland Hills

Al Larson
President, Village of Schaumburg

Thomas D. Marcucci
Former Mayor, City of Elmhurst

Roger Claar
Mayor, Village of Bolingbrook

Bradley Stephens
President, Village of Rosemont

Terrance Carr
Former President, Village of Willow Springs

Jeffery D. Schielke
Mayor, City of Batavia

Aaron T. Shepley
Mayor, City of Crystal Lake

Christopher S. Canning
Former President, Village of Wilmette

Karen Tamley
Commissioner, Chicago Mayor's Office for People with Disabilities

Terry R. Wells
President, Village of Phoenix

Linda Soto
Mayor, Village of Hainesville