

## **Front Cover**

Pace ADA Paratransit Service

ADA Suburban Chicago  
Customer Guide

Date

*To request a copy of this brochure in an accessible format, please call Pace Customer Relations  
Voice: 1-800-606-1282  
TTY 1-888-847-0093*

## **Table of Contents**

Reference Numbers

Welcome to Pace ADA Paratransit

ADA Paratransit Eligibility

Scheduling a Trip

Canceling or Changing a Trip Reservation

Pick-up and Drop-off Procedures

Personal Care Attendant (PCA) and Companion Policies

Driver Assistance

Suspension or Termination of Service

*Disruptive Conduct*

*Late Cancellations or No-Shows*

*Appealing a Warning, Suspension or Termination of Service*

Travel Time

Fare

Hours of Operation

Holiday Service

Service Area

Traveling beyond the Service Area

Subscription Service

Visitors to the Chicago Area

Alternative Transportation Services

*Travel Training*

*Using Fixed Route Bus and Rail Service*

Emergency Assistance

## **Reference Numbers**

**As of March 28, 2008**

Scheduling

North Cook County ADA Service

Operated by First Transit

Voice: 800-554-7599

TTY: 800-833-7223

West Cook County ADA Service  
Operated by MV Transportation  
Voice: 800-299-0765  
TTY: 800-504-7689

South Cook County ADA Service  
Operated by MV Transportation  
Voice: 866-248-6868  
TTY: 866-248-5899

North and Central Lake County ADA Service  
Operated by First Transit  
Voice: 800-201-6446  
TTY: 800-244-4620

Southeast Lake County ADA Service  
Operated by MV Transportation  
Voice: 800-554-7599  
TTY: 800-833-7223

DuPage County ADA Service  
Operated by Veolia  
Voice: 800-713-7445  
TTY: 800-713-7415

McHenry County ADA Service  
Operated by First Transit  
Voice: 800-451-4599  
TTY: 888-454-4724

Kane County ADA Service  
Operated by MV Transportation  
Voice: 866-727-6842  
TTY: 866-727-6845

Will County ADA Service  
Operated by First Transit  
Voice: 800-244-4410  
TTY: 866-393-4232

*Please note that service area designations are approximate.*

RTA Registration  
Voice: 312-663-4357  
TTY: 312-913-3122

## Pace Passenger Services

Voice: 800-606-1282 Option #2 or 847-364-7223

TTY: 947-364-5093

Fax: 847-228-2329

After Hours: 800-606-1282 Option #3

Email: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)

Website: [www.PaceBus.com](http://www.PaceBus.com)

## Pace Paratransit Operations Office

550 West Algonquin Road

Arlington Heights, IL 60005

### **Welcome to Pace ADA Paratransit**

Pace is committed to providing quality transit services for all of our customers. We recognize that some customers' disabilities do not allow them to use conventional fixed-route bus and rail services. Pace's ADA Paratransit Services program provides transportation that is comparable to the service provided by the fixed-route bus and rail system.

Pace's ADA Paratransit Services program provides origin-to-destination transportation to ADA Paratransit eligible people who are unable to use accessible fixed-route bus and rail services due to their disabilities. Pace ADA Paratransit is a shared-ride program, meaning that multiple individuals' trips are grouped together in an effort to meet all trip requests and improve efficiency.

The ADA Paratransit Services program:

- Is an origin-to-destination transit program for ADA paratransit eligible customers,
- Is a shared-ride program,
- Provides service that is comparable in time to the fixed-route system, including transfers and wait times,
- Operates on comparable days and hours as the fixed-route system, and
- Is provided without regard to the purpose of the trip.

### **ADA Paratransit Eligibility**

To qualify for ADA Paratransit Services, customers must apply for a determination of eligibility with the Regional Transportation Authority (RTA). The RTA determines eligibility based upon functional considerations. This application process helps determine which individuals can most benefit from ADA Paratransit Service and which individuals can be best served by accessible fixed-route bus and rail systems when combined with support services, such as online trip planning (visit [www.PaceBus.com](http://www.PaceBus.com)) and Travel Training. Please see section "Alternative Transportation Services" for more information.

To obtain information about the categories of eligibility or to apply for ADA Paratransit Services, please call the RTA:

Voice: 312-663-HELP (4357)

TTY: 312-913-3122

Please note that some individuals may be found to be “conditionally eligible,” depending on the circumstances of the particular trip.

### **Scheduling a Trip**

Customers who have received notification from the RTA that they are eligible for ADA Paratransit Services may call to schedule a trip.

Customers should call the carrier in the service area that accommodates the origin of the trip. It is the responsibility of the rider to arrange a trip that transfers between city and suburban areas or within suburban areas.

Customers must call the day before their trip to schedule the trip. The pick-up time requested may not be available, but all customers are guaranteed a reservation within one useful hour of the requested pick-up time. Customers must schedule their return trip at the time of reservation. Passengers may call back to change their pick-up time if their appointment runs late or is anticipated to end early. Pace guarantees a ride home to all passengers transported by Pace on the same day of service.

When calling to schedule a trip, customers must have the following information:

- Paratransit ID Number (starting with “P”)
- Date of trip
- Requested pick-up time and/or appointment time
- Exact street address of the trip origin and destination (intersections will not be accepted)
- Number of people traveling with the customer, including personal care attendant (PCA) and/or companions
- Types of mobility aids used by all members of party
- Any other helpful information

When calling to schedule a trip, customers should be ready to write down important information, such as the scheduled pick-up time.

Customers must keep their address, telephone numbers, and emergency information current with the RTA since this is the source of all passenger information.

### **Canceling or Changing a Trip Reservation**

Customers who would like to cancel a trip must contact their carrier directly. Customers must cancel their trip at least two (2) hours before the scheduled pick-up time to avoid the trip being classified as a late-canceled trip. Customers who do not wish to continue waiting for a vehicle that is more than thirty minutes late must call to cancel their trip in order to avoid a no-show or late-cancelation penalty.

Same-day trip changes will only be permitted if proper notice is provided and the schedule can accommodate the desired change. Destination changes are not permitted while on board the

vehicle or at the time of pick-up unless authorized by the dispatcher. Drivers are not permitted to make any unscheduled changes to a trip.

### **Pick-up and Drop-off Procedures**

Customers should be within line-of-sight of the vehicle while awaiting pick-up. Passengers must be ready to board the vehicle five minutes before the scheduled pick-up time. Drivers will wait five minutes after arrival or after the scheduled pick-up time, whichever is later, and after that period the driver is given authorization to leave. Drivers will make an attempt to locate the customer; however, if the driver leaves after the appropriate five minute period, the customer will be recorded as a no-show.

ADA Paratransit is an origin-to-destination program; as such, drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences. Passengers are expected to carry their own packages. Customers who require additional assistance must arrange for a PCA or companion. Drivers will go to the ground level exterior door of the building upon request when it is safe to do so. Drivers will identify themselves to visually-impaired passengers and announce the names of the passengers being picked-up. Visually-impaired passengers may request to be identified as visually-impaired to drivers in order to help facilitate the boarding process.

When boarding a vehicle, customers must show their valid RTA APA Paratransit eligible ID card. All fares must be paid upon boarding the vehicle.

Drivers are required to arrive no later than twenty minutes after the scheduled pick-up time in city areas. Passengers are encouraged to board the vehicle early when possible in order to keep service efficient for all riders.

### **Personal Care Attendant (PCA) and Companion Policies**

Pace permits one registered personal care attendant (PCA) to accompany the ADA eligible customer if the client has been certified by the RTA to have a PCA. A PCA is not considered a companion and does not need to pay a fare. The PCA must have the same pick-up and drop-off locations as the eligible customer.

Pace permits one companion to accompany the eligible customer. PCA certified customers may have a companion in addition to a PCA. Companions are required to pay the same cash fare as the eligible customer and must be picked-up and dropped-off in the same location as the customer. Additional companions may accompany the customer only if space is available on the vehicle, and this request must be made at the time of booking. No guarantees can be made that more than one companion will be allowed to travel with the customer.

Customers traveling with a PCA or companion must reserve space for them when calling to schedule their own ride.

### **Driver Assistance**

Drivers will assist customers as needed and upon request with boarding and exiting the vehicle, to and from the ground level exterior door of the building, and with the use of securement

systems, ramps, and parcels not exceeding fifty pounds combined weight. Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences. Drivers are not allowed to lift or carry customers. Customers must meet drivers at the curb for pick-up. Customers who require additional assistance must arrange for a PCA or a companion. Drivers are required to make sure that all wheelchairs and scooters are properly secured per ADA requirements. Drivers are prohibited from accepting tips from passengers, but passengers may contact the carrier to compliment and/or comment on a driver.

### **Suspension or Termination of Service**

Customers who abuse their riding privileges may face suspension or termination of ADA Paratransit Service. Before service is suspended, customers will be notified in writing. Customers who are suspended because of unsafe behavior may not receive written notification of their suspension. Conduct that may lead to suspension or termination of service includes refusal to pay the proper fare, disruptive conduct, and late cancellations or no-shows.

### **Disruptive Conduct**

Customers who engage in violent, disruptive, or illegal conduct will be refused service. A customer whose behavior threatens or has threatened the safety of Paratransit personnel or other customers may be denied service. Customers who engage in violent, threatening, or illegal behavior may permanently lose the privilege of riding with Pace Paratransit.

### **Late Cancellations or No-Shows**

*UNDER REVIEW*

### **Travel Time**

Customers who are traveling to a scheduled appointment should tell the customer service representative their appointment time when calling to schedule the ride. This way the carrier can help to determine the best pick-up time.

ADA Paratransit Services is a shared-ride program. Total travel time will include the time it takes other passengers to board, ride, and alight the vehicle. Travel time should be comparable to trips with the same origin and destination in the fixed-route bus and rail system, including transfers and wait times. This standard exists except when circumstances exist beyond the service provider's control, such as in times of inclement weather.

### **Fare**

All customers and companions are required to pay a fare. Only a PCA riding with PCA eligible customer may ride for free.

Customers may pay in the following ways:

- Cash
- PACE ADA One Ride Ticket

Companions must pay exact cash fare. Drivers do not carry change.

### **Hours of Operation**

Operating hours vary on weekdays, weekends, early in the morning and later in the evening, and on holidays.

### **Holiday Service**

Paratransit Service on the following holidays is comparable to fixed-route holiday service:

- New Year's Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

### **Service Area**

The Pace ADA Paratransit service area is within  $\frac{3}{4}$  of a mile of a bus route.

### **Traveling beyond the Service Area**

Customers may be able to schedule trips beyond the service area with transit agencies outside of the Pace and CTA service areas and throughout the United States with a valid ADA Paratransit ID. Customers need to contact the Paratransit authority in the area to which they would like to travel to determine eligibility and local travel rules.

### **Subscription Service**

Subscription Service is not required by the ADA; however, in an effort to best meet our customers' needs, Pace offers limited Subscription Service for customers who require repetitive trips over an extended period of time. Subscription Service customers do not need to call to reserve each of their repetitive trips. Subscription Service is for trips to work, work training, education-specialized medical care, or other repetitive travel needs. In order to qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week.

Because the availability of Subscription Service is limited, some customers may be placed on a waiting list. Other restrictions may also apply. Subscription Service trips requiring changes should be canceled and demand trips should be requested. To cancel a specific trip that is a part of Subscription Service, customers must call the carrier. Customers should take care to only cancel one specific trip and not cancel their Subscription Service entirely. Failure to cancel trips appropriately and/or excessive cancellations may result in dismissal from the Subscription Service program. Subscription Service may be placed on hold to accommodate vacations, hospital stays, and other limited periods of time when service will not be needed. Subscription Service is not meant to hold a time slot for trips made only occasionally.

### **Visitors**

Pace provides ADA Paratransit Service to visitors with disabilities who do not live in the CTA or Pace service area. To ride with Pace Paratransit, visitors must present documentation that they are ADA eligible for Paratransit Service in the jurisdiction in which they reside. If a visitor is unable to present this documentation, Pace will require documentation of residency and disability. Documentation of eligibility for Paratransit Service for out-of-town visitors should be made at least seven days before the first desired day of travel.

Visitors will not be provided service for more than twenty-one consecutive days from the date of the first paratransit trip. Customers who wish to receive service beyond this twenty-one day period must apply for eligibility with the RTA.

### **Alternative Transportation Services**

#### **Travel Training**

Travel Training is available for customers who need assistance using the bus or rail system. Training is provided by professional instructors at no cost, and all training is tailored to the individual customer's particular needs and desires. With Travel Training instruction, some disabled customers may be able to learn how to use accessible buses and trains. Please call the RTA for more information about Travel Training.

#### **Using Bus and Rail Service**

The RTA ADA Paratransit ID card permits eligible customers and accompanying PCAs to ride the Pace bus and CTA bus and rail systems at reduced fares. The Reduced Fare 30-Day Pass is available at Currency Exchanges, select Jewel, Dominick's, and Cub Food stores, and through pace's website: [www.PaceBus.com](http://www.PaceBus.com).

#### **Emergency Assistance**

If a vehicle has not arrived after forty-five minutes, please call:

Voice: 1-800-606-1282

TTY: 1-888-847-0093

**For life threatening and medical emergencies, always dial 911!**

#### **Back Cover**

Pace Paratransit Operations  
547 W. Jackson Blvd., 10<sup>th</sup> Floor  
Chicago, IL 60661  
Voice: 1-800-606-1282  
TTY: 1-888-847-0093