Pace ADA Paratransit Service

Suburban Customer Guide

December 16, 2013

To request a copy of this brochure in an accessible format, please call Pace Customer Relations
Voice: 1-800-606-1282
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**Reference Numbers**
As of December, 2013

**Chicago Service Scheduling**

Area #1 SOUTH – 71st St. South to Sibley  
Operated by SCR Transportation  
**Voice:** 866-926-9631  
TTY: 866-764-1134

Area #2 CENTRAL – Between 71st St. and Fullerton  
Operated by CDT Transportation  
**Voice:** 866-926-9632  
TTY: 866-764-1135

Area #3 NORTH – Fullerton North to Central  
Operated by MV Transportation  
**Voice:** 866-926-9633  
TTY: 866-764-1136

**Suburban Service Scheduling**

North Cook County ADA Service  
Operated by First Transit  
**Voice:** 800-554-7599  
TTY: 855-830-8108

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: 877-218-0905
Southeast Lake County ADA Service
Operated by First Transit
Voice: 800-554-7599
TTY: 855-830-8108

DuPage County ADA Service
Operated by MV Transportation
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: 800-713-7415

Other Important Phone Numbers

RTA ADA Paratransit Certification Program
Voice: 312-663-4357

Chicago Transit Authority (CTA)
Voice: 888-YOUR-CTA (968-7282)
TTY: 888-282-TTY1 (282-8891)

Pace Passenger Services
Voice: 800-606-1282, Option #2 or 847-364-7223
Fax: 847-228-2329
After Hours: 800-606-1282, Option #3
Email: Passenger.Services@PaceBus.com
Website: www.PaceBus.com
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 Service program provides transportation that is comparable to the service provided by the mainline system.

Pace’s ADA Paratransit Service provides origin-to-destination transportation to ADA Paratransit eligible individuals who are unable to use accessible mainline and rail service due to their disabilities. Pace’s 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 Service program:

- Operates in compliance with FTA ADA regulations;
- Is an origin-to-destination transit program for ADA Paratransit eligible customers;
- Is a shared-ride program;
- Provides service that is comparable in travel time to the fixed-route system, including transfers and wait times;
- Operates on the same days and during the same hours, and in the same areas, as the fixed-route system.

ADA Paratransit Eligibility

To qualify for ADA Paratransit Service, 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 are eligible to use ADA Paratransit Service for some or all of their trips and which individuals can best be served by accessible fixed-route bus and rail systems when combined with support services, such as online trip planning (visit 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 at 312-663-HELP (4357).
Some individuals may be found to be conditionally eligible for ADA Paratransit Service and will have limitations on the times and circumstances in which they are able to use Paratransit service. For example, a conditionally eligible customer may only be eligible for ADA Paratransit Service during winter months, summer months, or daylight hours.

Pace will accommodate customers with mobility devices as long as the lift can accommodate the size and weight of the customer and his/her mobility device and the device and customer can fit on the vehicle. Pace will not be able to accommodate customers and their mobility devices if the size and/or weight exceed the capabilities of the equipment. All securement devices on vehicles in Pace ADA service are installed facing forward.

**Scheduling a Trip**

Eligible customers should call the carrier in the service area that accommodates the origin of the trip (see section “Reference Numbers” for a list of carriers by service area). It is the responsibility of the carriers to coordinate transfer trips within the City of Chicago. It is the responsibility of the rider to arrange a trip that transfers between city and suburban areas or between 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 (1) useful hour of the requested pick-up time. A useful hour is one that allows customers to meet appointments and/or to fulfill appointments and obligations. Customers should allow for a fifteen (15) minute pick-up window. Customers should schedule their return trip at the time of reservation. Passengers may call back to change their return trip pick-up time if their appointment runs late. If the appointment is anticipated to end early, Pace will try to accommodate this change. Pace guarantees a ride home to all passengers transported by Pace on the same day of service. The return time will be subject to vehicle availability if the trip was not scheduled the previous day.

Reservations are taken from Monday through Friday, 6:00 a.m. – 6:00 p.m. for the next service day. Reservations are taken on Saturday and Sunday from 8:00 a.m. to 5:00 p.m. for next day 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 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 (see section “Personal Care Attendant (PCA) and Companion Policies”) and/or service animal
- Types of mobility aids used by all members of party
- Description of any assistance needed
- Other helpful information (for example, whether a customer will be transferring from a wheelchair to a seat, whether door-to-door assistance is needed, etc.)

When calling to schedule a trip, customers should be ready to record 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.

**Passenger Appointments**

When scheduling a trip, the call taker will ask the customer if he/she has an appointment time. Passengers should allow enough time to get from the vehicle to the actual appointment.

If a passenger has to be at work or has a medical appointment at 9:00, but needs fifteen (15) minutes to get to their desk or get signed in, the appointment should be 8:45.

**Cancelling 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-cancelled trip.
Same-day trip changes will only be permitted if proper notice is provided and the carrier’s 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**

When possible, customers should be within the line-of-sight of the vehicle while awaiting pick up. Passengers are asked to be ready to board the vehicle five (5) minutes before the scheduled pick-up time. Drivers will wait five (5) minutes after arrival or after the scheduled pick-up time, whichever is later. After that period the driver will be given authorization to leave. Before leaving, the carrier will make an attempt to contact the customer. However, if the driver leaves after the appropriate five (5) minute period, the customer will be recorded as a no show.

ADA Paratransit is an origin-to-destination program. As such, if requested when a trip is booked, drivers will assist passengers to and from the exterior door of the ground floor of the building. Drivers cannot escort customers past the exterior door of the ground floor of any building and are not allowed to enter residences. Drivers should maintain a visual sight line of their vehicle at all times.

Passengers are expected to carry their own packages. Customers who require additional assistance are encouraged to arrange for a PCA or companion.

Visually-impaired passengers may request to be identified as visually-impaired if they want the driver to announce their name upon the vehicle’s arrival. Drivers will then 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 name(s) of the passenger(s) being picked up. When boarding a vehicle, customers must show either their valid RTA ADA Paratransit certification ID card or an identification card with a picture. All fares must be paid upon boarding the vehicle.
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 does not need to pay a fare. The PCA must have the same pick-up and drop-off locations as the eligible customer.

In addition to a PCA, customers may travel with at least one companion. Additional companions may accompany the customer only if space is available on the vehicle at the time of reservation. Companions are required to pay the same cash fare as the eligible customer and must be picked up and dropped off at the same location as 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, upon request, with boarding and exiting the vehicle and/or to and from the ground level exterior door of the building. Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences. Requests for assistance must be made at the time the trip is booked. Drivers are not allowed to lift or carry customers. Customers are expected to carry their own bags and packages. Drivers are required to make sure that all wheelchairs and scooters are properly secured per Pace requirements. Drivers are prohibited from accepting tips from passengers, but passengers may contact Pace Passenger Services to compliment and/or comment on a driver.

Suspension of Service

Customers who abuse their riding privileges may face suspension of ADA Paratransit Service. Before service is suspended, customers will be notified in writing. Conduct that may lead to suspension of service includes refusal to pay the proper fare, disruptive or unsafe conduct, and excessive late cancellations and/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 lose the privilege of riding with Pace Paratransit.

**No-Show/Late Cancellation Policy**

Pace will not penalize a rider for any no show or late cancellation beyond the rider’s control or due to carrier error. For example, if a medical appointment runs later than anticipated, or a customer is unable to cancel an early morning pick up two (2) hours in advance due to a power outage, the rider will not be penalized.

**Rules Regarding “No Shows”**

In order for a no show to be recorded, each of the following conditions must occur:

1. The rider must have a scheduled ADA Paratransit trip.
2. The driver must arrive at the scheduled pick-up point not later than fifteen (15) minutes after the scheduled pick-up time.
3. The driver must wait at least five (5) full minutes beyond the scheduled pick-up time or five (5) full minutes beyond the time the vehicle arrives, whichever is later, and the rider fails to approach the vehicle.

**Late Cancellations**

A late cancellation occurs when a rider cancels a reservation, but fails to do so two (2) or more hours prior to the scheduled pick-up time of the ride. Late cancellations beyond the control of the rider, such as a medical appointment that runs late, will not be counted against the rider.

Pick-up locations can be moved within two (2) blocks of the pick up if the facility is closing and the person cannot wait there any longer. The carrier must be informed of the new address.
Each leg of a rider’s trip will be treated separately. If a rider misses a scheduled pick up, Pace will not cancel that rider’s return trip. If the client does not appear for that return trip, that incident will be counted as a second no show. A rider will be counted as a no show for each leg of any trip for which they fail to cancel and do not appear.

Pace will track scheduled trips, no shows, and late cancellations by rider. Pace will identify riders who have, within a thirty (30) day period, no shows and late cancellations which meet both of the following criteria:

1. No shows/late cancellations represent ten percent (10%) or more of their scheduled trips; and
2. The rider has three (3) or more no shows.

A late cancellation will be counted as one-half (1/2) of a no show for the purposes of this policy.

Riders who meet the above criteria will be in violation of the no-show/late cancellation policy. Riders will not be penalized for no shows or late cancellations due to circumstances beyond their control or due to carrier error. For example, if a medical appointment runs later than anticipated, the rider will not be penalized. When a rider violates the no-show/late cancellation policy, the following progressive action is taken:

1. First violation – A warning letter is issued advising the rider that he/she has violated Pace’s no-show/late cancellation policy.
2. Second violation within a 30-day period – A second warning letter is issued.
3. Third violation within a 30-day period – Rider receives a 7-day suspension.
4. Fourth violation within a 30-day period – Rider receives a 14-day suspension.
5. Additional violations within a 30-day period – Rider receives a 30-day suspension.

Riders with questions regarding no-show warning letters or riders who feel that any no show/late cancellation was beyond their control or a result of carrier error are encouraged to call the Pace Quality Assurance Department at 312-341-8000. Passengers who contact Pace to challenge no shows/late cancellations will be provided with a form to complete and submit. Pace will investigate the customer’s
challenge using GPS vehicle tracking technologies to determine if the challenge is valid.

**Appealing a Suspension**

A rider who receives a suspension notice may file an appeal of Pace’s decision to suspend his/her services. Enclosed with the suspension notice will be a copy of the Appeal Procedure for Suspension of Paratransit Services. If an appeal is filed, Pace will continue to provide service to the rider (unless there is a serious public or personal safety-related issue) until the appeal hearing is heard and decided. Appeals will be heard by a person or panel of people uninvolved with the initial decision to suspend service. Prior to passenger hearings, Pace will investigate the rider’s appeal using computer and GPS vehicle tracking technologies to assist in determining the validity of challenges to no shows.

**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 allows the carrier to help to determine the best pick-up time.

ADA Paratransit Service is a shared-ride program. Total travel time includes the time it takes other passengers to board, ride, and alight the vehicle. Paratransit travel time should be comparable to trips with the same origin and destination in the fixed-route bus system, including transfers and wait times.

**Fare**

All customers and companions are required to pay a fare upon boarding. Only a PCA riding with a PCA eligible customer may ride for free. The fare for all customers and companions is three dollars ($3.00) per one-way trip.
Customers may pay in the following ways:

- Three Dollars ($3.00) Cash
- PACE ADA One Ride Ticket

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

**Hours of Operation**

Operating hours vary on weekdays, weekends, early in the morning (Owl service), and on holidays.

Service operates on weekend hours on the holidays listed under the section “Holiday Service.”

**Holiday Service**

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

- New Year’s Day
- Memorial Day
- Independence Day (Forth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

All subscription rides are automatically cancelled on these holidays. **Customers who wish to ride on these days must book a demand trip the day before with the appropriate area carrier.**
**Service Area**

The Pace ADA Paratransit service area is within three-fourths (3/4) of a mile of a CTA or Pace bus route and up to three-fourths (3/4) mile in radius of each CTA rail station.

Additional service is provided to the transfer locations listed under “Suburban Trips and Transfer Locations.”

**Suburban Trips and Transfer Locations**

City of Chicago customers may transfer between city and suburban locations by calling the appropriate City of Chicago carrier and then calling a suburban carrier to schedule a transfer. When transferring, please request a transfer slip before exiting your vehicle. Customers may transfer between city and suburban carriers at the following locations:

**City Transfer Points**

**North**

- CTA Linden Purple Line Rail Station – 349 Linden Ave., Wilmette
- CTA Rosemont Blue Line Rail Station – 5800 N. River Rd., Rosemont (I-190 and River Road) & 6150 N. River Rd., Des Plaines (McDonald’s)
- CTA Howard Red Line Rail Station – 1649 W. Howard, Howard and N. Hermitage, Chicago
- Park Ridge Metra Station – 100 S. Summit Ave., Park Ridge
- Golf Mill Shopping Center (East side entrance to Food Court) – Milwaukee Ave. and Golf Rd., Niles
- Old Orchard (entrance to the West of Macy’s) – 1 Old Orchard Rd., Skokie
- Advocate Lutheran General Hospital (Main entrance off Luther Lane on West side of facility) – 1775 Dempster St., Park Ridge
West

- Brookfield Zoo (use North entrance of zoo located on South side of 31st, West of 1st Ave.) – 3300 Golf Rd., Brookfield
- Hines VA Hospital (at Pace Paratransit sign at entrance to Building 200 main entrance off Roosevelt Rd.) – 5000 S. 5th Ave., Maywood
- Loyola Hospital (main entrance off 1st Ave.) – 2160 S. 1st Ave., Maywood
- MacNeal Berwyn Hospital – 3249 Oak Park Ave., Berwyn
- North Riverside Mall (use Food Court entrance) – 7501 W. Cermak Rd., North Riverside
- West Suburban Hospital – 518 N. Austin Blvd., Oak Park

Southwest

- Main entrance of Christ Hospital – 4440 W. 95th St., Oak Lawn
- Ford City Mall (pick up and drop off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago

South

- Chicago Ridge Mall (use entrance on East side of mall adjacent to Panera Bread) – 281 Commons Drive, Chicago Ridge
- Christ Hospital – 4440 W. 95th St., Oak Lawn
- Evergreen Plaza (Carson’s Lower Level) – 9500 S. Western Ave., Evergreen Park
- Ford City Mall (pick up and drop off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago
- Jewel – Osco – 11730 S. Marshfield, Chicago
- White Castle (before 7:00 a.m.) – 12709 Western Ave., Blue Island
- Jewel (Halsted – new Pace transfer point) – 11414 S. Halsted St., Chicago
- River Oaks Mall (fixed route stop on East side of Cineplex, enter opposite Sears Auto; there is a Pace bus stop sign to use) – 2 River Oaks Drive, Calumet City
- CTA Bus Turnaround at 119th and Western (McDonald’s) – 1900 Western Ave., Blue Island
- CTA Orange Line Rail Station – 5900 S. Kilpatrick Ave., Chicago
Suburban to Suburban Transfer Points

North Cook

- North Cook to Lake County – Prairie View Metra Station (Near Lincolnshire)
- North Cook to West Cook – Rosemont Blue Line Rail Station – 5800 N. River Rd.

South Cook

- South Cook to Will County – 143rd & Will Cook Rd., Orland Park (Walgreens)
- South Cook to West Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn

Lake County

- Lake County to North Cook – Prairie View Metra Station (Near Lincolnshire)
- Fox Lake Metra Station to McHenry (limited hours) – Nippersink Blvd. & Grand Ave.

West Cook

- West Cook to North Cook – Rosemont Blue Line Rail Station – 5800 N. River Rd.
- West Cook to South Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- West Cook to DuPage County – Oakbrook Mall (100 Oakbrook Ct., Oakbrook) & Elmhurst Hospital (200 Berteau Ave., Elmhurst)
  (Note: Please be advised that there is a small area of ADA service in Naperville, which is not connected to this transfer point and may be reached only through using the Metra train.)

DuPage County

- Kane County to DuPage County – Kelly’s Hardware (1955 E. New York, Aurora) & Charlestowne Mall (3800 E. Main St., St. Charles)
- DuPage ADA to Will County ADA – 83rd St. & Janes Ave. in Woodridge
**Traveling Beyond the Service Area**

Customers are 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 carrier in the area to which they would like to travel to determine procedures 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 from the same origin and to the same destination over an extended period of time. Subscription Service customers do not need to call to reserve each of their repeat 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. All subscription rides are automatically cancelled on the holidays listed in the section “Holiday Service.” Customers who wish to ride on these days must book a demand trip the day before with the appropriate area carrier.

Subscription Service trips requiring changes should be cancelled 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.** Eligibility or mobility changes should be updated with the Pace Subscription Department as well as the RTA. 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. Subscription trips may be assigned to any one of Pace’s contract carriers.
Visitors to the City of Chicago and Suburbs

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 should present documentation that they are ADA eligible for Paratransit Service in the jurisdiction in which they reside. If a visitor does not have such documentation, Pace will require documentation of residency and disability. Documentation of eligibility for Paratransit Service for out-of-town visitors should be received by Pace at least seven (7) days before the first desired day of travel.

Visitors will be provided service for any combination of twenty-one (21) days during any 365-day period starting with the visitor’s first use of the service during that period. Once registered, clients will call the appropriate carrier for their zone to book trips. Customers who wish to receive service beyond this twenty-one (21) day period must apply for eligibility with the RTA.

RTA Travel Training Program

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 at (312) 913-3120 or email at traveltraining@rtachicago.org 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 bus and rail systems at reduced fares.

Emergency Assistance

If a passenger believes they have been stranded, the passenger should call:

Voice: 1-800-606-1282 Option #3

For life threatening and medical emergencies dial 911.

Suburban Customer Guide for Paratransit Service

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Pace Paratransit Operations
547 W. Jackson Blvd.
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