



## Sandra Saunders

Chair of the Chicago  
ADA Advisory Committee



**M**y name is Sandra Saunders, and I was recently elected as Pace's Chicago ADA Advisory Committee Chairperson.

Being a part of this committee has provided the opportunity to learn about paratransit services, budget issues, accessible communication, service operations and community outreach. The committee gets to talk with Pace staff about rider issues and make suggestions to make service more effective and efficient. This opportunity is unique because services for people with disabilities are often prescribed without input from the people who will be most heavily affected. We know that paratransit is an essential service that allows a degree of independence that would otherwise not be possible.

The committee has learned a lot and had a chance to tell Pace staff and the Board of Directors what is working and what is not. We speak on behalf of our fellow riders to describe the effects of certain procedures and processes on customer service, satisfaction and productivity. I am grateful for this opportunity and I am very proud to work with this committee and its outstanding members.

We meet bi-monthly at Willis Tower and invite all to attend. We often discuss questions from riders and request input from attendees for this newsletter and for our meetings.

*Sandra Saunders*

## — TAP Tips —

The Taxi Access Program (TAP), available to ADA Paratransit certified customers for trips originating in Chicago, is a **convenient** and **affordable** alternative to Pace's ADA paratransit service. TAP lets you schedule **same-day trips** and travel straight to your destination, **saving you time**. The TAP fare is \$3, which covers \$20 worth of taxi service.

- Once you have activated your TAP card, you can purchase rides online, by mail or in person. You can buy up to 60 rides per week (minimum of 5 rides per order).
- Check your TAP card balance by calling (877) 722-3827 (automated) or visiting [www.TAPandMD.com](http://www.TAPandMD.com).
- You must wait at least 10 minutes between TAP trips.
- Drivers cannot wait and then resume travel on the same TAP ride credit.
- TAP will not pay for tips or surcharges.
- You must pay any meter rate above \$20 using cash or credit/debit card.

## CANCELING OR CHANGING A TRIP RESERVATION

Life can be unpredictable and plans can change. Pace understands that. We just ask that you follow our change and cancellation policies to ensure that service runs as smoothly and efficiently as possible for you and our other riders. Please remember:

- ✓ Same-day trip changes are only 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 pickup unless authorized by the dispatcher. **Drivers are not permitted to make any changes to a trip.**
- ✓ If you need to cancel a trip, please call your carrier as soon as possible. Customers must cancel their trip at least 2 hours before the scheduled pick-up time to avoid the trip being classified as a late-canceled trip.
- ✓ Canceling early may allow someone else to get a trip during that time.





# BLUE CONTACT CARD UPDATE



## QUESTION:

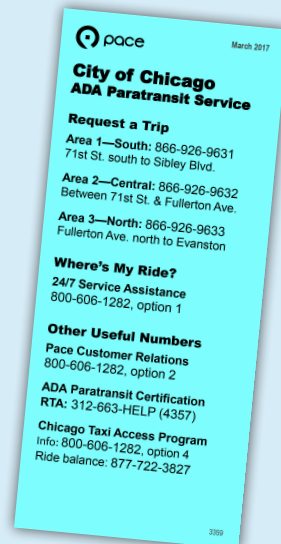
Why do my ADA Paratransit rides sometimes head east when my final destination is west?



## ANSWER:

ADA Paratransit Service is a shared-ride program, just like our fixed route service. But unlike our fixed route service, ADA Paratransit Service routes change every day based on passenger trip requests. Routing may even change mid-trip to accommodate all of our customers and address service issues in real time, such as emergency same-day trips.

We've updated the blue paratransit contact cards. The new cards, dated March 2017, now include the phone numbers for the Chicago Taxi Access Program (TAP). Customer service phone line options have also been updated. All of the other information remains the same.



## UPCOMING CHICAGO ADA ADVISORY COMMITTEE MEETINGS

Meetings are held from 12:30 p.m. to 3:00 p.m. at:  
Chicago Metropolitan Agency for Planning  
233 S. Wacker Drive #800  
Chicago, IL 60606

Upcoming 2017 Meetings:

- Monday, June 19, 2017  
(Joint Meeting with Suburban ADA Advisory Committee)
- Monday, July 24, 2017

*Public comments taken from 12:00 p.m. - 12:30 p.m.*

## 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](mailto:Passenger.Services@PaceBus.com) to request braille, large print or translations
- ✓ Download digital and text-only versions on the Newsletters page at [PaceBus.com](http://PaceBus.com)

### KEEP IN TOUCH WITH PACE:

- ✓ Sign up for texts and email alerts at [PaceBus.com](http://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

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