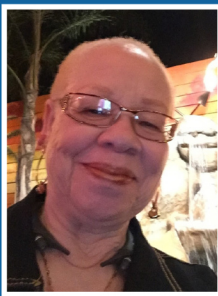




Sandra K. Saunders

Chair of the Chicago
ADA Advisory Committee



A Those of us who use transit regularly complain when something goes wrong. Our bad experiences can often overshadow the good. These moments—such as a late pickup or long wait time—can leave us angry and disappointed.

But these should not be our only memories. Don't forget the driver who at times waits a little longer than they should because they know you and know that you are pretty reliable, or all the drivers who go above and beyond to be polite, assist you, and take you safely from point A to point B.

If we think about it, most of us can remember when we did not have Pace service—the issues we encountered and the

things we could not do without transportation. I know about needing a ride and how it felt when we had to depend on someone else to take care of our personal business. I like being able to choose when and where I can go and I can do that with Pace.

Don't get me wrong: No one likes trips that come late or go on too long. I am just saying that If Pace is a blessing to you as it is to me, we should remember the good and the bad.

The Advisory Committee works directly with Pace. We bring things to their attention to try to remove or minimize the things that are most problematic to riders. There have been some changes because of this relationship and there are more to come. Come and join us in our conversations at the meeting. It is a learning experience and a chance to share your issues or commendations.

I am very happy to have had this experience and I welcome those of you who are interested in working toward helping to make services better to join the Committee or at least join us at the meetings. See you soon!

Sandra K. Saunders

ADA PARATRANSIT SERVICE FREQUENTLY ASKED QUESTIONS

THE ROLE OF YOUR DRIVER

Can my driver help me off the bus?

Your driver is happy to assist you with boarding and exiting the vehicle. However, drivers are not allowed to lift or carry customers. Drivers may also escort you to and from the ground-level exterior door of the building upon request, as long as the bus is still within view. However, your driver is not allowed to ask about your disability, so it's important not to rely on him/her to know what type of assistance you may need. Either you or a caregiver will need to let your driver know if you need a helping hand.

Who can I bring with me?

If you have been certified by the RTA to ride with a

Personal Care Attendant (PCA), you are allowed to have one PCA (as defined in the ADA regulations) accompany you free of charge. You can also be accompanied by one companion, such as a friend, family member or service animal. However, all companions must pay the same cash fare as ADA Paratransit riders. Don't forget to reserve space for anyone riding with you when you call to schedule your ride, including your PCA. If you wish to have more than one companion ride with you, there must be space available on the vehicle at the time you schedule. Remember, all riders traveling together must have the same pick-up and drop-off locations.



BOOKINGS & CANCELLATIONS

Am I guaranteed the pick-up time I request?

Requested pick-up times are not always available. If your requested pick-up time is unavailable, Pace will offer a time within one hour of your request. For example, if you request to be picked up at 9 a.m., you will always be assigned a pick-up time sometime between 8 a.m. and 10 a.m.

Can I cancel or change my trip?

If you need to cancel or change your trip, call your carrier or cancel via the TripCheck website as soon as possible. You must cancel your trip at least 2 hours before the scheduled pick-up time to avoid it being counted as a late cancellation. Changes to trips

requested for the same day will only be permitted if a carrier's schedule allows. Once you're on the bus, your driver cannot make any changes to the trip and can only take you to the designated destination.

Can I ride the fixed route?

Even if you are eligible for ADA Paratransit Service, you can still take advantage of the fixed route bus and rail systems. In fact, you can ride fixed route at a reduced fare rate, making this option cheaper than ADA Paratransit. Fixed route vehicles are fully accessible and equipped with ramps, accessible seating and bus announcements specifically for those with auditory or visual disabilities.



THE PICK-UP PROCESS

Will my driver always arrive at my requested pick-up time?

You should expect the bus to arrive within a 20-minute window of your reserved time. For example, if a ride is scheduled for 9 a.m., the vehicle may arrive between 9 a.m. and 9:20 a.m. to be considered on-time. If your driver does not arrive within this timeframe, please call 800-606-1282 to alert Pace of the situation.

What if my appointment runs late or ends early?

Call your carrier as soon as you know your appointment will be running late. If your appointment is expected to end early, Pace will try to accommodate the change. Your return time will depend on vehicle availability.

How long should my ride take?

Your Paratransit trip should take as long as a trip on a fixed route bus would take. This means that sometimes, your trip won't take the most direct route; it might make stops to pick up other riders, even if that means going a bit out of the way.



What determines the order in which riders are picked up and dropped off?

There are many factors that influence the order of pick-ups and drop-offs, including location of requested pick-ups and drop-offs, flexibility of riders' trips and scheduled pick-up and drop-off times the driver must accommodate. If you're concerned about arriving at your destination at a certain time, be sure to ask for an appointment time when scheduling and tell the operator exactly when you need to arrive.



To see the full "Frequently Asked Questions" document, please contact Pace, or visit PaceBus.com, click on ADA Paratransit Guide:

<https://bit.ly/2XSAMqr>

These marketing materials are available in English, Spanish and in Braille by request.



REMEMBER



Customers who require additional assistance beyond what is provided by a driver are encouraged to arrange for a PCA or companion to travel with them.

UPCOMING CITY OF CHICAGO ADA ADVISORY COMMITTEE MEETINGS

All Chicago ADA Advisory Committee 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

- Monday, May 13, 2019
(Joint Chicago/Suburban ADA Advisory Committee Meeting) *
- Monday, July 22, 2019
- Monday, September 23, 2019
- Monday, November 25, 2019

*Meeting will be held at CMAP offices 8th floor

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