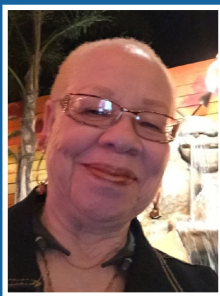




## Sandra K. Saunders

Chair of the Chicago  
ADA Advisory Committee



**A**s we say goodbye to summer, we start to look forward to holidays and winter activities in our beautiful city. The summer provided us with a great many fun activities which we who use Pace were able to participate in using the Pace Paratransit vans or TAP. The ability to be included in activities and programs which might not be accessible to many of us is something to be happy about.

The ADA Committee is excited to be able to work with Pace staff to improve and expand our

benefits. Hopefully many of you have taken advantage of TripCheck to check on your ride status. We are now able to view and cancel scheduled rides on line.

The Committee is also working to help Pace provide better service. Feedback from riders through commendations and complaints are used as a resource to address things that riders feel are working and things that are problematic.

Quality of service is important, and riders are encouraged to attend our meetings and to use the website to become an informed rider and to participate in the process of making service become the best it can possibly be.

I hope to see you at a future meeting. Hope you had a great summer!

## TRIPCHECK HELPFUL INFORMATION

**TripCheck helps users view and cancel scheduled rides without having to call a carrier. You can access the tool today by visiting [PaceBus.com/TripCheck](http://PaceBus.com/TripCheck).**

If you want to cancel a trip, you must do so two or more hours before its scheduled time. You can also view past trip details.

### Who can use TripCheck?

- Paratransit riders in the City of Chicago
- Paratransit riders in the Chicago suburbs
- Users of Pace-operated Dial-a-Ride services

### How to Sign-Up

To sign up, email [TripCheck@PaceBus.com](mailto:TripCheck@PaceBus.com). Please include in your email:

- Full name
- Date of birth
- Home & mailing address
- Home & mobile phone numbers
- Email address
- ADA certification number (if applicable)

We'll then set up your account and email you a client ID and a temporary password.

### How does it work?

Once you've set up your permanent password, your account is ready to use. Visit [PaceBus.com/TripCheck](http://PaceBus.com/TripCheck) to log in. Once you're logged in, you can view all the trips you currently

have scheduled and pull up a map of pickup and drop-off locations. You can check your itinerary, and—if you'd like—you can cancel it. Please note: if you want to cancel a trip, you must do so two or more hours before its scheduled time. You can even see old trips on TripCheck, too.

### TripCheck Highlights

**Here are other things to keep in mind when planning your trip:**

- ADA-certified riders can ride a taxi in the City of Chicago for a discounted fare, which can be faster. Sign up for this program at **[TAPandMD.com](http://TAPandMD.com)**.
- Plan your trips during less-busy times (11 a.m.–2 p.m.) to avoid traffic.
- Public transit means sharing your ride. Your ride might not always take the most direct route due to pick-ups and drop-offs of other riders. Expect your ride to take about as long as a fixed route bus trip.
- It costs less to ride a fixed route bus trip, you don't need to make a reservation, and stops are scheduled for easier planning.

*Note: We consider trips "on time" if we arrive within 15 mins. (suburbs), 20 mins. (city). This accounts for traffic, weather, and other delays.*

# PERSONAL CARE ATTENDANT (PCA) AND COMPANION POLICIES

As a paratransit rider, it is understandable that you or your caregiver may feel more comfortable with you traveling with a companion on a public transit service. If that is the case, Pace recommends you consider riding with a personal care attendant (PCA). Be assured that your PCA rides for free on ADA paratransit service.

As defined in the ADA regulations, a PCA is “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” A personal care attendant typically assists with one or more daily life activities such as providing personal care, performing manual tasks or providing assistance with mobility or communication. Because ADA paratransit is a form of public transportation, paratransit drivers aren’t able to provide services beyond assisting customers with boarding and existing the vehicle. Thus, Pace recommends that riders who aren’t able to navigate a trip on their own should have a PCA accompany them. Pace permits one PCA to ride with an ADA-eligible customer if the customer has been certified by the RTA to ride with a PCA. The PCA is not charged a fare.

## 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

**Upcoming 2018 Meetings:**

Monday, November 26, 2018

**Pace will be holding public hearings on its proposed program and budget for the year 2019 (January 1, 2019 through December 31, 2019), the operating financial plan for 2019-2021 and the capital plan for 2019-2023. Find dates and locations below:**

### CITY OF CHICAGO SOUTHEAST

Tuesday, October 23, 2018  
3:30PM - 5:30PM  
VODAK-EAST SIDE BRANCH  
LIBRARY  
3710 E. 106TH STREET  
CHICAGO, IL 60617

### CITY OF CHICAGO WEST

Friday, October 26, 2018  
4:00PM - 6:00PM  
CHICAGO POLICE  
10TH DISTRICT  
3315 WEST OGDEN AVENUE  
CHICAGO, IL 60623

### CITY OF CHICAGO NORTH

Wednesday, October 31, 2018  
12:00PM - 2:00PM  
SULZER REGIONAL LIBRARY  
4455 N. LINCOLN AVENUE  
CHICAGO, IL 60625

## 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

**David B. Guerin**  
Mayor, Village of River Grove

**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**  
Former Mayor, Village of Hainesville



Copyright © 2018 Pace