



## Richard Bascomb

Chairman of Pace's Suburban  
ADA Advisory Committee,  
Schaumburg's Transportation  
Manager



Rider participation is absolutely vital to the continued success of Pace's Paratransit program. The more we learn from you, the better we will get at providing the best possible service for our riders. That is why this newsletter is so important and why we are always encouraging customers to attend our committee meetings.

The next meeting will be especially informative. Both the Chicago and Suburban ADA committees are coming together for a joint meeting, which was rescheduled to June 19 from 12:30 p.m. to 3:00 p.m. We will provide updates on Pace Paratransit operations, our exciting Taxi Access Program and what is happening in the legislative arena.

We want you there and we want to hear your voice. Please remember, if you would like to attend the meeting, which is at the Chicago Metropolitan Agency for Planning office in Willis Tower, you will need to show a photo ID in order to enter. We hope to see you there!

*Richard Bascomb*

## IMPROVED INFRASTRUCTURE MEANS BETTER ACCESSIBILITY

There are many benefits to riding fixed route transportation, including low fares and the ability to adjust your commute without making a reservation a day in advance. However, we know many locations lack the infrastructure to be ADA-accessible for individuals using mobility devices. Pace is working to address that situation at as many bus stops as possible.

In 2016, Pace poured concrete pads and connecting sidewalks at 24 bus stops across the suburban region, and in 2017, we've already poured 20 pads. Bus stop shelters that protect passengers from inclement weather are being installed at those sites, too. These new concrete pads are difficult to install, given the cost and the approval process. Still, Pace continues to try to be responsive to requests from the public for new infrastructure, and we work diligently with our local partners to install as many new pedestrian-friendly waiting areas as we can.

This year, Pace is applying to RTA for a federal grant—called Section 5310—and if we secure the grant, Pace will be able to make even more bus stops ADA-accessible in 2018 and beyond. In July 2017, RTA will conduct a "public comment period" during which you can voice your support for proposed projects. Visit the Plans & Programs section at [RTAChicago.org](http://RTAChicago.org) for more information.

## 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 trip changes.

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 SUBURBAN ADA ADVISORY COMMITTEE MEETINGS

### Joint Committee Meeting: Monday, June 19, 2017

(This will take place from 12:30 p.m. to 3:00 p.m. at the Chicago Metropolitan Agency for Planning, 233 S. Wacker Drive #800, Chicago, IL 60606)

### Tuesday, July 25, 2017

(This is a regularly scheduled Suburban ADA Advisory Committee Meeting from 1:00 to 3:00 p.m. at Pace Headquarters, 550 W. Algonquin Road, Arlington Heights, IL 60005)

## 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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