



## Jemal Powell

Chair of the Suburban  
ADA Advisory Committee



**A** I hope you had a good holiday season and had the opportunity to spend time with friends and family. As you were going to events, hopefully you had a chance to use Pace services. If you had experiences good or bad, please contact customer service 847-364-7223, option 3.

Because of riders raising their voices at ADA advisory committee and other Pace-related

meetings, Pace was able to implement improvements such as TripCheck where you can see all of your scheduled ADA Paratransit trips, pull up a map of pickup and drop-off locations or cancel your trips.

For those of you who use fixed route, Pace has installed real-time bus tracking signs at major locations displaying an estimate of when buses will arrive. For those who are visually impaired, a button will activate an audio output reporting the estimated bus arrival time.

All these improvements have been made possible because of input from you, the rider.

*Jemal Powell*

## 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 15-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 9:15 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](http://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 SUBURBAN ADA ADVISORY COMMITTEE MEETINGS

All Suburban ADA Advisory Committee Meetings are held from 1:00 p.m. to 3:00 p.m. at:

Pace Headquarters  
550 W. Algonquin Road  
Arlington Heights, IL 60005

- **Monday, May 13, 2019**  
(Joint Meeting with Chicago ADA Advisory Committee) \*
- **Tuesday, July 23, 2019**
- **Tuesday, September 24, 2019**
- **Tuesday, November 26, 2019**

\*Meeting will be held at CMAP offices 8th floor, from 12:30pm - 3:00pm at the Willis Tower-233 S. Wacker Drive, Chicago, IL 60606

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