



Jemal Powell

Chair of the Suburban
ADA Advisory Committee



As summer changes into fall, I have observed many people utilizing the services Pace has to offer. Whether it's ADA Paratransit service or accessible fixed bus routes, people with disabilities have the opportunity to get around

independently because of the services that are provided now, which were not available in the past.

In the coming months, I look forward to seeing you at an upcoming ADA Advisory Committee meeting, as well as upcoming budget hearings, where you can voice your concerns about the future direction of Pace and its services. I encourage you to contact your legislators during the upcoming election season to discuss improved funding of mass transit in order to maintain and expand high-quality Pace service.

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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.

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. 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 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**.
- 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, 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 exiting 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 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

Upcoming 2018 Meetings:

Tuesday, November 27, 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:

LAKE COUNTY

Monday, October 22, 2018 3:30pm - 5:30pm
Waukegan Public Library
Bradbury Room, Lower Level
128 N. County Street, Waukegan, IL 60085

WILL COUNTY

Monday, October 22, 2018 3:00pm - 5:00pm
Joliet Public Library
Meeting Room B, Second Level
150 N. Ottawa Street, Joliet, IL 60432

NORTH COOK COUNTY

Tuesday, October 23, 2018 4:00pm - 6:00pm
Pace Headquarters, Room 131 B
550 W. Algonquin Road
Arlington Heights, IL 60005

SOUTHWEST COUNTY

Wednesday, October 24, 2018 4:00pm - 6:00pm
Worth Village Hall Board Room
7112 W. 111th Street
Worth, IL 60482

WEST COOK COUNTY

Thursday, October 25, 2018 4:00pm - 6:00pm
Howard Mohr Community Center
7640 Jackson Boulevard
Forest Park, IL 60130

McHENRY COUNTY

Thursday, October 25, 2018 4:30pm - 5:30pm
Crystal Lake Municipal Complex
Council Chambers
100 W. Woodstock St., Crystal Lake, IL 60014

KANE COUNTY

Monday, October 29, 2018 4:00pm - 6:00pm
Kane County Government Center
Auditorium, Ground Floor
719 S. Batavia Avenue Geneva, IL 60134

SOUTH COOK COUNTY

Monday, October 29, 2018 4:00pm - 6:00pm
Homewood Village Hall Board Room
2020 Chestnut Road
Homewood, IL 60430

DUPAGE COUNTY

Tuesday, October 30, 2018 4:00pm - 6:00pm
DuPage County Government Center
Room 3500 B
421 N. County Farm Rd., Wheaton, IL 60187

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