

## **BE PREPARED** BEFORE CALLING

Have the following information ready before you call to schedule your trip:

- Paratransit ID number.
- Date you want to travel.
- Requested pick-up time.
- Street address where you will be picked up and where you will be dropped off (intersections are not accepted).
- The number of companions traveling with you (including a personal care attendant [PCA] or service animal).
- Any mobility aids or assistance needed, such as the need to transfer from wheelchair to a seat or door-to-door service.

## **RESERVE YOUR TRIP**

To find the number for your local carrier, visit **PaceBus.com/Paratransit** and select “ADA Paratransit Service Directory” from the “More Information” menu. When you call, keep the following in mind:

- Call between 6 a.m. and 6 p.m. one day before your trip.
- 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 be assigned a pick-up time sometime between 8 a.m. and 10 a.m.
- Tell the call taker if you have a particular time you need to be at your destination.

## **WHAT TO DO THE DAY OF YOUR TRIP**

- Be ready a few minutes before your requested pick-up time.
- Expect the bus to arrive within a 15-minute window of your reserved time. For example, if your pick-up is at 9 a.m., the bus may arrive anytime between 9 a.m. and 9:15 a.m.
- Stay within sight of the vehicle while getting picked up.
- Have your RTA ADA Paratransit certification ID card or another valid photo ID card ready for the driver.
- Be prepared with your Pace ADA One-Ride Ticket or exact fare when paying with cash.
- Keep in mind the ADA Paratransit service is a shared ride from origin to destination and you may be riding with other customers. Total travel time includes the time it takes for other passengers to board and depart the vehicle. Our aim is to provide a trip that is comparable in duration to the fixed route travel time for the same origin to destination.



### **Remember: Pace's Fixed Route Might be a Good Fit for You**

Pace's fixed route buses are fully accessible, and provide transportation quickly and inexpensively for all of the places you need to go. There's no need for you to book a trip in advance, allowing for greater independence and convenience, with the same safety standard you've come to expect from Pace's ADA Paratransit service.



### **For More Information**

Visit **PaceBus.com/Paratransit** for more information on Pace ADA Paratransit and Pace's other services, or contact Pace Customer Relations at **800-606-1282**.

### **What Does Curb-to-Curb Service Include?**

For curb-to-curb service, your Pace Bus driver may be able to help you to the door, but the driver must also be able to see the bus at all times. That's why it's important to have a personal care attendant (PCA) or companion if you need assistance in getting to your final destination, especially if it's not within sight of the bus.





## 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.

### Is there anything my driver can't help me with?

The safety of our riders is Pace's top priority, which is why drivers must maintain a view of their vehicle at all times. Therefore, your driver cannot accompany you into a building or residence. Drivers are also not permitted to carry your bags and packages, nor can they assist with clearing the path of travel between your exterior door and the vehicle pick-up/drop-off area of snow or other obstacles.

### 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.

### How can I tell Pace how my driver's doing?

Passengers are encouraged to contact Pace Customer Relations at **800-606-1282** to compliment and/or comment on a driver.

#### 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.

## 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.

### Are there any days or times I can't ride ADA paratransit?

Paratransit service is only available on the same days and during the same hours as nearby fixed bus routes. Therefore, service may be limited on weekends and holidays.

### 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. For more information on using fixed route services, visit [rtachicago.org/plan-your-trip](http://rtachicago.org/plan-your-trip) or call the RTA Travel Information Center at 312-836-7000.



## BOOKINGS & CANCELLATIONS

### How do I schedule a trip?

To schedule a trip, call your local carrier one day before your trip between 6 a.m. and 6 p.m. Make sure you have the following information ready:

- ☐ Paratransit ID number (starting with the letter P);
- ☐ Date of trip;
- ☐ Requested pick-up time or appointment time;
- ☐ Exact street address of the pick-up location and drop-off destination (intersections will not be accepted);
- ☐ Number of riders traveling with you, including a personal care attendant (PCA) or service animal;
- ☐ Types of mobility aids used by you, or another person traveling with you (such as a wheelchair or scooter);
- ☐ Description of any assistance needed (such as assistance transferring from wheelchair to a seat).





# 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 will my driver wait for me if I'm not on time?

Drivers will wait 5 minutes after the pick-up time, or 5 minutes after arriving if they arrive after the pick-up time requested. The driver may leave after that period; however, the carrier will always attempt to contact you first. Make sure you are ready 5 minutes before your pick-up time and waiting where the driver can see you to avoid being recorded as a no show.

## What do I do when I get on the bus?

When boarding a vehicle, show the driver either a valid RTA ADA Paratransit certification ID card or another valid photo ID card. Be prepared with your Pace ADA One-Ride Ticket, or exact fare when paying with cash.

## 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.



## How do I find the phone number for my local carrier?

To find the number for your local carrier, visit **PaceBus.com/Paratransit** and select "ADA Paratransit Service Directory" from the "More Information" menu.

## Have more questions?

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