

Minutes
Chicago ADA Advisory Committee
Monday, January 27, 2020

I. Roll Call

Present: Garland Armstrong, Sandra Saunders, Deborah Shulruf, Vince Smith and Marcia Trawinski, Kerry Moore (arrived 1:24 p.m.)

Via Tele-Conference:

Greg Polman attended by conference call at 12:30 p.m.

Francine Bell attended by conference call at 12:30 p.m.

Not present: Mia Cox, Martha Jenkins, Marilyn Mack, Marlene McKinney and James Reynolds

II. Approval of Agenda

Motion to approve the agenda made by Ms. Saunders, seconded by Mr. Armstrong.
Motion carried.

III. Approval of Minutes

Motion to approve the September 23, 2019 minutes by Mr. Armstrong with a second by Ms. Saunders. Motion carried.

IV. Chairman's Report

Ms. Schulruf opened the floor to other members for comment.

Mr. Armstrong thanked everyone for thinking of him after his surgery.

Mr. Smith congratulated Karen Tamley on her move to Access Living.

Director Tamley reported that this will be her last meeting with the committee and then introduced Laurie Dittman who will be taking her place until a permanent replacement is made.

Ms. Saunders and Mr. Armstrong reiterated Mr. Smith's sentiments regarding Director Tamley's job change.

V. Monthly Statistics

Executive Director Rocky Donahue presented that ridership is up a little over last year. However, last year the polar vortex was in full force, so looking at the change needs to be

viewed in the context of the time. On-time performance is in the high 80 percentile with close to 90% for appointments. Fixed route average is in the high 70%.

Mr. Armstrong reminded staff that sometimes there is a lack of communication among the call center, dispatch and the caller. Ms. Metzger responded that riders should make sure the call takers read the information back to you.

VI. New Carrier Contracts

CEO and General Manager Melinda Metzger explained that the new contracts for the Chicago paratransit providers and deployment of new vehicles will begin in April. This will be a 10-year contract and the largest contract in the history of Pace. She reminded everyone of the members' vehicle inspection that took place in October last year. The recommendations made by the committee members were taken into consideration, particularly in the area of accessibility. The vehicles will be a Ford T-350 cutaway. The fleet will be 100% accessible because they will all be the same.

Mr. Armstrong expressed his pleasure with vehicles giving riders easier access and more room.

Ms. Trawinski advised staff some vehicles will not go in the express lanes due to safety issues. If there was an issue using the local lanes, allow them to get off. Mr. Armstrong agreed with Ms. Trawinski's comment.

Mr. Smith purchased a new walker. He is concerned about whether or not it can fit in the new vehicle. Ms. Metzger advised Pace will have it measured and that due to an increased size of the vehicles, there should be no problem.

Mr. Armstrong added oversized wheelchairs also need to be checked.

Ms. Trawinski is also concerned about shopping cars, groceries and luggage. Ms. Saunders suggested riders typically do grocery shopping once or twice a month, so there may be as many as four bags of groceries.

Director Tamley suggested Pace bring a vehicle to the Access Chicago event, July 14 at Navy Pier.

Ms. Shulruf inquired the number of vehicles being purchased. 800 will be replaced. Ms. Metzger added that Pace orders the chassis from Ford. Mr. Smith asked about seat belts. Ms. Metzger responded over-the-shoulder seatbelts with covers have been added to the contract.

VII. RTA Presentation: Paratransit Certification/Recertification

Michelle Hennan, from the RTA gave a short presentation on requirements and process for certification and recertifications. RTA is responsible for approving eligibility.

Ms. Trawinski advised the print is too small on some of the RTA material, and some accommodations need to be made by RTA for people with low vision.

Ms. Saunders pondered whether there might be an auto-approval for certain disabilities groups.

Chairman Shulruf inquired why there is a need for recertification of people with a permanent disability.

Mr. Smith inquired whether there was any thought to move the application process on-line. Ms. Hennan advised it is in the works.

VIII. Public Comment

- Having trouble getting picked up on time. When he arrives late at night an alternative time is two or three hours later, and locations close before then.
- Sometimes has to wait out outside and left alone which is very scary because she is blind.
- Has the same complaint as above.
- Is convinced the dispatchers input client info into the queue so fast that errors are made. His example was that he asked for a next-day trip, but the call taker entered it for same-day. Understandably there is a huge volume of daily calls, but they need to slow down so that they get the information processed correctly.
- Has a complaint from November 26, 2019. A 3:50 booked trip arrived to the destination at 6:41 p.m. Then had to wait 3 hours because the destination location was closed.
- Asked operators not be given her telephone number, rather dispatcher if possible. The rider is concerned with too much intrusion into her private life.
- Thanked the drivers for being so courteous during the inclement weather. This person prefers ADA rides to taxis in the city.
- Had two complaints, but Maurice has already handled them. In the meantime, it appears that too many people are being picked up at one time which becomes a big mess. Additionally, timing for transfers is still is a problem.
- Another late pickup/drop off issue in the late evening.
- The Flash cab driver was very rude. CDT had called her a no-show but had gone to the wrong address.
- The new contracts should be helpful, but First Transit is not her first choice. It drops off her autistic child very late when coming home. Enough to worry her.
- Rider had booked a trip for 2:15 which didn't get her back until after 6:00 when it was too late to call for a next-day trip.
- There are two young men who live just blocks from each other and both rode with subscription service to their place of work. For some reason one of them has been dropped from subscription service and the parent would like to see this corrected.

Ms. Metzger responded to Mr. Smith's new technology question. A list of some of the improvements are as follows:

- Cancelling a trip on the phone will be initiated by June 2020.

- You will be able to text and email when confirming booked and cancelled trips.
- There will be notification for arrival time, trip notifications and no show.
- Enhancements to TAP program should be coming in March.
- Voice recognition and a humanlike voice.
- Trip “where is my bus feature” and visual tracking of vehicle will start.

Pace is working with Ventra and Trapeze and hope to have them integrated. This should be completed by the end of the year. When you book your trip, it will take the money off your card.

Updates are being made to Trapeze so that we will have the latest version. Funding is just becoming available. Executive Director Donahue added we have yet to receive capital money, but we have pre-award authority, so we will get reimbursed and get started now.

Mr. Kerry arrived and wanted to mention the issue of a 6:00 p.m. cutoff when staying open for one additional hour might alleviate booking backlog. Executive Director Donahue said that we are already open more hours than required by ADA. It is a finding situation which is very expensive.

IX. Adjournment

Motion made by Mr. Armstrong to adjourn at 2:21 p.m. which was seconded by another member of the committee. Motion carried.