

**Minutes**  
**Suburban ADA Advisory Committee**  
**Tuesday, January 28, 2020**

- I. **Roll Call** 1:00 p.m.  
Present: Heather Armstrong, Ray Campbell, Robert Cary, Jennifer Duncan, Krista Erickson, Wendie Garlich, Jemal Powell, Ilene Rosenberg (1:03) and Brenda Zeck

Via Tele-Conference: Marla Chorney, Pat Peters, Stephanie Whitus

Not Present: Richard Bascomb

- II. **Approval of Agenda**  
Motion to approve made by Mr. Cary, seconded by Ms. Armstrong. Change of order between Public Comment and New Flyer Viewing. Motion carried.

- III. **Approval of Minutes**  
Motion to approve made by Ms. Armstrong, seconded by Mr. Cary. Motion carried.

- IV. **Chairman's Report**  
Chairman Powell wished the group a Happy New Year and made comments about a previous enjoyable opportunity to view the New Flyer vehicle. He also attended the Chicago meeting he described as quite interesting. Next week, he will attend RTA ADA meeting.

- V. **Member Comment**  
Mr. Campbell has issues with late pickups in DuPage County. In February he will be attending a session in Springfield to reauthorize the Surface Transportation Act. This July 3<sup>rd</sup> thru 10<sup>th</sup> the National Convention for the American Council of the Blind will be held at the Renaissance Center in Schaumburg. He may be asking staff to help make some presentations during that time.

Ms. Armstrong also attended the Chicago ADA meeting. She heard people at Oak-Leyden are being dropped off at Access Living and other locations and not at Oak-Leyden. She also wants to thank the drivers who did a good job during the recent inclement weather.

Jennifer Duncan relayed a story during which a rider, taking fixed route, broke a card grabbing for a rail. It was noted fixed route vehicles do not have to wait until everyone is seated before accelerating, which was the cause of the incident.

**VI. Monthly Statistics**

Ridership, including Chicago, is up slightly. Suburban service is down slightly, primarily due to poor weather conditions. On-time performance is around 89%, similar to last year. Paratransit on-time performance is much better than fixed routes because fixed routes run along much more congested roads.

**VII. North Shore Coordination Study Plan, Phase 2**

Service Planner Christian Turner presented. Six hearings for same will begin this week. Prior to the hearings Pace met with Skokie, Morton Grove, Lincolnwood, Wilmette, Niles, Evanston, Glenview, Northbrook and Northfield. Implementation is scheduled for August 2020.

Change of trip times, suggested by stakeholders, have been incorporated in the schedules and remains cost neutral. The first internal coordination meeting was held on December 3<sup>rd</sup> and involved a cross-functional team of Pace staff from marketing and communications, external relations, service planning, service planning and scheduling, strategic and capital planning as well as paratransit.

Phase II of the Coordination Study affects Pace for only the following: Routes 210, 215, 225, 226, 421, 422, 423 and 424. A short description of each route change was presented to the committee members. He also recited the locations and times for the public hearings being held in late January and February 2020. All the information is on the project website under Pace Planning Initiatives/ North Shore Coordination Plan.

**VIII. RTA Presentation: Paratransit Certification/Recertification**

Michelle Hennan – Supervisor for ADA Paratransit certification/re-certification for the RTA presented. RTA handles the eligibility portion and Pace handles operations. Customers can request application via telephone. The RTA will prequalify customers and forward the proper paperwork. Once approved, an interview will be scheduled within three weeks. There are 4 types of certification:

- 1) Eligible for all services.
- 2) Conditional – eligible for services, but not eligible under some circumstances.
- 3) Temporary – short term or intermittent, such as recuperating from surgery, or just starting a particular treatment or getting used to a new mobility aid.
- 4) Not Eligible – This accounts for less than 1% of the intakes processed.

Appeals for any determination other than “all” can be made within 60 days of the date of the determination.

Chairman Powell asked about criteria for non-qualified riders. Functional ability, balance, distance, timing, environmental barriers help make the determination of any eligibility.

Mr. Campbell asked about the period of certification – automatic or not. Sometimes yes and sometimes no.

Further discussion ensued on a number of topics.

**IX. New Flyer Fixed Route Bus Prototype Viewing**

Ms. Metzger listed the equipment contained on the vehicle before viewing. Some older buses have over 700,000 miles on them. The new buses will begin to be built (75 to begin with) with capital funding. She also listed some of the amenities for the buses including on-board video.

**X. Public Comment**

Chairman Powell invited public comment.

- Why do you have to get recertified every four years? RTA must address the issue. Customer works in Elmhurst and there are times when he has been really late for work. He has issues with late pickups and late arrivals which affects how much he can work because he has to get back home but there are no buses. He heard drivers say there are issues because they are short of drivers. Ms. Metzger asked the gentleman to make sure that he reports those issues in so we can track them.
- What do you do when you come across a rude passenger? Ms. Metzger said to contact Pace and then we will take care of it.
- Customer thanked everyone for their attention to detail. It helps prepare this company to be better tomorrow than it is today.
- Customer expressed thanks for thinking about him while recuperating from surgery.

**XI. Adjournment**

Motion to adjourn by Mr. Campbell with a second by Mr. Cary at 2:40 p.m. Motion carried.