



Sandra K. Saunders

Chair of the Chicago
ADA Advisory Committee



Since our last newsletter was published it has been my pleasure to meet and talk with many fellow riders and drivers. The response to these newsletters has been very positive, as they serve as useful tools for Pace riders and sometimes even drivers. Each newsletter published contains information that is brought to our attention through our own experiences as leaders here at Pace as well as information provided to us by riders and drivers. Participation on the committee provides a unique opportunity for us Committee Members, the majority of who are Pace paratransit riders ourselves, to share their thoughts and make suggestions directly to Pace leadership and staff.

The reports back to the Pace team are not always complaints but often commendations and ideas on how to improve service. We are fortunate enough to be face to face, in the same room as the Pace team at our meetings which are held on the fourth Monday every other month of the year in the Willis Tower. During our meetings we have had many informative presentations regarding services such as TAP, Open Taxi, fare changes, transfer points, online access, event drop-offs and more.

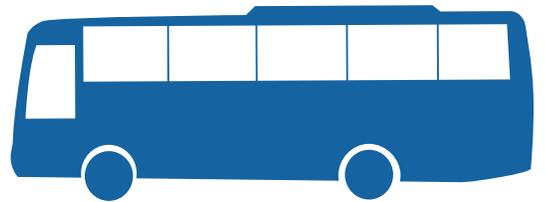
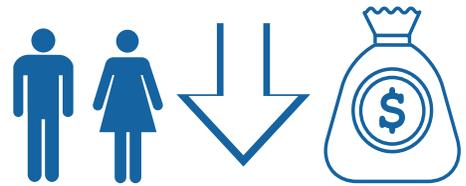
There is often a time on the agenda for discussions with riders who attend the meetings so that they may ask questions and voice concerns. Many of these interactions result in quick resolutions to their problems. I am very grateful for the opportunity to participate on this committee. I encourage riders to share their thoughts with members of the committee and attend our meetings where they will have direct access to Pace staff who make themselves available before and during the meeting. This is a great opportunity and tool for riders which can allow us to be a part of making Pace's Chicago services more user friendly and efficient. You are always welcome to join us at our meetings and I encourage you to do so.

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INTERESTED IN EASIER AND CHEAPER TRANSIT OPTIONS?

Did you know that riding fixed route buses and trains is either free or half-price for riders who are certified for ADA paratransit? Plus, riding those services saves you the hassle of having to plan all your travel a day in advance.

Pace staff has teamed up with JJ's List to offer a free, hands-on interactive workshop to help people build the skills necessary to use fixed route public transit. To learn more or schedule a Hop on the Bus workshop for your group, please contact Sarah Armour of JJ's List at 847-869-0000.



SYSTEM IMPROVEMENTS FOR RIDERS WITH DISABILITIES

As part of its 2018 budget-making process, Pace announced a great new benefit for Pace ADA paratransit riders. Pace is now offering a fare reimbursement to riders when pickup was delayed 80 minutes or more. While each rider will still have to pay cash or use a ticket at the time of riding, Pace will tally all late pickups at the end of each quarter, and then send a free ticket to the rider for use at a later date. This process ensures riders are fully reimbursed for those late pick-ups. Pace has been tracking late pickups since the beginning of the year and, on April 1, created a report of all late pickups and is sending the tickets to the affected customers this month.

A Pace paratransit pickup is considered "on time" if the pickup occurs within 20 minutes of the scheduled pickup time. Thus, the 80-minute threshold created for this new rule provides a reimbursement for all pickups occurring more than one hour after the end of that 20-minute window.

FTA RELEASES STELLAR AUDIT OF PACE'S PARATRANSIT OPERATION

The Federal Transit Administration (FTA) released their report on the region's ADA Paratransit compliance and found Pace's operational standards and overall service performance to be "very high" and that Pace's complaint investigation, tracking and resolution processes are considered "comprehensive and thorough." ADA paratransit service is required by federal law and FTA has oversight responsibility to ensure every transit agency in the nation meets that obligation.

"No public transit system is perfect, but Pace provides exemplary paratransit service that performs better than our national peers in almost every category. This report reflects that," said Chairman Richard Kwasneski. "I commend the dedicated personnel who manage and operate this service. We'll continue to hold ourselves to high standards as we work each day to meet the needs of our passengers."

The FTA's compliance review was the most intensive audit undertaken of the region's ADA Paratransit Service policies and procedures. The seven-day review, which occurred May 18 - 26, 2017, included an evaluation of over 50,000 trips, site visits, and interviews with Pace riders and local disability organizations.

In the thirty areas of compliance that were examined, Pace was found to have one substantive and one administrative deficiency. The administrative deficiency concerned the need for free paratransit fares where nearby fixed route service is community sponsored. The substantive deficiency concerned the high number of very early drop-offs for trips with appointment times. Pace remains committed to providing the best quality of service to our riders and is in the process of resolving these deficiencies. The full report is available on FTA's website.

JOINT MEETING WITH SUBURBAN ADA ADVISORY COMMITTEE

Meeting will be held from 1:00 p.m. to 3:00 p.m. at: Tuesday, May 22, 2018
Pace Headquarters
550 W. Algonquin Road • Arlington Heights, IL 60005

UPCOMING CITY OF CHICAGO ADA ADVISORY COMMITTEE MEETINGS

Meetings are held from 12:30 p.m. to 3:00 p.m. at: Upcoming 2018 Meetings:
Chicago Metropolitan Agency for Planning Monday, July 23, 2018
233 S. Wacker Drive #800
Chicago, IL 60606 **Public comments taken from 12:00 p.m. - 12:30 p.m.**

IMPORTANT RESOURCES

ALTERNATE NEWSLETTER FORMATS

- ✓ Call 847-228-2322, option 2 to hear a recording
- ✓ Call 847-364-7223, option 3 or email Passenger.Services@PaceBus.com to request braille, large print or translations
- ✓ Download digital and text-only versions on the Newsletters page at PaceBus.com

KEEP IN TOUCH WITH PACE:

- ✓ Sign up for texts and email alerts at PaceBus.com
- ✓ Like and follow Pace Suburban Bus on social media
- ✓ Contact Customer Service at
 - 847-364-PACE (7223), option 3
 - TTY: 708-339-4062
 - Información en Español: 847-228-3575

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