



Jemal Powell

Chair of the Suburban
ADA Advisory Committee



In January, I was honored to be elected as chairman of the Suburban ADA Advisory Committee. I have been a transit rider for 20 years and a member of the Advisory Committee for seven years. As chairman of the Committee, we will continue to work with Pace to make sure that transit services for people with disabilities are high-quality.

In order to ensure our services remain effective and efficient for our riders we need your input! If you have a concern or compliment about Pace services please reach out to us in one of three ways:

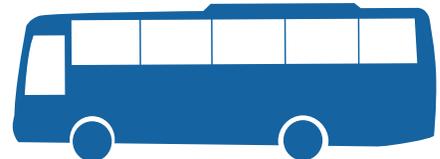
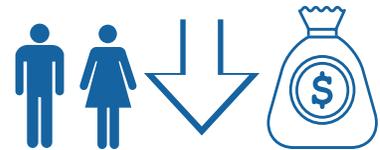
- Contact passenger services at 847-364-PACE (7223)
- Email at passenger.services@pacebus.com
- Attend one of our ADA Advisory Committee meetings which occur every other month. You can find the meeting schedule on the next page.

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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 75 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 75-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 compliancy 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.

UPCOMING SUBURBAN ADA ADVISORY COMMITTEE MEETINGS

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:

Joint Meeting with
Chicago ADA Advisory Committee:
Tuesday, May 22, 2018

Tuesday, July 24, 2018

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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