



Marcia Trawinski

Chair of the Chicago
ADA Advisory Committee



My name is Marcia Trawinski and my white cane answers to the name Fred. I have been the Chair of the Chicago ADA Advisory Committee for the past year and in that time, we have made some changes to ensure that Pace riders feel informed, involved and satisfied with their Pace experience.

In addition to starting this newsletter, we have extended our meetings from 2 hours to 2 ½ hours, and established time before each meeting for riders to discuss questions or concerns with Pace staff. Similarly, we have expanded budget hearings to allow riders to get involved by making public comment, and created a new 800 number to check on our trips, eliminating the time wasted with carriers' phones being tied up. Recently, we have also been able to bring down the cost for the Taxi Access Program (TAP) from \$5 to \$3 and as of February 1, 2017, the meter value will increase to \$20.

These improvements align with my plans to provide better communication between Pace and Chicago paratransit riders. I'm also working to bring better signage and pick-up locations for many of our public venues.

There is a lot to look forward to this year, so attend a meeting, send us a suggestion by email, or just help us spread the word about this informative newsletter. After all, it's rider feedback that helps us make the best improvements for you.

Hope you had a great holiday!

Marcia Trawinski



Great news for people who use the Taxi Access Program (TAP)

This past fall, we lowered the cost of a TAP ride from \$5 to just \$3. Now, we're going a step further. Starting February 1, 2017, your \$3 TAP fare will get you up to \$20 in cab service.

We think you'll love the program because:

- TAP lets you schedule trips the same day you need them—this may be helpful leaving a doctor's appointment or making last-minute plans.
- TAP rides go straight to your destination, saving you time.

If your trip costs more than \$20, you can still take it! You'll just have to pay the driver the extra amount. For example, if your trip costs \$21, you will swipe your TAP card for the \$3 fare and pay the extra \$1 at the end of the ride.

If you are already ADA Paratransit-certified, visit TAPandMD.com to sign up for your TAP card. You can also call us at **(800) 606-1282 (option 4)** with questions.

TRANSFERRING ON PACE PARATRANSIT

Getting to suburban destinations across our 3,500-square-mile region might require a transfer from time to time. Make sure you know the steps:

- Step 1:** Call the carrier that will pick you up first.
The call-taker will tell you if a transfer is needed.
- Step 2:** Call the second carrier to book the rest of your trip.
Tell them you require a transfer.
- Step 3:** The two vehicles will meet at a designated transfer point.
- Step 4:** Ask for a transfer slip before exiting the first vehicle.



A Pace paratransit bus waits at the Rosemont Transit Center for transferring passengers.

Visit the Paratransit Service section at PaceBus.com to view the service areas and hours. Transfers between Pace Paratransit Services are free.

RIDERS WHO ARE READY HELP KEEP THE SYSTEM ON TIME

Pace uses many best practice methods to support our on-time performance goals, including monetary fines for carriers that don't meet our standards, service monitoring, and accepting subscription trips. Pace Paratransit customers can help us improve our system's on-time performance, too. Here's how:

- ▶ Call as soon as you can if you need to cancel a trip.
- ▶ Be aware that Pace Paratransit has a 20-minute pick-up window that begins at your pick-up time. Your ride may arrive at any time during this pick-up window.
- ▶ Be ready to leave throughout the pick-up window. The driver can only wait 5 minutes. Delays in boarding can cause all subsequent pick-ups and drop-offs to be late.
- ▶ If you don't know your specific pick-up location, please discuss this with the reservation taker when booking your ride. This is important for places where there are many possible pick-up locations, like hospitals, malls and parks.



A paratransit operator safely secures a passenger's mobility device.

IMPORTANT RESOURCES

- ✓ Call 847-228-2322, option 2 to hear a recording of this newsletter
- ✓ Call 847-364-7223, option 3 or email Passenger.Services@PaceBus.com to request alternate formats including:
 - Braille
 - Large print
 - Translation into another language
- ✓ Download digital and text-only versions or sign up to receive this newsletter by email by visiting the Newsletters page in the News & Events section at PaceBus.com
- ✓ Keep in touch with Pace:
 - Sign up for texts and email alerts at PaceBus.com
 - Like Pace Suburban Bus on Facebook
 - Follow @PaceSuburbanBus on Twitter
 - Contact Customer Service at 847-364-PACE (7223), option 3 TTY: 708-339-4062
 - Información General en Español: 847-228-3575

All Chicago ADA Advisory Committee Meetings are held from 12:30 p.m. to 3:00 p.m. at:

Chicago Metropolitan Agency for Planning
233 S. Wacker Drive #800
Chicago, IL 60606

Upcoming 2017 Meetings:

- Monday, January 23, 2017
- Monday, March 27, 2017

The 30 minutes prior to the meeting (12:00 – 12:30) are reserved for public comment.

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