



## Karen M. Tamley

Commissioner,  
Chicago Mayor's Office  
for People with Disabilities



Prior to 2006, when Pace took over responsibility for ADA paratransit service in Chicago from CTA, Pace held nearly 50 community meetings to introduce ourselves to paratransit riders and to learn directly from them what challenges and issues they faced. Feedback from these meetings was used to structure a series of service improvements. Pace rebuilt the telephone system to make reserving trips by phone easier and established Pace's Customer Relations department for customer questions and issues. Pace also set standards for the vehicles used, on-time performance and other concerns raised by customers. Within a few years, those original complaints were largely solved.

Today, Pace faces a new set of customer concerns, and staff has developed a series of strategies to address them. We plan to announce several service improvements during 2016 and 2017. To create a better experience for customers and improve communications, we are offering this quarterly newsletter. It will focus on news and information that is important to you and it will be tailored to the unique needs of ADA Paratransit riders. We hope you will find it informative and look forward to any feedback you may have.

*Karen Tamley*

Pace Board of Directors



## WHERE'S MY RIDE?

No one likes being late, including us. That's why Pace makes every attempt to ensure that your scheduled ride is punctual. Because of traffic, bad weather, road emergencies and other factors beyond our control, federal guidelines allow a 20-minute pick-up window.

Since operating a shared ride service varies based on traffic conditions, allow yourself an extra 20 minutes to get to your destination on time. For example, if you need to leave for an appointment at 9:00 a.m., schedule your pickup for 8:40 a.m. just to be safe.

Our goal is to get you as close to your schedule time as possible, but allowing yourself an extra 20 minutes will help to ensure that you are on time and make your commute more enjoyable. Remember that, and you can count on being on time.

## INTRODUCING YOUR PACE CHICAGO ADA COMMITTEE

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Marcia Trawinski  
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On Pace ADA Paratransit Service, eligible riders may travel with a companion, like a family member, or a personal care assistant (if the ADA-eligible rider has been certified by the RTA to have one). Find out more about certification and fares in the Paratransit section at [PaceBus.com](http://PaceBus.com).

The Pace Board of Directors created two advisory committees, the purpose of which are to advise staff on issues affecting people with disabilities. One committee is comprised of Chicago residents and one is comprised of suburban residents. Each committee has fifteen members who meet bi-monthly.

# CHICAGO ADA PARATRANSIT CHANGES

On July 15, 2016, Pace implemented two important improvements for Chicago ADA Paratransit customers.

**1** There is now a designated number to check the status of your ride. It cannot be used to book trips but it is a helpful tool to check on trips booked through any Chicago ADA carrier.

Call 1-800-606-1282 and press option 1 to check on your booked trip. Passengers will continue to call their current carrier to book trips.

**2** To improve efficiency and on-time performance, trips are being distributed to all Chicago ADA carriers, regardless of zone. That means we will dispatch a driver based on their proximity to you. A different carrier than the one you called to book your trip might pick you up and all vehicles are marked with a Pace logo.

You will continue to call the same number you currently use to book your trips. These changes are for Chicago riders only. Suburban ADA riders are not affected.



A variety of accessible vehicle types, including cars, vans and minibuses like this one, are used to provide Pace ADA Paratransit service.

## 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](mailto: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](http://PaceBus.com)
- ✓ Keep in touch with Pace:
  - Sign up for texts and email alerts at [PaceBus.com](http://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 1:00 pm to 3:00 pm at:**

The Chicago Metropolitan Agency for Planning (CMAP)  
233 South Wacker Dr., Suite 800  
Chicago, IL 60606

Upcoming 2016 Meetings:

- Monday, September 26, 2016
- Monday, November 28, 2016

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