



## Sandra K. Saunders

Chair of the Chicago  
ADA Advisory Committee



The year 2017 has been a year of challenges and changes for paratransit riders. The Advisory Committee has been working with Pace to advocate for more effective and efficient service provision. The Committee is one way for Pace to hear from riders as we are representatives of the community served by Pace paratransit services.

The Committee is consistently working with Pace on customer service issues, customer complaints, cleanliness of vehicles, trip scheduling and timeliness. We felt that the newsletter was a way of providing information for riders to aid in the most effective use of Pace Paratransit services. The Committee takes personal concerns and information from other riders in the community and provides information on these topics in the newsletter. We are excited with the publication of the newsletter and I personally have received positive feedback from riders and drivers. Keep your questions coming.

It is our commitment as a Committee to speak on behalf of the riders and advocate for changes when needed for the provision of the best services possible. We are aware of how essential these services are for users of the service. We thank everyone for their support and encouragement. Please continue to come to the meetings and share your concerns and praise. I hope to see you at a meeting soon.

*Sandra K. Saunders*

## PARATRANSIT FARE INCREASE APPROVED AS PART OF PACE'S 2018 BUDGET

### Hiring Freeze Included but No Service Cuts

After thirteen public hearings were held throughout the agency's six-county service area during the last two weeks in October, the Pace Board approved its 2018 budget. The budget is balanced and maintains current service levels. It does, however, include budget balancing actions to address an almost \$12 million shortfall caused by a reduction in state support and lagging sales tax revenue.

The approved budget includes a 25-cent increase on ADA paratransit service fares (to \$3.25), 25-cent fare increase on regular fixed route, and a 50-cent fare increase on premium routes. The Taxi Access Program (TAP) fare remains at \$3.00. See [PaceBus.com](http://PaceBus.com) for the complete fare table. Also included is a corporate hiring freeze and other administrative cost-containment measures that will not affect service operations.

"These budget balancing actions are not suggested lightly," said Pace Board Chairman Richard Kwasneski. "This fare increase is Pace's first since 2009. To keep this increase to a minimum, the Board has asked administrative staff to share the burden with our customers and ensure that the service which gets people to work, school, medical appointments, and other important destinations continues to run uninterrupted."

The full budget document is also available on [PaceBus.com](http://PaceBus.com).

## PREPARE FOR WINTER WEATHER

Paratransit service is often affected by winter weather, especially snowfall. We all know that when roads are covered in snow and slush, traffic slows, and drivers of all types of vehicles—including paratransit drivers—are sometimes late to their destinations. Safety is our top priority, so Pace asks for your patience as our bus drivers deal with difficult roadway conditions throughout the Chicagoland area.

Additionally, paratransit riders should take note of several tips to help ensure that your pickups go smoothly:

Before making your reservation, please ensure the pickup point—a driveway or sidewalk—is clear of snow. Your paratransit driver won't be able to lower the lift or help you board if snow is in the way. The City of Chicago has a Snow Corps program to help seniors and people with disabilities in need of assistance with snow removal. Please call 311 for more information.

During heavy snowfall, many side streets are not plowed for hours or days. Please make sure, when you are about to schedule your ride for the next day, that a paratransit vehicle will be able to safely drive down your street. If your street is not yet plowed, please call your alderman or 311 to have it plowed, or consider delaying non-essential travel until the street is clear of snow.

As you plan your trips for the coming day, please listen to weather reports. If a heavy snowfall is predicted, please consider delaying your trip until another day. Bus drivers will have a difficult time making on-time pickups after a heavy snowfall, due to roadway conditions and other traffic. If your trip is essential, please consider requesting an earlier or later pickup than usual to allow for a longer ride time to your destination.

Thank you for your cooperation.



# ADA PARATRANSIT TICKET SALES

As a result of the paratransit fare increase, please note several upcoming dates impacting the sale of ADA paratransit tickets.

**Pace will start selling the \$3.25 ticket on December 1, 2017.**

**Pace will stop selling the \$3.00 ticket on December 15, 2017.**

**Pace will accept \$3.00 tickets until January 31, 2018.**

**Riders need to use the \$3.25 ticket, or use the \$3.00 ticket with a 25-cent cash surcharge, starting on February 1, 2018.**

Riders who pay cash for their rides will pay \$3.00 until December 31, 2017, and will pay \$3.25 starting on January 1, 2018.

# NEW PACE RULE ON LATE PARATRANSIT PICKUPS

There's a great new benefit for Pace ADA paratransit riders starting in 2018. Starting January 1, Pace is 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.

Riders should be aware that 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.

While we understand that late pick-ups are an inconvenience to our riders, Pace hopes this new reimbursement program will put our riders' minds at ease and ensure we are making up for any inconvenience the delay may have caused.

Additionally, the Pace Board of Directors is aware that the 25-cent paratransit fare increase (effective January 1, 2018) may be a hardship for some riders. However, there are several benefits that ADA paratransit riders can take advantage of in 2018 to help offset the extra cost of paratransit rides. One of those is the Taxi Access Program (TAP). The TAP fare remains at \$3.00 each—meaning that TAP will be a more affordable option for paratransit riders in 2018. TAP also allows grants riders more flexibility in their travel, since instead of scheduling a ride one day in advance, you can just hail a taxi at any time, and pay using your TAP card. Second, riding fixed route buses and trains is still much cheaper than paratransit (and free for many ADA-eligible riders), and all those vehicles are accessible to people with disabilities.

## UPCOMING CHICAGO ADA ADVISORY COMMITTEE MEETINGS

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 2018 Meetings:  
• Monday, January 22, 2018  
• Monday, March 26, 2018

*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](mailto:Passenger.Services@PaceBus.com) to request braille, large print or translations
- ✓ Download digital and text-only versions on the Newsletters page 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 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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