



Regional ADA Paratransit Plan for Persons with Disabilities

Prepared by

**Regional Transportation Authority
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Chicago Transit Authority (CTA)
Pace Suburban Bus Service
Federal Transit Administration (FTA)
Chicago Area Transportation Study (CATS)
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SECTION 1: INTRODUCTION

Overview of the Regional Transportation Authority (RTA)

The Regional Transportation Authority (RTA) was established in 1974 upon the approval of a referendum in its six-county northeastern Illinois region. The RTA is a unit of local government, body politic, political subdivision and municipal corporation of the State of Illinois. The RTA is responsible for the financial oversight of the region's three public transit operators: the Chicago Transit Authority (CTA), Metra commuter rail and Pace Suburban Bus Service. The RTA is also charged with the oversight of planning issues that affect public transit in the six-county region.

The RTA service area incorporates the following six counties; Cook, DuPage, Kane, Lake, McHenry, and Will. The CTA is responsible for operating buses and rapid transit, or "L", trains in the Chicago metropolitan area, as well as in some inner suburban areas. Metra operates the commuter rail system in the region. Pace operates the suburban bus system, including fixed route, feeder route, and express route buses (including to and from Chicago), serving outer and inner suburban areas.

Paratransit in the RTA Region

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. This law is a civil rights act that is designed to ensure equal access to employment, public accommodations, telecommunications and transportation for people with disabilities. With the advent of the ADA, persons with disabilities are to be provided equal access to public transportation services. This pertains to the accessibility and availability of transportation services. To ensure equal access, the law requires that all new vehicles purchased for general fixed route public transportation service be made accessible to persons with disabilities, among other requirements.

Fixed route service is defined by the RTA as the regularly scheduled buses and trains operated by the CTA and Pace. In northeastern Illinois, ADA paratransit service has been operated by the CTA and Pace since 1992. ADA paratransit service is provided as shared-ride, curb-to-curb service for Pace and shared-ride, door-to-door service for the CTA.

The ADA does not require Metra to provide complementary paratransit service. However, all twelve train lines in the Metra system are fully accessible to customers with disabilities, according to the provisions of the ADA. Metra has modified rail cars and made accessible most of its busiest train stations along the lines to accommodate individuals with hearing, vision, and mobility disabilities. Train service for customers with disabilities spans all six counties in metropolitan Chicago. In addition, Metra operates a P-8 service (short for paragraph 8 of the Jones II consent Decree). P-8 is a shuttle service from an origin within $\frac{3}{4}$ of a mile of a non-accessible station to the next accessible station. Metra does this at no additional charge to the passenger and does not

require certification of disability status. Reservations may be made any time the day before the ride is needed or with as little as three hours notice when necessary.

ADA Paratransit services are required by law to operate the same days and hours as the fixed route service available in the area. It is important to note that ADA paratransit services are comparable to fixed route and are only required to operate within three-quarters of a mile of fixed route bus services and within a radius of $\frac{3}{4}$ of a mile of "L" rail stations. If an area does not have fixed route service, complementary ADA paratransit service is not required. However, in certain cases, both the CTA and Pace do provide ADA paratransit service to areas that may be slightly outside the three-quarter mile area. Existing ADA paratransit services operated by the CTA and Pace are more fully detailed in Section 2: Existing Services.

Prior to the ADA, both the CTA and Pace operated paratransit programs. The CTA initiated its Special Services paratransit program for people with disabilities in September 1981. To supplement the base paratransit program, the CTA operated alternative transportation services and pilot programs such as the Chicago Taxi Access Program and the Group Trip Program. Prior to the ADA, Pace operated both a Dial-A-Ride and Mobility Limited/Special Services Program.

Upon passage of the ADA in 1990, both the CTA and Pace were required to submit separate ADA paratransit plans to the Federal Transit Administration (FTA) to demonstrate compliance with the law. In January 1992, the CTA submitted the *Chicago Transit Authority: Comprehensive Service Plan for People with Disabilities* to the FTA. The CTA's *ADA Paratransit Plan Update* was submitted in January 1996. Pace submitted the *ADA Complementary Paratransit Plan* in January 1992.

Since 1992, ADA paratransit services operated by the CTA and Pace have made tremendous strides. In 1992, 37% of the CTA's bus routes and 29 rail stations were accessible. Today, 100% of CTA bus routes are accessible and 50% of rail stations are ADA compliant. Every bus (100%) in the CTA fleet is accessible. In 1992, 43% of Pace bus routes were accessible. Today, all 240 routes (100%) are accessible and every vehicle (100%) in the Pace fleet is accessible. Efforts to coordinate ADA paratransit service between CTA and Pace have always been a high priority for both operating agencies and continue today.

Legislative Actions

On July 29, 2005, the Regional Transportation Authority (RTA) Act was amended by the Illinois General Assembly. The legislation stipulates the following:

- Pace is responsible for the provision of all ADA paratransit services by no later than July 1, 2006.
- The RTA is responsible for the funding, financial review and oversight of all ADA paratransit services that are provided by the RTA or by any of the Service Boards.

- The RTA, CTA and Pace will develop a Plan for the provision of ADA paratransit service for submission to the FTA by January 1, 2006.

Since the passage of the legislation in July, representatives from the RTA, CTA, Pace, the Illinois Department of Transportation (IDOT), and Chicago Area Transportation Study (CATS) have been meeting to discuss all aspects of the transition process. A Transition Committee was formed to coordinate technical aspects of the transition, including but not limited to, administrative, service, financial, and legal issues. An Ad Hoc Committee of people with disabilities and representatives from agencies serving people with disabilities was formed to work with the Transition Committee and to communicate the transition process to the disabled community. Both the Transition Committee and the Ad Hoc Committee meet on a bi-weekly basis and are described in greater detail in Section 6: Public Participation Process.

Plan Objectives

The primary goal of the Regional ADA Paratransit Plan for Persons with Disabilities is to develop a Plan that describes the process for transferring the appropriate ADA paratransit services, management, and personnel from the CTA to Pace on July 1, 2006. Inherent in this Plan is the need to develop strategies that will lead to a more coordinated and regional approach to the delivery of ADA paratransit services. While the task is significant, all parties involved in the transition process have communicated support for, and contributed valuable staff time to, the achievement of this goal. The following objectives have been established for this Plan:

- Continue to provide mobility for people with disabilities,
- Maintain, at a minimum, the levels of ADA paratransit service that are required to be provided pursuant to the ADA of 1990,
- Continue to demonstrate and promote the use of fixed routes in the RTA region,
- Prepare a Plan based on realistic expectations of ridership, productivity and costs, and
- Allow for input into the Plan by people with disabilities through established mechanisms and public hearings.

Because the Regional ADA Paratransit Plan for Persons with Disabilities will be submitted on January 1, 2006 and full transition of ADA paratransit services will not occur until July 1, 2006, further development of coordination and implementation strategies will take place *after* submittal of the Plan to the FTA. With this timing issue in mind, the RTA, CTA, and Pace have agreed to make every effort to include as much detail as possible concerning the transition to occur in this Plan. Unresolved issues and additional coordination and implementation strategies are discussed further in the Plan Supplemental. It is possible that some additional changes will be proposed for ADA paratransit service in 2007 or later. However, any changes will be reviewed by the CTA and Pace ADA Advisory Committees and/or any regional ADA advisory committees that are established, prior to implementation. Any major changes will go through a public

hearing process, as required by federal law. In these cases, updates to this Plan may be necessary pursuant to 49 CFR 37.139 (j).

Organization of the Plan

The main body of this Plan is dedicated to describing the existing ADA paratransit services operated by the CTA and Pace, the future demand for these services, the proposed transition to take place on July 1, 2006, and the public participation process involved in communicating the Plan and its contents to the disabled community. As noted above, not every coordination and implementation strategy will be fully developed when the Plan is submitted to the FTA on January 1, 2006. Therefore, the document includes a “Plan Supplemental” which is intended to highlight these transition strategies. The Plan Supplemental provides the RTA, CTA, and Pace with a list of activities, issues, and strategies to pursue between January 1 and July 1, 2006 and beyond. The following is a description of each section of the Regional ADA Paratransit Plan for Persons with Disabilities:

- *Section 1: Introduction* – The Introduction provides an overview of the RTA, a history of ADA paratransit service in the region, and the objectives of the Plan. Also included is a brief description of the legislative actions leading to the development of the Plan.
- *Section 2: Existing Services* – Section 2 provides an overview of existing CTA and Pace services, including fixed bus routes, ADA paratransit, and rail services. As required by 49 CFR 37.139, complete descriptions of both operating agencies’ service characteristics are detailed, including fixed route accessibility statistics and information.
- *Section 3: Estimates of Demand* – Section 3 provides an estimate of demand for comparable paratransit service by ADA eligible individuals and a brief description of the methodology used. Estimates of demand for each operating agency are included, along with preliminary information on *regional* demand for ADA paratransit services.
- *Section 4: Proposed ADA Paratransit Services* – A description of the proposed ADA paratransit services for the region are provided in Section 4. This section describes the administrative, service, and financial transition process to take place and the anticipated service to be operating on July 1, 2006. As noted above, this section includes as much detail as possible and reflects the current understanding of the RTA, CTA, and Pace as of January 1, 2006.
- *Section 5: Eligibility and Certification Processes* – Section 5 provides a description of the existing eligibility and certification processes for all ADA paratransit services in the RTA region.

- *Section 6: Public Participation Process* – The Public Participation process used to gather input on the Plan is described in Section 6. A timeline of activities is provided along with a description of the various committees and advisory boards that participated in the process. Finally, a detailed overview of the public hearing process and the comments received is included.
- *Section 7: Resolutions and Certifications* – Section 7 includes the resolutions and certifications required by 49 CFR 37.139.
- *Plan Supplemental* – The Plan Supplemental focuses on coordination and implementation strategies to take place leading up to the July 1, 2006 transition date and beyond. This section directly addresses specific issues highlighted in the legislation that amended the RTA Act.
- *Glossary* – A Glossary of Paratransit Terms assembled by Pace in January 2005 is included to assist the reader. As such, the definitions and descriptions contained in the glossary apply to Pace services. However, the terms and definitions included are of value to the reader.
- *Appendix* – The Appendix contains supplementary data tables, maps, documents, meeting minutes, and informational brochures and pamphlets related to the Plan.

SECTION 2: EXISTING SERVICES

Overview

Section 2 provides an overview of existing CTA and Pace services, including fixed bus route, rail, and ADA paratransit services. The contents of this section are required by 49 CFR 37.139. Public transportation is currently provided in the region by three Service Boards: the CTA, Metra and Pace. ADA Paratransit service is provided by the CTA and Pace.

The CTA is the Chicago Transit Authority. This Service Board is responsible for operating buses and "L" trains in the Chicago metropolitan area, as well as in some nearby suburbs. The CTA operates the nation's second largest public transportation system and covers the City of Chicago and 40 surrounding suburbs. On an average weekday, nearly 1.5 million rides are taken on the CTA. The CTA bus fleet is 100 percent accessible and 100 percent air-conditioned. Currently, all of the CTA's rapid transit, or "L", lines are accessible and all but two of the CTA "Key Stations" are accessible. Additionally, many of the CTA's other "L" stations are fully or partially accessible. In cases where an individual cannot use fixed route service due to the nature of their disability, the CTA provides ADA Paratransit service, as required under the ADA. Along with removing the physical barriers on all the buses and more of the rail stations, the CTA also has made dramatic improvements in its operational policies, including its announcement system, in large part due to an agreed settlement in the Access Living lawsuit brought on behalf of customers with disabilities having problems riding fixed route. Quarterly progress reports prepared by an Independent Monitor on the settlement's accessibility issues are posted online at the CTA's web site (www.transitchicago.com) under "Accessible Services."

Pace operates the suburban bus system, including fixed route, feeder route and express route buses, serving more than 200 communities in Suburban Cook, DuPage, Kane, Lake, McHenry, and Will counties. A small number of Pace Express Routes do travel into Chicago. Pace routes and vehicles are 100 percent accessible. Pace also provides ADA Paratransit service in the areas and during the days and hours that Pace fixed route buses operate.

For persons with disabilities, there are several advantages to riding these existing fixed route services. First, passengers with disabilities who use fixed route services, have a fare incentive available to them through the RTA Reduced Fare Program. Another advantage is that unlike ADA Paratransit service, travel on fixed route services does not have to be scheduled a day in advance. ADA Paratransit users must make a reservation the day before a trip. Fixed route customers can travel whenever they wish during a transit service's hours of operation with no advance notice. Finally, if a person is eligible for ADA paratransit but is able to use fixed route transit for some trips, choosing to do so whenever possible will help keep paratransit costs lower.

The ADA recognizes that some users of public transportation, due to the nature of their disability, will be unable to use fixed route services even with full accessibility. To ensure equal access for these riders under these circumstances, public transit operators are required to offer a complementary paratransit service, which is known as ADA Paratransit.

Chicago Transit Authority (CTA) Existing Fixed Route Bus System

The CTA has approximately 2,000 buses that operate over 152 routes and 2,273 route miles. Every bus (100%) in the CTA fleet is accessible. Buses provide about 1 million passenger trips a day and serve more than 12,000 posted bus stops. Span of service, the hours and days a route operates, is based on a balance of market demand and service coverage. For key routes, services are offered seven days a week, generally a minimum of 16 hours. Support routes are market-driven. For the 47 key bus routes, services are offered every day, usually for at least 16 hours. The population served within $\frac{3}{4}$ mile of bus stops is 3,509,136. A table of characteristics for the CTA bus routes and corresponding map of the ADA service area within $\frac{3}{4}$ mile of bus routes can both be found in the Appendix.

Chicago Transit Authority (CTA) Existing Rapid Transit System

The CTA's 1,182 rapid transit cars operate over seven routes and 222 miles of track. CTA trains provide about 500,000 customer trips each day and serve 144 stations, of which 72 are ADA accessible. The rail system consists of seven routes (named after colors), with 12 branches serving the City of Chicago and suburbs of Evanston, Skokie, Oak Park, Cicero, Forest Park and Wilmette. The Red and Blue line has service at all times every day. Most other lines operate early morning through late evening every day with the exception of the Yellow line, which operates from 5:00 am to 10:00 pm Monday through Friday. The following table presents statistical information on the seven rapid transit routes:

Route	Branch	Hours of Service			Cars Assigned	Accessible Cars
		Weekday	Saturday	Sunday		
Blue	Congress (between O'Hare Airport and Forest Park)	All Times	All Times	All Times	338 *	196 * **
	Douglas (between O'Hare Airport and 54 th /Cermak)	4:00 am – 1:00 am	4:00 am – 1:00 am	4:00 am – 1:00 am		
Red	N/A	All Times	All Times	All Times	352	352
Purple	Shuttle (between Linden and Howard)	4:35 am – 1:20 am	5:10 am – 2:05 am	6:05 am – 1:20 am	102 *	102 *
	Express (between Linden and downtown)	5:20 am – 10:10 am and 2:30 pm – 7:10 pm	No Service	No Service		
Yellow	N/A	4:50 am – 10:15 pm	No Service	No Service	10	10
Brown	N/A	4:00 am – 2:25 am	4:00 am – 2:25 am	5:00 am – 12:55 am	148	148
Orange	N/A	3:55 am – 1:20 am	4:35 am – 1:15 am	5:35 am – 11:55 pm	108	108
Green	N/A	3:34 am – 1:00 am	5:50 am – 1:00 am	6:20 am – 1:00 am	124	124
TOTAL					1,182	1,040

* – Figures include both branches of the route.

** – Accessible cars assigned at least one per train per ADA requirements.

Chicago is one of the few cities in the world that provides rapid transit service to two major airports. From the downtown area the CTA's Blue Line takes customers to O'Hare International Airport in about 40 minutes and the Orange Line takes customers to Midway Airport in about 30 minutes. The population served within ¾ mile of rail stations is 1,765,594.

The CTA is still on schedule to meet its deadline, under agreement with the FTA, to make accessible its last two key rail stations, both on the Red line. The Fullerton station will become accessible by 2008 and the Howard station will be accessible by 2010. In the interim, the CTA has work underway to add elevators to two Red Line stations on the Dan Ryan branch—the 47th Street station and the 69th Street station—and has begun its

major upgrade of the Brown Line that will make 13 more stations (between Chicago Avenue and Kedzie Avenue) fully accessible by the end of 2009. The CTA is also in the process of reviewing proposals for the purchase of at least 200 new rail cars that would be fully accessible with each having two wheelchair positions rather than one. Delivery of these new rail cars is expected to begin in 2008. A map highlighting the key CTA rail stations can be found in the Appendix.

The following table details existing CTA fares for both bus and rail services:

Type of Fare	Full	Reduced	Notes
Cash	\$1.75	\$0.85	
Transfers	\$0.25	\$0.15	
Chicago Card	\$1.75	\$0.85	\$1 bonus for every \$10 purchased
Transit Card	\$1.75	\$0.85	
Transit Card 10 Pack	\$17.50		
Transit Card 20 Pack		\$15.30	
Passes 1 day	\$5.00		
Passes 7 day	\$20.00		
Passes 30 day	\$75.00	\$35.00	30 day pass for seniors & customers with disabilities
Visitor Passes 1 day	\$5.00		
Visitor Passes 2 day	\$9.00		
Visitor Passes 3 day	\$12.00		
Visitor Passes 5 day	\$18.00		
Link-up pass	\$36.00		
Rush Shuttle	\$1.00		

Chicago Transit Authority (CTA) Existing ADA Paratransit Service

The Chicago Transit Authority provides paratransit services as required under the Americans with Disabilities Act. The CTA's ADA service is known as Special Services and involves curb-to-curb or door-to-door service offered through three private companies under contract with the transit authority to provide these rides. These three companies—Cook-DuPage Transportation, SCR Transportation and Art's Transportation—are under contract to the CTA through 2006, with a provision that their contracts transfer to Pace effective July 1, 2006. These contracts cannot be legally extended beyond December 31, 2006.

Special Services customers make their reservations by phone on the day prior to the requested ride, calling each carrier directly between the hours of 6 a.m. and 9 p.m. weekdays and 6 a.m. to 8 p.m. on weekends. Customers can choose the carrier of their choice as long as trips are available at that carrier. Under their contracts, each carrier is guaranteed a percentage of the trips provided: CDT has 50%, SCR has 30% and Art's has 20%. The CTA also allows for subscription Special Services rides, though never beyond the 50% limit required by the FTA.

Special Services customers are required to present themselves for boarding within five minutes of the arrival of the car or accessible van. When boarding, the customer must show either a letter from the RTA indicating the person is eligible for paratransit services and a photo ID or a valid RTA paratransit identification card and pay the fare. At the end of the ride, the customer is required to sign a trip ticket if riding with SCR or Art's, but not on rides with CDT because that company has mobile data terminals in its vehicles.

The CTA allows "will call" trips for customers reserving rides when the return time cannot be calculated in advance, such as for medical appointments and airport arrivals. "Will call" trips are discouraged for reservations that do not involve such uncertainty and the Special Services carriers are required to arrive within 60 minutes of a "will call" customer reporting readiness to travel. While the CTA does not allow same-day reservations, it does allow same-day changes in trip times and destinations.

When canceling a reserved trip, the Special Services customer must notify the carrier at least two hours before the scheduled pick-up time to avoid being marked as a late cancellation or no show. The CTA will issue a warning letter if a customer is marked as a no show or early cancellation and will suspend service if more than six such violations are recorded during a single calendar month. A first suspension is for one week, second and subsequent suspensions are for an extra week each time. Any suspension can be postponed until an appeals hearing is conducted at the request of the customer; an appeals committee meets whenever an appeal is requested.

Although officially a curb-to-curb service, CTA's Special Services program provides door-to-door service upon the request of any paratransit customer. Drivers will assist a customer through the first door of the pick-up or drop-off location and will carry groceries or other parcels up to 50 lbs.

The CTA encourages Special Services customers to contact the carrier directly with any complaint about service. If the customer cannot get satisfaction from the carrier, he or she is encouraged to file a complaint directly with the CTA. Whether filed with the carrier or the CTA, the carrier is required to respond within seven working days.

Service Area

The three CTA Special Services companies provide ADA paratransit service to locations within $\frac{3}{4}$ of a mile of a CTA bus route and up to $\frac{3}{4}$ mile in radius of each CTA rail station (see Appendix for maps of ADA service areas surrounding CTA Bus and Rail services).

Hours and Days of Service

As required by the ADA, hours and days of service mirror the coverage provided by the existing CTA fixed route system.

Fares

CTA ADA paratransit customers currently pay \$1.75 for each one-way ride, the same amount as a full fare on mainline CTA buses and trains. The CTA ADA paratransit fare is scheduled to increase to \$3.50 effective January 1, 2006.

The CTA also offers a paratransit monthly pass, providing unlimited Special Services rides for each calendar month. It currently costs \$75.00 and there is a planned increase in price to \$150.00—also scheduled to go into effect January 1, 2006. The paratransit monthly pass also is valid on CTA's fixed route buses and trains.

Personal Care Attendants are not charged a fare on CTA's Special Services if the customer is certified as needing a PCA at the time of the trip. A Special Services customer also is guaranteed at least one companion rider, who must pay the regular \$1.75 paratransit fare. Additional companions are allowed only on a space-available basis.

Response Time

Special Services vehicles arrive within a 20-minute on-time window. These are shared rides as allowed under the ADA and travel time is designed to mirror the equivalent travel time on fixed route. CTA paratransit customers do not need to transfer if traveling anywhere within the CTA's service area, but must transfer if traveling to and from Pace's suburban service area. There are 14 official Special Services transfer points between CTA and Pace.

Restrictions on Trip Purpose

Trip purpose is not screened by the Special Services carriers except for scheduling "will call" trips and is never a factor in determining if a reservation is taken. Late in 2005, the CTA will begin asking Special Services customers if their trips are medically related—without seeking any specifics—in an effort to obtain partial reimbursement for providing Medicaid-eligible rides.

Capacity Constraints

The CTA has no capacity constraints on the ADA paratransit services provided.

The CTA currently provides quarterly reports to the FTA on its Special Services statistics. These reports, also posted on the CTA's web site at www.transitchicago.com, under "Accessible Services," measure reservation phone waiting times, denials and other service benchmarks. The CTA has been submitting quarterly reports to the FTA since May 2002 on its progress in eliminating paratransit capacity constraints, improving on-time performance and reducing excessive travel time. While still awaiting the results of an FTA re-assessment visit in late 2003, the CTA believes it has succeeded in meeting FTA requirements and continues to submit its progress reports.

Chicago Transit Authority (CTA) Other Programs

The CTA offers two taxi programs for paratransit-certified customers who prefer these options to Special Services.

Taxi Access Program (TAP)

The Taxi Access Program (TAP) provides vouchers that are accepted in any City of Chicago-registered taxi to pay for up to \$13.50 in cab fare for a single ride. The price of the voucher is the same \$1.75 cost of a Special Services ride or a full-fare trip on CTA's fixed route buses and trains. The price of the voucher is scheduled to increase to \$3.50 effective January 1, 2006.

Taxi vouchers can be purchased by mail or in person at CTA headquarters and ordered at any of five municipal Chicago Department on Aging regional centers in the city. Purchases are limited to 30 vouchers per week and a voucher must be used within six months of purchase. A single customer can use up to four vouchers per day, the equivalent of two round trips.

Customers can call ahead for a cab or hail it on the street. The voucher and either a letter from the RTA indicating the person is eligible for paratransit services or a paratransit certification ID card must be shown to the taxi driver at the start of the trip. Any portion of the metered fare above \$13.50 must be paid in cash by the customer.

Mobility Direct

An offshoot of the TAP program is Mobility Direct, which essentially is a subscription taxi service where customers can arrange for rides on the same days and at the same times without use of a voucher. These rides also currently cost the same \$1.75 per ride to the customer and the only limit on Mobility Direct is that the ride must be 10 miles or less in distance.

The CTA projects that 638,131 taxi rides will be provided to ADA-eligible customers in 2005, compared to 521,311 in 2004, 462,619 in 2003 and 287,032 in 2002. The average cost to the CTA in providing each of these taxi rides is projected to be \$13.10 in 2005, compared to \$13.36 in 2004, \$13.14 in 2003 and \$13.08 in 2002.

In summary, the ADA paratransit service and programs currently offered by the CTA go above and beyond the ADA requirements in the following categories:

- *Curb to Curb Service* – The CTA offers door-to-door service to any Special Services customer who needs it; it does not have to be requested in advance. The recent FTA policy update on providing some door-to-door service for customers does not require any change in CTA policy.
- *Three Quarter Mile Standard* – The ADA requires paratransit service within three-quarters-mile of fixed route. While this standard represents official CTA policy, we have not strictly enforced it by distance or hours of mainline service,

but generally provide Special Services at all times within our service area even if the equivalent fixed route service is not operating that day or that time of day.

- *Reservation Hours* – The ADA requires Special Services reservations be taken during the hours administrative offices are open, which for the CTA is weekdays from 8 a.m. to 4:30 p.m. However, Special Services reservations are taken seven days a week, from 6 a.m. to 9 p.m. weekdays and from 6 a.m. to 8 p.m. on weekends.
- *Special Services Fare* – The ADA allows transit agencies to price a Special Services ride at up to twice the fixed route fare. The CTA charges paratransit customers \$1.75 per ride, the same as a regular full adult fare on mainline buses and trains.
- *Paratransit Monthly Pass* – The ADA does not require transit agencies to offer a monthly pass for Special Services customers. The CTA does sell a paratransit monthly pass, representing a significant discount for customers who frequently ride on Special Services.
- *Choice of Carrier* – The ADA does not require that Special Services customers be given a choice of which paratransit carrier provides the ride. The CTA allows customers to select the carrier of their choice while each of the three companies still has rides available from its contractual market share.
- *Same Day Ride Changes* – The ADA does not require a transit agency to schedule same-day trips or allow same-day reservation changes. The CTA allows Special Services customers to change their origin and destination addresses up to two hours before the scheduled pick-up time, which has the same effect as being able to schedule a same-day trip.
- *Oversized Mobility Devices* – The ADA does not require the transport of mobility devices that exceed the definition of a “common” wheelchair. The CTA transports any size device as long as it is physically possible (i.e. it fits in the vehicle). When last reviewed, the CTA had more than one dozen paratransit customers in mobility devices exceeding the ADA requirements.
- *Will-Call Trips* – The ADA does not require a transit agency schedule open-ended return trips. The CTA allows “will-call” trips for customers returning from medical appointments, arriving at airports or in similar situations when the exact time needed for the return ride is difficult to estimate.
- *Taxi Programs* – Two taxi programs are offered for certified customers who prefer those options to Special Services.

Pace Suburban Bus Service Existing Fixed Route System

Pace services an area encompassing nearly the entire suburban Chicago metropolitan region of 3,518 square miles. Within this region, Pace provided fixed route service to six counties approximately 286 municipalities with a total regional population of over 5.2 million people. Six hundred and seven vehicles (Pace rolling stock) carry over 2.8 million riders per month on 158 fixed routes and 69 feeder routes. Every vehicle (100%) in the Pace fleet is accessible. An estimated 3,897,039 people (nearly 75 percent of the suburban population) live within 3/4 of a mile of a Pace fixed route.

Pace operates weekdays, evenings, and weekends within the six county region. Hours and days of service vary by individual route. Thirty percent of the total Pace fixed route system is feeder service. A total of 69 routes serve primarily Cook and DuPage county, but there are also feeder routes in Kane, Lake, and Will counties. Feeder routes utilize a total of 136 vehicles which is 18.4 percent of Pace's peak service. Many of Pace services are operated by several Pace divisions and travel between counties.

Fixed routes are divided into the categories of CTA Connectors, Suburban Link, Intra-Community, Metra Feeder, and Subscription Bus. Also a new category has been identified called Community Based Service which are exempt from Pace's normal benchmarks due to the type of service rendered. Service evaluation is based on the route's service effectiveness, recovery ratio and subsidy per rider. Pace also operates Special Event Service, with the days and hours of operation are dependant on the scheduled event. The amount of vehicles utilized is predicated on demand estimated by ticket sales and previous attendance. A table of characteristics for Pace bus routes and corresponding map of the ADA service area can both be found in the Appendix. The table of Pace fixed bus routes includes feeder, or commuter, bus routes, which are not required to provide complementary ADA paratransit service.

The Pace Five Year Capital Program for the period 2006-2010 includes 135 fixed-route buses, 362 paratransit vehicles, 719 vanpool/community vehicles as well as support facilities and equipment. The fleet replacement Plan and budget is predicated on a constrained capital budget. The average age of fixed-route vehicles is 5.7.

Pace oversees the operation of nine divisional offices administered by the Pace headquarters in Arlington Heights, Illinois:

- Pace Fox Valley Division, North Aurora, Illinois
- Pace North Division, Waukegan, Illinois
- Pace Northwest Division, Des Plaines, Illinois
- Pace South Division, Markham, Illinois
- Pace West Division, Melrose Park, Illinois
- Pace Heritage Division, Joliet, Illinois
- Pace North Shore Division, Evanston, Illinois
- Pace River Division, Elgin, Illinois
- Pace Southwest Division, Bridgeview, Illinois

Pace contracts with the municipalities to provide fixed route service:

- Village of Downers Grove
- City of Highland Park
- Village of Niles
- Village of Oak Park

Pace contracts with the private providers to provide fixed route service:

- Colonial / Academy Coach Lines, Mt. Prospect, Illinois
- Cook County School Bus, Arlington Heights, Illinois
- Laidlaw (various locations)
- MV Transportation, Stone Park, Illinois

In recent years, Pace has begun a series of restructuring initiatives aimed at developing an effective regional arterial and community based transit system making service faster, more effective, and more efficient enhancing the image of transit as an alternative to the automobile. This goal is consistent with Pace's Vision 2020, a regional plan developed in 2001. The following are the completed and in-progress Pace restructuring Initiatives:

- *159th St. (2000/2001)* – Pace's first restructuring project. Results included improving headways to Orland Square Mall, improved on-time performance, rerouting service around rail crossings to eliminate delays, additional service on weekdays and Saturdays, expanded shelters and passenger amenities and identification of signal priority locations.
- *Elgin Initiative (2002/2003)* – Pace worked with Elgin, South Elgin, Carpentersville, East Dundee, and West Dundee to develop a detailed plan that accurately addressed the current commuting patterns. Results included adjusting service on 10 of the 15 existing routes, discontinuing two underutilized routes, adding one new route, serving new areas such as Randall road, and adding Saturday service on some routes.
- *South Halsted Street Restructuring Initiative (2002/2003)* – Pace conducted this study concurrently with the Elgin Initiative. Pace was looking to provide efficiencies to its service on South Halsted. Results included operation of a greater number of Route 352 express services, increased Sunday service frequency between Harvey and CTA 95th Street Station, close coordination between Route 370, 352 express and local services, a single seat trip along Halsted north and south of the Harvey TC, a changed stopping pattern on route 352 along Halsted within the Chicago city limits, the elimination of route 352 segments with poor productivity, and streamlined routing for route 352 through Chicago Heights.
- *North Shore Restructuring Initiative (2003/2004)* – In March 2005, the North Shore Communities of Evanston, Skokie, Lincolnwood, Wilmette and

surrounding communities saw some of the most significant bus service changes in the twenty years of Pace's existence. Responding to public input, service was revamped to meet the physical and demographic changes that have occurred in the area during that time. Key Elements of the initiative include the evaluation of 16 routes, improved passenger amenities, strong community involvement and a comprehensive service design.

- *Fox Valley/SW DuPage Initiative (2004/2005)* – Pace targeted the communities of Naperville, Aurora, Lisle, Bolingbrook and Warrenville for a restructuring initiative. The purpose of the initiative was to comprehensively reevaluate current service and identify demand in determining where people are and where they need to go. Specifically, input and direction from stakeholders, extensive public outreach, focus groups and community input yielded funding alternatives and a comprehensive service design. Implementation began in fall 2005.
- *South Cook County – Will County Initiative (2005/2007)* – In September 2005, Pace embarked upon a service evaluation and restructuring in 81 suburban communities in southern and southwestern Cook County and all of Will County. The area accounts for roughly one-third of all of Pace's service, though service ranges from prevalent in inner-ring Cook County communities to nonexistent in most Will County communities. As a result, planning efforts will focus on utilizing Pace's current operating resources to improve service effectiveness and efficiency in communities that Pace currently serves while mapping future service expansion throughout all of the South Cook County – Will County area in a manner consistent with Pace's Vision 2020 plan.

Extensive stakeholder outreach and advanced market research techniques will guide planning efforts throughout the South Cook County – Will County Initiative. Due to the area's size and diversity, outreach and planning activities will be subdivided into three sectors, namely South Cook, Southwest Cook and Will; advisory committee activities, public forums, and meetings with municipalities and economic development organizations will take place in and be tailored to each sector. Extensive regionwide market research will support a PC-based planning tool that Pace staff will use to identify areas most conducive to transit and generate ridership estimates based on service characteristics; the tool will first be applied in the South Cook County – Will County area as part of the Initiative.

Pace fares are structured so as to facilitate transfer between Pace and CTA services. Fare structure is guided by a strategy of simultaneously increasing ridership and farebox recovery ratio. The following table presents Pace fare information:

Fare Type	Adult Fare	Reduced Fare **
Regular/Express Fare	\$1.50	\$0.75
Pace Transfer	\$0.25	\$0.10
Transfer to CTA (with cash, Commuter Club Card (CCC) or Regular 10-Ride)	\$0.25	\$0.10
Children (ages 7-11)	N/A	\$0.75
Children (under 7)	FREE *	FREE *
Local/Feeder Fare	\$1.25	\$0.60
Local Transfer	FREE	FREE
Pace Transfer (with cash or Local 10-Ride)	\$0.50	\$0.25
Transfer to CTA (with cash of Local 10-Ride)	\$0.50	\$0.25
Transfer to CTA (with CCC)	\$0.25	\$0.10
Premium Fare – Routes 355, 855	\$3.00	\$1.50
Pace Transfer (with cash or Premium 10-Ride Ticket)	\$0.25	\$0.10
Children (ages 7-11)	N/A	\$1.50
Children (under 7)	FREE *	FREE *
Paratransit Fare		
Dial-A-Ride	Vary based on community policy	
ADA Paratransit Service (Cook and DuPage counties sold in books of ten for \$30)	\$3.00	N/A
ADA Paratransit Service (Lake, McHenry, Kane and Will counties sold in books of ten for \$25)	\$2.50	N/A
Subscription Routes (1000 Series ***)		
Regular Fare	\$3.00	N/A
Pace Transfer	N/A	N/A
Transfer to CTA	N/A	N/A

Notes: Monthly passes are available for Subscription routes for \$110.
Route 835 Fares change based on the distance traveled and are based on Metra's Fare Zones.

- * - When attended by fare-paying adult (maximum of 2 children free per adult).
- ** - With RTA Reduced Card/Permit, School ID, CTA Student Riding Permit or Pace Permit.
- *** - Route 1012 accepts only Subscription Bus Monthly Passes.

Pace Suburban Bus Service Existing ADA Paratransit Service

Pace originally submitted its ADA plan to the Federal Transportation Administration (FTA) in January, 1992. The plan was updated annually until Pace achieved ADA compliance in January, 1997. For purposes of service delivery, Pace divides the service region in eight ADA service areas, each mirroring the fixed route service delivered in the region. Transfers between contiguous services areas are accommodated. The ADA service areas are: North Cook and Southeast Lake Counties; South Cook and Northeast Will Counties; West Cook County; Lake County; McHenry County; Kane County; DuPage County; and Will County. Specific information on the ADA service areas is provided in the following table:

Service Area (by County)	Hours of Service			Operator	2004 Ridership
	Weekday	Saturday	Sunday		
North Cook & Southeast Lake	5:00 am – 1:30 am	7:00 am – 1:30 am	8:30 am – 12:30 am	Laidlaw / Glenview	113,454
South Cook & Northeast Will	5:00 am – 11:45 pm	7:00 am – 1:00 am	8:00 am – 1:00 am	MV Transportation / Alsip	136,503
West Cook	5:00 am – 1:00 am	7:00 am – 12:45 am	8:00 am – 12:45 am	MV Transportation / Stone Park	65,544
Lake	6:00 am – 11:00 pm	8:00 am – 11:00 pm	10:00 am – 8:00 pm	Laidlaw / Grayslake	58,705
McHenry	5:45 am – 9:30 am and 2:00 pm – 6:14 pm	No Service	No Service	Laidlaw / McHenry	292
Kane	5:30 am – 8:45 pm	6:00 am – 6:30 pm	No Service	MV Transportation / Batavia	22,453
DuPage	5:00 am – 1:30 am	6:00 am – 1:15 am	9:45 am – 12:15 am	ATC	15,777
Will	5:00 am – 8:00 pm	6:00 am – 6:30 pm	8:00 am – 1:00 pm	Laidlaw / Joliet	9,696

All Pace ADA paratransit services are operated by private contract and comply with the FTA mandated criteria for compliance. Specifically, the services meet the following criteria:

Service area

Pace provides ADA complementary paratransit service within ¾ mile of all fixed routes as required by ADA.

Hours and Days of Service

Pace provides ADA complementary paratransit service within ¾ mile of each fixed route on the same day and during the same hours that the route operates. Pace will accept same day trip reservations if space is available.

Fares

Pace fares for its ADA complementary paratransit service is twice the fixed route service. That fare is currently \$2.50 and \$3.00 to correspond to double the fixed route fare in that area.

Response Time

Trip requests are taken during normal business hours the day before the requested trip.

Restrictions on Trip Purpose

There are no trip restrictions on Pace ADA complementary paratransit service.

Capacity Constraints

Pace's policy is that all ADA trips need to be accommodated within one useful hour of the requested pick-up time.

Pace Suburban Bus Service Other Programs

In addition to ADA paratransit service, Pace does have dial-a-ride service and vanpool programs that provide service to the region.

Dial-A-Ride Program

Pace's dial-a-ride program consists of 62 projects which, together, provide curb-to-curb service in 79 of the 114 townships included in Pace's service area. In 2004, an estimated 950,000 rides were provided through these dial-a-ride projects. With the exception of dial-a-ride projects that use taxis to provide some of their service, all dial-a-ride service is provided using Pace-owned lift-equipped paratransit vehicles.

For some communities in Pace's service area, dial-a-ride is the only form of public transportation available. In these communities, dial-a-ride is typically open to the general public. In other communities, dial-a-ride service was developed as a supplement to fixed route and ADA services. Often the dial-a-ride service is limited to senior citizens and persons who have disabilities.

Dial-a-ride projects are funded jointly by Pace and local villages, townships, and in some cases, human service agencies. Pace funding, which is approximately \$3.0 million annually, only covers a portion of the cost of these services.

These dial-a-ride projects go beyond the requirements of ADA. Many of these projects operate in areas which are not required under ADA to have paratransit service. Service parameters, including service area, hours of operation, eligibility and fares, are established by the local funding partners. Almost all of them are operating at or near capacity and are unable to meet all needs for service. A table of information on each dial-a-ride program with key service parameters included is provided in the Appendix.

Vanpool Program

The Vanpool program is a commuting option which provides passenger vans to small groups, 5 to 15 people, allowing them to commute to and from work. Pace has the second largest Vanpool program in the country, carrying over 1,440,000 persons annually.

Pace's Vanpool program is comprised of four elements: the Vanpool Incentive Program (VIP), the Corporate Shuttle, the Advantage Program and the Municipal Vanpool Program.

- *Vanpool Incentive Program (VIP)* – The VIP service is the core element of the program and provides vans for commuters that live and work in close proximity.

- *Corporate Shuttle Program* – This program provides vans to suburban employers to shuttle employees to and from nearby transit connections with CTA, Metra and Pace facilities.
- *Advantage Program* – The Advantage Program provides a transit alternative to individuals with disabilities that commute on a regular basis to work sites or rehabilitative workshops. It is an alternative for those people living outside the ¾ mile service area.
- *Municipal Program* – This program was initiated in the middle of 2001 and allows local municipalities to provide for or supplement public transportation in their communities.

SECTION 3: ESTIMATES OF DEMAND

Complementary ADA paratransit programs in the region are in compliance with ADA guidelines. Service is being delivered within $\frac{3}{4}$ mile of fixed route service, during the same days and hours that fixed route runs, with no trip prioritization or trip constraints. Also, the fixed route fleets are 100% accessible.

Pace Service Area

Pace's original demand estimate in 1992 was developed based on modeling techniques in the ADA Paratransit Handbook developed by the United States Department of Transportation (USDOT). Those estimates proved to be inaccurate. To approach this issue of demand estimation Pace reviewed modeling techniques most recently identified in "Update Methodology for ADA Estimates: Lessons Learned", published in July, 2005 by the National Center for Transit Research. Pace has concluded that the best estimation tool at this point is historical ridership information. Population and demographic trends may play a significant role in demand. The following table presents historical data for Pace ADA paratransit ridership and expenditures.

Year	Trips	% Growth	Expenditures	% Growth
2002	354,100		\$9,668,560	
2003	381,938	7.9%	\$11,074,877	14.5%
2004	419,969	10.0%	\$11,922,189	7.7%
2005	450,000	7.2%	\$13,150,000	10.3%

Source: Pace

Because there are no capacity constraints, it is reasonable to base demand estimates on historical data and growth trends. In recent years, since 2002, ADA paratransit ridership grew by 27.1%, or an average of 9% annually. Based on this, demand is estimated to increase by 9% annually for the foreseeable future.

Pace will implement trip screening in an effort to effectively encourage fixed route usage. It is estimated that 3% - 5% of current ADA paratransit demand will be met by fixed route or other means once trip screening is implemented. Therefore, a growth factor of 6% is applied. The following table provides projected ADA paratransit ridership and expenditure growth for the current Pace service area over the next five years.

Year	Projected Trips	% Growth	Projected Expenditures	% Growth
2006	477,000		\$15,364,000	
2007	505,620	6.0%	\$15,878,000	3.0%
2008	535,957	6.0%	\$16,384,000	3.0%
2009	568,115	6.0%	\$16,921,000	3.0%
2010	602,202	6.0%	\$17,476,000	3.0%

Note: The anticipated increase in 2006 costs for Pace ADA paratransit services is attributed to lower than anticipated contractor costs in 2005, anticipated high fuel costs in the future, and the fact that the 2006 projections were made prior to contractor rates being finalized.

CTA Service Area

Historical ridership information is used to identify trip demand and cost projections for the current CTA service area. The following table presents historical data for ADA paratransit ridership and expenditures in the CTA service area.

Year	Trips	% Growth	Expenditures	% Growth
2002	1,610,999		\$36,309,148	
2003	1,941,478	20.5%	\$42,350,326	16.6%
2004	2,203,730	13.5%	\$48,999,000	15.7%
2005	2,355,483	6.9%	\$54,440,857	11.1%

Source: Chicago Transit Authority (CTA)

Note: In preparing the ridership projections, CTA assumed that paratransit fares would be consistent with mainline fares. Given the CTA's scheduled fare increase for Jan. 1, 2006, the CTA's ridership projections would be lower than originally projected. Ridership for 2006 would be flat or even lower with 2005, with a modest increase each year thereafter.

Ridership in the CTA service area has increased by an average of 15.4% annually over the last three years (2002-2005). However, based on recent trends, an annual growth rate of 10% is used for ADA paratransit service in the CTA service area. The following table provides projected ADA paratransit ridership and expenditure growth for the CTA service area over the next five years.

Year	Projected Trips	% Growth	Projected Expenditures	% Growth
2006 *	2,473,258		\$59,163,602	
2007	2,720,584	10.0%	\$64,296,043	8.7%
2008	2,992,642	10.0%	\$69,873,725	8.7%
2009	3,291,906	10.0%	\$75,935,271	8.7%
2010	3,621,097	10.0%	\$82,522,656	8.7%

* - Figures are for 6 months of CTA service and 6 months of Pace service. 2006 projected trips (1,236,629) and projected expenditures (\$29,582,000) in the CTA service area were obtained from the CTA and doubled to allow for consistent comparison to 2007. Projected expenditures are based on an annual increase of 8.7%.

Note: The estimates for ridership for the current CTA service area were made prior to the scheduled CTA fare increase for Jan. 1, 2006 which would lower ridership growth. Additionally, other factors that may lower costs include negotiated contracts with carriers, improvements in the reservation and scheduling process, training programs to promote mainline ridership, and capital improvements to the mainline system. These factors would increase efficiency, promote mainline ridership, and lower the cost growth below current projections.

Operating cost projections for ADA paratransit services in the CTA service area are based on projections prepared by CTA in conjunction with the RTA. These figures are for direct cost of service only. During the transition, all CTA costs, direct and indirect, associated with the provision of CTA Special Services, the Taxi Access Program, and the Mobility Direct program will be reviewed and the cost projections may then be updated and refined.

Regional Demand Estimate

Based on the projections for both the Pace and the CTA service areas, a regional demand estimate may be prepared. The following table presents the projected trips and expenditures for the entire region, based on the individual service area projections.

Year	Projected Trips	% Growth	Projected Expenditures	% Growth
2005 *	2,805,403		\$67,590,857	
2006	2,950,258	5.2%	\$74,527,602	10.3%
2007	3,226,204	9.4%	\$80,174,043	7.6%
2008	3,528,599	9.4%	\$86,257,725	7.6%
2009	3,860,021	9.4%	\$92,856,271	7.6%
2010	4,223,299	9.4%	\$99,998,656	7.6%

* - Data obtained from Historical data tables above.

The following table presents the ADA paratransit fleet plan developed by Pace in October, 2005.

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Total Pace ADA Fleet	175	175	610	660	710	760
Total Pace ADA Fleet Retirements	21	28	43	41	26	37
Replacement Vehicles	21	28	43	41	26	37
Expansion of Pace Fleet - Suburban	0	0	10	10	10	10
Expansion of Pace Fleet - Chicago	0	0	425	40	40	40
Total ADA Purchases	21	28	478	91	76	87
Peak Fleet Requirement	157	157	535	580	630	675
Spares	18	18	75	80	80	85
Spare Ratio	11.5%	11.5%	14.0%	13.8%	12.7%	12.6%
Capital Cost		\$2,072,000	\$24,534,500	\$5,885,420	\$4,742,120	\$5,580,540
Pace ADA Fleet - Suburban	175	175	185	195	205	215
Pace ADA Fleet - Chicago			425	465	505	545
Total Pace ADA Fleet	175	175	610	660	710	760

The capital projections provided in the previous table assume the capitalization of the CTA paratransit fleet, which is currently operated with contractor owned equipment. This issue is currently under review. The projections above are categorized by City and suburban for review purposes. The current Pace ADA fleet is approximately 48% of the total Pace paratransit fleet (364 vehicles). 189 of the Paratransit vehicles are categorized as Dial-A-Ride vehicles, delivering service beyond the requirements of the ADA. It should be noted that ADA and Dial-A-ride services are coordinated in many areas. Trips and vehicles are coordinated for efficiency purposes.

SECTION 4: PROPOSED ADA PARATRANSIT SERVICES

Overview

As mandated by the legislative action amending the RTA Act, Pace will be the sole operator of all ADA paratransit services in the six-county Chicago area beginning on July 1, 2006. The following section describes the proposed service characteristics and administrative functions related to the transition of all services to Pace. Many of the issues described below were coordinated with the assistance of both the Transition Committee and Ad Hoc Committee (described in Section 6: Public Participation Process). Throughout the transition process, the primary goal of all those involved was to minimize disruptions to the region's riders.

The information below reflects the current understanding of the RTA, CTA, and Pace on what service will look like on July 1, 2006. Due to the complexity of the transition process, not every detail will be known at the time of the submittal of this Plan to the FTA. Unresolved issues and additional coordination and implementation strategies are discussed further in the Plan Supplemental. It is possible that some additional changes will be proposed for ADA paratransit service in 2007 or later. However, any changes will be reviewed by the CTA and Pace ADA Advisory Committees and/or any regional ADA advisory committees that are established, prior to implementation. Any major changes will go through a public hearing process, as required by federal law. In these cases, updates to this Plan may be necessary pursuant to 49 CFR 37.139 (j).

Service Characteristics

Pace will assume control over all ADA paratransit service on July 1, 2006. However, Pace and CTA riders will see no change in service delivery on that date as Pace will take over the administration of CTA services as they currently operate. Because no changes in service delivery will take place on July 1, 2006, many of the characteristics will remain similar to the current ADA paratransit services provided by Pace and CTA as described in Section 2. The difference between the existing and proposed ADA paratransit service is that Pace is now responsible for the entire region. Listed below are some additional details concerning the transition:

- Current CTA carrier contracts (CDT, SCR, and Art's) that expire at the end of 2005 will be extended by the CTA for one year (pursuant to an existing contract option) and then assigned to Pace on July 1, 2006.
- Pace vehicles will continue to operate curb-to-curb service.
- Current CTA carrier vehicles will continue to operate door-to-door and "will call" service.
- The existing CTA Taxi Access Program (TAP) and Mobility Direct Programs will continue under Pace authority (existing programs described in Section 2).
- The reservation process will remain unchanged. Scheduling and dispatching functions will remain the same (please refer to the Plan Supplemental for future strategies).

- Trips that currently require a transfer between existing services will still require a transfer after July 1, 2006.
- Pace will assume control over all ADA paratransit administrative functions on July 1, 2006. Pace and CTA staff will continue coordination efforts aimed at making the transition of these functions as seamless as possible to the rider.
- Beginning on July 1, 2006, all customer complaints and suggestions about ADA paratransit service in the region will be directed to Pace. The CTA will still accept customer complaints but will refer them to Pace as necessary.

The following characteristics of the proposed ADA paratransit service for the region are described below, as required by 49 CFR 37.139 (d) (4):

Service Area

The service area borders will now combine the existing Pace and CTA paratransit borders into one area. The proposed ADA paratransit service includes service provided within three-quarters of a mile from a CTA or Pace fixed route. The existing service area and operation of ADA paratransit services will not change on July 1, 2006. During all times, ADA paratransit service will mirror the coverage provided by the fixed route system.

Hours and Days of Service

As required by the ADA, hours and days of service will mirror the coverage provided by the fixed route system. Pace will accept same day trip reservations if space is available.

Fares

The one-way fare for existing Pace ADA paratransit service is double the regular fare and will remain the same on July 1, 2006. Existing Pace ADA paratransit fares are currently between \$2.50 and \$3.00. The CTA ADA paratransit fare is scheduled to increase to \$3.50 effective January 1, 2006. Reduced fare permits will continue to work on CTA and Pace fixed route buses, CTA "L" trains and Metra.

Response Time

Response time on the existing CTA Special Services will remain the same under Pace. As mentioned in Section 2, CTA Special Services vehicles arrive within a 20-minute on-time window. These are shared rides as allowed under the ADA and travel time is designed to mirror the equivalent travel time on fixed route. Existing CTA paratransit customers will not need to transfer if traveling anywhere within the CTA's service area, but must transfer if traveling to and from the existing Pace suburban service area. There are currently 14 official Special Services transfer points between CTA and Pace and these will remain in place. Trip requests on Pace services are taken during normal business hours the day before the requested trip.

Restrictions on Trip Purpose

There will be no restrictions on trip purpose affecting one's ability to make reservations for ADA paratransit service in the region.

Capacity Constraints

Pace will continue their policy of having no capacity constraints on all ADA paratransit services, including the CTA services to be under their authority beginning on July 1, 2006.

SECTION 5: CERTIFICATION PROCESS FOR ADA PARATRANSIT ELIGIBILITY

Overview

ADA paratransit service is provided for riders whose disability or health condition prevents them from using the CTA or Pace fixed route services for some or all of their travel. Individuals who are interested in using ADA paratransit service must apply and be found eligible according to ADA guidelines.

The RTA remains responsible for determining eligibility for ADA paratransit service in the region. The eligibility and certification process *will not* change from its current structure on July 1, 2006. All information about the RTA's process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are available in accessible formats, upon request.

Certification Information

The RTA certification process strictly limits ADA paratransit eligibility to those individuals who meet the paratransit eligibility criteria that are contained in Section 37.123 of the DOT Regulations. In some instances, the RTA will certify an individual as "conditionally eligible" or "transitionally eligible" for ADA paratransit. Conditional eligibility means that the applicant can use ADA paratransit only under certain stated conditions. Transitional eligibility means that the applicant can use ADA paratransit only until a vehicle which is readily accessible and usable by individuals with disabilities is being used to provide designated public transportation on the relevant route or routes. Pace, as appropriate, will determine whether specific trips requested by the individual meet the terms and conditions of an individual's certification and are ADA paratransit eligible.

The RTA's notification concerning eligibility is provided in writing. In addition, the RTA states the reasons for its determination and any eligibility conditions in its written notification. The RTA provides documentation to each eligible individual stating that he or she is "ADA Paratransit Eligible." This documentation includes the following:

- Name of the eligible individual
- ID # under which the individual can travel on ADA paratransit
- Any conditions or limitations on the individual's eligibility
- Mobility aids used to travel (if applicable)
- Date of notice along with an expiration date for eligibility
- Rider information for all ADA paratransit services (if determined eligible)
- Appeal Process Brochure (if determined not eligible or conditionally/transitionally eligible)

The RTA also provides written notification if an individual is determined to be ineligible, along with reasons for the determination. Eligibility will remain valid for a period of four

(4) years from the applicant's birthday month of the year of determination. Eligibility periods of shorter duration will be granted for temporary disabilities or while the individual participates in travel training. A determination of eligibility will be valid for use on all regional ADA paratransit services.

Certification Application Process

An individual who is interested in applying for ADA paratransit eligibility may obtain an application by contacting the RTA. RTA ADA paratransit certification staff will discuss with potential applicants how ADA paratransit is intended to function to make sure they understand basic ADA paratransit eligibility requirements and how ADA paratransit operates, and will ensure that the potential applicant does not already have an application or certification on file. An application form and instructions along with an informational brochure and a travel training flyer will then be mailed to the individual. Copies of these items are available in the Appendix.

The application is a series of questions designed to obtain information regarding an individual's functional abilities as they relate to fixed route transportation use. Once the application is filled out as much as possible, the applicant contacts the RTA ADA Paratransit Certification program to schedule an in-person interview. The telephone number (Voice and TTY) is listed on the application.

An in-person interview will be scheduled within approximately 7 to 10 business days of the initial scheduling call and will take place at one of the five RTA Interview and Assessment Sites. These five sites are located throughout the region. Should transportation to and from the site be needed, the RTA will arrange for transportation at no charge to the applicant. The following is a list of the current Interview and Assessment site locations:

- 8765 W. Higgins, Chicago
- 310 S. Peoria, Chicago
- 4018 W. 127th Street, Alsip
- 1580 S. Milwaukee Ave. #402, Libertyville
- 47 East Chicago Ave #372, Naperville

At the appointment, the interviewer reviews and, if necessary, helps the applicant complete the application. The interviewer will also obtain additional information about how the applicant's disability or health condition prevents fixed route use. It is important to note that during this interview, the applicant will have the opportunity to discuss concerns or issues they have with traveling on fixed route service. The application also has a section where the applicant may provide the names and telephone numbers of two professionals who are familiar with their disability or functional ability. This will allow the RTA to contact the professional if additional information is needed. Applicants may also bring additional documentation to the interview if they wish, which will be included in their file.

During the interview, the interviewer will make a decision as to whether physical or cognitive functional assessments are needed. Should the interviewer feel either or both assessments are necessary, the applicant will then participate in an on-site physical and/or cognitive functional assessment. The functional assessment uses nationally recognized assessment tools. During a physical functional assessment, the applicant may be asked to perform tasks designed to assess their functional ability to use fixed route public transportation, such as walk or wheel a distance outside, climb bus steps or demonstrate their ability to use a bus lift. The cognitive functional assessment will evaluate areas such as the applicant's ability to navigate a bus route, learn to use fixed route or demonstrate appropriate safety skills.

Once the in-person interview and functional assessments are conducted, all information and application materials are forwarded to the RTA by the next business day. The RTA certification staff will then review the information provided in the application and obtained during the interview, along with any functional assessment that was conducted. RTA certification staff will make an eligibility determination within 21 days of the completed interview and assessment date.

If the RTA has not made a determination of eligibility within 21 days of a completed interview and assessment, the applicant is treated as eligible on an interim basis and shall be provided ADA Paratransit service until the RTA makes a determination concerning eligibility as described above. Notification regarding interim eligibility is provided in writing and in accessible format, if requested.

Appeal Process

Any applicant who is denied ADA Paratransit eligibility by the RTA or disagrees with any RTA established conditions of eligibility has the right to appeal that determination. An appeal request shall be submitted in writing to the RTA, postmarked or delivered within 60 days of the applicant receiving written notification of the RTA's determination regarding eligibility as provided above. A copy of the Appeal Process brochure is available in the Appendix.

An Administrative Review is performed by the RTA for all appeal requests. The Administrative Review is designed to evaluate the appellant's record to insure that all the appropriate steps were taken during the application and certification process and that the eligibility determination is justified based on the information in the file. No additional evidence or new information is considered at this time.

Upon completion of the Administrative Review, the RTA may reconsider its initial eligibility determination if material oversights are identified. If the initial eligibility determination is not changed as a result of the Administrative Review, the appeal request is forwarded to the RTA's Eligibility Review Board (ERB) for a formal appeal hearing. If the initial eligibility determination is changed as a result of an Administrative Review, the appellant will be provided written notification of the change. If the appellant still disagrees with the eligibility determination, the appellant may contact the ADA

Paratransit Certification Program either orally or in writing, within 30 days of receiving the written notification of the RTA's revised eligibility determination, to request a formal appeal hearing by the ERB.

Upon receipt of an appeal request, the RTA will establish an Eligibility Review Board (ERB) for the formal appeal hearing. The ERB will consist of three members as follows:

- One member to be chosen by the RTA from among its employees,
- One member to be chosen by the RTA from the list of potential members previously elected by the RTA Advisory Council on Accessible Transportation and Mobility, and
- One member to be chosen by the RTA representative and the RTA Advisory Council representative from a list of alternating members developed by the RTA Advisory Council.

A permanent list of potential ERB members will be maintained. Four individuals are selected to serve as potential RTA Advisory Council representatives on the ERB through an election among the RTA Advisory Council members. In addition, all nominees who are not elected to serve as potential ERB members may be placed on the permanent list to serve as potential third party members. None of the three ERB members for an appeal may be persons who were involved with the RTA's initial eligibility determination for the appellant. The RTA will notify each appellant of the names of the ERB members for his or her formal appeal hearing, along with the hearing date. The appellant may decide whether or not to attend the formal appeal hearing.

Should the appellant require transportation to and from the hearing, the RTA will make the necessary arrangements. Either the appellant or his or her designated representative or both may be present at the appeal hearing. The appellant may request a court reporter be present, but the appellant is responsible for all arrangements and costs of a court reporter. The RTA will tape record any hearing and make one copy of the tape available at no charge to the appellant upon request.

The appellant may present information, including additional evidence or new facts, and arguments in person orally and/or in writing at the time of a formal appeal hearing. The ERB may also request additional documentation and/or functional assessments as necessary. Written appeal statements are not required. If submitted, any appeal statements must either be included with the written appeal request or submitted at or prior to the formal appeal hearing, unless the appellant obtains approval from the ERB to submit information after the appeal hearing. Any statements should focus on the relationship between the facts presented and already part of the record, the eligibility criteria contained in the DOT regulations, and the RTA's written eligibility determination. The ERB may request additional information or clarification from the RTA ADA paratransit certification staff regarding any issue raised by the appellant.

If, after 30 days following the formal appeal hearing, the ERB has not made a final appeal decision, the appellant shall be treated as eligible for ADA paratransit on an

interim basis and will be provided with ADA paratransit service until the ERB issues a decision to uphold or change the initial eligibility determination. The ERB will notify the appellant if interim service is arranged.

After the ERB has made its final appeal decision, it will provide the appellant with written notification of its decision and the reason for the decision. Should the decision letter be requested in an accessible format, the RTA will accommodate this request. This notification constitutes the final decision of the RTA. If a change in eligibility is made by the ERB, a revised eligibility notification letter is also sent to the appellant by ADA Paratransit Certification staff.

Visitor Policy

Currently, Pace and CTA directly handle visitor policy on their respective services. As of July 1, 2006, Pace will address all visitor policy issues for the region. Pace allows visitors to the region to use ADA paratransit service on a temporary basis, providing they meet eligibility criteria contained in the DOT regulations. Visitors must contact Pace to verify their eligibility. Pace then contacts individual service contractors to inform them of an individual's visitor eligibility. Riders are given instructions on how to book rides with the various contractors. If an individual wishes to use ADA paratransit services beyond the temporary period, they are referred to the RTA to apply for regional eligibility.

SECTION 6: PUBLIC PARTICIPATION PROCESS

Overview

One objective of the Regional ADA Paratransit Plan for Persons with Disabilities is to allow for input into the Plan by people with disabilities through established mechanisms and public hearings. The development of the Plan has been structured to maximize the effectiveness of community participation. Public participation into issues related to regional paratransit services began in earnest early in 2005 with several hearings by the Illinois House Committee on Mass Transit, as well as the Paratransit Subcommittee of that Committee. These hearings focused on the history of paratransit services in the region, the requirements of the ADA as related to public transit, the current status of paratransit in the region, and funding issues. In addition, the following forums provided an opportunity for public participation throughout the process and are explained in this section:

- Ad Hoc Committee
- Existing ADA Advisory Committees
 - Regional Transportation Authority (RTA)
 - Chicago Transit Authority (CTA)
 - Pace Suburban Bus Service
- Public Hearings

Transition Committee

As mentioned in Section 1: Introduction, a Transition Committee was formed to help guide the development of the Regional ADA Paratransit Plan for Persons with Disabilities. The committee began meeting in August, 2005 on a bi-weekly basis. Representatives from the RTA, CTA, Pace, CATS, and IDOT participated on the committee.

Many of the issues discussed by the Transition Committee were technical in nature and assisted in forming the Proposed Paratransit Services described in Section 4 and identified future considerations for certain issues described in the Plan Supplemental. The Transition Committee worked in close concert with the Ad Hoc Committee throughout the development of the Plan.

Ad Hoc Committee

The Ad Hoc Committee was formed to assist the Transition Committee and to provide an ongoing mechanism for public input into the development of the Plan. The committee began meeting in August, 2005 on a bi-weekly basis. The committee consists of persons with disabilities and representatives from agencies serving people with disabilities. All meetings were open to the public. Meeting minutes for every Ad Hoc Committee meeting are available in the Appendix.

The Ad Hoc Committee was responsible for many aspects of the public participation process. Specifically, the committee assisted in reviewing and finalizing materials to be sent to the public regarding the transition process. This included a “Frequently Asked Questions” document that was mailed along with information regarding the public hearings. A copy of the document is available in the Appendix.

Public Hearings

The Ad Hoc Committee discussed the required public hearings at meetings throughout August and September, 2005 and determined the need to hold a total of four public hearings on the Regional ADA Paratransit Plan for Persons with Disabilities.

Three weeks in advance of the first hearing, an information packet was mailed to anyone who had ridden CTA or Pace ADA paratransit service during the past 12 months (over 22,000 packets were mailed). All materials were available in accessible format and included the following (copies of these documents may be found in the Appendix):

- Cover Letters and Mailing Notice
- List of Meeting Dates and Locations
- Frequently Asked Questions Document

In addition to the mailing, information on the Plan and the hearings was posted on websites for the RTA, CTA, and Pace. Information was also placed in vehicles and published in a newspaper with general circulation in the RTA region. A copy of the notice for the public hearings and a list of mailing addresses is included in the Appendix. A list of each public hearing date, time, location and number of attendees is provided below:

<u>Date</u>	<u>Time</u>	<u>Location</u>
November 3, 2005	5:00-8:00 p.m.	Regional Transportation Authority (RTA) 175 West Jackson Boulevard Chicago, Illinois (central location) Attendees: 38
November 7, 2005	5:00-8:00 p.m.	Mayor’s Office for People with Disabilities 2102 West Ogden Avenue Chicago, Illinois (west location) Attendees: 46
November 8, 2005	1:00-4:00 p.m.	19 th District Senior Advisory Group 2452 West Belmont Avenue Chicago, Illinois (north location) Attendees: 24

November 14, 2005 1:00-4:00 p.m. Ada S. Niles Center
653 West 63rd Street
Chicago, Illinois (south location)
Attendees: 102

A total of 210 people attended the four public hearings. The input received has been evaluated by the Transition Committee and, where appropriate, changes have been made to the Plan. The overwhelming majority of the comments received at the four Public Hearings were related to the scheduled increase in CTA paratransit fares.

The following is a summary of three representative comments received regarding the content of the Plan itself.

COMMENT: How was the Ad Hoc Committee was formed?

RESPONSE: The Ad Hoc Committee was originally formed by having each of the RTA, CTA, and Pace ADA Advisory Boards nominate two members from each Board to serve. Those six individuals then selected additional at-large Committee members. The makeup of the Ad Hoc Committee was designed to represent diversity in the region.

COMMENT: Was this Plan created because the region is currently non-compliant with the ADA?

RESPONSE: The region is in compliance with the ADA. The development of the Plan was mandated by the recently amended RTA Act.

COMMENT: How will City of Chicago riders be represented now that Pace is taking over all ADA paratransit service for the region?

RESPONSE: As is discussed in the Plan Supplemental, the Ad Hoc Committee has been vital to the development of the Regional ADA Paratransit Plan for Persons with Disabilities and has been involved in the transition process since its creation in August 2005. During the next several months, the Ad Hoc Committee will continue to work with the Transition Committee and the individual ADA Advisory Boards to discuss the possible restructuring of the existing ADA Advisory Boards. The Plan, and any subsequent updates to the Plan, must be approved by the RTA Board by a super-majority vote (9 of 13 Board members). The RTA Board includes five members appointed by the Mayor of the City of Chicago. The RTA, CTA and Pace, in cooperation with the Ad Hoc Committee and ADA Advisory Boards, will continue to evaluate approaches to ensure that City of Chicago riders are represented.

Many comments received were focused primarily on the operations of paratransit service. Listed below are the most common issues raised along with responses developed by the Transition Committee. Comments regarding existing service-related issues were referred to either CTA or Pace representatives for follow up. Other comments unrelated to the Plan are not included and remain on file with the RTA.

COMMENT: Will service improve with the transition?

RESPONSE: Pace will assume control over all ADA paratransit service on July 1, 2006. Pace and CTA riders will see no change in the service delivery on that date as Pace will take over the administration of CTA ADA services as they currently operate. It is probable that additional changes will be proposed for ADA paratransit service in 2007 or later. Some differences in policies and practices between Pace and CTA, as well as some potential for service enhancements, have already been identified. However, changes will only be recommended after a series of ongoing meetings with the appropriate parties to identify and review all appropriate issues. In addition, any proposed changes will be reviewed by the CTA and Pace ADA Advisory Committees and/or any ADA Advisory Committees that are established, prior to implementation. Any major changes will go through a public hearing process, as required by federal law.

COMMENT: Will the transition result in increased efficiency?

RESPONSE: Pace and CTA rides will see no change in service delivery on July 1, 2006 as Pace will take over the administration of CTA ADA services as they currently operate. It is probable that changes will be proposed for ADA paratransit service in 2007 or later. An example of an area that will be closely reviewed for potential change is dispatch operations, where it appears there is a need for more user friendly, efficient service delivery. Any proposed changes will be reviewed by the CTA and Pace ADA Advisory Committees and/or any ADA Advisory Committees that are established, prior to implementation. Any major changes will go through a public hearing process, as required by federal law.

COMMENT: Will Pace take over the existing CTA carriers?

RESPONSE: Current CTA carrier contracts (CDT, SCR, and Art's) that expire at the end of 2005 will be extended by the CTA for one year (pursuant to an existing contract option) and then assigned to Pace on July 1, 2006.

COMMENT: Will the computer systems on all carriers be the same?

RESPONSE: On July 1, 2006, Pace will take over the administration of CTA ADA services as they currently operate. Any changes proposed in 2007 or later will follow a review of all aspects of operations, including tools such as computer aided dispatching systems. This operations review will be approached with the goals of ADA compliance, service improvement and increased dispatch efficiency.

COMMENT: How will transfers be affected?

RESPONSE: On July 1, 2006, Pace will take over the administration of CTA ADA services as they currently operate. Any changes proposed in 2007 or later will follow a review of all aspects of operations, including transfer policies and procedures. It should be noted that the need has already been

identified for more user friendly, efficient dispatching and service delivery.

COMMENT: What will be the policy on door-to-door vs. curb-to-curb service for the region?

RESPONSE: Pace and CTA riders will see no change in the service delivery on July 1, 2006 as Pace will take over the administration of CTA ADA services as they currently operate. It is probable that changes will be proposed for ADA paratransit service in 2007 or later. An example of an area that will be closely reviewed for change is the clarification of the origin to destination service delivery policy. However, changes will only be recommended after a series of ongoing meetings with the appropriate parties to identify and review all appropriate issues. In addition, any proposed changes will be reviewed by the CTA and Pace ADA Advisory Committees and/or any ADA Advisory Committees that are established, prior to implementation.

COMMENT: How will complaints be handled by Pace?

RESPONSE: Effective July 1, 2006, all ADA paratransit complaints will be directed to Pace Passenger Services. Pace wants to receive all complaints so they are aware of all service related issues and can take appropriate corrective steps.

Many attendees were interested in the possibility of Medicaid reimbursement for the costs of Medicaid-eligible paratransit trips, and how it would affect the region from a funding perspective. As is discussed in the Plan Supplemental, a working group consisting of representatives from the Illinois Department of Health and Family Services, IDOT, RTA, CTA, and Pace has been holding bi-weekly conference calls since September 2005 to discuss all related issues and develop procedures for Medicaid reimbursement. Outreach efforts have been coordinated with the Ad Hoc Committee to explain the Medicaid reimbursement process and the effect it has on scheduling trips to the disabled community. A one-page description of the process was mailed to a list of ADA paratransit riders who had ridden service during the past year, consisting of over 20,000 names. Medicaid reimbursement is one additional funding resource being investigated for the provision of ADA paratransit service in the region. The Transition Committee will identify other potential sources as a part of the Funding Plan.

Additional Written Comments Received

- A major carrier of CTA ADA paratransit services provided written comments on the Plan. The carrier expressed the opinion that they could provide additional trips but were only allocated a set amount of trips by the CTA (it should be noted that the allocation of trips to each CTA paratransit carrier is based on market share established in the contract, not on any capacity limits). The carrier also expressed some concerns regarding the existing Taxi Access Program (TAP), including counts of total trips provided to certified paratransit customers. The carrier stated that the three current contractors for CTA have

spent millions of dollars on capital equipment that the region could ill afford to replace. Finally, the carrier expressed doubts that the operation of all services by one agency (Pace) would serve the region better than if operated by the existing two agencies and their combined resources. In summary, the carrier did indicate that they do support the Regional ADA Paratransit Plan for Persons with Disabilities.

- The Kane County Division of Transportation provided written comments expressing hope that new opportunities for paratransit service enhancements will be available in the future. Kane County expressed a commitment to exploring possible solutions to address its unique paratransit needs. The county formed a Paratransit Coordinating Council in 2003 and the council is currently exploring the possible implementation of a taxi-subsidized program similar to the Ride DuPage model.

Timeline of Public Participation Activities

<u>Date</u>	<u>Activity</u>
February 14, 2005	Paratransit Subcommittee of the Illinois House Committee on Mass Transit Hearing
March 7, 2005	Paratransit Subcommittee of the Illinois House Committee on Mass Transit Hearing
April 6, 2005	Paratransit Subcommittee of the Illinois House Committee on Mass Transit Hearing
May 9, 2005	Paratransit Subcommittee of the Illinois House Committee on Mass Transit Meeting to receive input from people with disabilities and advocates for people with disabilities (including members of the CTA and Pace ADA Advisory Committees)
May 19, 2005	Illinois House Committee on Mass Transit Hearing
July 29, 2005	Amended RTA Act signed into law
August 19, 2005	Ad Hoc Committee Meeting
August 25, 2005	CTA ADA Advisory Committee Meeting
September 1, 2005	Ad Hoc Committee Meeting
September 15, 2005	Pace ADA Advisory Committee Meeting
September 16, 2005	Ad Hoc Committee Meeting

September 22, 2005	CTA Paratransit Subcommittee Meeting
September 30, 2005	Ad Hoc Committee Meeting
October 14, 2005	Ad Hoc Committee Meeting
October 17, 2005	CATS Task Force for Seniors and People with Disabilities Public Hearing Documentation Mailed
October 18, 2005	Equip for Equality Workshop
October 20, 2005	RTA Advisory Council on Accessible Transportation and Mobility Meeting
October 27, 2005	CTA ADA Advisory Committee Meeting
October 28, 2005	Ad Hoc Committee Meeting
November 3, 2005	Public hearing #1 (central location, evening)
November 7, 2005	Public hearing #2 (west location, evening)
November 8, 2005	Public hearing #3 (north location, afternoon)
November 14, 2005	Public hearing #4 (south location, afternoon)
November 17, 2005	Pace ADA Advisory Committee Meeting
November 18, 2005	Ad Hoc Committee Meeting
December 7, 2005	Pace Board Ordinance approving Regional ADA Paratransit Plan for Persons with Disabilities
December 14, 2005	CTA Board Ordinance approving Regional ADA Paratransit Plan for Persons with Disabilities
December 15, 2005	Ad Hoc Committee Meeting
December 16, 2005	CATS MPO Certification of Regional ADA Paratransit Plan for Persons with Disabilities
December 16, 2005	RTA Board Ordinance approving Regional ADA Paratransit Plan for Persons with Disabilities
December 22, 2005	CTA ADA Advisory Committee Meeting

December 30, 2005 Regional ADA Paratransit Plan for Persons with Disabilities
submitted to the FTA

Additional Public Participation Efforts

Additional opportunities for public participation in the development of the Plan were available throughout the process. The following is a list of additional efforts to solicit public input into the Plan:

- *Equip for Equality Workshop* – Equip for Equality, an organization dedicated to advancing the human and civil rights of people with disabilities in Illinois, hosted a workshop on October 18, 2005. The focus of the workshop was to explain how the change in legislation would affect ADA paratransit customers in the Chicago region. The workshop also provided information on the legal rights of people with disabilities under the ADA. The workshop was advertised by email to various disability email distribution groups and organizations, on the Equip for Equality website, and in the organization’s print newsletter, *The Equalizer*.
- *Additional CTA Efforts* – The CTA holds regularly scheduled ADA Advisory Committee meetings, including a Paratransit subcommittee meeting. These venues provided another opportunity for public input into the transition process. In addition, the CTA held a public hearing on its proposed 2006 budget on October 27 (the same day as the ADA Advisory Committee meeting), at which comments on aspects of CTA ADA paratransit operations were taken.
- *Additional Pace Efforts* – Pace meets bi-monthly with its ADA Advisory Committee. Updates on the transition have been given at every meeting since the adoption of HB 1663. The meetings in 2005 were held on the following dates:
 - January 20, 2005
 - March 17, 2005
 - May 20, 2005
 - July 21, 2005
 - September 15, 2005

In advance of the November 17, 2005 meeting, a copy of plan was mailed to the Committee. In addition, Pace gave a presentation on the plan and solicited input from the Committee. Pace has posted the public hearings notification on every ADA paratransit bus. In addition, Pace ADA paratransit drivers have copies of the frequently asked questions document (see Appendix) for distribution to riders.

Ongoing Requirement

All parties involved in developing the Regional ADA Paratransit Plan for Persons with Disabilities recognize the need for an ongoing mechanism for the participation of

individuals with disabilities in the continued development and assessment of services to persons with disabilities.

Currently, CTA ADA paratransit riders may participate in the development and assessment of services through the CTA ADA Advisory Committee. The same arrangement holds true for Pace. In addition, the RTA has an established ADA Advisory Committee. The current arrangement allows for each operating agency's riders with a mechanism for input.

During the next several months, the Ad Hoc Committee will continue to work with the Transition Committee and the individual ADA Advisory Boards to discuss the possible restructuring of the existing ADA Advisory Boards.

SECTION 7: PLAN ORDINANCES AND CERTIFICATION

Listed below are the ordinances and certifications required by 49 CFR 37.141. The following pages contain copies of each document.

<u>Date</u>	<u>Ordinance / Certification</u>
December 7, 2005	Pace Suburban Bus Service – Board Ordinance
December 14, 2005	Chicago Transit Authority – Board Ordinance
December 16, 2005	Chicago Area Transportation Study (CATS) – MPO Certification
December 16, 2005	Regional Transportation Authority (RTA) – Board Ordinance

ORDINANCE APPROVING TRANSMITTAL OF REGIONAL ADA PARATRANSIT PLAN FOR PERSONS WITH DISABILITIES

WHEREAS, pursuant to the Regional Transportation Authority Act of 1972, as amended (the "Act"), the Regional Transportation Authority ("RTA") is given financial oversight authority over three "service boards" which provide public transit services in that part of Illinois consisting of Cook County, DuPage County, Lake County, McHenry County, Kane County and Will County (the "RTA Service Area").

WHEREAS, in 1992, the Suburban Bus Division of the RTA, doing business and hereinafter referred to as "Pace", approved an ADA Complementary Paratransit Plan for People with Disabilities for application to that part of the RTA Service Area which is outside the City of Chicago; and

WHEREAS, paratransit service within the City of Chicago has been provided by the Chicago Transit Authority ("CTA") pursuant to the CTA's 1992 Comprehensive Service Plan for People with Disabilities; and

WHEREAS, on July 29, 2005, the Illinois General Assembly amended the RTA Act to provide that by not later than July 1, 2006, Pace will be responsible for the provision of paratransit service in the entire RTA Service Region, which provision necessarily means that the CTA's paratransit services in the City of Chicago will be transferred to Pace by not later than the July 1, 2006 date; and

WHEREAS, the Illinois General Assembly also mandated that beginning July 1, 2005, the RTA is responsible for the funding, financial review and oversight of all ADA paratransit services provided by the RTA or by any of the three service boards; and

WHEREAS, the Illinois General Assembly also provided that by not later than January 1, 2006, the RTA, Pace, and CTA shall develop a plan for the provision of paratransit service in the RTA Service Region (the "Plan") for submission to the Federal Transit Administration (FTA); and

WHEREAS, representatives from the RTA, CTA, Pace the Illinois Department of Transportation and the Chicago Area Transportation Study have met to discuss the transition to Pace of all ADA paratransit operations and to prepare the Plan; and

WHEREAS, an ad hoc committee of people with disabilities and representatives from agencies providing services to people with disabilities was formed and provided input on the preparation of the Plan; and

WHEREAS, the RTA held four public hearings on the Plan to provide opportunity for public comment; and

WHEREAS, the Plan that has been prepared for submission to the FTA is attached; and

WHEREAS, Pace staff recommends that the Pace Board of Directors adopt the Plan; and

WHEREAS, the Pace Board of Directors concurs with this recommendation on the understanding that the costs of the paratransit service to be provided by Pace pursuant to the Plan will be funded by the RTA in accordance with the amendments to the RTA Act pursuant to Public Act 94-0370.

NOW THEREFORE, BE IT ORDAINED, by the Pace Board of Directors that the document identified as the Regional Paratransit Plan for Persons with Disabilities is hereby adopted.

The Executive Director of Pace is hereby authorized to take such action as he deems necessary or appropriate to submit the Plan to the FTA jointly with the RTA and CTA, in substantially the form attached, and upon the completion of the transfer of CTA's paratransit service to Pace, to implement, administer, and enforce the Plan.

ORDINANCE No. 005-205

AN ORDINANCE APPROVING AND
AUTHORIZING CTA SUBMISSION TO
RTA OF A REGIONAL ADA
PARATRANSIT PLAN FOR PERSONS
WITH DISABILITIES

WHEREAS, The Chicago Transit Board approved a Comprehensive Service Plan for People with Disabilities in 1992, and approved amendments to a Comprehensive Service Plan for People with Disabilities in 1996; and

WHEREAS, On July 29, 2005, the Illinois General Assembly amended the Regional Transportation Authority (RTA) Act to provide that RTA will be responsible for the funding, financial review, and oversight of all ADA paratransit in the region, and Pace will be responsible for the provision of all paratransit service in the region no later than July 1, 2006; and

WHEREAS, The Illinois General Assembly also provided that RTA, in collaboration with CTA and Pace, will develop the Regional ADA Paratransit Plan for People with Disabilities ("Plan") for the provision of paratransit service for submission to the Federal Transit Administration ("FTA") by January 1, 2006; and

WHEREAS, Representatives from RTA, CTA, Pace, the Illinois Department of Transportation and the Chicago Area Transportation Study have met to discuss the transition of paratransit operations from CTA to Pace and to collaborate with RTA in preparing the Plan; and

WHEREAS, An ad hoc committee of people with disabilities and representatives from agencies providing services to people with disabilities was formed and provided input to RTA on the transition of paratransit operations from CTA to Pace and assisted RTA in preparing the Plan; and

WHEREAS, Four public hearings were held throughout the region on the Plan to provide opportunity for public comment; and

WHEREAS, RTA also received written comments from members of the public and from members of CTA, Pace and RTA ADA Advisory Committees,

WHEREAS, Public comment was incorporated into the Plan; and

WHEREAS, The Transit Board prepared Additional Objectives for Regional ADA Paratransit Plan for People with Disabilities to be incorporated into the Plan; and

ORDINANCE NO. 005-205
(Continued) -2

WHEREAS, The Plan that has been prepared for submission to RTA is attached; and

WHEREAS, Staff recommends submission of the Plan to RTA; now therefore;

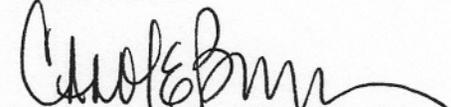
BE IT ORDAINED BY THE CHICAGO TRANSIT BOARD
OF THE CHICAGO TRANSIT AUTHORITY:

SECTION 1. The Chicago Transit Board proposes Additional Objectives for the Regional ADA Paratransit Plan for People with Disabilities, attached hereto as Exhibit A.

SECTION 2. The Chicago Transit Board approves the Plan, attached hereto as Exhibit B, and authorizes Staff to submit the Plan and the amendments proposed in Exhibit A to RTA.

SECTION 3. This ordinance shall be in full force and effect from and after its passage.

APPROVED:


Chairman

December 14, 2005

PASSED:


Assistant Secretary

December 14, 2005

**ADDITIONAL OBJECTIVES FOR REGIONAL ADA PARATRANSIT PLAN
FOR PEOPLE WITH DISABILITIES**

1. The RTA and its service boards shall work to secure additional capital funds to increase accessibility on mainline rapid transit service pursuant to the ADA. The RTA and its service boards shall provide the RTA Board with an annual accounting of mainline ridership by customers with disabilities. The RTA and its service boards shall continue to work to increase mainline usage by customers with disabilities through increased and improved customer travel training and training of RTA and service board personnel.
2. The RTA and its service boards shall continue to seek additional efficiencies in vendor management, trip planning, dispatch, and delivery of paratransit services and operations. These efforts shall include securing new revenue sources and enhanced regional integration wherever possible. The RTA shall secure an annual independent audit of its paratransit certification process, applications, and certifications, including a comparison of RTA with other major transit agencies.
3. To improve transparency, the RTA and its service boards shall provide the RTA Board with a quarterly accounting of the costs of providing the level of paratransit service required by the ADA, and the costs of providing paratransit service that exceeds those requirements. The RTA and its service boards recognize that the service requirements established by the ADA are minimum standards, and that the CTA and Pace currently provide paratransit service that exceeds those standards.
4. Though transit agencies may not provide reduced fare paratransit based on a customer's income, the RTA and its service boards will support efforts to do so through other means.

MPO Certification of RTA/Pace/CTA Combined ADA Paratransit Plan

As authorized by the Chicago Area Transportation Study Policy Committee, the Chicago Area Transportation Study Work Program Committee hereby certifies that it has reviewed the regional ADA paratransit plan prepared jointly by the Regional Transportation Authority, the Chicago Transit Authority and Pace Suburban Bus as required under 49 CFR part 37.139(h) and finds it to be in conformance with the 2030 Regional Transportation Plan developed under 49 CFR part 613 and 23 CFR part 450. This certification is valid for one year.

Thomas B. Rickert

Thomas Rickert, Chairman
CATS Work Program Committee

Donald P. Kopec

Donald P. Kopec
CATS Acting Executive Director

December 16th, 2005
State of Illinois
County of Cook

This instrument was acknowledged before me on December ~~19~~¹⁶, 2005



Janet M. Bright
Signature of Notary Public

ORDINANCE NO. 2005-86

WHEREAS, the Americans with Disabilities Act (ADA) was signed into law on July 26, 1990; and

WHEREAS, the Chicago Transit Authority and Suburban Bus Division of the Regional Transportation Authority (Pace) developed and submitted separate plans to the United States Department of Transportation describing implementation of 'comparable paratransit' requirements of the ADA in January, 1992 and annual updates prior to January 26, 1993 and January 26, 1994; and

WHEREAS, the Regional Transportation Authority Act (the "Act") was amended effective July 1, 2005, to make the Regional Transportation Authority (the "Authority") responsible for the "funding, financial review and oversight" of all ADA paratransit services that are provided by the Authority or by any of the Service Boards; and

WHEREAS, the Act requires that Pace shall operate or provide for the operation of all ADA paratransit services by no later than July 1, 2006; and

WHEREAS, the Act requires that the Authority, in collaboration with Pace and the Chicago Transit Authority, shall develop a plan for the provision of ADA paratransit services and submit such plan to the Federal Transit Administration (FTA) for approval by no later than January 1, 2006.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE REGIONAL TRANSPORTATION AUTHORITY that:

1) The Authority approves the Regional ADA Paratransit Plan for Persons with Disabilities prepared by the Authority in collaboration with Pace and the Chicago Transit Authority substantially in the form attached hereto.

2) The Authority concurs in the submission of said Plan to the FTA pursuant to the ADA and U.S. DOT regulations.

3) The Executive Director of the Authority is authorized to furnish evidence of the RTA's approval of said Plan to the FTA and to furnish such additional information, assurances, certifications, or amendments as the FTA may require in connection with the Plan.

4) The Executive Director of the Authority is authorized to take such further action as necessary or appropriate to implement, administer, and enforce this ordinance and said Plan on behalf of the Authority.

ADOPTED DECEMBER 16, 2005

PLAN SUPPLEMENTAL

Overview

As described in Section 1: Introduction, full transition of ADA paratransit services will not occur until July 1, 2006, and further development of coordination and implementation strategies will continue to take place *after* submittal of the Regional ADA Paratransit Plan for Persons with Disabilities to the FTA. This Plan Supplemental provides the RTA, CTA, and Pace with a list of activities, issues, and strategies to pursue between January 1 and July 1, 2006 and beyond. The Plan Supplemental should be used as both a guide and resource to address future issues related to ADA paratransit services in the region.

The structure of this Plan Supplemental is directly based on specific provisions stated in section 2.30 (c) of the amended RTA Act, signed into law in July 2005. Each of the eleven issues from section 2.30 (c) is detailed below. For each issue, a description of current practice and future considerations are provided. In some cases, the issues have already been addressed in the main body of the Regional ADA Paratransit Plan for Persons with Disabilities and are cross-referenced to assist the reader.

Section 2.30 (f) of the amended RTA Act states, “*By no later than April 1, 2007, the Authority [RTA] shall develop and submit to the General Assembly and the Governor a funding plan for ADA paratransit services.*” Over the course of the next few months, the RTA and its planning partners will be developing a Project Management Plan and Scope of Work for this Funding Plan. In addition to analyzing current and long-term costs of ADA paratransit services and possible funding sources, the Plan will also identify service delivery modifications that may lead to more cost efficient and effective operations. Initial thoughts and future considerations are mentioned in the section below and have been targeted for more detailed analysis once the Funding Plan begins.

Provisions of Amended RTA Act Section 2.30 (c)

Eleven specific issues are highlighted in section 2.30 (c) of the amended RTA Act. The description for section 2.30 (c) states:

“No later than January 1, 2006, the Authority [the RTA], in collaboration with the Suburban Bus Board [Pace] and the Chicago Transit Authority, shall develop a plan for the provision of ADA paratransit services and submit such plan to the Federal Transit Administration for approval. Approval of such plan by the Authority shall require the affirmative votes of 9 of the then Directors. The Suburban Bus Board, the Chicago Transit Authority and the Authority shall comply with the requirements of the Americans with Disabilities Act of 1990 and its implementing regulations in developing and approving such plan including, without limitation, consulting with individuals with disabilities and groups representing them in the community, and providing adequate opportunity for public comment and public hearings. The plan shall include the contents required for a paratransit plan pursuant to the Americans with Disabilities Act of

1990 and its implementing regulations. The plan shall also include, without limitation, provisions to:

- (1) *“Maintain, at a minimum, the levels of ADA paratransit service that are required to be provided by the Service Boards pursuant to the Americans with Disabilities Act of 1990 and its implementing regulations.”*

Current paratransit service in the region (operated by both CTA and Pace) remains in compliance with all the requirements of the Americans with Disabilities Act of 1990. As noted in Section 1: Introduction, the CTA and Pace both submitted ADA paratransit plans to the FTA in 1992. The CTA submitted an update to the FTA in 1996.

As the transition occurs on July 1, 2006, it is a primary objective of the Regional ADA Paratransit Plan for Persons with Disabilities to maintain, at a minimum, the levels of ADA paratransit service required by the ADA in the region. Furthermore, Section 2: Existing Services provides examples of both CTA and Pace providing ADA paratransit service above and beyond what is required by the ADA. Once the transition occurs, no changes are anticipated to the current level of ADA paratransit service, which includes additional service not necessarily required.

- (2) *“Transfer the appropriate ADA paratransit services, management, personnel, service contracts and assets from the Chicago Transit Authority to the Authority or the Suburban Bus Board, as necessary, by no later than July 1, 2006, except that this date may be extended to the extent necessary to obtain approval from the Federal Transit Administration of the plan prepared pursuant to this subsection (c)”*

Section 4 of the Plan details the proposed ADA paratransit service to be provided for the region. This section includes details on specific aspects of the transition. In summary, all ADA paratransit services in the region will be operated by Pace as of July 1, 2006. Management of the service will be under the purview of Pace, including all service related and administrative decisions. It is anticipated that Pace will be hiring additional staff to assist during the transition process. Current CTA carrier contracts (CDT, SCR, and Art’s) that expire at the end of 2005 will be extended by the CTA for one year (pursuant to an existing contract option) and then assigned to Pace effective July 1, 2006.

A Transition Committee was established consisting of representatives from the RTA, CTA, Pace, and other regional agencies. The Transition Committee was formed to assist coordination efforts between CTA and Pace, address administrative and service related issues, and work in close concert with the Ad Hoc Committee (which includes representatives from various ADA Advisory Boards and persons with disabilities). In addition, the Transition Committee

assisted in drafting the Regional ADA Paratransit Plan for Persons with Disabilities.

Once the Plan is submitted to the FTA by January 1, 2006, the Transition Committee's work will continue. The Committee will continue to meet to address coordination and transition issues that may arise leading up to the July 1, 2006 transfer of service from CTA to Pace.

- (3) *“Provide for consistent policies throughout the metropolitan region for scheduling of ADA paratransit service trips to and from destinations, with consideration of scheduling of return trips on a ‘will-call’ open-ended basis upon request of the rider, if practicable, and with consideration of an increased number of trips available by subscription service than are available as of the effective date of this amendatory Act.”*

Currently, different policies and procedures exist for scheduling ADA paratransit trips due to the fact that two agencies operate service with multiple contracted carriers each.

Pace divides the service region into eight (8) ADA Service Areas which mirror the configuration of fixed route service. Service is contracted out and scheduling and dispatching handled at each of the eight contractor sites. At each site reservations are taken one day in advance.

Pace asks riders to schedule pick up and drop off at the time the reservation is made. If a passenger will not be ready for the return trip, they call the dispatcher to negotiate a time that will work. If they are ready earlier than scheduled for a return trip the passenger calls the dispatcher. A bus will be sent as early as possible. Pace allows for subscriptions up to 50% of the ridership. Subscription levels are tracked by hour of the day. A subscription is defined as a trip, taken at least twice a week, from the same origin to the same destination at the same time and on the same day.

CTA currently allows “will-call” scheduling but Pace does not. Subscription service is not required by the ADA, but is limited to 50% of service for any service hour if used. Both CTA and Pace currently offer it to riders and in most service areas in the region, the maximum levels of subscription rides (50%) are being provided and waiting lists are available for riders.

There are differences between Pace and CTA practices regarding scheduling and service delivery. Differences include, but are not limited to: fare structure; will-call practices; taxi utilization; curb-to-curb vs. door-to-door policies; ADA Advisory Committees structures; and service area coverage. As stated in this Plan, Pace's intention is to address these issues after the July 1, 2006 transition. This is for the two simple reasons. First, it is imperative that the transition be made in a seamless manner for Pace and CTA riders. Change can be difficult and

customers must come first in planning for this transition. Second, there is not adequate time before July 1, 2006 to solicit input from the riders on needed changes, research those issues and implement them. Some of the research will be included in the Funding Plan to be developed.

Pace has already identified some of the differences in practices and procedures between Pace and CTA, as well as some potential for service enhancements. However, Pace cannot identify issues and make decisions on these issues in a vacuum. Following the transition, Pace will continue the ongoing series of meetings with the Transition Committee, consumers, advocates, and ADA Advisory Committees to further identify practices and procedures issues that need to be reviewed. Recommendations will be developed and further reviewed with consumers, advocates, and ADA Committees. The importance of ADA complementary Paratransit service and any changes in its complex service delivery structure dictate a thorough planning process with extensive consumer input and legislatively mandated public hearings.

The CTA's Taxi Access and Mobility Direct programs will continue under Pace authority on July 1, 2006. Subscription service will also continue to operate as it does today.

- (4) *“Provide that service contracts and rates, entered into or set after the approval by the Federal Transit Administration of the plan prepared pursuant to subsection (c) of this Section, with private carriers and taxicabs for ADA paratransit service are procured by means of an open procurement process.”*

Since the advent of the ADA, all service contracts and rates with private carriers for operation of ADA paratransit service have been procured by an open procurement process. CTA currently has three providers operating service, CDT, SCR, and Art's. Pace has contracts with several carriers operating service on a county-wide basis including Laidlaw, MV Transportation, and ATC/Vancom. The Taxi Access Program is not a procurement made by the CTA. The City of Chicago Taxi Cab Commissioner has issued a regulation requiring taxis operating within the City to accept taxi vouchers. This issue will be explored in the Funding Plan.

Representatives from CTA and Pace coordinated the extension of the three CTA carrier contracts (set to expire on December 31, 2005) for an additional year. This will allow these contracts to be assigned to Pace beginning on July 1, 2006. A Request for Proposals (RFP) for new service that will become effective on January 1, 2007 will be developed by Pace. It is anticipated that the RTA and CTA will assist in the development of the RFP to allow for inclusion of some of the issues and strategies highlighted in this Plan Supplemental.

- (5) *“Provide for fares, fare collection and billing procedures for ADA paratransit services throughout the metropolitan region.”*

The one-way fare for existing Pace ADA paratransit service is double the regular fare and will remain the same on July 1, 2006. Existing Pace ADA paratransit fares are currently between \$2.50 and \$3.00. The CTA’s ADA paratransit fare is scheduled to increase to \$3.50 effective January 1, 2006. Reduced fare permits will continue to work on CTA and Pace fixed route buses, CTA “L” trains and Metra. Fares are collected via cash, paper voucher and transit card. Fare collection techniques and billing procedures vary by the carrier providing service. As it is a goal to make this transition process as smooth as possible, no changes to the existing fare collection techniques and billing procedures are anticipated in 2006.

The Transition Committee will be reviewing all fare and billing related issues in the months leading up to the transition on July 1, 2006. Pace will be addressing these issues and their goals in the development of the new service RFP for service beginning in 2007. It is anticipated that the Funding Plan, to be submitted to the Illinois General Assembly in April 2007, will include an analysis of fare collection techniques and billing procedures in an effort to recommend strategies for more cost effective operation of ADA paratransit service. Strategies and initiatives, such as fare cards and mobile data terminals (MDTs) will be analyzed and recommendations presented.

- (6) *“Provide for performance standards for all ADA paratransit service transportation carriers, with consideration of door-to-door service.”*

Currently, Pace has a passenger ride time standard that is equivalent to the time it would take to make a comparable time on fixed route service. A trip is considered on time if the pick-up is made within fifteen (15) minutes after the scheduled time. Contractors are expected to achieve 95% on time performance. The Productivity Standard varies from Contract to Contract, depending upon factors related to that particular area. This standard range is from 1.4 to 1.8 trips per hour. For call taking, there are two standards; first, calls will be answered within three (3) rings and second, by each hour of the day, seventy-five (75%) of the calls will be on hold no more than one-hundred and fifty (150) seconds. Pace contractors understand that this represents the minimum standard and the contractors will strive to handle calls so that not less than 90% are handled within 150 seconds.

Currently, existing CTA carriers must make pick-ups within an on-time window of 20 minutes and the customer must be available to board within five minutes of the vehicle’s arrival. Drivers will assist customers between the vehicle and the first door of a residence or business. Drivers will carry up to 50 lbs. of parcels between those same points. Trips are expected to take the amount of time comparable to the same journey on a fixed route and should not exceed 90

minutes unless the same trip on fixed route also would exceed that amount of time. Arrival of vehicle for a “will call” trip must be within one hour of notification by customer. It is anticipated that there will be no changes to these performance standards in 2006.

Although officially a curb-to-curb service, CTA’s Special Services program provides door-to-door service upon the request of any paratransit customer. Drivers will assist a customer through the first door of the pick-up or drop-off location and will carry groceries or other parcels up to 50 lbs. Pace carriers provide curb-to-curb service. Again, to maintain a seamless transition process, existing operations on all carriers will continue on July 1, 2006.

As Pace develops specifications for the 2007 service RFP, the issue of providing door-to-door vs. curb-to-curb service will be explored. The Transition Committee will continue to discuss strategies and the issue will be included for study in the Funding Plan.

- (7) *“Provide, in cooperation with the Illinois Department of Transportation, the Illinois Department of Public Aid and other appropriate public agencies and private entities, for the application and receipt of grants, including, without limitation, reimbursement from Medicaid or other programs for ADA paratransit services.”*

A major focus of the Transition and Ad Hoc Committees has been to work with the Department of Health and Family Services (formerly the Illinois Department of Public Aid) on the Medicaid reimbursement process and procedures. The goal of these efforts is to seek new federal funding from Medicaid to cover past and future ADA paratransit trips.

On April 8, 2005, Pace applied to the Illinois Department of Public Aid (now known as the Department of Health and Family Services) to become a Medicaid transportation provider. In addition, Pace has an agreement with Health Management Associates (HMA) to identify challenges and estimate the benefits to Pace of Medicaid transportation funding. More recently, the efforts with Health and Family Services to research the Medicaid funding issue have expanded to include funding for CTA. A working group consisting of representatives from the Illinois Department of Health and Family Services, IDOT, RTA, CTA, and Pace has been holding bi-weekly conference calls since September 2005 to discuss all related issues and develop procedures for Medicaid reimbursement. Outreach efforts have been coordinated with the Ad Hoc Committee to explain the Medicaid reimbursement process and the effect it has on scheduling trips to the disabled community. A one-page description of the process was mailed to a list of ADA paratransit riders who had ridden service during the past year, consisting of over 20,000 names.

Medicaid reimbursement is one additional funding resource being investigated for the provision of ADA paratransit service in the region. The Transition Committee will identify other potential sources as a part of the Funding Plan.

- (8) *“Provide for a system of dispatch of ADA paratransit services transportation carriers throughout the metropolitan region, with consideration of county-based dispatch systems already in place as of the effective date of this amendatory Act.”*

As stated above, Pace divides the service region into eight (8) ADA Service Areas which mirror the configuration of fixed route service. Service is contracted out and scheduling and dispatching handled at each of the eight contractor sites. At each site reservations are taken one day in advance.

Pace has already identified some, but not all, service related issues that need to be addressed. There is a need for a service delivery system that more closely approximates fixed route service delivery. There is also a need for more user friendly, efficient dispatch operations. Pace has experience in planning, implementing, and managing efficient, consumer friendly, dispatch operations. The latest example of this is Ride DuPage, a county-wide centralized dispatch operation coordinating public and human service transportation in DuPage County.

However, as previously stated, Pace cannot approach these issues in a vacuum. Input from consumers and advocates is essential in identifying and finding solutions to service related issues. Following the transition, Pace will continue the ongoing series of meetings with the Transition Committee, consumers, advocates, and ADA Advisory Committees to further identify practices and procedures issues that need to be reviewed. Recommendations will be developed and further reviewed with consumers, advocates, and ADA Committees.

- (9) *“Provide for a process of determining eligibility for ADA paratransit services that complies with the Americans with Disabilities Act of 1990 and its implementing regulations.”*

The RTA remains responsible for determining eligibility for ADA paratransit service in the entire region and is in compliance with the ADA. The eligibility and certification process *will not* change once the transition occurs on July 1, 2006. The process is described in detail in Section 5: Certification Process for ADA Paratransit Eligibility.

- (10) *“Provide for consideration of innovative methods to provide and fund ADA paratransit services.”*

Costs for the operation of current ADA paratransit services are provided from the individual CTA and Pace operating budgets developed each year in accordance with the RTA Act. Innovative methods to fund service are constantly being

explored by the RTA and service boards. For example, these agencies are working to develop a process to establish Medicaid reimbursement for past, current, and future trips.

The infusion of the \$54.3 million approved last year by the Illinois State Legislature will assist in easing the region's funding burden to provide the necessary ADA paratransit services. However, it is the goal of the Transition Committee to establish funding strategies in the future that are both innovative and permanent. Some strategies that will be analyzed include the continuation and/or expansion of subsidized taxi programs and increased coordination with other human service transportation providers. These and other issues will be a major focus of the Funding Plan described specifically in Section 2.30 (f).

- (11) *“Provide for the creation of one or more ADA advisory boards, or the reconstitution of the existing ADA advisory boards for the Service Boards, to represent the diversity of individuals with disabilities in the metropolitan region and to provide appropriate ongoing input from individuals with disabilities into the operation of ADA paratransit services.”*

Currently, the RTA, Pace, and CTA all have ADA Advisory Boards for fixed route and paratransit concerns. The RTA Advisory Board is focused on the certification and eligibility process for people with disabilities applying for paratransit service. The RTA Advisory Board also focuses on regional issues related to both fixed route and paratransit services. The Service Boards' ADA Advisory Boards are typically focused on specific service-related issues for both fixed route and paratransit services.

An Ad Hoc Committee was formed from representatives of the existing ADA Advisory Boards (RTA, CTA, and Pace), the Mayor's Office for Persons with Disabilities, and other riders of ADA paratransit to assist in obtaining input from persons with disabilities. The Ad Hoc Committee has been vital to the development of the Regional ADA Paratransit Plan for Persons with Disabilities and has been involved in the transition process since its creation in August 2005. During the next several months, the Ad Hoc Committee will continue to work with the Transition Committee and the individual ADA Advisory Boards to discuss the possible restructuring of the existing ADA Advisory Boards. The Plan, and any subsequent updates to the Plan, must be approved by the RTA Board by a super-majority vote (9 of 13 Board members). The RTA Board includes five members appointed by the Mayor of the City of Chicago. The RTA, CTA and Pace, in cooperation with the Ad Hoc Committee and ADA Advisory Boards, will continue to evaluate approaches to ensure that City of Chicago riders are represented.

GLOSSARY

Pace Suburban Bus Service assembled a Glossary of Paratransit Terms in January 2005. The glossary is available for viewing under the paratransit link provided at www.pacebus.com/sub/paratransit/default.asp. It is important to note that the definitions and descriptions contained in this glossary apply to Pace services. However, the terms and definitions included are of value to the reader.

Aa

Accessible Vehicles Vehicles which are equipped with lifts or ramps for ease of boarding.

All vehicles used on Pace's fixed routes are accessible. All Pace paratransit vehicles are accessible. Accessible vans are also available in Pace's Vanpool programs.

ADA - Americans with Disabilities Act The Americans with Disabilities Act of 1990 is federal legislation requiring transit systems to offer accessible mainline services and complementary ADA paratransit service within a $\frac{3}{4}$ mile corridor of a fixed route. The legislation prohibits discrimination against persons with disabilities and is designed to ensure equal access and equal opportunities.

The ADA requires transportation providers to comply with the following criteria:

Service Area – Paratransit service must be provided in a $\frac{3}{4}$ mile corridor on each side of each fixed route corridor.

Response Time – Transit systems must schedule trips within a one hour window of the requested time. Transit providers must be able to accommodate trip requests for the next day.

Hours and Days of Service – Paratransit service must be provided on the same days and during the same hours as fixed route service.

Fares – Fares cannot be more than twice the fare paid for fixed route service. One **Personal Care Attendant** can ride at no charge (see '**Personal Care Attendants**'). Additional companions can ride at the ADA fare.

Trip Purpose Restrictions – Transit systems **cannot impose** restrictions or prioritize trips based on trip purpose. Trips to the doctor must be treated the same as trips to social activities.

Capacity Constraints – Transit systems **cannot limit** the availability of complementary paratransit service to eligible ADA riders by any

of the following:

- placing restrictions on the number of trips an individual will be provided;
- use of waiting list for access to the service;
- use of any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

ADA Advisory Committee A Committee formed by Pace that is composed of consumers with disabilities. They provide input on aspects of fixed route and paratransit service on an array of issues such as bus specifications, ADA compliance and quality of service.

ADA Certification Persons with disabilities who are interested in using ADA service must submit an application to determine their eligibility.

The Regional Transportation Authority (RTA) is responsible for determining eligibility for ADA Paratransit Service in the six-county Northeastern Illinois region. Applications must be submitted to the RTA's ADA Paratransit Certification Program. Eligibility for ADA certification is based on an individual's functional ability to access and use fixed route bus service. Individuals who are certified by the RTA, according to ADA guidelines, are eligible to use Pace's ADA service.

Eligibility on community Dial-A-Ride Programs is determined by the sponsoring communities and/or agencies.

ADA Paratransit Service Non-fixed route service utilizing vans and small buses to provide trips to and from a specific location within the ADA service area to certified participants.

ADvAntage A Pace vanpool program available to human service workshops and agencies to provide work-related transportation to persons with disabilities. Also see "vanpool".

Announcing Stops The Americans with Disabilities Act (ADA) requires using the public address system (PA) to announce stops and routes. All Pace operators will announce routes, transfer points, and major intersections, as well as any requested stops.

Automatic Vehicle Locators (AVLs) Automatic Vehicle Locators (AVLs) provide dispatchers with immediate and up-to-date information as to the exact location of the vehicle at periodic points along the vehicle's route.

This data is used by dispatch to evaluate the vehicle's on-time status and make modifications to existing schedules when needed. AVLs are usually used in conjunction with **Mobile Data Terminals** (see "**Mobile Data Terminals**").

Bb

Back-Up Policy If there is a lift failure or service interruption and the next bus is scheduled to arrive within thirty (30) minutes, a back-up van is optional. If the wait is over thirty (30) minutes, a back-up lift or ramp equipped vehicle will be dispatched.

In all cases, the operator is required to contact the dispatcher and wait until the dispatcher's instructions have been relayed to the waiting passenger.

Cc

Capacity Constraints See "**Americans with Disabilities Act, Capacity Constraints**".

Common Mobility Devices See "**Mobility Devices**".

Commuter Routes Fixed route bus service usually operating in one direction during peak periods; can also be characterized by limited stops, use of multi-ride tickets, and extended length.

Companion Person traveling with an ADA eligible rider.

Eligible ADA riders using Pace Paratransit Service may always travel with one companion. Pace considers a Personal Care Attendant (PCA) to be a companion. The first companion travels at no charge. Additional companions may travel, if space is available, and are required to pay the full ADA Paratransit Service fare. Companions must be picked up and dropped off at the same location as the eligible ADA rider.

Policies regarding companions using community dial-a-ride programs vary by project.

Complementary ADA Paratransit Service Service which operates in a ¾ mile corridor on either side of Pace fixed routes and mirrors its days and hours of operation as required by ADA legislation.

Complementary ADA Paratransit Service operates throughout the six-county region only where Pace fixed routes are operated. ADA reservations for this service must be taken one day in advance and fares must be comparable (no more

than two times fixed route service). The ADA legislation prohibits capacity constraints and trip prioritizing based on trip purpose.

It is not necessary for an individual to live in the ADA service area to use ADA service. However, for a trip to be eligible for ADA service, both the pick-up and drop-off locations must be within the ADA service area.

Curb-to-Curb Service Service which picks-up and drops-off passengers at the curb of a public street in front of or as close as possible to the rider's house, building or other designated location. Pace ADA Paratransit Service and local dial-a-ride programs are curb-to-curb (also see "**Passenger Assistance**").

Dd

Demand Response/Dial-A-Ride Service which operates in response to calls from passengers to the transit operator. Vehicles are dispatched to pick-up passengers and transport them to their destinations. The vehicles do not operate over a fixed route or on a fixed schedule. Routes change every day depending on the demand.

Dial-A-Ride Dial-a-ride programs are non-ADA paratransit services which may be sponsored, in part, by local communities and/or agencies. Sponsoring communities and/or agencies determine eligibility, hours, fares, and service areas.

Ee

Eligibility See "**ADA Certification.**"

Employer Shuttle A Pace vanpool program available to businesses and non-profit agencies to transport employees between transit centers and their worksites. (Also see "**Vanpool**").

Express Routes See "**Commuter Routes.**"

Ff

Farebox Recovery Ratio Percentage of operating expenses covered by passenger fares. Total recovery ratio is the percentage of expenses covered by fares and other local funding sources.

Fares Cost of a ride paid by passenger; varies by service. (Also see "**Americans with Disabilities Act (ADA) – Fares**").

Feeder Routes Routes generally operating in one direction, usually during peak rush hour periods, which “feed” into rail stations or terminals. Under the ADA law, feeder routes are exempt from the requirement for complementary ADA service.

Fixed Route Designated public transportation service on which a vehicle is operated along a prescribed route according to a fixed schedule.

Gg, Hh No terms for these letters

Ii

Intelligent Bus System (IBS) Technology system used on Pace fixed route buses to increased efficiency. The system includes mobile data terminals, automatic vehicle locators, traffic signal pre-emption and computerized dispatching. Some components of IBS are being incorporated into paratransit operations.

Jj, Kk, Ll No terms for these letters.

Mm

Mobile Data Terminals (MDTs) Small computers installed in transit vehicles which permit instantaneous, wireless communication between dispatchers and vehicle operators to transmit schedules. MDTs are used to report passenger pick-ups and drop-offs.

MDTs may be paired with Automatic Vehicles Locators (AVLs) which provide the time, location, and odometer reading for each trip, as well as providing real time information regarding vehicle location, allowing for schedule modifications when needed. (Also see “**Automatic Vehicle Locators**”).

Mobility Device A mobility device is a vehicle, usually defined as a common wheelchair, with 3 or 4 wheels, a combined overall weight of no more than 600 pounds, not exceeding the dimensions of 30 inches in width and 48 inches in length, and measuring two inches above the ground (*40 Code of Federal Regulations Sec. 37.3, 37.165*).

Municipal Shuttle A Pace vanpool program which consists of a vehicle lease between Pace and a unit of local government; the unit of government sets the parameters of service and can use the vehicle to supplement existing transportation or accommodate unmet needs. (Also See “**Vanpool**”).

Nn

No-Shows and Late Cancellations When a passenger does not call to cancel a scheduled trip and is not there for the pick-up it is considered a “no-show”. When a passenger cancels a trip with less than two hours notice, it is a “late cancellation”.

Pace may suspend the use of Pace ADA Paratransit Service by passengers who have an excessive number of no-shows or late cancellations. Pace will take extenuating circumstances into consideration before suspending a passenger’s use of ADA Paratransit Services.

Oo No terms for this letter.

Pp

Paratransit Service Non-traditional transportation modes, such as ADA paratransit, municipal dial-a-ride services, community shuttles, and vanpool programs that are not fixed route or rail services but generally complement or supplement them.

Passenger Assistance Passengers are required to have their mobility device secured using the floor restraints. Upon request and if the safety of the driver and other passengers will not be compromised, drivers may assist passengers in 1) boarding and exiting and 2) getting to and from the exterior door of the pick-up location or destination. If there are other passengers on board or the exterior door is outside the view of the bus, the driver may not be able to assist beyond boarding and exiting (see “**Curb-to-Curb Service**”).

Personal Assistant See “**Personal Care Attendant**”.

Personal Care Attendant (PCA) An individual designated or employed by a person with disabilities to aid in meeting his/her personal needs. Pace does not require ADA riders to register personal care attendants and considers them to be companions. One companion may ride at no cost (see “**Companions**”).

Priority Seating/Securement Area An area designated at the front of the bus for seniors and riders with disabilities. A designated seating area is also available on the bus for users of mobility devices. If other passengers are using these seats, please let the operator know and the operator will politely ask them to move.

Qq No terms for this letter.

Rr

Ride DuPage A coordinated paratransit system that was implemented in July 2004 as the result of a partnership with Pace and DuPage County. The system pools together paratransit services that had previously been operated and dispatched by many different private and public organizations. Ride DuPage allows individuals to call one number, staffed by a Pace contractor, to schedule their trips. Trips are assigned by Pace to a bus or taxi service based on the available option that is lowest in cost.

Ss

Securement Mobility devices must be properly secured. Operators have been trained in the proper use of the securement systems. Optional lap belts and shoulder harnesses are available.

Service Animals A wide variety of animals that are trained to assist persons who have hearing impairments, mobility limitations, seizure disorders, mental impairments and other types of disabilities. Persons with disabilities may ride with a service animal on any Pace service.

Subscription Service A standing order for trips without calling in the reservation on a daily or weekly basis. Pace defines eligible subscription trips as trips taken at least two times per week between the same origin and destination and at the same time. Based on ADA regulations, Pace permits up to 50% of the total trips at any time to be subscription trips.

Pace maintains a waiting list for individuals requesting subscription service on ADA. The policy for subscriptions on local dial-a-ride service is determined by the local sponsoring community.

Tt

Trapeze A software application used by Pace which is designed to provide computer dispatch and scheduling assistance for paratransit services.

Travel Training A program that teaches persons with disabilities how to ride on fixed route service.

Travel Training is available to eligible persons as designated by the RTA. Travel Training is conducted by employees of area Centers for Independent Living and other agencies that have contracted with the RTA to provide the training.

Some agencies dealing with persons with disabilities and school districts with special education departments may provide travel training for their clients.

Uu No terms for this letter.

Vv

Vanpool An alternative means of public transportation by which a group of individuals pay a monthly fee for the use of a van. There are four basic types of programs available:

ADvAntage - A program available to human service workshops and agencies to provide work-related transportation to persons with disabilities.

Employer Shuttle - A program available for businesses and not-for-profit agencies to transport employees between transit centers and their worksites.

Municipal Shuttle – A vehicle lease program for local governments to supplement existing transportation or to provide for unmet community transportation needs.

Vanpool Incentive Program (VIP) - The traditional vanpool program designed for groups of 5-14 people that live and work near one another.

Ww

Webwatch A real-time bus location identification system available on the Pace website (www.pacebus.com). WebWatch can be accessed from personal computers or through any of the Chicagoland TRIPS kiosks. The system accesses Pace's bus route files and the Intelligent Bus System's (IBS) geographical positioning component to provide up-to-date, accurate information about the specific location of a specific bus at any point in time.

Wheelchair See “**Mobility Device**”.

Xx, Yy, Zz No terms for these letters

Transit Websites

Chicago Transit Authority (CTA)

www.transitchicago.com

Pace (Suburban Bus)

www.pacebus.com

Regional Transportation Authority (RTA)

www.rtachicago.com

Metra (Commuter Rail)

www.metrarail.com

Gary-Chicago-Milwaukee- Corridor Transportation Information

www.gcmtravel.com/gcn/home.jsp

APPENDIX: LIST OF SUPPORTING DOCUMENTATION

The appendix includes copies of the following documents:

- A-1 Chicago Transit Authority (CTA) Table of Bus Route Characteristics
- A-2 Chicago Transit Authority (CTA) Map of Existing ADA Service Area within 3/4 mile of Bus Routes
- A-3 Chicago Transit Authority (CTA) Map of Existing ADA Service Area within 3/4 mile of Rail Stations with Key Stations Highlighted
- A-4 Pace Suburban Bus Service Table of Bus Route Characteristics
- A-5 Pace Suburban Bus Service Map of Existing ADA Service Area (effective November 21, 2005)
- A-6 Pace Suburban Bus Service Table of Local Dial-A-Ride Service Parameters
- A-7 August 19, 2005 Ad Hoc Committee Meeting Minutes
- A-8 September 1, 2005 Ad Hoc Committee Meeting Minutes
- A-9 September 16, 2005 Ad Hoc Committee Meeting Minutes
- A-10 September 30, 2005 Ad Hoc Committee Meeting Minutes
- A-11 October 14, 2005 Ad Hoc Committee Meeting Minutes
- A-12 October 28, 2005 Ad Hoc Committee Meeting Minutes
- A-13 November 18, 2005 Ad Hoc Committee Meeting Minutes
- A-14 December 15, 2005 Ad Hoc Committee Meeting Minutes
- A-15 Cover Letters to Illinois DHS-DRS Offices
- A-16 Mailing Notice
- A-17 List of Meeting Dates and Locations
- A-18 Frequently Asked Questions Document
- A-19 Notice for the Public Hearings
- A-20 List of Mailing Addresses
- A-21 “Applying for ADA Paratransit Service” Brochure
- A-22 RTA ADA Paratransit Application
- A-23 RTA ADA Paratransit Application Instructions
- A-24 RTA Travel Training Flyer
- A-25 RTA ADA Paratransit Certification Appeal Process Brochure

Chicago Transit Authority (CTA) Table of Bus Route Characteristics

ROUTE	NAME	COUNTY	WEEKDAY HOURS	SATURDAY HOURS	SUNDAY HOURS	VEHICLE REQ.	ACCESSIBLE	GARAGE
			OF SERVICE	OF SERVICE	OF SERVICE			
1	INDIANA/HYDE PARK	COOK	6:00 am - 9:15 am and 1:35 pm - 6:50 pm	No Service	No Service	17	Yes	77th
2	HYDE PARK EXPRESS	COOK	6:00 am - 9:15 am and 3:30 pm - 7:00 pm	No Service	No Service	14	Yes	103rd
2	HYDE PARK EXPRESS	COOK	6:00 am - 9:15 am and 3:30 pm - 7:00 pm	No Service	No Service	6	Yes	77th
3	KING DR	COOK	4:45 am - 12:15 am	5:50 am - 12:05 am	7:55 am - 12:00 am	92	Yes	77th
4	COTTAGE GROVE	COOK	4:00 am - 1:05 am	4:05 am - 1:05 am	4:05 am - 1:05 am	72	Yes	77th
5	SOUTH SHORE NIGHT BUS	COOK	11:20 pm - 4:40 am	11:20 pm - 4:40 am	11:20 pm - 5:40 am	*see 95E	Yes	103rd
6	JACKSON PARK EXPRESS	COOK	4:00 am - 1:30 am	5:00 am - 1:00 am	5:00 am - 1:00 am	53	Yes	77th
7	HARRISON	COOK	6:05 am - 7:05 pm	No Service	No Service	27	Yes	Kedzie
8	HALSTED	COOK	2:40 am - 2:15 am	2:45 am - 2:00 am	3:45 am - 2:00 am	71	Yes	74th
9	ASHLAND	COOK	3:50 am - 1:45 am	3:45 am - 1:45 am	4:30 am - 1:45 am	109	Yes	74th
10	MUSEUM OF SCIENCE & INDUSTRY	COOK	8:55 am - 6:10 pm	8:55 am - 4:40 pm	9:55 am - 4:40 pm	special	Yes	77th
11	LINCOLN	COOK	6:00 am - 8:00 pm	8:00 am - 6:20 pm	8:00 am - 6:35 pm	27	Yes	North Park
12	ROOSEVELT	COOK	4:15 am - 1:05 am	4:55 am - 1:05 am	5:55 am - 1:05 am	37	Yes	Kedzie
14	JEFFERY EXPRESS	COOK	4:00 am - 11:15 pm	7:00 am - 9:25 pm	8:00 am - 9:20 am	74	Yes	103rd
14	JEFFERY EXPRESS	COOK	4:00 am - 11:15 pm	7:00 am - 9:25 pm	8:00 am - 9:20 am	2	Yes	77th
15	JEFFERY LOCAL	COOK	4:30 am - 1:30 am	5:00 am - 1:45 am	5:00 am - 1:30 am	41	Yes	103rd
17	WESTCHESTER	COOK	5:05 am - 10:15 pm	No Service	No Service	5	Yes	Kedzie
18	16TH/18TH	COOK	6:05 am - 9:05 am and 2:00 pm - 6:00 pm	7:00 am - 6:00 pm	7: am - 6:10 pm	15	Yes	Kedzie
19	STADIUM EXPRESS	COOK	Special Service	Special Service	Special Service	special	Yes	Chicago
20	MADISON	COOK	All Times	All Times	All Times	66	Yes	Chicago
21	CERMAK	COOK	4:05 am - 11:05 pm	4:15 am - 11:10 pm	5:55 am - 11:10 pm	28	Yes	Kedzie
22	CLARK	COOK	All Times	All Times	All Times	74	Yes	North Park
24	WENTWORTH	COOK	5:05 am - 8:20 pm	No Service	No Service	36	Yes	77th
25	WEST CERMAK	COOK	4:10 am - 12:00 am	No Service	No Service	3	Yes	Kedzie
26	SOUTH SHORE EXPRESS	COOK	5:05 am - 7:05 pm	No Service	No Service	16	Yes	103rd
28	STONY ISLAND	COOK	3:30 am - 1:45 am	3:30 am - 1:55 am	3:30 am - 1:55 am	45	Yes	103rd
29	STATE	COOK	4:00 am - 1:05 am	4:05 am - 1:05 am	4:05 am - 1:05 am	51	Yes	77th
30	SOUTH CHICAGO	COOK	4:10 am - 11:00 pm	5:10 am - 11:00 pm	No Service	27	Yes	103rd
33	MAGNIFICENT MILE EXPRESS	COOK	6:10 am - 9:15 pm	No Service	No Service	8	Yes	Chicago
34	SOUTH MICHIGAN	COOK	All Times	All Times	All Times	31	Yes	103rd
35	35TH	COOK	3:50 am - 1:25 am	3:55 am - 1:25 am	3:55 am - 1:25 am	26	Yes	Archer
36	BROADWAY	COOK	4:00 am - 1:20 am	4:20 am - 1:05 am	4:20 am - 1:15 am	66	Yes	North Park
37	SEDGWICK/OGDEN	COOK	5:50 am - 10:00 am and 2:00 pm - 6:00 pm	No Service	No Service	26	Yes	Kedzie
39	PERSHING	COOK	5:25 am - 10:35 pm	No Service	No Service	16	Yes	Archer
40	CHINATOWN/PILSEN SHUTTLE	COOK	No service	Special Service	Special Service	special	Yes	Archer
43	43RD	COOK	5:00 am - 6:40 pm	5:00 am - 7:05 pm	9:00 am - 7:00 pm	10	Yes	Archer
44	WALLACE/RACINE	COOK	4:25 am - 1:15 am	8:00 am - 6:05 pm	9:00 am - 6:05 pm	32	Yes	74th
47	47TH	COOK	4:00 am - 1:00 am	3:55 am - 1:00 am	4:00 am - 1:00 am	37	Yes	Archer
48	SOUTH DAMEN	COOK	5:50 am - 8:35 am and 2:05 pm - 6:05 pm	No Service	No Service	12	Yes	74th
49	WESTERN	COOK	All Times	All Times	All Times	78	Yes	Archer
50	DAMEN	COOK	5:05 am - 10:00 pm	6:00 am - 10:00 pm	6:00 am - 10:00 pm	40	Yes	Kedzie

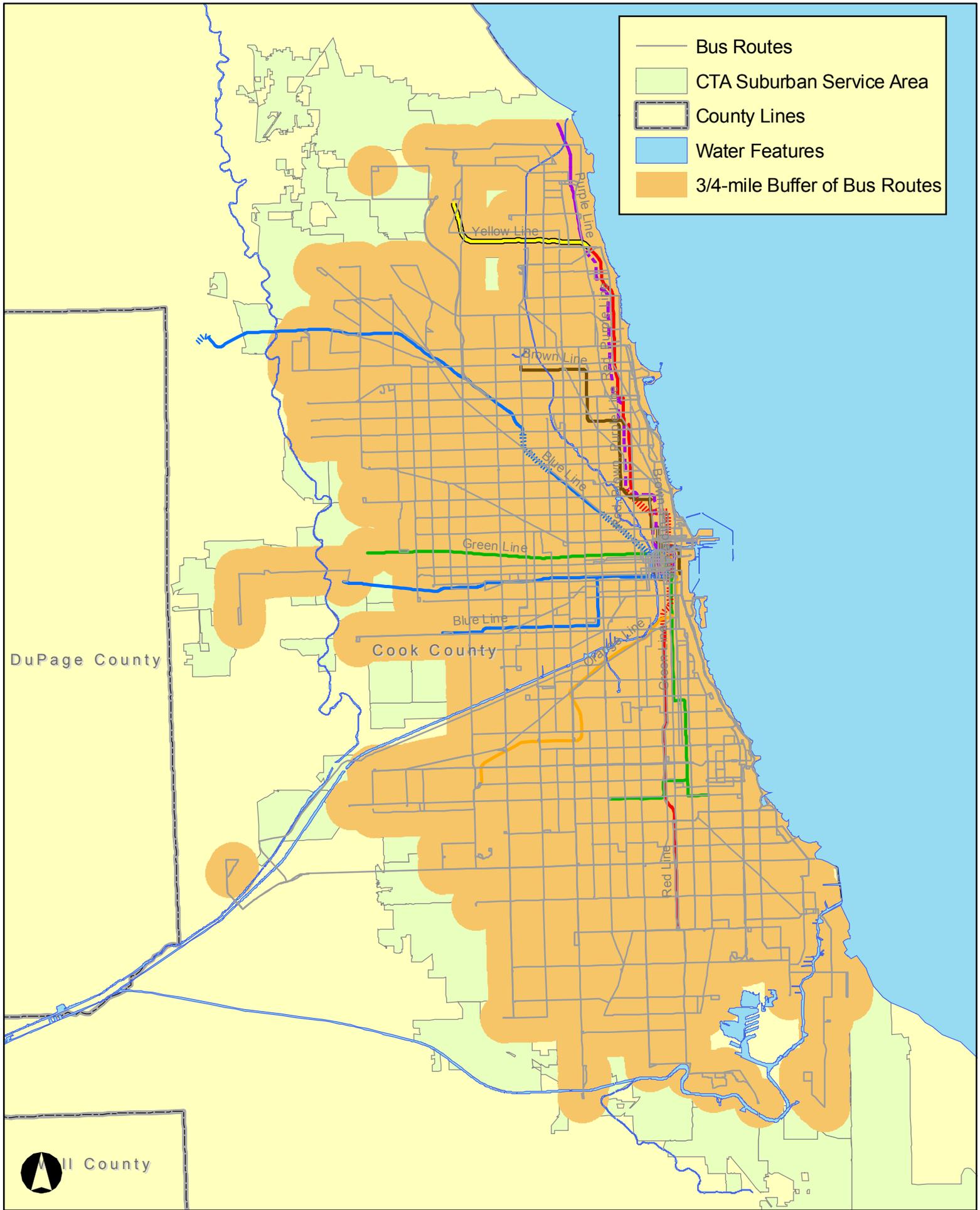
ROUTE	NAME	COUNTY	WEEKDAY HOURS	SATURDAY HOURS	SUNDAY HOURS	VEHICLE REQ.	ACCESSIBLE	GARAGE
			OF SERVICE	OF SERVICE	OF SERVICE			
51	51ST	COOK	5:55 am - 8:20 pm	6:00 am - 8:15 pm	7:55 - 8:15 pm	16	Yes	Archer
52	KEDZIE/CALIFORNIA	COOK	4:00 am - 11:10 pm	5:00 am - 12:00 am	6:00 am - 11:10 pm	39	Yes	Kedzie
53	PULASKI	COOK	All Times	All Times	All Times	61	Yes	Chicago
54	CICERO	COOK	4:00 am - 1:00 am	4:00 am - 1:00 am	4:00 am - 1:00 am	34	Yes	Chicago
55	GARFIELD	COOK	4:40 am - 12:30 am	4:35 am - 12:35 am	4:35 am - 12:55 am	42	Yes	74th
56	MILWAUKEE	COOK	3:40 am - 1:40 am	3:50 am - 1:40 am	3:50 am - 1:40 am	53	Yes	Forest Glen
57	LARAMIE	COOK	6:00 am - 7:05 pm	7:00 am - 6:00 pm	9:00 am - 6:05 pm	15	Yes	Chicago
59	59TH/61ST	COOK	6:05 am - 8:10 pm	7:50 am - 8:10 pm	No Service	21	Yes	74th
60	BLUE ISLAND/26TH	COOK	5:00 am - 11:50 pm	5:15 am - 11:50 pm	4:05 am - 11:55 pm	54	Yes	Kedzie
62	ARCHER	COOK	3:35 am - 1:50 am	4:05 am - 1:20 am	4:05 am - 12:35 am	70	Yes	Archer
63	63RD STREET	COOK	All Times	All Times	All Times	60	Yes	74th
64	FOSTER/CANFIELD	COOK	5:55 am - 7:05 pm	No Service	No Service	2	Yes	Forest Glen
65	GRAND	COOK	5:00 am - 7:05 pm	5:00 am - 7:10 pm	7:00 am - 7:10 pm	36	Yes	Chicago
66	CHICAGO	COOK	4:10 am - 12:20 am	4:15 am - 12:20 am	4:40 am - 12:20 am	68	Yes	Chicago
67	67TH/69TH/71ST	COOK	5:50 am - 11:15 pm	5:10 am - 11:15 pm	4:40 am - 12:20 am	50	Yes	74th
68	NORTHWEST HWY	COOK	4:30 am - 10:05 pm	4:30 am - 10:05 pm	6:40 am - 8:30 pm	13	Yes	Forest Glen
69	CUMBERLAND/EAST RIVER	COOK	6:00 am - 7:05 pm	No Service	No Service	3	Yes	Forest Glen
70	DIVISION	COOK	4:50 am - 1:20 am	5:40 am - 1:20 am	5:05 am - 1:20 am	36	Yes	Chicago
71	71ST/SOUTH SHORE	COOK	4:20 am - 1:35 am	4:20 am - 1:00 am	4:00 am - 1:40 am	34	Yes	77th
72	NORTH	COOK	4:00 am - 1:05 am	4:00 am - 1:00 am	4:00 am - 1:15 am	50	Yes	Chicago
73	ARMITAGE	COOK	5:05 am - 8:00 pm	6:00 am - 7:00 pm	7:05 am - 7:05 pm	29	Yes	Chicago
74	FULLERTON	COOK	3:55 am - 12:50 am	4:20 am - 12:40 am	6:05 am - 12:40 am	39	Yes	Chicago
75	74TH/75TH	COOK	5:15 am - 10:45 pm	5:10 am - 10:40 pm	5:10 am - 10:50 pm	24	Yes	74th
76	DIVERSEY	COOK	5:05 am - 11:05 pm	6:00 am - 9:10 pm	8:00 am - 8:00 pm	43	Yes	Chicago
77	BELMONT	COOK	4:00 am - 1:45 am	3:30 am - 1:50 am	4:00 am - 1:45 am	76	Yes	Forest Glen
78	MONTROSE	COOK	5:05 am - 9:55 pm	6:00 am - 9:55 pm	6:55 am - 9:55 pm	35	Yes	Forest Glen
79	79TH	COOK	All Times	All Times	All Times	105	Yes	77th
80	IRVING PARK	COOK	4:05 am - 12:00 am	4:10 am - 12:00 am	5:05 am - 12:00 am	45	Yes	Forest Glen
81	LAWRENCE	COOK	All Times	All Times	All Times	36	Yes	Forest Glen
82	KIMBALL/HOMAN	COOK	4:30 am - 12:20 am	4:50 am - 12:10 am	6:15 am - 12:00 pm	74	Yes	Kedzie
84	PETERSON	COOK	5:05 am - 10:00 pm	5:10 am - 8:00 pm	8:00 am - 8:00 pm	19	Yes	Forest Glen
85	CENTRAL	COOK	3:30 am - 1:40 am	3:50 am - 1:40 am	3:50 am - 1:40 am	36	Yes	Forest Glen
86	NARRAGANSETT/RIDGELAND	COOK	5:35 am - 10:05 pm	No Service	No Service	13	Yes	Forest Glen
87	87TH	COOK	All Times	All Times	All Times	71	Yes	77th
88	HIGGINS	COOK	4:45 am - 12:20 am	5:45 am - 12:20 am	6:45 am - 12:20 am	10	Yes	Forest Glen
90	HARLEM	COOK	4:50 am - 11:00 pm	4:50 am - 9:30 pm	6:40 am - 9:00 pm	15	Yes	Forest Glen
91	AUSTIN	COOK	4:55 am - 10:10 pm	6:05 am - 10:10 pm	7:45 am - 10:10 pm	44	Yes	Forest Glen
92	FOSTER	COOK	4:05 am - 12:10 am	4:05 am - 8:35 pm	6:05 am - 8:35 am	24	Yes	Forest Glen
93	NORTH CALIFORNIA	COOK	5:50 am - 9:00 pm	7:05 am - 7:10 pm	No Service	19	Yes	North Park
94	SOUTH CALIFORNIA	COOK	5:05 am - 10:00 pm	6:05 am - 10:05 pm	7:00 am - 9:05 pm	54	Yes	Archer
96	LUNT	COOK	5:30 am - 7:10 pm	No Service	No Service	12	Yes	North Park
97	SKOKIE	COOK	4:50 am - 10:45 am	6:30 am - 10:30 pm	6:30 am - 10:30 pm	19	Yes	North Park
100	JEFFERY MANOR EXPRESS	COOK	5:30 am - 9:05 am and 2:50 am - 7:00 pm	No Service	No Service	11	Yes	103rd
103	WEST 103RD	COOK	4:05 am - 1:50 am	4:00 am - 12:35 am	4:05 am - 12:50 am	26	Yes	103rd
106	EAST 103RD	COOK	4:45 am - 10:30 pm	4:45 am - 10:00 pm	4:45 am - 10:00 pm	16	Yes	103rd
108	HALSTED/95TH	COOK	4:10 am - 12:50 am	No Service	No Service	19	Yes	103rd

ROUTE	NAME	COUNTY	WEEKDAY HOURS	SATURDAY HOURS	SUNDAY HOURS	VEHICLE REQ.	ACCESSIBLE	GARAGE
			OF SERVICE	OF SERVICE	OF SERVICE			
111	PULLMAN/111/115	COOK	4:45 am - 12:05 am	4:50 am - 12:05 am	5:50 am - 10:30 pm	29	Yes	103rd
112	VINCENNES/111TH	COOK	4:05 am - 12:50 am	4:30 am - 12:40 am	4:40 am - 12:40 am	20	Yes	103rd
119	MICHIGAN/119TH	COOK	4:00 am - 1:10 am	4:20 am - 1:00 am	4:45 am - 1:15 am	23	Yes	103rd
120	NW/WACKER EXPRESS	COOK	6:45 am - 9:35 am and 3:50 am - 6:15 pm	No Service	No Service	5	Yes	Kedzie
121	UNION/WACKER EXPRESS	COOK	6:40 am - 9:30 am and 3:40 pm - 6:15 pm	No Service	No Service	22	Yes	103rd
122	ILLINOIS CTR/NW EXPRESS	COOK	6:30 am - 9:25 am and 3:40 pm - 6:20 pm	No Service	No Service	27	Yes	Kedzie
123	ILLINOIS/UNION EXPRESS	COOK	6:40 am - 9:20 am and 3:25 pm - 6:20 pm	No Service	No Service	17	Yes	103rd
124	NAVY PIER EXPRESS	COOK	8:30 am - 10:30 pm	8:35 am - 10:30 pm	8:35 am - 10:30 pm	13	Yes	Kedzie
125	WATER TOWER EXPRESS	COOK	6:15 am - 9:35 am and 2:35 pm - 7:05 pm	No Service	No Service	29	Yes	North Park
126	JACKSON	COOK	5:15 am - 12:05 am	6:05 am - 11:05 am	6:05 am - 11:05 am	43	Yes	Kedzie
127	NORTHWESTERN/MADISON	COOK	7:05 am - 9:05 am and 4:00 pm - 6:00 pm	No Service	No Service	9	Yes	77th
128	SOLDIER FIELD EXPRESS	COOK	Special Service	Special Service	Special Service	special	Yes	Chicago
129	WEST LOOP/SOUTH LOOP	COOK	6:45 am - 9:25 am and 3:35 am - 6:00 pm	No Service	No Service	17	Yes	Archer
130	GRANT PARK TREASURES	COOK	No service	9:20 am - 6:05 pm	10:20 am - 6:05 pm	special	Yes	Kedzie
134	STOCKTON/LASALLE EXPRESS	COOK	6:30 am - 9:10 am and 4:00 pm - 6:00 pm	No Service	No Service	12	Yes	Kedzie
135	CLARENDON/LASALLE EXPRESS	COOK	5:45 am - 9:25 am and 3:00 pm - 6:50 pm	No Service	No Service	29	Yes	North Park
136	SHERIDAN/LASALLE EXPRESS	COOK	5:40 am - 9:00 am and 3:30 pm - 6:30 pm	No Service	No Service	22	Yes	North Park
143	STOCKTON/MICHIGAN EXPRESS	COOK	6:30 am - 9:00 am and 4:00 pm - 6:30 pm	No Service	No Service	11	Yes	North Park
144	MARINE/MICHIGAN EXPRESS	COOK	6:30 - 9:35 am and 3:50 pm - 6:50 pm	No Service	No Service	4	Yes	North Park
145	WILSON/MICHIGAN EXPRESS	COOK	5:50 am - 9:05 pm	6:25 am - 6:50 pm	9:10 am - 6:50 pm	48	Yes	North Park
146	INNER DRIVE/MICHIGAN EXPRESS	COOK	5:25 am - 12:05 am	6:05 am - 12:10 am	6:05 am - 12:00 am	48	Yes	North Park
147	OUTER DRIVE EXPRESS	COOK	4:40 am - 12:30 am	5:30 am - 12:50 am	7:10 am - 8:00 pm	50	Yes	North Park
148	CLARENDON/MICHIGAN EXPRESS	COOK	5:50 am - 9:00 am and 3:00 pm - 6:30 pm	No Service	No Service	10	Yes	North Park
151	SHERIDAN	COOK	4:00 am - 12:20 am	5:00 am - 12:45 am	5:30 am - 7:35 pm	13	Yes	Kedzie
151	SHERIDAN	COOK	4:00 am - 12:20 am	5:00 am - 12:45 am	5:30 am - 7:35 pm	89	Yes	North Park
152	ADDISON	COOK	5:00 am - 10:30 pm	6:00 am - 8:00 pm	8:00 am - 8:00 pm	57	Yes	Forest Glen
152	ADDISON	COOK	5:00 am - 10:30 pm	6:00 am - 8:00 pm	8:00 am - 8:00 pm	6	Yes	North Park
154	WRIGLEY FIELD EXPRESS	COOK	Special Service	Special Service	Special Service	special	Yes	Forest Glen
155	DEVON	COOK	4:55 am - 1:00 am	4:50 am - 1:00 am	5:20 am - 1:00 am	21	Yes	North Park
156	LASALLE	COOK	5:10 am - 8:05 pm	No Service	No Service	60	Yes	Kedzie
157	STREETERVILLE	COOK	6:20 am - 7:15 pm	No Service	No Service	23	Yes	Kedzie
165	WEST 65TH	COOK	5:30 am - 8:45 am and 3:00 pm - 6:00 pm	No Service	No Service		Yes	Archer
168	UIC/PILSEN EXPRESS	COOK	Special Service	No Service	No Service	1	Yes	Kedzie

ROUTE	NAME	COUNTY	WEEKDAY HOURS OF SERVICE	SATURDAY HOURS OF SERVICE	SUNDAY HOURS OF SERVICE	VEHICLE REQ.	ACCESSIBLE	GARAGE
169	69TH/UPS EXPRESS	COOK	Special Service	No Service	No Service	3	Yes	103rd
170	U OF CHICAGO - MIDWAY	COOK	6:40 am - 9:05 am and 3:20 am - 7:05 pm	No Service	No Service	2	Yes	103rd
171	U OF CHICAGO - HYDE PARK	COOK	7:00 am - 5:55 pm	8:00 am - 6:10 pm	8:00 am - 7:10 pm	6	Yes	103rd
172	U OF CHICAGO - KENWOOD	COOK	7:00 am - 5:50 pm	10:00 am - 5:50 pm	10:00 am - 7:20 pm	10	Yes	103rd
173	U OF CHICAGO - LAKE VIEW	COOK	5:10 pm - 11:00 pm	5:10 pm - 1:00 AM	No Service		Yes	103rd
200	MAIN SHUTTLE	COOK	6:05 am - 8:50 am and 2:45 pm - 6:45 pm	No Service	No Service	3	Yes	North Park
201	CENTRAL/RIDGE	COOK	5:30 am - 8:00pm	8:55 am - 7:15 pm	No Service	20	Yes	North Park
205	CHICAGO/GOLF	COOK	6:30 am - 7:10 pm	No Service	No Service	12	Yes	North Park
206	EVANSTON CIRCULATOR	COOK	6:10 am - 8:45 am and 2:15 pm - 6:35 pm	No Service	No Service	8	Yes	Forest Glen
206	EVANSTON CIRCULATOR	COOK	6:10 am - 8:45 am and 2:15 pm - 6:35 pm	No Service	No Service	4	Yes	North Park
290	TOUHY	COOK	Pace	Pace	Pace	Pace Route	Yes	North Park
49A	SOUTH WESTERN	COOK	4:50 am - 10:40 pm	Pace 349	Pace 349	6	Yes	77th
49B	NORTH WESTERN	COOK	4:40 am - 12:50 am	4:30 am - 12:50 pm	5:40 am - 12:50 am	16	Yes	North Park
52A	SOUTH KEDZIE	COOK	4:15 am - 9:15 pm	4:45 am - 9:40 pm	8:10 am - 8:30 pm	45	Yes	Archer
53A	SOUTH PULASKI	COOK	4:00 am - 2:00 am	5:20 am - 8:10 pm	6:20 am - 8:10 pm	60	Yes	Archer
53AL	SOUTH PULASKI LIMITED	COOK	6:25 am - 8:55 am and 3:50 pm - 5:50 pm	No Service	No Service	*see 53A	Yes	Archer
54A	NORTH CICERO/SKOKIE BLVD	COOK	6:05 am - 10:00 am and 2:00 pm - 6:05 pm	No Service	No Service	13	Yes	Forest Glen
54B	SOUTH CICERO	COOK	4:30 am - 11:20 pm	5:05 am - 11:05 pm	7:20 am - 7:50 pm	37	Yes	Archer
55A	55TH/AUSTIN	COOK	5:30 am - 8:50 am and 3:00 pm - 6:00 pm	No Service	No Service		Yes	Archer
55N	55TH/NARRAGANSETT	COOK	5:20 am - 8:00 pm	6:00 am - 6:55 pm	No Service	21	Yes	Archer
56A	NORTH MILWAUKEE	COOK	5:10 am - 11:10 pm	Pace 270	Pace 270	7	Yes	Forest Glen
62H	ARCHER/HARLEM	COOK	5:40 am - 8:10 pm	5:40 am - 8:10 pm	No Service	15	Yes	Archer
63W	WEST 63RD	COOK	5:00 am - 11:10 pm	5:10 am - 11:10 pm	7:20 am - 9:40 pm	21	Yes	Archer
81W	WEST LAWRENCE	COOK	4:35 am - 1:20 am	4:50 am - 1:20 am	8:20 am - 10:20 pm	11	Yes	Forest Glen
85A	NORTH CENTAL	COOK	5:10 am - 12:40 am	5:50 am - 7:35 pm	No Service	6	Yes	Forest Glen
8A	SOUTH HALSTED	COOK	5:50 am - 8:30 pm	5:30 am - 8:30 pm	5:30 am - 8:30 pm	17	Yes	77th
90N	NORTH HARLEM	COOK	5:10 am - 12:30 am	5:15 am - 10:30 pm	No Service	6	Yes	Forest Glen
95E	93RD/95TH	COOK	4:25 am - 12:10 am	4:40 am - 12:10 am	5:40 am - 12:10 am	19	Yes	103rd
95W	95TH	COOK	4:45 am - 12:30 am	4:40 am - 12:30 am	5:05 am - 12:30 am	16	Yes	77th
X28	STONY ISLAND EXPRESS	COOK	5:40 am - 10:20 am and 1:25 pm - 7:50 pm	No Service	No Service	18	Yes	103rd
X3	KING DR LIMITED	COOK	5:50 am - 9:00 am and 3:50 pm - 5:50 pm	No Service	No Service	4	Yes	77th
X4	COTTAGE GROVE EXPRESS	COOK	5:35 am - 8:45 am and 3:20 pm - 6:35 pm	No Service	No Service	4	Yes	77th
X49	WESTERN EXPRESS	COOK	5:55 am - 7:10 pm	No Service	No Service	59	Yes	Archer
X55	GARFIELD EXPRESS	COOK	6:00 am - 9:00 am and 1:25 pm - 6:00 pm	No Service	No Service	17	Yes	74th
X80	IRVING PARK EXPRESS	COOK	4:45 am - 7:40 pm	6:35 am - 4:25 pm	11:35 am - 9:25 pm	21	Yes	Forest Glen
X98	AVON EXPRESS	COOK	Special Service	No Service	No Service	special	Yes	North Park

**Chicago Transit Authority (CTA)
Map of Existing ADA Service Area
within $\frac{3}{4}$ mile of Bus Routes**

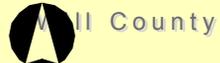
CTA: Existing ADA Service Area Within 3/4-mile of Bus Routes



- Bus Routes
- CTA Suburban Service Area
- - - County Lines
- Water Features
- 3/4-mile Buffer of Bus Routes

DuPage County

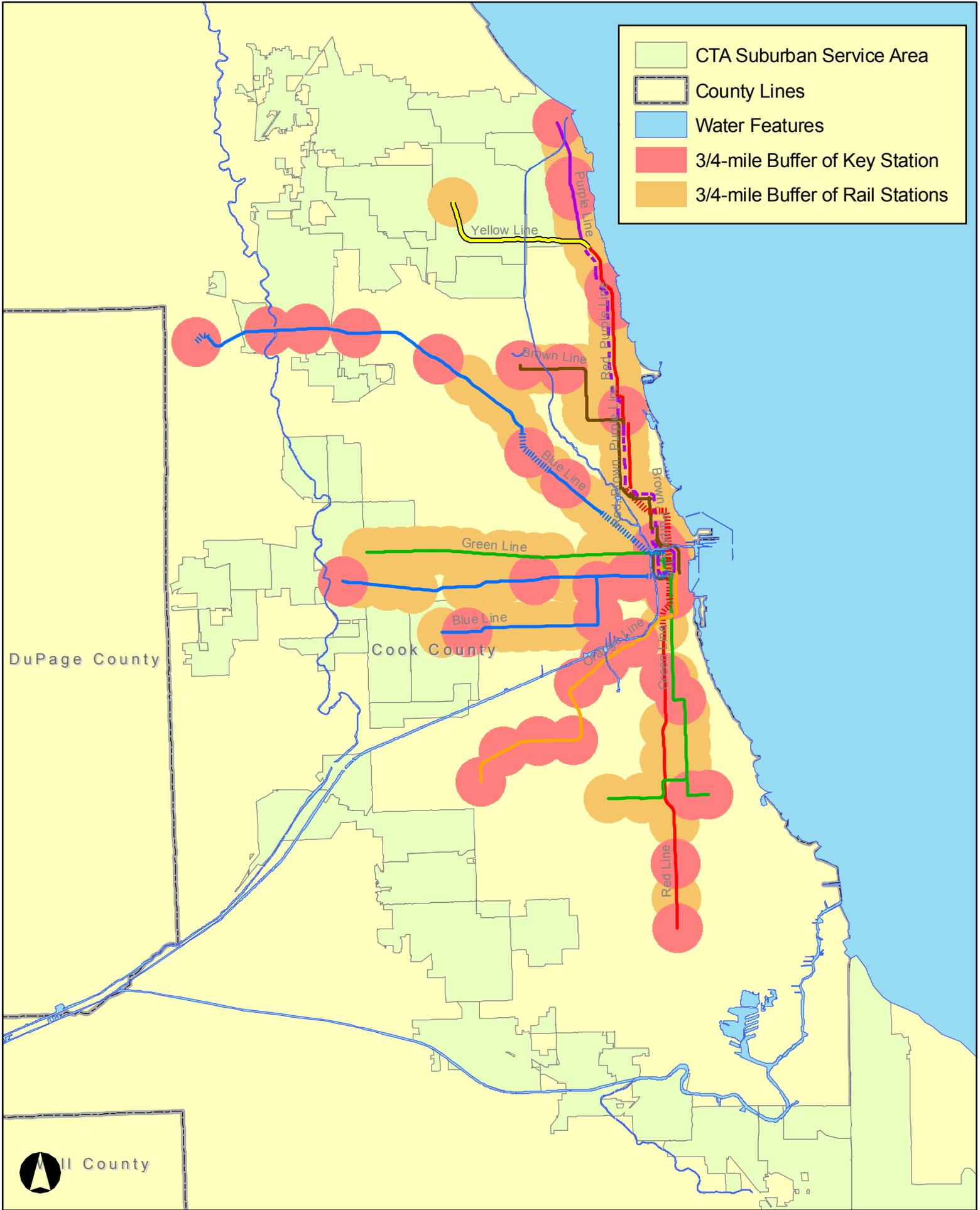
Cook County



0 2 4 8 Miles

**Chicago Transit Authority (CTA)
Map of Existing ADA Service Area within $\frac{3}{4}$ mile
of Rail Stations with Key Stations Highlighted**

CTA Rail - Within 3/4-mile to Rail Station Point-of-Entry, with Key Stations Highlighted



Pace Suburban Bus Service Table of Bus Route Characteristics

Pace Bus Route Characteristics

Some equipment is interlined in various service areas, therefore Pace fixed route service operates between municipalities and Pace divisions. The vehicle requirement is an aggregate of weekday, Saturday, and Sunday figures.

ROUTE	NAME	COUNTY	HOURS of SERVICE						VEHICLE REQ.	ACCESSIBLE	GARAGE
			Weekday		Saturday		Sunday				
205	Woodfield Shuttle / Golf Road	Cook	11:00	14:00	No Service		No Service		2	Y	Ldlw - SCH
206	Woodfield Shuttle / Woodfield Road	Cook	11:00	14:00	No Service		No Service		2	Y	Ldlw - SCH
207	Woodfield Shuttle / Martingale Road	Cook	11:00	14:00	No Service		No Service		2	Y	Ldlw - SCH
208	Golf Road	Cook	05:22	22:56	05:55	22:36	07:37	21:35	23	Y	NW
209	Busse Hwy	Cook	05:11	22:07	06:40	21:40	08:40	20:32	4	Y	NW
210	Lincoln Avenue	Cook	5:45	19:52	No Service		No Service		5	Y	NS/NW
213	Green Bay Road	Cook / Lake	05:40	21:57	06:55	19:45	No Service		11	Y	NS
215	Crawford - Howard	Cook	05:06	24:10	05:45	24:10	06:15 24:10		4	Y	NS
221	Wolf Road	Cook	05:13	19:30	No Service		No Service		6	Y	NW
223	Elk Grove - Rosemont CTA	Cook / DuPage	04:59	25:44	05:25	25:19	06:00	24:19	12	Y	NW
225	Central - Howard	Cook	06:05	18:31	No Service		No Service		2	Y	NW
226	Oakton Street	Cook	05:01	19:11	No Service		No Service		7	Y	NW
230	South Des Plaines	Cook	05:35	19:33	No Service		No Service		4	Y	NW
234	Wheeling - Des Plaines	Cook / Lake	05:23	19:35	08:10	18:40	No Service		6	Y	NW
240	Dee Road	Cook	05:35	19:24	No Service		No Service		4	Y	NW
241	Greenwood - Talcott	Cook	05:45	18:58	No Service		No Service		2	Y	NW
250	Dempster Street	Cook	04:58	25:15	06:05	25:13	05:55	25:14	22	Y	NW
270	Milwaukee Avenue	Cook	04:56	23:14	05:25	23:43	06:10	23:25	20	Y	NW
272	Golf Mill-Westfield Shoppingtown Hawthorne-Milw Ave	Cook / Lake	05:25	22:16	07:52	19:13	No Service		9	Y	NO/NW
290	Touhy Avenue	Cook	04:52	25:30	05:33	25:00	06:30	21:13	19	Y	NW
301	Roosevelt Road	Cook	05:35	21:39	07:35	18:40	10:05	18:06	6	Y	WT
302	Ogden / Stanley	Cook	05:26	19:04	06:45	18:40	No Service		5	Y	WT
303	Madison Street - 19th Avenue	Cook	05:45	22:32	05:36	22:14	10:06	22:00	5	Y	WT
304	Cicero - LaGrange	Cook	05:27	19:38	06:35	19:26	09:05	18:27	7	Y	WT
305	Cicero - River Forest	Cook	05:08	22:15	05:54	18:44	05:48	17:56	8	Y	WT
307	Harlem	Cook / DuPage	05:15	23:16	06:14	21:57	08:20	21:35	20	Y	WT
308	Medical Center	Cook	05:24	23:09	06:00	21:46	05:54	21:46	4	Y	WT
309	Lake Street	Cook / DuPage	05:02	22:52	06:28	19:53	09:32	18:53	7	Y	WT
310	Madison Street - Hillside	Cook	05:19	20:18	07:12	18:37	No Service		7	Y	WT
311	Oak Park Avenue	Cook	05:15	19:56	06:33	19:21	09:58	18:18	12	Y	WT
312	Ogden Avenue - 31st Street	Cook	06:15	18:30	No Service		No Service		2	Y	WT
313	St. Charles Road	Cook / DuPage / Kane	05:21	22:26	07:01	20:26	10:00	19:26	12	Y	WT
315	Austin / Ridgeland	Cook	05:25	19:47	06:51	18:30	No Service		5	Y	WT
317	Westchester	Cook / DuPage	05:07	24:37	05:30	24:37	07:11	24:37	5	Y	WT
318	West North Avenue	Cook / DuPage	04:52	24:10	06:30	24:40	07:00	24:40	10	Y	WT
319	Grand Avenue	Cook / DuPage	05:24	19:18	07:25	19:10	No Service		8	Y	WT
320	Madison Street	Cook	06:02	18:59	08:15	18:28	No Service		3	Y	WT
322	Cermak Road -22nd St.	Cook / DuPage	04:12	24:15	05:20	23:35	06:57	22:37	13	Y	WT
325	25th Avenue	Cook	05:08	19:15	No Service		No Service		3	Y	WT
326	West Irving Park	Cook	05:45	19:37	No Service		No Service		2	Y	Academy
330	Mannheim / LaGrange Roads	Cook	04:38	24:10	05:20	20:08	No Service		9	Y	WT
331	Cumberland - 5th Avenue	Cook	05:12	22:29	07:32	18:33	No Service		8	Y	WT

ROUTE	NAME	COUNTY	HOURS of SERVICE						VEHICLE REQ.	ACCESSIBLE	GARAGE
			Weekday		Saturday		Sunday				
332	River - York Roads	Cook / DuPage	05:35	23:50	05:35	23:50	05:35	23:50	5	Y	WT
349	South Western	Cook	04:47	23:22	05:05	24:55	05:45	24:27	17	Y	SO
350	Sibley	Cook / Lake, IN	05:51	21:45	08:45	18:43	08:50	18:40	5	Y	SO
352	Halsted	Cook	04:05	25:27	04:10	24:46	06:12	23:28	30	Y	SO
353	95th - Riverdale - Homewood	Cook	04:52	25:09	05:20	25:09	07:00	25:19	19	Y	SO
354	Harvey - Tinley Park	Cook / Will	05:50	19:40	08:50	18:40	No Service		3	Y	SO
355	Lansing	Cook / Lake, IN	05:18	19:21	No Service		No Service		11	Y	SO
357	Lincoln Highway	Cook	05:17	22:10	07:17	22:19	09:17	21:46	10	Y	SO
358	Torrence	Cook / Will	05:06	19:35	08:15	18:40	No Service		3	Y	SO
359	Robbins / South Kedzie Avenue	Cook	05:00	24:40	05:35	24:47	08:36	24:37	9	Y	SO
362	South Park Forest	Cook / Will	05:25	19:28	No Service		No Service		1	Y	SO
364	159th Street (wkdy); 159th Street / Hegewisch (Sa/Su)	Cook / Lake, IN	05:20	23:30	07:15	22:26	08:49	20:14	18	Y	SO
366	Park Forest - Chicago Heights	Cook	06:00	22:29	08:00	20:27	10:00	19:14	3	Y	SO
367	University Park	Cook / Will	05:20	18:59	08:29	18:53	No Service		3	Y	SO
370	Harvey - Chicago Heights	Cook	06:15	19:02	08:45	18:43	08:45	18:43	4	Y	SO
379	West 79th Street	Cook	05:02	23:22	07:12	19:33	09:36	18:32	8	Y	SW
381	95th Street	Cook	04:41	24:16	05:07	22:54	07:45	20:04	16	Y	SW
382	Central/Clearing	Cook	05:30	19:24	No Service		No Service		3	Y	SW
383	South Cicero	Cook	05:24	20:45	06:35	19:29	09:27	18:29	10	Y	SW
384	Narragansett / Ridgeland	Cook	05:31	21:27	08:08	19:42	10:05	18:50	9	Y	SW
385	87th / 111th / 127th	Cook	05:53	19:28	No Service		No Service		5	Y	SW
386	South Harlem	Cook	05:21	20:29	08:02	19:12	No Service		7	Y	SW
390	Midway - UPS Hodgkins	Cook	02:36	22:29	No Service		No Service		5	Y	HT/SW/WT
391	Near West Suburbs - UPS	Cook	02:36	22:29	No Service		No Service		2	Y	WT
392	Little Village - UPS	Cook	02:45	22:26	No Service		No Service		2	Y	WT
393	Melrose Pk / Addison UPS	Cook / DuPage	21:15	22:14	No Service		No Service		1	Y	WT
394	N. W. Chicago - UPS Addison	Cook / DuPage	16:25	22:35	No Service		No Service		1	Y	WT
395	CTA 95th Street Station - UPS	Cook	02:35	22:54	No Service		No Service		6	Y	SO/SW
397	Blue Isind / Moraine Valley College / UPS	Cook	02:18	23:01	No Service		No Service		2	Y	SO
411	Niles Local Service	Cook	8:45	20:29	11:30	18:20	11:30	17:50	18	Y	Niles (V)
412	Niles Shopper's Special	Cook	9:10	18:22	11:10	18:17	11:10	17:47	3	Y	Niles (V)
413	Niles South End Special	Cook	8:45	18:10	11:00	17:25	11:00	17:25	3	Y	Niles (V)
421	Wilmette Avenue	Cook	06:30	18:10	No Service		No Service		4	Y	NS
422	Linden CTA - Glenview - Northbrook Court	Cook	06:19	26:44	08:00	20:11	No Service		6	Y	NS/NW
423	Linden CTA - The Glen - Harlem CTA	Cook	05:32	20:33	07:40	19:44	No Service		11	Y	NS/NW
426	Northwestern University Evanston / Chicago	Cook	05:10	22:55	No Service		No Service		2	Y	NS
451	Southeast Homewood	Cook	05:40	18:57	No Service		No Service		1	Y	SO
452	Northeast Homewood	Cook	05:39	18:44	No Service		No Service		1	Y	SO
460	Hazel Crest	Cook	05:39	18:39	No Service		No Service		1	Y	SO
461	North Downers Grove	DuPage	6:10	7:49	No Service		No Service		1	Y	DG (V)
462	Southwest Downers Grove	DuPage	6:08	7:51	No Service		No Service		1	Y	DG (V)
463	Southeast Downers Grove	DuPage	6:05	7:49	No Service		No Service		1	Y	DG (V)
471	Highland Park - Deerfield	Cook / Lake	06:22	18:28	08:05	17:59	No Service		4	Y	HP (C)
472	Highland Park - Highwood	Lake	06:26	19:37	07:46	18:58	No Service		3	Y	HP (C)
473	Highland Park - Northbrook Court	Cook / Lake	05:58	18:33	08:05	18:28	No Service		2	Y	HP (C)
475	Ravinia (Special Seasonal Service)	Cook / Lake	varies	varies	varies	varies	varies	varies	21	Y	HP (C)
476	Ravinia (Special Seasonal Service)	Cook / Lake	varies	varies	varies	varies	varies	varies	21	Y	HP (C)
501	Forest Park - West Jefferson	Will	05:35	20:10	08:35	19:30	No Service		8	Y	HT

ROUTE	NAME	COUNTY	HOURS of SERVICE					VEHICLE REQ.	ACCESSIBLE	GARAGE
			Weekday	Saturday	Sunday					
502	Cass / Marquette Gardens	Will	05:39	17:40	08:39	17:05	No Service	5	Y	HT
503	Black Road - Raynor Park	Will	05:37	18:06	No Service		No Service	2	Y	HT
504	South Joliet	Will	05:35	18:00	No Service		No Service	2	Y	HT
505	Rockdale - Lidice	Will	06:10	17:38	09:42	17:38	No Service	4	Y	HT
506	East Washington / East Lenox	Will	05:52	18:04	No Service		No Service	2	Y	HT
507	Plainfield	Will	05:41	19:03	09:10	19:03	No Service	2	Y	HT
511	Joliet - Elwood - Centerpoint Intermodal Ctr.	Will	06:10	16:04	No Service		No Service	1	Y	HT
521	High Street	Kane	05:45	18:31	07:35	16:50	No Service	2	Y	FV
522	Montgomery	Kane	06:15	18:45	06:55	18:10	No Service	2	Y	FV
523	North Lake	Kane	05:53	19:12	06:33	18:32	No Service	2	Y	FV
524	Downer	Kane	05:52	18:31	No Service		No Service	1	Y	FV
525	Farnsworth	Kane	05:49	18:50	07:35	17:53	No Service	2	Y	FV
526	West Galena	Kane	05:54	18:50	06:55	18:10	No Service	2	Y	FV
527	Moecherville	Kane	05:36	18:50	07:53	17:30	No Service	3	Y	FV
528	Fifth Street	Kane	05:33	18:50	07:35	17:30	No Service	2	Y	FV
529	Indian Trail	Kane	05:35	18:50	No Service		No Service	1	Y	FV
530	Fox Valley Center	DuPage / Kane	06:15	22:47	06:55	21:47	No Service	4	Y	FV
532	Sullivan Road	Kane	05:42	18:34	08:15	18:10	No Service	2	Y	FV
533	Molitor	Kane	05:45	18:50	06:55	18:10	No Service	3	Y	FV
534	Fox Valley Villages / Rt 59 Metra Station	DuPage / Kane	05:36	19:27	No Service		No Service	1	Y	FV
541	Northeast Elgin	Kane / Cook	06:00	20:38	07:15	18:38	No Service	2	Y	RV
542	Grove	Kane / Cook	06:07	20:24	07:22	18:24	No Service	2	Y	RV
543	Dundee - Carpentersville	Kane / Cook	06:00	19:38	07:45	18:34	No Service	3	Y	RV
544	Chicago Street	Cook / Kane	06:00	19:27	07:15	18:10	No Service	2	Y	RV
546	Orange - Walnut	Kane	06:04	19:27	07:19	17:59	No Service	3	Y	RV
547	Wing Park	Kane	06:00	19:24	07:15	17:54	No Service	3	Y	RV
548	Highland Avenue	Kane	06:00	19:26	07:15	17:56	No Service	2	Y	RV
549	South Randall	Kane	06:30	20:27	07:26	18:40	No Service	3	Y	RV
550	Big Timber-North Randall	Kane	06:30	19:08	No Service		No Service	2	Y	RV
552	North State - Spring Hill Mall	Kane	05:45	20:36	07:15	19:05	No Service	4	Y	RV
554	Elgin / Strmwd / Hoff Est / Schbrg	Cook / Kane	06:00	18:38	No Service		No Service	2	Y	RV
556	Elgin / UPS - Palatine	Cook / Kane	15:50	22:41	No Service		No Service	1	Y	RV
557	"The Hot Line" Barrington Road	Cook	06:59	17:58	No Service		No Service	1	Y	RV
561	Castlecrest via McAree	Lake	06:02	18:43	09:02	17:45	No Service	3	Y	NO
562	Gurnee via Sunset	Lake	06:02	18:40	No Service		No Service	2	Y	NO
563	Great Lakes Naval Station	Lake	06:02	18:41	No Service		No Service	2	Y	NO
564	Jackson / 14th	Lake	05:56	19:01	08:32	18:09	No Service	3	Y	NO
565	Grand Avenue	Lake	05:34	22:05	07:45	22:58	10:02 19:57	6	Y	NO
566	McAree - Keller	Lake	06:03	18:13	No Service		No Service	2	Y	NO
568	Lakehurst	Lake	05:40	22:14	07:49	22:06	09:48 19:11	6	Y	NO
569	Lewis	Lake	06:06	18:46	No Service		No Service	5	Y	NO
570	Fox Lk - Gurnee Mills via CLC	Lake	06:00	19:33	No Service		No Service	1	Y	NO
571	Zion	Lake	06:02	19:08	09:02	17:58	No Service	3	Y	NO
572	Wstfld Shoptwn Hwthrn - Waukegan	Lake	05:50	20:34	07:22	18:54	No Service	9	Y	NO
573	Green Bay Road	Lake	06:08	18:19	No Service		No Service	1	Y	NO
574	North Conway Park Shuttle Bug	Lake	06:56	19:11	No Service		No Service	1	Y	NO
576	Deerfield Metra / to Buffalo Gr / Lincolnshire	Lake	07:25	18:10	No Service		No Service	1	Y	NO
600	Northwest Express	Cook	05:15	19:30	No Service		No Service	1	Y	Academy

ROUTE	NAME	COUNTY	HOURS of SERVICE			VEHICLE REQ.	ACCESSIBLE	GARAGE	
			Weekday	Saturday	Sunday				
602	Higgins - Salem - Cedarcrest	Cook	5:45	18:23	No Service	No Service	1	Y	Ldlw - GE
606	Northwest Limited	Cook	05:00	24:01	06:00	24:01	11	Y	Academy
610	River Road - Prairie Stone Express	Cook	05:48	18:40	No Service	No Service	4	Y	NW
616	The Chancellory Connection	Cook / DuPage	05:50	18:43	No Service	No Service	5	Y	Academy
622	Shuttle Bug 12	Lake	07:32	18:13	No Service	No Service	1	Y	NS
623	Glen of North Glenview-Metra Station Allstate Shuttle	Cook	07:12	17:12	No Service	No Service	1	Y	NS
624	Glen of North Glenview-Metra Station - Willow/Sand	Cook	07:44	18:59	No Service	No Service	1	Y	NS
625	South Conway Park Shuttle Bug	Lake	06:56	19:04	No Service	No Service	1	Y	NS
626	Skokie Valley Limited	Lake / Cook	05:40	19:52	No Service	No Service	5	Y	NS
628	Braeside Shuttle Bug 8	Lake / Cook	06:27	18:34	No Service	No Service	1	Y	NS
629	Braeside Shuttle Bug 9	Lake / Cook	07:22	18:34	No Service	No Service	1	Y	NS
631	Lake Cook Shuttle Bug 1	Lake / Cook	06:59	18:09	No Service	No Service	1	Y	NS
632	Lake Cook Shuttle Bug 2	Lake / Cook	06:59	18:12	No Service	No Service	1	Y	NS
633	Lake Cook Shuttle Bug 3	Lake / Cook	06:59	17:46	No Service	No Service	1	Y	NS
634	Lake Cook Shuttle Bug 4	Lake / Cook	06:59	18:09	No Service	No Service	1	Y	NS
635	Lake Cook Shuttle Bug 5	Cook	06:24	17:45	No Service	No Service	1	Y	NS
637	Wood Dale - Rosemont CTA	Cook / DuPage	05:50	17:41	No Service	No Service	2	Y	NW
639	Lake Cook Shuttle Bug 7	Lake / Cook	06:24	18:09	No Service	No Service	1	Y	NS
643	NW Elmhurst - Elmhurst	Cook	06:18	18:24	No Service	No Service	0.5	Y	WT
643/645	Naperville - Midday	Cook	7:21	16:23	No Service	No Service	2	Y	Ldlw - NAP
645	NW Elmhurst - Elmhurst	Cook	07:22	17:05	No Service	No Service	0.5	Y	WT
648	Glenview Metra - AON	Cook	07:09	17:55	No Service	No Service	1	Y	NW
649	Des Plaines Metra - AON	Cook	07:06	18:15	No Service	No Service	1	Y	NW
653	Bloomingtondale - Glendale Heights	DuPage	5:33	19:23	No Service	No Service	3	Y	Ldlw - GE
654	South Glen Ellyn	DuPage	5:29	19:23	No Service	No Service	4	Y	Ldlw - GE
657	W. Glendale Heights / Glen Ellyn	DuPage	5:38	19:25	No Service	No Service	4	Y	Ldlw - GE
661	Southwest Westmont Feeder	DuPage	5:25	19:24	No Service	No Service	2	Y	Ldlw - WES
662	South Central Westmont Feeder	DuPage	6:05	19:21	No Service	No Service	2	Y	Ldlw - WES
663	Darien - Clarendon Hills	DuPage	5:19	19:29	No Service	No Service	2	Y	Ldlw - WES
664	Willowbrook - Clarendon Hills	DuPage	6:00	19:26	No Service	No Service	2	Y	Ldlw - WES
665	Darien - Westmont	DuPage	6:04	19:31	No Service	No Service	2	Y	Ldlw - WES
668	Burr Ridge - Hinsdale Feeder	DuPage / Cook	6:11	19:06	No Service	No Service	1	Y	Ldlw - HOD
669	Western Springs - Indian Head Park	DuPage	6:07	18:58	No Service	No Service	1	Y	Ldlw - HOD
673	Fort Hill Express	DuPage	6:37	19:08	No Service	No Service	1	Y	Ldlw - NAP
674	Southwest Lombard	DuPage	6:05	19:13	No Service	No Service	1	Y	MV
675	Route 59 Express	DuPage	6:09	19:20	No Service	No Service	1	Y	Ldlw - NAP
676	Cress Creek	DuPage	5:45	19:19	No Service	No Service	2	Y	Ldlw - NAP
677	Naperville - West Glens	DuPage	5:52	20:52	No Service	No Service	2	Y	Ldlw - NAP
678	Naperville - Carriage Hill	DuPage	5:44	20:51	No Service	No Service	2	Y	Ldlw - NAP
680	Naperville - Knoch Knolls	DuPage	5:46	20:54	No Service	No Service	2	Y	Ldlw - NAP
681	Naperville - Saybrook	DuPage	6:00	19:06	No Service	No Service	1	Y	Ldlw - NAP
682	Naperville - Brookdale	DuPage	5:50	19:13	No Service	No Service	1	Y	Ldlw - NAP
683	Naperville - Ashbury	DuPage	5:47	21:00	No Service	No Service	2	Y	Ldlw - NAP
684	Naperville - Maplebrook	DuPage	5:52	20:51	No Service	No Service	2	Y	Ldlw - NAP
685	Naperville - West Wind Estates	DuPage	5:45	20:56	No Service	No Service	2	Y	Ldlw - NAP
686	Naperville - Old Farm	DuPage	5:48	20:53	No Service	No Service	2	Y	Ldlw - NAP
687	Naperville - Farmstead	DuPage	5:52	20:50	No Service	No Service	2	Y	Ldlw - NAP
688	Naperville - Huntington	DuPage	5:54	20:48	No Service	No Service	2	Y	Ldlw - NAP

ROUTE	NAME	COUNTY	HOURS of SERVICE					VEHICLE REQ.	ACCESSIBLE	GARAGE	
			Weekday		Saturday		Sunday				
689	Naperville - Hobson Village	DuPage	5:52	20:50	No Service		No Service	2	Y	Ldlw - NAP	
690	Arlington Heights Road	Cook / Lake	05:24	19:30	No Service		No Service	2	Y	NW	
694	Central Road - Mt Prospect Station	Cook	06:18	19:10	No Service		No Service	1	Y	NW	
696	Woodfield - Arlington Heights - Randhurst	Cook	5:40	21:17	No Service		No Service	3	Y	CCSB	
699	Palatine-Woodfield-Elk Grove	Cook	5:35	19:48	No Service		No Service	4	Y	CCSB	
706	SW Glen Ellyn / SE Wheaton Feeder - College Ave	DuPage	5:48	19:25	No Service		No Service	2	Y	Ldlw - GE	
707	Southwest Wheaton	DuPage	5:39	19:30	No Service		No Service	2	Y	Ldlw - GE	
709	Carol Stream - North Wheaton	DuPage	5:30	19:29	No Service		No Service	2	Y	Ldlw - GE	
711	Wheaton - Carol Stream - Stratford Square Schmale	DuPage	5:45	19:26	8:36	18:58	No Service	2	Y	Ldlw - GE	
712	Wheaton Shuttle	DuPage	7:44	18:17	No Service		No Service	1	Y	Ldlw - GE	
713	Wheaton / Naperville	DuPage	7:45	8:18	No Service		No Service	1	Y	Ldlw - GE	
715	Central DuPage	DuPage	6:17	19:52	7:24	19:14	No Service	5	Y	Ldlw - GE	
747	DuPage Connection	DuPage / Cook	05:50	21:54	07:05	21:54	No Service	7	Y	WT	
750	Country Club Hills	Cook	05:37	19:18	No Service		No Service	1	Y	SO	
753	Matteson	Cook	05:30	19:23	No Service		No Service	1	Y	SO	
757	Northwest Connection	DuPage / Kane / Cook	05:25	18:38	No Service		No Service	4	Y	WT	
767	Congress / Douglas - Prairie Stone Connection	Cook / DuPage	05:35	17:45	No Service		No Service	1	Y	WT	
781	North Naperville Office Complexes	DuPage	7:30	17:24	No Service		No Service	1	Y	Ldlw - NAP	
783	Naperville Evening Service (Consolidated Evening Svc)	DuPage	18:46	20:15	No Service		No Service	1	Y	Ldlw - NAP	
784	Lisle Evening Service (Consolidated Evening Svc)	DuPage	No Service		No Service		No Service		Y	Ldlw - NAP	
787/788	Naperville - Midday	DuPage	7:21	16:23	No Service		No Service	2	Y	Ldlw - NAP	
788	Midday - Naperville	DuPage	12:18	16:14	No Service		No Service	1	Y	Ldlw - NAP	
801	Elgin - Geneva	Kane	05:18	18:51	09:05	17:08	No Service	3	Y	RV	
802	Aurora - St. Charles	Kane / DuPage	05:13	19:00	06:04	17:57	No Service	3	Y	FV	
803	Carpentersville Local	Kane	05:30	21:15	06:55	18:15	No Service	4	Y	RV	
806	Crystal Lake - Fox Lake	McHenry / Lake	6:00	18:07	No Service		No Service	2	Y	Ldlw - MCH	
807	Woodstock - McHenry via Wonder Lake	McHenry	5:45	17:38	No Service		No Service	2	Y	Ldlw - MCH	
808	Crystal Lake - Harvard	McHenry	6:22	18:14	No Service		No Service	2	Y	Ldlw - MCH	
820	University Heights - Lisle	DuPage	5:11	21:58	No Service		No Service	2	Y	Ldlw - WES	
821	Woodridge - Belmont Feeder	DuPage	6:02	18:53	No Service		No Service	2	Y	Ldlw - WES	
822	Woodridge - Lisle Feeder	DuPage	5:15	21:59	No Service		No Service	2	Y	Ldlw - WES	
824	East Bolingbrook Lisle Feeder	Will / DuPage	5:04	22:15	No Service		No Service	2	Y	Ldlw - WES	
825	Central Bolingbrook - Lisle Feeder	Will / DuPage	5:00	22:05	No Service		No Service	2	Y	Ldlw - WES	
826	South Lisle	DuPage	5:14	21:51	No Service		No Service	2	Y	Ldlw - WES	
827	Green Trails - Steeple Run	DuPage	5:15	21:57	No Service		No Service	2	Y	Ldlw - WES	
828	North Lisle	DuPage	5:25	19:10	No Service		No Service	1	Y	Ldlw - WES	
829	Lisle - Naperville Office Corridor	DuPage	7:03	17:28	No Service		No Service	2	Y	Ldlw - WES	
831	Joliet - Midway	Will / Cook	06:15	19:32	08:30	15:10	No Service	2	Y	HT	
834	Joliet - Yorktown	Will / DuPage	05:03	19:40	08:42	18:43	No Service	6	Y	HT	
835	SW Suburban - Chicago Express	Cook	05:10	22:40	No Service		No Service	8	Y	HT/SW	
855	I-55 Flyer	Cook / DuPage / Will	5:30	19:14	No Service		No Service	5	Y	Colonial	
877	South Suburban Oakbrook Limited	Cook / DuPage	05:30	20:26	No Service		No Service	4	Y	SO	
888	Tri-State Flyer	Cook / DuPage	05:53	18:15	No Service		No Service	2	Y	SO	
890	South Suburbs - UPS	Cook	02:32	22:51	No Service		No Service	3	Y	SO	
891	Gary, Indiana - UPS	Cook	02:20	27:45	No Service		No Service	3	Y	SO	
892	East Chicago, IN - UPS	Cook / Lake, IN	02:33	10:32	No Service		No Service	1	Y	SO	
905	Schaumburg Trolley	Cook	11:40	21:23	10:00	21:30	11:05	18:30	13	Y	CCSB
906	Oak Park Shuttle	Cook	10:00	17:30	No Service		No Service	2	Y	Oak Pk Muni. VP	

ROUTE	NAME	COUNTY	HOURS of SERVICE			VEHICLE REQ.	ACCESSIBLE	GARAGE	
			Weekday	Saturday	Sunday				
907	Oswego - Aurora Metra Shuttle	Kane	05:23	19:39	No Service	No Service	2	Y	FV
921	Mill Creek / Geneva Shuttle	Kane	06:22	18:45	No Service	No Service	1	Y	FV
1012	Sears/Prairie Stone	Cook	5:18	18:00	06:30	18:50	1	Y	Colonial
1023	Chicago / Lincolnshire	Cook / Lake	06:30	18:50	No Service	No Service	1	Y	NS
1023	NW Elmhurst - Elmhurst	Cook / Lake	06:18	18:24	No Service	No Service	0.5	Y	WT

PACE SPECIAL EVENT SERVICE

222	Allstate Arena (Special Seasonal Service)	Cook	Varies per event			1	Y	NW
237	Super Bear's Shuttle (Special Seasonal Service)	Cook	Varies per event			8	Y	NW
282	Cubs Round Tripper (Special Seasonal Service)	Cook	Varies per event			6	Y	NW
284	Six Flags Great America (Special Seasonal Service)	Cook	Varies per event			2	Y	NW
288	Auto Show Express (Special Seasonal Service)	Cook	Varies per event			10	Y	NW
776	Yorktown - Chicago Bears (Special Seasonal Service)	DuPage	Varies per event			5	Y	WT
777	Flower Show - Schaumburg (Special Seasonal Service)	Cook	Varies per event			3	Y	WT
778	Flower Show - Elmhurst (Special Seasonal Service)	DuPage	Varies per event			1	Y	WT
779	Wrigley Field from Yorktown (Special Seasonal Service)	DuPage	Varies per event			2	Y	WT

CARRIER INFORMATION

Divisions: **FV** = Fox Valley **HT** = Heritage **NO** = North **NS** = North Shore **NW** = Northwest **RV** = River **SO** = South **SW** = Southwest **WT** = West

Laidlaw: **GE** = Glen Ellyn **HOD** = Hodgkins **MCH** = McHenry **SCH** = Schaumburg **WES** = Westmont **NAP** = Naperville

Municipalities: **DG (V)** = Village of Downers Grove **HP (C)** = City of Highland Park **Niles (V)** = Village of Niles

Other Carriers: **Academy** = Academy Coach Lines **Colonial** = Colonial Coach Lines **CCSB** = Cook County School Bus **MV** = MV Transportation

**Pace Suburban Bus Service
Map of Existing ADA Service Area
(effective November 21, 2005)**

Pace Suburban Bus Service Table of Local Dial-A-Ride Service Parameters

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service			Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
			Operates	Response Time	Fares						
Cook											
	Barrington (Laidlaw/McHenry)	Barrington & Cuba Townships Village of Barrington	M-F 9AM-4PM	1 Day	1.00	D & Sr.	2	0	4,525	346	7.65%
	Berwyn (Berwyn/Cicero Council on Aging)	Berwyn Township	M-F 8AM-5:30PM	1 Day	1.00	D & Sr.	1	0	16,250	2,579	15.87%
	Bloom Township (Bloom Township)	Bloom Township	M-F 7:30AM-3:30PM	1 Day	0.60	D & Sr.	4	3	28,254	14,051	49.73%
	Crestwood (Village of Crestwood)	Village of Crestwood	M-F 9:00AM-5:00PM	1 Hour	D & Sr. Free Student 0.80 Other 1.60	GP	1	0	8,411	732	8.70%
	Elk Grove Village (MV Transportation/ Stone Park)	Elk Grove Village (excludes Industrial Park)	M-F 9AM-6:30PM Sat. 9AM-4PM	1 Hour	D & Sr. 0.65 Student 0.65 Other 1.30	GP	5	0	29,452	1,353	4.59%
	Forest Park (Village of Forest Park)	Village of Forest Park	M-F 8AM-4PM	1 Day	0.80	D & Sr.	2	0	12,672	438	3.46%
	Hanover Township (Pace River Division)	Hanover Township	M-F 8AM-3PM	1 Day	0.75 One-way 1.50 Round trip	D & Sr.	1	0	4,198	4,198	100.00%
	Hometown (MV Transportation/ Alsip)	City of Hometown	Tu & F 9AM-2PM	1 Day	0.80	D & Sr.	1	0	1,691	1,691	100.00%
	Lemont Township (Lemont Township Park District)	Lemont Township	M-Sat. 9AM-4PM	Same Day	D & Sr. 0.80 Student 0.80 Other 1.60	GP	1	0	5,388	1,112	20.64%
	Leyden Township (MV Transportation/ Stone Park)	Leyden Township	M-F 8AM-5PM	1 Day 7 Days for Medical	D & Sr. 1.25 Student 1.25 Other 2.50	GP	4	0	18,686	6,708	35.90%
	Lyons Township (Lyons Township)	Lyons Township	M-F 8AM-3PM	1 Day	Free	D & Sr.	3	1	16,377	11,092	67.73%
	Norridge (Village of Norridge)	Village of Norridge	Tu-Sun 9AM-4PM	1 Day	Free	GP	1	0	18,841	10	0.05%

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service			Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
			Operates	Response Time	Fares						
	North Cook County Intercommunity Service (Laidlaw/Glenview)	North Cook County	M-F 6:30AM-7PM Sat. 7AM-7PM	1 Day	5.00	D	Varies	0	657	657	100.00%
	Oak Lawn (Village of Oak Lawn)	Village of Oak Lawn	M, Th & F 8:30AM-3:30PM	1 Day	Free	D & Sr.	1	0	3,709	56	1.51%
	Oak Park Township (Oak Park Senior Center)	Oak Park Township River Forest Township	M-F 7:30AM-4PM	1 Day	1.00	D & Sr.	3	1	30,181	8,222	27.24%
	Orland Park (Village of Orland Park)	Village of Orland Park Village of Orland Hills	M-Sat 8AM-4PM	1 Day	D & Sr. 1.00 Student 1.00 Other 2.00	GP	3	0	23,964	9,587	40.01%
	Palatine Township (Palatine Township)	Palatine Township	M-F 8AM-4PM	2 Days (Resv up to 14 days in advance)	1.00	D & Sr.	2	0	11,840	7,325	61.87%
	Palos Hills (Palos Hills)	Palos Township	M-F 8AM-3PM	1 Day	1.50	D & Sr.	2	0	10,179	3,572	35.09%
	Park Forest (Laidlaw/South Holland)	Village of Park Forest	M-F 9AM-3:30PM Sat (May-Oct) 8AM-1PM	30 Min.	D & Sr. 1.50 Student 1.50 Other 3.00	GP	3	0	19,830	1,260	6.35%
	Rich Township (Rich Township)	Rich Township	M-F 8AM-4PM Sat. 9AM-4PM	DAR 1 Day Shopping Shuttle 1 Hour	Local 2.25 Outside 4.50 1.00 Surcharge for Passes	D & Sr.	5	7	39,435	8,927	22.64%
	Schaumburg (Laidlaw/Schaumburg)	Village of Schaumburg	M-F 6AM-9:30PM Sat. 9AM-6PM	90 Min.	D & Sr. 0.80 Student 0.80 Other 1.60	GP	17	0	75,759	3,398	4.49%
	Skokie (MV Transportation/Stone Park)	Village of Skokie	M-F 9AM-4PM	Same Day	Must be member of Skokie STAR	D & Sr.	4	0	19,935	1,333	6.69%
	Stickney Township (Stickney Township)	Stickney Township	M-F 8AM-4PM	1 Day	Free	D & Sr.	0	5	23,502	3,949	16.80%

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service			Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
			Operates	Response Time	Fares						
	South Cook County Intercommunity Service (MV Transportation/Alsip)	South Cook County	M-F 6:30AM-7PM Sat. 7AM-7PM	1 Day	5.00	D	Varies	0	652	652	100.00%
	Tinley Park (Tinley Park)	Village of Tinley Park	M-F 8:45AM-3PM	2 Days	0.65	D & Sr.	1	0	10,045	1,049	10.44%
	West Cook County Intercommunity Service (MV Transportation/Stone Park)	West Cook County	M-F 6:30AM-7PM Sat. 7AM-7PM	1 Day	5.00	D	Varies	0	0	0	0.00%
	Wheeling Township (Wheeling Township)	Wheeling Township	M & W 9AM-3:30PM	2 Days	2.00 8.00 Outside Twsp.	D & Sr.	1	0	1,636	0	0.00%
	Worth Township (Worth Township)	Worth Township	M-F 8AM-3:30PM	1 Day	Free	D & Sr.	3	0	11,693	268	2.29%
Du Page											
	Addison (ATC)	Village of Addison	M-F 8:30AM-4PM	1 Day	D & Sr. 0.75 Student 0.75 Other 1.50	GP	1	0	4,036	333	8.25%
	Bensenville (Laidlaw/Schaumburg)	Village of Bensenville	M-F 6AM-6PM	30 Min. Opt 1 Day for lift trips	D & Sr. 1.00 Student 1.00 Other 2.00 0.50 surcharge for pass/tranfr	GP	3	0	17,836	1,083	6.07%
	Bloomington Township (ATC)	Bloomington Township	M-F 8AM-5PM Sat. 9AM-1:30PM Sun 10AM-2:30PM	1 Day	D & Sr. 1.50 Student 1.50 Other 3.00	GP	4	0	20,567	1,390	6.76%
	Downers Grove Township (ATC)	Downers Grove Township	M-F 8AM-4PM	1-7 Days	2.50	D & Sr.	2	0	8,621	828	9.60%
	DuPage County Intercommunity Service (ATC)	DuPage County	M-F 6:30AM-7PM Sat. 7AM-7PM	1 Day	5.00	D	Varies	0	2,774	2,774	100.00%
	Milton Township (ATC)	Milton Township	M-F 8AM-5PM Sat. 9AM-3PM	1 Day Up to 3 days for medical	M-F 0.75 Sat. 1.50	D & Sr.	2	0	12,075	847	7.01%

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service Operates	Response Time	Fares	Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
	Wayne Township (ATC)	Wayne Township Bloomingdale Township	M-F 8AM-5PM	1 Day	D & Sr. 1.50 Student 1.50 Other 2.50	GP	1	0	3,137	334	10.65%

Ride DuPage

Ride DuPage individual component data is below. Total vehicle and ridership figures for all of Ride DuPage are below and to the right.

11,901*

DuPage County Health Dept. (ATC & 303 Taxi)	DuPage County & Hines Hospital	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	Free	Determined by DuPage County Health Dept.	*8/1/04 - 12/31/04 *Does not include Naperville/ Lisle Partners					
DuPage County Human Services (ATC & 303 Taxi)	DuPage County & Hines Hospital	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	3.00	Determined by DuPage County Human Services						
DuPage County Senior Services (ATC & 303 Taxi)	DuPage County Outside county w/ authorization	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	Free	Determined by DuPage County Senior Services						
DuPage County Transportation to Work Program -DuPage Cty Health Department -Parents Alliance -Ray Graham Association -Spectrum -Support Employment Assoc. (ATC & 303 Taxi)	DuPage County & surrounding areas	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	3.00 first 5 miles 1.00 each add mile	Determined by DuPage County Human Services Transportation to Work Agency						
Glen Ellyn (ATC & 303 Taxi)	DuPage County & surrounding areas	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	1.50 first 6 miles 1.50 each add mile	D & Sr.						
Naperville/Lisle Partners (Naperville & Lisle Townships., Naperville, & Naperville Park District) (ATC & 303 Taxi)	DuPage County & surrounding areas	7 days a week 24 hours a day 365 days a year	1-7 Days 2 Hrs. min for same day	1.50 first 6 miles 1.50 each add mile	D & Sr.			6,490	2,559	39.43%	

Kane

Aurora Township (Aurora Township)	Aurora Township	M-F 7AM-6PM	2 Days	1.00 1.00 Surcharge outside twsp.	D & Sr.	7	0	32,215	27,241	84.56%	
Batavia (Aurora Township)	City of Batavia Batavia Township	M-F 7:30AM-3:30PM	1 Day	D & Sr. 0.80 Student 1.60 Other 1.60	GP	1	0	4,472	2,307	51.59%	

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service		Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
			Operates	Response Time						
	Dundee Township (Dundee Township Park District)	Dundee Township	M-F 8:30AM-4PM	1 Day	Within Twsp. D & Sr. 0.75 Other 1.40 Outside Twsp. D & Sr. 1.20 Other 1.65	2	1	8,488	2,946	34.71%
	Elgin (Pace River Division)	City of Elgin Elgin Township	M-F 7:30AM-4:30PM	1 Day	D & Sr.	3	0	29,799	10,628	35.67%
	Northwest Kane (Pace River Division)	Burlington Township Hampshire Township Plato Township	M-F 7:30AM-9AM & 2:30PM-4PM	1 Day	D & Sr. 1.00 Students 1.00 Other 2.00	1	0	957	919	96.03%
	St. Charles (City of St. Charles)	City of St. Charles City of Geneva Geneva Township	M-F 8AM-4:30PM	1 Day	D & Sr. 1.00 Outside 1.25	2	0	9,939	2,375	23.90%
Lake										
	Benton Township Zion Township (Laidlaw/Grayslake)	Benton Township Zion Township	Tu & Th 9AM-4PM	1 Day	D & Sr. 0.80 Student 0.80 Other 1.60	1	0	1,194	0	0.00%
	Ela Township (Ela Township Highway Dept.)	Ela Township	M-F 7AM-5PM	1 Day	1.00	2	1	20,999	16,113	76.73%
	Fox Lake Grant Township (Fox Lake Cab Company)	Fox Lake Grant Township	M-F 8:30AM-4:30PM	20 Min.	Subsidy of ½-meter up to 8.00 per one-way trip	0	Varies	997	18	1.81%
	Fremont Township (Laidlaw/Grayslake)	Fremont Township	Tu & Th 10AM-3PM	1 Day	1.00	1	0	938	37	3.94%
	Libertyville Libertyville Township/Mundelein (Laidlaw/Grayslake)	Village of Libertyville Village of Mundelein & portions of Libertyville Township	M-F 9AM-5PM	1 Day	1.00	2	0	8,615	3,223	37.41%
	Northeast Lake/ Warren Township (Laidlaw/Grayslake)	Warren Township Waukegan Township Northern Shields Township	M-F 6:30AM-6:30PM	1 Day	0.80	3	0	13,796	5,266	38.17%
	Northwest Lake (Laidlaw/Grayslake)	Antioch Township Avon Township Grant Township Lake Villa Township	M-F 8:30AM-4:30PM	1 Day	Intra-Twsp 0.80 Inter-Twsp. 1.00 Mall Trip 1.50	4	0	18,707	4,903	26.21%

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service		Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders	
			Operates	Response Time							Fares
	Southwest Lake (Ela Twsp. Highway Dept.)	Cuba Township Wauconda Township	M-F 7AM-5PM	1 Day	D & Sr. 2.00 Other 2.00	D & Sr.	1	0	3,084	3,084	100.00%
	Vernon Township (Vernon Twsp.)	Vernon Township	M-F 8:30AM-4PM	1 Day	D & Sr. 0.90 Students 0.90 Other 1.80	GP	1	0	3,858	245	6.35%
McHenry											
	E. McHenry County (Laidlaw/McHenry)	City of Crystal Lake (Sponsored by Crystal Lake)	M-F 6:10AM-7PM Sat. 9AM-5PM	1 Hour	D & Sr. 0.75 Students 0.75 Other 1.50	GP	5	0	47,803	3,763	7.87%
	E. McHenry County (Laidlaw/McHenry)	City of McHenry & Parts of McHenry Township (Sponsored by City of McHenry)	M-F 6:30AM-6PM Sat. (City of McHenry Only) 9AM-5PM	1 Hour	D & Sr. 0.75 Students 0.75 Other 1.75	GP	3	0	33,220	4,322	13.01%
	E. McHenry County (Laidlaw/McHenry)	Midday between: Crystal Lake & Spring Hill Mall; Crystal Lake to Woodstock; McHenry to Woodstock; Crystal Lake to McHenry	M-F Approximately 9AM-3PM	1 Day	D & Sr. 0.80 Students 0.80 Other 1.60	GP	6	0	18,682	4,442	23.78%
	E. McHenry County (Laidlaw/McHenry)	SE McHenry County, Fox River Grove, Burtons Bridge, Lake- in-the-Hills, Algonquin, in and between, to Crystal Lake	M-F 6:30AM-5:30PM	1 Day	D & Sr. 0.80 Students 0.80 Other 1.60	GP	1	0	4,817	1,631	33.86%
	Harvard (City of Harvard)	City of Harvard	M-Th 6:45AM-4PM Fri. 6:45AM-12PM	30 Min (1 Day for service before 7:30AM)	D & Sr. 1.00 Students 1.00 Other 2.00 0.50 surcharge for passes	GP	2	0	11,761	357	3.04%
	Marengo (Laidlaw/McHenry)	City of Marengo Marengo Township Riley Township Village of Union	M-F 9AM-4PM	1 Day	D & Sr. 0.75 Students 0.75 Other 1.50	GP	1	0	3,201	124	3.87%

Pace Local Dial-A-Ride Service Parameters

County	City/Twp (Operator)	Geographic Area Served	Days/Hrs Service			Eligibility Requirements	Number of Pace Vehicles	Number of Non-Pace Vehicles	Annual Total Riders	Est. Tot. Disabled Riders	Percent Disabled Riders
			Operates	Response Time	Fares						
	Woodstock (City of Woodstock)	City of Woodstock	M-F 6AM-6PM Sat. 9AM-3PM Sun. 8AM-1PM	M-F - 1 Day Sat & Sun - Call M-F	D & Sr. 1.00 Students 1.50 Other 2.00 1.00/0.50 reduc. surcharge for passes	GP	4	0	43,766	7,428	16.97%
	Lake-In-The-Hills (Laidlaw/McHenry)	Lake-In-The-Hills	M-F 6AM-6PM	1 Day	1.00	D & Sr.	1	0	819	284	34.68%
Will											
	DuPage Township (Laidlaw/Joliet)	DuPage Township	M-F 8AM-5PM	1 Day	1.00	D & Sr.	3	0	11,772	4,478	38.04%
	Frankfort Township (Frankfort Twsp.)	Frankfort Township	M-F 8AM-3:30PM	1 Day	D & Sr. 1.00 Student 1.00 Other 2.00 Double outside township	GP	3	1	9,783	3,978	40.66%
	Peotone (Eastern Will County Senior Services)	Green Garden Township Crete Township Monee Township Will Township Peotone Township	M-F 8:30AM-4:30PM	1 Day	In Will Cty 2.00 Out of Will Cty 4.00	D & Sr.	4	3	21,420	13,974	65.24%
	Central Will (Laidlaw/Joliet)	City of Joliet Homer Township Jackson Township Joliet Township Lockport Township Plainfield Township Troy Township	M-F 6AM-5PM	1 Day	1.25 0.75 extra for crossing township line	D & Sr.	8	0	46,378	29,105	62.76%
	Southwest Will (Laidlaw/Joliet)	Channahon Township Manhattan Township Wilmington Township	Pickup Tu & F approximately 9AM, Return approximately 3PM	1 Day	D & Sr. 0.80 Other 1.60 <u>To Joliet Malls</u> D & Sr. 1.00 Other 2.00	GP	2	0	722	276	38.23%

August 19, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: August 22, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of August 19, 2005 HB1663 Ad Hoc Committee Meeting**

The next ad hoc committee meeting will be held, **Thursday, September 1, 2005** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Friday, August 19, 2005, the HB 1663 Ad Hoc Committee met for the first time. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146.

Committee Membership: The committee recommended that membership be expanded to include five (5) more members, which would bring the membership to thirteen (13) individuals. The rationale behind this is that current members felt that not all disability groups are represented among the membership. In order to have the new members at the next meeting, it was decided that current members would first contact the individuals that they would like to nominate to see if they are interested in participating on the committee. Nominees should meet the following criteria:

- Be a person with a disability or represent a disability related organization
- Be an ADA Paratransit rider, preferably from the CTA service area
- Be familiar with committee work related to public transportation
- Be committed to attend meetings on a regular basis

Committee members also felt it was important that there be diversity among the membership, e.g., age, race and geographic location. Once committee members have their nominees, they would e-mail Kimberly Robb, RTA Accessibility Specialist, their recommendations by close of business on August 24, 2005. Ms. Robb would then contact the nominees to confirm their acceptance and formulate a ballot that would be e-mailed to the committee members for voting by Friday August 26, 2005. The ballots would need to be returned to Ms. Robb by close of business on Monday, August 29, 2005. The five (5) individuals who receive the most votes would be the new members.

Next Meeting: The committee decided that they would like to meet every other Friday from 10:00 am until 12:00 noon at the RTA offices. Since the next meeting would fall on Friday, September 2nd, which is a holiday weekend, the committee decided that the next

meeting would be held on Thursday, September 1, 2005. The following is a listing of the meeting dates until the end of this year:

Friday, September 16, 2005
Friday, September 30, 2005
Friday, October 14, 2005
Friday, October 28, 2005
Friday, November 11, 2005
Friday, November 25, 2005
Friday, December 9, 2005
Friday, December 23, 2005

Public Information/Hearing Meetings: The committee began having discussions regarding the planning of public information meetings and public hearings. It was felt that these meetings should be combined into one, so that the disability community could not only receive information on the transition process, but be able to have the opportunity to express their concerns and ask questions regarding the process. Kevin Irvine suggested that during these meetings someone from the RTA, CTA and Pace talk about their roles in the transition process as well as what steps have taken place prior to the meeting.

The committee members agreed that there should be four meetings; one in the loop, one on the north side, one on the west side and one on the south side. It was also discussed that these locations should be centrally located in each of the jurisdictions as to ease the travel of those who attend. Commissioner Tamley, from the Mayor's Office for People with Disabilities, volunteered to assist with finding locations for these meetings. Several members felt that it was important to conduct site visits to ensure accessibility.

With respect to dates and time, there was discussion among members to hold these meetings in mid-October and to have longer meetings rather than shorter to allow everyone who attends to have a chance to comment or ask questions. It was recommended that the time frame be five hours per meeting. Larry Biondi suggested that of the five hours, there be two time slots of two hours with a one hour break in between. One time slot would be in the late afternoon and the other would be in the early evening to accommodate people with different schedules. The committee liked his idea.

In addition, Kevin Irvine suggested that the committee work with Pace on developing language that explains what will be occurring with the transition process. He stressed that it needs to be written in plain, easy to understand language. Likewise, it was mentioned that the committee create a list of frequently asked questions that could be distributed. Krista Erikson offered to create and update a list serve through Lake County CIL. The committee also felt that it was important to hand select organizations that will serve as target places where the community can call to get information or ask questions regarding the transition process. These organizations would be trained to give a unified message and asked to publish any updates in their newsletters, as well as on websites, if available.

Other Issues: Ray Campbell, from the DuPage CIL was in the audience. He recommended that when the public information/hearing meetings occur, both the CTA and Pace need to make a commitment to give people rides in order to be able to attend the meetings. The committee agreed strongly.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erikson, Lake County CIL	(847) 949-4440
Larry Biondi, Progress CIL	(708) 209-1500
John Robinson, CTA Customer	(312) 353-7776 x2671
Commissioner Karen Tamley, MOPD	(312) 744-7209

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Melinda Metzger, Pace	(847) 228-2302
Tom Groeninger, Pace	(847) 228-2477

Public

Andrew Bajek, Customer	(773) 788-1421
Dan Van Hecke, Taxi Driver	(773) 267-6425
Tim Jans, CDT	(312) 633-2745
Bob Jans, CDT	(708) 227-4676
Joel Sheffel, WSANA	(708) 383-6258
Ray Campbell, DuPage CIL	(630) 469-2300
Michael Grice, People First	(773) 667-1631
Alice Bowman, Progress CIL	(708) 209-1500 x21
Jim Watkins, Customer	(773) 735-0544
Vincent Smith, Customer	

**September 1, 2005
Ad Hoc Committee Meeting Minutes**

MEMORANDUM

DATE: September 2, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of September 1, 2005 HB1663 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Friday, September 16, 2005** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Thursday September 1, 2005, the HB 1663 Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Meeting Dates: Kimberly Robb informed the committee that three of the scheduled meeting dates conflict with holidays. These dates are Friday, November 11th, Friday, November 25th and Friday, December 23rd. The committee decided to change the November 11th meeting date to Friday, November 18th and the December dates to Friday, December 2nd, and Thursday, December 15th. Ms. Robb stated that she would check into these and have them confirmed for the next meeting.

It was suggested that a master calendar, for the months of September through December, be created by the next meeting. This calendar would list the dates of the various upcoming meetings; e.g. Ad Hoc Committee, the RTA, CTA and Pace Advisory Committees, as well as the RTA, CTA and Pace budget hearings. Any blackout dates should also be included on this calendar so that the Ad Hoc Committee could begin looking at dates for the HB 1663 public hearings to be scheduled in November.

Communication Mechanism: Kimberly Robb informed the committee that the Transition Committee, which is made up of RTA, CTA and Pace staff, views the Ad Hoc Committee as an integral part of the transition process. She went on to say that at the last Transition Committee meeting members expressed a desire to create a mechanism to communicate between the two committees. It was suggested that if and when Ad Hoc Committee members have issues that they would like addressed by the Transition Committee, these issues will be included in the Ad Hoc Committee's meeting minutes, which will be read by the Transition Committee and discussed at their next meeting. Committee members felt that this would be acceptable mechanism for communication. Krista Erickson asked if the Ad Hoc Committee could in turn get a copy of the minutes from the Transition Committee.

Kevin Irvine followed up by saying that a bullet point summary of what was discussed at the Transition Committee meetings would be helpful.

Since the committee was on the topic of communication, Kimberly Robb reminded the members that she is the liaison between the two committees. She noted that she brought the Ad Hoc Committee's suggestion for four (4), five-hour public hearings to the last Transition Committee meeting. In doing so, members of the Transition Committee expressed concern over the amount of staff time that would be used for the public hearings and suggested that there be four (4), two-hour public hearings and if more time was needed for public comment, additional meetings could be scheduled.

Committee members were opposed to the two-hour hearings because they feel that there needs to be enough time to allow people to express their concerns regarding the transition process. They also feel that many people will come to the hearings and will be looking for reassurance that the service will not change. The committee was in agreement that it would be a reasonable compromise to have four (4), three-hour public hearings. Melinda Metzger noted that there would be other ways for people to provide comment, such as a website. Mary Beth Clark added that prior to the hearings it would be a good idea to develop a bullet point summary of the proposed paratransit plan.

Ad Hoc Committee Schedule: The committee spent time discussing their role in relation to the Transition Committee and created a list of tasks that need to address during upcoming meetings. The following is a list of tasks the committee deemed necessary to address:

- Specifying locations and dates for the public hearings
- Developing the structure for the public hearings
- Brainstorming and addressing questions for the FAQ sheet
- Selecting agencies that will field questions and provide information regarding the transition process
- Establishing a telephone number for people to call with questions
- Coordinating and organizing public information (websites, newsletter, ...)
- Drafting a timeline of things that will occur over the next few years

All of the committee members felt that their top priority should be developing methods to keep communication with the public open. This will consequently be our main subject of discussion for the next few meetings. All members agreed that although the previously noted tasks are important, they are only secondary to the committee's first priority.

Frequently Asked Questions (FAQ): Pace staff distributed a draft copy of the FAQ sheet for the committee to review. Ray Campbell suggested that the Ad Hoc Committee set a policy that all documents distributed during a committee meeting should first be sent to all committee members via e-mail. Mary Beth Clark apologized and explained that the draft was only just completed and approved that morning. As an accommodation, Ms. Clark read the document aloud.

The committee members made suggestions to improve the current FAQ sheet (see attached FAQ sheet – additions highlighted in grey). Mary Beth Clark suggested that the FAQ sheet be posted on the RTA, CTA, and Pace websites. Larry Biondi added that they should also be posted in all ADA Paratransit vehicles. Kevin Irvine also noted that it would be a good idea to send out post cards listing public hearing dates to all individuals eligible for ADA Paratransit service on a seasonal basis. Ray Campbell reminded the committee that it is important to make this information available in alternate formats.

Several committee members remarked that many basic questions, not necessarily pertaining to the transition process should also be addressed in the FAQ sheet, as many riders do not understand the separate functions of the RTA, CTA and Pace. The questions should also be restated throughout the FAQ sheet using different vocabulary to ensure that all riders feel most of their questions have been addressed.

Other Issues: Kimberly Robb informed the committee members that Krista Erickson created a listserv for the Ad Hoc Committee. Several committee members were unclear as to how to use the listserv. Ms. Erickson agreed to send an e-mail explaining how to use this tool.

Ray Campbell reminded the committee members that they need to remember to wear their advocate hats during this process, with respect to funding. He hopes to see appropriate distribution of funds by the RTA to make this transition process a success, without disrupting the Pace ADA Paratransit service already in place.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erikson, Lake County CIL	(847) 949-4440
Larry Biondi, Progress CIL	(708) 209-1500
John Robinson, CTA Customer	(312) 353-7776 x2671
Christopher Lake, CTA Customer	(773) 407-3354
Ray Campbell, DuPage CIL	(630) 469-2300

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Melinda Metzger, Pace	(847) 228-2302
Tom Groeninger, Pace	(847) 228-2477

Public

Dan Van Hecke, Taxi Driver	(773) 267-6425
Bob Jans, CDT	(708) 227-4676
Vincent Smith, Customer	

September 16, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: September 19, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of September 16, 2005 HB1663 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Friday, September 30, 2005** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Thursday September 16, 2005, the HB 1663 Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She stated that on Tuesday, September 20th, the Transition Committee will be meeting with Michael Winters from the FTA, to inform him of the transition process thus far. In addition, she noted that Pace intends to continue the bus and taxi service as is, beginning July 1, 2006. Pace has also sent a letter to the CTA asking them to exercise a one-year option with the intent of assigning contracts on July 1, 2006. They have also asked the CTA to continue with the sale of Taxi Access (TAP) vouchers so there would be no change for the riders.

OLD BUSINESS

Meeting Dates: Kimberly Robb informed the committee that she confirmed the meeting dates for November and December. The dates are Friday, November 18th, Friday, December 2nd, and Thursday, December 15th.

Master Calendar: Tom Groeninger, from Pace, distributed and read aloud a master calendar from September through December. The calendar lists upcoming meetings related to public transportation and the transition process. Kevin Irvine, from Equip for Equality, asked that we include on the calendar an upcoming meeting that he is hosting regarding the transition process. It will be held at Equip for Equality on Tuesday, October 18, 2005 from 3:00 until 5:00 PM. Ray Campbell, from DuPage CIL, and Krista Erickson, from Lake County CIL, suggested that it would be easier to list all the meeting dates, along with their locations and times, as that would provide a more accessible format.

Communication Mechanism: Kimberly Robb informed the committee that the Transition Committee agreed to four, three-hour hearings. She added that the Transition Committee stated that they would not turn people away who wish to make public comments. It was also noted that the Transition Committee liked the idea of a bullet point summary of the proposed paratransit plan and agreed to provide the Ad Hoc committee with a brief written summary of their meetings by the end of September.

Frequently Asked Questions (FAQ): Tom Groeninger distributed and read aloud a draft copy of the FAQ sheet dated September 16, 2005 (see attached FAQ sheet – additions highlighted in grey). As mentioned at previous meetings, several committee members reiterated the importance of making this information available in accessible formats.

Listserv: Kimberly Robb asked the committee if they received the email directions from Krista Erickson regarding the use of the Listserv. The committee members stated that they had received them and no more comments were presented regarding this issue.

NEW BUSINESS

New Name for Ad Hoc Committee: Kimberly Robb, on behalf of the Transition Committee, presented to the Ad Hoc committee the opportunity to change the name of the Ad Hoc Committee, as confusion had come up in the past between the two committees. The Ad Hoc committee members voted to keep their present name.

Program Manager Position: Kimberly Robb introduced the new Program Manager, Jay Ciavarella, who will be responsible for writing the proposed ADA Paratransit plan. Upon his introduction, he addressed the committee who welcomed him aboard.

Medicaid Reimbursement: Tom Groeninger explained to the committee that the legislature has built in a separate recovery ratio for ADA Paratransit; that recovery ratio will become effective in 2007. He further added that both the CTA and Pace have the possibility of receiving some reimbursement by Medicaid for any ADA Paratransit trips taken by riders who are eligible for Medicaid that are taken for medical purposes. In order to obtain this reimbursement, reservationists for both the CTA and Pace carriers would need to ask the caller a question regarding whether the trip is of a medical nature. This question would be asked each time a reservation was made. A script is in the process of being prepared and would be brought to this committee for review. Furthermore, he added that the caller would not be required to answer this question. In closing his comments, he noted that this issue was brought forth at Pace's ADA Advisory Committee meeting that was held on September 15, 2005. He also stated that the FTA may need to approve this procedure.

The entire committee felt that it was imperative that customer education needed to be of the utmost importance. They felt that this process could not occur until education took place. Several committee members suggested that an informational flyer be developed that would explain what was going to happen and possibly list any improvements within the system that may be a result of increased funding. It was a consensus among

committee members that this flyer be included in the mailing that is scheduled to go out to customers in mid-October regarding public hearings and the transition process. Kevin Irvine suggested that the flyer demonstrate the link between increased funding and improved paratransit service, perhaps in the form of more ADA Paratransit vehicles.

Commissioner Karen Tamley, from MOPD, asked if other cities were under this type of process. Tom Groeninger stated that both Pittsburg and Miami are accessing additional funding via Medicaid reimbursement and Pace staff are planning a trip to these cities to see how the process works. Ray Campbell asked if the computer could be coded in a way that the question would only come up if the address was a medical facility.

Tom Groeninger mentioned that at the Pace ADA Advisory Committee it was suggested that Pace would start a pilot project with one of their service sectors. He specifically mentioned the West sector service, as it is small and would be easy to manage. The committee seemed comfortable with this idea as long as the education piece came first. Terry Levin, from the CTA, stated that this is an urgent matter for the CTA, as they will only be able to get reimbursed from now through June 30, 2006.

Commissioner Karen Tamley encouraged committee members to contact ADA Paratransit users in both Pittsburg and Miami in order to obtain feedback on the Medicaid reimbursement process. Several committee members said that they would follow up with customers in those cities.

Kevin Irvine stressed the importance of the script being reviewed by this committee. Ray Campbell seconded Kevin Irvine's point and added that it would be a good idea if this goes into effect, that committee members monitor the process to ensure that trip prioritizing is not occurring. Kevin Irvine concluded by recommending that the question regarding the nature of the trip be asked after the trip reservation was confirmed. The committee liked this idea.

Public Hearing Locations: Kimberly Robb presented four possible locations for the public hearings. The following is a listing of these locations:

South Side

Ada S. Niles Center
653 W. 63rd Street, Chicago

North Side

19th District Senior Advisory Group
2452 W. Belmont, Chicago

West Side

Mayor's Office for People with Disabilities
2102 W. Ogden Ave., Chicago

Loop

Regional Transportation Authority
175 W. Jackson Blvd., 15th floor, Chicago

Public Hearing Dates: The committee worked together to set the dates for the various hearings. Kimberly Robb informed the committee that the only date that the South side location could take place was on Wednesday, November 9th. The committee felt that this date needed to be rescheduled for either Monday, November 14th or Tuesday, November 15th from 1:00 until 4:00 PM. Kimberly Robb said that she would contact that location to see if this would be possible. The other dates and times are as follows:

North Side – Tuesday, November 8th from 1:00 until 4:00 PM
West Side – Monday, November 7th from 5:00 until 8:00 PM
Loop – Thursday, November 3rd from 5:00 until 8:00 PM

Kimberly Robb reported that she would confirm these dates and times.

Public Hearing/FAQ Distribution: Kimberly Robb informed the committee that the Transition Committee is working out the details for conducting a mass mailing that would include a cover letter, hearing dates, the FAQ sheet and an explanation of the Medicaid reimbursement process. This mailing would be mailed to any individual that has taken at least one trip on CTA or Pace ADA Paratransit in the last twelve months. The text for this mailing would be brought to the September 30th meeting for committee approval and would be mailed out in mid-October. This information would also be available in vehicles and at key agencies. Kimberly Robb further noted that she would try to have the text of this mailing distributed via e-mail by Tuesday, September 27th so that committee members can provide both her and Pace with feedback prior to the September 30th meeting.

Ray Campbell suggested that there be specific directions given, e.g. on the South East corner of Jackson and Wells, for each public hearing location. He added that specific CTA bus routes that serve the public hearing locations should also be listed. Christine Montgomery, from the CTA, said that she would have her colleague, Steve Hastalis, coordinate the direction portion of the hearing dates. Monica Heffner, from Access Living, requested that the mailing be available in Spanish as well.

Several committee members urged the Transition Committee to develop a reasonable accommodation process. They stressed the importance of having a statement listed on the public hearing dates regarding requesting reasonable accommodations, such as a sign language interpreter. It was also noted that a statement be included on the public hearing locations regarding refraining from wearing scented products if attending any of the hearings.

Other Issues: Kimberly Robb asked if there were any other issues at this time. There were none. She reminded the committee of the priorities for the September 30th meeting, which include approving the text for mailing, selecting lead agencies that would field questions and provide information regarding the transition process, and developing the structure for the upcoming public hearings.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erikson, Lake County CIL	(847) 949-4440
Larry Biondi, Progress CIL	(708) 209-1500
Christopher Lake, CTA Customer	(773) 407-3354
Ray Campbell, DuPage CIL	(630) 469-2300
Monica Heffner, Access Living	(312) 253-7000
Commissioner Karen Tamley, MOPD	(312) 749-7209

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Tom Groeninger, Pace	(847) 228-2477
Jay Ciavarella, RTA	(312) 913-3252

Public

Bob Jans, CDT	(708) 227-4676
Jim Watkins, Customer	(773) 735-0544

**September 30, 2005
Ad Hoc Committee Meeting Minutes**

MEMORANDUM

DATE: September 30, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of September 30, 2005 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Friday, October 14, 2005 from 10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Friday, September 30, 2005, the Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She stated that on Tuesday, September 20, the Transition Committee met with Michael Winters, from the FTA, and informed him of the transition process thus far. She added that Pace and CTA are still working on ironing out various issues related to the TAP program. Pace is also in the process of meeting with the various carriers to discuss service related issues.

OLD BUSINESS

Master Calendar: The master calendar was distributed to committee members via e-mail on Tuesday, September 27, 2005, for feedback. Kimberly Robb noted that this calendar will continue to be updated as new meetings arise. In response to last meeting's suggestion, the calendar was put into a list format. Some committee members still found it difficult in this format as Excel was still the program used to issue this list. They, therefore, requested that the calendar be turned into a Word document rather than Excel. This document format would allow for a larger print to be used, which was also requested.

Kevin Irvine, from Equip for Equality, suggested that the title of the calendar be changed to something similar to that of the FAQ sheet. He would like to see a paragraph added to the bottom of this document giving contact information regarding reasonable accommodation requests for each meeting. Ray Campbell, from DuPage CIL, agreed and added that a numbering system could be used to make this paragraph more user friendly. Finally, various committee members suggested that Pace put a link to the text format of this calendar on its website.

FAQ/Public Hearing/Medicaid Distribution: The FAQ sheet, public hearing locations, and Medicaid Reimbursement sheet were distributed to committee members via e-mail on Tuesday, September 27, 2005, for feedback. Minor changes were made to these documents (see attached). The committee members unanimously approved these documents.

Kimberly Robb informed the committee that she has been working out details regarding the mailing with a target date of October 14, 2005. She has contacted a Spanish translator for the Spanish speaking riders. CTA will provide Braille copies and Pace will cover both the regular and large print copies. The RTA will use a contracted vendor for the audiocassettes. Concerning the Spanish speaking riders, Kevin Irvine suggested that a single beige colored flyer, in large print, be added to the mailing, restating the last paragraph of the FAQ sheet in both English and Spanish.

Ms. Robb then offered different presentation options for the FAQ sheet (stapled single-sided, or stapled double-sided). The committee decided on stapled double-sided. Commissioner Karen Tamley, from MOPD, suggested keeping the public hearing location notice single-sided for ease of posting on bulletin boards. Krista Erickson, from Lake County CIL, requested that the Braille be double-sided and on 8½x11 paper.

NEW BUSINESS

Selection of Lead Agencies: The committee developed a list of agencies that would field questions regarding the transition process. The following is a listing of the agencies:

- Centers for Independent Living (Access Living, Progress CIL, DuPage CIL, Lake County CIL, and Will-Grundy CIL)
- Mayor's Office for People with Disabilities
- Lighthouse for the Blind
- Anixter Center
- Blind Service Association
- ICRE-Wood Roosevelt
- Ada S. McKinley
- Council for Disability Rights
- Victor C. Neumann
- City Colleges – Disability Services
- Chicago Department of Aging
- Senior Centers
- WGN community calendar
- Guild for the Blind
- Rehabilitation Institute of Chicago
- Schwab Rehabilitation Hospital
- Talking Book Center
- Harold Washington Library
- Marianjoy
- University of Illinois at Chicago, Disability Services
- Attorney General Office, Disability Rights Bureau

- Rob Kilbury – DHS-DRS (a special note needs to be included urging this information be quickly passed along to the counselors so it can then be distributed to consumers in a timely manner.)
- Metro Seniors in Action
- Jane Addams Senior Caucus

These agencies would also be sent a cover letter and fifteen (15) copies of each document in the mailing for distribution. Kimberly Robb will develop a cover letter, e-mail committee members for approval, and conduct this mailing. Karen Tamley will provide several of the agency addresses. Kevin Irvine requested that one large print document be sent to each of these agencies as well. He also asked that a sticker be placed on the outside of each envelop noting that this is time sensitive information. The committee requested that this information also be put on the RTA website as soon as possible.

Public Hearing Structure: This agenda item was tabled to the October 14, 2005, meeting.

Ongoing Advisory Board: Kimberly Robb informed the committee members that State legislature mandates that an ongoing Regional Advisory Board be established. She further discussed the idea of transitioning the Ad Hoc Committee into this role. Committee members recognized that details would need to be worked out but were enthusiastic about the idea.

Other Issues: Kimberly Robb asked if there were any other issues at this time. There were none.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erikson, Lake County CIL	(847) 949-4440
Christopher Lake, CTA Customer	(773) 407-3354
Ray Campbell, DuPage CIL	(630) 469-2300
Michael Grice	(773) 667-1631
Commissioner Karen Tamley, MOPD	(312) 749-7209

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Tom Groeninger, Pace	(847) 228-2477
Melinda Metzger, Pace	(847) 228-2302

Public

Bob Jans, CDT	(708) 227-4676
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Stan Robertson, SCR
Vincent Smith, Customer

(773) 768-7000 x3024

October 14, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: October 14, 2005
TO: Advisory Council
FROM: Kimberly Robb, Accessibility Specialist
RE: **Summary of October 14, 2005 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Friday, October 28, 2005 from 10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Friday, October 14, 2005, the Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She noted that members of the Transition Committee participated in a conference call with Medicaid. The purpose of this call was to begin working out the details of the Medicaid reimbursement process. The transition committee also reviewed an outline of the draft ADA Paratransit plan. It was also noted that each of the CTA contractors have signed a one year extension contract. The terms of these contracts have not changed, while a modest cost of living increase was provided. Finally she added that the Transition Committee is still in the process of working out the details of the Taxi Access Program (TAP).

Update on Paratransit Plan: Jay Ciavarella, of the RTA, summarized the outline of the draft ADA Paratransit plan (see attached outline). He informed the Ad Hoc committee of the date the draft plan is scheduled to be completed, October 25, 2005, and anticipated sending the draft to committee members via email on this date. Committee members were therefore encouraged to read the draft prior to the October 28, meeting to be prepared for discussion.

Krista Erickson, of Lake County CIL, asked how the draft plan would be distributed to the public prior to the hearings since the draft is scheduled to be completed on November 1, and the first hearing is only two days later on November 3. Both Jay and Kim agreed that this was a short amount of time and stated that the documents will be available at the public hearings, in paper form and on CD-Rom. Time will be allotted for public written comments until November 17, at close of business. Krista further requested that a shorter document reflecting the content of the plan still be available in print and accessible formats at the hearings. Jay stated that he will prepare a bullet point summary of the plan for this purpose. Monica Heffner, from Access Living, asked if the committee

could review the bullet point summary at the next meeting. Jay will send this summary with the draft plan on October 25. In closing, Jay thanked the committee and stated that he appreciates its input.

OLD BUSINESS

Master Calendar: Kimberly Robb noted that the master calendar has been put into a Word document and has been added to the RTA website. She added that it is available in Braille.

FAQ/Public Hearing/Medicaid Distribution: The FAQ sheet, public hearing locations, and Medicaid Reimbursement sheet will be mailed to 22,575 individuals on Monday, October 17. All of the documents in the mailing are available in Braille, large print, audiocassette, and Spanish.

Lead Agencies: Kimberly Robb informed committee members of the completed lead-agencies-mailing, which occurred on October 12. Each agency was sent 15 copies of each of the following documents; the FAQ sheet, public hearing locations, and Medicaid reimbursement flyer. Commissioner Karen Tamley, from MOPD, informed the committee that information regarding the transition process and hearings was included in the MOPD newsletter which was also mailed October 12.

NEW BUSINESS

Websites: Kimberly Robb informed the committee of the new link on RTA's website, making all current information pertaining to the transition process available to the public. All the documents are posted in accessible formats (not PDF). As previously decided, the Service Boards' websites also have links to the RTA's website. Members of the committee recommended that efforts should be made to contact the local ABC news affiliate in hopes that Karen Myer would do a news segment on the ADA Paratransit transition. Larry Biondi, of Progress CIL, suggested that all information be made available through a PSA on television, possibly through Chicago Adapt Cable Program, and at ChicagoAccess.org. He will provide contacts to do so.

Public Hearing Structure: Kimberly Robb opened the floor for discussion regarding the structure of the public hearings. Commissioner Tamley suggested starting the hearings with a short presentation of the proposed ADA Paratransit plan, an overview of the bullet points should suffice. Mary Beth Clark, from Pace, added that this introductory presentation should also state the purpose of the meeting and the events that lead up to it. Commissioner Tamley also saw this hearing as an opportune time to mention the Medicaid issue and inform the public of the reason for the question regarding medical trips asked when scheduling a trip.

At the suggestion of Commissioner Tamley and Monica Heffner, a registration table should be held making all the documents sent in the customer-mailing available for pick-up in print and in accessible formats. Also at this table should be small cards allowing audience members to sign up to present comments regarding the proposed plan. These cards would provide the attendee's name and a brief summary of his/her issue regarding the plan.

John Robinson expressed a desire to use this time to see if the attendees have any ideas regarding funding for ADA Paratransit. Krista Erickson stated that she would like to see time allotted for question and answer. Several of the committee members agreed. It was suggested that the structure be as follows;

- Opening presentation
- Question & Answer
- Testimony

With respect to the structure, Commissioner Tamley stated that the format can be adjusted after the first hearing if it didn't flow smoothly. The entire committee felt that testimony should be contained to two minutes per person. Monica Hefner asked who will be responsible for collecting/recording the testimony. Kimberly Robb stated that a court reporter will be present at each hearing.

Larry Biondi asked who will be responsible for the different tasks/presentations during the hearings. Kimberly Robb stated encouraged the entire committee to attend each of the hearings and that assignment of the tasks/presentations will be decided at the October 28 meeting.

Jay Ciavarella asked how the committee would like the presentation done, speaking or via PowerPoint. Krista Erickson stated speaking would be best, since a PowerPoint presentation would be difficult to make accessible for those with visual disabilities.

Both Monica Hefner and Commissioner Tamley requested that an American Sign Language interpreter should be at every hearing. Kimberly Robb stated that she would follow-up on securing interpreters.

Other Issues: Kimberly Robb stated that the public hearing dates, times and locations will also be posted in the newspaper. She then asked if there were any other issues at this time. There were none.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erikson, Lake County CIL	(847) 949-4440

Christopher Lake, CTA Customer	(312) 335-3704
Commissioner Karen Tamley, MOPD	(312) 749-7209
Monica Heffner, Access Living	(312) 253-7000
Larry Biondi, Progress CIL	(708) 209-1500
John Robinson, CTA Customer	(312) 353-7776 x2671
Pearl Mathews, Access Living	(312) 253-7000

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Tom Groeninger, Pace	(847) 228-2477
Melinda Metzger, Pace	(847) 228-2302
Jay Ciavarella, RTA	(312) 913-3252

Public

Bob Jans, CDT	(708) 227-4676
Jim Watkins, Customer	(773) 735-0544
Vincent Smith, Customer	
Kate Reich, Customer	(815) 308-3571

October 28, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: October 28, 2005
TO: Advisory Council
FROM: Kimberly Robb, Accessibility Specialist
RE: **Summary of October 28, 2005 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Friday, November 18, 2005** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Friday, October 28, 2005, the Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She noted that the Transition Committee has been in the process of reviewing the draft plan and giving input regarding its details.

Update on Paratransit Plan: Kimberly Robb explained that the purpose of the ADA paratransit plan is to inform the FTA of the transition that is occurring in July in order to see if they raise any objections to the transition. She added that this is only the beginning of the process and a study is to be submitted to the Illinois legislator by April 2007. This study will focus on how ADA paratransit be funded and provide details regarding any service efficiencies that may be developed once Pace learns more about the CTA operations.

Jay Ciavarella and Kimberly Robb asked for comments on both the Plan Summary and the Plan drafts that were distributed to the Committee on Tuesday, October 25. No comments were received for the Plan Summary and Jay Ciavarella informed the Committee that the document would be posted to the RTA website as soon as possible. The Committee agreed that the Plan served its purpose to demonstrate to the FTA that the region would remain in compliance once the transition occurs on July 1, 2006. The Committee members agreed to forward any comments to the RTA by Monday, October 31 at Noon.

OLD BUSINESS

Public Hearing Structure: Kimberly Robb informed the committee that the structure of the hearings will be as follows:

- Opening presentation
- Brief Question & Answer regarding the plan
- Testimony

She added that both the CTA and Pace will have ADA paratransit staff present at all the hearings in order to answer any questions that may arise regarding specific trips or service issues. These staff members will be located in the back of the room so the customers can talk to them personally.

With regard to duties during the public hearings, Kimberly informed the committee that three people are needed at each hearing to operate the registration table. During the testimony time two representatives from the Ad Hoc Committee will need to listen. She then asked the committee members which hearings they will be attending and what duties they will perform. Listed below are the answers the committee members provided:

- Chris Montgomery – Listener – will e-mail dates of attendance
- Mary Beth Clark – will be available in any role as needed – will attend all four hearings
- John Robinson – Listener – November 3
- Commissioner Tamley – November 7
- Kevin Irvine – Registration – will attend all four hearings
- Christopher Lake – Listener – November 3,7, and 8

NEW BUSINESS

No new business was brought forth.

Other Issues: Kimberly Robb asked if there was any other business. Kevin Irvine asked if the RTA website could add a paragraph regarding the CTA fare increase since many people have received the FAQ sheet and are concerned about this issue. Kimberly Robb stated that the following paragraph would be added to the website:

Based on the CTA Board ordinance passed in 2005, the CTA ADA Paratransit fare is scheduled to increase to \$3.50 effective January 1, 2006. However, the CTA President's 2006 Budget Proposal proposes that the fares on existing CTA Paratransit carriers (CDT, SCR, and Art's) remain at \$1.75. This includes the Taxi Access vouchers. At this time, the President's Proposal has yet to be acted on. It will be voted on at the CTA Board meeting on November 9, 2005.

The committee accepted the statement. Kevin Irvine then requested that the master calendar that is on the RTA website be updated to include the time change for the CTA Board meeting on November 9, 2005. The correct time is 2:30pm.

Kimberly Robb then asked if there were any other issues at this time. There were none.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Ray Campbell, DuPage CIL (via phone)	(630) 469-2300
Christopher Lake, CTA Customer	(312) 335-3704
Commissioner Karen Tamley, MOPD	(312) 749-7209
Monica Heffner, Access Living	(312) 253-7000
John Robinson, CTA Customer	(312) 353-7776 x2671

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Tom Groeninger, Pace	(847) 228-2477
Melinda Metzger, Pace	(847) 228-2302
Jay Ciavarella, RTA	(312) 913-3252

Public

Bob Jans, CDT	(708) 227-4676
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November 18, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: November 18, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of November 18, 2005 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Thursday, December 15, 2005** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Friday, November 18, 2005, the Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She noted that their last meeting the Transition Committee reviewed the comments from the four public hearings. With regard to the Medicaid question being asked, she noted that the CTA has not started asking the question. Pace, however, has begun a pilot study with one carrier. Thus far, there have been no problems. Ms. Robb also stated that there was discussion of assigning the carrier contracts over to Pace.

Update on Paratransit Plan: Kimberly Robb noted that comments from the four public hearings are being incorporated into the Plan. The finalization of Plan will occur on November 28. The Plan will then go to both the CTA's and Pace's Boards for approval. Pace's Board meeting is scheduled for December 7 and CTA's will be on December 14. It will then go to both the RTA Board and CATS on December 16. The Plan will then be mailed to the FTA on December 30.

Review of Public Hearing Comments: Kimberly Robb provided the committee with a summary of the comments that were made at the four public hearings. Input that was received during these hearings has been evaluated by the Transition Committee and, if appropriate, changes will be made to the Plan.

With regard to attendees, she noted the following breakdown; Loop - 46, West - 54, North - 27 and South - 105. This resulted in a total of 232 individuals that attended the hearings. Kevin Irvine, from Equip for Equality asked if these numbers included CTA, Pace and RTA staff, as well as members of the Ad Hoc Committee. Both Kimberly Robb and Jay Ciavarella stated that they were not sure. Kevin Irvine requested that the

information on the number of attendees be adjusted to reflect only members of the public and not CTA, Pace, RTA, CATS, IDOT staff or Ad Hoc members. Jay Ciavarella stated that he would do so.

Three comments were received regarding the content of the Plan itself. One participant wanted to know how the Ad Hoc Committee was formed. Another was interested in knowing if this Plan was created because the region is currently non-compliant with the ADA. And, another wanted to know how the city of Chicago riders will be represented now that Pace is taking over all ADA paratransit service for the region.

The overwhelming majority of the comments received at the hearings were related to the proposed CTA fare increase. In summary of all the comments regarding the fare, people stated/asked the following;

- Do not raise fares, trips are expensive.
- What will happen to the CTA fares after July 1, 2006 and beyond?
- Will the service be better if fares are raised?

Several comments/questions were raised regarding fares and passes in general. For example, people wanted to know where passes are sold, will Pace still accept monthly passes and will customers be able to use the ADA paratransit monthly pass on Pace.

Many comments received were focused primarily on operations. The following is a listing of comments regarding operations;

- Hope that this transition does not adversely affect existing services in the suburbs such as Ride DuPage.
- Will better connectivity between the City and Suburbs be a goal?
- Have standby drivers available at each carrier.
- How will transfers be affected?
- What will be the policy on door-to-door vs. curb-to-curb service for the region?
- How will complaints be handled by Pace?
- Improve the accuracy of reservations.

In short, people wanted to know if will service improve with the transition and will the transition result in increased efficiency?

Many attendees were interested in the possibility of Medicaid reimbursement and how it would affect the region from a funding perspective.

Issues were also raised re: the sensitivity of reservationists and dispatchers. It was felt that sensitivity training was a must.

In closing, Ms. Robb noted that five compliments were received during the hearings. The following list includes compliments that were given;

- SCR does a great job, Pace as well.

- CTA is more affordable.
- Pace reservationists do a good job repeating back trip request.

Other Issues: Kimberly Robb asked if there was any other business. Monica Hefner, from Access Living, asked if there was any new information regarding the CTA ADA paratransit fare increase. Terry Levin, from the CTA, stated that Chairwoman Brown recommended the fare be reduced to \$3.00 in order to have a region-wide fare. He added that from her proposal, other issues have been raised that are being evaluated internally.

Kimberly Robb proposed to have one meeting in December on December 15, 2005. The entire committee was in favor of this proposal. She then asked if there were any other issues at this time. There were none.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Kevin Irvine, Equip for Equality	(312) 341-0022 x7321
Krista Erickson, Lake County CIL (via phone)	(630) 469-2300
Monica Heffner, Access Living	(312) 253-7000

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Tom Groening, Pace	(847) 228-2477
Melinda Metzger, Pace	(847) 228-2302
Pat Lopez, Pace	(847) 228-2403
Jay Ciavarella, RTA	(312) 913-3252

Public

Bob Jans, CDT	(708) 227-4676
Elaine Jans, CDT	(708) 387-9233
Garland Armstrong, Customer	(708) 366-7496
Heather Armstrong, Customer	(708) 366-7496

December 15, 2005
Ad Hoc Committee Meeting Minutes

MEMORANDUM

DATE: December 16, 2005

TO: Advisory Council

FROM: Kimberly Robb, Accessibility Specialist

RE: **Summary of December 15, 2005 Ad Hoc Committee Meeting**

The next Ad Hoc Committee meeting will be held, **Thursday, February 16, 2006** from **10:00 to 12:00 a.m.** at the RTA offices, located at 175 W. Jackson Blvd., Chicago. Please call me at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** if you need an accommodation.

On Thursday, December 15, 2005, the Ad Hoc Committee met. Those in attendance are listed at the end of this memo. This memo is a summary of the items covered. If your recollection of the meeting differs, please feel free to contact me at (312) 913-3146 (voice) or (312) 913-3122 (TTY).

Update on Transition Committee: Kimberly Robb provided the committee with an update on the Transition Committee's progress. She noted that the last Transition meeting was brief. With respect to the Medicaid question being asked, Ms. Robb stated that the CTA started asking the question last week. Pace is in the process of implementing asking the question at all of their contracting sites. In closing, she noted that details regarding the Taxi Access Program are still being discussed.

Commissioner Karen Tamley, from MOPD, asked if there were any statistics regarding the percentage of people who are answering the Medicaid question. Terry Levin, from the CTA, responded that 90% are answering the question. Commissioner Tamley requested that a report be given at the next meeting regarding the number of calls that are medically related. Terry Levin agreed to her request.

Update on Paratransit Plan: Jay Ciavarella reported that the Plan went to both Pace's and CTA's Boards. It will then go to both the RTA Board and CATS on December 16. He added that the Plan is ahead of schedule and will be mailed to the FTA by the January 1 deadline. In closing, he thanked the Ad Hoc Committee for their work with the Plan.

Krista Erikson, from Lake County CIL, asked if the Plan will be posted on the RTA web site. Jay Ciavarella stated that it will be posted and both the CTA and Pace web sites will have links to the RTA site.

2006 Meeting Schedule: Kimberly Robb provided the committee with a schedule of 2006 meeting dates. The schedule is as follows:

Thursday, February 16
Thursday, March 9
Thursday, April 13
Thursday, May 11
Thursday, June 15
Friday, July 14
Thursday, August 17
Friday, September 15
Thursday, October 12
Thursday, November 9
Thursday, December 14

All meetings will be held from 10:00 AM until 12:00 noon at the RTA offices located at 175 W. Jackson Blvd., 15th floor, Chicago, Illinois.

Regional ADA Paratransit Advisory Committee: Kimberly Robb reminded the Ad Hoc Committee that the State legislature has taken an interest in the creation of a Regional ADA Paratransit Advisory Committee. As proposed and discussed during a previous meeting, transitioning the current Ad Hoc Committee into the regional committee appears to be the most logical solution. The CTA and Pace currently have two representatives sitting both on this committee and on their ADA Advisory Committees. These individuals would serve as liaisons between the Service Board and the Regional ADA Paratransit Advisory Committees. In making this proposal, she requested that the Ad Hoc Committee representatives bring this proposal to their respective ADA Advisory Committees in January.

Commissioner Karen Tamley requested that an explanation of tasks that this committee would be working on in the future be brought to the next meeting. Mary Beth Clark, from Pace, asked what is the vision of this committee. She also asked if the Transition Committee has given thought to who would be responsible for the Regional ADA Advisory Committee. Kimberly Robb stated that these are issues that will be discussed at future Transition Committee meetings.

Since several committee members were not in attendance, both Mary Beth Clark and Commissioner Tamley requested that this agenda item be tabled until the next meeting on February 16. In tabling this agenda item until the February meeting, the proposal would be brought to the CTA and Pace ADA Advisory Committees in March for discussion. The committee agreed to the suggested timeline. Kimberly Robb stated that she will discuss with this timeline with the Transition Committee. If waiting until March is an issue, a special meeting may need to be scheduled in January.

Other Issues: Kimberly Robb asked if there was any other business at this time. There was none. In closing, she thanked everyone and wished them happy holidays.

Attendance List:

Committee Members

Kimberly Robb, RTA	(312) 913-3146
Christine Montgomery, CTA	(312) 681-4620
Mary Beth Clark, Pace	(847) 228-2352
Krista Erickson, Lake County CIL	(630) 469-2300
Commissioner Karen Tamley, MOPD	(312) 744-7204

Service Board Staff

Terry Levin, CTA	(312) 681-4610
Melinda Metzger, Pace	(847) 228-2302
Jay Ciavarella, RTA	(312) 913-3252

Public

Bob Jans, CDT	(708) 227-4676
Chris Jans, CDT	(708) 633-2745
Garland Armstrong, Customer	(708) 366-7496
Heather Armstrong, Customer	(708) 366-7496

**Cover Letters to
Illinois DHS-DRS Offices**

October 19, 2005

Director Robert Kilbury
Illinois DHS-DRS
100 S. Grand Ave. E
Springfield, IL 62762

Dear Director Kilbury:

Beginning July 1, 2006, Pace Suburban Bus will be operating all ADA paratransit service in the six-county Chicago area, including ADA paratransit services currently provided by the CTA (CDT, SCR and Art's). This includes the Taxi Access Program (TAP) and Mobility Direct.

This change was mandated by the State legislature in an effort to provide more effective regional service. Working together, Pace, the CTA and the Regional Transportation Authority (RTA) want to assure that the transition goes smoothly for all of our customers.

Since August of this year, the aforementioned agencies have been working in conjunction with a special committee of representatives from their ADA Advisory Committees. In order to ensure a smooth transition, these representatives prepared various informational materials that are meant to be distributed to individuals with disabilities in order to educate them about this transition process.

Enclosed you will find a copy of the following documents:

- Frequently Asked Questions (FAQ) Sheet
- Public Hearing Locations
- Medicaid Reimbursement Fact Sheet

There is also one large-print version of the information. This information has also been sent to the local DHS-DRS offices. Please urge your staff at these offices to distribute these documents to their customers and tell them to feel free to Xerox additional copies, if needed. Should an individual need these documents in Spanish or an accessible format, please call Kimberly Robb at (312) 913-3146 (voice) or (312) 913-3122 (TTY). This information is also posted on our website at www.rtachicago.org.

Thank you in advance for your attention to this matter. Your assistance in getting this information disseminated is greatly appreciated.

Sincerely,

Kimberly Robb, MS
Accessibility Specialist

Enclosures

October 19, 2005

To Whom It May Concern:

By now many people know that Pace will be operating all ADA paratransit service in the six-county Chicago area, including ADA paratransit services currently provided by the CTA (CDT, SCR and Art's), starting on July 1, 2006. This includes the Taxi Access Program (TAP) and Mobility Direct.

This change was mandated by the State legislature in an effort to provide more effective regional service. Working together, Pace, the CTA and the Regional Transportation Authority (RTA) want to assure that the transition goes smoothly for all of our customers.

Since August of this year, the aforementioned agencies have been working in conjunction with a special committee of representatives from their ADA Advisory Committees. In order to ensure a smooth transition, these representatives prepared various informational materials that are meant to be distributed to individuals with disabilities in order to educate them about this transition process.

Enclosed you will find fifteen (15) copies of each of the following documents:

- Frequently Asked Questions (FAQ) Sheet
- Public Hearing Locations
- Medicaid Reimbursement Fact Sheet

There is also one large-print version of the information. Please distribute these to your customers and feel free to Xerox additional copies, if needed. Should an individual need these documents in Spanish or an accessible format, please call Kimberly Robb at (312) 913-3146 (voice) or (312) 913-3122 (TTY). This information is also posted on our website at www.rtachicago.org.

Thank you in advance for your attention to this matter. Your assistance in getting this information disseminated is greatly appreciated.

Sincerely,

Kimberly Robb, MS
Accessibility Specialist

Enclosures

Mailing Notice

Please note that this document will be updated on a regular basis. For the latest update or to request this document in Spanish or in an accessible format, please call **Kimberly Robb** at **(312) 913-3146** (voice) or **(312) 913-3122** (TTY) or access it via the following websites: www.rtachicago.org, www.pacebus.com or www.transitchicago.com.

Favor de anotar que este documento será actualizado regularmente. Para información al día, ó para pedir este documento en español ó en un formato accessible, favor de llamar **Kimberly Robb** al **(312) 913-3146** ó **(312) 913-3122** (TTY), ó puede obtenerlo vía las siguientes red de páginas del internet: www.rtachicago.org, www.pacebus.com or www.transitchicago.com.

List of Meeting Dates and Locations

The Transition of ADA Paratransit Service from CTA to Pace Public Hearing Locations and Dates

The purpose of these public hearings is to inform the public about the draft plan and to ask for public input.

Loop Location

Thursday, November 3rd from 5:00 until 8:00 PM

Regional Transportation Authority
175 W. Jackson Blvd., 15th Floor, Chicago
(312) 913-3200

Bus Stops:

- (1) Jackson Blvd. at Financial Pl., Eastbound between LaSalle and Wells
- (2) Adams at Wells, Westbound – the RTA is two blocks South

Bus Routes:

126 Jackson
151 Sheridan

Rail Stations:

- (1) Blue Line Subway, Jackson and Dearborn stop, located between Adams and Jackson, which is three blocks East of Wells
- (2) Red Line Subway, State Street stop, located between Adams and Jackson, which is four blocks East of Wells
- (3) Brown and Orange Lines, Library/State/Van Buren stop, Loop Elevated, which is one block South and four blocks East of Jackson and Wells

West Location

Monday, November 7th from 5:00 until 8:00 PM

Mayor's Office for People with Disabilities
2102 W. Ogden Avenue, Chicago
(312) 746-5705

Bus Routes:

12 Roosevelt, Ogden & Taylor stop, MOPD is one block Northeast

Rail Stations:

Blue Line, Polk/Medical Center stop between Paulina and Wood, MOPD is three blocks West and one block Southwest

The Transition of ADA Paratransit Service from CTA to Pace Public Hearing Locations and Dates

North Location

Tuesday, November 8th from 1:00 until 4:00 PM

19th District Senior Advisory Group
2452 W. Belmont, Chicago – Auditorium
(312) 744-3102

Bus Routes:

77 Belmont at Campbell
49 Western, 19th District is one block West
X49 Western Express, 19th District is one block West

South Location

Monday, November 14th from 1:00 until 4:00 PM

Ada S. Niles Center
653 W. 63rd Street, Chicago
(312) 745-3328

Bus Routes:

63 – 63rd Street, Ada S. Niles is East of Halsted Parkway and
West of Lowe
8 Halsted, Ada S. Niles is 1 ½ blocks East

Rail Stations:

Green Line Elevated, Halsted stop, Ada S. Niles is ½ block North and 1½
blocks East

For more information, contact the RTA's Travel Information Center:

Voice: (any area code) 836-7000 (5:00 AM to 1:00 AM)

TTY: (312) 836-4949

Internet: www.tripsweb.rtachicago.com

Should you be a person with a disability and require auxiliary aids or services, such as an American Sign Language Interpreter or written materials in accessible formats, please contact **Kimberly Robb** at **(312) 913-3146 (voice)** or **(312) 913-3122 (TTY)** at least 24 hours in advance.

In consideration of those with chemical sensitivities, please refrain from wearing scented products to these meetings.

Frequently Asked Questions Document

PARATRANSIT TRANSITION FAQ's – Frequently Asked Questions

What You Need to Know About the Transition of ADA Paratransit Service from CTA to Pace

October 2005

By now many people know that Pace will be operating all ADA paratransit service in the six-county Chicago area, including ADA paratransit services currently provided by the CTA (CDT, SCR and ART's), starting on July 1, 2006. This includes the Taxi Access Program (TAP) and Mobility Direct.

This change was mandated by the State legislature in an effort to provide more effective regional service. Working together, Pace, the CTA and the RTA (Regional Transportation Authority) want to assure that the transition goes smoothly for all of our customers. In conjunction with a special committee of representatives from the ADA Advisory Committees for these agencies, we prepared the following list of questions and answers about the transition of service.

Additional questions can be directed to Pace at **(847) 364-7223** (voice) or **(847) 364-5093** (TTY) or E-mail them to passenger.services@pacebus.com. You can also call **CTA** at **(312) 681-3098** (voice), **(312) 681-3099** (TTY) or E-mail questions to ctahelp@transitchicago.com. Regular updates on the transition process will be available at following websites: www.rtachicago.org, www.pacebus.com or www.transitchicago.com.

Question 1: What will service be like after July 1, 2006?

Response: Pace will assume control over all ADA paratransit service on July 1, 2006. However, Pace and CTA riders will see no change in service delivery on that date. Pace will take over the operation of the services as they currently operate. There should be no disruption to the rider. Pace's current ADA paratransit services will not change.



NOTE: CTA ADA paratransit is provided by CDT, SCR, and Art's.

PARATRANSIT TRANSITION FAQ's – Frequently Asked Questions

Question 2: What carrier will I call for an ADA paratransit trip? What phone number will I call for a ride?

Response: You will call the same carrier and/or the same number that you currently call for a trip. Carriers and phone numbers will not change on July 1, 2006.

Question 3: Will Pace vehicles be used in the City of Chicago?

Response: The same vehicles as presently used in your service will continue to be used on July 1, 2006.

Question 4: Is it possible there will be additional changes in the future?

Response: It is possible that some additional changes will be proposed for ADA paratransit service in 2007 or later. However, any changes will be reviewed by the CTA and Pace ADA Advisory Committees and any regional ADA advisory committees established, prior to implementation. Any major changes will go through a public hearing process, as required by federal law.

Question 5: Which ADA paratransit services are affected by this change?

Response: All ADA paratransit services currently provided by CTA will be provided by Pace after July 1, 2006. This includes services provided by CDT, SCR and Art's, who currently provide service for the CTA. CDT, SCR and Art's will continue to provide the services they currently provide.



NOTE: CTA ADA paratransit is provided by CDT, SCR, and Art's.

PARATRANSIT TRANSITION FAQ's – Frequently Asked Questions

Question 6: Does this include the CTA's Taxi Access Program (TAP) and the Mobility Direct Programs?

Response: The current CTA Taxi Access Program (TAP) and the Mobility Direct Program will continue. There will be no changes in service delivery.

Question 7: Will TAP vouchers still be good for six months?

Response: Yes.

Question 8: Will I have to be recertified?

Response: No. Your paratransit eligibility certification will continue to be good to use on both CTA and Pace ADA paratransit, until your eligibility expires (the expiration date is listed on your ID card).

Question 9: Will reservation hours change?

Response: No. There will be no changes in service delivery. The customer will continue to call the carrier of their choice.

Question 10: Will CTA's door-to-door and "will call" services stay the same under Pace?

Response: Yes. There will be no changes in service delivery.

Question 11: Will I still need to transfer for longer trips?

Response: If your trip currently requires a transfer, it will still require a transfer after July 1, 2006. There will be no changes in service delivery.



NOTE: CTA ADA paratransit is provided by CDT, SCR, and Art's.

PARATRANSIT TRANSITION FAQ's – Frequently Asked Questions

Question 12: Will ID cards still need to be shown?

Response: Yes. The current policy requiring ID cards will not change.

Question 13: Where will I call to file a complaint or give a suggestion after July 1, 2006?

Response: Beginning July 1, 2006, customer complaints and suggestions about ADA paratransit should be directed to Pace so that Pace can directly address any issues. Until that time, you can continue to call CTA and its carriers, CDT, SCR or Art's.

Question 14: Will CTA ADA paratransit fares increase?

Response: The CTA ADA paratransit fare is scheduled to increase to \$3.50 effective January 1, 2006.

Question 15: Will reduced fare permits still work on fixed route service?

Response: Yes. Reduced fare permits will continue to work on CTA and Pace fixed route buses, CTA "L" trains and Metra.

Please note that this document will be updated on a regular basis. For the latest update or to request this document in Spanish or in an accessible format, please call **Kimberly Robb** at **(312) 913-3146** (voice) or **(312) 913-3122** (TTY) or access it via the following websites: www.rtachicago.org, www.pacebus.com or www.transitchicago.com.



NOTE: CTA ADA paratransit is provided by CDT, SCR, and Art's.

Notice for the Public Hearings

Regional Transportation Authority Hearings on Proposed Regional ADA Paratransit Plan for Persons with Disabilities.

Notice is hereby given that the Regional Transportation Authority (RTA) will hold public hearings on the proposed Regional ADA Paratransit Plan for Persons with Disabilities. Any person may present views orally at the hearings or by submitting written material at any time, no later than the close of business on Thursday, November 17, 2005.

Information about the Plan is available on the RTA web site www.rtachicago.com.

Should you be a person with a disability and require auxiliary aids or services, such as an American Sign Language Interpreter or written materials in accessible formats, please contact Kimberly Robb at (312) 913-3146 (voice) or (312) 913-3122 (TTY) at least 24 hours in advance.

In consideration of those with chemical sensitivities, please refrain from wearing scented products to these meetings.

Listed below are the dates, times and locations of the public hearings.

Loop

Thursday, November 3, 2005 from 5:00 until 8:00 PM
Regional Transportation Authority
175 W. Jackson Blvd., 15th floor, Chicago

West Side

Monday, November 7, 2005 from 5:00 until 8:00 PM
Mayor's Office for People with Disabilities
2102 W. Ogden Ave., Chicago

North Side

Tuesday, November 8, 2005 from 1:00 until 4:00 PM
19th District Senior Advisory Group
2452 W. Belmont, Chicago

South Side

Monday, November 14, 2005 from 1:00 until 4:00 PM
Ada S. Niles Center
653 W. 63rd Street, Chicago

CHICAGO SUN-TIMES

THE BRIGHT ONE

I, Michael H. Dismuke, the authorized agent of the Sun-Times Company do hereby certify that an advertisement, of which the annexed printed slip is a true copy, was published on:

October 27 & 31, 2005

to-wit 2 time(s) in all editions of the SUN-TIMES, a newspaper published in the City of Chicago, County of Cook, and the State of Illinois, and of general circulation throughout said county and state.

In Witness Whereof, and by virtue of authority duly vested in me by The Sun-Times Company, I have hereto set my hand this 31 Day of October A.D. 2005.

Michael H. Dismuke

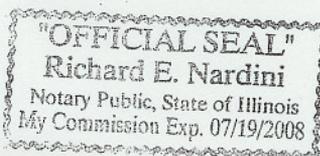
Authorized Agent of the Sun-Times Company

Subscribed and sworn to before me

This 31 Day of October A.D. 2005

Richard E. Nardini

Notary Public



Regional Transportation Authority

Regional Transportation Authority Hearings on Proposed Regional ADA Paratransit Plan for Persons with Disabilities.

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353 W. 63rd Street, Chicago

List of Mailing Addresses

Centers for Independent Living

Access Living
Monica Heffner
614 West Roosevelt Road
Chicago, IL 60607

Fox River Valley CIL
Mary Griffith
730 West Chicago Street
Elgin, IL 60123

Progress CIL
Larry Biondi
7521 Madison Street
Forest Park, IL 60130

DuPage CIL
Ray Campbell
739 Roosevelt Road, Suite 109, Building 8
Glen Ellyn, IL 60137

Will-Grundy CIL
Pam Heavens
2415 West Jefferson Street
Joliet, IL 60435

Lake County CIL
Krista Erickson
377 North Seymour Avenue
Mundelein, IL 60060

MOPD – Field Office
2102 West Ogden Avenue
Chicago, IL 60612

The Chicago Lighthouse
1850 West Roosevelt Road
Chicago, IL 60608-1298

Anixter Center
6610 N. Clark Street
Chicago, IL 60626-4062

Blind Service Association
17 N. State Street, Suite 1050
Chicago, IL 60602

ICRE-Wood Roosevelt
1950 W. Roosevelt Road
Chicago, IL 60608

Ada S. McKinley
George Jones, Jr.
Executive Director
Administrative Offices
725 S. Wells, Ste. 1-A
Chicago, IL 60607

Council for Disability Rights
30 East Adams, Suite 1130
Chicago, IL 60603

Victor C. Neumann
5547 North Ravenswood
Chicago, Illinois 60640

Chicago Department of Aging

Central/West Senior Center
2102 W. Ogden Avenue
Chicago, IL 60612

Northeast (Levy) Senior Center
2019 W. Lawrence Avenue
Chicago, IL 60625

Northwest (Copernicus) Senior Center
3160 N. Milwaukee Avenue
Chicago, IL 60618

Southeast (Atlas) Senior Center
1767 E. 79th Street
Chicago, IL 60649

Southwest Senior Center
6117 S. Kedzie Avenue
Chicago, IL 60629

Guild for the Blind
180 N. Michigan Avenue
Chicago, IL 60601-7463

Rehabilitation Institute of Chicago
LIFE Center
345 E. Superior Street
Chicago, IL 60611

Schwab Rehabilitation Hospital
1401 South California Boulevard
Chicago, IL 60608

TALKING BOOK CENTER (TBC)
Harold Washington Library Center
Fifth Floor North
400 South State Street
Chicago, Illinois 60605

Marianjoy Rehabilitation Hospital
26W171 Roosevelt Road
Wheaton, Illinois 60187

University of Illinois at Chicago
Disability Services
1200 W. Harrison St.
Room 1190 SSB (MC 321)
Chicago, IL 60607

Attorney General Office
Disability Rights Bureau
100 West Randolph Street
Chicago, IL 60601

Rehabilitation Services

Director Robert Kilbury
Illinois DHS–DRS
100 S. Grand Ave. E
Springfield, IL 62762

Arlington Heights DRS Office
715 W Algonquin Rd, Suite A
Arlington Heights, IL 60005

Aurora DRS Office
888 S Edgelawn Dr, Suite 1771
Aurora, IL 60506

Avalon Park DRS Office
8840 S Stony Island
Chicago, IL 60617

Chicago Heights DRS Office
1010 Dixie Highway, 4th Floor
Chicago Heights, IL 60411

Downers Grove DRS Office
2901 Finley Ave, Suite 109
Downers Grove, IL 60515

Elgin DRS Office
452 N. McLean Blvd, 2nd floor
Elgin, IL 60123

Evergreen Park DRS Office
9730 S Western Ave, Suite 612
Evergreen Park, IL 60642

Ford City DRS Office
7600 S Pulaski Rd
Chicago, IL 60652

Hiawatha DRS Office
6200 N Hiawatha Ave, Suite 300
Chicago, IL 60646

ICRE Wood DRS Office
1151 S Wood St
Chicago, IL 60612

IIT DRS Office
10 W 35th St, 4th Floor
Chicago, IL 60616

Joliet DRS Office
1617 W Jefferson St
Joliet, IL 60435

Milwaukee Avenue DRS Office
1279 N Milwaukee Ave
Chicago, IL 60622

North Pulaski DRS Office
743 N Pulaski Road
Chicago, IL 60624

Oak Park DRS Office
1100 Lake St, Suite 145
Oak Park, IL 60301

RIC DRS Office
326 W Illinois, 1st Floor
Chicago, IL 60610

South Pulaski DRS Office
8600 S Pulaski Rd
Chicago, IL 60652

Waukegan DRS Office
2740 W Grand Ave
Waukegan, IL 60085

Metro Seniors in Action
28 E Jackson Blvd Ste 710
Chicago, IL 60604-2352

Jane Addams Senior Caucus
4040 N. Sheridan
Chicago, IL 60613

**“Applying for ADA Paratransit Service”
Brochure**

CTA and Pace
Fixed Route Buses,
CTA "L" Trains, and
Metra Trains

Public transportation in the Chicago and area is becoming more accessible to persons with disabilities. Thanks to the Americans with Disabilities Act (ADA), improvements in accessibility make traveling on fixed route buses and trains easier for all riders.

- For everyone's benefit, drivers are required to announce major stops, intersections, and connecting points to help riders recognize their bus stop or point of transfer.
- Priority seating is available for riders who have difficulty standing while the bus or train is moving.
- All CTA and Pace buses are now equipped with lifts, kneelers or ramps to assist riders who use wheelchairs or others who have difficulty getting up and down the bus steps.
- Reserved spaces with securement straps are available for riders who use

wheelchairs to provide a safe and secure ride.

- "L" trains and Metra trains and stations are also being made more accessible each year. For example, signage has been improved for persons with visual impairments and tactile warning strips have been installed.

We are committed to developing a public transportation system that everyone can use. We encourage individuals with disabilities to take advantage of the independence and flexibility that is provided by our extensive bus, "L" train, and commuter train network. Both seniors and individuals with disabilities can ride at a reduced fare.

ADA Paratransit Service

For riders whose disability or health condition may prevent them from using fixed route service (buses and "L" trains) even with these improvements, the CTA and Pace provide shared-ride, curb-to-curb transportation called "ADA Paratransit Service."

This service is provided as part of our ongoing efforts to meet the requirements of the Americans with Disabilities Act.

- Service is provided in areas where CTA or Pace bus routes or CTA "L" trains operate.
- Service is provided during the hours and days when fixed route service operates.
- Rides need to be reserved one day in advance.
- Fares are at least the cost of the full fare on a fixed route bus or train.
- Service is provided for all types of trips, including medical, shopping, and personal travel.

Individuals who are interested in using ADA Paratransit Service must apply and be found eligible according to ADA guidelines. The Regional Transportation Authority (RTA) is responsible for determining eligibility for ADA Paratransit Service in the Chicago and region.

Public Transportation Services for Customers with Disabilities

Types of Eligibility for ADA Paratransit

If you are determined eligible for ADA Paratransit Service, you will receive one of the following types of eligibility:

Conditional Eligibility

You are able to use the fixed route buses or "L" trains for **some** of your trips, and qualify for ADA Paratransit Service for other trips.

Unconditional Eligibility

Your disability or health condition **always** prevents you from using the fixed route buses and "L" trains and you qualify for ADA Paratransit Service for **all** of your trips.

Temporary Eligibility

You have a health condition or disability that **temporarily** prevents you from using the fixed route buses and "L" trains.

Useful Phone Numbers

For more information about ADA Paratransit eligibility or to request an application, call:

**Regional Transportation Authority (RTA)
ADA Paratransit Certification**
312/663-HELP (4357 voice)
TTY: 312/913-3122
Monday through Friday
8:30 a.m. until 5:00 p.m.

For more information about how and where ADA Paratransit Service operates in your area, or for the times and days of operation, call:

**Chicago Transit Authority (CTA)
Paratransit Operations**
312/681-3098 (voice)
TTY: 312/681-3099
Monday through Friday
7:00 a.m. until 6:00 p.m.

**Pace
Customer Relations**
847/364-PACE (7223 voice)
TTY: 847/364-5093
Monday through Friday
8:00 a.m. until 5:00 p.m.

For more information on using CTA and Pace buses, CTA "L" trains or Metra trains, call:

RTA Travel Information
836-7000, city or suburbs (voice)
TTY: 312/836-4949
Toll Free TTY: 800/439-2202



Applying for

ADA Paratransit Service



Regional Transportation Authority

To request this brochure in large print, audio tape, Braille, or Spanish please call 312/663-HELP (4357 voice) or TTY: 312/913-3122

Frequently Asked Questions . . . and Answers about ADA Paratransit Service

Question

What guidelines does the RTA use to decide if applicants are eligible for ADA Paratransit Service?

Answer

The Americans with Disabilities

Act (ADA) includes criteria for deciding if a person is eligible for ADA Paratransit Service. The RTA follows these criteria. We consider each person's **functional ability** to use fixed route bus or "L" train service. We also consider if there are times when fixed route buses or "L" trains can be used and times when ADA Paratransit Service is needed. Eligibility is **not** based just on the type of disability or age of an applicant, or on an applicant's preference for curbside service.

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Question

The effects of my disability can change from day-to-day. On some days I can use the fixed route buses or "L" trains, but on other days I can't. Would I be eligible for ADA Paratransit Service?

Answer

Yes, you may be eligible to use ADA Paratransit Service at those times when your disability prevents you from using fixed route buses and "L" trains. This is an example of **conditional eligibility**.

Many people with disabilities can use fixed route buses or "L" trains for some of their trips but qualify for ADA Paratransit Service when their disability or barriers in the environment prevent them from getting to and using buses and "L" trains for other trips.

5

Question

There are no bus routes near where I live in the suburbs. Is ADA Paratransit Service provided in this area?

Answer

No, ADA Paratransit Service is meant to provide transportation that is comparable to fixed route bus and "L" train service. It is therefore provided only where there is bus or "L" train service. ADA Paratransit vehicles can only make pick-ups and drop-offs at places that are within **3/4 of a mile** of a bus route or "L" train station. Also, ADA Paratransit Service only operates during the times and days when CTA or Pace bus routes or "L" trains operate. In areas or at times where CTA or Pace does not provide fixed route service, no ADA Paratransit Service is offered. There may be other local transportation options, though, provided by your county, city, or Pace.

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If you have a disability or health condition that prevents you from using fixed route CTA and Pace buses and the CTA "L" train service, applying for ADA Paratransit Service is as easy as:

1. Call Us

First, call the RTA's ADA Paratransit Certification program and ask them to mail you an **ADA Paratransit Application**. Just call:

312/663-HELP (4357 voice)
TTY: 312/913-3122

Monday through Friday
8:30 a.m. until 5:00 p.m.

If you have any questions about the application form, call the ADA Paratransit Certification program for assistance. If you need help filling out the form, the interviewer will assist you at your interview.

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2. Interview

After you fill out as much of the application as you can, call the RTA's ADA Paratransit Certification program at **312/663-HELP (4357 voice) or TTY: 312/913-3122** to set up an in-person interview at one of the five Interview and Assessment Sites. Bring the ADA Paratransit Application form and a photo ID with you to the interview. You may also bring additional information about your disability or health condition if you wish, but this is not required.

At the interview, we will review the application form with you and help complete it if necessary. We will also discuss your travel abilities and limitations in more detail. Transportation to and from the interview will be provided if necessary.

After the interview, we may ask you to take a "mock" bus trip. This will take about 30-45 minutes and will give us a better idea of your travel abilities and limitations. You may have to go outside, so please dress for the weather.

8

3. Decision

You will be notified of your eligibility by letter within 21 days after the interview and assessment are completed. If a decision is not made within 21 days, we will provide you with ADA Paratransit Service until a final decision is made.

If you are eligible for ADA Paratransit Service for some or all of your trips, you will receive a Certification Letter, a Customer Guide with information about how to use the service and a photo ID card. If we determine that you are able to use fixed route buses or "L" trains for some or all of your trips, we will notify you of the exact reasons for this decision and tell you how to appeal the decision.

9

RTA ADA Paratransit Application



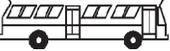
Regional Transportation Authority ADA Paratransit Application





Regional Transportation Authority ADA Paratransit Application



If you have a disability which prevents you from using CTA and Pace fixed route buses  and CTA "L" trains,  please complete this form and then call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview. Bring this form (completed as much as possible) and a photo ID to the interview.

Please read the attached instructions and brochure before completing this form. The brochure explains more about the CTA and Pace ADA Paratransit Service. If you have questions about the services, eligibility, or need assistance, please call the ADA Paratransit Certification program at the number listed above. Also call if you need this application in large print, Braille, on audio tape, or in Spanish.

I. General Information (Please Print)

Social Security Number _____ Birthdate _____

(The RTA uses Social Security Numbers only as a way to track applications. If you do not provide a Social Security Number, we will assign another number to your application).

First Name _____ Middle Initial _____

Last Name _____ Sex: M ___ F ___

Street Address _____ Apt # _____

City _____ State _____ Zip _____ County _____

Phone [daytime] (_____) _____ [evening] (_____) _____

Mailing Address (if different) _____

City _____ State _____ Zip _____ County _____

Please check below how you would like written material sent to you in the future.

Regular Print Large Print Audio Tape

Braille Spanish (en español)

Please give us the name and phone number of a friend or relative we can call in case we are unable to reach you at your regular number:

Name _____ Relationship _____

Phone [daytime] (_____) _____ [evening] (_____) _____

II. Disability and Mobility Equipment Information

Please describe the disability or health condition that prevents you from using fixed route buses  and “L” trains . (Please list all disabilities or health conditions that apply.)

It may be helpful to bring documentation of your health condition or disability to the interview along with this completed application form.

If this is a temporary disability or health condition, how long do you expect it to prevent you from using fixed route buses and “L” trains? _____ months

Do you use any of these mobility aids or equipment? (Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> cane | <input type="checkbox"/> powered wheelchair |
| <input type="checkbox"/> crutches | <input type="checkbox"/> powered scooter |
| <input type="checkbox"/> walker | <input type="checkbox"/> manual wheelchair |
| <input type="checkbox"/> leg brace | <input type="checkbox"/> long white cane |
| <input type="checkbox"/> prosthesis | <input type="checkbox"/> service animal |
| <input type="checkbox"/> portable oxygen | |
| <input type="checkbox"/> other (please specify) _____ | |

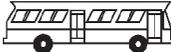
I do not use any of these mobility aids

Do you ever need to bring someone with you to help you when you travel (a “personal care assistant” or “personal attendant”)?

- Yes, always Yes, sometimes No

III. Abilities to Use Fixed Route Buses or “L” Trains

Please read the following statements and check those which best describe your abilities to use fixed route buses or “L” trains . (Check all that apply.)

Fixed route buses mean the large transit buses  operated on set routes by the CTA and Pace. “L” trains mean the subway and elevated trains  operated by the CTA.

- I can get to and from bus stops or “L” train stations if the distance is not too great.
- I can ride the buses or “L” trains when I am feeling well. There are other times, however, when my disability or health condition worsens, and at these times I cannot ride the buses and “L” trains.
- I have a disability or health condition that prevents me from riding the buses and “L” trains if the weather is very hot or very cold.
- My disability or health condition makes it impossible to travel when there is snow or ice on the ground.
- I cannot climb stairs to get on and off fixed route buses and in and out of “L” train stations.
- I can get to and from bus stops or “L” train stations only if there are curb-cuts and level sidewalks.
- I have difficulty understanding or remembering all the things I would have to do to use the buses and “L” trains.
- I can use fixed route buses or “L” trains if it’s someplace I go all the time.
- I can never use fixed route buses and “L” trains by myself.
- I am not really sure if I can use fixed route buses and “L” trains.
- I am not able to use fixed route buses and “L” trains for other reasons. Please explain:

IV. Please Give Us More Information About Your Functional Abilities

WITHOUT THE HELP OF SOMEONE ELSE CAN YOU...

1. Ask for and understand written or spoken instructions?

Always Sometimes Never Not sure

2. Cross the street?

Always Sometimes Never Not sure

3. Stand for 10 minutes if there is no place to sit?

Always Sometimes Never Not sure

4. Step on and off a sidewalk from the curb?

Always Sometimes Never Not sure

5. Find your own way to the bus stop or “L” station if someone shows you the way once or twice?

Always Sometimes Never Not sure

6. Walk up and down three steps if there is a handrail?

Always Sometimes Never Not sure

7. Walk up and down a flight of stairs if there is a handrail?

Always Sometimes Never Not sure

8. Stand on a moving bus or “L” train holding onto a handrail?

Always Sometimes Never Not sure

9. Transfer from one fixed route bus to another bus or between the bus and the “L” train?

Always Sometimes Never Not sure

Under the best of conditions, what is the FARTHEST you can walk outdoors (or travel using your mobility aid) without the help of another person?

Less than 1 block 6 blocks (3/4 mile)
 1 block More than 6 blocks
 2 blocks (1/4 mile) I cannot travel outdoors alone at all
 4 blocks (1/2 mile)

V. Please Give Us Information About Where You Go and How You Get There Now.

List the three places you go most often and how you get there now.

1. Where do you go? _____

Address _____

How often do you go there? _____

How do you get there now? _____

2. Where do you go? _____

Address _____

How often do you go there? _____

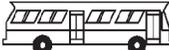
How do you get there now? _____

3. Where do you go? _____

Address _____

How often do you go there? _____

How do you get there now? _____

Do you currently use fixed route buses  or "L" trains  at all?

No Yes. Which routes? _____

When was the last time you used fixed route buses or "L" trains? _____

If you used fixed route buses or "L" trains in the past and have stopped using them, please explain why: _____

VI. Signature: Please Complete Box A Unless You are a Minor or Have a Legal Guardian, in Which Case Your Parent or Legal Guardian Should Complete Box B.

A. I understand that the purpose of this application is to determine if I am eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I understand that falsification of information could result in a loss of ADA Paratransit Services as well as a penalty under the law. I agree to notify the RTA if I no longer need to use ADA Paratransit Services.

(Signature of Applicant) Date _____

B. I understand that the purpose of this application is to determine if the Applicant is eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I understand that falsification of information could result in a loss of ADA Paratransit Services as well as a penalty under the law. I agree to notify the RTA if the Applicant no longer needs to use ADA Paratransit Services.

I consent to the Applicant's interview and the functional assessment of his/her travel abilities and limitations to determine ADA Paratransit Service eligibility. I understand that the Applicant must be present for the interview and any recommended functional assessment. I acknowledge that I may be present with the Applicant during the interview and any functional assessment, and state that:

(Check one of the following)

- I will be present,
- I designate _____ to be present on my behalf, or
- I waive my right to be present and do not designate another person to be present on my behalf.

(Signature of Parent or Legal Guardian) Date _____

If someone assisted in completing this application, please provide the following information:

Print name _____

Relationship to applicant _____

Address _____

Agency _____ Phone (_____) _____

Once you have completed as much of this form as you can, call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview. DO NOT MAIL this application back to the RTA.

GO TO THE NEXT PAGE

If We Need Additional Information

In order for the RTA to evaluate your request for eligibility, it may be helpful for us to contact a professional who is familiar with your health condition or disability and your functional abilities and limitations. Please list one or two professionals who we can contact if we need additional information. Examples of qualified professionals include:

physician (M.D. or D.O.)

physical therapist

occupational therapist

orientation and mobility instructor

independent living specialist

rehabilitation specialist

social worker

registered nurse

ophthalmologist

psychiatrist

psychologist

case manager

(Name of qualified professional)

(Name of qualified professional)

(Type of professional)

(Type of professional)

(Professional's agency)

(Professional's agency)

(Street Address)

(Street Address)

(City, State & Zip Code)

(City, State & Zip Code)

(_____) _____
(Phone Number)

(_____) _____
(Phone Number)

Authorization for Release of Information

I authorize the professional(s) listed above to release to the RTA information about my disability or health condition and its effect on my ability to travel on the CTA/Pace bus and train system. I understand that I may revoke this authorization at any time. Unless earlier revoked, this form will permit the professional listed to release the information described up to 90 days from the date below.

(Signature of Applicant or Responsible Party)

Date

All medical information which you or a professional provide about your disability will be kept strictly confidential.

RTA ADA Paratransit Application Instructions



ADA Paratransit Application Instructions



Thank you for inquiring about eligibility for ADA Paratransit Service. Enclosed is a copy of an ADA Paratransit Application form. Also enclosed is a brochure that explains what ADA Paratransit Service is and who is eligible for these services. **Please read these instructions and the enclosed brochure carefully before completing the application form.**

What is “ADA Paratransit Service” and Who is Eligible?

ADA Paratransit Service is shared-ride, curb-to-curb transportation provided in the RTA area by the Chicago Transit Authority (CTA) and Pace (the suburban bus division). ADA Paratransit Service is provided for customers with disabilities who are unable, because of their disability, to use fixed route buses and “L” trains. Fixed route buses mean the large transit buses operated on set routes by the CTA and Pace. “L” trains mean the subway and elevated trains operated by the CTA. ADA Paratransit Service is only provided in areas where fixed route buses or “L” trains run. If you are a person with a disability who cannot travel on the fixed route Pace and CTA buses and on the CTA “L” trains because of your disability, you may be eligible for ADA Paratransit Service. If you are sometimes able to use fixed route buses or “L” trains, you may be eligible for ADA Paratransit Service for those trips that you cannot make by bus or train because of your disability.

The enclosed brochure describes ADA Paratransit Service and different types of ADA Paratransit Eligibility in more detail.

How to Apply

To help us accurately determine your eligibility for ADA Paratransit Service, please fill out the enclosed application form as completely and thoroughly as possible. **Once you have filled out the form as much as you can, call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview.** You may call Monday through Friday from 8:30 am until 5:00 pm to schedule the interview. When you call, we will arrange an interview at one of our satellite offices. If you need transportation to the interview, just let us know when you call. Also let us know when you schedule the interview if you will need American Sign Language or Spanish language interpreter services.

SEE OTHER SIDE

What to Bring to the Interview

- 1. The completed application form. Do not mail the application back to the RTA.**
- 2. A Photo ID.** If you do not have a photo ID, please let us know when you call to schedule your interview.
- 3. You may also want to bring documentation of your health condition or disability.** Medical documentation can be very important in helping us evaluate your abilities and limitations if your health condition or disability is not apparent, such as arthritis, heart or breathing problems, vision impairments, psychiatric disability, etc. All medical information which you provide about your disability will be kept strictly confidential.

What Will Happen at the Interview?

- 1. We will review the application form with you** and will ask you additional questions about your ability to use fixed route buses and “L” trains.
- 2. We may ask you to participate in a functional assessment** so we can further evaluate your travel abilities and limitations. The functional assessment will be at the same location following the interview. Please come dressed in appropriate attire for a possible outdoor functional assessment.
- 3. We will take your photograph.** The photograph will be used for an ID card if you are determined eligible for ADA Paratransit Service.

When and How Will You Find Out if You Are Eligible?

You will be notified of your eligibility by letter. This decision will be made within 21 days of the date you completed your in-person interview and assessment. If a decision is not made within 21 days, we will provide you with ADA Paratransit Service until a final decision is made.

If you are determined eligible for ADA Paratransit Service for some trips or for all trips, Customer Guides with information about CTA and Pace’s ADA Paratransit Service will be sent to you. If it is determined that you are able to use the fixed route buses or “L” trains for some or all of your trips, we will notify you in writing of the exact reasons for this decision and provide information about how to appeal our decision.

If you have questions about ADA Paratransit eligibility, please call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY). If you need help filling out the form, the interviewer will assist you at your interview.

RTA Travel Training Flyer



TRAVEL TRAINING

IT MAY BE YOUR TICKET TO RIDING FIXED ROUTE PUBLIC TRANSPORTATION

Over the past several years, since the passage of the Americans with Disabilities Act (ADA), great strides have been made by public transportation to make fixed route buses and trains more accessible to persons with disabilities. But sometimes, riding fixed route transit requires more than the ability to ride; it requires knowing **how** to ride.

Have you ever wanted to be more independent? Have you ever wanted to use fixed route public transportation? With Travel Training offered by the Regional Transportation Authority (RTA), you may be able to do both. What will that mean to you? It will be easier to get around without having to pre-schedule your trip. By riding fixed route public transit instead of paratransit, you'll have access to a greater network of CTA buses and trains, Metra commuter rail trains and Pace buses.

WHAT IS TRAVEL TRAINING?

Travel Training is a program that teaches persons with disabilities how to ride on fixed route transit. It is called “hands-on” training because trainers work with consumers in a classroom setting **and** on the buses and trains they will be riding. Travel Training teaches persons with disabilities how to travel on fixed route transit. It also provides them with the practice they need to feel **comfortable** and **confident** riding.

WHO IS ELIGIBLE TO RECEIVE TRAVEL TRAINING?

Travel Training is available to **any** qualified person with a disability who has applied to the RTA for ADA Paratransit Certification. Persons with physical or developmental disabilities, visual impairments or blindness, or with mental illness or other disabilities, are encouraged to request Travel Training.

DO YOU HAVE TO BE A CERTAIN AGE TO QUALIFY FOR TRAVEL TRAINING?

There are no age requirements for Travel Training. The RTA has provided instruction to riders from 10 years of age to 80 years of age.

WHERE IS TRAVEL TRAINING CONDUCTED?

Travel Training is conducted in a classroom or at a consumer's home. It is also conducted on the bus or train route the consumer will be riding. Exactly how and where Travel Training is conducted will depend on the needs of the consumer and the agency providing the instruction. While receiving Travel Training, the consumer will be eligible to use ADA Paratransit services.

WHEN IS TRAVEL TRAINING CONDUCTED?

Travel Training can be conducted on a weekday, or on a weekend, usually Saturday. It can be conducted in the day or evening. Again, the needs of the consumer will determine when Travel Training is conducted.

WHO CONDUCTS TRAVEL TRAINING?

Travel Training is conducted by employees of area Centers for Independent Living and other agencies that have contracted with the RTA to provide the training. The trainers often have disabilities themselves, as well as experience in using public transportation. All of the agencies promote independence for persons with disabilities by providing instruction and practice in living skills, such as riding transit. They are non-profit community agencies located in Chicago and throughout northeastern Illinois.

HOW LONG DOES TRAVEL TRAINING LAST?

Travel Training lasts as long as necessary to make sure that the consumer is ready and able to ride fixed route transit. Because Travel Training is conducted on an individualized, one-to-one basis, both the consumer and the trainer have to feel confident about this decision. Usually, classroom training lasts about one to three hours. In the classroom, consumers will learn about reading a map and how to get travel information using the RTA's Travel Information Center. They will also learn about trip planning. The one-to-one training could consist of as little as a single trip with a trainer on a bus or train route of the consumer's choice, or as much as several trips with a trainer. The extent of training is decided by the trainer and the consumer.

IS TRAVEL TRAINING CONDUCTED INDIVIDUALLY OR IN A GROUP?

Travel Training instruction in the classroom is either done on a one-to-one basis or is limited to a group of no more than 10 people. Travel Training on the actual bus or train route the consumer will be riding is conducted on a one-to-one basis.

IS THERE A COST FOR TRAVEL TRAINING?

There is no cost to receive Travel Training. The service is provided free of charge by the RTA to qualified persons with disabilities who have applied to the RTA for ADA Paratransit Certification.

HOW DO YOU REQUEST TRAVEL TRAINING?

If you would like to request Travel Training, or want to find out more about the Travel Training program, please check the YES box on page 5 of your Regional Transportation Authority ADA Paratransit Application, or tell us at your interview. You will be contacted by an RTA employee about your interest in training while your ADA Paratransit Application is being processed. If you have further questions about the Travel Training program, please call the ADA Paratransit Certification program at **312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY).**

RTA ADA Paratransit Certification Appeal Process Brochure

Your Right to Appeal and Receive a Fair Hearing

This brochure explains the Regional Transportation Authority's (RTA) ADA Paratransit Certification Appeal Process. It will answer your questions about how to appeal and receive a fair hearing. The following definitions will help you understand this brochure.

Eligibility Decision — The certification decision the RTA makes about your eligibility to use ADA Paratransit Services. This decision is made after the RTA has reviewed the information from your application, interview, functional assessment and any additional documentation you submitted when you applied.

Appeal — A request for the RTA to review its eligibility decision.

Appellant — Someone who requests an appeal because they disagree with the eligibility decision.



ADA Paratransit Certification Appeal Process



Administrative Review — A supervisor from the RTA's ADA Paratransit Certification program reviews your application record to make sure the proper procedures were followed during the application and certification process and that the eligibility decision appears justified based on the information in your application record.

Formal Appeal Hearing — A hearing convened by the RTA's Eligibility Review Board (ERB) to review the eligibility decision.

Eligibility Review Board (ERB) — A three-person panel that reviews the eligibility decision and decides your Formal Appeal. The panel members include one RTA staff person and two individuals who have either personal experience with a disability or professional affiliation with a disability-related organization. The two non-RTA panel members are elected to serve on the ERB by the RTA Advisory Council on Accessible Transportation and Mobility.

Who Do I Call If I Have Questions About The Appeal Process?

If you have questions about the appeal process, please call the RTA ADA Paratransit Certification program.

The telephone number is 312/663-HELP (4357 voice). If you use a TTY, please call 312/913-3122.

None of the panel members is involved with the initial ADA Paratransit Certification process.

Representative — Someone who the appellant asks to attend the Formal Appeal hearing with them to help explain why they think the eligibility decision should be changed.

How Will I Find Out What My Eligibility Decision Is?

The RTA will inform you in writing (or in an accessible format if requested) of your eligibility decision. Normally, the RTA will respond within 21 days from the date you complete your in-person interview and assessment. You will also receive an explanation of why the RTA made the decision it did.

Will I Be Able To Use ADA Paratransit Service While My Appeal Is Pending?

The RTA will not authorize ADA Paratransit trips during the time your appeal is pending, with two exceptions. First, if you were found "Conditionally" or "Transitionally" eligible, the RTA has already certified you to take ADA Paratransit service for some of your trips but not others. Those trips that you have already been certified to take will be permitted during your appeal. The other exception is that the RTA is required by ADA guidelines to rule on your Formal Appeal within 30 days after the Eligibility Review Board (ERB) reviews your case at the Formal Appeal hearing. If the ERB takes longer to decide, you will be permitted to take ADA Paratransit service for all your trips during the time period between the 30-day deadline and the actual RTA Formal Appeal decision.

What ADA Paratransit Eligibility Decisions Made By The RTA Can I Appeal?

You can appeal any ADA Paratransit eligibility decision made by the RTA that limits your ability to use ADA Paratransit services. Decisions you can appeal include:

- You were found “Not Eligible” for ADA Paratransit services
- You were found “Conditionally” or “Transitionally” eligible for ADA Paratransit services, and: (1) You disagree with the eligibility category(ies) you were given; (2) You think the “Conditional” or “Transitional” eligibility status is wrong

What Should I Do If I Disagree With The Eligibility Decision?

If you have questions about the RTA’s eligibility decision or if you disagree with the decision, call the RTA ADA Paratransit Certification program

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If your eligibility decision is changed after the Administrative Review and you still disagree with the decision, you can call the ADA Paratransit Certification program within 30 days of the postmark on the revised certification letter you receive from the RTA and ask that your appeal be continued. If no significant oversights are found in the Administrative Review or a change in eligibility was made and you asked that your appeal be continued, your appeal request is then forwarded to the RTA’s Eligibility Review Board (ERB) for a Formal Appeal.

Once the Eligibility Review Board (ERB) receives your appeal request, an ERB representative will contact you, usually within 5 business days, to schedule a Formal Appeal hearing. It is up to you whether you attend the hearing or whether you bring a representative to the hearing with you. Making a personal appearance before the Eligibility Review Board (ERB) is not mandatory and the RTA will fully consider any appeal even if you do not attend the hearing.

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at **312/663-HELP (4357 voice)**, or if you use a TTY, call **312/913-3122**.

The RTA certifier who made the eligibility decision can explain more about the decision, the information it was based upon and the Americans with Disabilities Act (ADA) guidelines the RTA uses to make eligibility decisions. If you were found “Conditionally” or “Transitionally” eligible, the certifier can also give you more information about how CTA and Pace will use these eligibility category(ies) to determine which trips you can make on ADA Paratransit services.

If you still disagree with the eligibility decision, you may request an appeal. The appeal request must be in writing and the RTA must receive it within 60 days of the postmark on the RTA’s letter informing you of your eligibility decision. The request for an appeal must be sent to:

**ADA Certifier
Regional Transportation Authority
175 West Jackson
Chicago, IL 60604**

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After your Formal Appeal is heard and any additional documentation is reviewed, the ERB makes a decision on your appeal. You will be notified in writing (or in an accessible format if requested) about the outcome of your Formal Appeal. The appeal process is complete at this point and no further appeal of your eligibility decision can be requested.

How Will I Get To The Formal Appeal Hearing?

If you need transportation to attend the Formal Appeal hearing, the RTA will arrange a paratransit trip for you. You will be required to pay the current ADA Paratransit fare for this trip.

What Should I Bring To The Formal Appeal Hearing?

You should bring any documents that might help you prove the RTA’s eligibility decision is incorrect. You and/or your representative may take the opportunity

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If your written appeal request is not received within the time frame described above, you will lose your right to appeal.

How Does The Appeal Process Work?

When the RTA receives your written appeal request, an Administrative Review is performed. A supervisor from the ADA Paratransit Certification program reviews your application record and eligibility decision. This review will generally be completed within 10 business days after the RTA receives your written appeal request. If any major oversights are found, you may be referred back to the Interview and Assessment site for further assessment and/or your eligibility decision may be modified. You will be notified by phone or mail if a further assessment is recommended and/or if the eligibility decision is changed following the Administrative Review.

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before and during the hearing to look at and make copies of all the records the RTA plans to use as evidence in the hearing. You and/or your representative may also present verbal arguments to help explain why you disagree with the eligibility decision.

How Much Does A Formal Appeal Hearing Cost?

The appeal hearing will not cost you any money. However, if you choose to have someone represent you at the hearing, you are responsible for any of their fees or costs. The RTA will tape record the hearing and make a copy available to you, at your request. If requested, a copy of the taped record will also be made available in an alternative format. There is no charge for the taped record of the appeal hearing.

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