

# Pace Suburban Bus

Easy-to-learn public transportation options.





# Summary of Pace's services:

- Fixed Bus Routes
- Express Bus Service
- Community Transit Services
- ADA Paratransit Service
- Vanpool & RideShare
- Pulse Lines

# Fixed Bus Routes:

## “Regular” Bus Routes

- Same places, same times, same route
- **199** routes in **220** communities in 6-county region
- All buses are fully accessible for people with disabilities (wheelchair ramps, audio & visual announcements)

# GETTING AROUND ON PACE

Starring  
*Tim*  
and  
*Bridget*



- [Part 1 - Planning Your Trip](#)
- [Part 2 - Waiting For & Getting on the Bus](#)
- [Part 3 - Staying Safe and Smart on the Bus](#)
- [Part 4 - Getting Off Of The Bus](#)

# ADA Paratransit Service:

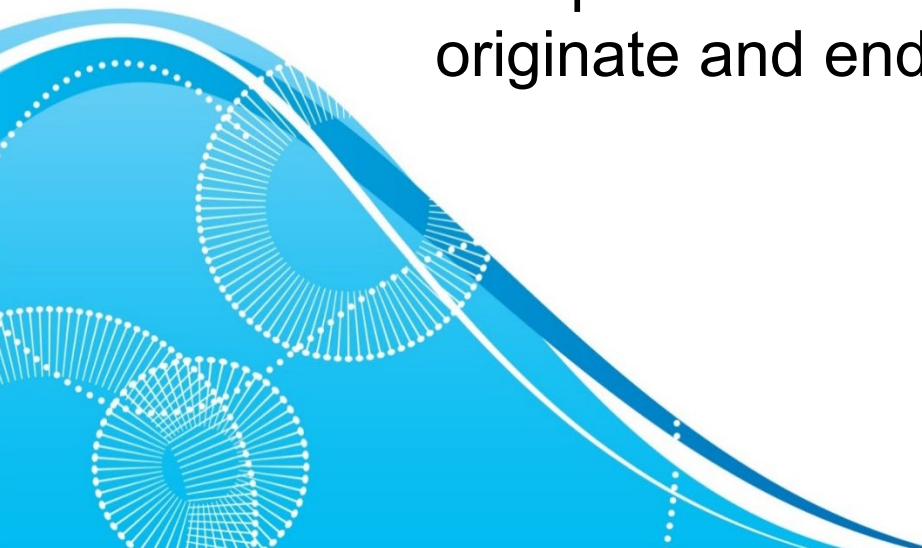


- Paratransit is a generic term for any type of "demand-response" service (unlike "fixed-routes")
- Passenger must qualify for ADA Paratransit
- Riders must call in advance to reserve ride
  - The Regional Transit Authority (RTA) manages the ADA Paratransit certification process

# ADA Paratransit Service:



- Mandated by the Americans with Disability Act of 1990
- Provides “para” or “like” public transportation service to individuals with disabilities
- Complements fixed route service; Trips must originate and end within  $\frac{3}{4}$  mile of a fixed route





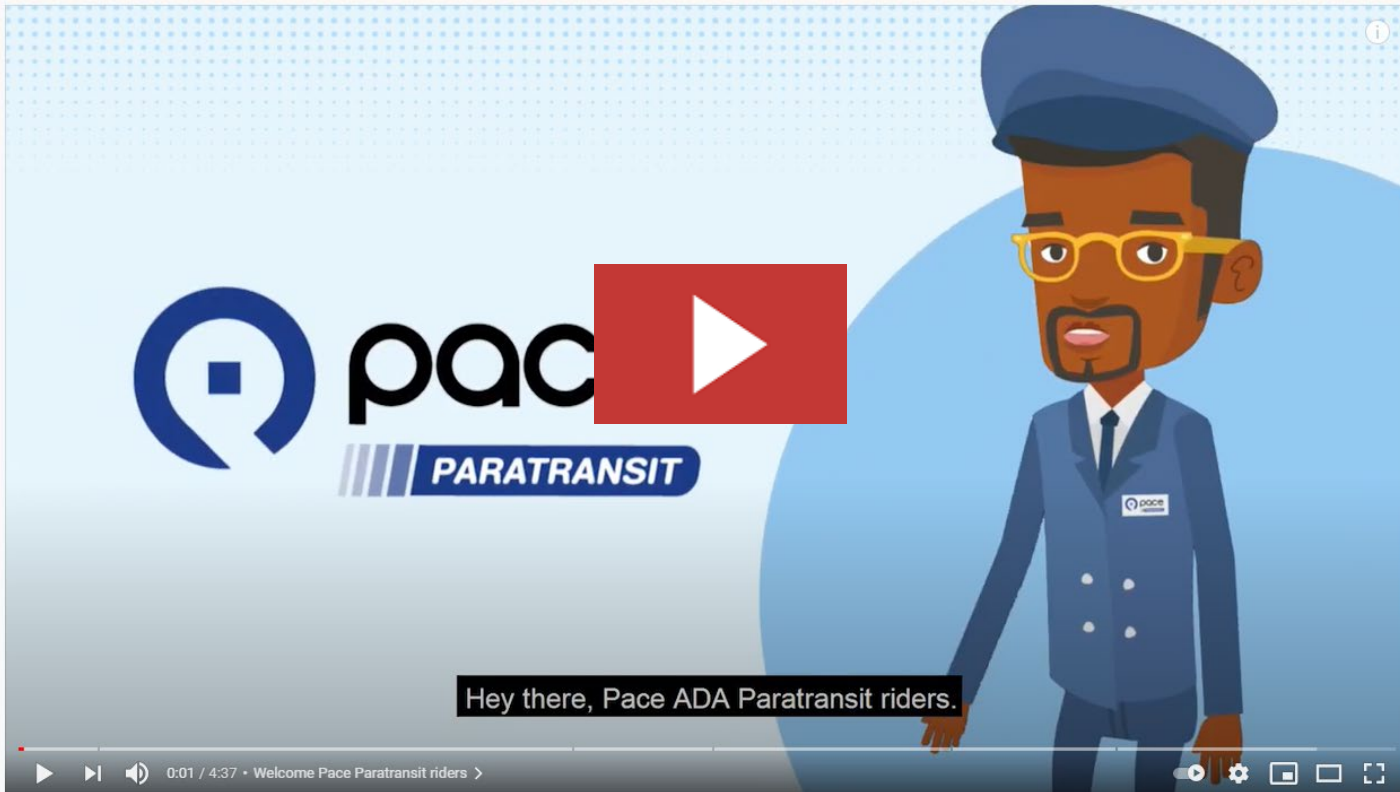
# ADA Paratransit Service:

- Available to riders with:
  - qualifying conditions that prevent them from using regular fixed route service for some or all of their travel

# GETTING AROUND ON PARATRANSIT

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# ADA Paratransit Service:

## *Service Times*



- ADA paratransit is available:
  - Only during same days and hours as fixed route service
  - Some bus routes are:
    - only during rush hours
    - then paratransit is available only during rush hours



# ADA Paratransit Service:

## Application Process

- Individuals must apply to RTA's ADA Paratransit Certification Program (Sarah)
- Individuals must be found eligible or "certified" according to ADA guidelines
- RTA determines an individual's abilities and limitations for using fixed route services



# ADA Paratransit Service:

## *Scheduling Trips*

- Reservations are taken for travel the following day
- Reservations are accepted from:
  - 6:00 am to 6:00 pm daily
  - including Holidays
- Call the carrier for your area
  - See list in handout

# ADA Paratransit Service:



## *Scheduling Trips*

- If you have an appointment, be sure to tell the reservations
- allow enough time to get from the vehicle to the actual appointment.
- Doctor's appointments are often late
  - When making return reservations, please leave enough time to meet the vehicle on time





# ADA Paratransit Service:

## *Scheduling Trips*

- Canceling a trip
  - must call carrier directly at least two (2) hours before pick-up time
  - Otherwise the trip being classified as a “late-cancelled” trip.

# ADA Paratransit Service:



## *Scheduling Trips*

- Same-day trip changes:
  - only permitted with two (2) hours' notice
  - **and** only if the carrier can accommodate the change



# ADA Paratransit Service:



## *Pick Ups*

- Riders should be within sight of the vehicle while waiting
- Be ready 5 minutes before pick-up time.
- Drivers will wait:
  - 5 minutes after arriving
  - or 5 minutes after pick-up time
  - whichever is **later**



# ADA Paratransit Service:

## *Pick Ups*

- The driver is allowed a 20-minute pick up window
- If a pick up is scheduled for 12:00 noon
  - It is considered "on-time" if Pace's vehicle arrives by 12:20 p.m.





# ADA Paratransit Service:

## *Pick Ups*

- After 5-minute waiting period
  - Driver must contact carrier
  - Carrier will attempt to contact the rider
  - If still no rider:
    - Driver will leave
    - Rider will be recorded as a “no-show”

# ADA Paratransit Service:



## *Travel Times*

- Paratransit is a “shared” ride; however:
  - Due to Covid-related social distancing concerns, current rides are not shared
- Travel time is considered on time if:
  - Time is comparable to taking fixed-route bus and/or train
  - Including transfer and waiting times

# ADA Paratransit Service:



- Paratransit drivers are:
  - not medically trained
  - not able to lift passengers or carry packages
- Drivers are not:
  - allowed beyond the front door of residences
  - nor past first floors of public buildings
- Drivers **must** maintain visual eye contact with their vehicle at all times.

