

2008 Pace Blue Ribbon Committee Report

7.0 Future of Pace

Presented by T.J. Ross, Pace Executive Director, and Melinda J. Metzger, Deputy Executive Director Pace Revenue Services to the BRC.

Improvements on the Horizon:

- Future technologies include: Interactive Voice Recognition (IVR) software
- Web-based solutions that offer online scheduling capabilities.
- Real-time vehicle arrival notification.
- Rider flexibility to schedule and cancel trips.
- Centralized reservations and dispatching.
- Customer feedback collection.
- Funding for Dial-A-Ride services will be increased by 10%.
- A \$750,000 investment in South Suburban Cook County service will be made in order to improve on-time performance.
- Pace will provide the TRIPS program, an inter-township service in Northwest Cook County, with \$250,000 annually.
- Express bus service will be established from South Cook County to the employment centers in Northwest Cook County.
- 28 new Community Vehicles will be disbursed to municipalities, townships, workshops, and other community centers.
- Service enhancements will result from a restructuring of some local and Metra Feeder service in DuPage County.
- A Transit Signal Priority (TSP) demonstration project will be launched in South Cook County on three major corridors: Halsted, Sibley, and 159th Street.
- Pace is working with IDOT and the Illinois Tollway on planning Bus Rapid Transit (BRT) corridors along major highway alignments, including I-55.
- The service delivery model for the Chicago ADA Paratransit service is being reformed to make major service improvements based on the input of passengers.
- Pace is partnering with the RTA on the development of a 10-year financial plan for operations and a 5-year capital program.
- 95% On-time performance goal.