



## Kerry Moore Chair of the Chicago ADA Advisory Committee



As we look back upon 2019, the Chicago ADA Committee discussed a wide variety of important topics concerning our service.

We heard that Pace will update its website with enhanced accessibility. We learned that \$20 million in state capital funds will improve the paratransit rider's experience through technology and the establishment of secure transfer points. We were pleased to hear that Taxi Access Program (TAP) ridership is steadily increasing as Pace decreased the fare to \$3 for a \$30

taxi trip. We viewed new prototype ADA vehicles for Chicago service and provided our opinions on the vehicles' features.

I look forward to working with my fellow Committee members, Pace staff and riders in the new year as we make further progress with purchasing new vehicles for Chicago service and implementing a new fare payment option using Ventra.

My priority is to make sure Chicago ADA paratransit riders are being heard, and I urge you to contact us with your feedback at 800-606-1282, [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com) or attend a Chicago ADA Advisory Committee meeting. Many paratransit riders took the time and effort to attend our meetings this past year and provide valuable input on their service. I hope to see you soon.

Best wishes for Happy New Year.

*Kerry Moore*

## TECHNOLOGICAL ADVANCEMENTS COMING TO PARATRANSIT SERVICE



Pace received \$228 million in earmarks from the state's recently-passed *Rebuild Illinois* capital program. One of our top priorities for use of that money is improving ADA Paratransit technology and boarding location infrastructure. In 2020, we'll be focused on two major initiatives.

First, we'll enhance our communications technology with new computer software, new hardware, new servers, and new features. We'll equip each paratransit vehicle with a tablet that allows for reliable communication between the driver and the dispatching system.

### GO FURTHER WITH THE TAXI ACCESS PROGRAM!

Did you know that certified paratransit riders whose trips begin in Chicago can use the Taxi Access Program to get a ride at the spur of the moment, and for only \$3? It's true! Earlier in 2019 Pace improved the TAP program to allow for a taxi ride of up to \$30 for only a \$3 fare. It's often much easier and more convenient to hail a taxi on the street or call to reserve an accessible taxi than scheduling a paratransit ride the day before. If you haven't tried TAP, visit [PaceBus.com](http://PaceBus.com) and learn how to sign up for your TAP card and get on the road to convenience and savings right away!

Do you already use **TripCheck**, the online platform riders can use to view scheduled rides, cancel them, or check on their status? Well, in 2020 Pace is enhancing that service to work via an automated phone line, email or text message. (Be on the lookout for communication from Pace that will tell you your username and password so you can take advantage of this exciting new service.) We'll make our system for handling subsidized taxi rides (through TAP) faster and more accessible. And we'll expand the use of Ventra—the card that ADA paratransit riders already use for identification—to pay for rides, just as fixed-route bus riders already do.

Second, infrastructure improvements at transfer points will help make trips across different parts of our region as seamless as possible, helping riders stay comfortable and helping carriers operate more quickly and efficiently. Riders who transfer between, say, Chicago and the south suburbs will see these improvements to waiting areas in the months ahead.

## BOARD APPROVES 2020 BUDGET

The Pace Board of Directors approved a balanced 2020 budget with no fare increases for either fixed route or paratransit service. Recommended fixed route service cuts were postponed until alternative service recommendations can be more fully developed.

Pace's Board also approved two grants that will support pilot projects at Pace Harvey Transportation Center and near O'Hare Airport's South Cargo Area. These pilots will test the viability of using rides-hailing services to provide critical first mile/last mile connections at times when conventional fixed-route bus service is not always available. While these projects are still in development, Pace will ensure that any service provided by a ride-hailing service is fully ADA-compliant.

Pace's first Pulse route on Milwaukee Avenue launched in 2019. Pulse is a rapid transit service with all fully accessible vehicles and fully accessible stations. We look forward to developing new Pulse corridors in the coming years.

### DEMPSTER - architectural and design phase

The goal of this phase is to draft the appropriate engineering plans to prepare for construction in the first quarter of 2021.

### HALSTED – environmental review phase

Throughout 2020, Pace will conduct extensive traffic analysis to further define the traffic impacts of the proposed bus lane, which will require the conversion of a travel lane and removal of on-street parking in some segments.

Check out our latest Pulse updates by visiting [PaceBus.com/Pulse](http://PaceBus.com/Pulse)

## NEW YEAR, NEW TECHNOLOGY

Passengers can look forward to several ways we are using technology to enhance customer experiences and accessibility in 2020:



### Ventra™ App

The 2.0 version of the Ventra app will debut in January 2020, and will feature a totally new trip planning tool, easier CTA and Pace account management, improved Metra mobile tickets and a user-friendly design. The transition to the new app will be automatic. You'll need to have your existing Ventra username and password on hand to log in after the update. If your smartphone's operating system is older than Android 6 or iOS 9, you need to update it.

### Pace Website

Pace's new website will launch this winter, featuring a new look and feel, improved search functions, and an overall better user experience. We understand the vast majority of passengers using our website are doing so with their mobile device, so we've designed the site to be responsive to all types of screens and devices. Accessibility to all site visitors was our primary goal, and Pace's new website exceeds the WPAG 2.0 accessibility standards.



## UPCOMING ADA ADVISORY COMMITTEE MEETINGS

Monday, January 27, 2020

Monday, March 23, 2020

Tuesday, May 26, 2020

(Joint Chicago/Suburban ADA Advisory Committee Meeting.  
Meeting will be held at 1:00 pm – 3:00 pm at Pace Headquarters,  
550 W. Algonquin Rd., Arlington Heights, IL 60005.)

Monday, July 27, 2020

Monday, September 21, 2020

Monday, November 23, 2020

All Chicago ADA Advisory Committee meetings are held from 12:30 pm – 3:00 pm at the Chicago Metropolitan Agency for Planning (CMAP) office, 233 South Wacker Drive, Suite 800, Chicago, IL 60606

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