



Jemal Powell

Chair of the Suburban
ADA Advisory Committee



As the holidays come around, I am pleased to report we made progress on long-standing issues.

On October 31, the Chicago and Suburban ADA Committees had a chance to view new prototype ADA Vehicles for Chicago service.

Also, during the fall, Pace approved the 2020 budget and several committee members attended budget hearings and provided public comment.

Pace has been working on technological advances to allow ADA Paratransit riders to utilize Ventra as a fare payment option. The Committees have discussed this for quite some time, and we look forward to a 2020 implementation.

In March, please let your voice be known by voting in the primary election and speaking to your federal and local officials about public transit issues.

Have a happy holiday season and upcoming new year.

Talk to you soon.

Jemal Powell

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 the 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.

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

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.



OnDemand App

In 2020, Pace will launch an app for On Demand services that will simplify and improve the booking process. A variety of app features are currently being tested by members of our ADA advisory committee, and suggestions will be incorporated into the final easy-to-use design. On Demand is a reservation-based service that is cheaper to ride than ADA paratransit and is open to the public. To find out if any of the 11 services operate where you live, visit PaceBus.com/OnDemand.

UPCOMING SUBURBAN ADA ADVISORY COMMITTEE MEETINGS

All Suburban ADA Advisory Committee Meetings are held from 1:00 p.m. to 3:00 p.m. at:
Pace Headquarters • 550 W. Algonquin Road • Arlington Heights, IL 60005

Tuesday, January 28, 2020 • Tuesday, March 24, 2020
Tuesday, May 26, 2020** • Tuesday, July 28, 2020
Tuesday, September 22, 2020 • Tuesday, November 24, 2020

**Joint Chicago/Suburban ADA Advisory Committee Meeting

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