



April | 2019

ONBOARD
with pace Suburban Bus

Rocky Donahue

Executive Director

I'm Rocky Donahue, Pace's newly-appointed Executive Director. I'm honored to have the opportunity to lead this agency. When I was named Interim Executive Director in December, I had a few immediate goals: raise the agency's profile, secure capital funding, and create a new strategic plan. I am proud of how much progress we've made towards those goals in just three months.



We've built positive relationships with regional leaders, resulting in opportunities to speak at the City Club of Chicago, regional councils of government, and other civic and governmental organizations. We earned extensive print and broadcast coverage, including an appearance on Chicago Tonight and an editorial in the Chicago Tribune.

With our state considering passing its first capital bill in a decade, being part of the conversation is especially important right now. In the past few months, I've met with new legislators and committee chairs, served on Governor Pritzker's transition team, and introduced myself to key stakeholders. We will continue to work hard to get the funding we need.

Finally, our guiding strategy needs to be updated so Pace can better respond to current conditions and future changes. I'm happy to announce that we've begun writing our next strategic vision plan and look forward to releasing it later this year. I'm very excited about what lies ahead for Pace and I look forward to serving you!

Sincerely,

HOW TO USE BUS TRACKER



TEXT MESSAGING SERVICE

Pace customers can get real-time information about when the next bus is arriving at their stop by simply sending a text message (or "SMS") with a mobile phone.

- **Type "41411" as the phone number to which you are sending a text message.**
- **Then, in the body of the message, type "Pace", then a space, then the code number you see on the bus stop sign.**

When you send that text message, a bounce back message should come to your phone in a matter of seconds with the upcoming arrival times.



Pace Call-n-Ride is now called



**New name; Same affordable ride
right outside your front door.**



Pace On Demand (formerly known as Call-n-Ride) offers reservation-based, shared-ride service in 11 designated service areas throughout the suburban region. All you have to do is book online or call to reserve your trip at least one hour in advance and pay with Ventra (\$2.00 per trip) or cash (\$2.25) when boarding.

On Demand is open to the general public, so anyone can book a trip and ride the service, as long as the trip starts and ends within one of the On Demand zones. For information on similar paratransit-style services within northeastern Illinois, see the explanation of available services on our website: pacebus.com/sub/paratransit/default.asp

Online reservations are now available for the Arlington Heights - Rolling Meadows On Demand, the Batavia On Demand, the Round Lake Area On Demand, the Vernon Hills-Mundelein On Demand, the St. Charles-Geneva On Demand and the Southeast Aurora On Demand.

Even though all eleven of the newly renamed On Demand services now have updated vehicle exteriors with a new logo and color scheme, the reservation phone numbers have not changed.

The online booking feature will come to all On Demand services in 2019--and that technological upgrade played a role in updating the brand name for this category of Pace service, since you can now reserve your rides by means other than calling.

Visit the On Demand section at PaceBus.com to create an account and start booking your trips online today.

What do you think?

Pace works hard to provide a safe and efficient transportation system for our customers. Let us know if you have any questions or comments to help us make your ride more enjoyable.



847-364-PACE
PaceBus.com



RESTRUCTURING OF I-55 SERVICE

To improve efficiency and reduce overcrowding on I-55 Bus on Shoulder service, Pace is implementing the following service changes on 5 of the BOS routes on April 8:

1. To alleviate parking constraints at the Old Chicago park-n-ride in Bolingbrook, Routes 850, 851 and 855 will no longer serve the location. The routes will continue to serve the nearby White Fence Farm park-n-ride, which has ample parking capacity.
2. To alleviate on-board overcrowding, one additional AM trip is proposed for both Routes 755 and 850.
3. Route 856 originating at SeatGeek Stadium (formerly Toyota Park) will be discontinued due to low ridership.
4. Two new Route 855 AM and PM trips will serve the Burr Ridge Park-n-ride which will lessen overcrowding and will offer alternative peak service options for Route 856 riders as these trips will travel via SeatGeek Stadium (formerly Toyota Park).

For additional information, please visit: PaceBus.com



HELP WANTED — WE'RE ALWAYS HIRING!

Great opportunities at ALL Pace Divisions

Looking for professional, customer service-friendly candidates to become a Pace bus operator or mechanic.

We are looking for candidates who:

- Have a history of good work experience steady employment
- Are at least 21 years of age
- Have a clean driving record
- Have good customer service skills
- Have or be able to obtain a Class B CDL with passenger and airbrake endorsement
- Can pass DOT physical and drug screen

Pace offers:

- Competitive starting pay
- Paid training
- Health insurance and retirement benefits
- Paid vacation and other paid time off
- Good benefits
- 401(K)

An Equal Opportunity/Affirmative Action Employer

UPCOMING JOB FAIRS

Pace will be at:

VETERANS JOB FAIR

Soldier Field
1410 Museum Campus Drive
Chicago, IL 60605

Thursday, April 18, 2019

11:00 am - 3:00 pm

ORLAND TOWNSHIP JOB FAIR

Orland Township
14807 S. Ravinia Ave.
Orland Park, IL

Tuesday, April 30, 2019

10am - 1pm

For employment opportunities and to complete an application online, visit the "Employment" section of PaceBus.com or call (847) 228-3572.

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