

Rocky Donahue

Executive Director

In last spring's newsletter, I wrote about my goals for the agency as its newly-appointed director; one of those goals was to secure a much-needed investment in our infrastructure from the State of Illinois.



I'm pleased to report that our leaders in Springfield helped Pace achieve that goal. The state's first capital plan in over a decade awarded our agency approximately \$220 million for crucial projects around the region, with additional funding moving forward. This money will be used to procure new buses, rebuild garages, expand expressway and rapid transit service, and improve our ADA Paratransit system. We are grateful to our Governor and legislators in the Illinois General Assembly for their foresight, and also to you, our riders and taxpayers, for trusting us with this responsibility.

To see the impact capital funding can have on service, look no further than the new Pulse Milwaukee Line, the first part of Pace's rapid transit network. Pulse provides fast, frequent, and reliable service along key corridors. Wi-Fi-equipped buses that can extend green lights will serve raised station platforms that make boarding quick and easy. The stations will also have Bus Tracker signs with real-time information, area maps, and heat to keep you warm in the winter and even melt the snow! Pulse Milwaukee Line will serve Chicago and Niles, but future Pulse lines along Dempster, 95th Street, Halsted, and Harlem are in planning stages. The state's capital plan will help us build out these future lines and make many other positive changes to our system. Thank you again for your trust and your patience!

Sincerely,




ON DEMAND

Service Improvements

• New Look & Feel of the Online Reservation Website:

- Improved navigational flow
- Dedicated customer service email: OnDemand@PaceBus.com

• Service Enhancements:

- Resolved trip planning algorithm
- Added data-rich zone maps
- Enhanced ability to arrange/personal subscription trips
- Creation of sub-zone: St. Charles – Geneva Service to serve St. Charles East High School (effective 5/13/19)

Coming soon...the On Demand app!

PACE COMMEMORATES 35 YEARS OF SERVICE THIS JULY

A Legacy of Service



The Illinois General Assembly created Pace Suburban Bus in 1984. To celebrate 35 years of service (and decades of mass transit before us), we're deploying a legacy fleet wrapped to look like buses from the past! One bus will operate out of each garage. Find out more about this Legacy Fleet and Pace's history on our website: Click the link '[35th Anniversary New!](#)' (under News & Events).

For much of the twentieth century, transit companies were entirely funded by fare revenue, and they lost money when technological and economic shifts changed commuters' expectations and needs. By the 1960s, car ownership and suburban growth threatened the future of public transportation. Ridership and revenue had decreased dramatically, and bus companies struggled. However, many riders still relied on transit as their only option to get to work, to shop, to see family and friends—to live their lives.

To avoid shutdowns, cities formed transit districts to distribute government subsidies to these struggling companies. The RTA was created to oversee this process and began to take over the routes of failing companies to ensure service would continue. In 1984, Pace Suburban Bus was created to help operate and manage these routes. Soon, Pace became the main provider of bus service in Northeastern Illinois.

Our service has changed a lot since 1984. We've created new connections between communities; deployed new technologies across our system; and even looked beyond traditional models of "fixed route" bus service towards a more flexible, more innovative future. Thank you for three and a half decades of supporting public transit!

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.



Milwaukee Line

Coming August 11!



Pulse Milwaukee Line is the first line in Pace's new rapid transit network. Pulse, will provide enhanced express bus service to commuters using the latest technology and streamlined route design.

Pulse is designed to provide fast, frequent and reliable bus service in heavily traveled corridors of suburban Chicagoland. With the first line on Milwaukee Avenue launching on August 11, 2019, Pulse will differ from regular fixed route bus service in quite a few ways. It will have the same accessibility features as fixed route buses, with the addition of a 12" raised platform, making it easier and faster for everyone to get in and out of the bus. Technology at traffic signals offers longer green lights to help your travel time.

Check out our latest
Pulse updates!

VISIT
PaceBus.com/Pulse

PACE ELIMINATING POORLY PERFORMING SERVICES

Several routes approved for elimination as part of the Pace 2019 budget will take their last trips this summer. Pace's 2019 budget includes the elimination of 12 poorly performing services in total and the reallocation \$1.2 million into a \$1.7 million service enhancement effort that will reduce overcrowding, improve on-time performance and support the launch of the Pulse Milwaukee Line.

The services to be eliminated this summer are:

- Route 304 (last day of service August 9): enhanced service on Route 330 will serve a segment of Route 304
- Route 326 (last day of service August 9): enhanced service on Route 331 will serve a segment of Route 326

Pace hopes service enhancements elsewhere in the region will compensate for the elimination of Routes 304 and 326. Pace has worked to encourage ridership on these routes, but they are not performing to Pace's standards. As a responsible steward of taxpayer dollars, Pace can no longer support these routes which do not generate the necessary fare revenue.

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