

Pace to distribute free Ventra™ Cards at spring events



Ventra is the new fare payment system for Pace and CTA.

This spring, Pace staff will be at suburban transit centers throughout the region in an effort to put Ventra Cards directly into the hands of the agency's customers to ease their transition to the new fare payment system.

Beginning July 1, 2014, Pace will only accept cash or the Ventra Card for fare payment and cash-paying riders will not be able to purchase transfers.

Representatives from the RTA will join Pace at many of these events to assist RTA Reduced Fare and Ride Free Permit customers with card activation and questions they may have about the programs.

To receive a free card, customers must fill out a

registration form (available on-site) and present it with a valid, state-issued photo ID.

Customers will have the option of waiting for staff to complete the registration process on-site to receive a card immediately, or turning in a verified form to receive their card by mail within 3-5 business days.

To participate, customers must present their form in person; forms submitted via post will not be accepted.

Dates, times and locations of these events will be announced in the coming

weeks. Please watch and listen for announcements on Pace buses and at PaceBus.com. The dates and times of other balance transfer and informational events hosted by the CTA are available in the Events section at ventrachicago.com.

Customers can add transit value to their Ventra Card at vending machines, ventrachicago.com, by phone at 877-NOW-VENTRA, or at a participating Ventra retail location (location information available online or by phone).

Reduced and Ride Free Permit holders encouraged to activate Ventra Cards

RTA Reduced Fare, Ride Free and ADA Paratransit permit holders are encouraged to activate their new Ventra permits. If you have not activated your new Ventra permit or need assistance with activation, please call 1-877-450-5328. If you have not received your new permit, or have any questions about your new permit, call RTA at 312-913-3110. Beginning July 1, 2014, Pace will only accept cash or the Ventra Card for fare payment.

Pace applauds its newest Million Milers

Fourteen of Pace bus operators were recently bestowed the National Safety Council's Million Miler Award, a true accomplishment and difficult feat. Twelve operators were recognized for traveling over one million miles, without a preventable accident in their twelve and a half years of service and the two other recipients were recognized for either 25 years or two million miles of safe driving.

"This is a tremendous accomplishment and is indicative of Pace's commitment to safety at every level of the agency," said Pace Chairman of the Board Richard Kwasneski. "These men and women

spend hours every day driving on our region's busiest and most congested roadways in a variety of difficult conditions, protecting the safety of their passengers, as well as other vehicles around them."

A total of 469 Pace bus operators have earned the Million Miler award in the past 30 years. The two million-mile plateau has now been reached by 78 Pace employees, and two have achieved the outstanding level of three million miler based on an incredible 37.5 consecutive years of safe driving. Bus operators who have received the award are distinguished by a "Million Miler" or "Two Million Miler" patch on their uniform.

Pace receives perfect score from FTA

Pace Suburban Bus received a flawless report from the Federal Transit Administration after the FTA performed its triennial review of the agency in late 2013 and early 2014. Reviews occur once every three years at all transit agencies receiving federal funds and involve an intensive look at operations, facilities, programs and management to review compliance and practices. The end result of “no deficiencies” is the highest score attainable and the reviewers noted during the closing session that Pace is one of just a few agencies nationally to receive the perfect score.

“The taxpayers of northeastern Illinois rightfully expect that Pace is held to high standards for safety, effectiveness

and accountability. The results of this review illustrate the pride we take in exceeding those expectations,” said Pace Chairman of the Board Richard Kwasneski. “We’re extremely proud of this achievement as it continues our strong record of clean audits and reviews whether they are independent or commissioned by the RTA or state or federal governments.”

The FTA began the review with a scoping meeting in September and wrapped up the process with a site visit at Pace facilities and contractor facilities in late January. The FTA and its auditors reviewed Pace’s



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compliance in 18 areas, including safety and security, drug and alcohol program, maintenance, and the agency’s public input process. The review included an “enhanced” review of Pace’s compliance with the Americans with Disabilities Act, which also resulted in no deficiencies.

Pace Updates Transit Supportive Guidelines, Offers FREE Design Review



An effective public transit system provides an accessible, efficient, safe, and comfortable trip for commuters. Pace’s Transit Supportive Guidelines present development principles and standards that assist municipalities, designers, and engineers in making public transportation a viable or preferred alternative to driving at new development sites.

As part of the Transit Supportive Guidelines initiative, Pace offers complementary, in-house, technical review of development plans under its Design Review Assistance For Transit (D.R.A.F.T.) program. These reviews are conducted by Pace’s Transportation Engineer and are designed to promote the incorporation of public transportation features in suburban developments.

Download the guidelines at PaceBus.com/Guidelines.

Express Service to Popular Destinations Relax and Leave the Driving to Pace!

Pace operates express bus service to many events and activities in the suburbs and Chicago. Express Services to Popular Destinations (ESPD) let riders relax on a comfortable Pace bus on their way to and from their favorite events.

Destinations include Wrigley Field, U.S. Cellular Field, Soldier Field, TOYOTA Park, Great America, Brookfield

Zoo, and Allstate Arena. Riders of the express routes experience added bonuses, such as avoiding driving costs, traffic and parking at major venues.

Exact fare (\$4.00 or \$1.75, depending on the route) is required to board the bus each way. Call Pace’s ESPD Line at 847-228-2416 or visit PaceBus.com for departure location addresses and more information.

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