

PACE TRANSFER POLICY

For riders of ADA Paratransit and Dial-a-Ride who transfer to/from fixed route buses

Transfer cards are not available on Pace fixed route service. However, Pace Paratransit buses will continue to issue Transfer Vouchers when used by riders who are transferring between ADA Paratransit and/or Dial-a-Ride services and a fixed route bus.

How do I get a Transfer Voucher to ride on Fixed Route Services?

Upon boarding the ADA or Dial-a-Ride bus, tell the driver you will be transferring to a Fixed Route. You pay the Paratransit fare and the applicable transfer fare. The Paratransit driver issues 2 Transfer Vouchers. You use the first Transfer Voucher to board the Fixed Route bus. You use the second Transfer Voucher when boarding the Paratransit bus on your return trip.

How do I use the Transfer Voucher on my return trip from a Fixed Route bus to ADA Paratransit or Dial-a-Ride service?

You pay the appropriate fixed route fare using Ventra or cash. (The transfer fee does not apply.) When boarding the Paratransit bus, present the second Transfer Voucher to the Paratransit driver.

What happens when I first ride the Fixed Route bus and then want to transfer to ADA or Dial-a-Ride service?

You will pay the appropriate fare on both the Fixed Route bus and the ADA or Dial-a-Ride bus. The Fixed Route drivers are not able to provide Transfer Vouchers. When you board the Fixed Route bus you will pay your fixed route fare using Ventra or cash. When you board the Paratransit bus you will pay the appropriate fare for ADA or the Dial-a-Ride service.

For further information, contact Pace Passenger Services at 847-364-7223 or email passenger.services@pacebus.com



WHEN RIDING PARATRANSIT FIRST

Pay the **\$3.25** ADA fare or the Dial-a-Ride fare and applicable transfer fare. The Paratransit driver will fill out and hand you **2 Transfer Vouchers**.

TRANSFERRING TO FIXED ROUTE

Upon boarding the fixed route bus hand the **first Transfer Voucher** to the Fixed Route driver.



WHEN RIDING FIXED ROUTE

Pay the fixed route fare with Ventra or cash.



TRANSFERRING BACK TO PARATRANSIT

Hand your second Transfer Voucher to the Paratransit driver.




WHEN RIDING FIXED ROUTE FIRST

Pay the fixed route fare with Ventra or cash.



TRANSFERRING TO PARATRANSIT

Pay the \$3.25 ADA or applicable Dial-a-Ride fare.

 pace <small>pacebus.com</small>		Pace Transfer Voucher	
Customer Name:	_____	ADA ID#:	_____
Issued By:	_____		
<small>(Driver name, Badge # and Carrier - Example: John Doe # 7777 - MV)</small>			
Date Issued:	_____	Time Issued:	_____
Paratransit Service Transferring To:	_____		
<small>(Example: North Cook - ADA)</small>			
Fixed Route Transferring To:	_____		
<small>(Example: Pace Route 554)</small>			
Received by (Driver Badge and Route#):	_____		
<small>M 0209 06_14 Pace Paratransit Operations, 547 W. Jackson, 10th Floor, Chicago IL 60661</small>			

