

FALL 2020



CHICAGO ADA NEWS

with Pace suburban bus

Coming soon: Ventra fare payment for paratransit trips!

Pace wants to get you prepared to use the Ventra fare payment system on ADA Paratransit. This development allows for contactless payment and is simpler than carrying exact change or buying paratransit tickets.

Pace and Ventra are making arrangements for you to be able to use the Ventra fare payment system to pay for ADA Paratransit fares in November. Pace wants to help you get your online account set up so you are ready to take advantage of this new benefit. Please remember that this payment method is completely optional, and nothing is changing with the way you reserve or take your trip on ADA Paratransit. To set up online access to your Ventra account, please call **1-877-669-8368** Monday through Friday 6am-8pm or Saturdays 8:30am-5pm. (After hearing the message about Apple pay, hit option 3 and then 3 again.) Please have your ADA Paratransit ID card handy. You'll need to get a username and password from the Ventra representative if you want to be able to use the Ventra website to load funds to your account.



Customers who pay for a ride with Ventra by January 1, 2021, will be entered into a raffle to win a prize! See details on that raffle at PaceBus.com.

Once your account is set up, you can load funds in a variety of ways. The most convenient is to log into the Ventra website and use your credit card to add money to your account. However, funds can also be loaded with cash at more than a thousand locations in our region, such as vending machines, Currency Exchanges and other retailers. You can search for the closest place on VentraChicago.com.

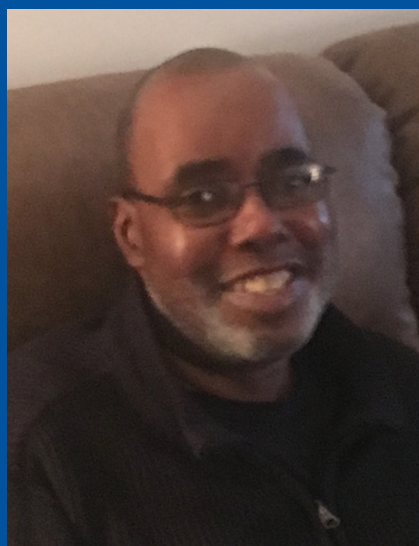
Sign up for alerts at PaceBus.com to be informed when paying for paratransit with Ventra is available to you. More instructions will be available soon regarding how that payment method will work.

**NEXT CHICAGO
ADA ADVISORY
COMMITTEE MEETING
(Virtual)**

**Monday,
January 25, 2021
12:30pm**

I hope everyone had a safe summer, and hopefully everyone takes the proper precautions to continue to protect themselves from the coronavirus with the upcoming fall and holiday season. We can do our part by limiting our travel to essential trips and checking to make sure that our destinations are open prior to scheduling a trip. As always, my priority is to make sure riders are being heard and riding safe. You can share your feedback with us at 800-606-1282 or passenger.services@pacebus.com.

Your Opinion Matters!



Kerry Moore
Chairman, Chicago
ADA Advisory Committee



PRO TIP: Remember, if you want to cancel a trip, you must do so two or more hours before its scheduled pickup time.



Ventra app 2.0

You may have also heard that Pace and its transit partners announced a new and improved Ventra app, which debuted September 25, 2020. Smartphone users are encouraged to use this app for easy account management—it's like having a Ventra vending machine in your pocket! For clarification, it is not required that paratransit customers download and use the app to pay for paratransit rides with Ventra. However, if you plan to pay for paratransit rides through Ventra, it is certainly easier to manage your account and reload funds to your Ventra account if you have and use the app.

Customers may also see communications about paying for Pace and CTA rides with your Apple phone, beginning October 26, 2020. Please note that you cannot (and will not be able to) use your phone to pay on-board for paratransit rides. The pay-by-phone feature will work only on fixed route services, and riders will tap a phone against the Ventra reader on fixed route buses and at train stations.



Are You a Paratransit Pro?

Becoming a Pace Paratransit Pro is easy. Make these steps before your next ride to ensure your trip is smooth and successful.

Step 1: Consider all ways to ride

Paratransit isn't your only option. As an ADA-eligible rider, you can ride our fixed route buses at a reduced fare. Every bus is equipped with ramps, accessible seating and audio/visual stop announcements, and you don't have to call ahead to book! Take control of your day with this less expensive and more convenient option.

We also offer a Taxi Access Program (TAP), allowing you to take a one-way taxi ride worth up to \$30 for FREE for a limited time (normally \$3), and take up to 8 rides daily. TAP trips must originate in Chicago.

Step 2: Lock in your travel buddies

Did you know you can bring a companion, such as a friend, family member or service animal with you onboard for the same fare as a Paratransit rider? If you've been certified to ride with a Personal Care Attendant (PCA), they can also join you onboard, free of charge. PCAs are especially important for those riders who need a bit more assistance getting to or from their final destination.

Step 3: Be prepared when you call to book before you call to book your trip, be sure to have this information ready:

- Paratransit ID number
- Date of trip and requested pick-up or appointment time
- Exact street address for both pick-up and drop-off
- Total travelers, including a PCA, service animal or other companion
- Any mobility aids or assistance needed

Step 4: Come prepared for your trip

Be ready a few minutes before your scheduled pick-up time. If you don't receive telephone alerts that your pickup is arriving shortly, please make sure the reservation agent has your current phone number. The bus will arrive at the pick-up spot within 30 minutes after your pick-up time, and your driver will wait 5 minutes before leaving to get the next rider. A dispatcher will always call you before the driver leaves your location.

Step 5: Stay safe on board

Have your RTA Paratransit ID card ready and be prepared to pay using a One-Ride ticket or exact fare so you can quickly take your seat. And remember, our drivers can help you on and off the bus upon request, but aren't able to lift or carry you or your belongings. They're also not responsible for getting you inside your destination. If you need extra help, we ask that you bring a PCA along.

New TripCheck tools

Pace is introducing new tools to help you keep track of your Pace Paratransit trips in Chicago and the suburbs. (It also works on Pace-operated Dial-a-Rides.) Using these tools is not required, but they are a benefit for you.

In addition to the online version at PaceBus.com/TripCheck and phone alerts, riders can now get those same reminders via text message or email. We're also introducing ways for you to request information about upcoming rides using email, text messaging and the telephone service. For help getting started, email TripCheckHelp@PaceBus.com.

Requesting trip information by **text**

The phone number you send the message to is 41411. Type TripCheck, then your TripCheck ID, then a colon, then your password; then hit "send". Don't include spaces before or after the colon.

The system will then return a text message with your next upcoming trip. Note: the first time you use this service, you will get a bounce-back message with a welcome and a data/rate disclaimer, followed by a message with your next upcoming trip info.

Requesting trip information by **email**

Send an email to TripCheck@PaceBus.com with the subject line being your TripCheck ID,

then a colon, then your password. (Don't include any spaces before or after the colon.) You do not need to enter any message in the body of the email.

You'll get a return email from Pace TripCheck with any trips scheduled for today and tomorrow.

Requesting trip information by **phone**

Dial 1-833-USE-PACE (1-833-873-7223). You will be prompted to enter your TripCheck ID and then your password. The system will then offer you several choices:

- Hear details of your upcoming trip
- Cancel a trip
- Change your password

Use the keypad to enter your choices and hear information about your account or your trip.

Viewing trip information on the website

Visit PaceBus.com/TripCheck and log in. This portal allows you to see all upcoming and past trips, including a map of pickup and drop-off locations.

How to retrieve ID

To retrieve your TripCheck ID, visit PaceBus.com/TripCheck and click "Retrieve TripCheck ID". Fill out as many details as you know and submit. You will receive an email and/or call with your ID.

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