

MARCH 2021



SUBURBAN ADA NEWS

with Pace Suburban Bus



You Must Wear A Mask on Pace Buses and at Pace Facilities—It's the Law!

The TSA issued a security directive effective February 1, 2021. This directive was issued to implement the requirements of an executive order issued on January 21, 2021, and to enforce the requirements of a CDC order mandating masks.

The TSA's new security directive states that riders must wear a mask over the mouth and nose when boarding, alighting, or traveling on a bus and when at a transportation center. Children under the age of 2 and people with disabilities who cannot wear a mask are exempted.

All Pace riders are required to wear masks while on buses, paratransit vehicles, and at Pace facilities. Failure to comply may result in denial of boarding or removal from the vehicle.

Progress Continues on Priority Capital Projects

Pace will spend \$20 million over the next five years to modernize the communication technology and infrastructure used by ADA Paratransit riders and administrators. With that funding, Pace is working to create enhanced paratransit customer waiting areas in Schaumburg and Calumet City.

Improvements to real-time information systems are already close to implementation, with Trapeze upgrades and Ventra integration coming along on schedule. Thanks to the state legislators who made this funding possible.

Using Ventra on ADA Paratransit

You are not required to use this payment option. Cash and tickets are still accepted.

Unlike using Ventra to pay for fixed route transit rides, paratransit customers don't tap their Ventra Card when boarding. You can pay for your ADA Paratransit trips at the time of booking with these easy steps:

- Make sure you have at least \$3.25 (per ride) in your Ventra account.
- When calling to make your reservation, tell the reservationist you want to pay with your Ventra account.
- If you select this method of payment, the \$3.25 will be deducted from your account at that time. (Note that \$6.50 will be deducted if you book a round trip.)

If I've been re-certified, how long does it take for a new card to arrive in the mail?

According to RTA, it should take less than a week. You will need to pay by ticket or cash while waiting for your new card.

Can I view my Ventra account transactions immediately after they occur?

There is currently a lag time between the payment (or refund) and it appearing in the customer's online account view, even though the transaction was processed successfully. Pace and Ventra are working to shorten this lag.

**NEXT SUBURBAN
ADA ADVISORY
COMMITTEE MEETING
(TBA).**

Sign up for email alerts to learn when the next date is announced.

I hope everyone is staying safe and healthy as we begin a new year. For those who were concerned about transit funding, Pace did get money from the CARES act to cover operating costs into next year. I urge everyone to continue proper safety precautions when using transit due to Covid-19. Hopefully on the horizon with the advent of vaccine production, we will get past this pandemic. If you want to participate in advisory committees, the meetings are streamed live on YouTube. If you wish to submit a comment, please use this email address ADA.Committee@Pacebus.com.

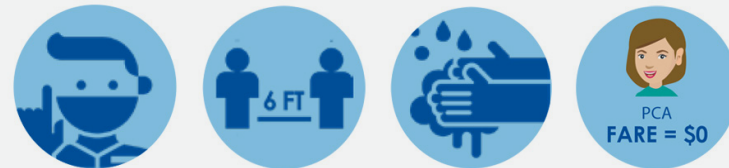
Continue to stay safe and travel carefully.



Jemal Powell
Chairman, Suburban
ADA Advisory Committee



**Safely Navigating COVID-19 Onboard
ADA Paratransit & Fixed Route**



Pace is committed to keeping riders and drivers safe as the COVID-19 pandemic continues to unfold. In the months since the pandemic began, our teams have worked tirelessly to adapt operations and do our part to reduce the spread of the virus. But it takes teamwork to tackle the problems COVID-19 poses, so we're sharing our tips for a safer travel experience.

Tips for Keeping Yourself & Others Safe

- All Pace riders are required to wear masks while on buses, Paratransit vehicles, and at Pace facilities. Failure to comply may result in denial of boarding or removal from the vehicle.
- People must maintain a 6-foot social distance from others in public spaces. While not always possible onboard our ADA Paratransit vehicles, riders are encouraged to board and take their seat promptly and keep their distance from drivers and other riders throughout the trip's duration.
- The national Centers for Disease Control and Prevention (CDC) recommends washing your hands regularly using soap (for a period of at least 20 seconds), covering your cough/sneezes and avoiding touching your eyes, nose and mouth.



Don't Forget Pace's Fixed Route Service: Less expensive, no advance booking, equipped with ramps, accessible seating and audio bus announcements. Buses are cleaned and disinfected daily to keep everyone safe.



- Pace is advising riders, especially seniors and those at higher health risk, to limit their travel to essential trips only. And remember, if you're feeling sick, stay home!
- The fixed route and Taxi Access Program (TAP) may allow for a more socially distant trip. Plus, Pace is currently waiving TAP fares for trips originating in Chicago.

Pro Tip: Check Before You Ride
Due to the COVID-19 pandemic, many public places, such as restaurants, retail stores and shopping malls have temporarily closed or adjusted their hours. Others may have new requirements you should be aware of prior to arriving. Make sure you verify that your destination is open, and you're prepared before leaving your home.

How Pace is Protecting Riders & Drivers

We're doing our part to keep you, your fellow riders and your driver safe and healthy. To limit the risk of exposure to COVID-19, we are:

- Disinfecting our fleet daily
- Installing vinyl barriers between bus operators and fixed route vehicle doors

- Limiting the number of people on each vehicle, with a goal of one rider per ADA Paratransit vehicle
- Reducing rider/driver interactions through a temporary policy that limits contact to securing mobility devices only (upon request)

Under federal DOT ADA regulations, transportation systems are allowed to take precautions like these to protect the health and safety of passengers and operators.

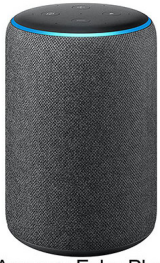
Important Notice

As drivers are currently unable to assist passengers beyond securing mobility devices, riders who need extra physical assistance are urged to travel with a personal care attendant (PCA) or family member. PCAs ride for free on ADA Paratransit vehicles. Be sure to reserve a seat for them when planning your trip.

Stay Informed:

The safety and well-being of our passengers and teams is Pace's top priority. As the State's and federal government orders related to COVID-19 continue to evolve, Pace updates its policies and instructions for our riders. Passengers are encouraged to sign up for text or email alerts at PaceBus.com and follow us on social media for up-to-date information.

Access all ADA Paratransit news alerts and updates on our COVID-19 response by visiting PaceBus.com.



Amazon Echo Plus smart speaker

Ventra on ADA Paratransit Prize Contest winners

*Edward Griffin
Diane Adams
Linda Orr
Rosetta Moore
Darryl Hall*

Customers who paid for a ride with Ventra before January 1, 2021 were entered into a raffle to win an Amazon Echo Plus Smart Speaker as an incentive from Pace.

Congratulations to the winners!



Why should you get vaccinated?

Building defenses against COVID-19 is a team effort. And you are a key part of that defense.

Protect yourself, your coworkers, your family and your community. Help end the global pandemic. COVID-19 vaccination will help reduce spread.

It all starts with you!

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Partnership with Cook County Launches Fair Transit South Cook

The new year brought a new pilot project to our region! The Fair Transit South Cook County Pilot was launched on January 4, 2021, by the Cook County Department of Transportation and Highways (CCDOH), Pace, and Metra to improve transit service options, lower costs and spur economic growth with improved access to a rich workforce.

Phase 1 of the three-year pilot project includes reduced Metra fares on the Metra Electric and Rock Island lines and more frequent service on Pace's busiest route, Route 352 Halsted. Pre-pandemic, Route 352 Halsted provided nearly 7,000 trips per day and the service continued to be heavily used throughout 2020. It connects Pace's busiest transportation center in Harvey with the CTA's 95th Street Red Line station. In addition to the expansion of service being tested in the pilot, Pace plans to make South Halsted Street one of the next Pulse rapid transit lines.

