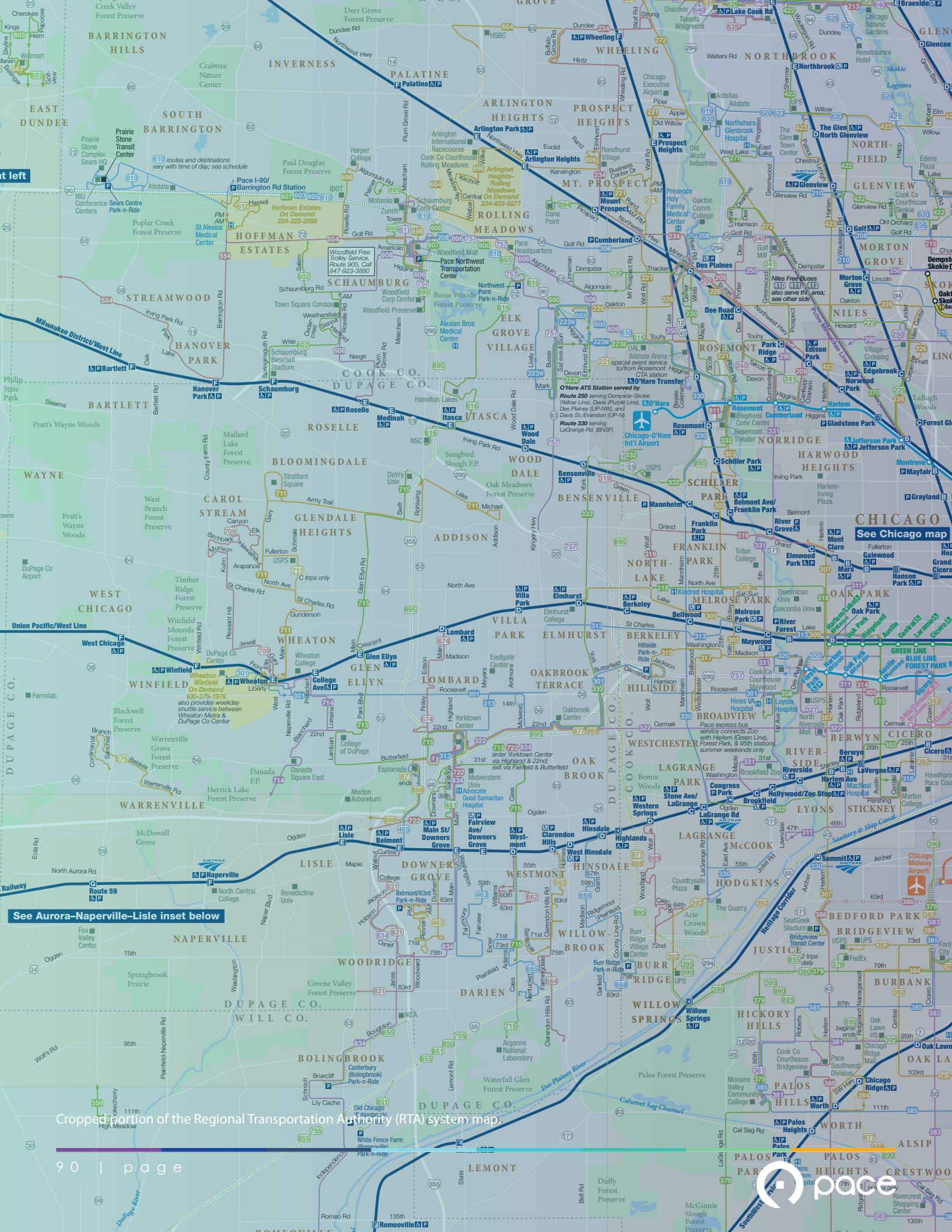




Cropped portion of the Regional Transportation Authority (RTA) system map.

## A-5 Network Revitalization & Service Restructuring

Initiative: Conduct a system-wide market assessment to understand current service demand, design alternatives for restructuring the entire Pace service network, and use a Corridor Development program to prioritize investment areas.

IMPLEMENT  
NOW

implement  
later

further  
investigate

### Supports Goals:

Accessibility, Equity, Productivity, Responsiveness, Adaptability, Collaboration, Diversity, Environmental Stewardship, Fiscal Solvency, and Integrity

## CONTEXT

Pace will initiate a major undertaking to study and plan for a system-wide restructuring of its entire network of services. Each of the Capital Improvement Projects (A-2), Rapid Transit Program (A-3), Service Standards Framework (A-4), Strategic Administrative Functions (P-2), and Coverage Service Improvements (S-2) initiatives are among the key components that will help facilitate a successful redesign.

### ACTION ITEM 1 Conduct Market Analysis

The Network Revitalization and Service Restructuring Initiative would utilize a comprehensive travel market analysis to understand both local and regional dynamics that influence where transit users across the system are coming from and needing to go. This market analysis will build upon the work of several upcoming market studies Pace will be initiating in 2020-2022, which include the I-294 Tri-State and I-290 Eisenhower market studies, as well as recently completed or ongoing studies such as the Joliet Intermodal Facility Market Study, North Shore Transit Coordination Study, and others as applicable. This work will also build upon Pace's existing and ongoing Customer Satisfaction Survey (CSS) work and tap into IDOT's emerging state-wide travel model, and other partner agency work as needed.

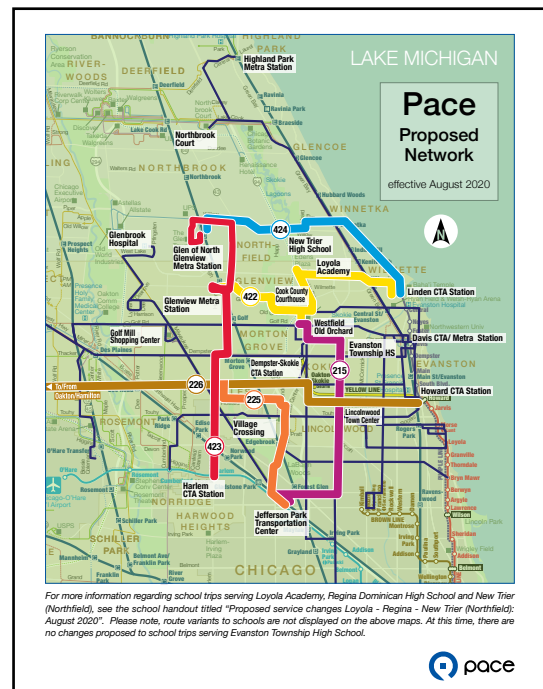
***Pace will initiate a major undertaking to study and plan for a system-wide restructuring of its entire network of services.***

## ACTION ITEM 2 Coordinate Service with Capital Improvements

As covered in A-2, Pace will produce a system-wide Facilities Plan in 2021-2022 that will inform the Network Revitalization & Service Restructuring Initiative by understanding how upcoming investments in facilities will impact vehicle capacity and thus Pace's ability to operate service in any given area. Coordination will also include determining additional bus turn-around facilities, operator relief locations and park-and-ride locations. For example, the Facilities Plan will conduct a case study assessment for identifying potential impacts of pursuing battery electric bus from a given Pace bus garage, which is expected to help inform Network Revitalization initiative decisions on how far vehicles can travel before re-charging.

## ACTION ITEM 3 Local Stakeholder Outreach

This initiative will include a robust external outreach effort. Pace intends to start a series of conversations with both local stakeholders and the riding public to gain a first-hand understanding of what issues are important to the people that the agency serves on a daily basis. These conversations will cultivate an understanding for how Pace's Service Standards will reflect local land-use environments, but ultimately progress into discussions for how Pace's services could be operated at the local level to transform the network to achieve the *Driving Innovation* goals.



Left - North Shore Transit Coordination & Market Analysis Plan report cover. Right - North Shore Phase 2 proposed service changes.



## ACTION ITEM 4 Regional Service Coordination

RTA, CTA, Metra and Pace coordinate on a variety of aspects of providing regional transit service. Staff from each agency regularly meet and share information for important functions such as collecting farebox revenue, grants management, capital investments, policy frameworks, marketing, service plans, trip schedules, and many other aspects.

For example, Pace works closely with Metra to update schedules for commuter routes that serve certain BNSF line stations when Metra needs to update the train schedules. Other commuter services like Pace Shuttle Bug routes are closely coordinated with Metra lines, in partnership with the Lake County Transportation Management Association (Lake County TMA).

One area of particular focus is bus service and scheduled trip coordination between CTA and Pace. The photos on the opposite page depict the most recent major effort the agencies jointly managed, the Pace/CTA North Shore Transit Coordination Study and implementation efforts. The agencies are also partnering to study improvements along the South Halsted Corridor, where Pace's planned third Pulse line is slated. CTA and Pace also continuously coordinate for aligning bus services in shared parts of the region, sharing bus bay space at rail terminals, and sharing data to jointly assess regional needs.

Looking ahead, CTA initiated a study to review the bus and rail system and develop an approach for how to improve bus service that reflects the values and priorities of the region. CTA and Pace will continue to work closely to coordinate service for the region.



A Pace Route 352 bus dwelling at the new CTA 95th Dan Ryan Red Line station bus terminal.