

IMPROVING LIFE.  
DRIVING INNOVATION.



Annual Report 2016





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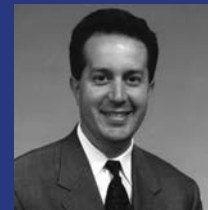
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## INTRODUCING THE PACE BOARD OF DIRECTORS

Pace, the suburban bus division of northeastern Illinois' Regional Transportation Authority, provides bus, paratransit, and vanpool services in Chicago's six-county metropolitan area. Pace is governed by a Board of Directors, most of whom are mayors or former mayors from the suburbs, as set by state law. Pace's chairman is elected by the chairmen of the collar counties and the suburban members of the Cook County Board. The Pace Board's Chicago member is the City's Commissioner for the Mayor's Office of People with Disabilities.









## WELCOME

On behalf of Pace, I am pleased to present this report, which highlights a number of our activities over the past year. As you can see, Pace has been busy implementing several projects that provide better service to our customers, make the agency a more efficient steward of taxpayer dollars, and encourage additional commuters to make the switch to public transit.

While Pace has been nationally recognized for its performance over many years, we know there is still much work to do to offer northeastern Illinois residents an attractive alternative to the private automobile. In partnership with our local communities, spread across six counties, we look forward to achieving our goals and meeting your expectations.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rick Kwasneski". The signature is fluid and cursive, with the first name "Rick" and last name "Kwasneski" clearly distinguishable.

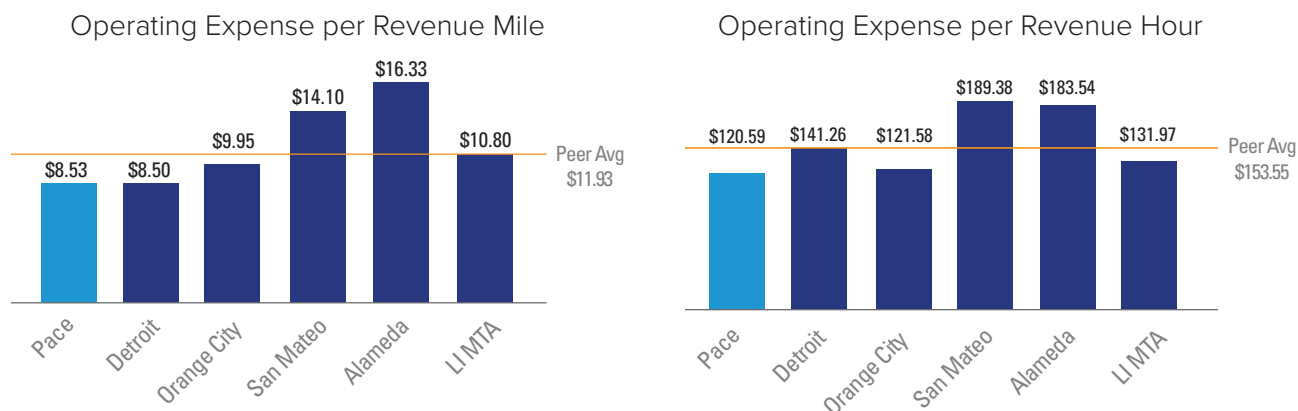
**Richard Kwasneski**

Pace Chairman of the Board

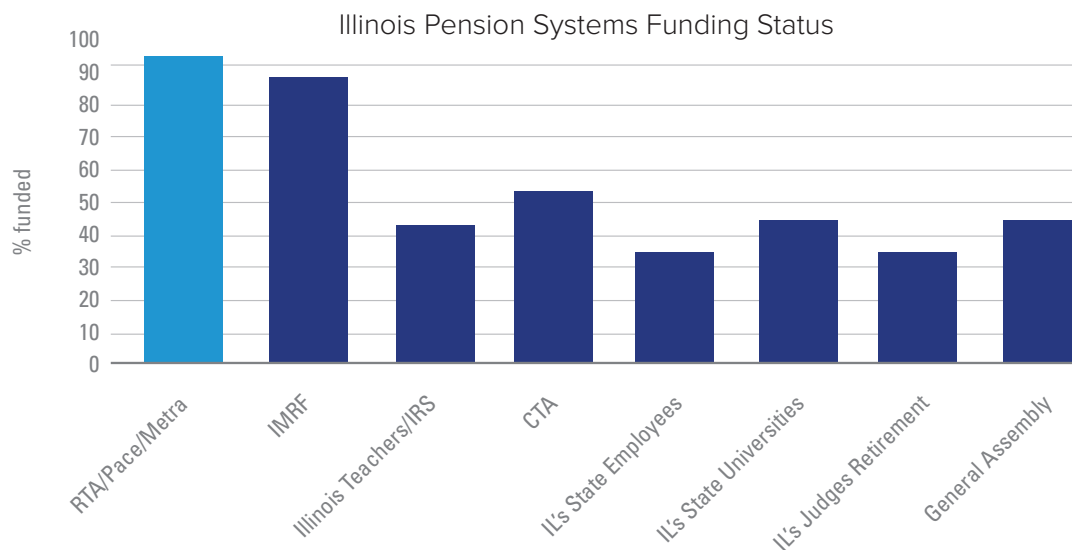
## Pace is a Good Steward of Tax Dollars

The majority of Pace's operating budget comes from the local RTA sales tax, and our capital budget comes mostly from federal formula grants.

Among our peers, Pace is an incredibly efficient and productive organization. Pace's expense per hour of bus service is the lowest of any comparable American transit agency. Furthermore, for each mile a Pace bus travels in service, Pace's expense is second-lowest among the six peer agencies.



The RTA/Pace/Metra pension plan is well-funded, unlike many other public pension systems in Illinois.



Sources:

<https://www.imrf.org/en/about-imrf/media-room/imrf-101>

MARCH 8, 2016 STATEMENT BY RICHARD W. INGRAM to the SENATE APPROPRIATIONS COMMITTEE

<http://www.ctaretirement.org/retirement-plan/reports/2016-actuarial-valuation.pdf>

[https://www.srs.illinois.gov/PDFILES/Valuations/SERS/ValuResults\\_2016.pdf](https://www.srs.illinois.gov/PDFILES/Valuations/SERS/ValuResults_2016.pdf)

[http://www.surs.com/sites/default/files/annual\\_report/SUMMARY2015.pdf](http://www.surs.com/sites/default/files/annual_report/SUMMARY2015.pdf)

[https://www.srs.illinois.gov/PDFILES/Valuations/JRS/ValResults\\_2016.pdf](https://www.srs.illinois.gov/PDFILES/Valuations/JRS/ValResults_2016.pdf)

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## Pace is Underfunded Compared to its Siblings

While you may already be aware that Pace has the smallest budget amongst the three RTA service boards in northeastern Illinois, you may not know how drastic the funding disparity is. As it relates to operating funds, as distributed by RTA per state law, Pace's suburban transit service gets 6.3 cents of every regional transit dollar, and ADA paratransit gets another 3.8 cents.

### 2017 Total Operating + Capital Funding

Pace	\$289,597,000	6.3%
ADA	\$174,970,000	3.8%
RTA total	\$4,624,487,000	

On a per capita basis, the disparity is striking. With a population of over 5 million suburbanites to serve, and only \$37.29 per resident in operating funds to serve them, Pace is simply unable to offer the level of service requested by current riders and other stakeholders. The graphic to the right shows how little operating funding Pace receives compared to other Illinois transit agencies.

Since many suburban residents and officials are clamoring for additional transit service in the suburbs, Pace is looking to

expand to meet demand. However, our capital funding shortfall prevents Pace from increasing the size of our bus fleet, which can limit how much service we can offer. Additionally, according to RTA's most recent Capital Asset Condition Assessment, Pace needs an additional \$755 million in capital funding to achieve a state of good repair of our existing assets.



Every three years, the Federal Transit Administration reviews each transit system in America. In 2014, Pace was one of only a handful of agencies to receive a perfect score on this federal audit of our operations, financial management practices, and service to our customers.

## 2014 Per Capita Operating Expenditures by Transit Agency

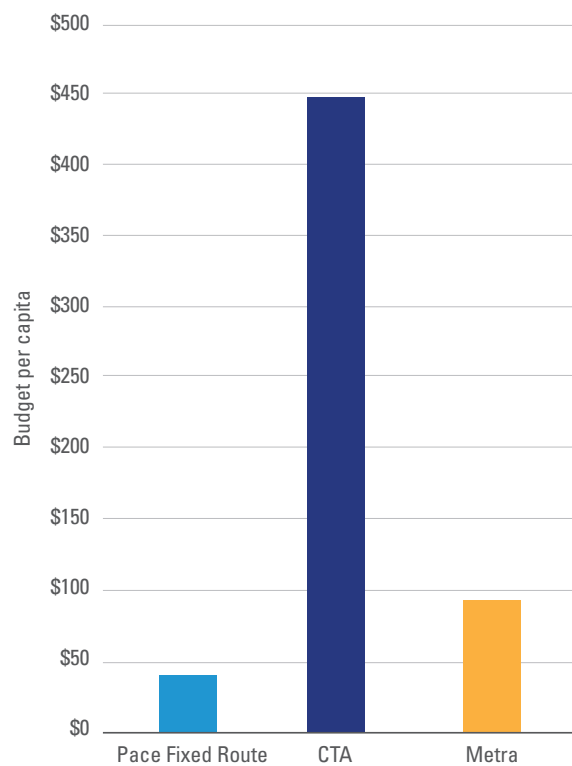
Agency	Operating Budget	Population Served	Expenditures Per Capita
Chicago Transit Authority	\$1,394,875,632	3,425,958	\$407.15
Champaign-Urbana MTD	\$31,725,246	141,471	\$224.25
MetroLink (Quad Cities)	\$20,208,688	120,378	\$167.88
CityLink (Peoria)	\$25,381,370	209,896	\$120.92
DPTS (Decatur)	\$6,143,471	81,337	\$75.53
RMTD (Rockford)	\$15,610,623	296,863	\$52.59
<b>Pace (suburban fixed route only)</b>	<b>\$209,951,093</b>	<b>5,630,238</b>	<b>\$37.29</b>

Pace has a larger service area population than many large U.S. transit operations, but with a fraction of the budget to serve that population.

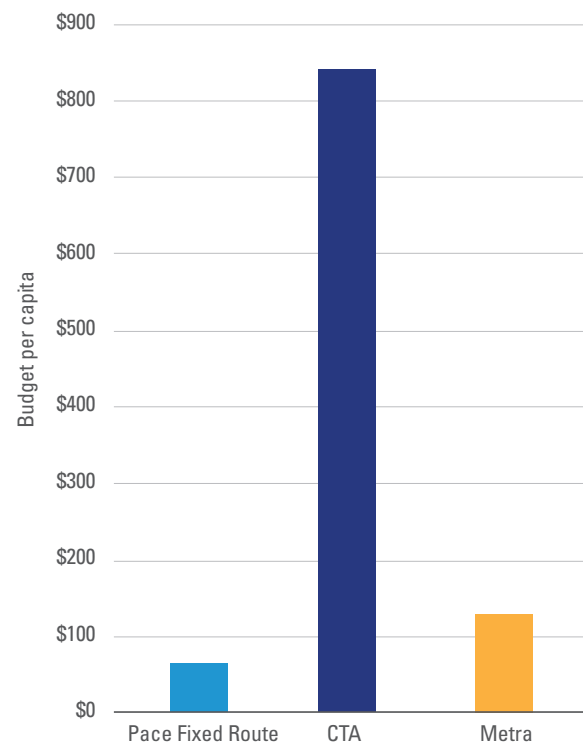
Agency	Operating	Population of Area Served	Per Capita Operating Budget
<b>Pace, Suburban Bus Division (Pace)</b>	\$209,951,093	<b>5,630,238</b>	\$37.29
Massachusetts Bay Transportation Authority (MBTA)	\$1,708,481,087	4,181,019	\$408.63
Miami-Dade Transit Agency (MDT)	\$523,355,723	2,496,435	\$209.64
Dallas Area Rapid Transit (DART)	\$674,833,473	2,334,880	\$289.02
Maryland Transit Administration (MTA)	\$676,780,746	2,203,663	\$307.12
Metro Transit (Metro Transit), Minneapolis	\$358,512,123	1,843,207	\$194.50
Metropolitan Atlanta Rapid Transit Authority (MARTA)	\$562,653,212	1,697,633	\$331.43
Phoenix Public Transit Department (Valley Metro)	\$182,694,147	1,665,320	\$109.71
Alameda-Contra Costa Transit District (AC Transit)	\$342,569,331	1,425,275	\$240.35
Port Authority of Allegheny County	\$368,763,751	1,415,244	\$260.57
Greater Cleveland Regional Transit Authority (GCRTA)	\$256,630,381	1,412,140	\$181.73
San Francisco Municipal Railway (MUNI)	\$750,746,634	836,620	\$897.36



Operating Budget per Capita, NE Illinois Agencies

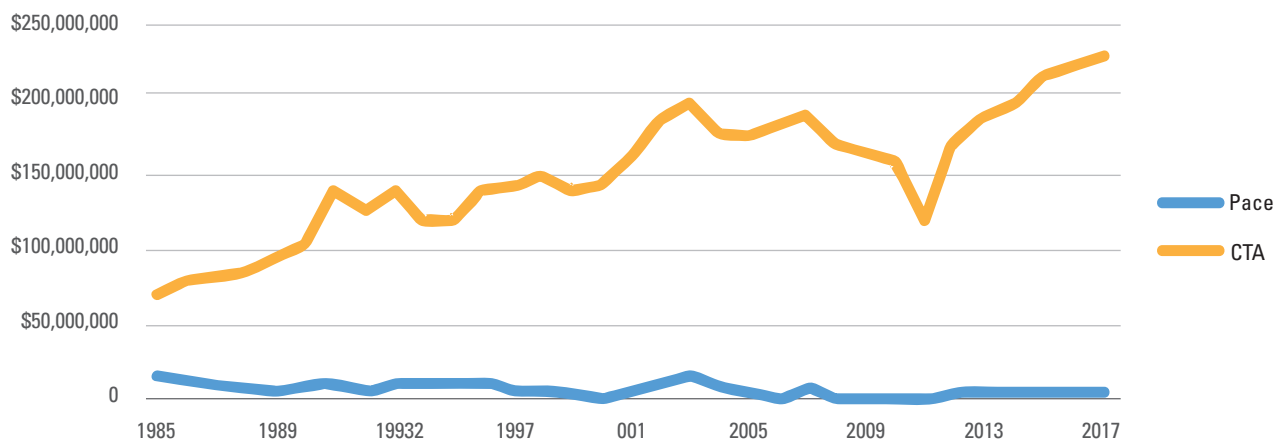


Per Capita Budgets of NE Illinois Agencies  
(Including Capital and Operating)



When one considers the total public funding that a transit agency receives—capital AND operating funding—Pace’s lack of funding is even more pronounced. Furthermore, RTA has chosen to essentially give all discretionary operating money to CTA, year after year. While in 1985, Pace received more than 16% of the total PTF pie, that figure has dwindled to less than 2%.

PTF Discretionary Funding, by Year



## Pace Launches New Service in I-90 Corridor

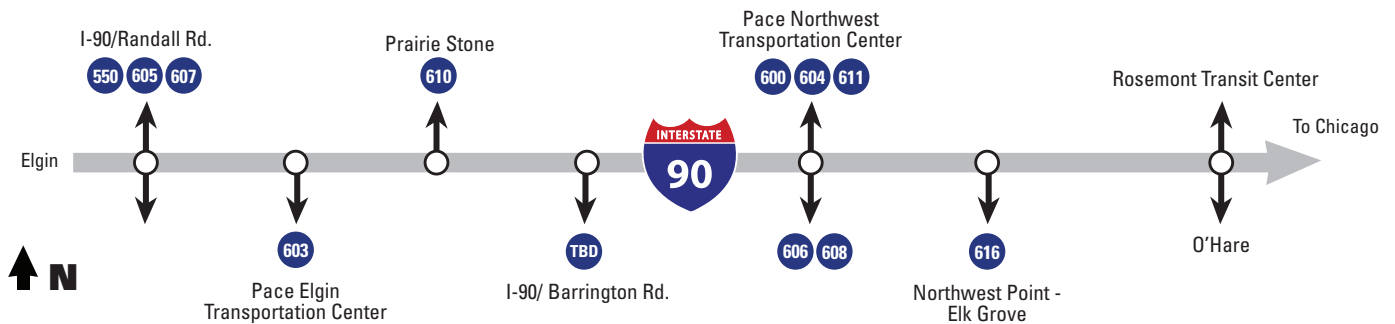
On December 19, 2016, Pace undertook the largest single-day service expansion in the agency's history by launching six new bus routes (Express Routes 603, 605 and 607; Local Routes 604, 608 and 611); improvements to service on five existing routes (550, 600, 606, 610 and 616); a new Park-n-Ride at I-90 and Randall Road; and 25 new 40-foot express buses. This service expansion represents only the second of three phases of the I-90 Market Expansion Program. The new buses have free on-board Wi-Fi, USB charging ports, comfortable high-back seating, and interior overhead storage. Convenient connections to O'Hare and Chicago are available via the CTA Blue Line at the Rosemont Transit Center.

By 2040, the 27-mile stretch of I-90 between Elgin and O'Hare is projected to have as many jobs as the Loop. Until now, however, many of those suburban jobs weren't

easily accessible by public transit. But as of December 19, 2016, transit users have vastly improved job access to and from the northwest suburbs. Those who drive now have new opportunities to use efficient and affordable transit to get to work, including free access to Pace's Park-n-Rides, which will offer 551 new parking spaces, once the third phase is complete by the end of 2017.

These service improvements have been planned in coordination with the Illinois Tollway's rebuilding and widening of the Jane Addams Memorial Tollway (I-90). This service expansion is made possible through the work of many partners, including the Federal Transit Administration, Illinois Tollway, Regional Transportation Authority, Chicago Metropolitan Agency for Planning, Chicago Transit Authority, Cook County, Kane County, Village of Hoffman Estates and the Illinois Department of Transportation. The new services cost only \$1.75 each way with a Ventra Card (or \$2 with cash).

Express Service Between Elgin and Rosemont



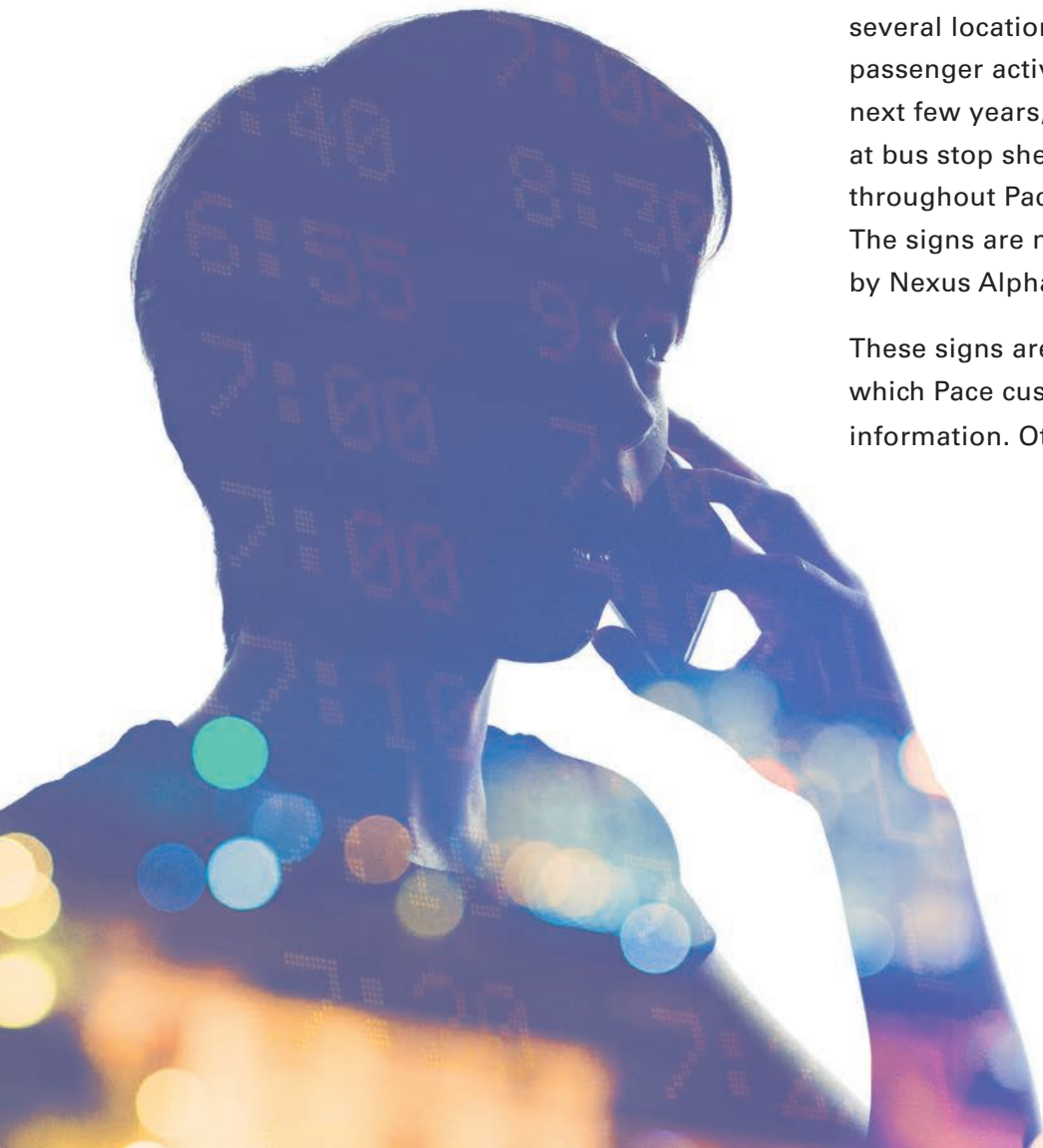


## Pace Expands Availability of Real-Time Bus Arrival Information

Have you seen Pace's new digital bus arrival "countdown" signs? Pace is in the process of installing dozens of electronic signs that continually display bus arrival times (or departure times, if located at the beginning of a bus route). Using the same GPS tracking technology that powers Pace's BusTracker and the text messaging services, these signs show in real time any arrivals or departures within the next 60 minutes, and count down to the bus's predicted arrival or departure.

Thus far, the signs have been installed at several locations that have a lot of bus passenger activity. Over the course of the next few years, more signs will be added at bus stop shelters and transit centers throughout Pace's six-county service area. The signs are manufactured and installed by Nexus Alpha.

These signs are just the latest way in which Pace customers can get real-time information. Other sources include:







## Ventra App

The Ventra app, available for Apple or Android phones, provides real-time transit information for Pace, CTA and Metra services. Download it to your phone to track your buses and trains, as well as ensure your Ventra Card always has a pass or adequate transit value loaded. See [VentraChicago.com](http://VentraChicago.com) for more information.



## Real-Time Bus Arrival Text Messaging Service

Pace customers can get real-time information about when the next bus is arriving at their stop by simply sending a text message (or "SMS") with a mobile phone. Type "41411" as the phone number to which you are sending a text message. Then, in the body of the message, type "Pace", then a space, then the code number you see on the bus stop sign. When you send that text message, a bounceback message should come to your phone in a matter of seconds.



## Bus Tracker

Since 2002, PaceBus.com has displayed real-time bus arrival predictions at thousands of locations along nearly every bus route. Visit the BusTracker page at PaceBus.com, select your bus route, direction of travel, and your chosen bus stop, and the web page will display the next three predicted times for a bus to arrive at that location.



## Bus Tracker Live Map

Pace's Bus Tracker also displays a "Live Map" on which you can see where buses are located in real time. To use this feature, choose Google or Bing from the "Maps" drop-down menu, and then select a Pace route. Then, you can choose to display the vehicles, the major stops, and/or the minor stops using the "on"/"off" buttons above the map. If you click on one of the pins (which

correspond to each bus stop), the system displays the next three arrival times of buses in each direction.



## Email

Within the Bus Tracker section of PaceBus.com, create an account to manage what type of information you want to receive. Once you have created an account or logged in to your existing account, you can subscribe to an email which alerts you to the arrival time of your chosen bus route at your chosen stop on that particular day. For instance, if you leave work around 5:00 p.m. every day and ride Route 711 to your home, you can subscribe to an email that is sent to you every day at 4:55 p.m., detailing the predicted arrival times of (for instance) the southbound Route 711 bus at Gary Avenue and Elk Trail. The arrival times in the email are based on what the bus is doing at that exact moment the email is sent to you. Your subscription can be configured to only send the emails on certain days of the week and only at certain times of day.



## QR Code

Many Pace shelters contain a "quick response" (QR) code posted on the wall of the shelter. If you have a web-enabled phone and you have downloaded a QR code scanning app (which are free to download), you can scan the QR code to be taken to the Bus Tracker page on PaceBus.com, which displays the real-time bus arrival data for that particular bus stop at that time. By scanning this QR code, you save the time and hassle of having to click through multiple web pages on your smartphone to select your bus route, your direction of travel, and your current location. The code posted in that shelter has all that information in it, so all you do is scan the code to see the correct information for the bus you are intending to ride.





## Pace Expands Bus-on-Shoulder Services

On October 24, 2016, the latest member of the wildly successful bus-on-shoulder category of service debuted, whisking riders from Toyota Park in Bridgeview to downtown Chicago. The new Park-n-Ride at Toyota Park was one of two new locations unveiled in 2016, as a result of overflowing parking lots. Larry's Diner Park-n-Ride in Plainfield was also created early in the year. Furthermore, two other existing Park-n-Ride lots were expanded to accommodate more cars.

In 2011, thanks to a change in Illinois state law, Pace implemented bus-on-shoulder service on the Stevenson Expressway (I-55) as a demonstration project. That upgrade was developed in partnership with IDOT, the Illinois State Police, and RTA. Since 2011, Pace has expanded service along the I-55 corridor several times.

Shoulder riding is one of the most affordable options for implementing rapid bus service on expressways and tollways because it is less expensive to modify shoulders than it is to construct new roadways. Bus service on a bus-only shoulder increases the reliability and, therefore, the attractiveness of public transportation.

Currently, five bus routes use the I-55 shoulder: 755, 850, 851, 855, and 856. In the years since Pace first received approval to use the shoulder, bus ridership on that corridor has more than quadrupled, and on-time performance—which averaged less than 70%—is now over 90%.





**“We’re making a significant investment in clean-burning compressed natural gas to improve our environmental sustainability and also achieve some anticipated major cost savings. As we achieve these fuel cost savings, we plan to reinvest the resources into enhancing and expanding service for our customers.”**

**-Richard Kwasneski**  
Pace Chairman of the Board



## Pace Helps Air Quality with New Compressed Natural Gas Buses

Local, state and federal officials joined Pace leaders at the dedication of compressed natural gas fueling station in Markham on March 29, 2016.

These new environmentally friendly buses signal that Pace is going green—and expects to save some green at the same time—as the agency begins the process of replacing its fleet of diesel buses with models powered by compressed natural gas (CNG). The buses entered service in summer 2016, making Pace the first transit agency in the Chicago area and the third in the state to adopt CNG technology for its fleet.

Pace has taken delivery of its first 20 CNG buses, with an additional 71 on order that will replace the remaining diesel buses at Pace South Division. That division is responsible for the operation of 21 bus routes covering the south suburbs and south side of Chicago. Once the entire South Division fleet is converted to CNG-powered buses, Pace estimates the agency will save up to \$1 million annually on its fuel costs versus what it spends today on diesel fuel. Those savings will also rise as other garages are converted to CNG operations in the future.

Construction of the fueling facility and garage retrofitting is a combined \$12 million project, paid for by using Pace-issued bonds to be paid off over the next ten years. The project created an estimated number of 200-300 direct and indirect jobs, according to various economic impact formulas. Additionally, CNG is

produced domestically, reducing dependence on foreign oil and supporting economic development in the U.S. energy sector.

Because CNG is a clean-burning fuel, Pace will be able to meet ever-tightening EPA emissions guidelines without the need for costly equipment designed to trap particulate matter released into the air by diesel engines. Pace officials also note other environmental and financial benefits: without the carbon deposits left in engines by diesel fuel, buses can operate on longer intervals between oil changes and will no longer need potentially expensive midlife engine overhauls.



Pace's new CNG fueling facility cost approximately \$3 million, with an additional \$9 million investment in the CNG retrofit and mid-life overhaul of the South Division garage. Although the purchase price of Pace's new CNG buses is approximately \$50,000 higher per vehicle than a comparable diesel bus, the fuel cost savings offset the higher cost. Additionally, Pace may exercise an option to open its CNG fueling facility to other CNG vehicle fleets and possibly the general public, in which case, the sale of natural gas could generate additional revenue.

## Pace Expands Call-n-Ride Offerings and Launches Online Reservations

In October 2016, the latest Pace Call-n-Ride service debuted in the Naperville/Aurora area. It serves the Fox Valley Mall and the bustling IL-59 retail corridor, as well as the Route 59 Metra Station.

This newest offering is the tenth Call-n-Ride service Pace has implemented in the past decade. Call-n-Rides are demand-response programs similar to long-standing Dial-a-Ride and ADA paratransit services, except that they are open to the general public, cost the same as a regular bus route, and can be reserved with only an hour's notice. The Call-n-Ride service is a cost-effective and flexible way to provide a transit option to people in an area that may not be well-served by traditional fixed route bus service.

Also in 2016, Pace launched an online booking feature for the Arlington Heights-Rolling Meadows Call-n-Ride. This method of reserving trips can be more efficient for

the user, who can see what pickup times are available, and the bus driver, who serves as the dispatcher as well. Once the technology is proven successful in the Arlington Heights-Rolling Meadows area, Pace will offer that option on the other Call-n-Ride services as well.

With the Pace Call-n-Ride program, your key to an affordable ride is right outside your front door.

## Pace Route Changes Enhance Connectivity and Cost Effectiveness

Pace made significant improvements to its bus route network in several areas in 2016, including Niles, Naperville, and the near west suburbs.

On May 2, 2016, Pace and the Village of Niles unveiled an improved network of bus routes for Niles and the surrounding area. The modernization of the Niles Free Bus system was developed after an extensive study and



stakeholder outreach effort conducted by Pace and the Village of Niles over the past two years. The new service takes advantage of the strengths observed in the existing system and improves areas of the system in need of updating.

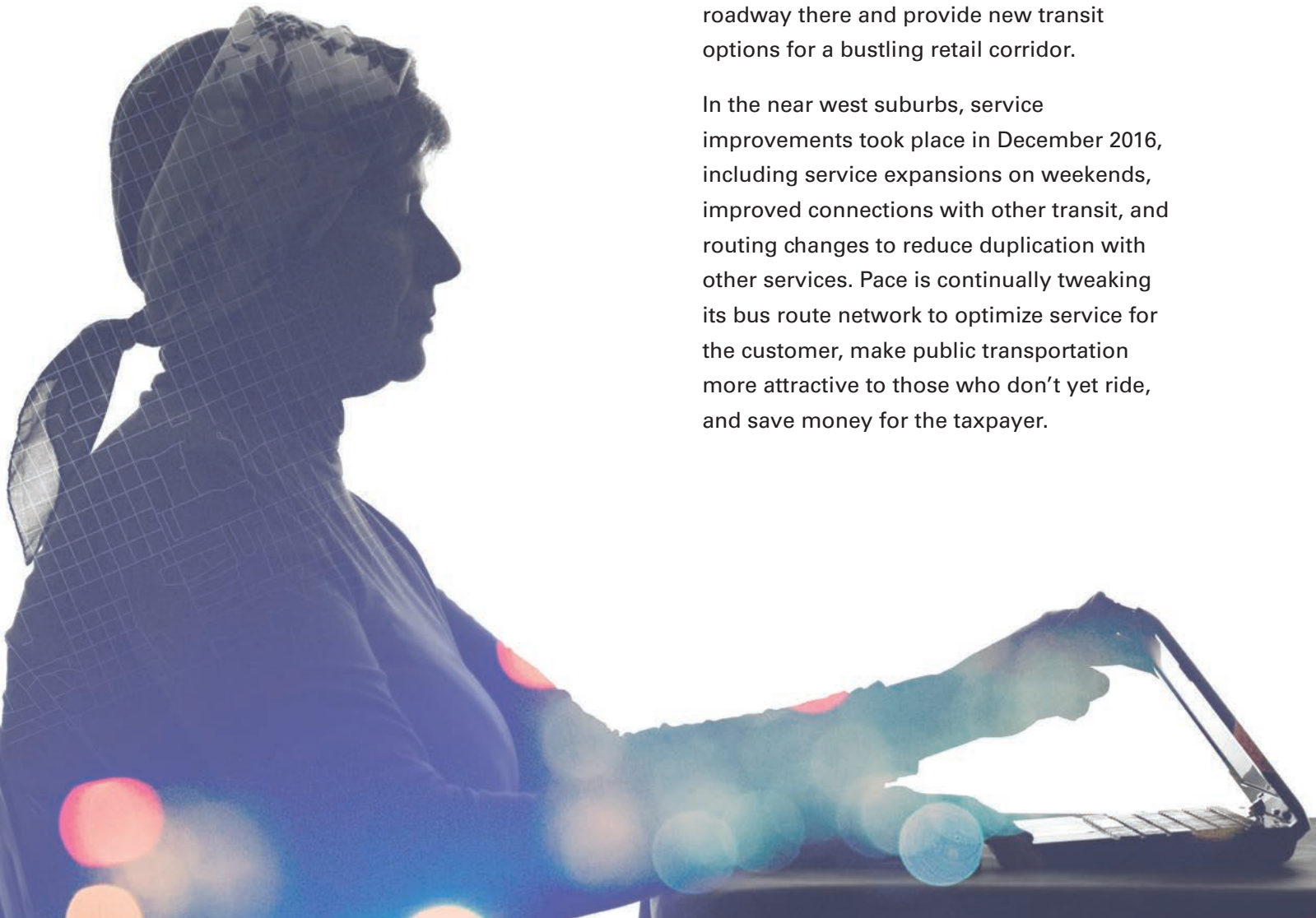
The key benefits of the modernization include more frequent, more direct service in Niles, a simpler, easier-to-understand route structure, and better timed trips for school and employment destinations. Service will operate seven days per week on all routes and operate at consistent frequencies. Also, the addition of service to new destinations is a significant benefit to existing transit users

in Niles and was designed to attract new riders who weren't able to take advantage of the prior route network.

Stakeholder involvement has been critical to the success of the modernization project. We conducted numerous outreach activities over the past two years, including stakeholder interviews, on-board surveys, rider outreach, and formal and informal public meetings at locations in the community. After the initial changes were implemented in May, further refinements took place in August and then again in November.

In Naperville, a new fixed bus route on Illinois Route 59 was launched, along with a new Call-n-Ride in October. Those services take advantage of a newly constructed roadway there and provide new transit options for a bustling retail corridor.

In the near west suburbs, service improvements took place in December 2016, including service expansions on weekends, improved connections with other transit, and routing changes to reduce duplication with other services. Pace is continually tweaking its bus route network to optimize service for the customer, make public transportation more attractive to those who don't yet ride, and save money for the taxpayer.




## Better Options for Riders with Disabilities

On November 1, 2016, Pace adjusted its Taxi Access Program (TAP) policies to encourage more riders who are eligible for ADA paratransit service to instead use the more flexible, convenient, and affordable TAP program. Each TAP trip previously cost the customer \$5, but the fare was lowered to \$3 (equal to the ADA paratransit fare). Starting February 1, 2017, the maximum value of taxi service a TAP rider can buy with each voucher increased from \$13.50 to \$20.00. The voucher costs the customer only \$3.

The Taxi Access Program (TAP) is mandated by a City of Chicago ordinance. All Chicago taxi providers are required to accept TAP cards. TAP provides ADA Paratransit-eligible riders the option of using taxis operating at reduced rates for same-day trips that begin within the City of Chicago. Pace manages TAP. Once you have your TAP card, you can purchase one-way taxi rides. You may buy up to 60 rides per week (minimum of five rides per order) and can take up to four one-way taxi rides per day!

To be eligible for TAP, you must have a disability or health condition that prevents you at times from using fixed route bus and CTA rail service, and be certified as being eligible for ADA Paratransit service by the RTA. For more information about ADA Paratransit eligibility, contact the RTA at (312) 663-4357 (HELP).

Pace also made several other improvements to ADA paratransit service in 2016 to enhance reliability and communications, including a new phone number to check the status of a trip and a new quarterly newsletter.


**Chicago Taxi Access Program (TAP)**  
 TAP Rides • Mail Order Form

For use only by ADA Paratransit eligible riders certified by the Regional Transportation Authority (RTA). You must have a TAP Card to purchase TAP Rides.

ID NUMBER:	P		
FIRST NAME:		LAST NAME:	
TELEPHONE:	( )	EMAIL (OPTIONAL):	

A receipt will be mailed to the mailing address on file with the RTA. TAP Riders should update their mailing address information by calling the RTA at 312-663-4357 (HELP).

Money orders, certified checks & credit cards are accepted for mail orders. Cash & personal checks are not accepted.

TAP rides are \$3.00 each and a minimum of five (5) rides must be purchased per order. You may purchase up to sixty (60) rides per week. Rides expire one (1) year from purchase date.


QUANTITY	COST PER RIDE	TOTAL	PAYMENT METHOD (CHECK ONE)
MIN. 5 RIDES	\$3.00	= \$	<input type="checkbox"/> Money Order <input type="checkbox"/> Certified Check <input type="checkbox"/> Credit Card

Money orders & certified checks should be mailed to: [Address]  
 Print your Paratransit ID number on money order.


CREDIT CARD:	<input type="checkbox"/> Visa
CREDIT CARD #:	
CARDHOLDER NAME:	
CARDHOLDER SIGNATURE:	

See other side

Save 40% on  
all TAP fares!



Beginning November 1, the fare you pay using the Taxi Access Program (TAP), will be reduced from \$5 to \$3.





## Pace Making Progress on Pulse Rapid Transit Service

Planning work on Pace's first two Pulse Lines continued in 2016. Pulse is a rapid transit service that will provide faster trips and better amenities for thousands of customers in Chicago and nearby suburbs. After several public meetings and input from a local advisory group, the engineering of the Pulse Milwaukee Line is complete, and Pace will go out to bid for construction of that project in 2017. Modern vehicles with USB charging ports, interior digital video screens and free customer Wi-Fi have already been delivered. Stations include real-time "countdown" arrival signs and heated shelters. Pace anticipates a late-2017 start of the Pulse Milwaukee Line in Chicago and Niles.

Furthermore, Pace has begun planning work on the Pulse Dempster Line, connecting Evanston and O'Hare Airport. Pending approval of construction funding, it is anticipated that this line will go into service in 2019.

In total, Pace has 24 planned rapid transit lines and 11 planned expressway bus routes, comprising a Project of National and Regional Significance (PNRS) that Pace submitted to USDOT in 2015. Pace is able to seek out federal grants under the PNRS program if Congress makes funding available within that category in the future.

You can keep up to date on the progress of these two Pulse Lines, and the program as a whole, by signing up to receive updates at [PaceBus.com/Pulse](http://PaceBus.com/Pulse).

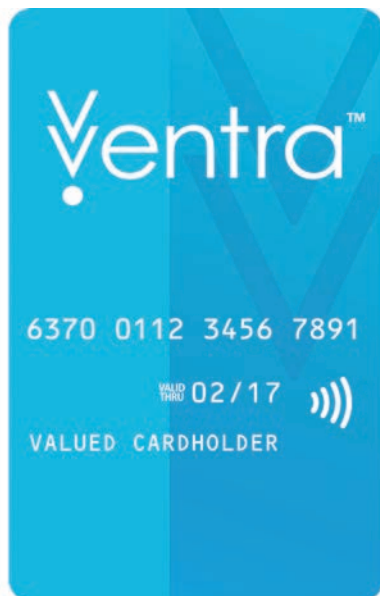






## Pace's 2017 Budget Calls for Improved Service, Stable Fares

In November 2016, the Pace Board of Directors unanimously approved a balanced budget without the need for fare increases or service reductions. The coming year builds on a successful 2016, in which Pace weathered the uncertainty of operating without a state budget for the first half of the year while successfully moving ahead with a number of projects that benefit the entire region. We remain financially stable and have managed to keep 2017 budget expenses flat in comparison to the 2016 budget, while adding new service, increasing ridership, and generating funds for the purchase of 53 new buses.



## Pace Riders Increasingly Choose Ventra as the Way to Pay for Transit

Adoption of the Ventra fare card has been steadily increasing since Pace and CTA launched that card in fall 2013. As of the end of 2016, 84% of Pace fare payments are made with Ventra Cards.

At the beginning of 2016, Pace changed its fare structure to, for the first time, charge different fares based on whether a rider pays cash or uses the Ventra fare card. Pace's desire to incentivize use of the electronic card is based on the speed of boarding, the reduced costs of handling cash, and the improved data collection about how customers pay for rides. Over the course of 2016, Pace saw a 16% decrease in cash payments, a positive trend that will save the agency money over the long term.

The Ventra app puts even more convenience in the pockets of transit riders. Ventra Cardholders can load more transit value or a pass to their Ventra accounts using their smartphone. The process is quick enough to handle while you're waiting for the bus. The Ventra app also provides real-time bus arrival data for every Pace and CTA bus stop, and it allows users to buy and display a Metra ticket. Additional features of the app are set to roll out in 2017 and beyond.



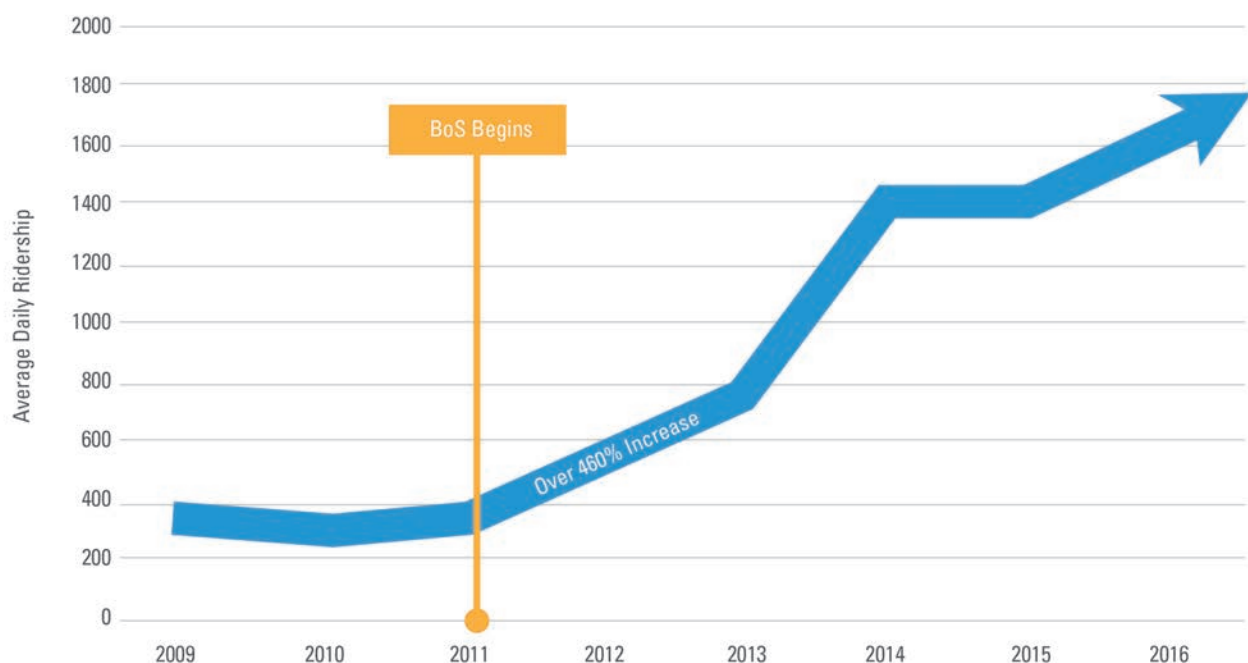
## Pace Ridership Continues to Grow

Did you know Pace handles more passengers each day than Midway Airport [source: Chicago Dept of Aviation]? In 2016, Pace carried 35.4 million passenger trips. The busiest route in the Pace system, Route 352 Halsted, carries nearly 6,000 trips per day—more than the Metra Heritage Corridor lines or the CTAYellow line. Pace carries more

riders than any transit system in the nation that does not serve a central business district.

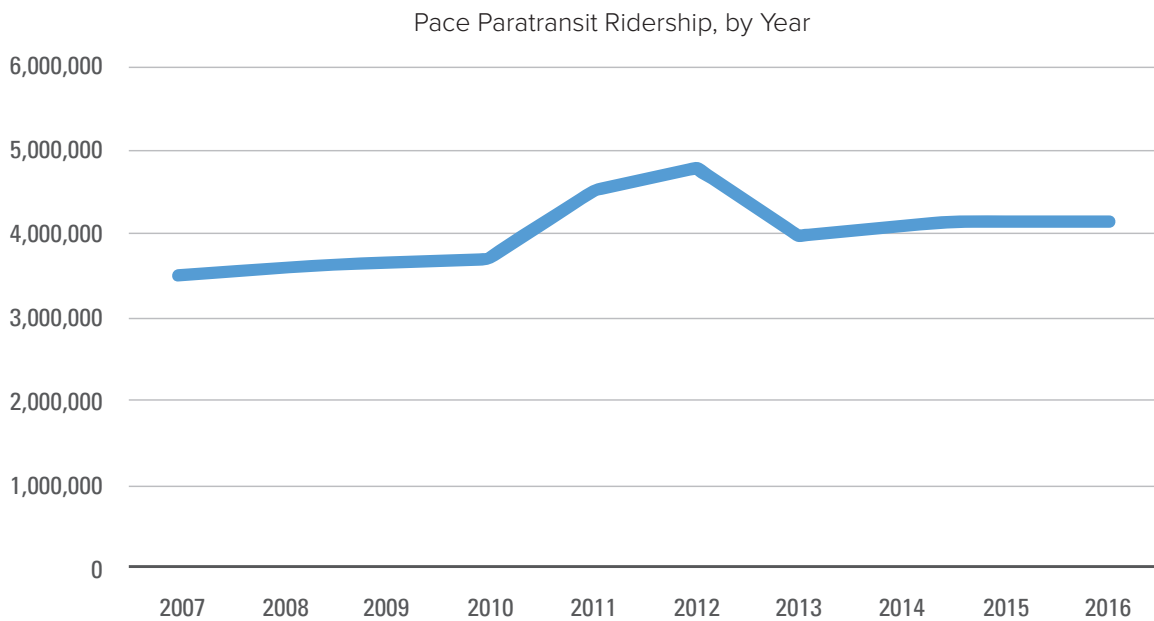
Pace's Bus-on-Shoulder routes in the I-55 corridor continue to show tremendous growth after a 2011 change in state law that permitted Pace buses to use the I-55 shoulder. The five routes that now utilize that shoulder have grown a combined 460% since the November 2011 legislation.

I-55 Corridor Ridership Before and After Bus-on-Shoulder (BoS) Service



***"To the moon, Alice!"*** In a single year, Pace riders cover a total of 258 million passenger miles of travel. An astronaut could go back and forth to the moon over 1,000 times and still not match the distance Pace carries its riders in a year. That represents a lot of people getting to work, school, medical appointments and entertainment, all of which boosts the local economy.





The improvements in paratransit service over the past 10 years, following the change in state law that consolidated the region's paratransit operations under Pace, has led to a 20% increase in ridership on ADA paratransit.

More and more people with disabilities can now take advantage of employment, education and other opportunities in their communities. We project continued growth in the cost and the number of trips provided by this federally mandated service.





From top to bottom:  
Pulse station rendering,  
Pace Events Express Bus,  
Real time bus arrival sign,  
I-90 Pace Express bus,  
CNG charging station





PaceBus.com

847-364-PACE