# **IMPROVING LIVES. DRIVING INNOVATION.** ANNUAL REPORT 2018

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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 for People with Disabilities.



## WELCOME

On behalf of the Pace Board of Directors, I am pleased to present this report, which highlights many of our accomplishments during 2018. 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 northeastern Illinoisans to make the switch to public transit.

As we close yet another productive year, Pace is undergoing a transition. November 30 saw the retirement of our Executive Director, T.J. Ross, after twenty years at the helm of Pace and a lifelong career in mass transit. T.J.'s legacy at Pace is a successful one, including a successful incorporation of the region's entire ADA paratransit operation in 2006 and three Bus-on-Shoulder express bus projects. We wish T.J. the best in his retirement and thank him for leaving Pace with a solid foundation from which to build and grow.

Our new Interim Executive Director, Rocky Donahue, is no stranger to Pace staff or our stakeholders, as he's been in leadership at Pace for thirty-six years! Rocky has been a tremendous asset to our agency, and I know both he and Pace will thrive in his new role.

While T.J. and the entire staff at Pace have accomplished much over the years, we know there is still more work to do to provide a reliable, economically efficient service that can attract suburban commuters to public transit. In partnership with our local communities in this six-county region, we look forward to achieving our goals and exceeding your expectations.



Sincerely,

MEETAwasunki **Richard Kwasneski** 

Pace Chairman of the Board







## Pace Opens the Region's First Inline Station

One of Pace's highest growth corridor is along I-90 in the northwest suburbs, where a "flex lane" allows Pace to bypass traffic during congestion, similar to the bus-onshoulder concept we pioneered on I-55. Since that flex lane opened in September 2017, ridership has grown 17%.

The major improvement in 2018 along that corridor was the opening of a new transit station and park-n-ride lot in Hoffman Estates at Barrington Road. That facility is northeastern Illinois's first "inline station" at which buses don't have to exit the tollway to pick up and drop off passengers.



Riders are flocking to this new convenient boarding location, and riders who board the routes in Elgin on the way to Schaumburg, Rosemont and Chicago see hardly a blip on their commute time since buses can pick up new riders at Barrington Road so quickly.

This project has been recognized as a huge success by both the American Council of Engineering Companies, who recognized the project with their Honor Award for Transportation in Illinois, and the Illinois chapter of the American Planning Association, who selected it for the Implementation Award.

## Pace Ridership Continues to Grow in 2018

Pace saw ridership growth this year in a number of corridors that recently underwent operational changes. With the help of newly opened or expanded park-n-ride lots in 2018 along bus routes that can bypass traffic congestion on regional expressways, Pace has proven that ridership grows significantly when bus service is reliable and competitive with the automobile. The previous page details a success story from the I-90 corridor in the northwest suburbs.

In the I-55 corridor, ridership has grown an amazing 600% since 2011, when a change in State law allowed Pace buses to use the shoulder of that highway. Pace continues to expand the frequency of bus service on the routes in that corridor and has also expanded the parking capacity to meet rapidly growing

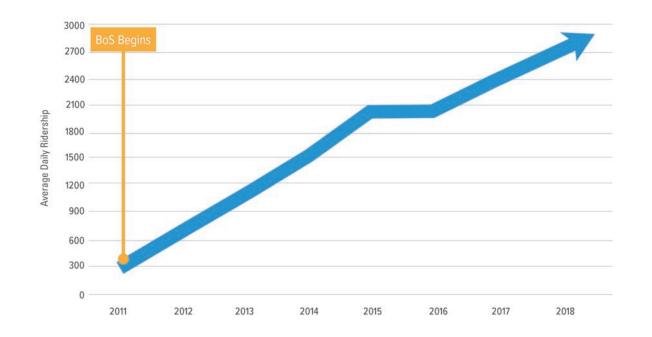
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demand for an affordable and fast ride to downtown Chicago.

Pace made two major improvements in 2018 along the I-55 corridor. Pace solved a major parking crunch in Plainfield by opening a new commuter lot (see photo at right) with a capacity for 600 cars and started a new express route to/from Lewis University in Romeoville. Even after eight straight years of solid growth, ridership along I-55 grew 16% this year over 2017.

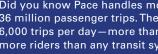
Ridership in 2018 also grew on the Edens (I-94) Expressway, Pace's newest Bus-on-Shoulder corridor. See page 20 for more details on that exciting development. Pace's overall system ridership in 2018 mirrors the 3% decline in bus ridership throughout the nation.\*

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



\*source: APTA.com



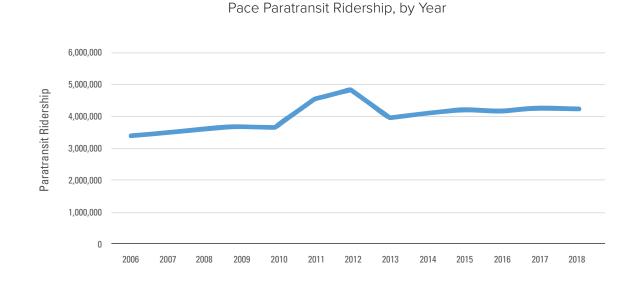




Did you know Pace handles more passengers each day than Midway Airport? In 2018, Pace carried 36 million passenger trips. The busiest route in the Pace system, Route 352 Halsted, carries nearly 6,000 trips per day-more than the Metra Heritage Corridor Line or the CTA Yellow Line. Pace carries more riders than any transit system in the nation that does not serve a central business district.

## Improved Service for Persons with Disabilities

The improvements in paratransit service over the past 12 years, following the change in State law that consolidated the region's paratransit operations under Pace, has led to a 44% 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 of and the number of trips provided by this federally mandated service.



In 2018, Pace launched a new tool to improve customer service, TripCheck. This web-based tool allows riders to view and/or cancel upcoming trip reservations with the click of a mouse. TripCheck makes it easier for riders to manage their own trips and reduces reliance on Pace's call center.



## Pace Uses Tax Revenue Efficiently

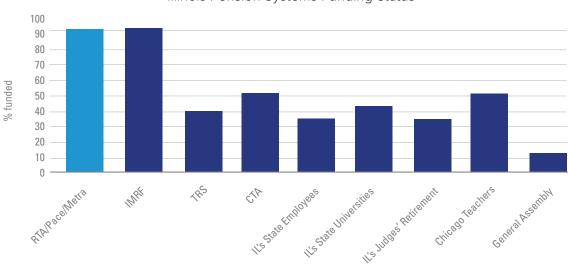
The majority of Pace's operating budget comes from the local RTA sales tax, and our capital budget comes mostly from federal formula grants.

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 lowest among the six peer agencies.

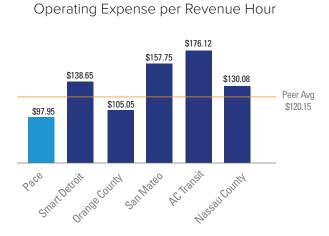
Operating Expense per Revenue Mile



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



AUTHORITY EMPLOYEES Financial Statement 2017; Auditor General's 2017 State Actuary's Report



Illinois Pension Systems Funding Status

Sources: RTA Pension Plan Actuarial Valuation Report, 2018: 2017 IMRF Comprehensive Annual Financial Report: RETIREMENT PLAN FOR CHICAGO TRANSIT

## 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. Combining operating funds (which are distributed per a formula set by state law) and capital funds (which are distributed on a discretionary basis by the RTA Board), Pace's suburban transit service gets 8.5 cents of every regional transit dollar, and ADA paratransit gets another 4.8 cents. The graphic to the right shows how little funding Pace receives compared to its sister transit agencies:

\$332,052,000

\$187,241,000

\$3,922,894,000

2018 Total Operating + Capital Funding 8.5% 4.8%

RTA Total Funding: \$3.92 Billion

Since many residents and local officials are clamoring for additional transit service in the suburbs, Pace continually looks to expand service to meet that demand. However, our capital funding shortfall prevents Pace from increasing the size of our bus fleet and facilities, which in turn limits how much transit service we can offer. Additionally, according to RTA's most recent Capital Asset Condition Assessment, Pace needs an additional \$755 million in capital funding solely to achieve a state of good repair of our existing assets.





ADA Paratransit's allocation of RTA funding: **4.8%** 



## Per Capita Operating Budgets

On a per capita basis, the funding disparity is even more striking. With a population of over 5 million suburbanites to serve, and less than \$40 per resident in annual operating funds to serve them, Pace is simply unable to offer the level of service requested by current riders and other stakeholders.

Agency	Operating Budget	Population Served	Expenditures Per Capita
Chicago Transit Authority	\$1,446,038,532	3,217,332	\$449.45
Champaign-Urbana MTD	\$32,976,762	136,828	\$241.01
MetroLink (Quad Cities)	\$18,430,971	120,378	\$153.11
CityLink (Peoria)	\$26,304,349	209,896	\$125.32
Decatur PTS	\$7,013,165	82,155	\$85.37
Rockford MTD	\$15,621,992	227,502	\$68.67
Pace	\$226,465,512	5,666,540	\$39.97

Agency	Operating	Population of Area Served	Per Capita Operating Budget
MUNI (San Francisco)	\$847,960,472	874,228	\$969.95
MBTA (Boston)	\$1,880,455,788	4,181,019	\$449.76
AC Transit (Oakland)	\$418,449,046	1,425,275	\$293.59
PAAC (Pittsburgh)	\$405,251,970	1,415,244	\$286.35
MARTA (Atlanta)	\$557,732,552	1,967,468	\$283.48
DART (Dallas)	\$672,924,170	2,407,830	\$279.47
Miami Dade Transit	\$584,520,796	2,496,435	\$234.14
Metro Transit (Minneapolis)	\$378,081,603	1,837,223	\$205.79
Cleveland RTA	\$261,153,795	1,412,140	\$184.93
Valley Metro (Phoenix)	\$194,338,703	1,984,490	\$97.93
MTA (Maryland)	\$753,897,493	7,811,145	\$96.52
Pace	\$226,465,512	5,666,540	\$39.97

Pace

ADA

RTA total

2017 Per Capita Operating Expenditures for Illinois Transit Agencies

#### 2017 Per Capita Operating Expenditures for Large U.S. Transit Agencies

## I-90 Flex Lane Ridership Grows

After the reconstruction and widening of the Jane AddamsTollway (I-90) in the northwest suburbs in late 2016, Pace launched several new express routes in the corridor. Ridership on those new routes has grown steadily over the course of 2017 and 2018 due to the Flex Lane on I-90, which can be used by Pace buses to bypass slowed traffic. Among all services in the corridor, ridership has grown 70% since November 2016.

This past year was the first in which the Flex Lane was open for a full year. That bus-only lane was modeled after the highly successful Bus-on-Shoulder service on I-55 in the southwest suburbs. In the 15 months since the Flex Lane was made available to Pace buses, ridership has grown 17%.

To support the growing demand for bus service along I-90, Pace built a new parkn-ride this year at the region's first onhighway bus station at the Barrington Road interchange in Hoffman Estates. See page 5 for more on that exciting project. It was the third new park-n-ride lot Pace built on this corridor over the past three years. By 2040, the 27-mile stretch of I-90 between Elgin and O'Hare Airport is projected to have as many jobs as the Chicago Loop. Until Pace deployed the new express routes on this corridor, many of those suburban jobs weren't readily accessible by public transit. Now, more and more commuters are taking advantage of the cost savings and convenience that comes with riding Pace's express service to jobs along the Jane AddamsTollway. The connection to the CTA Blue Line at Rosemont allows riders to reach jobs or other destinations throughout the City of Chicago as well, including O'Hare International Airport.



The I-90 facilities and service improvements this past year were planned and implemented in partnership with the Illinois Tollway, the Federal Transit Administration, Regional Transportation Authority, Chicago Metropolitan Agency for Planning, Cook County, the Village of Hoffman Estates, and the Illinois Department of Transportation.

A second Flex Lane for Chicagoland is already in the planning stages, as Pace has been working with the Illinois Tollway on a Flex Lane as part of the reconstruction of the Tri-State Tollway (I-294) between O'Hare Airport and 95th Street.

## Pace Approves Balanced Budget for 2019; Reallocates Resources

Pace's Board of Directors approved our 2019 budget during outgoing Executive Director Thomas (T.J.) Ross's 237th, and last, board meeting. The 2019 budget includes \$1.7 million in service enhancements, including the new Pulse Milwaukee Line. The budget also includes the reduction or elimination of service on 12 routes. Those 12 routes were among the lowest-performing in the Pace system, as measured by daily ridership and the ratio of farebox revenue to operational cost of the route. This reallocation of resources from lower-performing services into services that can attract many more new riders is part of Pace's implementation of a family of services which is sustainable over the long-term.

Additional belt-tightening in the 2019 budget included a corporate hiring freeze and an increase in the amount employees contribute to their health insurance plans. Pace did not raise fares for 2019.

## Pace Awarded Grant to Buy More CNG Buses

In December, the Illinois EPA announced that Pace will receive a \$2.3 million grant to buy compressed natural gas (CNG) buses. This funding opportunity is part of the State's allocation of \$108 million received from the multi-billion-dollar Volkswagen settlement. The grant represents the first round of funding under the State's Driving a Cleaner Illinois Program.

The grant program targeted "environmental justice" areas, and hence was a perfect fit for buses at Pace's South Division garage. That garage operates bus service in southern Cook County, which includes many of Illinois's most economically depressed communities and the highest percentage of transit-dependent residents of suburban Chicago.

In all, the IEPA granted approximately \$19 million in funding awards toward public transit projects benefitting the most vulnerable populations, including low-





income residents, minorities and children. The program was designed to improve air quality in the state primarily by removing old diesel engines from service. "Illinois EPA developed the first-round of funding to achieve significant nitrogen oxide (NOx) emission reductions for our most vulnerable residents," said IEPA Director Alec Messina. "Environmental justice areas throughout the Chicago area will see real air quality improvements because of these projects."

"This funding will drive clean air benefits for the working families and children in the Chicago area," said Governor Bruce Rauner. "We're excited to see these first projects implemented to provide a cleaner commute for these residents."

Pace expects to buy up to six buses with this grant funding, adding to the 102 environmentally-friendly CNG buses already operating out of Pace's South Division.

## Pace Expands Availability of Bus Tracker Signage and Real-Time Information

Have vou seen Pace's new Bus Tracker signs? Pace is in the process of installing dozens of electronic "countdown" 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 online Bus Tracker and our text messaging service, 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, 38 signs have been installed at locations with heavy 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.

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 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 Bus Tracker 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.



#### NO 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 the southbound Route 711 bus at Gary Avenue and ElkTrail. 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 realtime 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 Advocates for Capital Funding

As new Interim Executive Director Rocky Donahue takes the helm, one of his biggest priorities is advocating for capital funding the financial resources necessary for Pace to maintain a state of good repair in our bus fleet and our facilities. Late in 2018, Mr. Donahue made several media appearances to discuss the issue and has been advocating in his role on Governor-Elect J.B. Pritzker's infrastructure "transition team" and in Springfield to members of the Illinois General Assembly. Pace has continued to make the case to the Illinois Congressional delegation that the aging infrastructure in northeastern Illinois badly needs investment, should any federal infrastructure funding package come about. Likewise, it has been a decade since the last capital funding bill at the State level, and Pace has been advocating for transit funding if a State bill comes to fruition in 2019.



Did you know? The RTA's most recent capital investment analysis determined that our regional transit system (Pace, CTA, and Metra) faces a "state of good repair" backlog of \$19.4 billion. In addition to backlog projects, the region also requires normal reinvestment, which results in a total 10-year capital need of \$37.7 billion.

## PUBLIC TRANSIT LEADERS Plans for Chicago Area Transportation Amid Funding Woes

## Bus-on-Shoulder Services Begins on Edens Expressway

On April 9, 2018, Pace began operating bus service on the shoulder of the Edens Expressway (I-94), improving travel time reliability for commuters traveling between Chicago and the north shore. Thus far, two Pace express routes use that corridor, linking the CTA Yellow Line to employers in the Lake-Cook Road corridor. Ridership on both those services has grown 7% this fall. Additional express routes are planned for the future.

The project came about from yet another successful partnership with the Illinois Department of Transportation (IDOT), who received a CMAQ grant to perform the minimal roadwork and signage installation needed to get the project underway.

Since introducing the Bus-on-Shoulder concept on I-55 in late 2011, Pace has seen ontime performance for routes on the corridor improve dramatically, from 65% to over 90%. And with a bus rider paying only \$2.00 each way on Routes 620 and 626, there's no more cost-effective way to get to work on the north shore.

Pace's first concern is always safety, and the operating rules on the Edens are similar to those in use on I-55. Buses may use the outside shoulder when general traffic slows to below 35 mph. While using the shoulder, the bus does not exceed the speed of regular traffic by more than 15 mph, and the maximum speed for buses traveling on the shoulder is 35 mph. If the shoulder is unavailable due to an accident, law enforcement activity or emergency response vehicles, the Pace bus merges into the regular lanes.

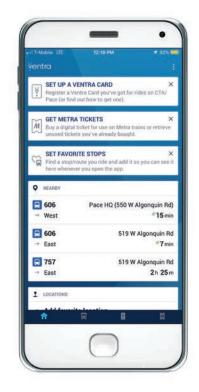
Among the many benefits of bus-onshoulder service is the relatively small cost to implement, compared to other transit services that require new infrastructure, such as a new train line. The minimal construction work needed on I-94 offers a much-improved transit service to the commuting public while minimizing the start-up cost borne by the taxpayer.



## **Changes to Ventra Fare Payment System Underway**

In 2015, CTA, Metra and Pace jointly launched the first-of-its-kind Ventra app, transforming the way Chicagoans pay for transit. Since then, the Ventra app has more than 3 million downloads and accounts for a substantial portion of transit fare purchases. As technology and Chicagoland transit riders' needs have evolved, CTA, Metra and Pace jointly announced this year that they will be launching the new Ventra app in early 2019. The new app was inspired by best practices in the marketplace, featuring an improved user experience and new functionality, including:

- Improved user interface and experience: simplified navigation, inclusive dashboard highlighting important information, and Touch ID and Face ID integration, and center, touch ID and face ID integration,
- Enhanced transit account management: Easily filter your Ventra Cards, remove old cards, use Apple Pay and Google Pay as payment sources, report your card lost or stolen,
- Enhanced Metra mobile tickets: Easily launch active tickets from the dashboard, favorite tickets for easy repurchase, improved ticket verification, exclusive in-app ticket offers (Metra Round Trip Plus) and
- Integrated Trip Planner feature: Trip planning across CTA, Pace, Metra and Divvy allows riders to store frequently used locations such as home and work, add favorite stops, access comprehensive transit system maps, train and bus tracking.



This past year also saw the full rollout of the new look Ventra Card, which is sold at Ventra vending machines, more than 1,000 local retailers, and online. The new Ventra Cards are good for transit only and no longer include prepaid debit card functionality. Since Ventra launched in 2013, Pace and our partners have had the opportunity to analyze customer preferences and habits and have determined there wasn't significant demand for this underutilized debit card feature.

Finally, Pace continues to work toward integration of ADA paratransit service into the Ventra system, giving paratransit riders—all of whom already have a Ventra Card—a new option for cashless fare payment. The launch date for that new feature is not yet known.

## Pace Unveils New Chicago ADA Paratransit Headquarters

On December 3, 2018, in conjunction with the United Nations International Day of Persons with Disabilities, Pace unveiled its upgraded Chicago ADA paratransit administrative office. State Senator and Transportation Committee Chairman Martin Sandoval and State Representative Marcus Evans joined Pace Chairman Rick Kwasneski, RTA Chairman Kirk Dillard, and other guests to offer a few words and cut a ceremonial ribbon before touring the new space. The office's layout enhances efficiency, encourages collaboration, and reinforces the organization's focus on accessibility. The light-filled 15,500-square-foot space includes 38 cubicles and private offices, three conference rooms, a 50-person training room, and a command center for emergency management.

"These offices are a testament to our commitment to growth and ongoing improvement as we take advantage of what real-time information and modern workspace design have to offer," said Pace Chairman Richard Kwasneski. "We are grateful to our partners at the RTA and Metra for their collaboration on this project." The RTA secured hundreds of thousands of federal dollars for the space's modern command center technology and Metra took on the project management for this renovation in their building at 547 W. Jackson Boulevard.

Real-time information screens throughout the office help Pace staff better monitor service and share information with team members. "Many people spend more time at their offices than they do at home. I know I do," offered Senator Sandoval. "Our paratransit employees deserve the best facilities and the best tools so they can do their best to serve Chicagoans with disabilities."

Quality public transportation is critical to the independence of people with disabilities and their ability to contribute economically, socially, and politically. Pace's new headquarters empowers employees to serve those who need special services. "Someone once said that government reflects our community values," said Representative Evans. "This space reflects that we care about the people that come through the door and the people that we serve."

RTA Chairman Kirk Dillard said, "I want to thank Pace and Metra. This is cooperation at its finest. Among different agencies of government, this is the way it's supposed to work."



## **Pace Receives Several Awards for Innovative Projects**

While Pace has prided itself on being an innovative agency throughout our history, it's especially gratifying for external stakeholders to recognize us for those accomplishments. In 2018, Pace received two awards for unrelated projects, highlighting the range of projects the agency has underway as well as the positive reviews those efforts have generated in the region.

First, related to our outreach program to people with disabilities, Search, Inc. and JJ's List announced in 2018 that they are presenting Pace with their 2019 Trailblazer Award, to be formally presented at their annual event in May. JJ's List and its parent organization, Search, Inc., have partnered with Pace over the last six years to provide hands-on training to increase the independence of people with disabilities in the community. Through 167 Hop on the Bus to Independence workshops held at area schools, an amazing 5,312 students and their supporters have learned new skills to facilitate the utilization of fixed-route public transportation in the community. Building on this success, Pace plans to enhance this program in 2019 in partnership with CTA by increasing the number of workshops at schools within the City of Chicago.

The other major award bestowed upon Pace in 2018 was from the American Planning Association, who selected Pace and the Illinois Tollway's implementation of the SmartRoad and Pace I-90 Market Expansion Program Collaboration for an award. Pace and our Tollway partners were honored, along with the other 2018 award winners, at a ceremony on September 26 in Springfield.

As detailed on pages 13-14, Pace's partnership with the Illinois Tollway has led to a tremendous increase in public transit ridership along the I-90 corridor in the northwest suburbs. The innovative Flex Lane concept has given commuters a viable transit option, and more and more of them have chosen riding the bus over driving in 2018. We look forward to continued success with this project.

Also this year, Pace won a First Place Award in the American Public Transportation Association's 2018 AdWheel Awards competition. Pace was recognized for its television commercial, which featured a bus driver bypassing fellow runners on a track to symbolize buses bypassing traffic in the new I-90 Flex Lane. The spot won in the category of Campaigns which Increase Ridership.



## More Progress on Pulse Rapid Transit Service

In 2018, Pace kicked off major construction on our first Pulse project - the Milwaukee Line – by performing roadwork, utility work, installation of in-pavement heating elements and pouring of new concrete pads at several Pulse station sites before the winter weather settled in. Off-site construction activity continues in early 2019 with fabrication of the shelters, custom markers and real-time bus arrival signs. Station construction and deployment of transit signal priority will restart in Spring 2019 and will take place in stages to reduce impacts on current Pace riders and roadway traffic.

Pulse Milwaukee Line project milestones:

- Construction prep work began, Fall 2017
- Concrete pads poured at 11 stations, Summer/Fall 2018
- Installation of shelters and vertical markers, Spring 2019
- Pulse Milwaukee Line in service, late
  Summer 2019

Work on additional future Pulse Lines continued in 2018. The Pulse Dempster Line will be Pace's second Pulse line. Its federally-required environmental review process was completed in 2018 and Pace is now hiring a vendor to perform final



engineering design for the stations with work beginning in summer 2019. The construction grant is funded through the Federal Congestion Mitigation Air Quality (CMAQ) 2018-2022 program.

Pace and CTA are collaborating on the South Halsted Corridor Enhancement Study, evaluating transit service between the CTA Red Line 79th Street Station in Chicago and the Pace Harvey Transportation Center. This planning work includes studying the feasibility of a dedicated running way on segments of the corridor and Pulse station placement. In 2019, Pace and CTA will begin the environmental review phase of this project, thanks to a grant from Cook County's Invest in Cook program.

Work on the 95th Street Line also kicked off in 2018, with the Pulse 95th Street Line Project Definition Study starting in November. Pace also teamed up with the RTA to produce the Central Harlem Avenue Corridor Plan, which was completed in November 2018. The recommendations from this plan will inform future Project Definition work for Pulse Harlem service.

### Pace and CTA Collaborate on Improvements to Evanston-Area Bus Network

In August, Pace and CTA jointly implemented changes to bus service in the North Shore area, including the far north side of Chicago. The improvements were the result of a years-long study and to respond to current travel patterns, reduce redundant bus service, expand the amount of service overall, and optimize individual Pace and CTA bus route alignments, spans of service, and frequencies.

The study and ensuing implementation of the bus service changes highlight an ongoing effort by Pace and CTA to coordinate and collaborate for the benefit of transit riders and taxpayers. Similar collaboration is underway with the Ventra fare system, the South Halsted study, and installation of Pace bus tracker signs at CTA rail stations.

The new and improved bus service in the North Shore also shows the value of public input. After Pace and CTA unveiled proposed bus service changes at public hearings in the spring, Evanston Township High School and community leaders suggested changes to the proposed plan which would benefit students who use public transit to and from school. Those changes were incorporated into the final plan, which was implemented right before school began in the fall.

The changes, which took effect in 2018, are only the first of several phases of improvements planned for this area. Pace and CTA have further plans to modernize the bus route network here, and some of those updates are dependent on additional resources. However, in general, the plans seek to focus on traveler demand, create a stronger "grid network" with connections between bus routes, grow ridership, decrease travel times, shift resources toward the greatest number of passengers, and serve new connections and new markets.



## Pace Continues Posted-Stops-Only Conversions

Furthermore, riders will receive an on-board As of the end of 2018, Pace is now about handout, well in advance of the conversion halfway complete with our project to convert date, to inform them of the date of the every route in our network to a postedchange and the location of every bus stop stops-only operation. This conversion along the route. This handout will also process involves selecting stops (maximizing be available online. That way, riders and safety, ease of access, and bus operational stakeholders will know where they can get efficiency), installing signs with the current on or off a Pace bus. Pace logo, and informing stakeholders about where boarding and alighting can take place.

Pace has also been apprising mayors, county board members, state legislators, and On some Pace routes, passengers can board business owners of progress on this project. or alight the bus at any intersection along the Any changes that affect their jurisdictions are route where the driver deems it is safe to do communicated to them well in advance of so. Passengers are encouraged to wait for the the date of change. bus at bus stop signs, but on those routes, it is not mandatory that they do so. However, Pace also recognizes that passengers Pace is undertaking a project to change that want bus stop shelters to be installed at as policy, so we are now working to convert all many locations as possible. Given budget bus routes to posted-stops-only operation, constraints, installing a shelter at every single under which passengers can board or alight bus stop is not feasible, but we do want to the bus only at posted Pace bus stop signs. improve passenger amenities at high-activity Pace believes this posted-stops-only operation locations. As part of the conversion project, to be easier for drivers and passengers to however, Pace is making every effort to understand, is more reliable, and enables choose bus stop locations that offer ADAshorter travel times for customers. accessible boarding, and if a location needs infrastructure work to improve the Riders of every Pace route will eventually pedestrian and/or rider experience, Pace pursues those improvements.

be notified that the route they ride is being converted to a posted-stops-only operation.



