

CHICAGO ADA NEWS

with Pace Suburban Bus



Increased Ridership Expected with the Chicago & Illinois Reopening

With the City of Chicago and State of Illinois reopening on Friday, June 11, ridership has been increasing. Like many industries and public transit agencies nationwide, Pace's contractors are experiencing difficulty keeping up with growing ridership with a limited workforce. We ask for your patience as we serve all of our clients in the most efficient manner possible.

Please note Pace no longer has capacity limits on our vehicles. The mask mandate on public transit remains in effect. Regardless of your vaccination status, please continue to wear a mask when riding. Federal regulations require us to refuse boarding to unmasked riders, with some limited exceptions.

Since the start of the pandemic, Pace has worked diligently to keep all our riders safe, and that commitment hasn't changed. For more information about Pace's COVID-19 response, please visit [PaceBus.com/Health](https://www.pacebus.com/Health).



TripCheck

Pace continues to offer ways to help our riders get from place to place and stay in the know.

What is TripCheck?

TripCheck from Pace Paratransit helps passengers keep track of their Paratransit rides. TripCheck allows you to see the status of your ride at [PaceBus.com/TripCheck](https://www.PaceBus.com/TripCheck). It can also remind you about upcoming trips and allows you to view and cancel scheduled rides without having to call a carrier.

Chicago and Suburban ADA Paratransit riders, as well as users of Pace-operated Dial-a-Ride services, can use TripCheck.

While the telephone and online versions of TripCheck have been in place since 2018, recently Pace introduced new tools to help you keep track of your Pace Paratransit trips in Chicago and the suburbs. Using these tools is not required, but they are a benefit for you.

New TripCheck Tools

In addition to the online version at [PaceBus.com/TripCheck](https://www.PaceBus.com/TripCheck) and [phone alerts](#), riders can now get those same reminders via [text message](#) or [email](#). We've also introduced ways for you to request information about upcoming rides using email, text messaging and the telephone service.

Ready to get started?

To get started using the website, phone, email or text messages, visit [PaceBus.com/TripCheck](https://www.PaceBus.com/TripCheck) and login to Pace's TripCheck web portal. If you are not already enrolled in TripCheck, or you do not know your TripCheck ID, click "Retrieve TripCheck ID" to begin.



STAY INFORMED

Passengers are encouraged to sign up for text or email alerts at [PaceBus.com](https://www.PaceBus.com). Also, follow us on social media for up-to-date information.

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

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

I hope everyone enjoyed the spring and managed to stay safe. With the reopening of the City of Chicago and State of Illinois, passengers are still required to wear face coverings while on-board public transit which is a federal mandate. Even though COVID-19 numbers are going down, the virus is still out there. It is necessary to continue to take proper precautions by maintaining some distance whenever possible. Also please be patient, polite and cooperative with operators and fellow passengers as we travel together.

Your opinion matters!



Kerry Moore

**Chairman, Chicago
ADA Advisory Committee**

Before and during the pandemic Pace has been busy working on a number of priority capital projects.

Schaumburg ADA Transfer Facility:

Pace has identified a location adjacent to the Northwest Transportation Center in Schaumburg for a Paratransit transfer facility. Amenities for riders will include an indoor waiting area and security cameras for improved customer safety.

Calumet City ADA Transfer Facility:

The City of Calumet City is partnering with Pace to build a Paratransit transfer facility near a City development. Amenities for riders will include an indoor waiting area and security cameras for improved customer safety.



Plainfield bus garage

A new bus garage is under construction in Plainfield to support Pace's hugely successful I-55 express service. It is anticipated to be completed in 2022. This facility will have the capacity for 130 buses with administrative offices. It is next door to the recently opened Park-n-Ride.

Harvey Transportation Center

Pace's busiest transit hub will be significantly upgraded while also becoming integrated with the nearby Metra station, making it a unified, multimodal facility.



Joliet Multi-Modal Facility

Pace partnered with the City of Joliet on building a new bus terminal adjacent to Joliet's Metra and Amtrak hub. This project is expected to be completed in the Spring of 2022. The facility will have 13 bus bays with real-time bus departure information.



PULSE

Pulse Dempster Line Construction to begin this Summer 2021

Pace’s second Pulse line will operate on Dempster Street between Evanston and O’Hare International Airport. Connections to other Pace and CTA bus routes, the CTA Yellow and Purple lines, as well as to Metra’s Union Pacific North, Northwest, and North Central Service rail lines will provide passengers with a variety of local and regional travel options. Construction will begin this Summer; it is anticipated to be completed in the Summer of 2022.

Pulse 95th Street Line

Other Pulse Line in the works is the Pulse 95th Street Line. It is anticipated to run east-west between the CTA Red Line 95th/Dan Ryan Station in Chicago and Moraine Valley Community College in Palos Hills. With major destinations and connections to other Pace and CTA bus routes as well as Metra’s Rock Island Line and Southwest Service, 95th Street Line passengers will have a variety of local and regional connection options.

Pulse Halsted Line

Pace and CTA are collaborating to improve public transportation along South Halsted Street. This Pulse Line will operate on South Halsted Street, from the Pace Harvey Transportation Center to 79th Street, and includes segments of 79th and 95th Streets that provide connections to the CTA Red Line 79th and 95th/Dan Ryan stations.



Driving Innovation

The Pace Strategic Vision Plan

Driving Innovation is Pace’s current strategic vision plan. As the successor plan to the agency’s Vision 2020 plan, Driving Innovation will serve as Pace’s primary guiding document that establishes major planning and policy initiatives and priorities for the coming years.

Driving Innovation has been published for public and community comment, from June 22 through August 20, 2021. Comments or questions may be directed to Driving.Innovation@PaceBus.com.

After incorporation of public input, Pace anticipates to formally adopt the plan in the Fall of 2021.

Paratransit customers might be particularly interested in **Section P-1 (Mobility Agency Transition)**: As the region and transportation landscape have changed, Pace has growing competition. The agency will build on its history of operating different service models by innovating both fixed route and demand response services, in conjunction with other regional mobility providers. Pace will investigate the impacts of formally recognizing its role as a regional mobility provider that oversees various transportation modes, which the agency has commonly referred to as the “Pace family of services.” As part of this initiative, Pace will investigate formalizing its engagement process with other private and micro-mobility providers in the region.

Section S-3 (ADA Paratransit Upgrades): Pace is designating \$15.8 million of Rebuild Illinois funding toward the Regional ADA program in the 2021-2025 Regional ADA Paratransit Five-Year Capital Program. Based on input from the riding public, Pace’s two ADA Advisory Committees, and disability advocacy groups, Pace is developing several upgrades to improve the customer experience.

To read the Driving Innovation Plan, visit: <https://www.pacebus.com/driving-innovation>

Provide feedback on this plan by email to: Driving.Innovation@PaceBus.com

We are interested in your feedback on this plan!

For RESERVATIONS in the City of CHICAGO

866-926-9631

- #1 - To cancel a trip
- #2 - To check your trip
- #3 - To make a reservation

REMEMBER:

Your pickup is considered on-time if it occurs within 30 minutes of the scheduled time.

**It is not too
late to 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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**Why ride ADA paratransit when
you have a FREE option?**

TAP (Taxi Access Program)

For FREE during the COVID-19 pandemic, you can get a cab ride worth up to \$30 for any trips that begin in the City of Chicago. Up to 8 trips per day! As always, if the metered fare is more than \$30, you'll need to pay the difference.

So many reasons to give it a try!

- TAP costs less than paratransit.
- TAP lets you schedule a trip or hail a cab the same day you need it—which may be helpful when leaving a doctor's appointment or dealing with other unpredictable plans.
- TAP rides go straight to your destination, saving you time.
- TAP rides are in a taxi cab without other riders, saving you time and allowing a socially distant travel option.

Visit PaceBus.com/TAP or call 833-PACE-TAP to sign up and get your TAP card, which is used to pay for rides. To reserve a wheelchair-accessible taxi in Chicago, call 1-888-WAV-CABS.

