

WINTER 2021-22

CHICAGO ADA NEWS

with Pace Suburban Bus



HAPPY HOLIDAYS!



Tools to make your Pace Paratransit ride even smoother

Did you know Pace offers a variety of easy-to-use tools like Ventra and TripCheck that can help make your ADA Paratransit experience even better? Learn more about how to use these tools on your next Paratransit trip.

Ventra on ADA Paratransit

Paying with Ventra is quick and easy, and ensures you'll never have to worry about having exact fare to board. By adding funds to your Ventra account, you can pay in advance by selecting Ventra as your payment method during the booking process. Here's what you need to do to get started:

1. Call Ventra at [\(877\) 669-8368](tel:877-669-8368) to set up your Ventra account. After the introductory message, you'll press Option 3, then Option 3 again. Have your Paratransit ID ready.
2. Access your account through the Ventra app or by visiting VentraChicago.com. You'll use the username Ventra provides you to log in and create your password.

Ready to get started?

Scan the QR code to visit PaceBus.com/ADA and learn more about these tools.



3. Add funds to your account by visiting a Ventra retail location such as grocery stores and currency exchanges, using the Ventra app, going online to VentraChicago.com, or by calling [\(877\) 669-8368](tel:877-669-8368). Don't forget to have your ADA Paratransit ID card with you.
4. When you make your next ADA Paratransit ride reservation, tell the operator you'd like to pay with your Ventra account. Have your ADA Paratransit ID ready.

After making your reservation, all you need to do is show up for your trip with your ADA Paratransit ID. Your driver will know you've already paid, so there's no additional payment necessary.

TripCheck

You can use TripCheck to look up your ride status, set up text or email reminders for upcoming trips, and easily view or cancel scheduled rides without waiting for a live agent. Here's how to use it:

- ♦ Visit PaceBus.com/TripCheck, then log in using your TripCheck ID. If you haven't enrolled in TripCheck, or you don't know your TripCheck ID, click "Retrieve TripCheck ID" to begin.
- ♦ Once you're logged in using your TripCheck ID, you can easily view upcoming trips and subscriptions, see past rides, get information on fares and schedules, and cancel upcoming trips if necessary.

You can also use **TripCheck** to request information from Pace or cancel a trip at any time, which can be requested via phone [1-833-873-7223](tel:1-833-873-7223), text message, or email.



Message from the Chicago ADA Advisory Committee Chairman:

I wish everyone a Happy Holiday Season and hope everyone still takes the proper safety precautions during this pandemic. I'd like to wish Pace Executive Director Rocky Donahue a happy retirement and wish him the best. I'm happy Pace passed the 2022 budget with no fare increases and thankful for ongoing capital projects including those on the ADA side. Hopefully the ADA Advisory Committees will meet very soon and continue representing the riding public.

Your opinion matters!

Kerry Moore
Chairman, Chicago
ADA Advisory Committee



Why ride ADA Paratransit when you have a FREE option? Enroll in 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 ADA 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](https://www.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.

RTA wants your feedback!

Public transit is essential to our region's economic, environmental, and social health. It is a core part of any regional equity, mobility, or accessibility solution. The pandemic highlighted both the importance of transit and long-standing challenges that must be addressed. The Regional Transportation Authority (RTA) is developing the next Regional Transit Strategic Plan for northeastern Illinois and they need your help. Please take and share the following survey on the challenges and opportunities facing public transit: <https://bit.ly/rta-strategic-plan-survey>

CHANGE IN LEADERSHIP

Please welcome Melinda Metzger as the Interim Executive Director. Pace would like to wish Rocky Donahue a wonderful retirement.



How to Ride Safely During the Winter Months

Winter weather has arrived! We know that taking public transportation—both fixed route and ADA Paratransit—can be difficult during the winter months, but they are great options when you need to get from point A to point B. Pace bus service is safe, reliable, heated and allows you to ride stress-free. We do the driving for you, so you can sit back and relax. However, we want you to be safe both inside the bus and as you travel to and from the bus. Here are some helpful tips we recommend for you whether you ride fixed route or ADA Paratransit.

Avoid Unnecessary Travel

During cold or inclement weather, avoid outdoor travel unless you must make an essential trip. Use TripCheck to cancel your reservation as soon as possible if you decide not to travel.

Plan Extra Time for Your Commute

It is always a good idea to plan extra time when you are having to commute, especially during periods of heavy snow and ice. Expect delays as buses may fall behind schedule due to the weather and its effects on traffic.

Plan Ahead

Call any location you were planning to visit to make sure they are open, so you don't make unnecessary trips.

Remember to Dress Warm

What you wear can make a difference on how the cold weather affects you. We recommend you dress in layers. Watch the local news to stay up to date with the weather forecast. They provide you with tips on how to prepare for the upcoming weather.

Be Cautious When Waiting for the Bus

When you know your ADA Paratransit vehicle will be there soon, stand at a safe place on the

sidewalk where you are safe from traffic and where the bus driver can see you. Avoid standing too close to the curb as it is always dangerous, but even more so during inclement weather. DO NOT stand in the street and avoid stepping on ice.

When the Bus Arrives

Wait until the bus has come to a complete stop before boarding. Melting snow and ice can make the floors in the bus slippery. Please hold on to handrails when boarding the bus until you get to your seat.

Stay Informed

Sign up for TripCheck alerts about your Paratransit trips. All passengers are encouraged to sign up for text or email alerts at [PaceBus.com](https://www.pacebus.com) to stay informed of service changes or important news. Also, follow us on social media for up-to-date information.

COVID-19 Safety Protocols

- Pace recommends you get vaccinated.
- Wear a mask at all times when onboard and at Pace facilities.
- Be prepared to ride with another passenger.
- If you feel sick, stay home.



"We need to provide our residents service. Getting from here to Chicago or wherever they need to be is critically important."

—Pace Chairman Rick Kwasneski

(L-R) Will County Center for Economic Development Vice President of Economic Development Doug Pryor, Will County Governmental League Executive Director Hugh O'Hara, Romeoville Mayor John Noak, RTA Board Member JD Ross, Pace Director Roger Claar, Will County Executive Jennifer Bertino-Tarrant, Pace Chairman Rick Kwasneski, Pace General Manager and Chief Operating Officer Melinda Metzger, Pace Executive Director Rocky Donahue, RTA Chairman Kirk Dillard, and Will County Board Member Raquel Mitchell.

Bus-on-Shoulder 10th Anniversary Celebration

Officials gathered at the Pace Plainfield Park-n-Ride to commemorate this historic legislation and the unprecedented success of the service.

Pace Chairman Rick Kwasneski and Director Roger Claar were joined by officials from the Regional Transportation Authority (RTA), Will County, Romeoville, the Will County Governmental League, and Will County Center for Economic Development earlier this week to mark the 10th anniversary of Pace's Bus-on-Shoulder service and the legislation that made it possible. This groundbreaking program was first in the state and one of the first in the country. Since Pace's first trip on the shoulder in November of 2011, public transportation ridership has grown faster on this corridor than anywhere in the region. "This has been our fastest growing service over the last 10 years," said Pace Chairman Rick Kwasneski. Ridership increased 600% in the first 7 years after Bus-on-Shoulder debuted.

Pace Director and former Bolingbrook Mayor Roger Claar served as master of ceremonies for the event. He noted that when Pace started this program, success came quickly, and service was expanded multiple times. This historic legislation, passed in

2011, made Pace the only carrier in the state who can utilize the shoulder to provide faster, more reliable service to those we serve.

Thanks to the success of Bus-on-Shoulder service on I-55, Pace launched similar programs on the Edens (I-94) and the Jane Addams Memorial Tollway (I-90), and they are working with the Illinois Tollway to implement shoulder service on the Tri-State (I-294). "We won the national American Public Transportation Association's (APTA) Innovation Award, which is the highest award a transportation system can get, for our I-90 service," said Donahue. "We won the prestigious Lincoln Award, which is the highest honor you get for engineering in the State of Illinois, for this concept."

To accommodate the vehicles needed to meet this demand, Pace is building a new garage in Plainfield that is expected to open in the spring of 2022.

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