

JUNE 2022

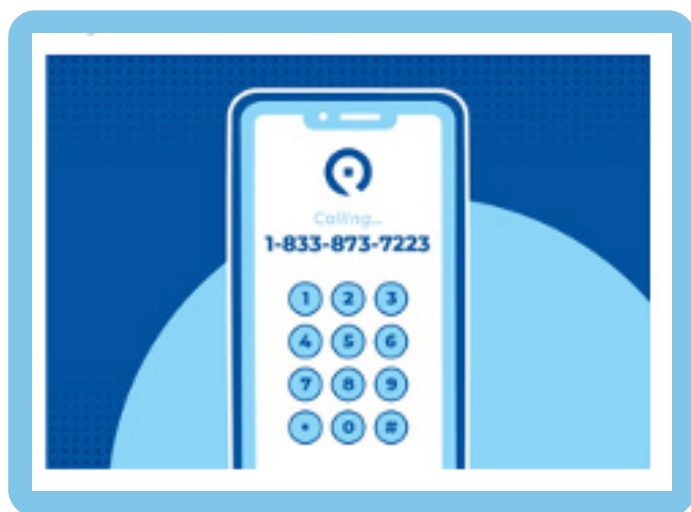
CHICAGO ADA NEWS

with Pace Suburban Bus



Pace's TripCheck tool can make your Paratransit experience even better

Many members of our community use Pace ADA Paratransit to get where they need to go, but they might be unfamiliar with Pace's TripCheck tools. Riders can use these helpful tools to look up ride status, set up text or email reminders for upcoming trips, and easily view or cancel scheduled rides.



Access TripCheck by phone:

You can easily access TripCheck online or by phone. Both methods allow you to avoid waiting on hold to speak to a live agent. Here's how to get started:

1. Dial **1-833-USE-PACE** (1-833-873-7223).
2. You will be prompted by a recording to enter your TripCheck ID and then your password. (If you haven't enrolled in TripCheck, or you don't know your TripCheck ID, visit PaceBus.com/TripCheck to sign up.)

3. You'll then be given options to hear upcoming trip details, cancel a trip, set up trip reminders, or change your password.

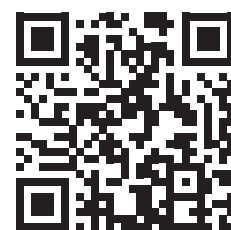
Access TripCheck Online

1. Visit PaceBus.com/TripCheck and then click on the TripCheck web portal.
2. Log in using your TripCheck ID. (If you haven't enrolled in TripCheck, click "Enrollment". If you've enrolled but don't know your TripCheck ID, click "Retrieve TripCheck ID".)
3. 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 set-up TripCheck through text or email by sending your TripCheck ID and password to TripCheck@PaceBus.com or by texting 41411.

Ready to get started?

Visit PaceBus.com/TripCheck or scan the QR code with your phone to learn more about using TripCheck on your next Pace ADA Paratransit ride.





*Message from the Chicago ADA
Advisory Committee Chairman:*

I hope everyone has a wonderful Spring. As restrictions are lifted, we need to keep everyone safe. Please do your part by continuing to wear your mask while riding on Pace ADA Paratransit and TAP (Taxi Access Program). As a reminder, Pace waived the \$3 fare on TAP, up to eight rides a day.

I would like to also congratulate Melinda on being the first female Executive Director of Pace.

Your opinion matters!

Kerry Moore

Chairman, Chicago
ADA Advisory Committee

Curious about less expensive and more convenient transportation options? Visit: www.pacebus.com/riders-disabilities to check out a NEW video about fixed route and TAP - Taxi Access Program options.



**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 eight trips per day! As always, if the metered fare is more than \$30, you'll need to pay the difference.

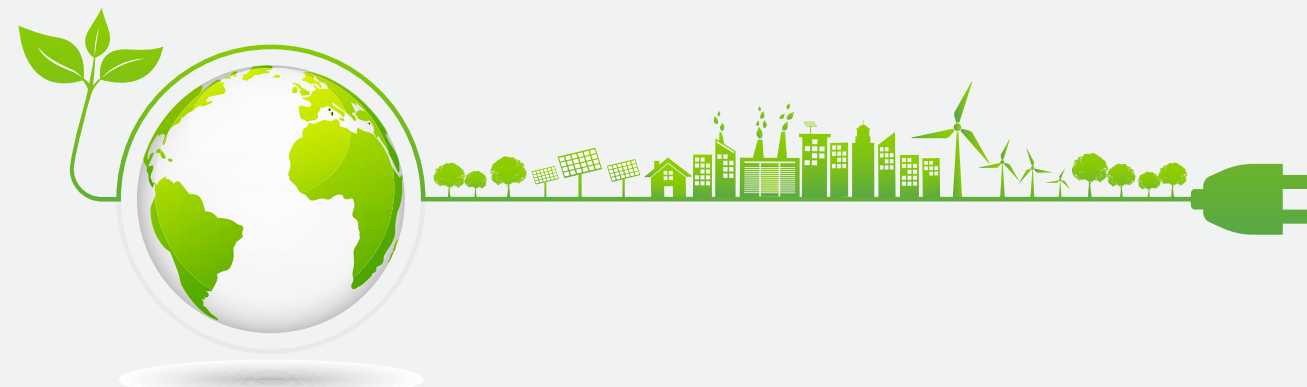
So many reasons to give it a try!

- 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 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.

DON'T FORGET!
**Pace's Fixed Route
Service is a convenient
and SAFE way to travel:**

- ✓ Less expensive
- ✓ No advance booking
- ✓ Equipped with ramps
- ✓ Accessible seating
- ✓ Audio bus announcements
- ✓ Buses are cleaned and disinfected daily to keep everyone safe.



Pace Begins Journey to Zero Emissions

Public transportation is actively engaged in emissions reductions and environmental stewardship. According to APTA, the “leverage effect” of public transportation reduces the nation's carbon emissions by 37 million metric tons annually—equivalent to the electricity used by 4.9 million households.

Every time a Pace bus picks someone up, we are taking a car off the road. Every time we take a car off the road, we reduce pollution. The average bus trip produces 33% fewer emissions per passenger mile than a comparable car trip; at rush hour, the savings increase to 82% with a full bus.

In 2021, a major achievement for our agency and our region was the publication of our new strategic vision plan, *Driving Innovation*, which included a commitment to a zero-emission bus fleet by 2040. As our state and nation prioritize climate stewardship, we look forward to working with government officials to secure the infrastructure funding to make this plan a reality.

Pace has already ordered 20 electric buses, and our 2022 capital budget calls for \$10M this year and \$50M over 5 years for the purchase of electric buses. That includes the conversion of Pace North Division to an electric charging station. Pace has also applied for federal grants that could provide additional funding for electric buses.

Pace also requested federal funding to buy our first electric paratransit buses. We will find out later in 2022 if those funding requests were successful.

These efforts will ensure Pace's transition to zero-emissions is done thoughtfully, without service disruptions, all while remaining a good steward of the taxpayer dollar. Learn more about Pace's future plans in the agency's new strategic vision plan, *Driving Innovation*.

Trapeze upgrade

As part of Pace's continued efforts to modernize our system, Pace implemented a major upgrade to our Paratransit Service operating system, Trapeze, on February 25, 2022. This process will allow us to maintain and continue enhancing features like TripCheck and Ventra fare payment. The effort took months of testing and planning.

Construction Project Update

Even during the winter, we continued to make progress on construction projects and other important improvements to our system.

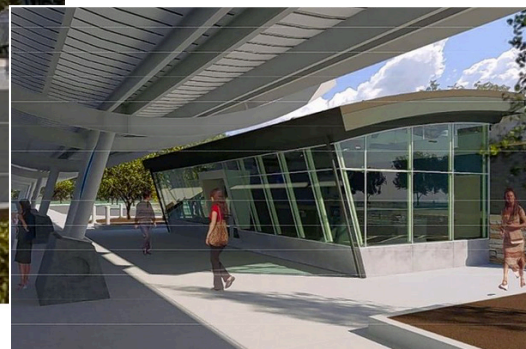
Paratransit Transfer Facility Coming to Schaumburg

The Village of Schaumburg recently approved Pace's plans to upgrade the Northwest Transportation Center (NWTC). The former Post Office building to the west of NWTC will be torn down, allowing us to develop a new ADA Paratransit rider transfer facility and an additional building at the site. Construction is expected to start later this year and be completed by the end of 2023.

The upgrade will include amenities such as an indoor waiting area and passenger restrooms. Demolishing the Post Office building will allow us to move the bus access to Mall Drive as well as to provide more customer parking. Parking capacity at the Transportation Center will increase from 187 spaces to 302.

The renovated facility will have new Pace branded signs with real time bus departure information as well as sidewalks providing pedestrian access from Mall Drive and Kimberly Drive to the bus terminal.

ADA transfer facilities are also coming to Calumet City, Homewood and Harvey. This continues our commitment to improve service for our ADA riders.



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