

JUNE 2022

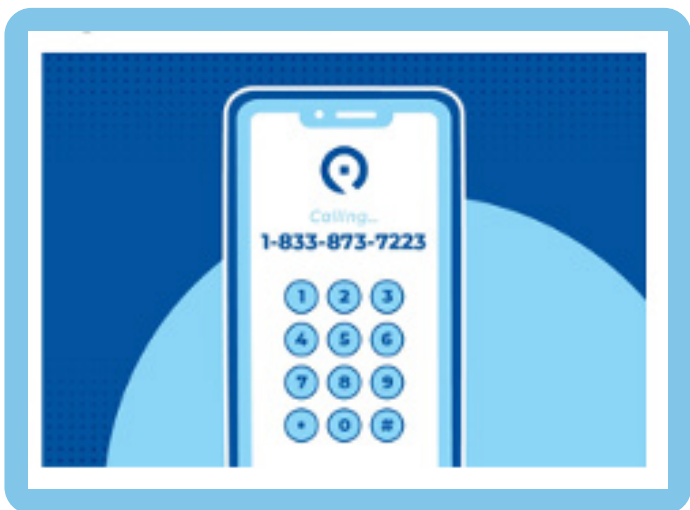
SUBURBAN ADA NEWS

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](https://www.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.

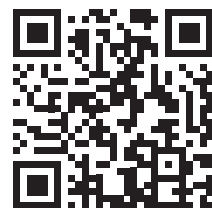
Access TripCheck Online

1. Visit [PaceBus.com/TripCheck](https://www.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](https://www.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 Suburban ADA Advisory Committee Chairman:

As we transition from Winter to Spring, Pace continues to be available for your transportation needs. Statistics show that more people are venturing out as the Corona virus restrictions continue to ease. For your safety and the safety of your fellow passengers, even though masks are no longer required, please continue wearing one in order to keep everyone safe. I would like to congratulate Melinda Metzger on her position as the first female Executive Director of Pace. If you have any questions or concerns, please feel free to reach out to Pace officials or those of us on the ADA advisory committee.

Jemal Powell

Chairman, Suburban
ADA Advisory Committee

New Ride Lake County Service Now Available

Lake County's new countywide paratransit service called "Ride Lake County" launched on May 1, 2022. Seniors age 60+ and people with disabilities who are interested in using the new service are encouraged to register by calling the [Pace Call Center at 1-800-201-6446](tel:1-800-201-6446).

Seniors must provide their date of birth at registration, and individuals with disabilities must provide their Regional Transportation Authority (RTA) Reduced Fare Permit number at registration.

About Ride Lake County

Ride Lake County is a new borderless countywide paratransit service, meaning seniors age 60+ and people with disabilities can get transportation to any area of Lake County for work, shopping, medical appointments, and more.

Riders will call the Pace Call Center to schedule trips in advance. All Ride Lake County vehicles are wheelchair accessible and provide curb-to-curb service from your desired pick up and drop off locations.

The service runs from 6 a.m. – 6 p.m. seven days a week, excluding holidays. One-way fare costs will vary between \$2.00 and \$6.00 depending on how far you travel.

Ride Lake County is sponsored by Lake County and Pace Suburban Bus. The Dial-a-Rides that had been operating within Lake County prior to May 1 are no longer operating and have been replaced by Ride Lake County.

For additional information about Ride Lake County, visit the Ride Lake County website: lakecountyil.gov/RLC.

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.



A new option for ADA Paratransit riders that's both FREE and more convenient!

DuPage Uber Access Program

Pace's innovative new program for ADA-eligible riders in DuPage County offers an Uber ride of up to \$30 at NO COST to the rider. Plus, you don't have to book your ride a day in advance!

What is the DuPage Uber Access Program?

Starting January 31, 2022, Pace is offering the DuPage Uber Access Program, a pilot program in DuPage County. Pace will subsidize trips (up to \$30) for riders who choose to take Uber instead of ADA Paratransit. So, any Uber trip of less than \$30 taken within the DuPage ADA Paratransit zone by an eligible rider costs the rider nothing. This new program is completely optional.

Who is eligible?

People who are certified by RTA for ADA paratransit service and who live within DuPage County are automatically deemed eligible to receive the Pace subsidy for Uber rides, but only for trips within Pace's designated ADA Paratransit service area, and only within DuPage County. Those persons received a direct mail piece from Pace. Additionally, those who already had an Uber account with contact information that matches their RTA registration information also received an email or text message from Uber for Business (noreply@uber.com). If you have an Uber account but did not get that communication from Uber, or if you just recently created your Uber account, please visit PaceBus.com/DuPage-Uber and provide Pace your contact information that matches the information in your Uber account.

How do I use the DuPage Uber Access Program?

If you are eligible, Pace has already notified Uber that rides you book within the ADA Paratransit service zone are covered by the Pace subsidy.

For smartphone users, the ride is booked with the [Uber app](#) or on [Uber's website](#), either at the time a ride is needed or in advance. You as the rider only need to make sure that you've properly matched

your name, phone number, and email address in your RTA registration with your name, phone number, and email address in your Uber account. Please contact Pace at: Uber.Enrollment@PaceBus.com to confirm your contact information matches. When setting up your Uber account, you'll need to have a credit card or other payment method on file.

When you're ready to book your ride, the origin and destination must be within Pace's designated ADA Paratransit service area in DuPage County in order for the Pace subsidy to apply. When booking an eligible trip in the Uber app, you'll see a fare of \$0 if the trip has a value of less than \$30, and the app screen will contain some details about your participation in the program.

Those who don't use a smartphone can still take advantage of this program. To do so, first contact Pace at Uber.enrollment@PaceBus.com or call 312-341-8000 (between 8am and 5pm) to tell us you want to book trips through GoGoGrandparent. Once Pace confirms your eligibility, you will book your rides by calling GoGoGrandparent at 1-855-464-6872.

How do I pay for my DuPage Uber Access ride?

Do not give the driver any money nor an ADA Paratransit ticket.

For smartphone users, the payment screen in the Uber app will show your fare as zero and the Pace subsidy covering up to \$30.00. Any amount more than \$30 will need to be paid by the rider. You will need to have either a credit card or other payment method on file with the Uber app prior to taking any ride.

Continued...

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.

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So, for instance, if you take an eligible ride with a value of \$34.50, your payment method on file with Uber will get charged \$4.50 (and Pace pays the other \$30).

For non-smartphone users, your Go Go Grandparent account will need to have a payment method (such as a credit card) on file. The rider's account will only be charged if the value of the trip is more than \$30. So, for instance, if you take an eligible ride with a value of \$34.50, your payment method on file with GoGoGrandparent will get charged \$4.50 (and Pace pays the other \$30).

Construction Project Update

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

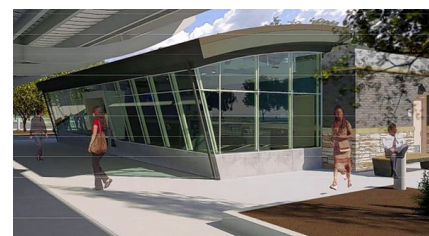
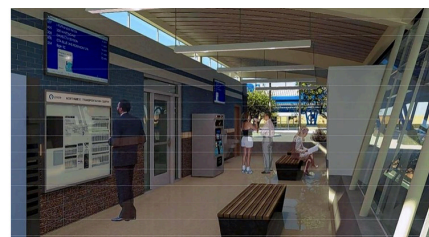
New Paratransit Transfer Facility Coming to Schaumburg

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 of 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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