

# TRANSITIONS & INNOVATIONS

2022 ANNUAL REPORT

SAFETY

EFFICIENCY

EQUITY

ENVIRONMENTALISM





# Chairman's Welcome



# DEAR STAKEHOLDERS,

## **2022 WAS A HISTORIC YEAR FOR PACE.**

We emerged from the depths of the pandemic, when the future of transit was uncertain, and proved beyond any doubt that better days are on the way. Just look at what we've accomplished!

After a busy winter of preparation, we had a very active spring. We welcomed Governor JB Pritzker, U.S. Transportation Secretary Pete Buttigieg and U.S. Rep. Bill Foster, along with other officials, to our newly completed Joliet Transit Center. We celebrated the launch of a new program at Olive-Harvey College to help future Pace operators obtain their commercial driving permits. We delivered enhanced funding to our regional Dial-a-Ride partners in each county. And in May, we took receipt of our agency's first electric bus.

We didn't slow down this summer either. With leaders from the State of Illinois and throughout Will County, we cut the ribbon on Pace's first new garage in more than thirty years. The new facility in Plainfield now houses the vehicles we use to run our popular I-55 Express Bus on Shoulder service. In conjunction with Metra, we also received a \$20 million federal RAISE grant that, when combined with the state's Rebuild Illinois funding, will allow us to completely reconstruct our busiest passenger facility, the Harvey Transportation Center. This is the first RAISE grant our agency has ever received, and I am proud that the funding will go toward a project so important. As modern transit always does, Pace will help bring economic investment to Harvey.

In the fall, our focus shifted to other projects. Pulse Dempster Line, the second rapid transit route in our system, will launch in 2023, and we spent the last warm months of the year constructing modern stations between O'Hare Airport and Evanston's Davis Street CTA Station along one of Chicagoland's busiest roads. We also formally broke ground on our South Campus, a new facility that will house our bus acceptance and customer relations functions. Once again, I am proud to invest in Chicago's Southland.

That's just the tip of the iceberg. In the coming pages, you will learn about innovative new service models, impressive ridership gains and important work our agency has done internally to ensure that diversity, equity and inclusion remain at the center of every decision we make.

To our riders, peers and government partners: Thank you for believing in Pace during our industry's darkest moments. Good things are just around the corner!

Sincerely,



**Rick Kwasneski**

Chairman



# 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, comprised of 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.



**Richard A. Kwasneski**  
*Chairman*



**Rachel Arfa**  
*City of Chicago*



**Christopher S. Canning**  
*North Shore Suburban  
Cook County*



**Terrance Carr**  
*Central Suburban  
Cook County*



**David Guerin**  
*North Central Suburban  
Cook County*



**Kyle R. Hastings**  
*Southwest Suburban  
Cook County*



**Thomas D. Marcucci**  
*DuPage County*



**William D. McLeod**  
*Northwest Suburban  
Cook County*



**John D. Noak**  
*Will County*



**Jeffery D. Schielke**  
*Kane County*



**Erin Smith**  
*McHenry County*



**Linda Soto**  
*Lake County*



**Terry R. Wells**  
*South Suburban  
Cook County*



**Melinda J. Metzger**  
*Executive Director*



**Nancy Zimmer**  
*Chief Administrative Officer/  
General Counsel*



**Colette Thomas  
Gordon**  
*Chief Internal Auditor*



**Lori Newsom**  
*Chief Financial Officer and  
Diversity, Equity, Inclusion &  
Accessibility Officer*

# A YEAR OF TRANSITIONS

## THIS PAST YEAR HAS BEEN ONE OF

transitions for Pace in more than one way. First, I was proud to take the role of Pace's Executive Director on January 1, 2022. After 40 years of service to Pace and Chicagoland's transit system, I thanked our Board for the honor and Pace staff for their support. I'm proud to serve as the head of an agency that is not only a great employer but has been and will continue to be innovative. I strongly believe Pace is the agency best positioned to meet the challenges of our region's new post-pandemic landscape and contribute to the economic growth of Northeastern Illinois with our family of services—traditional fixed route, express bus service, paratransit, Vanpool, On Demand, Pulse and VanGo. As we've done for decades, we can more nimbly respond to changing customer needs with innovative service options and creative programs.

Thanks to the tremendous efforts of Pace staff and to investment from the state and federal governments, Pace emerged from a few challenging years on solid financial footing, with millions of dollars for capital projects throughout our region. A top priority for my administration is to use those capital resources to improve today's customer experience with improved infrastructure, while laying a solid foundation for the future of public transit in our region.

Also in 2022, Pace transitioned out of the COVID-19 pandemic. Ridership continues to grow over 2020 and 2021 levels as more employees are going to work in person more often. While safety protocols are still in place, and our cleaning efforts on buses and at facilities are ongoing, steps toward normalcy continue to transpire. It's a good sign that the worst impacts of the pandemic are behind us and most social events look like they did in 2019.

Next, Pace continues to transition into a mobility-as-a-service organization. Above and beyond our traditional fixed route options, Pace has for many years operated nontraditional transit options such as Vanpool and On Demand services. But now, our partnership with the Transit app makes it easier for the public to seamlessly find those service types in one place when planning a trip online. In the years ahead, prospective riders will more easily learn how to get from A to B using both fixed route and our demand-response transit options.

Finally, 2022 saw Pace's first steps in a transition to a zero-emission fleet. We were able to test and demonstrate our first electric bus in 2022. More importantly, we purchased a total of 21 electric buses during 2022, one of which arrived in November and the other 20 of which are expected to arrive in early 2023. I'm proud that Pace is taking seriously our responsibility for environmental stewardship and doing our part to reduce our fleet's carbon footprint.

As you can see, 2022 was a year of many firsts. To our riders and stakeholders, I thank you for your part in Pace's success as we continue to grow, innovate and improve our offerings and the customer experience. As we continue to transition, just as many of you have done in your own lives and businesses, I look forward to working with you in the years to come as we reimagine Pace service with safety, equity, efficiency and environmental responsibility at top of mind.

Sincerely,



**Melinda J. Metzger**  
Executive Director



# PACE'S FIRST FEMALE EXECUTIVE DIRECTOR TAKES THE REINS

**IN A HISTORIC STEP FOR THE AGENCY, THE** Pace Board on March 16 named Melinda J. Metzger the agency's Executive Director, effective April 1. Metzger had been serving in an interim role since the beginning of the year and is Pace's first female Executive Director. Metzger previously served in top roles as the agency's Head of Operations. Her appointment follows a trailblazing career in transit that spans four decades.

**"Melinda has been a leader at Pace since the beginning,"**

said Pace Chairman Rick Kwasneski. "I am confident she will continue to serve the agency and its riders well during this time of change and opportunity."

Metzger began her career as an intern at NORTRAN, now Pace's Northwest Division, before leaving to manage operations planning for the Regional Transportation Authority (RTA). Metzger then went to Pace, where she has been since its inception in 1984. She previously served as the agency's General Manager and Chief Operating Officer. Metzger, a WTS International Woman of the Year award recipient, is honored to be the first female head of the agency.

"Being named Pace's first female Executive Director during Women's History Month makes it even sweeter. Throughout my career I have followed in the footsteps of many trailblazing women who paved the way for those of us working in public transportation today. It has been an honor to serve the people of Northeastern Illinois, and I will continue my commitment to support the essential service Pace provides and to push our system forward with innovation and service at the forefront," Metzger said.

Priorities for Metzger include innovating in a post-pandemic world, while focusing on the environment, equity and efficiency.



# PACE BY THE NUMBERS

## 2022 RIDERSHIP

# 18,041,000 TRIPS

By October 2022, daily ridership was at 70% of its 2019 level



**723** FIXED ROUTE VEHICLES IN SERVICE



**26,072,000** VEHICLE MILES OF TRAVEL  
by Fixed Route Vehicles



**274** COMMUNITIES SERVED



**367** VANPOOLS IN SERVICE



**7.1** AVERAGE VEHICLE AGE  
of Fixed Route Vehicles (in years)



**133** FIXED BUS ROUTES



# 2022 BUDGET

Suburban Service Expenses



Capital Budget



Regional ADA Service Expenses



**TOTAL EXPENSES**



**3.9 COMPLAINTS**  
per 100,000 passenger miles  
(Goal is less than 4)



**2.95 ACCIDENTS**  
per 100,000 revenue miles  
(Goal is less than 5)



**32 NEW BUS TRACKER SIGNS**  
installed

“One of the best-run transit systems in the country.”  
— FTA Triennial



# PACE'S FACILITIES

Pace operates 133 bus routes from these 14 garages and performs bus acceptance and maintenance at a 15th site.

Garage/Division	Address	Garage/Division	Address
<b>West</b>	3500 W. Lake Street Melrose Park, IL 60160	<b>North</b>	1400 W. 10th Street Waukegan, IL 60085
<b>Southwest</b>	9889 S. Industrial Drive Bridgeview, IL 60455	<b>Northwest</b>	900 E. Northwest Highway Des Plaines, IL 60015
<b>South</b>	2101 W. 163rd Place Markham, IL 60428	<b>North Shore</b>	2330 Oakton Street Evanston, IL 60202
<b>MV Transportation</b>	1896 Sunset Lane Batavia, IL 60510	<b>River</b>	975 S. State Street Elgin, IL 60123
<b>Heritage</b>	14539 S. Depot Drive Plainfield, IL 60544	<b>East Dundee</b>	401 Christina Drive East Dundee, IL 60118
<b>Highland Park</b>	1150 Half Day Road Highland Park, IL 60035	<b>Fox Valley</b>	400 Overland Drive North Aurora, IL, 60542
<b>First Transit</b>	5007 Prime Parkway McHenry, IL 60050	<b>Acceptance Facility</b>	405 Taft Drive South Holland, IL 60473
		<b>Niles</b>	6859 W. Touhy Avenue Niles, IL 60714





# U.S. TRANSPORTATION SECRETARY PETE BUTTIGIEG AND OTHER DIGNITARIES CELEBRATE OPENING OF JOLIET TRANSIT CENTER

## OFFICIALS FROM PACE AND THE CITY OF

Joliet on May 4, 2022, welcomed United States Secretary of Transportation Pete Buttigieg, Illinois Governor JB Pritzker and U.S. Representative Bill Foster at Pace's new transportation facility at the Joliet Gateway Center. The visit showcased the results of this collaborative project funded, in large part, by Rebuild Illinois, while the Pace buses serving this facility were made possible through federal infrastructure funds. The modern, pedestrian-friendly facility represents an investment in a community with a historically underserved population, in line with the Administration's Justice40 initiative and Pace's shared values of equity and accessibility for all.

The new \$9.7 million transit center offers convenient boarding and transfer locations, easy-to-access transit information, waiting areas to protect passengers from the elements, and a safe and efficient loop for buses to serve passengers

and quickly get back on their route. The facility, a collaborative project with the City of Joliet, was built to centralize boarding locations and make connections to Metra and Amtrak services safer and easier.

Pace Chairman Rick Kwasneski opened the event and noted that without federal and state infrastructure investments, this project would not be possible. The Infrastructure Investment and Jobs Act and Rebuild Illinois "not only provide major funding for our operations, but also start us on the path for zero emissions. Twenty buses are on order that will arrive next year, and we have one that will arrive next week that we will be able to test and utilize."

Pace received \$8.5 from the State (of which \$7.8 came from Rebuild Illinois funds and the other \$1.7 was from other IDOT funds). After construction throughout 2021, the facility was opened for bus service on December 6, 2021, and finishing touches continued to be implemented throughout 2022.





U.S. Representative Bill Foster noted that the new transportation center was the “perfect example of historic infrastructure investments that are finally being made at all levels of government.” He went on to say, “You know mobility is so important, especially out here in the far suburbs, making it easier and more efficient for people to get to work, school, doctors’ appointments, shopping centers and restaurants. It won’t just benefit the passengers, but it will have a positive economic impact to the community as well.”

Governor JB Pritzker added: “This hub will serve as an access point for an intracity transit, Amtrak, Metra service and the Pace service that we celebrate today. “Investments like these do more than just connect cities. They allow our residents to access opportunities beyond their immediate neighborhoods to streamline regional collaboration and to open doors for new jobs and new businesses.”

Finally, U.S. Secretary of Transportation Pete Buttigieg spoke, acknowledging the Pace team and their work. “I want to acknowledge the entire Pace team and Pace Chair Kwasneski. You and your team have done phenomenal work helping to get people to where they need to be,” he said. “Transportation is one of the things that can enable the economic growth that we need to see going forward. And, of course, even for those who do use a car to get to where they’re going, investments in transit are a good thing because that means less congestion on the road for everybody else. And that also means less pollution, less particulate matter, fewer health problems associated with that and a jump-start on our ability to confront climate change.”

Other guests in attendance included Illinois Secretary of Transportation Omer Osman, Joliet Mayor Bob O’Dekirk, Will County Executive Jennifer Bertino-Tarrant, Pace Executive Director Melinda Metzger and Pace Board Members Chris Canning, Roger C. Claar and Jeffery Schielke.

# HERITAGE DIVISION OPENS FOR BUSINESS IN PLAINFIELD

**ON JULY 21, 2022, OFFICIALS FROM PACE,** the State of Illinois, Will County, the Village of Plainfield and the Regional Transportation Authority (RTA) joined representatives from Northern Builders, Inc. to celebrate Pace's new garage near the Pace Plainfield Park-n-Ride on Depot Drive. The new garage, made possible by Rebuild Illinois funding, supports Bus on Shoulder express service from the southwest suburbs and, as the new home for Pace Heritage Division, also operates Will County's local bus service.

Pace Chairman Rick Kwasneski, Will County Executive Jennifer Bertino-Tarrant, Illinois Senator Meg Loughran Cappel, Plainfield Mayor John F. Argoudelis, RTA Chairman Kirk Dillard and Pace Executive Director Melinda Metzger offered comments at the event. Also in attendance were Pace Director Terrance Carr; former Pace Director and former Mayor of Bolingbrook Roger Claar; representatives from Senator Tammy Duckworth's office; Tom Flynn, President, Teamsters Local 179; Hugh O'Hara, Executive Director of the Will County Governmental League; Doug Pryor, President & CEO of the Will County Center for Economic Development; Workforce Investment Board of Will

County Director Caroline L. Portlock; Plainfield Village Administrator Joshua Blakemore; Matthew Grusecki, Senior Vice President of Northern Builders; and representatives from RTA, Metra and the Illinois Department of Transportation.

Pace Chairman Rick Kwasneski welcomed attendees and noted how important support from the State of Illinois was in making this service and building a reality. "We owe much of our success with Pace's Bus on Shoulder program to our state's leaders, who were bold enough to test buses operating on the shoulder in 2011, to make it permanent in 2014 and then to invest in modernizing the program's infrastructure through the Rebuild Illinois bill—which is what we are here to celebrate today," he said.

The \$52 million facility is built on an 11.92-acre site that was funded by Pace using resources from the State's Rebuild Illinois Capital Program. Pace joined the Village of Plainfield and Northern Builders as part of their Depot Drive Public-Private Partnership, where Northern Builders serves as the Design-Build Contractor to design and construct the facility.



"This forward-thinking investment by Pace is empowering Will County's growth by offering more transportation options for our residents. I was proud to support the Bus on Shoulder express services as a state senator and I appreciate Pace's efforts to expand this service locally," said Will County Executive Jennifer Bertino-Tarrant.

Illinois Senator Meg Loughran Cappel of the 49th District added: "We have many great things happening in Will County, in the 49th District and especially right here in Plainfield. This newest bus garage is just another example of the economic growth and innovation that continues in the area. I am very proud to work with our leaders who are planning for and leading with positive change, just like this, for the people in our communities."

"It is essential that fast-growing suburbs, like Plainfield, have accessible public transportation, and our partnership with Pace has provided residents with just that—express service to downtown Chicago. We appreciate Pace's commitment to Plainfield; the facility that we are celebrating today is a testament to our great partnership, and we look forward to Pace's future growth in the community," said Plainfield Mayor John Argoudelis.

This facility allows for the expansion of Pace's Bus on Shoulder Express Service and creates space for additional vehicles needed to operate the popular service, which takes commuters from various south region park-n-rides to downtown Chicago using the

shoulder on I-55 to bypass congestion. Pre-pandemic, ridership on the service grew over 600% since the implementation of shoulder use in 2011. The service is again seeing full parking lots and buses as riders return.

"In 2011, the State of Illinois passed forward-thinking legislation that allowed us to start our Bus on Shoulder Express Service. This service sails past traffic, offering direct routes with trip times that are often faster than driving. That is public transportation at its finest," said RTA Chairman Kirk Dillard. "Bus on Shoulder passengers can transfer to CTA and Metra to get from the southwest suburbs to virtually anywhere in Chicagoland. The RTA is proud to support this investment, which benefits the entire region."

Pace Executive Director Melinda Metzger closed the program before inviting attendees to help cut the ribbon on the new facility. "Because of the support we've received on local, regional and state levels, we are standing in Pace's first new fixed-route garage in more than 30 years," she said. "This facility is a win-win-win for our passengers, for our employees and for our whole region, which will help Pace provide better service to the public for the next fifty years."

A Silver Award for Public-Private Partnerships was awarded by the International Economic Development Council for the process that led to this garage's construction. The garage officially opened for business on October 24, 2022.



# USDOT RAISE GRANT AWARD KICKSTARTS HARVEY TRANSPORTATION CENTER RECONSTRUCTION PROJECT

**ON AUGUST 11, 2022, PACE WAS NOTIFIED** that USDOT had awarded a \$20 million RAISE grant to the Harvey Transportation Center reconstruction project—a collaborative effort between Pace, Metra and the City of Harvey, which invests in one of Northeastern Illinois’s most historically disadvantaged communities. Ten Pace routes serve Harvey Transportation Center, including ones connecting to major employers like Amazon, UPS and west suburban business districts. Pace Route 352, the agency’s most heavily used route, runs 24 hours a day and links riders with colleges, medical facilities, Metra Stations and CTA’s 95th/Dan Ryan Red Line Station. Once complete, it will offer a significant upgrade for public transit riders in the south suburbs.

“This is a great day for Pace, Metra and the City of Harvey. More importantly, it’s a great day for those we serve. The \$20 million USDOT RAISE grant announced today, along with the \$8 million in funding provided by the Rebuild Illinois bill, will allow us to

reconstruct Pace’s Harvey Transportation Center into an exceptional new intermodal facility that will simplify transfers, create a better passenger experience and boost economic growth in the City of Harvey. None of this would be possible without our strong partnerships, especially with Metra and the City of Harvey. We are grateful to USDOT and all who helped with letters of support,” said Pace Executive Director Melinda Metzger.

The existing Pace Harvey Transportation Center handles more Pace bus boardings than any other single location in the six-county Northeastern Illinois region, so it is critical that these thousands of daily riders are provided with a modern and comfortable facility. The funding will be used to improve the bus passenger waiting area, which will be rebuilt adjacent to the Harvey Metra Electric Station.

The project will ensure safer and easier transfers between Pace buses and Metra trains and offer passenger restrooms, an interior waiting area, a new retail space, 14 bus bays (up from the current 10),





better weather protection for pedestrians, an expanded kiss-n-ride area and a consolidated commuter parking lot. The entire facility will be accessible to people with disabilities and have a dedicated area for ADA paratransit vehicles.

The Metra portion of the project will include the rehabilitation of its Harvey Station to better integrate the station to Pace's facility. The improvements will include a new station entrance, new platform headhouses and waiting areas, new elevators, an expanded platform with canopy, new parking with a kiss-and-ride lane and new lighting, signs and other amenities.

"Metra is excited that this RAISE grant will help create a modern and comfortable transfer facility for the benefit of both Pace and Metra riders," said Metra CEO/Executive Director Jim Derwinski. "We are grateful to our federal representatives and the Department of Transportation for backing this important project."

The improved Pace transit center benefits some of Illinois's most historically disadvantaged communities and thus meets the standard in the Biden Administration's Justice40 Initiative. The project reflects an intentionally inclusive economic investment through both the creation of new construction jobs and a vastly improved facility. The project also helps reduce vehicle miles traveled and greenhouse gas emissions by providing a more attractive public transportation option as an alternative to driving.

"My administration is focused on building and maintaining relationships that foster growth in the City of Harvey. The historic collaboration of Metra and Pace will make a significant impact on the lives,



infrastructure and future city developments. This \$20 million investment improves the quality of life for residents who deserve to live in a city for which they can be proud. It demonstrates that change is truly possible when everyone is working together. We look forward to more of it," said Mayor Christopher J. Clark.

The current Pace Harvey Transportation Center is already served by low-emission compressed natural gas buses and includes new technology such as real-time Bus Tracker infrastructure. These capital improvements, which are a top priority for Pace, will further enhance the current service provided and will accommodate the planned I-294 express and Pulse rapid transit routes.

# OFFICIALS CELEBRATE RAISE GRANT FOR HARVEY TRANSPORTATION CENTER PROJECT

## OFFICIALS FROM PACE, METRA AND LOCAL,

state and federal government gathered on October 18, 2022, to celebrate the award of a \$20 million Rebuilding American Infrastructure with Sustainability and Equity (RAISE) discretionary grant from USDOT to fund the Harvey Transportation Center reconstruction project in Harvey. Once complete, the new multimodal facility will offer a significant upgrade for public transit riders in the south suburbs. The project is a partnership between Pace, Metra and the City of Harvey.

“Pace is honored to be recognized with this grant and for the opportunity it gives us, Metra, the City of Harvey, the State of Illinois and the people we serve,” said Pace Chairman Rick Kwasneski. “It represents equity and access to opportunity for all. More people board Pace buses right here than any other location in our region, so this project provides benefits for thousands of daily riders getting to jobs throughout Northeastern Illinois.”

Congresswoman Robin Kelly had an instrumental role in helping Pace receive this federal grant.

“These investments will make our transportation systems safer, more accessible, more affordable and more sustainable for generations to come. Nearly two-thirds of these [RAISE grant] projects are located in areas of persistent poverty or historically disadvantaged communities. Now, thanks to the U.S. Department of Transportation and the Biden-Harris Administration, Harvey, Pace and Metra have won a \$20 million grant to improve the intermodal transportation center,” said Congresswoman Kelly.



Other speakers included Representative Will Davis, State Senator Napoleon Harris III, Harvey Mayor Christopher J. Clark, RTA Chairman Kirk Dillard, Metra Board of Directors Chair Romaine C. Brown, Pace Director and President of the Village of Phoenix Terry R. Wells and Pace Executive Director Melinda Metzger.

The Harvey Transportation Center reconstruction project is scheduled to break ground in 2024.

**“It represents equity and access to opportunity for all.”**

— Chairman Rick Kwasneski

# NEW DIVERSITY, EQUITY, INCLUSION & ACCESSIBILITY OFFICER BRINGS NEW EMPHASIS TO CORPORATE CULTURE

## ONE OF INCOMING EXECUTIVE DIRECTOR

Melinda Metzger’s goals in 2022 was to apply additional emphasis on the critical issues of diversity, equity, inclusion and accessibility. In recognition of the importance of that effort, Chief Financial Officer Lorri Newson has also taken on the role of Diversity, Equity, Inclusion & Accessibility Officer. Newson brings a wealth of experience to the role and has already taken steps toward performing a cultural assessment of the organization and enhancing internal communication on the issue.

Pace has long had an incredibly diverse workforce, as shown by the breakdown below. But every organization can do more in that regard, and Newson will ensure that diversity becomes a theme in everything Pace does—from hiring to marketing to purchasing and beyond.

In 2022, Pace signed on to the American Public Transportation Association’s two-year Racial Equity Commitment Pilot Program, which provides Pace and other APTA members with a tangible road map for

advancing racial equity. Through our participation, Pace’s efforts are part of a comprehensive diversity, equity and inclusion framework—beyond legal compliance—with a focus on continuous improvement. The road map provides guidelines for implementing a formalized racial equity program, while offering enough flexibility to tailor the program to each member’s unique organizational and geographic characteristics. “Through our participation in this pilot program, Pace will contribute to the body of knowledge on advancing racial equity in the transit industry, and ensure that diversity, equity, inclusion and accessibility play a critical role in every decision our agency makes. We will have the opportunity to network with and learn from other APTA members, and will serve as a resource for other transit agencies by sharing our agency’s progress,” said Executive Director Melinda Metzger.



Job Categories	All Employees			Male							Female						
	Total	Male	Female	W	B	H	A	I	P	T	W	B	H	A	I	P	T
Officials and administrators	88	60	28	40	11	7	2	0	0	0	16	10	1	1	0	0	0
Professionals	276	173	103	92	33	32	11	1	0	4	51	31	12	7	0	0	2
Technicians	8	8	0	4	1	2	1	0	0	0	0	0	0	0	0	0	0
Administration support (including clerical and sales)	62	11	51	7	1	2	0	0	0	1	23	15	9	2	0	0	2
Skilled craft workers	128	127	1	52	26	40	8	0	0	1	1	0	0	0	1	0	0
Service/maintenance	1,044	627	417	138	370	87	13	3	0	16	29	336	31	0	1	0	20
<b>Total Workforce</b>	<b>1,606</b>	<b>1,006</b>	<b>600</b>	<b>333</b>	<b>442</b>	<b>170</b>	<b>35</b>	<b>4</b>	<b>0</b>	<b>22</b>	<b>120</b>	<b>392</b>	<b>53</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>24</b>

W - White, Not Hispanic

B - Black or African American

H - Hispanic or Latino

A - Asian

I - American Indian/Alaska Native

P - Native Hawaiian/Pacific Islander

T - Two or More Races

# NEW PARTNERSHIP WITH OLIVE-HARVEY COLLEGE AIDS IN RECRUITMENT EFFORTS, TRIGGERS SIMILAR PROGRAMS AT OTHER COLLEGES

**AS PACE HAS NOT BEEN IMMUNE TO THE** impacts of a nationwide shortage of drivers, the agency formed new strategic partnerships with Olive-Harvey and other local colleges to bring onboard the next generation of professional bus operators. Cook County Board President Toni Preckwinkle, Senator Elgie R. Sims, Jr. and Cook County Commissioner Stanley Moore joined Pace and Olive-Harvey College officials on May 24, 2022, to celebrate the newly hired Pace bus operators. Students and officials gathered at Olive-Harvey College (OHC) to celebrate the successful partnership between Pace and OHC on a customized two-week course to assist individuals in obtaining their CDL permit in order to start their career as professional bus operators. Two classes have already graduated, and 28 students are now working at Pace. Olive-Harvey College President Kimberly Hollingsworth opened the program and welcomed guests. "Creating a path from the classroom to meaningful employment is our mission, and that's why this partnership with Pace makes good

sense," said Hollingsworth. "Within weeks students can earn their CDL license at our college and be on their way to fulfilling their career goals. Seeing the smiles on their faces today as they earned their credential is the icing on the cake."

Pace Chairman Rick Kwasneski added, "This program is a prime example of public servants working together to overcome a challenge—in our case, the significant bus operator shortage affecting the transit industry nationally," he said. "We can't afford to let positions stay vacant. And luckily, Olive-Harvey is very good at giving people the skills they need to succeed."

State Senator Elgie R. Sims also commended students: "People across the city and across the state rely on good public transit. But, more importantly, for our students and graduates, thank you. Because you provide hope. Hope is the most powerful tool we have to change our communities," he said.



“By participating in this program, you are not only giving yourself that opportunity for advancement, you are showcasing that opportunity for others. So, we celebrate you, we thank you and we know that you are going to provide tremendous service to this community.”

Cook County Board President Toni Preckwinkle added: “Vocational education is critical to ensuring that a society is able to function—that the jobs which are most integral to our daily lives are filled with skilled and talented workers. This is why the partnership between Olive-Harvey College and Pace is so important. Olive-Harvey is providing training and preparing a workforce that Pace needs.”

Pace Executive Director Melinda Metzger presented students currently employed with Pace certificates to mark their completion of the OHC course. These students “represent the next generation of professional bus operators for our region. We wish them a long and successful career with Pace. We offer a path to success and careers for people who are passionate about public service. Becoming a Pace bus operator can lead to further advancement with opportunities to move into dispatch, safety and administrative positions,” Metzger said.

## The partnership with Olive-Harvey is the first of many throughout the region.

Since then, Pace has also developed partnerships with Harper College, South Suburban College, Joliet Junior College, Elgin Community College, Universal Technical Institute and Lincoln Technical Institute on similar programs. Other agreements with local institutions are also pending.





## PULSE DEMPSTER LINE UNDER CONSTRUCTION

### THE PULSE DEMPSTER LINE IS A RAPID

transit bus service that will offer faster, more frequent, limited-stop service primarily along Dempster Street between the Davis Street CTA Station in Evanston and O'Hare International Airport. Similar to the Pulse Milwaukee Line, which launched in 2019, the Dempster Line will stop at upgraded stations and is provided by buses with upgraded onboard amenities.

The enhanced level of service brought about by Pulse will allow a subsequent reduction in service on Pace Route 250, which will continue to provide local service along the same corridor but in a more limited capacity.

Construction started April 11, 2022. A total of 29 stations are being built that involve a snowmelt system in the concrete pads, heated shelters, highly visible "vertical markers" that display Bus Tracker information, and bicycle racks.

Pace held virtual public hearings on July 13 and July 15, 2022, to address two service changes related to the Pulse Dempster Line—the implementation of new rapid transit bus service along Dempster Street with the launch of the Pulse Dempster Line and modifications to the complementary local Route 250 Dempster Street.

"Throughout the project, outreach and coordination with communities, businesses, public agencies, interest groups and the public have helped Pace gather and incorporate stakeholder feedback into the service's design," said Pace Executive Director Melinda Metzger. In addition to the public hearings, Pace welcomes comments about the Pulse Dempster Line and Route 250 through Pace's website at [PaceBus.com/Pulse](https://PaceBus.com/Pulse).





# PACE BEGINS TO IMPLEMENT *Driving Innovation* PLAN

— The Pace Strategic Vision Plan

## IN 2021, PACE'S BOARD OF DIRECTORS

adopted *Driving Innovation*: The Pace Strategic Vision Plan. The plan features 20 major initiatives that are organized by priority, and which address the plan's two sets of organizational and service-oriented goals.

Over the past year, Pace has not only progressed on nearly all initiatives expected to move forward in the five-year planning horizon, but it has accelerated progress on several key initiatives, including some of which were not expected to start until the 5-10 year period.

## HIGHLIGHTS OF OUR PROGRESS INCLUDE:

- A recently completed Zero Emissions Bus Transition Plan, which, with a forthcoming study of facilities, will guide "Project Zero"—the battery-electric technology upgrades needed for Pace's fleet and facilities.
- The completion of a new garage in Plainfield (see page 14).
- The completion of a new passenger facility in Joliet (see page 12).
- Starting construction on the Pulse Dempster Line, advancing environmental and design work for the 95th Street and Halsted Lines, and securing funding to design and construct the 95th Street Line.

- Arranging funding and began the procurement process to launch a comprehensive study to produce a systemwide restructuring of all Pace services.
- Paratransit technology upgrades (see page 38).
- Introduction of new fare products and eliminating transfer costs, all of which make it less expensive to ride Pace.
- New VanGo services in Lake County.
- A 2022 Progress Report detailing the status of all projects that impact *Driving Innovation* initiatives is now complete and will be shared publicly, as will updates to the plan itself.

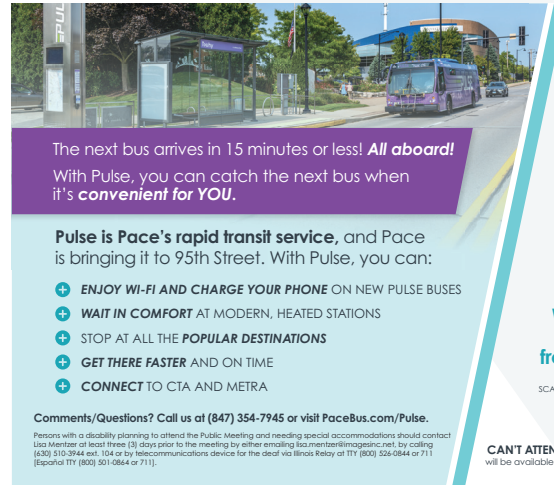
**Level up your commute**  
Pace has you covered

transit pace

# PROGRESS CONTINUES ON PULSE LINES FOR HALSTED AND 95TH STREET

**ON AUGUST 2, 2022, PACE HELD A** community advisory group meeting to inform local stakeholders about the progress on the Pulse 95th Street Line. Congresswoman Marie Newman attended and spoke about the value of the project, including the Community Project Funding she secured which will pay for the implementation of transit signal priority for buses along 95th Street.

On November 17, Pace held a public meeting about the planned 95th Street Line. With bus service on 95th Street in high demand, Pace's goal in pursuing Pulse service in this corridor is to make the travel experience faster and more reliable. The new Pulse Line will run east-west between the CTA Red Line 95th/Dan Ryan Station in Chicago and Moraine Valley Community College in Palos Hills, including stations along the way at popular destinations in Chicago, Evergreen Park, Oak Lawn, Chicago Ridge, Bridgeview and Palos Hills. At the public meeting, the project team presented information and answered questions about the Pulse 95th Street Line, including proposed Pulse station locations and roadway improvements. Pace took stakeholder input that will go into the next steps in development of a Pulse Line that fits the needs of local communities.



The next bus arrives in 15 minutes or less! **All aboard!**  
With Pulse, you can catch the next bus when it's **convenient for YOU.**

**Pulse is Pace's rapid transit service, and Pace is bringing it to 95th Street. With Pulse, you can:**

- ENJOY WI-FI AND CHARGE YOUR PHONE ON NEW PULSE BUSES
- WAIT IN COMFORT AT MODERN, HEATED STATIONS
- STOP AT ALL THE POPULAR DESTINATIONS
- GET THERE FASTER AND ON TIME
- CONNECT TO CTA AND METRA

Comments/Questions? Call us at (847) 354-7945 or visit [PaceBus.com/Pulse](https://www.pacebus.com/pulse).

Persons with a disability planning to attend the Public Meeting and needing special accommodations should contact Lisa Menter at least three (3) days prior to the meeting by either emailing [lisa.menter@imgesinc.net](mailto:lisa.menter@imgesinc.net), by calling (833) 510-3844 ext. 104 or by telecommunication device for the deaf via Illinois Relay at TTY: (800) 526-0844 or 711. (Spanish TTY: (800) 501-0844 or 711).



**PULSE**  
95th Street Line

Attend the **VIRTUAL PUBLIC MEETING**  
THURSDAY, NOVEMBER 17 | 5:00 PM

You're invited to attend a Virtual Public Meeting to learn about Pulse – a new rapid transit bus service by Pace – and provide your input on bringing Pulse to 95th Street.

We want to hear from YOU!



SCAN THE QR CODE ABOVE TO REGISTER OR VISIT [PaceBus.com/Pulse](https://www.pacebus.com/pulse)

**CANT ATTEND?** Meeting materials will be available at [PaceBus.com/Pulse](https://www.pacebus.com/pulse)

Pace initiated the federally required NEPA environmental review for Pulse 95th Street Line in May 2022. The 95th Street Pulse Line's construction is already fully funded, thanks to a CMAQ grant from the Chicago Metropolitan Agency for Planning.

Pace and CTA are also continuing to collaborate on proposed improvements to the Halsted Street corridor. In 2022, Pace completed the environmental review phase for the Halsted Street project and anticipate moving into the design phase in 2023. The project corridor is approximately 11 miles of South Halsted Street from the Pace Harvey Transportation Center to 79th Street. To be determined in upcoming planning phases is what segment of that corridor will see Pulse service with corresponding station construction.





# NEW TNC PARTNERSHIPS HELP MEET THE CHALLENGE OF INCREASED PARATRANSIT SERVICE DEMAND

## WITH A SHORTAGE OF DRIVERS IMPACTING

the operations of Pace's paratransit service, Pace devised two new partnerships with transportation network companies (TNCs), which either offer an option for riders or help Pace meet the growing demand for trips.

The DuPage Uber Access Program is a pilot program in DuPage County. Pace subsidizes 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. For longer trips, the rider pays only the amount above \$30. 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.

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. Those who don't use a smartphone can still take advantage of this program via Go Go Grandparent's call center (855-464-6872). Riders can take a maximum of eight rides per day under this program.



## PACE ALSO CONTRACTED WITH A SECOND

company—UZURV—later in the year. On August 17, the Board approved a two-year contract with UZURV to provide additional Pace ADA paratransit service throughout the City of Chicago, Cook, DuPage, Kane, Lake, McHenry and Will counties. The UZURV contract was the latest foray into utilizing TNCs to augment our supply of paratransit service this year. This service implementation began December 6th and provides additional transportation options for riders without diverting operators from existing bus and taxi carriers currently providing Pace service. This contract will help increase regional service capacity, address operator shortages and accommodate projected regional ridership growth. This service offering is seamless to riders; they reserve trips by phone as usual and Pace can dispatch the UZURV vehicles if demand exceeds our supply of contract carrier vehicles and drivers.

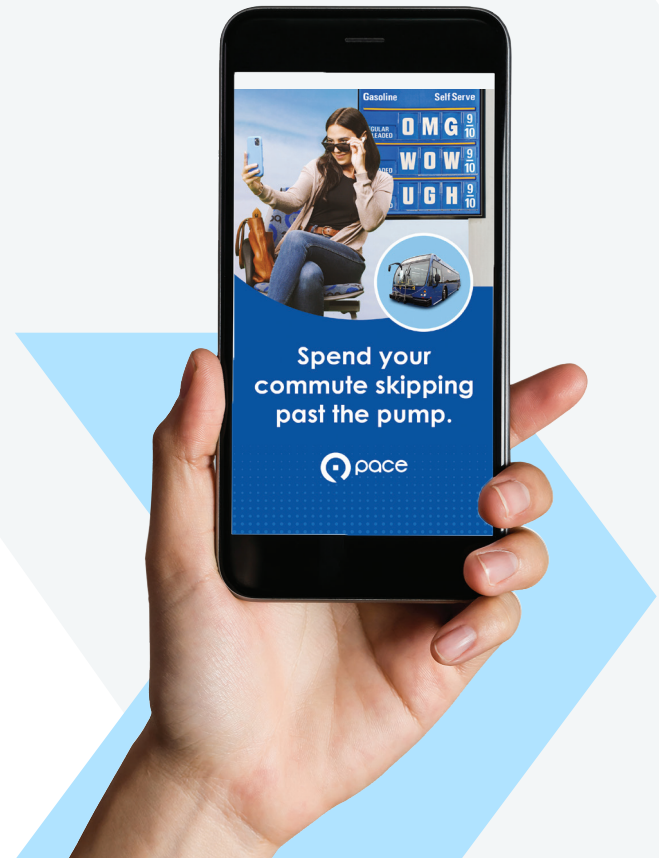
# MARKETING CAMPAIGN FOCUSES ON GASOLINE PRICES IN HOPES OF REGAINING RIDERSHIP

## AS GAS PRICES SURGED IN MARCH 2022,

Pace embarked upon a marketing campaign to remind commuters of the even more robust savings they can take advantage of by switching from driving alone to using public transit for their daily trips. Even during periods of relatively low fuel prices, the cost difference between using public transit and paying for a car, insurance, fuel, tolls and parking amounts to thousands of dollars per year. That difference is exacerbated when gasoline costs \$5.00 per gallon as it did in Northeastern Illinois during spring 2022, and the sharp increase caused more and more people to take notice.

Pace unveiled an advertising campaign in early 2022 with a clever take on the shock that people were experiencing as they read the prices on gas station signs in the area. That campaign was re-aired in September and October as prices spiked yet again.

The campaign appeared to elicit positive results. October 2022 ridership on Pace fixed route averaged, on a day-to-day basis, an increase of 3% over 2021 figures and 15% over 2020 levels.



# PACE IMPLEMENTS SERVICE REINSTATEMENTS AND EXPANSIONS AS DEMAND FOR TRANSIT GROWS

## VANGO, A NEW VANPOOL INITIATIVE AIMED

at increasing first-/last-mile options for commuters, began June 1, 2022. The first-of-its-kind Vanpool program allows commuters to reserve and drive Pace-owned vans parked at Lake Cook Road and Lake Forest Metra Stations. Qualified participants can use the vehicle to travel to worksites in a defined geographic zone. This new option will address the need for first-/last-mile connections where the market doesn't warrant traditional bus service due to new and variable work schedules. If successful, VanGo may be expanded to other areas in the coming year.

On June 6, Pace's Naperville-Aurora On Demand service zone expanded to twice its previous size, now serving more of the east Naperville area. The zone's eastern boundary is now Naper Boulevard, bounded on the north by Ferry Road and Warrenville Road and on the south by Gartner Road and Ogden Avenue.

Some popular destinations in the new zone include downtown Naperville and the Riverwalk, North Central College and corporate campuses, including BP, Nokia, BMO Harris and Edward Hospital.

The new zone also enhances the area's overall transit network by providing new connections with Pace Routes 714 and 722 and with Metra's BNSF Line at the Naperville Station. The expanded Pace Naperville-Aurora On Demand service has timed transfers at the Fox Valley Mall and operates weekday service between 6:30am and 7:00pm. Service in the expanded zone will be operated using multiple vehicles to provide additional capacity. **Passengers may reserve a trip online at [PaceBus.com/OnDemand](https://PaceBus.com/OnDemand) or by calling 630-453-4599.**



# PACE INTRODUCES ELECTRIC BUSES TO OUR FLEET

**PACE HAS ENTERED THE ERA OF** electrification. As part of Pace's priority initiative to transition to a zero-emission fleet by 2040, on March 16, the Pace Board of Directors approved the agency's first order of 20 battery-electric buses and accompanying charging infrastructure from Proterra, Inc. Pace's ability to tag onto the State of Georgia's contract and purchase from Proterra will allow Pace to expedite the procurement of electric vehicles. Pace expects to have the first vehicles in operation by 2023.

However, at least one electric bus made it into Pace's fleet before the 20 Proterra buses arrive next year. Starting May 9, Pace leased a 40' Gillig low floor battery electric bus to allow staff to begin gaining operational and maintenance experience. It was unveiled at Pace's May 18 board meeting and at several subsequent events throughout the region. Then, on August 17, 2022, the Board approved the purchase of that vehicle which was delivered

in November. Pace's strategic vision plan, Driving Innovation, includes operating a zero-emission fleet by 2040. As the demand for electric buses far outweighs the supply, it is critical that Pace capitalize on opportunities to secure electric buses and maintain progress on the path to zero emissions. This purchase will allow continued operational and maintenance analysis, providing valuable insight about vehicle performance during the winter months.

On November 28, Congressman Sean Casten became one of the first to ride Pace's first electric bus during a tour of transit projects in his district. Congressman Casten said, "Pace's battery-electric bus is a great step toward cleaner transit systems and green innovation. Their goal to transition to a zero-emission fleet by 2040 will not only fight the climate crisis but will create long-term savings and cleaner air across Illinois."



# INCREASED FUNDING DISBURSED TO McHENRY AND WILL COUNTIES FOR DIAL-A-RIDE

## PACE DELIVERED A NEW, FULLY ACCESSIBLE

28-foot bus to McHenry County for service on the county's MCRide program on April 11, 2022, when officials met to discuss transit service in the county. MCRide is a Dial-a-Ride service offered through a partnership between Pace and McHenry County that allows affordable, flexible, curb-to-curb service between any two points in the county. The new bus introduced to officials during the meeting boasts a variety of safety features, including Ford's Driver Assist Technology Package, three-point seat belts on all seats and, for COVID-19 protection, easy-to-clean antimicrobial vinyl seats and a barrier around the operator area.

The new vehicle is not the only good news for McHenry County transit this year. Pace provided McHenry County an additional \$200,000 investment for 2022, representing the county's share of \$1 million in transportation grants for the five suburban "collar counties" Pace serves. Pace also increased its contribution to all Dial-a-Ride programs by 15% for 2022. "Pace values its partners in McHenry County, and we are confident these additional investments will help continue to make MCRide an even more integral part of our transportation network," said Pace Chairman Rick Kwasneski.



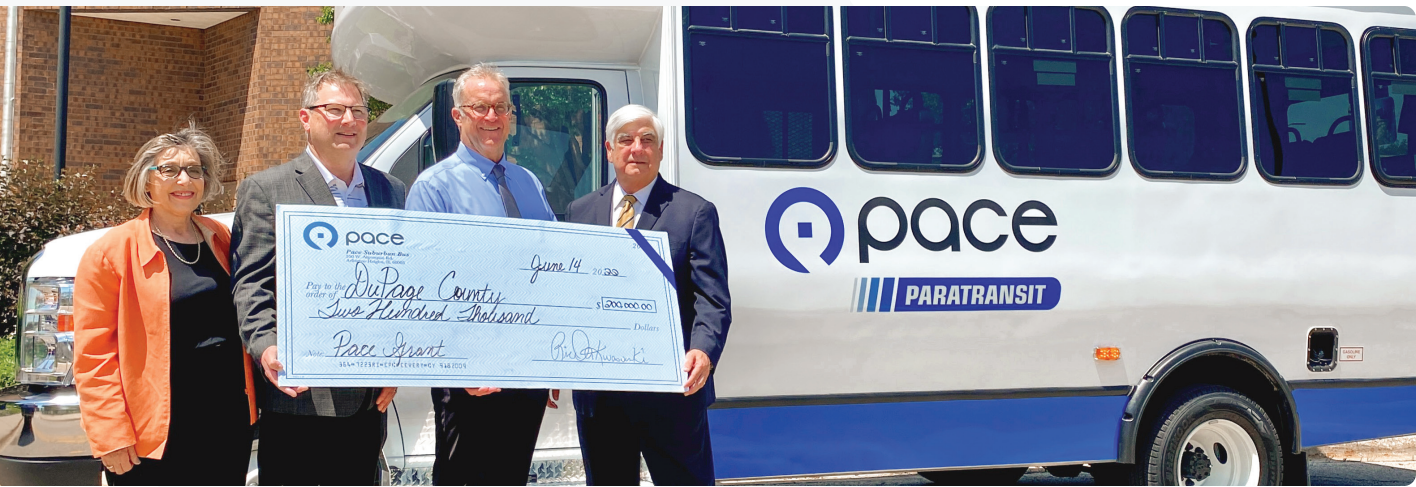
"MCRide is a great way to get around our county," added Pace Director Erin Smith, who represents McHenry County on Pace's Board. "Whether you need to go to work, to the store, to the doctor or just out to have fun, it's a useful option for everyone."

"Pace's continued investment in paratransit—from this new bus to its increased funding for Dial-a-Ride programs—will make McHenry County's outstanding MCRide service even better," McHenry County Board Chairman Mike Buehler said. "We thank Pace for these generous, thoughtful and impactful contributions to mass transit."

MCRide service is McHenry County's coordinated, countywide paratransit service. Vehicles do not travel in a fixed route each day; rather, riders schedule their trips in advance. Seniors and people with disabilities pay a discounted fare, but everyone can use the service.

On May 19, 2022, Pace Chairman Rick Kwasneski, Director Roger C. Claar and Executive Director Melinda Metzger joined Will County Executive Jennifer Bertino-Tarrant to celebrate the delivery of new Dial-a-Ride vehicles for service in the county, as well as the \$200,000 subsidy increase that Pace provided for Dial-a-Ride service in Will County for 2022.





## INCREASED FUNDING DISBURSED TO DUPAGE AND KANE COUNTIES FOR DIAL-A-RIDE

**ON JUNE 14, 2022, PACE DELIVERED A NEW,** fully accessible 28-foot bus to DuPage County for service on Ride DuPage, a program that facilitates subsidized, reservation-based paratransit service for partners within the county, including municipalities, townships, social service organizations and employers. Ride DuPage is a Dial-a-Ride service offered through a partnership between Pace and DuPage County that provides affordable, flexible, curb-to-curb service for eligible riders; partner organizations can set eligibility based on criteria like age, disability or income. The new vehicle is not the only good news for DuPage County transit this year. Pace provided the county with an additional \$200,000 investment, representing the county's share of \$1 million in transportation grants for the five suburban "collar counties" Pace serves. Pace also increased its contribution to all Dial-a-Ride programs by 15% for 2022.

"Pace values its partners in DuPage County, and we are confident these additional investments will help continue to make DuPage County an even more integral part of our transportation network," said Pace Chairman Rick Kwasneski. "Partnerships like this one allow Pace to operate a safe, modern and equitable transit system that is accessible to all."

"These new paratransit vehicles and electric buses will provide greater opportunities for the county to continue to serve our neediest residents. We're grateful to Pace for their partnership and assistance in this endeavor," said DuPage County Board Chairman Dan Cronin.

**"I'm very proud of the way we have been able to innovate in DuPage County,"**

added Pace Director Thomas Marcucci, who represents DuPage County on Pace's Board. "Just a few months ago, we launched the DuPage Access Program that subsidizes Uber trips for ADA Paratransit Riders, and earlier this June we expanded our Naperville-Aurora On Demand service. We have really been 'thinking outside the bus' to serve the residents of the county."



On May 31, 2022, Pace Chairman Rick Kwasneski and Board Member Jeff Schielke delivered to Kane County Board Chair Corinne Pierog a check for \$200,000 to supplement the Ride in Kane program. This funding is in addition to a 15% increase in Pace’s 2022 subsidy of Ride in Kane funding.

“The numbers clearly indicate that the program is lowering the transportation barriers thousands of Kane County residents face while trying to earn a living or see the doctor,” said Pierog. “The contribution from Pace will go a long way to maintain the service for all who benefit from it.”

The Ride in Kane program serves people 65 and over, individuals with disabilities and low-income residents. Currently, the program provides 24/7 transportation to qualified residents for a cash fare of \$5.00 for the first 10 miles of a trip. The service works in partnership with Pace Suburban Bus, local municipalities, townships and social service agencies.

“Kane County has long been an advocate of public transportation, and their partnership helps Pace create an innovative, efficient, regional mobility network that would not be possible without collaboration,” said Pace Chairman Rick Kwasneski.

Director Jeff Schielke—who is also the Mayor of Batavia—started the presentation by commending Kane County “for the great partnership and providing transportation to residents.”

Ride in Kane is coordinated through the Kane County Division of Transportation (KDOT).





## NEW RIDE LAKE COUNTY PROGRAM UNIFIES LOCAL DIAL-A-RIDES

### A NEWLY CONSOLIDATED DIAL-A-RIDE

program called Ride Lake County began May 1, 2022. Ride Lake County is a borderless countywide paratransit service that provides seniors age 60+ and people with disabilities transportation to any area of Lake County for work, shopping, medical appointments and more. As a reservation-based program, vehicles do not travel on a fixed route each day. Riders schedule their trips in advance, and the vehicles provide curb-to-curb service from the rider's desired pickup and drop-off destinations. Ride Lake County is a shared-ride service, so vehicles may make stops for other passengers.

Before scheduling their first ride, residents must register through Pace by calling their call center at 1-800-201-6446. Residents can register as either a senior (60+) or as an individual with a disability. Residents can call the Pace Call Center daily between 5:30 a.m. and 6 p.m. to book a trip. Riders can schedule a trip any day of the week from 6 a.m. to 6 p.m. with the exception of certain holidays. Riders can reserve a trip as far as seven days in advance or as little as two hours in advance.

Like all Pace Dial-a-Rides, the fare is set by our funding partner (in this case Lake County), and the fare structure for Ride Lake County depends on the length of the trip.

Distance	0 to 5 miles	5 to 10 miles	10+ miles
<b>Cost</b>	\$2.00	\$4.00	\$6.00

Riders can book a trip anywhere within the service area if either the pickup or drop-off location is within Lake County. The service area includes the entirety of municipalities that extend beyond the Lake County border.

Ride Lake County has come to fruition after many years of planning. Since the mid-2000s, Lake County, along with communities, townships and transit partners, has been evaluating and working to enhance paratransit options. In 2005, the Lake County Coordinated Transportation Services Committee (LCCTSC) was created to facilitate the implementation of public transportation, with an enhanced emphasis on paratransit service. The LCCTSC was comprised of dedicated community





members who worked tirelessly to move paratransit initiatives forward and were a driving force in the creation of Ride Lake County. In 2019, Lake County completed a paratransit market study that garnered input from residents and a dedicated group of stakeholders to identify strategies to improve service in Lake County. The new Ride Lake County service is the culmination of these efforts from the community. This change—and expansion of service—created a

network that covers all seniors and residents with mobility limits throughout Lake County. Ride Lake County reduces overlapping services in some areas and expands services in other areas of the county by filling service gaps.

Ride Lake County is sponsored by Lake County and Pace Suburban Bus. The service is funded in part by grants from the Regional Transportation Authority. Local matching funds for these federal grants are provided by Lake County.





## STATE OF ILLINOIS CHANGES COVID-19 PROTOCOLS FOR TRANSIT

### AS NORTHEASTERN ILLINOIS CONTINUES

to emerge from the COVID-19 pandemic, Pace and other transit systems around the county ended their passenger mask requirements on April 19, 2022, coinciding locally with Governor JB Pritzker's announcement that same day. Masks are now welcome but not required on Pace buses or at facilities. Pace's sanitizing and disinfecting efforts are ongoing as we create a clean, welcoming environment for those who may be returning to transit after a period of telecommuting. The COVID protocols have changed how Pace and other transit

agencies clean and disinfect buses, and those practices have become the new standard.

As the Northeastern Illinois region emerges from the pandemic, Pace ridership continues to grow. During 2022, Pace fixed route service saw considerable ridership growth over 2021 levels, and day-to-day figures were more than 20% higher than 2020 amounts. Further movement toward in-person work for many jobs will continue to push transit ridership higher, as will forthcoming Pace bus route reinstatements and changes to our bus route network.



# BUS TRACKER SIGN DEPLOYMENT CONTINUES

## IN THIS AGE OF INFORMATION BEING AT

everyone's fingertips 24 hours per day, and the accompanying expectation that service providers offer data in real time to their customers, it is imperative that Pace make up-to-the-minute data about our bus service available to transit riders. Pace has indeed made a significant effort in recent years to install electronic signs at transit centers and shelters that display the arrival times of buses and post text messaging codes at other stops that allow riders immediate access to data about the next bus arrival at any time.

However, we know more work is yet to be done in this area, as the 2022 customer satisfaction survey shows that Pace's effort lags slightly below other elements of our service. To that end, Pace expended more than \$1.5 million in capital funding in 2022 to install 32 bus tracker signs at sheltered bus stops. Across Northeastern Illinois,

**a total of 175 Pace bus tracker signs have now been installed.**



This technology not only benefits our riders with data about upcoming bus arrivals, but it can also be used for instant communication that riders waiting at that location would find relevant, such as detour alerts or changes to bus service.

In the coming years, Pace not only plans to install additional bus tracker signs at high-ridership locations but also to improve the accuracy of the data displayed on those signs (as well as on the Pace website and the text messaging service).



# CONGRESSIONALLY DIRECTED FUNDING KICKSTARTS FIVE PACE PROJECTS

**IN EARLY 2022, PACE STAFF WORKED WITH** each member of our congressional delegation to submit project requests that we hoped could become part of the House's Community Project Funding or the Senate's Congressional Designated Spending. Upon the U.S. House of Representatives' passage of the FY23 appropriations bill on July 20, 2022, Pace and our riders were pleased to see that five of our project requests made it into that version of the legislation. On December 23, 2022, both houses of Congress passed the bill and President Biden signed it into law.

Congress's recognition of the importance of transit is critical as the nation emerges from the pandemic, as shown by Congress' funding of transit programs at the record levels called for in the Infrastructure Investment and Jobs Act. In particular, Pace expresses our appreciation to the House sponsors of Community Project Funding, which was submitted on behalf of Pace and our riders and included in the legislation passed by Congress:

- **Congressman Sean Casten**, for five electric paratransit buses for Pace's River Division in Elgin. These new vehicles will help Pace expedite our transition to a zero-emission fleet, while reducing pollution in the Elgin area.
- **Congressman Bill Foster**, for an indoor passenger waiting area at Pace's Bolingbrook (Old Chicago) Park-n-Ride. This facility offers new amenities to riders of Pace's I-55 express service. Ridership on that service has grown tremendously since shoulder riding by buses debuted in 2011.
- **Congressman Jesus "Chuy" Garcia**, for transit signal priority along Harlem Avenue and Cermak Road. This technology reduces travel time for bus riders in the corridor and sets the stage for Pace's forthcoming Pulse Lines on Harlem and Cermak.
- **Congresswoman Marie Newman**, for transit signal priority along 95th Street. This technology reduces travel time for bus riders in the corridor and sets the stage for Pace's forthcoming Pulse 95th Street Line.
- **Congressman Brad Schneider**, for two electric buses for Pace's North Division in Waukegan. These new vehicles will help Pace expedite our transition to a zero-emission fleet, while reducing pollution in the Waukegan area.





“The support shown by our congressional delegation has been tremendous,” said Pace Executive Director Melinda Metzger. “Our industry has faced a difficult few years, but the funding provided for in formula grants and the Community Project Funding grants in this legislation will offer benefits for residents and businesses of Northeastern Illinois for years to come. Investment in Pace creates economic development for the region, job access for those in need of employment, new opportunities for residents of historically underserved communities and improvements in air quality for everyone. We’re so pleased that our partners in the U.S. Congress recognize the value that Pace and public transit brings to their constituents.”

As the FY 2023 THUD Appropriations legislation that contains the above-mentioned Community Project Funding progressed, Pace advocated for Congress and our Illinois delegation to fully fund public transportation in the bill. While last year’s Infrastructure Investment and Jobs Act (IIJA) set funding levels for the next five years, the annual appropriations bills must also provide the levels of funding called for in the IIJA if Pace and transit agencies across America are to tackle climate change, advance equity and meet the growing and evolving mobility demands of our communities. Pace was pleased to see Congress live up to that commitment by approving this critical legislation.



# STATE FUNDING LEADS TO MANY TECHNOLOGY UPGRADES BENEFITING RIDERS WITH DISABILITIES

**FUNDED BY THE STATE'S REBUILD ILLINOIS** capital program, Pace staff is currently working on many different technological upgrades that will either enhance efficiency of service delivery with behind-the-scenes improvements or provide new customer-facing technologies that help riders get more and better data about their transportation.

Trip Broker will enhance Pace's ability to deliver a growing number of paratransit trips by making it easier to dispatch a taxi to pick up a rider. This new technology creates a data linkage between the taxi company dispatch systems and Pace's paratransit dispatching software. This will not only benefit the taxi companies by eliminating the need to manually enter trip information into our software program, but it will also benefit the riders by having more information available to them on their imminent arrival notifications and on the departure board.

Twenty more departure boards are planned at high-traffic locations. Similar to the enhanced information that fixed route passengers see on digital screens at many of Pace's transit centers and bus stop shelters, paratransit customers are benefiting from real-time arrival information as well. One screen showing ADA Paratransit pickup statuses is already on display at Lighthouse for the Blind in Chicago. The next 20 implementations are planned to be a web page on a computer screen accessed by building lobby agents to communicate imminent arrival information to waiting riders.

Pace executed a contract in August with UZURV (a transportation network company) for dispatching ADA paratransit trips beyond those that our standard contract carriers can handle that day. Work has begun with Trapeze to link the TNC's dispatching system

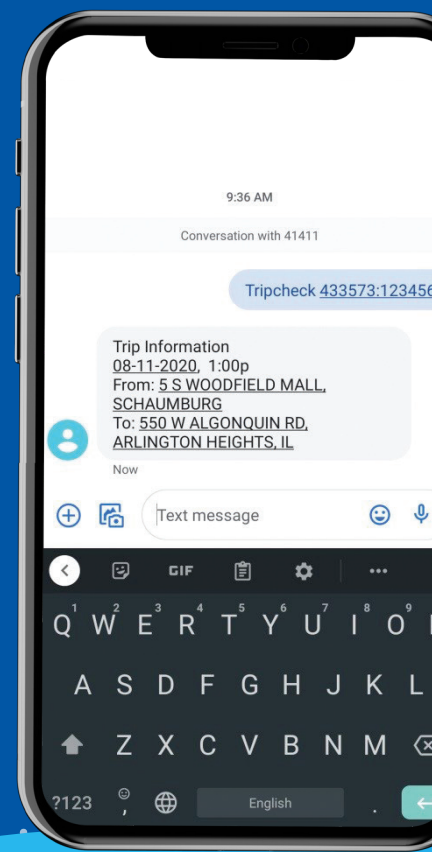
with Trapeze, allowing easier assignment of trips to TNC drivers and dispatchers. Riders will see improved on-time performance on ADA Paratransit as a result.

Also in August, Pace executed a contract with Transit, an app provider. The Transit app will eventually enable riders to see all transportation options for a desired trip. In November, Pace's fixed route data was on display in the app. In 2023, Pace's On Demand service and ADA Paratransit trips will be able to be viewed on this app.

**Paratransit riders will soon be able to see all the benefits of TripCheck in a mobile app.**

TripCheck enables ADA paratransit customers to review an itinerary, cancel trips and get notified of a vehicle's arrival. Booking trips in this app is planned for the future.

The telephone version of the online TripCheck portal also got an enhancement in 2022 by allowing customers to self-register. Previously, registration for TripCheck was available only through the web portal. This improvement will allow riders to newly register via the automated phone call-in system, meaning there is no longer a technology access barrier to a rider's ability to get better information about paratransit trips.



# CLEAN AUDIT OF ADA PARATRANSIT OPERATION

## **ON MARCH 11, 2022, RTA PROVIDED PACE**

a glowing report of our ADA Paratransit operations. RTA's Chief Auditor Lalaine I. Alvarez conducted the audit with help from Jefferson Wells Consultant. The report focused on financial management practices, expenses and compliance, as well as COVID emergency response.

The report showed Pace's recordkeeping and reporting were performed well. All financial data reviewed by the auditor was supported and ADA service revenue and expense data—including ridership, service hours, on-time performance, missed trips, administrative expenses and indirect overhead allocations—were supported by Pace's recordkeeping efforts.

As to Pace's response to the pandemic, Illinois's COVID-19 "Stay at Home" mandates reduced ridership and made it difficult to keep drivers. When ADA shared rides were not possible in 2020, Pace adjusted service productivity goals to reflect the current reality.

RTA's conclusion was that this was a positive audit with no findings. Pace staff is not resting on our laurels, however. Rather, an upgrade to the software used to track complaints is planned and will include a report to show customer response time. The Trapeze system was updated in February 2022 with additional features to help riders.



# WORK BEGINS AT AN EXPANDED NORTHWEST TRANSPORTATION CENTER IN SCHAUMBURG

**UTILIZING REBUILD ILLINOIS FUNDING**, Pace is creating a new paratransit transfer facility at our Northwest Transportation Center, adjacent to Woodfield Mall in Schaumburg. The expansion and renovation of that facility will also include an indoor waiting area, passenger restrooms, new digital real-time signage, sidewalks providing pedestrian access from Mall Drive and Kimberly Drive to the bus terminal and increased parking capacity (from 187 spaces to 302).

This project also supports Pace's I-90 express bus service. The Village of Schaumburg approved the facility's expansion plan in February of 2022. Construction is expected to begin in spring 2023.

Pace is also planning to create a paratransit transfer facility in the south suburbs in partnership with Calumet City.





# CONSTRUCTION UNDERWAY AT A 'SOUTH CAMPUS' IN MARKHAM

## AS PART OF OUR LONG-STANDING COMMITMENT

to both reduce our carbon footprint and reduce our operating expenses, Pace opened our first compressed natural gas (CNG) fueling station at our South Division in Markham in 2016. Pace now has 108 CNG-powered buses operating from South Division, which serves riders across Cook County's southern suburbs.

This year, Pace broke ground next door to our South Division on two additional buildings that will constitute a campus for the south suburbs—a Bus Acceptance Facility with a test track for the delivery and testing of new buses, and a new office building that will house our Customer Relations Department.

In 2022, work continues with underground plumbing, electrical and slab-on-grade placement at the Acceptance Facility. Pace's contractor is nearing completion on the foundations at the Office Building. The two buildings are expected to be ready for occupancy by the end of 2023.



# VANPOOL PROMOTIONS IN FULL SWING AS COMMUTERS RETURN TO IN-PERSON WORK

**PACE PLACED A RENEWED EMPHASIS ON** promoting our Vanpool program in 2022, including some changes to the program that meet with the new reality of hybrid work schedules. With more and more people commuting to their workplaces, Pace restarted marketing and advertising of our popular Vanpool program, in which groups of 4-15 commuters use a Pace-owned van to get to their workplace(s). While each one of the riders pays a low monthly fare, the driver commutes for free and even keeps the van overnight and on weekends for personal use. The program offers a solution for smaller numbers of commuters who need public transit in areas where traditional fixed route bus service isn't cost-effective for Pace to operate.

In May, Pace unveiled a new fare structure for Vanpool riders that recognized a new era of telecommuting practices. For Vanpool groups that only travel three days per week or less, the riders pay a half fare. This new fare structure has helped Pace generate interest from commuters who go to their workplaces less than five days per week and need a pro-rated cost commensurate with their part-time commute.

In an environment of record-setting gasoline prices, more and more commuters were receptive to our message as they sought options other than driving alone. As part of a partnership with The Mix (101.9FM) and The Drive



(97.1FM) radio stations, Pace held promotional events at ten different office parks throughout the suburbs featuring music, food and education about the savings and convenience of Pace's Vanpool program. In all, the efforts paid off. A total of 33 Vanpools started in 2022.

# YEOMAN'S EFFORT TO RECRUIT NEW EMPLOYEES PAYING DIVIDENDS

## A NATIONWIDE SHORTAGE OF DRIVERS

has impacted Pace along with our peers in public transit and related industries. Both Pace's fixed route and paratransit services have been challenged to provide the necessary levels of service in the face of a shortage of employees. To that end, Pace has focused tremendous staff resources and marketing expenditures on the effort to hire bus drivers, mechanics and other staff needed to make our transportation network function smoothly.

As detailed on page 20, Pace has partnered with local colleges to subsidize tuition for students interested in obtaining a commercial driver's license and becoming a Pace bus driver. Pace held several events in 2022 to publicize those college programs and "pre-hire" prospective employees.

Pace also expended considerable advertising resources on the recruitment effort. In 2022, Pace placed paid ads in social media, online and in local newspapers, touting our job opportunities and the great benefits that come with working for Pace.

An additional campaign, called "Un-retire with Pace," was launched in 2022 focusing on people who may have recently retired but who may be interested in rejoining the workforce as a way to earn extra money, fulfill a desire to serve the public and take advantage of Pace's great health insurance and related benefits. Overall, these efforts have proven quite successful, as new employees regularly come onboard to help Pace meet the challenge of more and more commuters needing a reliable transportation option.



Missing community?  
Un-retire today!

## Feel those first-day feels again.

Who says you have to stay bored?  
There are plenty of reasons to retire later.

- Paid on-the-job and ongoing training
- Paid time off
- Working close to home
- Competitive starting pay
- Health insurance
- Retirement benefits

 **Un-retire at**  
[PaceBus.com/Careers](https://www.pacebus.com/careers)

3,000,000

# WILLIE ROUSE BECOMES PACE'S NEWEST THREE MILLION MILER

**BUS OPERATOR WILLIE ROUSE EARNED** a remarkable distinction in 2022—becoming the latest Pace employee to earn Three Million Miler status. Rouse earned that status by driving 37.5 consecutive years without a preventable accident, a truly amazing accomplishment. His safe driving, and the safety-conscious efforts of his colleagues, benefits our riders and Pace's bottom line.

Rouse drove for Pace's Southwest Division and retired this year. He started his career as a bus driver in 1979—five years before Pace's founding.

Rouse's safe-driving record is the equivalent of someone driving to the moon (and back!) more than six times, all without an accident. To the Pace family, Rouse is just as heroic as any astronaut!

Willie and his wife, Jacqueline, live in Hazel Crest, and they have three children.



# COMMENDATIONS POUR IN FROM PACE RIDERS PLEASED WITH THE SERVICE THEY RECEIVED

*"I want to compliment bus driver Norman. I am a seventy-year-old woman who struggled a bit to put my bike on Norman's bus. He didn't wait. He got out of the cab, showed me how to put the bike on and then when I wasn't sure it was properly locked, he picked up my bike himself—and it's a heavy bike—and did it for me. You don't meet gentlemen every day. Thank you, Norman!"*

*"Having a special needs child, it's nice to have this [MCRide] service that you can trust. My son will most likely use ride hail services like Uber or Lyft for certain trips once he's more comfortable doing so. But I don't know who those drivers are, and he knows his Pace drivers. Trust is part of it for me."*

*"I want to commend North Shore Operator, Hermes. Hermes prevented a serious accident with a young man who crashed into a curb and fell right in front of the right wheel of the bus. Hermes had incredible reaction time, immediately fully pressed the brakes and stopped just short of the bicyclist. Hermes was incredible!"*

*"Pace On Demand is quite good. I'd recommend the service to anyone. I don't remember it always being that way in the world of transit. Your example is a blessing. Thank you so much."*

*"As a rider on Route 530, my driver makes the ride comfortable and gives it a good atmosphere."*

# AWARDS

## AMERICAN ADVERTISING FEDERATION

Two Pace advertising campaigns were honored by The American Advertising Federation in recognition of outstanding creative work at the American Advertising Awards in Pittsburgh on April 13, 2022. The American Advertising Awards, home of the ADDY® Award, is one of the industry's largest creative competitions, attracting nearly 30,000 professional and student entries each year through competitions offered through local AAF clubs. The mission of the American Advertising Awards is to recognize and reward the creative spirit of excellence in advertising.

## NAFA FLEET MANAGEMENT ASSOCIATION

In spring 2022, Pace was once again named one of America's 100 Best Fleets by NAFA Fleet Management Association. Congratulations to Non-Revenue Fleet Administrator Mike Braband for garnering us this award for the fifth year in a row and to everyone at Pace who helps maintain our hundreds of vehicles.

## BUDGET PRESENTATION AWARD

Our 2022 budget also earned the Government Finance Officers Association's Distinguished Budget Presentation Award—in fact, we have won the award 21 times since its 1984 inception! A lot of work went into this year's budget, which is one of the most exciting and important budgets in our agency's history. Lorri Newson, Melanie Castle, Lindsey Hahn, Cristina Pucillo, Kris Skogsbakken, Jolanta Irzyk, Katie Kopecky and Celine Kochman helped them put this award-winning budget together.

## PUBLIC-PRIVATE PARTNERSHIP

Pace's new bus garage in Plainfield was recognized by the IEDC with a Silver Award for Public-Private Partnerships in late 2021. The project (as detailed on page 14) was an agreement and partnership between the Village of Plainfield, Pace and Northern Builders, Inc. to bring new transit options to Plainfield and develop Village-owned property near Plainfield's industrial corridor. The Village purchased the 60 acres in 2004 to accommodate future transportation needs, which triggered the eventual partnership between these three entities that led to creation of Pace's park-n-ride facility and then our new 250,000-sqft Maintenance and Storage Facility. The project brought 200 new jobs to Plainfield and allowed Pace to expand services in Plainfield.

## CADM TEMPO AWARDS

Pace received first place in travel/tourism for the "10 Years of Rocking the Shoulder" campaign at the Chicago Association for Direct Marketing's Tempo Awards.





**APTA ADWHEEL GRAND AWARD**

The American Public Transportation Association recognized Pace in 2022 for the Best Marketing and Communications on COVID-19 in the category for agencies with 20 million or more annual passengers for our “We’re Ready” campaign.

**INNOVATION AWARD**

The Illinois Department of Human Services’ Division of Rehabilitation Services awarded Pace its Employer Innovation Award on October 27 in recognition of Pace’s support for persons with disabilities. For IDHS—the state’s leader in assisting customers with employment—to recognize the contributions that Pace makes towards allowing people with disabilities to support themselves and their families was a true honor.



**2022  
40 UNDER 40  
AWARD:**

*Gary R. Scott, Jr., MPA*

Senior Project Manager, Paratransit Services,  
Pace Suburban Bus

*Mass Transit* magazine recognizes individuals for their contributions and a job well done who have shown a capacity for innovation, demonstrated leadership and a commitment to making an impact in transit.



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PaceBus.com