

2022 Progress Report

December 2022

The purpose of the *Driving Innovation* plan is to identify and establish both near-term and long-term priorities for Pace Suburban Bus, guided by goals, and organized into discrete planning initiatives, in accordance with an overarching strategic vision. By annually reporting on our progress towards these goals, Pace hopes to provide greater transparency to stakeholders and foster expanded opportunities for the coordination and innovation of public transit in Northeastern Illinois.

How to read this report:

Commitment:

● ● ● **Implement Now**

New initiatives Pace is committed to moving forward with, in the near term, five-year timeframe.

● ● ● ↑ **Upgraded from initial estimate based on project progress.**

● ● ● **Implement Later**

New initiatives Pace is generally committed to moving forward with. The timing has yet to be determined, and may require other initiatives or preliminary work to be completed before these can start.

● ● ● **Further Investigate**

While Pace may not be committed to implementing these ideas, we will explore them and determine whether they should advance to either "Implement Now" or "Implement Later."

Progress:

»»» **Exceeding Expectations**

Pace is progressing through action items and associated projects faster than initially anticipated.

»» **Meeting Expectations**

Pace's progress through action items and associated projects is proceeding as expected and in line with plan goals.

» **Not Started**

Certain initiatives, action items, or projects may rely on the prior completion of other work or the securement of additional funding.

Project Status:

✓ **Complete**

Project has been implemented. Future work or expansion of scope may be planned.

➔ **In Progress**

Pace is making progress towards implementing these projects.

🔄 **Ongoing/Continuous**

Requires ongoing work, updates, or maintenance.

|| **To be determined**

Implementation of these projects may rely on the prior completion of other work or the securement of additional funding.

On the digital version of this report, clicking on the links embedded in the underlined initiative titles will take readers to the relevant plan initiative on the *Driving Innovation* webpage of the Pace website. The "Status" column on the right side of each table only applies to items listed in the "Project(s) Addressing this Initiative" column.

Agency Priority Initiatives	Commitment	Progress	Project(s) Addressing this Initiative	Status
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A-1 Electric Bus & Fleet Transition Planning	● ● ●	>>>		
1. Implement 100 Percent Zero-Emission Fleet by 2040			Zero-Emission Bus (ZEB) Transition Plan	➔
2. Implement Battery Electric Bus (BEB) technology			Purchased first of 20 Proterra battery electric buses	➔
3. Diesel & Compressed Natural Gas (CNG) Transition			<i>(see "Fleet Transition Plan," A-1)</i>	➔
4. Investigate Emerging Alternative Fleets			<i>(see "Fleet Transition Plan," A-1)</i>	➔
			TBD	

A-2 Capital Improvement Projects	● ● ●	>>>		
1. <i>Rebuild Illinois</i> State Capital Program			I-55 Express Bus Garage (Heritage Div. Plainfield facility)	✓
			River Division Expansion and Improvements	➔
			Wheeling Garage, Infrastructure and CNG-powered fleet	➔
			North Shore Division Expansion and Improvements	➔
			Harvey Transportation Center Improvements	➔
			Southwest Division Expansion and Improvements	➔
			I-294 Tri-State Passenger Facilities	➔
			Joliet Multimodal Center	✓
			ADA Communications Technology & Transfer Locations	✓
			Farebox System Upgrade	➔
2. Systemwide Facilities Plan			<i>(see "Fleet Transition Plan," A-1)</i>	➔

A-3 Rapid Transit Program	● ● ●	>>		
1. Implement Near-Term Priority Pulse Network			Pulse Dempster Line	➔
			Pulse 95th Street Line	➔
			Pulse Halsted Line <i>(via South Halsted partnership w/ CTA)</i>	➔
			Pulse Cermak Line	➔
2. Expand Pace Express Services			I-55 Expansion	
			I-294 Expansion <i>(via partnership with Illinois Tollway)</i>	➔
			I-94 Expansion	
			I-290 Expansion	➔
			Harlem Avenue I-55 Station Feasibility	➔

A-4 Service Standards Framework	● ● ●	»	
1. Establish New Service Categories, Update Title VI Policy	Network Revitalization & Service Restructuring Project		→
2. Development and Testing	Network Revitalization & Service Restructuring Project		→
3. Adapt and Adopt Service Standards Framework	Network Revitalization & Service Restructuring Project		→
4. Standards for Express Service to Popular Destinations	Network Revitalization & Service Restructuring Project		→

A-5 Network Revitalization & Service Restructuring	● ● ●	»	
1. Conduct Market Analysis	<i>(see "Network Revitalization & Service Restructuring," A-4)</i>		→
2. Coordinate Service with Capital Improvements	<i>(see "Network Revitalization & Service Restructuring," A-4)</i>		→
3. Local Stakeholder Outreach	<i>(see "Network Revitalization & Service Restructuring," A-4)</i>		→
4. Regional Service Coordination	TBD		

Programs, Policies & Frameworks	Commitment	Progress	Project(s) Addressing this Initiative	Status
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<u>P-1 Mobility Agency Transition</u>	● ● ●	»		
1. Recognize and Embrace Pace’s Multi-modal Role			Ongoing Marketing efforts; other efforts as applicable	↻
2. Promote Regional Regulation of For-Hire Vehicles			TBD	
3. Develop an Emerging Mobility Pilot Data Policy			TBD	

<u>P-2 Strategic Administrative Functions</u>	● ● ●	»»»		
1. Priority Project Management Office (PPMO)			N/A	✓
2. Electric & Alternative Fleets Management			N/A	✓
3. Innovation and Mobility Programs			N/A	
4. Corridor Development Program			N/A	

<u>P-3 Transit-Supportive Development Engagement</u>	● ● ●	›		
1. Establish Transit and Land-Use Typologies			TBD	
2. Update Pace’s Transit-Supportive Guidelines			TBD	
3. Establish Transit Friendly Streets Standards			TBD	

<u>P-4 Transit Fare Equity Programs</u>	● ● ● ↑	»»»		
			Regional Connect Pass and new 1-day / 3-day passes	✓
			Budgeted 2023 fare reductions and transfer fee elimination	✓

<u>P-5 Funding & Finance</u>	● ● ●	»		
1. Strategic Financial Goals			Pace’s Annual Budget Plan	↻
2. Refocused Spending Priorities			N/A	↻
3. Financial Investment Plan			TBD	

Service & Infrastructure	Commitment	Progress	Project(s) Addressing this Initiative	Status
<u>S-1 Tactical Transit Pilots</u>)	TBD	
<u>S-2 Coverage Service Transformation</u>		>>>		
1. Leverage Cost Effective Coverage Services	Network Revitalization & Service Restructuring project			
	VanGo program and fare reductions			✓
2. Continue Modernizing the On Demand Service Model	Mobility as a Service (MaaS) pilot			✓
	Naperville-Aurora On Demand launch			✓
3. Conduct Pilots and Feasibility Studies	DuPage County Transportation Network Company (TNC) pilot			✓
4. Explore Micro-mobility Partnerships	TBD			
<u>S-3 Paratransit Upgrades</u>		>>>		
1. Make Fixed-Route System Easier to Use	Rapid Transit Program projects (Pulse & Express bus)			
	Design Review Assistance for Transit (DRAFT) Program			
	Fair Transit South Cook			
	Expansion of Taxi Access Program (TAP)			
2. Explore Paratransit Partnerships	Trapeze software upgrades			✓
	Ride Lake County launch			✓
	Ride in Kane County program expansion			✓
3. Integrate Wheelchair Accessible Vehicles (WAVs)	TBD			
<u>S-4 Dial-a-Ride Service Consistency</u>)	TBD	
<u>S-5 Centralized Operations Control Facility</u>)	TBD	

Technology & Insight	Commitment	Progress	Project(s) Addressing this Initiative	Status
<u>T-1 Current Technology Programs</u> ● ● ● »»				
1. Intelligent Transportation Systems (ITS) Programs			Transit Signal Priority (TSP) program	→
2. Upgraded Fare Collection System			Ventra card and system upgrades	→
3. Integrated Data Systems and Analytics			Procurement of new software capabilities	→
4. On-Demand and Paratransit Scheduling Systems			Mobility as a Service (MaaS) pilot	→
5. Expand Real-Time Next Bus Information			Ongoing installations at stops and on vehicles	↻
<u>T-2 Customer Focused Engagement</u> ● ● ● »				
1. Update Customer Relationship Management			New Customer Relationship Management (CRM) system	✓
2. Enhance Market Research Methods			TBD	
3. Develop External Outreach Tools and Strategies			New Pace website	✓
<u>T-3 Integrated Transit Platform</u> ● ● ● ›				
			TBD	
<u>T-4 Open Source Multi-Modal Trip Planner</u> ● ● ● ›				
			TBD	
<u>T-5 Connected and Autonomous Transit Pilots</u> ● ● ● ›				
			Pilots at Heritage Division	