



FEBRUARY 2023

# ONBOARD

with  pace Suburban Bus



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

I hope you are staying warm this winter—spring is just around the corner!

I wanted to share Pace's New Year's Resolution with you: to provide even better, more environmentally-friendly service than ever before. Most notably, our first electric vehicles will enter our fleet and begin serving riders! While taking transit is always better for the environment (and your wallet) than driving a car, taking zero-emission transit is even better.

As you'll read in this newsletter, fare changes and new technology will help make Pace's system faster and easier to use than ever before. We will also continue to work on infrastructure projects that will ensure Pace continues improving for years to

come—many of which will be complete this year.

One key part of implementing these improvements is ensuring our team of safe, courteous, and reliable operators, mechanics, and servicers is fully staffed. Do you know anyone who wants to start a career serving the public? Maybe it's time for you to move from the passenger seat to the driver's seat! Public transit has given thousands of Illinoisans a chance to make a difference in their community while earning competitive pay and great benefits.

Whether you work for Pace or simply continue to ride, we can't succeed without you. Thank you for your support!

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2022 was a pivotal year for Pace. Despite big challenges brought on by the Covid pandemic, we are better positioned than at any time in our agency's history. We are rapidly gaining back the riders we lost due to the pandemic, we are restoring and expanding service wherever we can, and we are laying the groundwork for a strong future thanks to major investments from state and federal lawmakers as well as fruitful partnerships with local and county officials.

Our open house event at our new Heritage Division in Plainfield showcased just how powerful infrastructure investments can be when coupled with partnerships across government agencies. In just two years, an undeveloped parcel of land became Pace's first new facility in more than three decades, boasting the capacity to better train employees, expand service, and charge electric vehicles.

Ongoing projects like our complete redesign of the Harvey Transportation Center, our construction of new Pulse Stations on Dempster Street, a new "South Campus" in Markham, and further investments in electric vehicles, traffic signal coordination, and rapid transit, would not be possible without investment from legislators. The federal budget recently signed into law contains grants for Pace to purchase electric paratransit vehicles in Elgin and electric buses in Waukegan; construct a passenger waiting area in Bolingbrook; and coordinate our service with traffic signals on Harlem, Germak, and 95th Street. Thank you to Reps. Casten, Foster, García, Newman, and Schneider for these investments—and thank you to all our elected officials for continuing to support environmentally-friendly, economically-vital transit!



**Richard A. Kwasneski**  
*Chairman*



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We're Driven For You





# Free transfers and lower pass prices start February 20!

Riding Pace just got even more affordable. Starting Monday, February 20, transfers between regular Pace bus routes are free for riders who pay per ride with Ventra transit value.

Riders who use unlimited use passes have always benefited from free transfers, and now there are even more pass options to suit your needs and make travel between Pace and CTA easier and more affordable.

Starting February 20, riders can buy a Pace/CTA 1-Day Pass for only \$5 and a Pace/CTA 3-Day Pass for only \$15. Both products offer unlimited rides on both systems. Additionally, the Pace/CTA 7-Day Pass is now only \$20. Take advantage of the savings to reach destinations in Chicago and throughout the six-county suburban region!

See other changes to transfer prices in the chart [right] or see [PaceBus.com/fares](https://PaceBus.com/fares) for details on all Pace's pass and fare prices.

These changes provide customers with a more seamless experience in riding Pace and CTA-- and all at a lower cost!

Passes	Previous Fare	NEW Fare
NEW: Pace/CTA 1-Day Pass	N/A	\$5.00
NEW: Pace/CTA 3-Day Pass	N/A	\$15.00
Pace/CTA 7-Day Pass	\$25.00	\$20.00

Transfers	Previous Fare		NEW Fare	
	Full Fare	Reduced Fare	Full Fare	Reduced Fare
Pace Transfers to Pace Regular Routes <i>(with Ventra transit value only)</i>	\$0.30	\$0.20	\$0.00	\$0.00
Pace Transfers to Pace Premium Routes <i>(with Ventra transit value only)</i>	\$2.80	\$1.45	\$2.50	\$1.25
Transfers to Pace Premium Routes <i>(with Pace/CTA 7-Day Pass, Pace/CTA 30-Day Pass, Pace 30-Day Pass)</i>	\$2.25	\$1.15	\$2.25	\$1.10
Transfers to Pace Premium Routes <i>(with New Pace/CTA 1-Day Pass and New Pace/CTA 3-Day Pass)</i>	N/A	N/A	\$2.25	\$1.10



# Update on 'Project Zero' -- Pace's Zero Emissions Conversion

Pace, as part of our Driving Innovation plan, committed to the goal of operating a fleet of zero-emissions vehicles by the year 2040. First and foremost, when commuters ride public transit instead of driving their own cars, air quality improves. However, Pace also recognizes our responsibility for pollution reduction as an operator of hundreds of vehicles in our region. This is why one of Pace's top priorities is to reduce our carbon footprint and improve the quality of our community's environment. This effort to convert the entire Pace fleet to zero-emission vehicles is called "Project Zero".

Pace's North Division in Waukegan is slated to be converted to a zero-emission only facility by 2026 and Pace's entire bus fleet will be converted to zero-emission vehicles by 2040. Pace secured its first electric bus in November 2022 and ordered 20 electric buses in March 2022 for delivery in 2023. The first electric bus will be operating from Southwest Division in 2023. On November 28, 2022, Chairman Rick Kwasneski, Director Tom Marcucci, and Executive Director Melinda Metzger gave Congressman Sean Casten a tour of his district in the new electric bus. Future electric buses will be deployed based on the results of a fleet transition plan completed in December 2022 and a forthcoming facilities study. See [PaceBus.com/zero](https://PaceBus.com/zero) to see the fleet transition plan and for more information about Project Zero.



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## New partnership offers "Royale" upgrade for free; additional functionality coming in 2023

As of November 1, 2022, Pace's partnership with the Transit app, which has for years offered trip planning and bus tracking, now offers Pace riders a free Royale subscription in the app. For smartphone users who want to plan trips and track buses in real time via an app, Pace recommends downloading and using the Transit app.

This launch represents Pace's first step towards creating a Mobility as a Service platform that will eventually allow users to see information about all members of Pace's family of service in one easy-to-use place, improving the customer experience.

As soon as you open the Transit app, you'll see nearby bus routes and arrival times. Transit has real-time information for our transit services to help you get around the region. You can also combine bus service with other transportation options in Transit's trip planner.



### FOR MORE INFORMATION, VISIT:

[PaceBus.com/Bus-tracker-tools](https://PaceBus.com/Bus-tracker-tools) or download the App at [Transitapp.com](https://Transitapp.com).

## New customer feedback management system!

Recently, Pace launched a new customer feedback management system. This system stores all the records of questions, commendations, and complaints that the public provides to us. For those who have previously sent Pace an email or called in to our Customer Relations call center, you may be aware that all those interactions are logged and, when an issue requires follow-up, our system helps us make sure the right people within Pace review your concern and help create a response that is then provided to you.

The new system modernizes our internal process, with the goal of responding to customer concerns more quickly and more accurately. A new feature that customers might appreciate is a self-service tool, by which you can ask a question or submit a complaint without needing to call in and speak to a Pace representative live. Not only can this process be much quicker for you, but you can do this at any hour of the day, including on weekends.

Furthermore, whether you contact us using this self-service tool or call or email us, we hope that you are willing to get a response back by email or text. Those response methods allow Pace staff to provide you with a response much more rapidly, with the added benefit of you being able to receive and view it at your convenience. **[PaceBus.com/contact](https://PaceBus.com/contact)**

### STAY INFORMED

Passengers are encouraged to sign up for text or email alerts at [PaceBus.com](https://PaceBus.com). Also, follow us on social media for up-to-date information.



## What do you think?

Pace works hard to provide a safe and efficient transportation system for our customers. Let us know if you have any questions or comments to help us make your ride more enjoyable.

**847-364-PACE**  
**[PaceBus.com](https://PaceBus.com)**  
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