

SUMMER 2023

# CHICAGO ADA NEWS

with Pace Suburban Bus



## Taxi Access Program (TAP) REMINDER

**Pace's Taxi Access Program (TAP) fare in Chicago has been reinstated with new, lower \$2.00 fare**

Still less expensive than ADA Paratransit!



You can load rides (\$2 each) to your TAP account, either online, by mail order, or in person. See [PaceBus.com/TAP](https://www.pacebus.com/TAP) for a reminder of the instructions for loading rides to your account. That page now contains an updated order form reflecting the \$2 fare.

TAP riders should continue to swipe their TAP card at the end of their trip, as they always have. For each TAP ride taken (up to 8 per day), a ride valued at \$2 will be deducted from the account. Riders are still responsible for any taxi fare amount over \$30 and additional taxi surcharges.

If you had (before March 2020) purchased TAP rides, you may already have some rides available in your account. You can check your account balance online at [PaceBus.com/tap](https://www.pacebus.com/tap), or by phone (call 1-877-722-3827, option 2, then option 2).

NOTE: For each ride you purchased for \$3 in 2020 or before, your account now has the equivalent dollar value with which you can buy \$2 rides. For instance, if you bought 8 rides for \$24 in 2020, you now have \$24 in value in your account, good for 12 rides in 2023.

**Please see the following instructions. There are 3 ways to load rides on to your card.**

**Online:** The fastest and easiest way is to go to [PaceBus.com/tap](https://www.pacebus.com/tap).

**In person:** Customer must present their TAP card at the time of purchase, at:  
*Kedzie and Irving Currency Exchange,*  
3158 W. Irving Park Road, Chicago

*79th and Vincennes Currency Exchange,*  
353 W. 79th Street, Chicago

**By mail:** Use the TAP Mail Order Form (located on pages 5-6 of the TAP User Guide, found at [PaceBus.com/tap](https://www.pacebus.com/tap)).

**If you have any questions, please contact us at:**

**Email:** [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)

**Call:** 1-800-606-1282 (option 4)



Message from the Chicago ADA Advisory Committee Chairman:

I hope everyone is having a wonderful Spring. For me, I look forward to participating in more outdoor activities now that the weather is nicer and encourage you to do the same. As a regular user of TAP, I appreciate that Pace reduced the fare from \$3 to \$2 when they reinstated the fare. I wish everyone an enjoyable and safe Spring and please remember to be kind to yourselves as well as your Pace drivers. Also, please consider continuing to wear your mask when riding public transportation.

Your opinion matters!

*Kerry Moore*

Chairman, Chicago ADA Advisory Committee

## STAY INFORMED

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



## Prioritizing accessibility and innovation

Recently the Pace Board approved an award for a seven-year contract to SCR Transportation, with over 30 years as a service provider in the region. SCR will begin to provide uninterrupted paratransit service in DuPage and Kane Counties on June 24, 2023. In addition to paratransit services Pace provides fixed route bus service, including the innovative Bus on Shoulder program, Pulse- bus rapid transit, and 10 On Demand services in the region. Pace also subsidizes Uber trips to provide non-traditional options to ADA Paratransit customers.

### Pace Connect coming soon!

The Pace Board awarded an 18-month contract for Pace Connect, a new TNC rideshare program, to Via. Pace Connect uses accessible vehicles to pick riders up in two areas. One Pace Connect zone will serve workers commuting from the CTA Blue Line to cargo areas at the south end of O'Hare Airport. The other will serve an area surrounding Pace's Harvey Transportation Center bounded by 144th St., I-94, I-294, and I-57.

While both areas are already served by Pace fixed routes, these pilots offer first-/last-mile service and operate throughout nighttime and early morning hours when regular service is limited. The pilots will help Pace determine whether it is suitable, cost-effective, and efficient to incorporate this service type into Pace's family of services. The contract includes six months for planning and a year of service. This project is in partnership with Cook County and RTA.

## Safety is always Pace's top Priority

Pace is an exceptionally safe service, and we can all play a role in keeping it that way. Please be careful walking to and from your boarding location. Stay home if you feel sick. Be courteous to your operators and fellow passengers. And remember: If you see something, say something. Report suspicious activity to your operator or, in the event of an emergency, to 9-1-1. Thank you for riding and for helping keep Pace safe for everyone!

## The Chicago Police Department is seeking vital community feedback and input on its People with Disabilities Policy

The Chicago Police Department (CPD) is committed to community engagement on its current policy regarding interactions with people with disabilities.

The Department needs vital review and feedback from community members and stakeholders in order to properly update this policy. The current intention is to create several new policies which allow for a more specific focus regarding the scope of disabilities. Your expertise is crucial to the creation of these new policies. We highly value and need your feedback and input.



The Department has launched a community engagement opportunity which opened on February 1, 2023.

## Community Project Funding for electric buses supports Pace's Project Zero initiative



Pace expresses our appreciation to the congressional sponsors of FY23 Community Project Funding—including Congressman Sean Casten, who secured a grant 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.

Pace, through our Project Zero initiative, is committed to converting its entire fleet to a zero-emission fleet by 2040. This is an ambitious and significant investment which includes the upgrading of infrastructure at 11 bus garages.

Information on the policy and public feedback options can be found on this website: <https://directives.chicagopolice.org/#directive/public/6620?f=people%20with%20disabilities>. Please feel free to share this opportunity with anyone you feel would like to participate.

**We welcome feedback and offer deliberative dialogue opportunities on an ongoing basis, every day, all year. Feel free to send your feedback to: [sarah.bown@chicagopolice.org](mailto:sarah.bown@chicagopolice.org).**

**Sally (Sarah) Bown** (She/Her/Hers)  
Community Outreach Coordinator

Chicago Police Department  
Office of Community Policing  
3510 South Michigan Ave. Chicago, IL 60653  
[sarah.bown@chicagopolice.org](mailto:sarah.bown@chicagopolice.org)  
312-745-5900

Pace is incredibly grateful for the funding provided by Congressmen Casten and Brad Schneider, as well as the federal funding for other Pace improvements sponsored Congressman Bill Foster, Congressman Chuy Garcia, and former Congresswoman Marie Newman.

Pace was honored to host both Congressman Casten and Congressman Schneider to celebrate those funding awards. The \$1.92 million in Federal funding provided by Congressman Schneider will provide two electric buses to be used at North Division as the agency moves towards a zero-emission fleet. Pace's North Division in Waukegan will be the first Pace garage to be fully converted to a zero-emission fleet. On April 19, Pace was honored with the Chicago Metropolitan Agency for Planning (CMAP) Regional Resilience Award for the agency's **Project Zero** initiative.



# Pace Awarded CMAP Regional Resilience Award for Project Zero

*Award presented as Pace Board of Directors approves electric car charging infrastructure at nine locations*

On April 19, Pace was honored with the Chicago Metropolitan Agency for Planning (CMAP) Regional Resilience Award for the agency's **Project Zero** initiative. CMAP Executive Director Erin Aleman presented the award to Pace at the agency's April 2023 Board of Directors meeting. Project Zero is Pace's commitment to operating a zero-emission fleet by 2040.

"Project Zero was a major step forward that we all took together," said Pace Executive Director Melinda Metzger. She also noted that "Pace's **North Division** in Waukegan will be the first garage to be converted to a fully electric fleet. This decision was based on environmental concerns and our ongoing work to create an innovative, equitable,

and efficient transportation network for those we serve. Electrification will make an impact in the Waukegan area where a high percentage of riders are low-income, minorities, or from otherwise underserved groups."

Project Zero began with the delivery of Pace's first electric bus in 2022 and the completion of the agency's **fleet transition plan**. Twenty more buses are scheduled for delivery later this year as Pace develops its facility transition plan and begins work on a network revitalization plan.



## New facility under construction in Markham

We're installing metal roof decking at the Acceptance Facility and a roofing system, underground electrical, and plumbing at the Office Building. The new building will house Pace's Customer Relations Department in a modern office space that will enhance their ability to efficiently respond to your needs.

## Electric Vehicles are Coming!

Project Zero is underway! Pace is in the process of buying equipment that will enable us to charge electric buses at North Division. In addition, thanks to a recent upgrade, our first electric bus can now be charged at our newest garage in Plainfield! This is the first permanent charging equipment to be wired into one of our Divisions.

Pace is also awarded a contract for a project that will add electric car charging stations (and related electrical system upgrades) at eight passenger facilities as well as our corporate headquarters. Construction is projected to start later this year and be completed by early 2024.



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