



SUMMER 2023

ONBOARD

with  pace Suburban Bus



Melinda J. Metzger
Executive Director

Our Growing Family of Services

Pace's long history of success is due in large part to the hard work and dedication of our bus operators, maintenance staff, and all those behind the scenes. And, as Pace continues to evolve, take note of how many alternative service models and new technologies you see mentioned in this newsletter. Whether it's VanGo, On Demand, or Pace Connect, we are innovating new ways to serve the region

and your changing transportation needs. We continue to develop first-mile/last-mile options that complement our robust fixed route network. We are upgrading passenger facilities, implementing new safety and communication technologies, and most excitingly, electrifying our bus fleet! We hope you are able to try our new services and visit our new stations soon. Thank you for riding!



Richard A. Kwasneski
Chairman

And Now, a Word about Our Partners

I am so pleased with the "pace" of Pace's innovation and capital projects. As you'll see in this newsletter, we're moving full steam ahead on some historic initiatives that will deliver service that is safer, more reliable, more equitable, and more sustainable. We're doing everything we can to complete these projects quickly and responsibly, and we're able to do this thanks in large part to people who provide funding, contribute land, or work with us to design and execute projects. The state led the way in 2019, funding most of our infrastructure projects with their historic investment package, *Rebuild Illinois*. But the federal government quickly followed suit with visionary investment in electrification,

technology, vehicles, and construction. Because of funding from these sources—and additional grants at the county level—Pace's future has never looked brighter. Several villages have also contributed to facilities like our new Heritage Division garage in Plainfield or new facilities in Harvey, Markham, Joliet, Schaumburg, and Des Plaines. We are working closely with partners like Metra (in Homewood and Harvey), Cook County, and RTA (in Harvey and around O'Hare) to improve your experience further. I've said it before and I'll say it again: When we all work together, there's nothing we can't do!

Un-retire with us!

Rewarding work with great benefits.
PaceBus.com/careers



847-364-PACE
PaceBus.com

We're Driven For You



Pace Connect Launched June 27!



A new demand-response offering called Pace Connect launched on June 27 in two areas. Pace Connect allows riders to book rides at a moment's notice with a mobile app or by phone for late-night rides. Pace Connect uses accessible vehicles to pick riders up in two zones. Pace Connect O'Hare Businesses will serve workers commuting from the CTA Blue Line Rosemont Station to cargo areas and hotels at the south end of O'Hare Airport. The Pace Connect Harvey Area will serve an area surrounding Pace's Harvey Transportation Center (bounded by 144th St., I-94, I-294, and I-57) including the Amazon Fulfillment Center in Markham.

Both areas are already served by fixed routes, including Pace Route 352, which offers 24-hour daily service. The new Pace Connect services now offer first-mile/last-mile connections in overnight hours when regular fixed route service is limited. Thanks to our funding partners, Cook County and RTA, Pace is able to bring this latest innovation into our family of services and offer yet another transportation option to third-shift workers in the north and south suburbs.



Stay up-to-date on the region's latest transit news with the Regional Transportation Authority (RTA) Connections Blog. Find updates on the implementation of the regional transit strategic plan *Transit is the Answer*, tips on how to use public transportation to access key destinations, and stories from riders who depend on transit to get where they need to go. Subscribe to a newsletter that will deliver new posts right to your inbox each week, and stay engaged with the agency tasked with regional planning and coordination alongside the CTA, Metra, and Pace. <https://www.rtachicago.org/blog>

VanGo now offered in Palatine

Pace is also pleased to announce the launch of its newest VanGo service in Palatine. VanGo is a reservation-based service, in which drivers/riders reserve a van for the next business day. This new pilot program provides a first-mile/last-mile transit option for commuters traveling round-trip from either the Lake-Cook Metra Station (in Deerfield), the Lake Forest (UP-N) Metra station, and now also from the Palatine (UP-NW) Metra station to nearby work locations.



Pulse Dempster Sunday Service coming August 13!



Pace is giving our riders a sneak preview of the new Pulse Dempster Line (rapid transit service along Dempster Street between Evanston and O'Hare). **Beginning August 13, the Pulse Dempster Line will begin operating on Sundays.** Riders can take advantage of this significant increase in service frequency on Sundays while they get a preview of what's to come this fall when we fully launch daily service on the Pulse Dempster Line. Sign up for email/text alerts to stay informed about future developments on the Pulse Dempster Line.

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-two more buses are scheduled for delivery later this year as Pace develops its facility transition plan and begins work on a network revitalization plan.



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 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 on those charging stations is projected to start later this year and be completed by early 2024.



**Still using cash to pay your fare?
It's time to switch to Ventra!**

Enjoy the many benefits!

- Free transfers between Pace buses
- Contactless and convenient way to pay for transit
- Ability to buy low-cost, unlimited-ride passes
- Discounted transfers to CTA
- When you register your card, your Ventra card is free and if you lose your card, you don't lose your balance
- Ventra works with mobile payments in Apple Pay and Google Pay

Get your Ventra card today!

- Online at: Ventrachicago.com
- At Ventra vending machines
- At participating retail stations
- Mobile app

Learn more

VentraChicago.com
PaceBus.com/ventra



ventra



Transit - Pace's Trip Planning App

Plan your trip, track your ride in real-time, and more, with the Transit app. The app offers trip planning results that now include **Pace Connect** services! Soon, it will also include Pace On Demand service. Learn more and download the app at PaceBus.com/transit-app.



transit

Project Updates

Harvey Transportation Center

Design work continues with further development of the interior passenger waiting area and driver's break room as well as the Metra station entrance.



Northwest Transportation Center

A new ADA Paratransit Transfer Facility is being built at our Northwest Transportation Center in Schaumburg. A groundbreaking ceremony was held on July 19 and demolition begins in August to set the stage for an expanded facility with an upgraded indoor waiting area.



STAY INFORMED

Passengers are encouraged to sign up for text or email alerts at 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

Submit comments online at Pace's self-service feedback center at PaceBus.com/contact.



PACE BOARD OF DIRECTORS

Chairman Richard A. Kwasneski
Former Mayor, Village of Lemont

Rachel Arfa
Commissioner, Mayor's Office for People with Disabilities

Christopher S. Canning
Former President, Village of Wilmette

Terrance Carr
Former President, Village of Willow Springs

David B. Guerin
Mayor, Village of River Grove

Kyle R. Hastings
President, Village of Orland Hills

Thomas D. Marcucci
Former Mayor, City of Elmhurst

William D. McLeod
Mayor, Village of Hoffman Estates

John D. Noak
Mayor, Village of Romeoville

Jeffery D. Schielke
Mayor, City of Batavia

Erin Smith
Former President, Village of Lakewood

Linda Soto
Former Mayor, Village of Hainesville

Terry R. Wells
President, Village of Phoenix

Melinda J. Metzger
Executive Director