

SUBURBAN ADA NEWS

with Pace Suburban Bus

Free Fixed Route Rides for ADA Riders

Coming 2024

Presently, the RTA ADA Paratransit Permit ID Card enables an ADA-certified customer to ride on the Pace fixed-route system at a reduced fare rate. Beginning in 2024, Pace will offer a free fare on the Pace fixed-route system to those same ADA-certified customers with a valid RTA ADA Paratransit Permit ID Card. Stay tuned for an announcement on when that fare policy takes effect.



Officials Celebrate Groundbreaking of Pace's New ADA Paratransit Transfer Facility in Schaumburg

Local officials joined Pace leaders earlier this year to break ground on a new ADA Transfer Facility adjacent to the Northwest Transportation Center. The project, made possible by Rebuild Illinois funding, will transform a critical hub for paratransit with new assets that promote accessibility, expand capacity, and enhance comfort and aesthetics for people with disabilities and other commuters. Pace Suburban ADA Advisory Committee Chairperson Jemal Powell was also in attendance.

The site's improvements include demolishing the former Schaumburg Post Office and renovating an existing facility that will accommodate customers for the first time, with an indoor waiting area and public restrooms. Pace's ADA Advisory Committee feedback informed the concept and reinforced the agency's commitment to advancing the accessibility and equity of its service, a key aspiration of its strategic plan. The Pace Northwest Transportation Center is a central hub with over 1,000 daily boardings for Pace service, including I-90 Express buses, which utilize the Illinois Tollway I-90 Flex Lanes to bypass congestion and connect commuters to the CTA Blue Line at Rosemont.



The new transit center and ADA Transfer Facility will include two new dual-port car charging stations, with capacity for four electric cars, an expanded drop-off area, and new Pace branded signs with real-time bus departure information. New sidewalks will provide pedestrian access from Mall Drive and Kimberly Drive to the bus terminal, and parking capacity will increase from 192 to 301. Other improvements include landscaping, site furnishings, seating, Ventra ticketing, and digital and audio bus arrival information.



Message from the Suburban ADA Advisory Committee Chairman:

Happy upcoming holiday season! I wish everyone a safe holiday season and hope you enjoy time with your family members and friends and can utilize Pace services to go to holiday events.

Recently, Pace passed its 2024 budget, which you will read about in this newsletter. And in that budget are some exciting innovations underway for the riding public, such as the Rideshare Access Program, expansion of On Demand services, and allowing ADA-certified customers to ride Pace fixed routes services, with their RTA ADA card, for free.

Please read this newsletter and utilize these changes, when rolled out, to help keep Pace one of the most innovative transit agencies in the country. Happy holidays everybody!

Jemal Powell
Chairman, Suburban ADA Advisory Committee

Approval of RideShare Access Program (RAP) for ADA Paratransit Riders

Recently, Pace’s Board of Directors approved several exciting initiatives that reinforce Pace’s continued commitment to moving the agency forward, including a new Rideshare Access Program (RAP) modeled after the **City of Chicago Taxi Access Program (TAP)** and **DuPage Uber Access Program pilot**.

This approval allows Pace staff to explore options for providing supplementary service utilizing transportation network companies (TNCs). The RAP program will increase capacity by offering a user-side subsidy transit option, where Pace will pay up to \$30 per TNC ride taken by an ADA paratransit customer. RAP will allow Pace ADA paratransit customers to use rideshare services like Lyft, Uber, UZURV, or Via as an optional alternative to dedicated ADA Paratransit services.

Pace On Demand is now integrated into the Transit app

Earlier this year, Pace integrated Pace’s newest reservation-based transit services (Pace Connect and VanGo) into the Transit app. As of November 8, the Transit app has also integrated Pace On Demand. If you use the Transit app to plan a trip, and that trip includes travel inside one of the ten On Demand zones, you will see Pace On Demand service as one of your transit options. In addition, customers can now book rides via our newest Pace On Demand app in addition to booking online or by calling.

[Download both the Transit and On Demand apps today!](#)



Pace Celebrates Pulse Dempster Daily Service Launch

State, county, and local officials join Pace to commemorate the launch of the second Pulse line featuring faster trips between Evanston and O’Hare.



L-R: Pace Director Chris Canning; Pace Director David Guerin; Cook County Commissioner Josina Morita; Skokie Mayor George Van Dusen; Cook County Commissioner Maggie Trevor; Pace Chairman Rick Kwasneski; Pace Executive Director Melinda Metzger; Senator Ram Villivalam; Pace Director Linda Soto; Representative Michelle Mussman.

Recently, Pace welcomed state, county, and local leaders to celebrate the launch of the newest addition to Pace’s growing rapid transit network, the Pulse Dempster Line, which offers passengers a fast and reliable service. The service began daily operations on Sunday, October 29, 2023.

Pulse provides premium bus service with limited stops, modern stations, and frequent service. Pulse Dempster’s purple-branded buses will run every 15 to 20 minutes, ensuring riders along Dempster Street in the northern suburbs reach destinations from Evanston to O’Hare International Airport more quickly.

Thanks to cutting-edge Transit Signal Priority (TSP) technology that leverages traffic signal timing adjustments with no impact on general traffic flow, buses navigate through congestion more efficiently to stay on schedule and reduce commuter travel times.

Pulse Dempster buses communicate directly with traffic control to minimize red lights and lengthen green lights.

Pulse Dempster buses have modern amenities for passengers on board, including free Wi-Fi service and easy-to-find branded stations with heated shelters and real-time bus tracker information. Pulse Dempster also improves ADA accessibility, featuring raised bus platforms at all stations that conveniently melt ice and snow during inclement weather.

New and returning riders can look out for Pulse stations and temporary stops with Pulse signs while construction continues on the new line.

Visit PaceBus.com/Pulse for updates, schedules, and exciting developments.



Working for Pace has many advantages:

- Competitive starting pay
- Excellent health insurance benefits
- Paid on-the-job and on-going training
- Paid vacation and other paid time off
- Outstanding retirement benefits
- Safe, clean work environment
- Promotion from within
- Working close to home

Join our Pace team today at PaceBus.com/Careers.

Pace’s Round Lake Area On Demand Service Expansion

Pace expanded our Round Lake Area On Demand zone on August 28. This exciting expansion doubles the size of the current service zone in northwestern Lake County to include portions of Fox Lake, Long Lake, Ingleside, and Round Lake Heights. The new zone will enhance the area’s overall transit network by providing new connections with Pace Routes 570 and 806 and with Metra’s MD-North and NCS lines. Visit PaceBus.com/OnDemand to learn more.

Pace Celebrates the Launch of New Pace Connect Service

Late-night riders now have an easier way to get home!

Earlier in the year, Pace and local officials celebrated the launch of Pace Connect, a new transit service designed to provide a “first and last mile” transit option during late-night hours in two designated zones. The service, funded in part thanks to RTA and Cook County grants, provides crucial transportation connections geared toward third-shift workers.

Pace Connect is a new late-night ride-hailing service near O’Hare Airport and Harvey Area. For only \$2 or less per trip, anyone can take a ride within a designated zone to accommodate first/last mile transportation needs when fixed-route public transportation isn’t readily available. Via powers Pace Connect. Pace Connect is open to the general public. All rides must be individually reserved. Riders can book trips at a moment’s notice through the Pace Connect app (or by phone call for those who do not have access to a smartphone) to easily connect with nearby transit stations, workplaces, schools, or homes. Visit the Pace Connect page for more information, including maps of the zones and daily hours of service: [PaceBus.com/connect](https://www.pacebus.com/connect).



Network Revitalization

Pace has now kicked off our ReVision planning process --a bus route network revitalization and systemwide restructuring initiative. Pace’s strategic vision plan, Driving Innovation, specifically mentions the need for implementing and innovating fixed-route transit in the highest-demand markets while exploring the potential to harness technology and new or enhanced mobility solutions to provide more effective coverage services in lower-demand areas.

As the region emerges from the pandemic, Pace recognizes that commuting patterns have changed. Pace needs to update and modernize its service offerings to continue being a good steward of taxpayer resources while maximizing access to jobs, education, medical services, and other destinations for everyone in our region.

Pace’s Network Revitalization effort will explore ways to strengthen the suburban transit service. Public input will be an essential part of the process. Pace needs to hear from you! We welcome your ideas at:

Driving.Innovation@PaceBus.com.

Paratransit TripCheck

ADA Paratransit and Pace-operated Dial-a-Ride riders can keep track of their rides with **Paratransit TripCheck**.

With the TripCheck portal, you can view trip information, cancel trips, and opt in and out of email, text, and phone call alerts.

To get started, visit www.pacebus.com/tripcheck and create a ‘Profile’. With your ‘My Profile’, you can get automatic email and text message alerts to include:

- **Trip booking** (sent when you book a trip)
- **Trip cancellation** (sent when you cancel a trip)
- **Imminent arrival** (sent 20 minutes before scheduled pickup time)
- **Next-day itinerary** (sent nightly with scheduled trips for the next day)

Customers can also request trip information from our system at any time.

Learn more: www.pacebus.com/tripcheck.

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