

SPRING 2025

CHICAGO ADA NEWS

from Pace Suburban Bus



STRENGTHENING TRANSIT: Officials Celebrate Funding for Electric Buses at New Pace Markham Facility



The Driving a Cleaner Illinois—Volkswagen award to Pace and CTA is the largest grant to date from the Illinois Environmental Protection Agency.

On February 7, Governor JB Pritzker and many other state and local officials joined Pace representatives at the Acceptance Facility of South Campus in Markham to celebrate Pace receiving a \$27 million award from the Illinois Environmental Protection Agency (IEPA).

The new funding represents a significant investment in Pace's sustainability efforts. The grant award will allow us to purchase 27 battery-electric buses for our fleet. It will help further advance our transition to a cleaner and greener fleet, reduce emissions, and improve air quality for the many communities Pace serves.

It was an honor to host Governor Pritzker at our new Acceptance Facility in Markham. Pace's latest investment in the south suburbs marks a significant milestone in modernizing operations, bolstering the agency's south suburban workforce, and enhancing our central Safety and Training, including the introduction of a bus operator training course.

Pace remains grateful for the support of our federal, state, and local partners who have helped make our vision for sustainability a reality. When our partners invest in Pace, they are investing in mobility, economic opportunity, and a cleaner future. 



Message from the Chicago ADA Advisory Committee Chairwoman:

Although the calendar says Spring is here it seems as though we've had all four seasons within the last couple of weeks. But Spring will eventually burst forth with warm temperatures and everything turning green!

Thank you for re-electing me to a second term as Chair of the Chicago ADA Advisory Committee. I will continue to do my best to bring your concerns to the Pace ADA Advisory Committee and Pace management.

Here are some updates included in this issue of the newsletter:

- The new trilingual functionality of the TripCheck app
- The Pace purchase of 27 battery electric buses
- RAP and TAP reminders

Please try to report all issues or commendations to Pace the same day at 1-800-606-1282, option 2. Your input is important to making sure every rider's travel needs are met.

Francine Bell
Chairwoman,
Chicago ADA Advisory Committee

ADA Customer Satisfaction Survey

As part of our ongoing efforts to improve your ADA Paratransit riding experience, Pace will be conducting a Customer Satisfaction Survey in May. To ensure a representative sample, ADA riders will be chosen randomly to receive the survey. If you get a survey in the mail, we would appreciate your help!



Pace ADA Advisory Committees

The Pace Board of Directors created the Chicago ADA Advisory Committee and the Suburban ADA Advisory Committee to provide appropriate ongoing input from individuals with disabilities into the operation of ADA paratransit services. Each committee has up to fifteen members who meet quarterly.

The next Chicago ADA Advisory Committee meeting is scheduled for June 4, 2025 from 1:00–3:00 p.m. Please check Pace's meeting page for the latest schedule at PaceBus.com/public-meetings or contact Pace at (847) 228-4229.

The public is invited to attend ADA Advisory Committee meetings in person or watch the meetings remotely at PaceBus.com/streaming. Staff is available onsite to speak with riders one-on-one before the meetings, from 12:30–1:00 p.m. Rules for public comment can be found at: PaceBus.com/rules-public-comment.

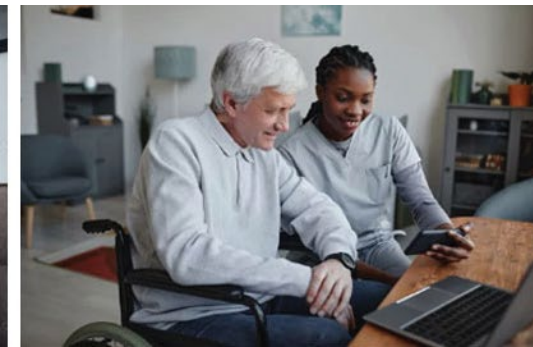
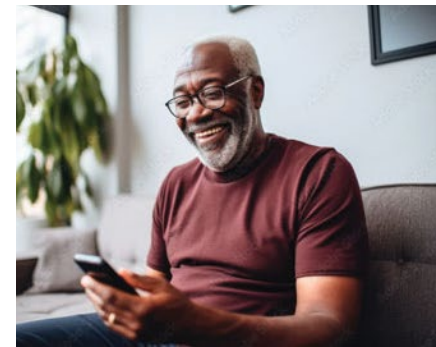
If you wish to offer public comment on an agenda item, please submit your name, the agenda item(s) on which you wish to offer public comment, and your comment(s) to: ADA.committee@pacebus.com no less than 24 hours prior to the start of the meeting.

HELPFUL REMINDERS TO AVOID CANCELLATION OR NO-SHOW

- Allow for a 30-minute pick-up window based on your scheduled pick-up time.
- Be within sight of the vehicle while awaiting pick up.
- Wait and be ready (5 min before your pick-up) to board the vehicle in your building's lobby or curbside.
- Drivers will wait 5 minutes after arriving or 5 minutes after the pick-up time, whichever is later.
- Before leaving, the carrier will attempt to contact the customer.
- If the customer does not board within the appropriate 5-minute waiting period, the customer will be recorded as a no-show.
- When boarding a vehicle, customers must show either a valid RTA ADA Paratransit ID card or another valid photo ID card.

For more detailed information, read the ADA Paratransit Customer Guide 2025. Found at: PaceBus.com/ada.

PACE'S TRIPCHECK CAN MAKE YOUR ADA PARATRANSIT EXPERIENCE EASIER IN ENGLISH, ESPAÑOL AND POLSKIM



Managing your Paratransit trips has never been easier with Pace's TripCheck

TripCheck now is offered in three languages (English, Spanish & Polish) to better serve your needs.

ADA Paratransit and Pace-operated non-ADA riders can keep track of their rides with Pace Paratransit TripCheck. TripCheck is a tool to view and cancel scheduled rides without having to call the Call Center. The tool can be accessed in different ways: [Online](#), [by phone](#), and with the [Pace TripCheck app](#).

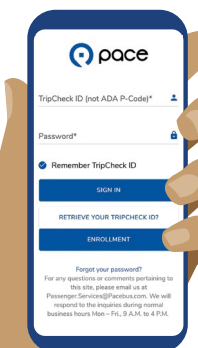
We know our riders have places to be and schedules to keep, so we're always looking for new ways to improve our customer's experience. With Pace's TripCheck newly improved **online and app** multilingual functionality, you can access information in [English](#), [Spanish](#) and now also in [Polish](#)!

Download the TripCheck App today! You can download it from the App Store for iPhone or from Google Play for Android.

With TripCheck you can:

- View trip information
- Cancel trips
- Set up email, text, and phone call reminders for upcoming trips.
- View information in English, Spanish and Polish
- And much more!

Learn more about the TripCheck tool at: PaceBus.com/tripcheck.



Manejar tus viajes de Paratransito nunca ha sido más fácil con TripCheck de Pace

TripCheck ahora se ofrece en tres idiomas (Inglés, Español y Polaco) para satisfacer mayor sus necesidades.

Los pasajeros de ADA Paratransito y de otros servicios de Pace, pueden administrar y hacer un seguimiento de sus viajes con Pace TripCheck. TripCheck es una herramienta para ver y cancelar viajes programados sin tener que llamar al Centro de Atención. Puede acceder a ella de diferentes maneras: [por línea](#), [por teléfono](#), y con [la aplicación TripCheck](#).

Nosotros sabemos que nuestros pasajeros tienen lugares a dónde ir y horarios que cumplir. Siempre estamos buscando nuevas formas de ayudar a mejorar su experiencia. ¡Con la nueva funcionalidad multilingüe **por línea y por medio de la aplicación**, usted puede acceder a la información en [Inglés](#), [Español](#) y ahora también en [Polaco](#)!

Descarga la aplicación TripCheck hoy mismo! Puedes descargarla desde la App Store para iPhones o desde Google Play para teléfonos Android.

Con la herramienta TripCheck tu puedes:

- Ver información sobre viajes
- Cancelar viajes
- Planear recordatorios por correo electrónico, mensaje de textos, y llamadas telefónicas para los proximos viajes.
- Vea información en Inglés, Español y Polaco!
- y mucho más!

Aprenda más sobre la herramienta TripCheck en: PaceBus.com/tripcheck.

Continued on the next page

Zarządzanie przejazdami Paratransit nigdy nie było łatwiejsze dzięki **TripCheck od Pace**

Usługa TripCheck jest teraz dostępna w trzech językach (angielskim, hiszpańskim i polskim), aby lepiej spełniać Twoje potrzeby.

Pasażerowie korzystający z ADA Paratransit oraz usług nienależących do ADA, obsługiwanych przez Pace, mogą śledzić swoje przejazdy za pomocą Pace Paratransit TripCheck. TripCheck to narzędzie do przeglądania i anulowania zaplanowanych przejazdów bez konieczności dzwonienia do Centrum Obsługi Klienta. Narzędzie to można obsługiwać na różne sposoby: [online](#), [telefonicznie](#) oraz za pomocą [aplikacji Pace TripCheck](#).

Wiemy, że nasi pasażerowie mają miejsca, do których muszą dotrzeć, i harmonogramy, których muszą przestrzegać, dlatego zawsze szukamy nowych sposobów na poprawę doświadczeń naszych klientów. Dzięki nowo ulepszonej funkcjonalności **online i aplikacji TripCheck od Pace**, dostępnej w wielu językach, możesz uzyskać informacje w języku [angielskim](#), [hiszpańskim](#), a teraz także w [polskim](#)!

Pobierz aplikację TripCheck już dziś! Możesz ją pobrać z App Store dla iPhone'a lub z Google Play dla Androida.

Dzięki TripCheck możesz:

- Przeglądać informacje o przejazdach
- anulować przejazdy
- Ustawiać przypomnienia e-mail, SMS i telefoniczne o nadchodzących przejazdach.
- Przeglądać informacje w języku angielskim, hiszpańskim i polskim
- I wiele więcej!

Dowiedz się więcej o narzędziu TripCheck na: PaceBus.com/tripcheck. 

TAXI ACCESS PROGRAM (TAP) Reminder



Pace's Taxi Access Program (TAP) provides **eligible riders** with the option of using Chicago taxi providers at a reduced rate for same-day trips. TAP can be a great alternative for last-minute travel plans. Unlike ADA paratransit, TAP does not require an advanced trip reservation. You must be certified for ADA Paratransit by RTA to request enrollment in TAP. Riders enrolled in TAP may call a Chicago taxi provider or hail a taxi at their convenience. To request an accessible taxi, call the City of Chicago's centralized WAV taxi dispatch service at (888) 928-2227. Taxi drivers are independent contractors and do not work for Pace or the City of Chicago. For a list of taxi providers, please call 311.

Enrollment in TAP is voluntary. Customers enrolled in TAP will pay the first \$2.00 of the cost of a trip taken with a Chicago taxi provider, the origin of the trip must start in the City of Chicago; Pace will subsidize the cost of the trip after the first \$2.00 and not exceeding \$30.00. Riders will be responsible for paying any portion of the cost that exceeds \$30.00; any taxi surcharge applicable to the trip (e.g., wait and return surcharge); and any taxi driver tip.

Learn more at PaceBus.com/tap. 

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