

SPRING 2025

# SUBURBAN ADA NEWS

with 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 Suburban ADA Advisory Committee Chairman:

Happy Spring! I am delighted to see the expansion of TripCheck to include Spanish and Polish options so community members who speak those languages can access the app as well. I would encourage all riders to download TripCheck as it is very user-friendly and allows you to easily view and manage rides all in one convenient place. I am always appreciative of Pace's concerted efforts to expand ridership and accessibility of services, and this is one of many on-going projects intended to do so.

Thanks!

*Michael Brynda*

Suburban ADA Advisory Chair

### 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 Suburban ADA Advisory Committee meeting is scheduled for June 3, 2025 from 1:00–3:00 p.m. Please check Pace's meeting page for the latest schedule at [PaceBus.com/public-meetings](https://www.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](https://www.pacebus.com/streaming). Staff is available upon request prior to the meeting. Rules for public comment can be found at: [PaceBus.com/rules-public-comment](https://www.pacebus.com/rules-public-comment).

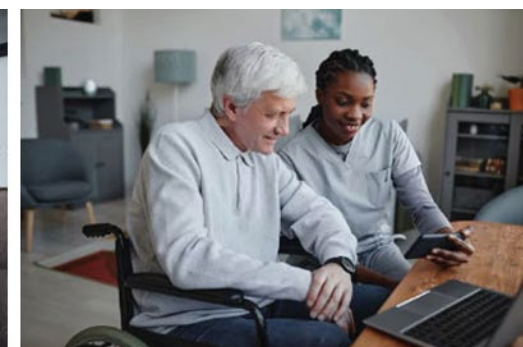
If you wish to offer public comment on an agenda item, please submit your name, the agenda item(s) on which you wish to offer public comment, and your comment(s) to: [ADA.committee@pacebus.com](mailto:ADA.committee@pacebus.com) no less than 24 hours prior to the start of the meeting.

### 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](https://www.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](#).

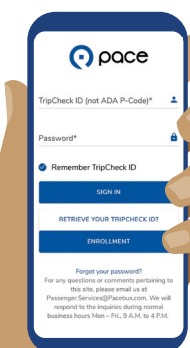
We know our riders have places to be and schedules to keep, so we're always looking for new ways to improve our customer's experience. With Pace's TripCheck newly improved **online and app** multilingual functionality, you can access information in [English](#), [Spanish](#) and now also in [Polish](#)!

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](https://www.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](https://www.pacebus.com/tripcheck).

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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](https://PaceBus.com/tripcheck). 

## Pace's Rideshare Access Program (RAP) is a great option for Paratransit riders

RAP gives RTA-certified ADA Paratransit riders the freedom to book your rides at a moment's notice for **ONLY \$2**.



RTA-certified ADA Paratransit passengers who use Uber or UZURV rideshare services to access destinations throughout the region may now travel more affordably with a Pace subsidy. Pace's Rideshare Access Program (RAP) provides RTA-certified ADA Paratransit riders a subsidy up to \$30 after a \$2.00 fare/co-pay per trip when using Uber or UZURV rideshare services.

Enrollment in RAP is voluntary. **Please note:** Your access to ADA Paratransit services does not change. For those who have already enrolled in Pace's Taxi Access Program (TAP), you may enroll in either RAP or TAP but not both.

To apply for RAP or for more information visit: [PaceBus.com/RAP](https://PaceBus.com/RAP) and complete the form to start the enrollment process. 



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