

SUMMER 2025

CHICAGO ADA NEWS

with Pace Suburban Bus



Proposed changes to TAP and RAP programs



Pace recently held public hearings on the **Regional Transportation Authority's 2025 ADA Paratransit Action Plan**, which proposes **programmatic changes**, including fare increases, for Pace's **Taxi Access Program (TAP)** and **Rideshare Access Program (RAP)**.

PROPOSED CHANGES

- Increasing the TAP and RAP fares to \$3.25 (same as the current ADA Paratransit fare)
- Capping the number of TAP and RAP rides to 30 per month per rider
- Implementing free fixed route rides on CTA and Metra for ADA certified riders (Pace already implemented this change in 2024)

At Pace's August 20, 2025, board meeting, an update will be provided on the public comments made on the proposed changes in the RTA's ADA Paratransit Action Plan.

If you have input on this proposed change, please let us know at Passenger.Services@PaceBus.com.

On June 12, 2025, the Regional Transportation Authority (RTA) adopted Ordinance 2025-26 approving an ADA Paratransit Action Plan, which includes proposed changes to the ADA Paratransit program to address the projected 2025 ADA Paratransit budget shortfall. In accordance with the RTA ADA Paratransit Action Plan, the RTA proposed the above programmatic changes for implementation in 2025. Interested persons may obtain copies of any reports, resolutions, or certificates describing the basis upon which the fare increase was calculated by viewing RTA Ordinance 2025-26 and the RTA ADA Paratransit Action Plan, available at PaceBus.com/TAP or PaceBus.com/RAP. 



Message from the Chicago ADA Advisory Committee Chairwoman:

Hello friends, welcome to Summer! Although it's been extremely hot these last couple of weeks with temperatures in the 90s, I trust you are finding creative ways to stay cool. The City of Chicago has set up Cooling Centers where you can go and find relief from the heat. To find a Cooling Center near you call 311, which is the city's non-emergency number. Stay on the line and an agent will assist you.

Now on to business, here are updates included in this issue of the newsletter:

- TripCheck
- Bikes and scooters on buses
- For those who use Pace's Taxi Access Program (TAP) and Rideshare Access Program (RAP), please note the proposed program changes highlighted in this newsletter. You may want to attend a public hearing or participate in the public comment process.

As always, please try to report all issues or communications 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. Have a great, safe and cool summer!

Francine Bell
Chairwoman,
Chicago ADA Advisory Committee

Chicago events that may impact Pace's ADA Paratransit service this summer

Event	Dates	Location
Chicago Air and Water Show	August 16–17	Lakefront
Jazz Fest	August 28–31	Millennium Park
Taste of Chicago	September 5–7	Grant Park

Ventra on Paratransit

Riders can pay their ADA Paratransit fares using the convenient Ventra fare payment system. Please note that this paratransit payment method is completely optional and nothing is changing with the way you reserve or take your trip on ADA Paratransit.

To start using Ventra on paratransit, you need to get funds loaded to your account. Since your ADA Paratransit ID card is also a Ventra card, there are several ways you can do so:

- 1: At Ventra vending machines.** If you wish to use cash, credit or debit cards to add funds to your Ventra account, you can do so at any Ventra vending machine, located at Pace transit centers and CTA rail stations.
- 2: At Ventra retailers.** If you wish to use cash, credit or debit cards to add funds to your Ventra account, you can do so at 1,300 Ventra retail locations including many drugstores and currency exchanges. Just be sure to bring your ADA Paratransit ID/Ventra card with you.
- 3: Over the phone.** Funds can also be loaded over the phone at 877-669-8368 using credit and debit cards.

Setting Up Your Ventra Account

If you wish to use a credit or debit card to load funds to your account via Ventra's website or to use the Ventra app, you will need to call Ventra first (with your ADA Paratransit ID card ready) in order to set it up for adding money these ways. To do so, please call 877-669-8368 Monday through Friday 6 am–8 pm or Saturdays 8:30 am–5 pm. (After hearing the introductory message, press Option 3, then Option 3 again). The Ventra representative will issue you a username and the first time that you log into the Ventra website or use the Ventra app, you will then create your secure password.

Once your account is set up and you've begun using Ventra to pay for rides, you can reload funds in a variety of ways. The most convenient is to use the Ventra app (available for download at Google Play or the App Store) or log into the Ventra website to use your credit/debit card to add money to your account. Additionally, you can reload your account at the vending machines, Ventra retailers, or over the phone as described above.



Pace ADA Advisory Committees

Pace's Chicago ADA Advisory Committee and Suburban ADA Advisory Committee were created pursuant to the RTA Act to represent the diversity of individuals with disabilities in the City of Chicago and the Metropolitan Region and to provide appropriate ongoing input from individuals with disabilities into the operation of ADA paratransit services. The committees serve in an advisory capacity to Pace staff on issues affecting people with disabilities. Each committee has up to fifteen members who meet quarterly in the months of February, May, August, and November. Please check Pace's meeting page for the latest schedule at PaceBus.com/public-meetings or contact Pace at (847) 228-4229.

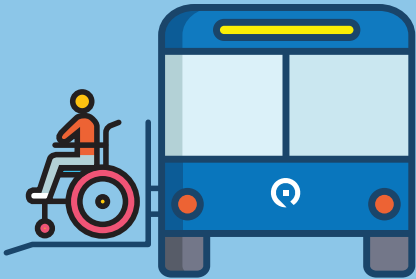
The public is invited to attend ADA Advisory Committee meetings in person or watch the meetings remotely at PaceBus.com/streaming. Rules for public comment can be found at: PaceBus.com/rules-public-comment. If you wish to offer public comment on an agenda item, please submit your name, the agenda item(s) 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.

Manage Your 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)

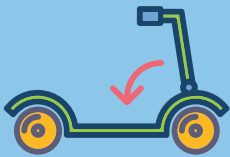
Customers can also request trip information from our system at any time. Learn more at: www.PaceBus.com/tripcheck.



Reminders on Bringing Devices Inside Paratransit Buses

Mobility devices such as wheelchairs, powered wheelchairs, and powered scooters with a seat are all allowed inside Pace's paratransit buses.

All other skateboards, electric bikes and scooters that fold to dimensions about the size of a suitcase can be brought onto paratransit buses if properly stowed and powered off. Any personal electric bikes or e-scooters that do not fold are not allowed inside Pace buses. Paratransit vehicles do not have exterior bike racks so bicycles or e-bikes cannot be brought onto a Pace paratransit bus.



Devices onboard the bus are subject to the following conditions:

- The bike or scooter cannot have a gasoline or alternative fuel engine. The bike or scooter must be folded prior to boarding and remain fully folded while on board.
- The bike or scooter must remain powered off for the entire time the passenger is on board.
- As in all cases of large objects, the bike or scooter should be stored between seats or behind a barrier and under the control of the passenger to ensure the safety of all passengers.
- Bikes and scooters and their components shall never be left unattended, discarded, or abandoned.

Any personal electric bikes or e-scooters that do not fold are not allowed inside Pace buses.

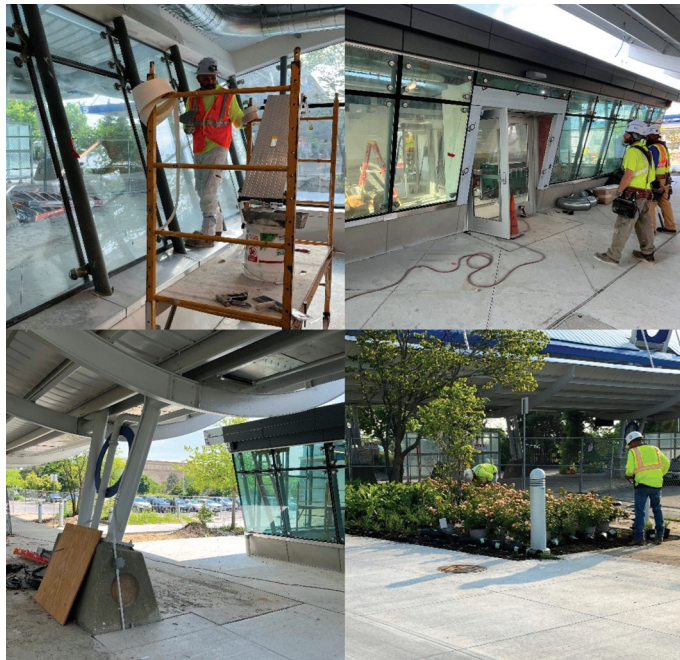
For rules related to devices on Pace's fixed route buses, see PaceBus.com/BikesOnBuses.

CALUMET CITY TRANSFER FACILITY

The design drawings for our project to create an enhanced Calumet City ADA Transfer Facility in the south suburbs are nearly complete! We are tentatively set to go out to bid for the project later this summer with the goal of breaking ground and starting construction by the end of this year.

Like our ongoing work to upgrade the Northwest Transportation Center in Schaumburg, the Calumet City project will use capital project funding from the state's Rebuild Illinois program to create a new **ADA Paratransit transfer facility**, along with an indoor bus waiting area, restrooms for the public and operators, and additional parking.

Construction is anticipated to last about 12 months with the goal of opening the facility by end of 2026. We are looking forward to seeing this project begin and improving access for our riders! 



Northwest Transportation Center Transfer Facility Opening Soon

Ongoing work at the Northwest Transportation Center in Schaumburg to develop a new **ADA Paratransit rider transfer facility** and an additional building at the site continues. In recent weeks, landscapers added plants and shrubbery, pruned back trees, and mulched and watered plant beds. Workers also saw-cut asphalt and backfilled utility trenches around the new ADA building.

Electrical devices were installed within the restrooms and waiting rooms. The underside of the roof deck to the waiting room also was painted. Ductwork and piping and a final coat of paint also were applied on the hollow metal doors and frames. Workers added aluminum clad panels on the western wall at the north entrance and on the arched beams above the south roof. Pace expects to open this upgraded facility in August 



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