

FALL 2025

CHICAGO ADA NEWS

with Pace Suburban Bus



Fare and program changes to Pace's TAP and RAP went into effect October 1

Pace recently held six public hearings on the Regional Transportation Authority's 2025 ADA Paratransit Action Plan, which proposed a programmatic change and fare increases, for Pace's Taxi Access Program (TAP) and Rideshare Access Program (RAP). The RTA Board approved the following changes to those programs that went into effect October 1, 2025:

- Increasing the TAP and RAP fares to \$3.25 per trip (to equal the ADA Paratransit fare)

\$3.25
per ride

- Capping the number of TAP and RAP subsidized rides to 30 per month per rider

30 subsidized
rides
per month

- Free rides on CTA and Metra services for ADA-certified riders. Please note: Pace already offers free rides on fixed route to those customers.



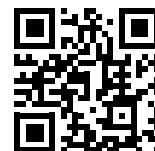
These changes are necessary to comply with RTA's ADA Paratransit Action Plan. Furthermore, nothing is changing with traditional ADA Paratransit service at this time; the fare on that service is still \$3.25 per ride and eligible riders may take as many ADA Paratransit trips as they wish.

The maximum trip cost to be subsidized by Pace's RAP or TAP program is still \$30. Any amount exceeding \$30 is the responsibility of the rider.

For TAP riders: a new Rider Guide is available at: PaceBus.com/tap, which includes an updated mail order form. The TAP webpage has details about how trip fares in your account today will be handled. All trip fares loaded to your account as of October 1 cost \$3.25. After you take 30 rides in a calendar month, you will be responsible for the full cost for any taxi ride. It is recommended that you monitor your TAP riding activity in your account to avoid unexpected charges.

For RAP riders: the new fare amount of \$3.25 is now visible in the Uber or UZURV app at the time of booking. You do not need to take any action. After you take 30 rides in a calendar month, vouchers will not appear in your booking app until the next month.

Pace remains committed to providing as much service to our community as the RTA will fund. If you haven't already, please sign up for alerts on these topics at Pace Suburban Bus (scan the QR code or visit PaceBus.com) so you can be directly notified of any additional changes to these programs.



Questions on these topics can be emailed to Passenger.Services@PaceBus.com. Thank you for riding Pace!



Message from the Chicago ADA Advisory Committee Chairwoman:

The fall season has arrived with its cooler temperatures and the changing colors of the trees. It's a beautiful time of the year. When you get a chance get out and enjoy the lovely fall weather.

In this issue of the ADA Newsletter you can read about the recent changes to the TAP/RAP program as well as other updates across the Pace transit system.

Some of the planned topics/content for this issue are:

- TAP/RAP Update
- NWTC Ribbon Cutting Event
- Transfers Between ADA Paratransit and Pace Fixed Route (Including On Demand)
- Lansing Area and Arlington Heights On Demand updates

As always, I encourage you to try and 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 Pace rider's travel needs are met.

Francine Bell

Chairwoman,
Chicago ADA Advisory Committee

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](https://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. 

COMING SOON: Paratransit Transfer Facility in Calumet City



We are looking forward to the start of an exciting improvement for our riders in the Calumet City area. Like the recently completed project at the Northwest Transportation Center, this new project will create a dedicated transfer point for our ADA paratransit riders in the south suburbs along with additional service and technological improvements. We can't wait to see the project through to completion! 

A FIRST FOR THE REGION: Pace Unveils New ADA Transfer Facility in Schaumburg

On September 10, Pace welcomed local and state officials to officially open the region's first ADA Paratransit Transfer Facility at the Northwest Transportation Center in Schaumburg with a ribbon-cutting ceremony.

The multi-million-dollar project, funded predominantly through the State of Illinois' *Rebuild Illinois* program, represents a major investment in suburban transit infrastructure and accessibility. In addition to the new transfer facility, the project delivers expanded passenger amenities, including a modern indoor waiting area, real-time travel signage, a Ventra vending machine, and expanded park-n-ride capacity with new EV charging stations.

"Pace is proud to deliver this investment in transit infrastructure for the northwest suburbs, improving access and comfort for the communities we serve," said Pace Chairman Rick Kwasneski. "This project shows what's possible when transit is supported — and with your partnership, there's much more we can achieve together."

The new ADA Paratransit Transfer Facility is the first of its kind in the region, providing a safe, comfortable, and efficient transfer point for riders with disabilities. By centralizing connections and improving amenities, Pace is enhancing mobility for some of the region's most vulnerable populations.

"Today, thanks to critical investment through *Rebuild Illinois*, we celebrate this new passenger facility, a space designed to improve accessibility, comfort, and convenience for our riders. It reflects our commitment to enhance ADA paratransit service and improve the passenger experience for all our riders," said Pace Executive Director Melinda Metzger.

Local and state leaders joined Pace to celebrate the milestone, including Illinois State Representative Michelle Mussman; Illinois State Senator Darby Hills; Illinois State Representative Nicolle Grasse; Illinois State Representative Jennifer Sanalitro; Cook County Commissioner Kevin Morrison; Schaumburg Village President Tom Dailly; Illinois Tollway Executive Director Cassaundra Rouse; Pace Board Member and Hoffman Estates Mayor Bill McLeod; Pace Board Member and Commissioner of the Mayor's Office for People with Disabilities Rachel Arfa; Pace Board Member Christopher Canning; Pace Board Member Linda Soto; and Pace Board Member Terrance Carr.

The Northwest Transportation Center serves as a key hub for bus and paratransit connections in the northwest suburbs with hundreds of daily boardings. This project reflects Pace's commitment to innovation and accessibility in the communities it serves. 





Lansing Area and Arlington Heights-Rolling Meadows On Demand Service Updates

During their monthly meeting on September 17, the Pace Board of Directors made the reservation-based Lansing Area On Demand service permanent. In October 2024, Pace established the Lansing Area On Demand service in the south suburbs as part of a pilot program.

During the pilot period, the On Demand service saw an increase in ridership. **The permanent service will operate from 6 am to 7 pm** to accommodate rider demand and ensure service efficiency. It represents Pace's 11th reservation-based, curb-to-curb shared ride service in northeastern Illinois.

Earlier this summer, Pace also received an Invest in Cook grant from Cook County to support the expansion of Pace's existing Arlington Heights-Rolling Meadows On Demand service.

The grant helps support the forthcoming expansion of the Arlington Heights-Rolling Meadows service, where Pace plans to add a second vehicle, increase service hours, and double the size of the current On Demand zone to include major destinations like Harper College and the Palatine Metra Station. 

Transfers Between ADA Paratransit and Pace Fixed Route Including On Demand

Passengers have the option to transfer between ADA Paratransit and Pace fixed-route bus services. When boarding the ADA Paratransit vehicle, passengers must inform the driver that they will be transferring to a Pace fixed-route bus and then transferring back to another ADA Paratransit service to complete their travel itinerary. The passenger will pay the ADA Paratransit fare, and the Paratransit driver will provide a "Transfer Voucher." This voucher will be used when boarding the second ADA Paratransit vehicle to complete your travel itinerary. Please note that fixed-route drivers are unable to issue transfer vouchers for Paratransit. If you board a Pace fixed route first, your fare is free, and then you pay for your connecting ADA Paratransit ride with cash, a ticket, or Ventra.

On Demand Service

Pace On Demand service offers a reservation-based, shared-ride service using ADA-accessible vehicles in 11 designated service areas throughout the suburban region. On Demand is open to the public, so anyone can book a trip and ride the service. An On Demand trip must start and end within one of the On Demand zones. Reservations can be made up to 7 days in advance and as little as ten minutes prior to pick-up time, based on availability. Space is available on a first-come, first-served basis.



Access **On Demand** service through the On Demand mobile app, book online (OnDemand.PaceBus.com/booking), or by calling the reservation number listed at PaceBus.com/on-demand. The On Demand mobile app is the easiest, most convenient way to book, change, view, or cancel On Demand reservations. 

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