



Paying for Pace demand-response trips with Ventra

Riders of Pace demand-response (such as dial-a-ride) services can now enjoy the convenience of paying their fares with Ventra, just as those who use Pace's ADA Paratransit service do as well.

For those certified for ADA Paratransit, see here for a reminder on paying for ADA Paratransit rides with Ventra: <https://www.pacebus.com/ventra-paratransit>

If you've already been using Ventra to pay for ADA Paratransit rides, and you're also eligible for other Pace dial-a-ride services, you can now pay for those other trips with Ventra too. ADA-eligible riders don't need to do anything new to continue paying for all their trips by Ventra.

For those not certified for ADA Paratransit but who use other Pace demand-response services, such as dial-a-ride, Ventra fare payment is now available for those trips as well. Riders need to do the following before they can pay for other (non-ADA) trips with Ventra:

1. Get a Ventra Card, activate it, and add funds to your account.
(To activate, call 1-866-674-9215)

Note: Virtual Ventra cards are not accepted. Do NOT add your Ventra Card to your Google or Apple Wallet, as this 'virtualizes' the card and prevents it from being usable to pay your dial-a-ride fare.

2. Establish a Pace TripCheck account (if you don't have one already) at <https://tripcheck.pacebus.com>.
3. Use Pace's TripCheck website or mobile app to register your Ventra account number onto your Pace paratransit file. Note: the Ventra account number is a 19-digit number on the back of your Ventra Card.

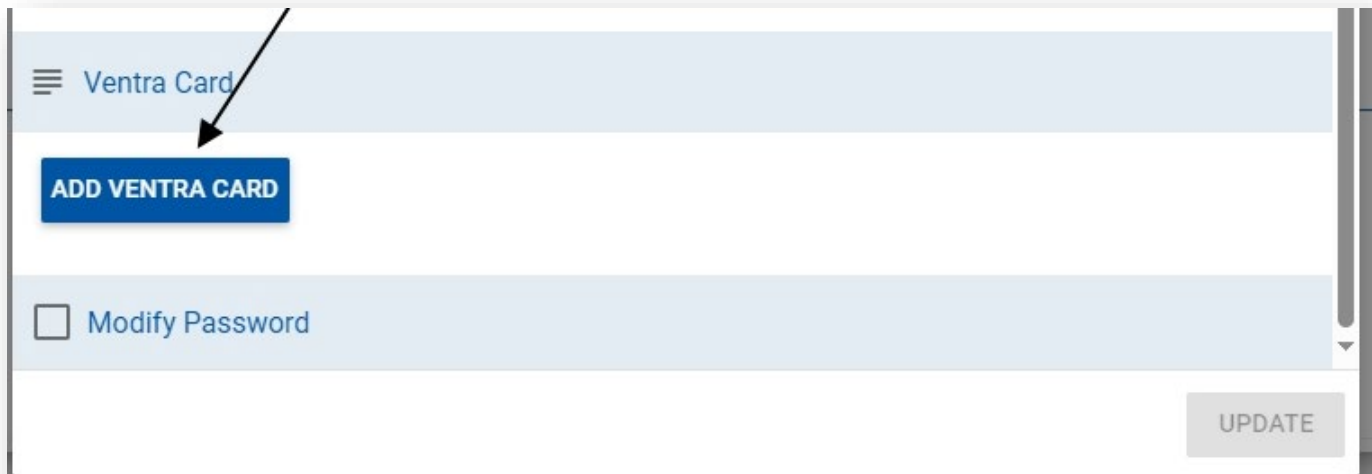
Click on "Retrieve Your TripCheck ID?" to obtain your unique TripCheck ID which is required to login. Then, click on **Enrollment** to create an account and password.

A screenshot of the Pace TripCheck website's "Sign In / Activate" page. The page has a dark header with the text "Sign In / Activate". Below the header, there are two input fields: "TripCheck ID (not ADA P-Code) *" and "Password *". Below these fields, a message states: "If this is your first time signing in please select the 'Enrollment' option below." There are three buttons: a blue "SIGN IN" button, a white "RETRIEVE YOUR TRIPCHECK ID?" button, and a white "ENROLLMENT" button. Below the buttons is a link that says "Forgot your password?". At the bottom, there is a language selector showing "English" and a footer with contact information: "For any questions or comments pertaining to this site, please email us at TripCheckHelp@Pacebus.com. We will respond to the inquiries during normal business hours Mon - Fri., 9 A.M. to 4 P.M."

Once you have a TripCheck account, you must enter your activated Ventra Card number into your Pace account's "PROFILE" section. Here's how:

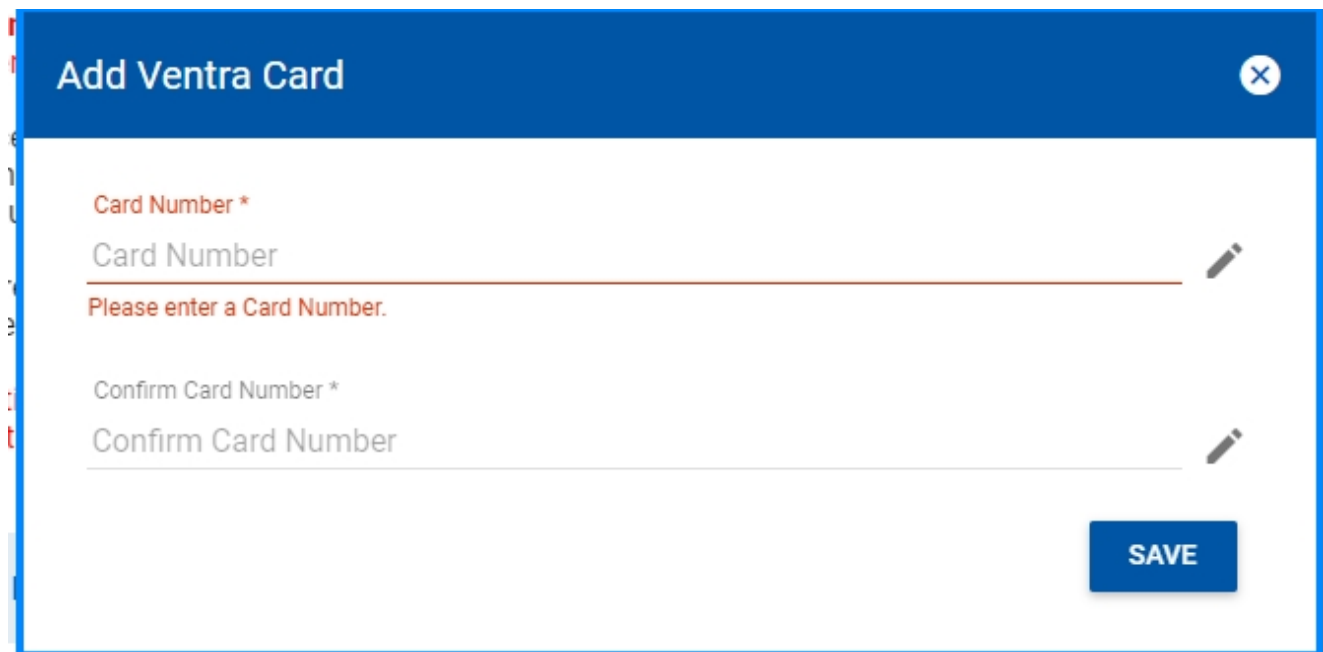
After logging into your Pace TripCheck paratransit rider portal, either online or via the TripCheck mobile app, click on the PROFILE link.

Amongst your other contact information, click "ADD VENTRA CARD".



The screenshot shows a web interface for a Pace TripCheck profile. At the top, there is a light blue header bar with a hamburger menu icon and the text "Ventra Card". Below this, there is a dark blue button labeled "ADD VENTRA CARD". Further down, there is a light blue section with a checkbox and the text "Modify Password". At the bottom right of the page, there is a grey button labeled "UPDATE". An arrow points from the "ADD VENTRA CARD" button to the "Ventra Card" header.

A pop-up screen will appear allowing you to enter your Ventra Card Number found on the back of your Ventra Card.

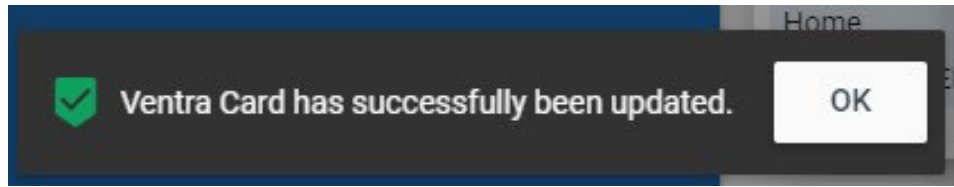


The screenshot shows a pop-up screen titled "Add Ventra Card" with a close button (X) in the top right corner. The screen contains two input fields. The first field is labeled "Card Number *" and has a red error message "Please enter a Card Number." below it. The second field is labeled "Confirm Card Number *" and is currently empty. Both fields have a pencil icon to their right. At the bottom right of the screen, there is a dark blue button labeled "SAVE".

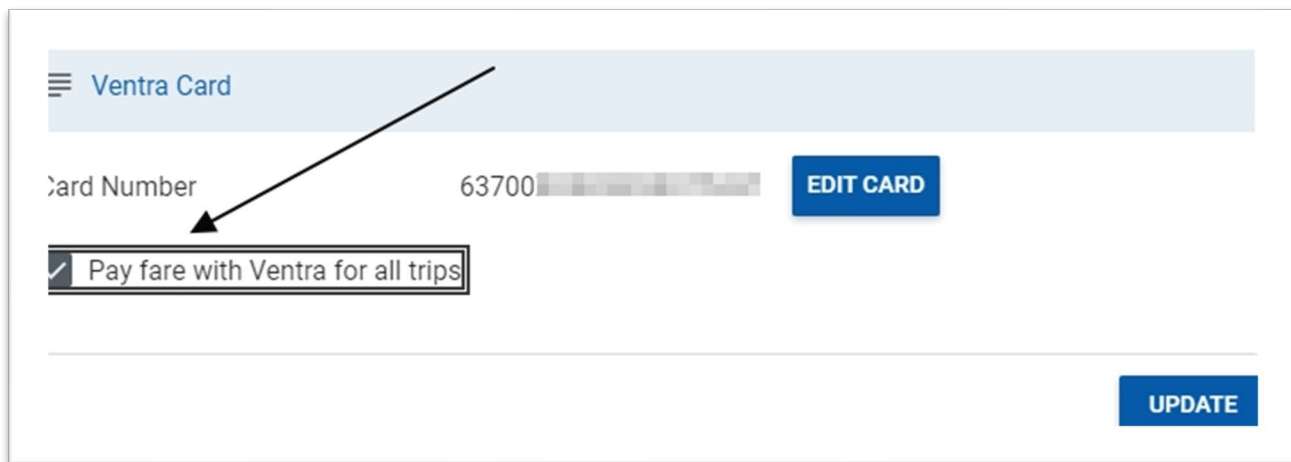
Enter your Ventra Card number, and then enter it again for confirmation, and click "SAVE".

Note: Virtual Ventra cards are not accepted. Do NOT add your Ventra Card to your Google or Apple Wallet, as this 'virtualizes' the card and prevents it from being usable to pay your dial-a-ride fare.

A pop-up will appear at the bottom left of the screen indicating your Ventra Card entry was successfully updated. Click OK and you are done.



If you want to use Ventra to pay for all future dial-a-ride trips, you can set that up as the default setting in your TripCheck account. To do so, click on the box “Pay fare with Ventra for all trips”.



If you only want to pay for some of your upcoming rides with Ventra, you’ll need to let the reservation agent know at the time of booking each trip. The call taker will ask if you want to pay by Ventra during each reservation.

If you are certified for ADA Paratransit but you also take other types of Pace trips, such as Ride in Kane, you will not be able to add your Ventra Card number in your TripCheck account. (For those riders, Pace already has your Ventra Card number on file, so no further action is needed by you.) If you want to pay for some trips using Ventra and other trips with cash, you can confirm that at the time of booking.

