

WINTER 2025–26

CHICAGO ADA NEWS

with Pace Suburban Bus



Happy
New Year




Calumet City Paratransit Transfer Facility Groundbreaking

Pace recently celebrated the start of another critical investment in the south suburbs alongside federal, state, and local leaders during a groundbreaking ceremony for our latest ADA Paratransit Transfer Facility in Calumet City.

Once complete, the capital improvement project will make daily travel easier, safer, and more comfortable for people with disabilities, seniors, and others who rely on public transportation in the south suburbs.


The new Calumet City Paratransit Transfer Facility will feature modern amenities such as

an enhanced indoor waiting area and restrooms, as well as improved connections between fixed bus routes and paratransit services, including six new paratransit bus bays.

Thank you to everyone on staff for helping with the groundbreaking ceremony and for your efforts to see the project through construction. This facility also follows the completion of our first dedicated ADA Paratransit Facility at the Northwest Transportation Center. We are making important service improvements, and we are excited to see the Calumet City project start up! 

Fixed Route Service Expands

As Pace ridership continues to grow on fixed routes and paratransit, Pace has been increasing service frequency on fixed bus routes. In March 2025, Pace expanded weekend service on 311, 315, and 383, while expanding weekday service on Route 381. In May, the Pace board made permanent a pilot expansion of weekend service on Route 381.

In July, the Pace Board made permanent other route expansions that had begun as pilots last year — Routes 330, 331, 755, 850, 851, and 855. In particular, the additional trips on I-55 express (“bus-on-shoulder”) routes mitigated overcrowding that had occurred as post-pandemic ridership soared. Then, in late 2025, the Board made permanent several more pilot service expansion projects benefiting riders on Routes 301, 322, 350, 364, 563, and 564. 



Message from the Chicago ADA Advisory Committee Chairwoman:

Hello friends,

I trust you enjoyed the holiday season with family and friends. We've had some extremely cold days, not to mention snow which really impacts our ability to get around. Thankfully Pace keeps us updated with travel alerts through the Pace online newsletter. Go to PaceBus.com/newsletters to subscribe to the Pace online newsletter.

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


- Transit funding article
- Calumet City groundbreaking event
- ADA customer satisfaction survey results

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 warm winter!

Francine Bell

Chairwoman,
Chicago ADA Advisory Committee

Fixed Route Service Now Free Throughout Chicagoland

All customers eligible for ADA Paratransit can ride free on CTA, Metra and Pace fixed routes. Simply tap or show your RTA Paratransit card and take advantage of the savings and convenience of traveling without the need for a reservation. 




Don't Forget TAP (Taxi Access Program)

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. You must be certified for ADA Paratransit by RTA to request enrollment in TAP. For a list of taxi providers, call 311. To request an accessible taxi, call (888) 928-2227.

If you are enrolled in TAP and you buy TAP Trip Fares online using the TAP ORDER FORM, please note that the 'SEND TO' address changed on January 1, 2026. The new address to send your form and payment is:

Pace Suburban Bus


Attention: Treasury Department
550 W. Algonquin Rd.,
Arlington Heights, IL 60005 

New State Law Provides New Transit Funding and Reform of RTA System

A state law enacted by Governor Pritzker on December 16 marked the culmination of several years of advocacy by transit riders, transit advocates, organized labor, the Pace Board and staff, and many others. It solves the much-discussed "fiscal cliff" which had been facing Pace, CTA, and Metra in 2026 by creating new revenue for the RTA system, along with reforms to the governance and operations of the transit system.

There are many new policies included in this 1,000-page bill. Here are a few highlights that will have the most impact on Pace riders:

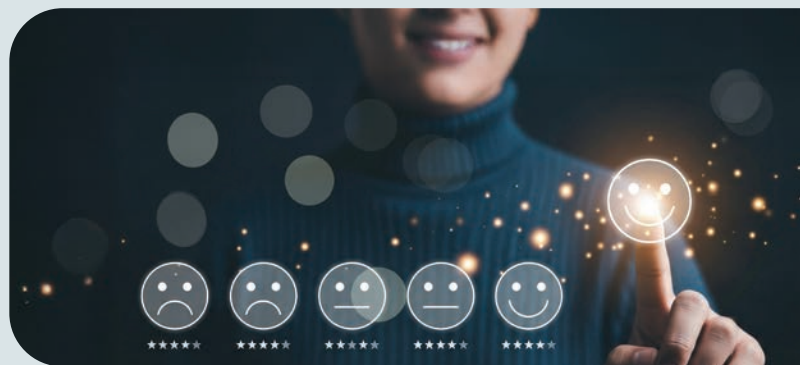
- New funding from the sales tax on gasoline and a general sales tax increase of 0.25% in our region provides Pace more funding than it has today, allowing us to increase frequency on existing routes and add service in places that don't have adequate bus service today.
- The Regional ADA program, including TAP and RAP, will be funded.
- The Regional Transportation Authority (RTA) will be replaced by the Northern Illinois Transit Authority (NITA).
- There is no fare increase on Pace, CTA or Metra until at least mid-2027, and after that, fares will be set by NITA, not Pace.
- A newly coordinated regional fare system to replace or improve Ventra after 2028.
- Newly coordinated trip planning and bus tracking technology.
- Pace, CTA and Metra will have "transit ambassadors" riding the system starting July 2027.

Now that new funding is available, it will allow us to finish our *ReVision* work to enhance our system with more frequent bus service, new rapid transit corridors, expanded bus-on-shoulder operations, and provide more innovative mobility solutions for the growing and changing needs of suburban riders. 



Pace ADA Paratransit Riders Report High Satisfaction

We heard you! In 2025, Pace surveyed our riders to gauge your opinions of our ADA Paratransit service. What is working well? What needs improvement? Now that we've obtained the results, we want you to know about some of the key findings. **Overall, riders report 89% satisfaction**, up from 87% in 2018. Riders had 80% satisfaction with on-time pickups, up from 72% in 2018 and riders consistently reported service being as good or better compared to a year ago.



You tell us to keep up the good work in these areas:

- Ease of paying for fare.
- Ease of canceling a reservation.
- Courtesy of reservation staff.
- Courtesy of customer service representative.
- Ability to make reservations one day in advance.
- Wait time to speak with a representative when scheduling a trip.

Things you told us need some improvement, even though the level of satisfaction is significantly higher than in 2022:

- Scheduling.
- Pick up time.
- Travel time.

Please note that, per federal regulations, an ADA Paratransit pickup is considered on-time if it is within 30 minutes of the scheduled time. We are committed to work on improving those aspects of the ADA Paratransit service.



Thanks again for participating in our 2025 survey! This won't be the last time you hear from us, as we want to study your opinions over time, so we can always keep improving and meeting your expectations. And you can always tell us what you think at Passenger.Services@PaceBus.com.

pace BOARD OF DIRECTORS

Richard A. Kwasneski
Chairman

Rachel Arfa
City of Chicago

Christopher S. Canning
*North Shore Suburban
Cook County*

Terrance Carr
Central Suburban Cook County

David B. Guerin
*North Central Suburban
Cook County*

Kyle R. Hastings
*Southwest Suburban
Cook County*

Thomas D. Marcucci
DuPage County

William D. McLeod
*Northwest Suburban
Cook County*

John D. Noak
Will County

Jeffery D. Schielke
Kane County

Erin Smith
McHenry County

Linda Soto
Lake County

Terry R. Wells
South Suburban Cook County

Melinda J. Metzger
Executive Director



© 2026 Pace Suburban Bus