

SPRING 2026

CHICAGO ADA NEWS

with Pace Suburban Bus




Project  Zero

Project Zero Progress Update

At the end of last year, Pace celebrated the completion of an electric bus charging facility capable of charging 12 buses. It represents the first phase of a transformative project to modernize its North Division garage into a facility capable of charging a full fleet of battery-electric buses for service in and around Lake County.

Pace already has one electric paratransit vehicle in use in Kane County, thanks to funding secured by Congressman Sean Casten. Additional electric paratransit vehicles are being ordered and are expected to arrive in 2027.

The ribbon cutting at North Division marked the opening of Pace's first large scale bus charging depot, including two 'pantograph' chargers capable of high-speed charging. This new infrastructure is a major step toward Pace's long term goal of converting all 60 North Division buses to battery electric vehicles.

Phase One of the North Division electrification project was made possible by \$12.5 million in Rebuild Illinois funding. Additional state and federal funding, including a Community Project Funding grant from Congressman Brad Schneider and a grant from the Illinois Environmental Protection Agency, is supporting the purchase of electric buses for the fleet. Replacing the entire 700-bus fleet with zero-emissions vehicles is expected to cost more than \$1 billion, with charging facilities costing even more, so significant federal and state investment is needed if Pace is to meet its Project Zero goal of converting the entire fleet by 2040. 



Message from the Chicago ADA Advisory Committee Chairwoman:

Hello friends,

The tulips are blossoming along downtown State Street, a sure sign that spring is here. I hope you take the opportunity to get out and enjoy the beautiful spring weather.

Here are some updates on Pace Paratransit included in this issue of the newsletter:

- Project Zero updates
- Manage Paratransit TripCheck
- Free Fixed Route service
- Devices on Paratransit buses
- Avoid cancellations or No-Show rides

As chairwoman of the Pace ADA Advisory Committee, I will continue to do my very best to bring your concerns to the committee and to Pace management. I encourage you to share your transportation issues with Pace the same day it happens by calling **1-800-606-1282, option 2**. To ensure every rider's travel needs are met your input is crucial.

Sincerely,

Francine Bell

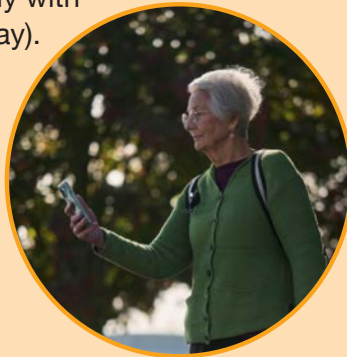
Chairwoman,
Chicago ADA Advisory Committee

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



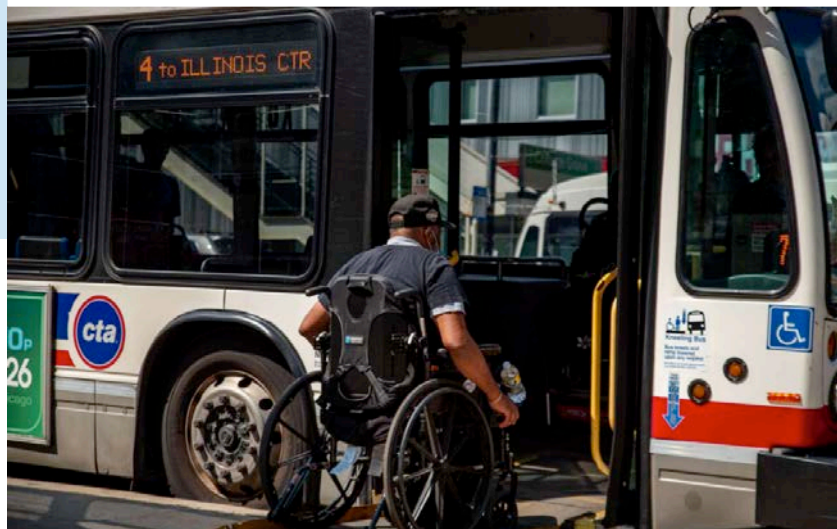
Chicago's Summer Events Will Impact Paratransit Service

Paratransit riders in Chicago should be aware of large events happening this summer. These events include temporary road closures, heavy traffic on surrounding streets, and large crowds.

Before traveling to any of the events listed below, please verify the location you are traveling to remains accessible. Expect longer than normal travel times and delayed pickups. Please ensure that, when booking your trip, you provide the call taker with a valid phone number should Pace need to reach you. Pace encourages riders to check www.PaceBus.com/TripCheck or call 866-926-9631 to check on your trip status.

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.



Chicago Pride Parade	6/28/2026
Taste of Chicago	7/8/2026 to 7/12/2026
Lollapalooza	7/30/2026 to 8/2/2026
Chicago Air and Water Show	8/15/2026 to 8/16/2026
Chicago Jazz Fest	9/3/2026 to 9/6/2026
Bike the Drive	9/6/2026
Riot Fest	9/18/2026 to 9/20/2026
Chicago Marathon	10/11/2026

Sign up for email and text alerts about Paratransit at www.PaceBus.com/ADA



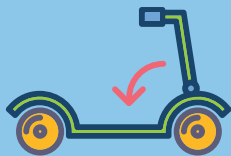


Helpful Reminders to Avoid Late Cancellations or No-Shows

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, and Paratransit vehicles do not have exterior bike racks.



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.



- 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 minutes 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 at PaceBus.com/ADA or request a printed copy by calling 847-364-7223.

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