

SUMMER 2026

CHICAGO ADA NEWS

with Pace Suburban Bus



Celebrating 20 years of unified ADA Paratransit service in Chicagoland

Pace is proud to mark twenty years since we assumed operations of ADA Paratransit in Chicago, which unified the paratransit system for people with disabilities for the entire six-county region. Accessibility has always been central to Pace's mission. Before the Americans with Disabilities Act required complementary paratransit service, Pace provided "Section 504" transportation for people with disabilities, reflecting an early commitment to equitable mobility. In 2006, the Illinois legislature designated Pace to assume responsibility for ADA Paratransit service in Chicago from the CTA, making Pace the regionwide provider of ADA Paratransit and the second-largest provider of paratransit service in the United States. Today, Pace continues to build on that legacy through traditional ADA Paratransit, the Taxi Access Program (TAP), the Rideshare Access Program (RAP), accessible fixed-route service, and investments in customer-facing technology and transfer facilities. These initiatives have provided ADA-certified riders with options beyond the standard paratransit service.



In addition, Pace has made several Paratransit service quality improvements, such as computerized scheduling and TripCheck, a service for ADA Paratransit riders as well as users of Pace-operated Dial-a-Ride services. TripCheck provides booking, cancellation, arrival information and next day itinerary insights. Pace introduced the TripCheck mobile app, offering similar functionality to those using smartphones. The app allows easier management of paratransit trips while on the go.

Paratransit ridership has rebounded strongly against pre-pandemic levels. Year over year, paratransit service has increased and in 2025, paratransit ridership totaled 153% of pre-pandemic ridership. Thanks to programs such as TAP and RAP, as well as better customer experience through TripCheck and bus tracking, Pace's ridership continues to trend upward. 



Message from the Chicago ADA
Advisory Committee Chairwoman:

Hello, welcome to Summer 2026 which is forecast to be hot and humid with temperatures predicted to exceed 90 degrees. Please make sure you find ways to stay cool and hydrated. 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, the city’s non-emergency number. Stay on the line and an agent will assist you.

Well friends, my time as Chairperson of the Pace ADA Advisory Board has come to an end. It’s been an extreme honor to serve on the board. Thank you so much for your participation, help and support.

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

- 20th Anniversary of ADA Paratransit Service takeover
- TAP Program updates
- What to know about Subscription Service
- Personal Care Attendant (PCA) and Companion Policies

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 and their concerns addressed. Have a great, safe and cool summer!

Sincerely,

Francine Bell
Chairwoman,
Chicago ADA Advisory Committee

NOTE: Illinois Public Act 104-0457 replaced Pace’s ADA Advisory Committees with a new ADA Advisory Council to be appointed by the future Northern Illinois Transit Authority Board of Directors.

TAP Program updates

As of July 1, 2026, there are changes to TAP trip fare purchase requirements as follows:

- The minimum number of trip fares per order increases from 8 to 10.
- Trip fares must now be purchased in increments of 10.

Other recent changes to Pace’s Taxi Access Program:

- Effective July 1, 2026, qualified riders can request, through the RTA, to increase their number of monthly trips from 30 to 40.
- TAP enrollees can visit fares.RTAChicago.org to apply for the increase to 40 rides per month. It may take up to 45 days for a rider’s application to be processed and take effect.
- For riders who do not apply for an increase, the 30 ride-per-month cap will remain in place.
- TAP fare remains at \$3.25 per trip, equal to the ADA Paratransit fare.
- ADA-certified riders can continue to ride free on CTA, Metra, and Pace fixed routes.

PLEASE NOTE: The City of Chicago regulates and sets all taxi fares and surcharges. Your TAP subsidy amount of up to \$30 does not change based on taxi rate or surcharge updates. You remain responsible for any costs above the covered subsidy amount, including fees or surcharges. To stay informed about current taxi rates, please visit www.Chicago.gov and search “Ride Smart.”



What to know about
Subscription Service

Subscription Service is not required by ADA regulations. However, to best meet our customers’ needs, Pace offers a limited Subscription Service for customers who have repetitive trips from the same origin and to the same destination over an extended period.

- To qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week. Subscription Service customers do not need to call to reserve each of their reoccurring trips.
- Due to availability, Subscription Service is limited, some customers may be placed on a waiting list.
- All Subscription rides are automatically canceled on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. Customers who wish to ride on these days must book a demand trip the day before during Pace’s reservations hours.
- If a rider is not traveling on a day when a subscription trip is booked, they must call to cancel the trip at least 2 hours or longer in advance. Customers should be careful to cancel only that specific trip and not cancel their Subscription Service. Failure to cancel trips appropriately and/or excessive cancellations may result in dismissal from the Subscription Service program.
- Eligibility or mobility changes should be updated with Pace’s Subscription Department. Subscription Service may be placed on hold to accommodate vacations, medical stays, and other limited periods of time when service will not be needed.
- Subscription Service is not meant to hold a time slot for trips made only occasionally.

Subscription changes or modification can be requested Monday through Friday 8 am–5 pm by calling 312-341-8008. On the voicemail leave your name, telephone number and you will be contacted by a subscription agent. Pace may assign Subscription trips to any of its contracted carriers.



Personal Care Attendant (PCA)
and Companion Policies

Personal Care Attendant (PCA) and Companion Policies As defined in the ADA regulations; a personal care attendant (PCA) is “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” A PCA typically assists with daily life activities such as personal care, manual tasks, mobility, or communication. Because ADA paratransit is public transportation, paratransit drivers cannot provide services beyond assisting customers with boarding and existing the vehicle. Thus, Pace recommends that riders who cannot navigate a trip on their own should have a PCA accompany them.

One PCA can ride with an ADA-eligible customer if the customer has been certified by the RTA to ride with a PCA. The PCA is not charged a fare.

A customer also may ride with one companion, such as a friend or family member. Additional companions may ride with the customer only if space is available on the vehicle at the time the reservation is made.

Customers traveling with a PCA and/or companion must reserve space for them when calling to schedule their own ride. All riders traveling together must have the same pick-up and drop-off locations. Each companion is required to pay the same \$3.25 fare as the ADA Paratransit eligible customer.

Children six years and younger accompanied by a fare paying passenger and going to the same destination as the fare paying passenger may ride for free. A maximum of two children accompanied by a fare paying passenger may ride free. Children six years and younger may not ride the vehicle unaccompanied at any time.

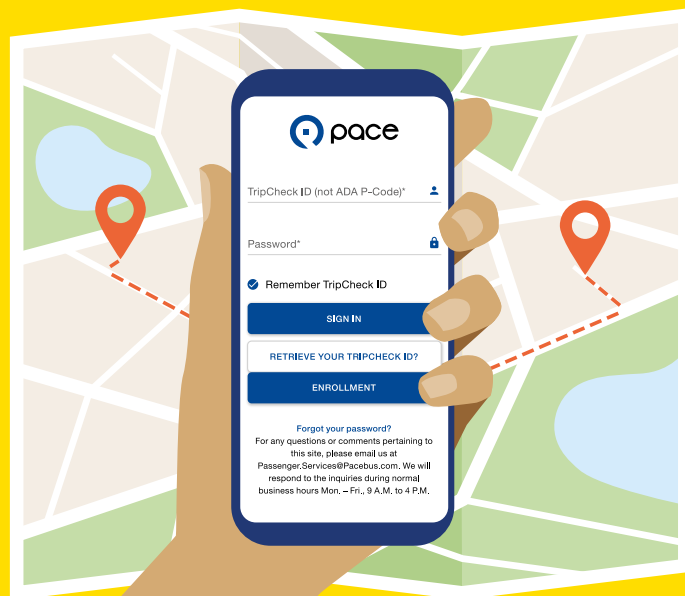
Manage your rides with paratransit TripCheck

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 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. 



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