

TripCheck

Managing your trips just got easier. TripCheck is your ticket to a smoother ride.

ADA Paratransit and Dial-a-Ride passengers can keep track of rides with Pace TripCheck.

- TripCheck is a tool to view and cancel scheduled rides without having to call the Call Center. You can access it by phone, by email, online at: www.PaceBus.com/Tripcheck, or download the 'Pace TripCheck' mobile app today.
- A Paratransit rider can see their upcoming trips by using Pace's TripCheck web portal and the TripCheck mobile app. Using TripCheck helps you prepare for all your upcoming trips.
- Download the TripCheck mobile app from Google Play (for Android) or App Store (for iPhone).

TripCheck Features

The TripCheck app and web portal both allow you to manage some of your contact information as well as opt in and out of email and text message alerts. This can be done on the My Profile page.

Automatic email and text message alerts include:

- Trip booking (sent whenever you book a trip)
- Trip cancellation (sent whenever you cancel a trip)
- Imminent arrival (sent 20 minutes prior to 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:

- Review or cancel upcoming trips and change their password by calling, using the app, or using the web portal
- Send a text message to see the next day's first scheduled trip
- Send us an email to receive a bounceback email containing your upcoming paratransit trip itinerary, including all scheduled trips for the remainder of that day plus trips scheduled for the next day.



For More Information

Visit PaceBus.com/ADA for more information on Pace ADA Paratransit and Pace's other services, or contact Pace Customer Relations at **800-606-1282** Option 4.

What Does Curb-to-Curb Service Include?

For curb-to-curb service, your Pace Bus driver may be able to help you to the door, but the driver must also be able to see the bus at all times. That's why it's important to have a personal care attendant (PCA) or companion if you need assistance in getting to your final destination, especially if it's not within sight of the bus.



PaceBus.com/ADA



ADA PARATRANSIT SERVICE

The Guide To Your First Ride



September 1, 2026

BE PREPARED BEFORE CALLING

Have the following information ready before you call to schedule your trip:

- Paratransit ID number (starting with the letter P).
- Date of trip.
- Requested pick-up time or appointment time.
- Exact street address of the trip origin and destination (intersections will not be accepted).
- Number of people traveling with the customer, including a personal care attendant (PCA) if applicable and/or any companions or service animals (as permitted).
- Types of mobility aids used by all members of party.
- Description of any assistance needed.
- Other helpful information (for example, whether a customer will be transferring from a wheelchair to a seat, whether door-to-door assistance is needed, etc.).

RESERVE YOUR TRIP

To find the number for your local carrier, visit www.PaceBus.com/ADA and click the “directory of reservation phone numbers” under “Scheduling a Ride”. When you call, keep the following in mind:

- Call between 6 a.m. and 6 p.m. one day before your trip.
- If your requested pick-up time is unavailable, Pace will offer a time within one hour of your request. For example, if you request to be picked up at 9 a.m., you will be assigned a pick-up time sometime between 8 a.m. and 10 a.m.
- Tell the call taker if you have a particular time you need to be at your destination (an “appointment time”).
- Tell the call taker if you'd like to pay for your trip using Ventra. If so, you must have a Ventra account set up in advance with enough funds pre-loaded to cover your trip. For more information visit PaceBus.com/Ventra-Paratransit.
- If you need to cancel your trip, be sure to do so at least 2 hours before the scheduled pick-up time. Cancel by visiting <https://TripCheck.PaceBus.com>.

WHAT TO DO THE DAY OF YOUR TRIP

- Be ready a few minutes before your requested pick-up time.
- Expect the bus to arrive within a 30-minute window of your scheduled time. For example, if your pick-up is at 9 a.m., the bus may arrive anytime between 9 a.m. and 9:30 a.m.
- Stay within sight of the vehicle while getting picked up.
- Have your NITA ADA Paratransit certification ID card or another valid photo ID card to show the driver.
- If you haven't paid by Ventra, be prepared to pay your fare by cash or ticket.
- Keep in mind the ADA Paratransit service is a shared ride from origin to destination and you may be riding with other customers. Total travel time includes the time it takes for other passengers to board and depart the vehicle. Our goal is to provide a trip that is comparable in duration to the fixed route travel time for the same origin to destination.

OTHER ACCESSIBLE OPTIONS

City of Chicago Taxi Access Program (TAP)

Did you know all Chicago taxi cabs accept TAP cards? With a TAP card, you can take a one-way trip worth up to \$30 for \$3.25 per ride. Pace will subsidize up to 30 (or 40, if approved by NITA) one-way trips per month. To qualify for TAP, you must be certified by NITA as being eligible for ADA Paratransit service. Learn more at PaceBus.com/TAP.

Pace RAP: affordable transit option for ADA Riders

Pace's Rideshare Access Program (RAP) offers a subsidy on Uber or UZURV rides to eligible riders. With RAP, your fare is \$3.25.

RAP trips are available in Chicago and the suburbs, in the same areas and the same hours as ADA Paratransit service. Pace will subsidize ADA-eligible riders' rideshare trip cost up to \$30, after a \$3.25 trip fare, at a maximum of 30 (or 40, if approved by NITA) trips per month.

Booking rides is done on your smartphone, just like a regular Uber or UZURV trip scheduled within the company's app.

For more information, visit: PaceBus.com/RAP.

CTA, Metra and Pace's fixed route bus and train service might be a good fit for you.

CTA, Metra and Pace's fixed route buses are fully accessible and provide transportation quickly and at NO COST for all of the places you need to go. There's no need for you to book a trip in advance, allowing for greater independence and convenience, with the same safety standard you've come to expect from Pace's ADA Paratransit service.

Now NITA-certified ADA Paratransit Riders can ride Pace, CTA and Metra fixed routes for free!

With no reservations needed, you can go where you want when you want across the Chicagoland region at no cost!



Permit Card Design

The appearance of NITA's ADA Paratransit, Reduced Fare, and Ride Free cards are in transition. Over several years, NITA will transition all customers over to the new permits as their program eligibility comes up for renewal. Both the old design and the new design will be in circulation for 4-5 years until all customers are transitioned. Please familiarize yourself with the design of the new permit cards. In the old design there were two colors for the Reduced Fare Permits - purple for seniors and blue for people with disabilities. With the new design, all Reduced Fare customers will have a purple permit card.

