



Rocky Donahue

Executive Director



Last June, our governor and legislators passed *Rebuild Illinois*, the state's first major infrastructure program in over a decade. This major transportation investment will help Pace serve a vital role in our region for the next generation. It includes funding for:

- A new I-55 garage and fleet for our popular Express service. Our current, century-old Heritage Division garage is at capacity.
- Investments in ADA Paratransit technology to improve communication between operators, dispatch, and riders.
- A garage in Wheeling that will run a quieter, cleaner CNG bus fleet in north Cook and Lake Counties. Our current, aging Northwest Division garage is over capacity.
- Improvements at Harvey Transportation Center.
- New infrastructure along the Tri-State for enhanced Express service.
- Critical improvements at our River, Southwest, and North Shore Division garages.
- A new bus terminal in downtown Joliet.

For the first time, the state will also provide a sustainable funding source for transit investment on a continuing basis.

Our agency is working to complete a new strategic vision plan to guide us as we move forward with these and other changes. A draft of this plan, *Driving Innovation*, will be released for public comment in early 2020. We look forward to hearing our riders' thoughts on the future of Pace.

To make the sort of capital investments we need to improve service or even keep our system in a state of good repair, we depend on state and federal funding. We are so grateful to our riders, our legislators, our governor, and the people of Illinois for trusting us with their tax dollars and giving us the opportunity to build a 21st-century transit system.

Sincerely,

BOARD APPROVES 2020 BUDGET

The Pace Board of Directors approved a balanced 2020 budget with no general fare increases. Recommended service cuts were postponed until alternative service recommendations can be more fully developed.

Pace's Board also approved two grants that will support pilot projects at Pace Harvey Transportation Center and near O'Hare Airport's South Cargo Area. These pilots will test the viability of using ridesharing services to provide critical first mile/last mile connections at times when conventional fixed-route bus service is not always available.

NEW YEAR NEW TECHNOLOGY

Passengers can look forward to several ways we are using technology to enhance customer experiences and accessibility in 2020:



VENTRA APP

The 2.0 version of the Ventra app will debut in early 2020, and will feature a totally new trip planning tool, easier CTA and Pace account management, improved Metra mobile tickets and a user-friendly design. The transition to the new app will be automatic. You'll need to have your existing Ventra username and password on hand to log in after the update, and consider updating your operating system if older than Android 6 or iOS 9.

WEBSITE

Pace's new website will launch this winter, featuring a new look and feel, improved search functions, and an overall better user experience. We understand the vast majority of passengers using our website are doing so with their mobile device, so we've designed the site to be responsive to all types of screens and devices. Accessibility to all passengers was our primary goal, and Pace's new website exceeds the WPAG 2.0 accessibility standards.



ON DEMAND APP

In 2020, Pace will launch an app for On Demand services that will simplify and improve the booking process. A variety of app features are currently being tested by members of our ADA advisory committee, and suggestions will be incorporated into the final easy-to-use design.

What do you think?

Pace works hard to provide a safe and efficient transportation system for our customers. Let us know if you have any questions or comments to help us make your ride more enjoyable.



PULSE

Pace's first Pulse route on Milwaukee Avenue launched in 2019. We look forward to developing new Pulse corridors in the coming year.

DEMPSTER - architectural and design phase

The goal of this phase is to prepare the appropriate engineering plans to put this project out for construction in the first quarter of 2021.

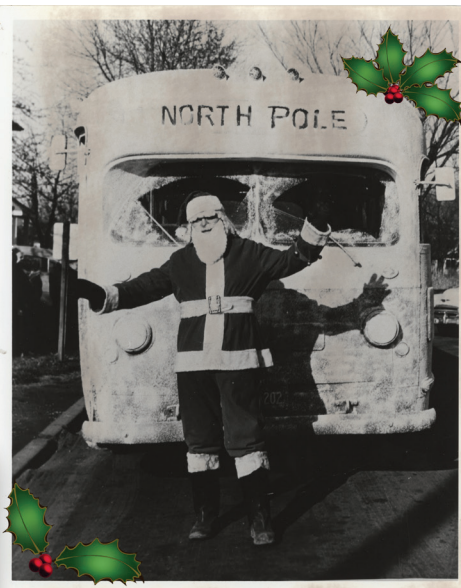
HALSTED – environmental review phase

Throughout 2020, Pace will be doing extensive traffic analysis to further define the traffic impacts of the proposed bus lane, which will require the conversion of a travel lane and removal of on street parking in some segments.

Check out our latest Pulse updates by visiting PaceBus.com/Pulse

HOLIDAY SHOPPING

Ride Pace to dozens of Chicagoland shopping destinations!



Santa riding Pace predecessor UMC to the North Pole [Des Plaines History Center]

35TH ANNIVERSARY LEGACY FLEET

For our 35th anniversary in 2019, one bus in each garage division was wrapped to look like the companies that preceded Pace. Thank you for sharing so many transit memories with us on social media, where we post images from our history every Thursday!



Above: Legacy Fleet wraps from 2019 of West Towns, South Suburban Safeway, and Suburban Transit
Below: Vintage 1949 West Towns and 1975 NORTRAN buses, beside a 2006 Pace bus

MALLS	PACE ROUTES
Chicago Ridge Mall	381, 384
Fashion Outlets of Chicago	Rosemont Circulator, 330
Golf Mill Shopping Center	Pulse Mil. Line, 208
Gurnee Mills	240, 241, 270, 272
Louis Joliet Mall	565
Oakbrook Center	507
Woodfield Mall	301, 322, 332
	208, 554, 604, 606, 608, 611, 696, Schaumburg Trolley

SHOP LOCAL	PACE ROUTES
Downers Grove	461, 462, 834
Elgin	541, 542, 543, 546, 547, 548, 549, 550, 552, 554, 603, 607
Forest Park	301, 303, 307, 310, 317, 318, 320
Homewood	353, 356
Magnificent Mile	850, 851, 855
McHenry	806, 807
St. Charles-Geneva	St. Charles-Geneva On Demand, 801

HOLIDAY SERVICE CHANGES:

Please visit PaceBus.com to see if your route will operate on a modified schedule during the holidays!

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