

SPRING 2024

# SUBURBAN ADA NEWS

with Pace Suburban Bus



## Fare Free Rides on Pace Fixed Routes for RTA-certified ADA Paratransit Riders

Now in effect

With no reservations needed, you can go where you want when you want on Pace fixed route buses, for free!

All riders who are RTA-certified ADA Paratransit Riders can now ride Pace's fixed route buses for free!

As of February 19, certified ADA paratransit customers can ride these fixed route buses for free! These routes can connect you to train stations, schools, hospitals, jobs, and other important destinations throughout the suburbs, and don't require a reservation to ride.

Did you know that all of Pace's fixed route buses are fully accessible for riders with disabilities? Pace's fixed route buses feature ramps, dedicated seating areas for seniors and riders with disabilities, audio and visual stop announcements, and other accessibility features.



To ensure your ride is free, **DON'T TAP** your ADA Paratransit card on the Ventra reader. Simply show your card to the driver when you board.

On Demand, Pace Connect, Metra, CTA, ADA Paratransit, TAP and RAP services are *not* included in this fare free program.



For more information on Pace's accessible fixed bus service visit: [PaceBus.com/Accessible-Fixed-Routes](https://PaceBus.com/Accessible-Fixed-Routes)





*Message from the Suburban ADA Advisory Committee Chairman:*

It has been an honor to serve as the Chair of the Suburban ADA Committee through some very interesting times in our country and Pace's history. We had to deal with a worldwide pandemic in 2020, that changed the way our transit service did business. A number of routes, that were shuttle and commuter feeders, had gone away due to changes in work and travel patterns. However, I am very excited about Pace's future and with some of the agency's recent and proposed changes. Such as, the new Rideshare Access Program (RAP), which gives Pace ADA customers more flexible options by being able to use rideshare companies instead of just the regular Pace ADA vehicle. Pace Connect service, which provides last mile trips to people who travel in the late evening in the Rosemont and Harvey areas. And ReVision, Pace's restructuring initiative, which will help determine the future of the suburban fixed route system through participation from all stakeholders including the riding public. I am also pleased with Pace's commitment to transition away from use of fossil fuels and incorporate electric vehicles when and where possible.

**Jemal Powell**  
Chairman, Suburban ADA Advisory Committee



**Pace Paratransit goes electric**

We recently added our first ever battery-electric paratransit vehicle to our fleet! The EV paratransit vehicle will remain at our Acceptance Facility as we work on learning more about the vehicle's technology. The plan is to have the EV paratransit van operate from our River Division garage in Elgin.

As we continue to make progress on our Project Zero initiative, we thank our supporters and our elected leaders for helping us invest in these important initiatives. In particular, we thank Congressman Sean Casten for sponsoring FY23 Community Project Funding for this electric paratransit vehicle.

**EV work at River Division**

The Capital Infrastructure team has been working with Bus Maintenance to make sure River Division in Elgin is properly equipped to handle Pace's first ever battery electric paratransit vehicle. Work already is underway at the division to ensure the facility is ready to operate the vehicle.



**Pace's Network Revitalization Plan Update**

**What is the Pace ReVision plan?**

ReVision is an opportunity to rethink Pace's entire network of services, building on the principles of accessibility, equity, and productivity defined in the *Driving Innovation* strategic plan.

ReVision kicked off at the end of 2023 and the project team is currently conducting interviews with transit professionals from both internal and external sources, as well as local government officials, to gather their expectations and ideas. Over the coming months, public engagement will kick off through online posts and public advertisements to encourage participation in surveys and other channels for sending suggestions.

This project aims to reassess and redefine the locations and frequencies of Pace routes, as well as the suitability of various transit services in different regions of Chicago.

ReVision will merge a thorough technical analysis with an ongoing regional dialogue reflecting the values and priorities that stakeholders, riders, and the public desire the network to embody.

ReVision's success will depend on public input. To ensure Pace's system reflects the diverse and unique needs of our region, public engagement will be conducted throughout this process. Pace encourages our stakeholders to share ideas and suggestions by emailing [Revision@PaceBus.com](mailto:Revision@PaceBus.com).

To learn more about ReVision, visit: [PaceBus.com/ReVision](http://PaceBus.com/ReVision).

**Introducing Pace's Rideshare Access Program (RAP)**

**RAP gives you the freedom to book your rides at a moment's notice for only \$2.00!**



**RAP is a NEW option available for RTA-certified ADA Paratransit riders.**

RTA-certified ADA Paratransit passengers who use Uber or UZURV rideshare services to access destinations throughout the region may now travel more affordably with a Pace subsidy.

Pace's newly launched Rideshare Access Program (RAP) program provides RTA-certified ADA Paratransit riders a subsidy up to \$30 after a \$2.00 fare/co-pay per trip when using Uber or UZURV rideshare services.

**An Uber or UZURV account is required before enrolling in RAP. Enrollment in RAP is voluntary.**

**Please note:** Your access to ADA Paratransit services does not change.

For those who have already enrolled in Pace's Taxi Access Program (TAP), you may enroll in either RAP or TAP but not both.

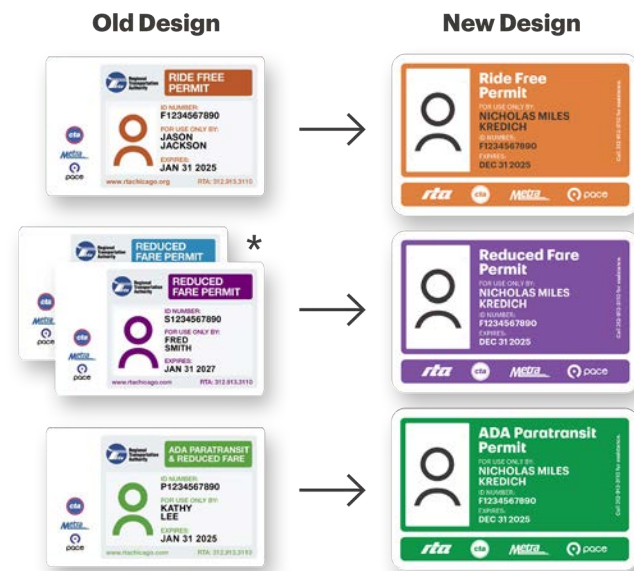
**To apply for RAP or for more information visit: [www.PaceBus.com/RAP](http://www.PaceBus.com/RAP) and complete the form to start the enrollment process.**

**NEW Permit Card Design**

The RTA has designed an updated look for the RTA Ride Free, Reduced Fare, and ADA Paratransit Permits to be more in line with their new brand. Over the next 4 years the RTA will transition all customers over to the new permits as their program eligibility comes up for renewal. Both the old design and new design will be in circulation for 4-5 years until all customers are transitioned.

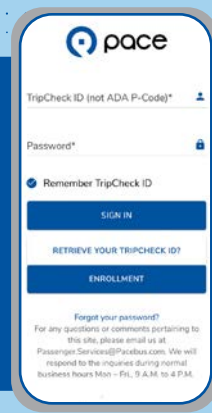
**Please familiarize yourself with the design of the new permit cards.**

\*In the old design there were two colors for Reduced Fare Permits – purple for seniors and blue for people with disabilities. With the new design, all customers will have a purple Reduced Fare Permit.





# TripCheck is your ticket to a smoother ride.



# Introducing Pace's TripCheck App



## Pace's TripCheck can make your ADA Paratransit experience even better!

ADA Paratransit and Pace-operated non-ADA riders can keep track of their rides with Pace TripCheck.

TripCheck can be accessed in different ways: **Online, by phone,** and now also with the **NEW Pace TripCheck app!**

*Learn more at: [www.PaceBus.com/tripcheck](http://www.PaceBus.com/tripcheck).*



**Download the app today!**

## TripCheck App Features:

With TripCheck, you can:

- View trip information
- Cancel trips
- Set up email, text, and phone call reminders for upcoming trips.
- And more!

**As of today, you can download the NEW Pace TripCheck App from the App store if you use an iPhone or from Google play for Android phones.**

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