

SUMMER 2024

# CHICAGO ADA NEWS

with Pace Suburban Bus



## Chicago events that will impact Pace's ADA Paratransit service this summer



Chicago events plan multiple street closures limiting access to some locations. ADA Paratransit passengers are asked to consider booking only essential trips in areas impacted on the event dates listed below. Limited or no access to pick-up and drop-off locations may cause service delays. Customers should verify the location they plan to travel to is accessible to vehicles and schedule trips accordingly.

You can cancel, view trip status and sign up for text or email notifications using Pace TripCheck App or on line at [www.PaceBus.com/TripCheck](http://www.PaceBus.com/TripCheck).

### List of upcoming Chicago events and locations:

DATE	EVENT	IMPACT AREA
Sunday, June 30	53rd Annual Chicago Pride Parade	Chicago's Lakeview, Uptown and Lincoln Park Neighborhoods; along Broadway
Saturday, July 6 - Sunday, July 7, streets closures in effect to July 18	Nascar Chicago (Grant Park)	Grant Park and greater downtown area
Friday, July 19 - Sunday, July 21	Pitchfork Music Festival	1501 W Randolph Street; Union Park area
Thursday, August 1 - Sunday, August 4	Lollapalooza in Grant Park	Grant Park and the greater downtown area
Saturday, August 10 - Sunday, August 11	Chicago Air & Water Show	DuSable Lake Shore and Northside lakefront neighborhoods
Monday, August 19 - Thursday, August 22	Democratic National Convention	McCormick Place, United Center and greater downtown area
Friday, Sept 6 - Sunday, Sept 8	Taste of Chicago	Grant Park
Sunday, October 13	Bank of America Chicago Marathon	Downtown, Northside Lakefront neighborhoods, South Loop

# 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.

Fare Free Program does *not* include: On Demand, Pace Connect, Metra, CTA, ADA Paratransit, TAP and RAP services.



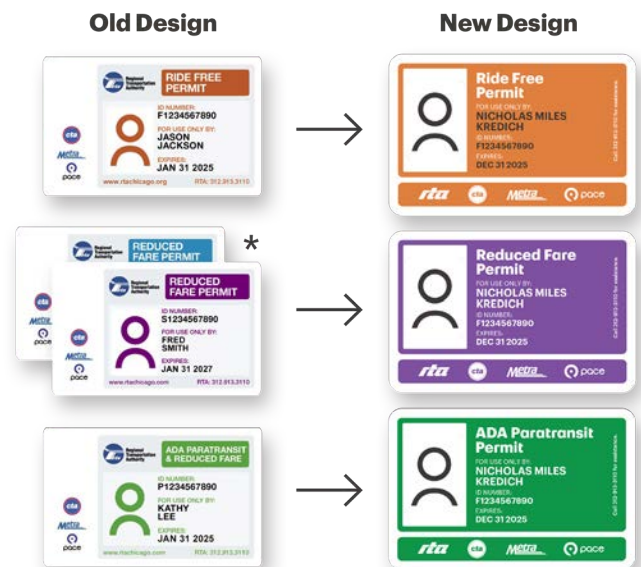
For more information on Pace's accessible fixed bus service visit: [PaceBus.com/Accessible-Fixed-Routes](http://PaceBus.com/Accessible-Fixed-Routes)

## 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.



## 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](https://www.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.**

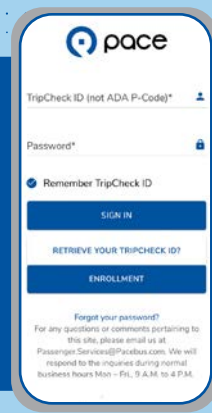
**Please note:** Your access to ADA Paratransit services does not change.

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](https://www.PaceBus.com/RAP) and complete the form to start the enrollment process.



# 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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