

How does the VanGo service work?

VanGo is a reservation-based round-trip service that is designed so you can drive between the Palatine Metra Station and a defined zone for getting to your job. Once you are registered and have met some safety requirements, you can reserve a van by the day.

How do I become a driver/rider?

Drivers and riders must pre-register with Pace by submitting a completed participant agreement, and a credit card authorization form. Drivers must also complete a driver application.

The registration is necessary for billing purposes.

Drivers must meet the following Pace criteria:

- Drivers must be at least 21 years of age and have a valid driver's license.
- Drivers must have a good driving record.
- Drivers are required to pass a physical and drug test.
- Drivers are required to complete an on-line driver training class.

Once Pace has enrolled you as a VanGo commuter, you can make a reservation for a VanGo round trip for any weekday or weekend.

Vans are available for getting to employment within the designated zone daily from 6AM - 9PM.



Round Trip

Apply



Online
PaceBus.com/VanGo

Make Reservations



Reserve
8AM - 4:30 PM M - F

For weekend and
Monday scheduling
call or email by
4:30 PM on Friday



Phone
847.364.3964



VanGo@pacebus.com

How do I reserve a trip?

Registered drivers should email: VanGo@pacebus.com or call: (847) 364-3964 between the hours of 8:00 AM and 4:30 PM Monday through Friday to reserve a vehicle for the next business day. Vehicle reservations for weekends or Monday must be made by 4:30 PM Friday.

BOOK YOUR TRIP TODAY!

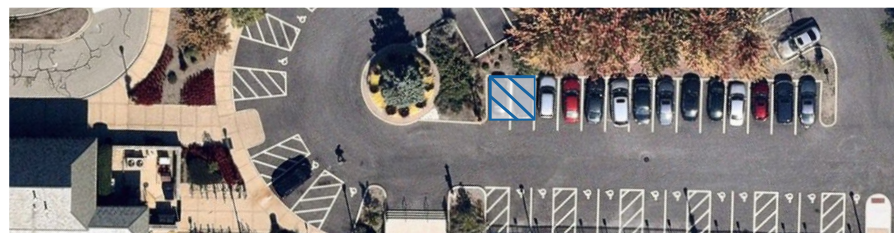
How do I access the van on the day of my trip?

Look for the Pace vehicle with the VanGo logo in the designated parking spot at the Palatine Metra station. Proceed to the vehicle's designated parking spot and enter the code provided at the time of reservation into the keypad on the window. The code will unlock the vehicle door and also unlock a key locker inside the vehicle. You will need to enter the vehicle and take the key out of the locker to start the vehicle.

At the end of the day, the driver should drive the vehicle back to the designated parking space, place the key back in the key locker, and lock the vehicle by pushing the lock button on the keypad on the vehicle exterior. After that, the driver can depart for their connecting transportation service.

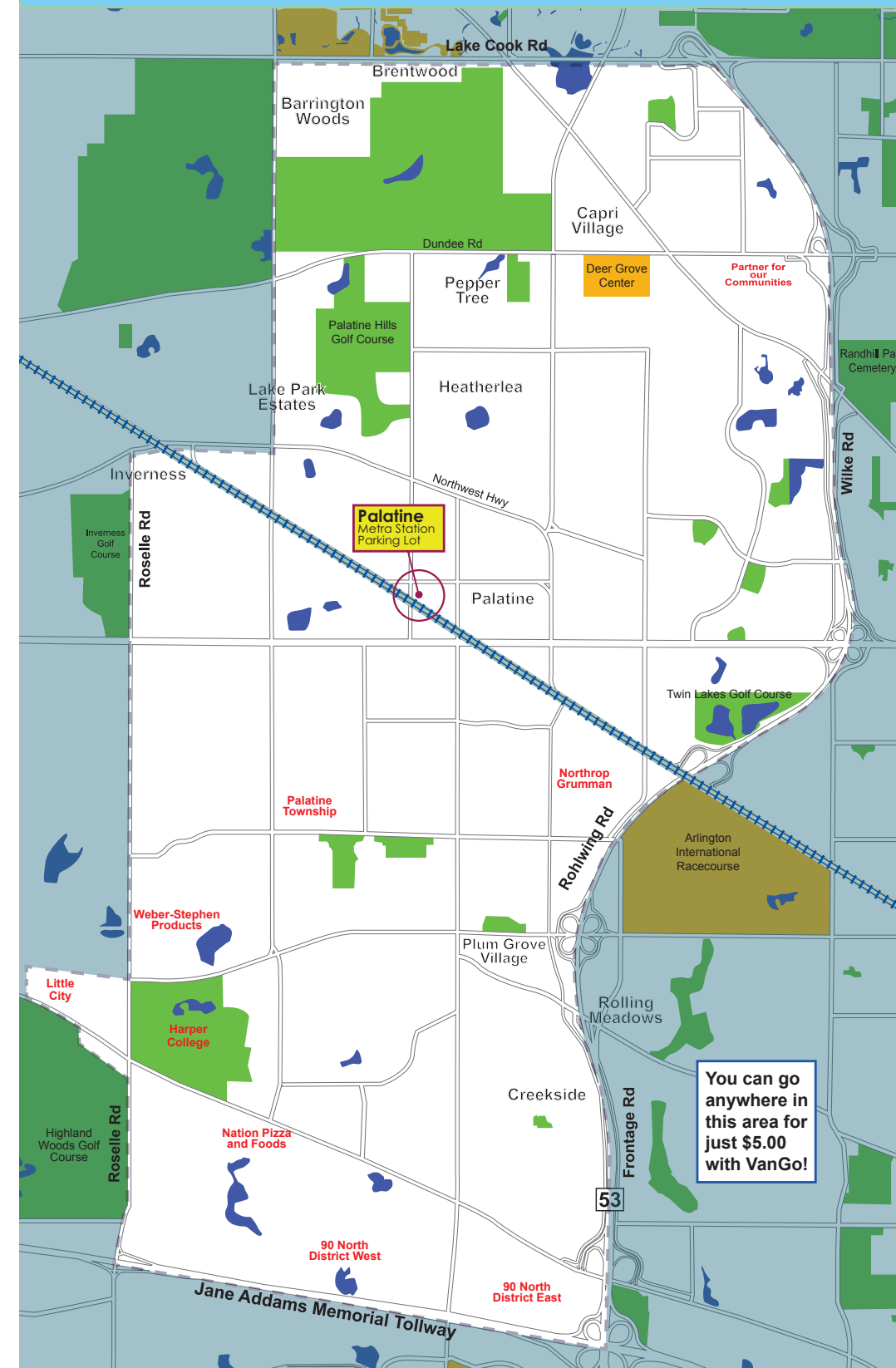


Key Locker



The image above shows the exact location of the parking spaces in the Palatine Metra Station Lot B. Lot B is located north of the train tracks and just east of the train station building.

Palatine service area boundary map





What kind of vehicle is used in this program?

Participants in the VanGo program use, either a 2020 Ford Transit 7-passenger van or a Dodge Grand Caravan. Each van is branded with the VanGo logo.

Vehicles are equipped with:

- Video event recorders with GPS and geo-fencing
- A keypad attached to the window to enter a code, which unlocks the vehicle
- A key locker inside the vehicle for secure key storage



Pace maintains the vehicle to the highest standards. Pace fleet staff fuels, washes, and maintains the vehicles as needed.

Other program rules

Vehicles may be reserved for any time between 6 AM and 9 PM on any given day. Drivers may use the vehicle to go out for lunch provided they stay within the zone boundaries.

You may not travel outside that radius.

What is the cost?

The fare is **\$5.00 round trip**.
Drivers carrying pre-registered riders do not pay a fare.

How do I pay the daily fare?

Pace sends a bill to participants at the end of each month, based on their usage of the service, and charges the credit card that the participant has on file. Participants don't need to send Pace a payment upon receipt of the bill.

Consider a Pace Feeder Vanpool

If you plan to use this service regularly for 2-3 days per week, our Feeder Vanpool might be a better fit and offer more savings. All Vanpool drivers participate at no cost and get personal use of the van. Riders pay a low monthly fare based on distance, group size and frequency of participation. In some cases, the fare could be less than \$5 per day.
Visit PaceBus.com/feeder-vanpool.



The new vanpool option from Pace!

Commuters traveling between the Palatine Metra Station and nearby businesses can now use a new self-service transportation option.

No monthly commitment! Just reserve a ride on days you need it.



Scan Here