



Paying for Pace demand-response trips with Ventra

While ADA Paratransit riders already enjoy the convenience of paying their fares with Ventra, that option is, as of June 17, 2024, available to riders of other Pace demand-response (such as dial-a-ride) services.

For those certified for ADA Paratransit, see here for a reminder on paying for ADA Paratransit rides with Ventra: <https://www.pacebus.com/ventra-paratransit>

If you've already been using Ventra to pay for ADA Paratransit rides, and you're also eligible for other Pace dial-a-ride services, you can now pay for those other trips with Ventra too. ADA-eligible riders don't need to do anything new to continue paying for all their trips by Ventra.

For those not certified for ADA Paratransit but who use other Pace demand-response services, such as dial-a-ride, Ventra fare payment is now available for those trips as well. Riders need to do the following before they can pay for other (non-ADA) trips with Ventra:

1. Get a Ventra Card, activate it, and add funds to your account.
(To activate, call 1-866-674-9215)
2. Establish a Pace TripCheck account (if you don't have one already) at <https://tripcheck.pacebus.com>.
3. Use Pace's TripCheck website or mobile app to register your Ventra account number onto your Pace paratransit file. Note: the Ventra account number is a 19-digit number on the back of your Ventra Card.

Click on "Retrieve Your TripCheck ID?" to obtain your unique TripCheck ID which is required to login. Then, click on **Enrollment** to create an account and password.

The screenshot shows a web form titled "Sign In / Activate". It contains two input fields: "TripCheck ID (not ADA P-Code) *" and "Password *". Below the fields is a message: "If this is your first time signing in please select the 'Enrollment' option below." There are three buttons: "SIGN IN" (blue), "RETRIEVE YOUR TRIPCHECK ID?" (white), and "ENROLLMENT" (white). A link "Forgot your password?" is also present. At the bottom, there is a language selector set to "English" and a footer with contact information: "For any questions or comments pertaining to this site, please email us at TripCheckHelp@Pacebus.com. We will respond to the inquiries during normal business hours Mon - Fri., 9 A.M. to 4 P.M."

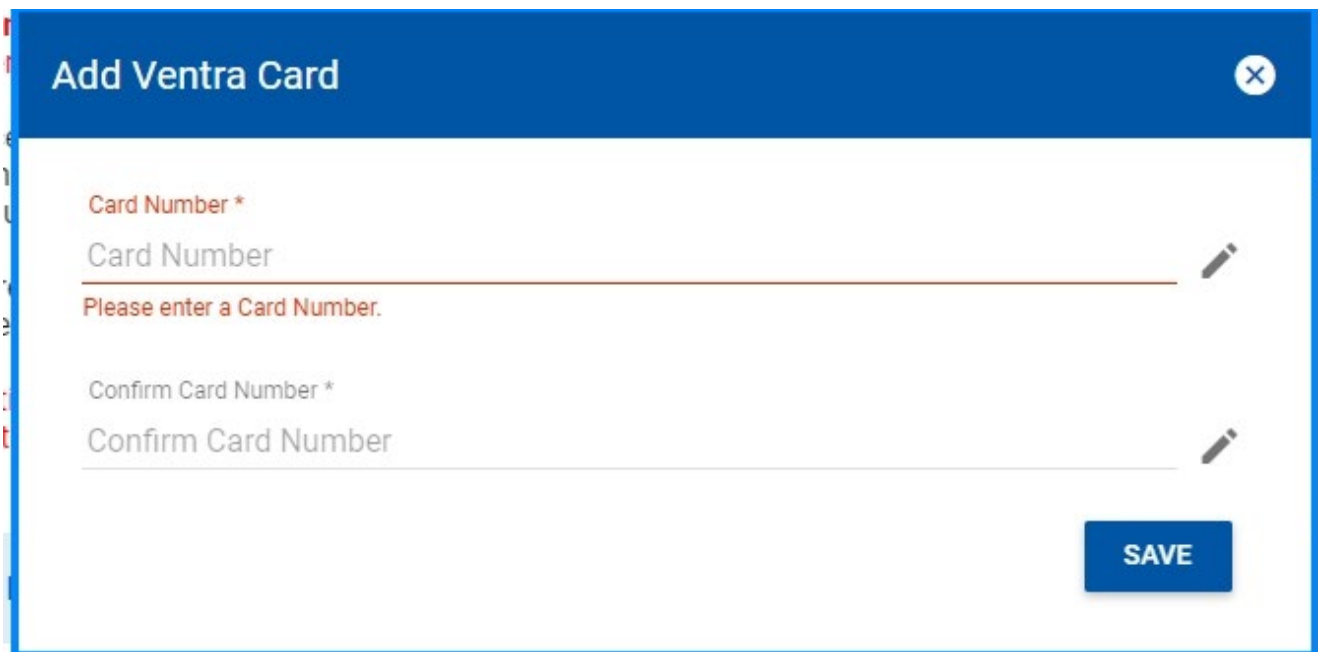
Once you have a TripCheck account, you must enter your activated Ventra Card number into your Pace account's "PROFILE" section. Here's how:

After logging into your Pace TripCheck paratransit rider portal, either online or via the TripCheck mobile app, click on the PROFILE link.

Amongst your other contact information, click "ADD VENTRA CARD".

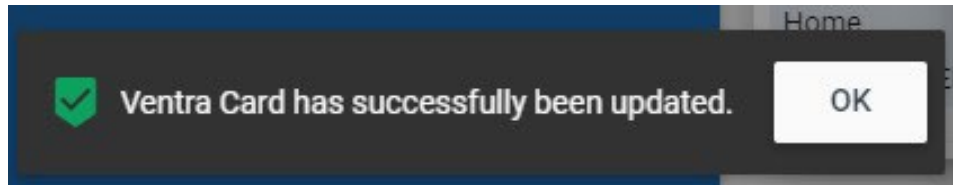


A pop-up screen will appear allowing you to enter your Ventra Card Number found on the back of your Ventra Card.

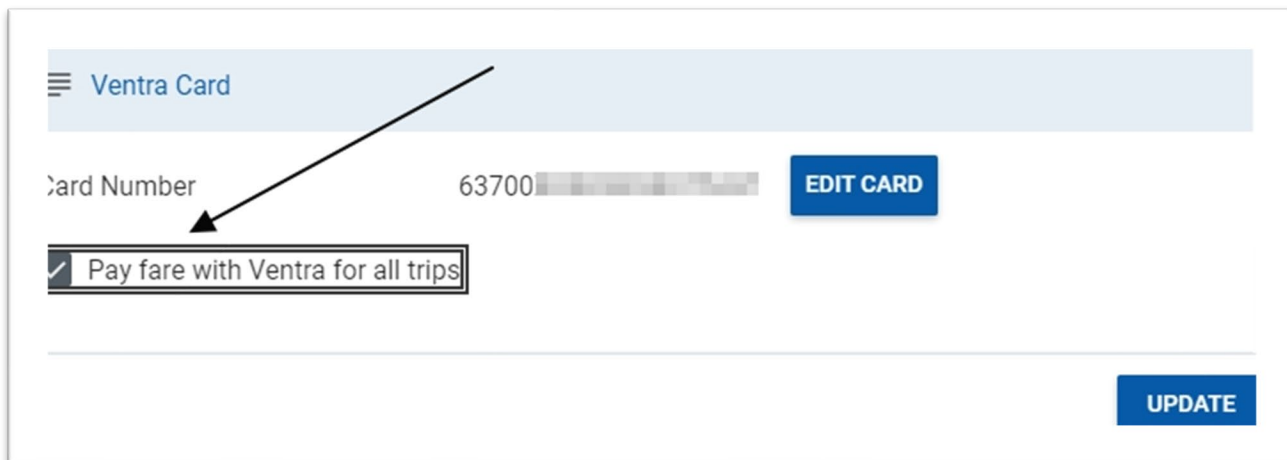


Enter your Ventra Card number, and then enter it again for confirmation, and click "SAVE".

A pop-up will appear at the bottom left of the screen indicating your Ventra Card entry was successfully updated. Click OK and you are done.



If you want to use Ventra to pay for all future dial-a-ride trips, you can set that up as the default setting in your TripCheck account. To do so, click on the box “Pay fare with Ventra for all trips”.



If you only want to pay for some of your upcoming rides with Ventra, you'll need to let the reservation agent know at the time of booking each trip. The call taker will ask if you want to pay by Ventra during each reservation.

If you are certified for ADA Paratransit but you also take other types of Pace trips, such as Ride in Kane, you will not be able to add your Ventra Card number in your TripCheck account. (For those riders, Pace already has your Ventra Card number on file, so no further action is needed by you.) If you want to pay for some trips using Ventra and other trips with cash, you can confirm that at the time of booking.

