

WINTER 2024-25

CHICAGO ADA NEWS

from Pace Suburban Bus



Pace celebrates expanded Dial-a-Ride service in Will County

Pace is thrilled to announce the expansion of service in Will County with [Access Will County Dial-a-ride](#), a public transportation option for seniors and people with disabilities in Wilmington, the City of Braidwood, and six new townships in southwest Will County.

This service is a testament to our strong partnership with Will County and our shared commitment to improving mobility for the residents who depend on Pace the most. With this enhanced service, more residents can access vital resources, healthcare, and other essential destinations with ease. Riders can schedule trips by calling [800-244-4410](tel:800-244-4410) after registering for the program.

We're proud of the dedicated team who worked to make this expansion a reality and grateful for the continued collaboration with Will County leaders to improve transportation access for all.

Pace remains committed to providing safe, reliable, and accessible transit for people of all ages. Our buses feature priority seating, "kneeling" buses with ramps for easy boarding, and reduced fares for riders aged 65 and older, ensuring that everyone in our communities can travel with confidence. This expansion is more than just a service enhancement — it's a step toward a more connected and equitable region for all.



Will County Executive Jennifer Bertino-Tarrant joined Pace leadership and local officials to celebrate the expansion of dial-a-ride services into southwest Will County.



Message from the Chicago ADA Advisory Committee Chairwoman:

Hello my friends. I trust everyone had a great year and enjoyed the holidays with family and friends. Let me begin by thanking my fellow committee members for electing me to be chairperson for the Chicago ADA Advisory Committee. It's a challenge that I take seriously and am looking forward to.

I've been a user of Paratransit service since its early beginnings. I've seen a lot of transition over those years. With your help and the help of the dedicated employees of Pace, I look forward to keeping the concerns of the Chicago Pace ADA paratransit riders a top priority. Together, let's work to make Paratransit service even better.

Here are some updates on Pace Paratransit included in this issue of the newsletter.

- Pace Celebrates Expanded Dial-a-Ride Service in Will County
- Pace's Network Revitalization Plan Update
- Permanent Pace On Demand Expansion
- New Lansing Area On Demand Service
- Northwest Transportation Center Project Update

Going forward I will do my very best to bring your issues and concerns to the Pace ADA Advisory Committee and Pace management. Please try to report all issues or commendations to Pace the same day at 1-800-606-1282, option 2. Your input is key to ensuring every rider's travel needs are met.

Sincerely,
Francine Bell

Francine Bell
Chairwoman, Chicago
ADA Advisory Committee

Pace ADA Advisory Committees

The Pace Board of Directors created the Chicago ADA Advisory Committee and the Suburban ADA Advisory Committee to provide appropriate ongoing input from individuals with disabilities into the operation of ADA paratransit services. Each committee has up to fifteen members who meet quarterly.

The Chicago ADA Advisory Committee strives to meet on or about the fourth Wednesday, and the Suburban ADA Advisory Committee strives to meet on or about the fourth Tuesday, of February, May, August, and November from 1:00-3:00 p.m. Please check Pace's meeting page for the latest schedule at www.PaceBus.com/public-meetings or contact Pace at 847-228-4229.

The public is invited to attend ADA Advisory Committee meetings in person or watch the meetings remotely at www.PaceBus.com/streaming. Staff is available onsite to speak with riders one-on-one before the meetings, from 12:30-1:00 p.m. Rules for public comment can be found at: www.PaceBus.com/rules-public-comment.

If you wish to offer public comment on an agenda item, please submit your name, the agenda item(s) on which you wish to offer public comment, and your comment(s) to: ADA.committee@pacebus.com no less than 24 hours prior to the start of the meeting.

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

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! 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. Keep that in mind as you plan your next trip! Riders with disabilities also ride for free or half price on CTA buses and trains, depending on your eligibility. See TransitChicago.com for details.

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



Pace's Network Revitalization Plan Update

What is the Pace ReVision plan?

As travel patterns continue to evolve post-pandemic, Pace is rethinking its network to meet the changing needs of suburban communities.

The Pace [ReVision](#) project is a transformative initiative designed to create a more accessible, equitable, and productive transit system across our region. By reimagining suburban bus service routes, schedules, and On Demand options, this study could lead to significant service updates, starting as early as 2026.

ReVision isn't just a study — it's a community-driven transformation that invites riders and residents to share their vision for the future of suburban transit. Pace has launched an online survey to hear directly from the people who rely on these services every day. Whether you're a frequent rider, a local business owner, or simply interested in shaping the future of transportation in your community, your feedback will guide the planning and priorities of Pace's future services.

We want to hear from you!
Take the survey

Learn more and take the ReVision survey at PaceBus.com/ReVision. Please take a few minutes to share your feedback and help shape the future of transit in your area.



NEW Lansing Area On Demand



(L-R): State Rep. Marcus C. Evans, Jr., Cook County Commissioner Stanley Moore, Pace Chairman Richard A. Kwasneski, Village of Lansing Mayor Patricia L. Eidam, Cook County Board President Toni Preckwinkle, Pace Executive Director Melinda Metzger, and Pace Board Member Terry R. Wells.

The new Lansing Area On Demand service launched in south suburban Lansing on October 7. The pilot program will improve service coverage in southern Cook County, provide flexible transportation options on weekdays and Saturdays, and create stronger first- and last-mile connections between multiple Pace bus routes. A reminder that this and all our On Demand services are another affordable transit option available to you if you live near or travel to any of our 11 On Demand zones.

TAP Replacement Card Fee

As of January 1, 2025, customers who request a replacement TAP card will be charged. The fee amount will be three rides, or \$6. Upon Pace's receipt of your request for a replacement card, the three rides will be deducted from your TAP account. Please take care to keep your TAP card in a safe place at all times. Do not give or lend your TAP card to others. TAP cards are not allowed to be used by anyone other than the TAP account holder.

As a reminder, if your TAP Card is lost or stolen, please contact Pace immediately to deactivate your card and request a replacement card at 1-800-606-1282, option 4, or via email at Passenger.Services@PaceBus.com. Pace is not responsible for replacing unauthorized rides that were taken before the card was reported missing. For questions or more information about TAP, you can visit www.PaceBus.com/TAP or call us at (833) 722-3827 (PACE-TAP).



Ventra is now accepted for fare payment on both ADA Paratransit and dial-a-ride trips

As a rider of ADA Paratransit, you’ve probably known for some time that riders can pay their ADA Paratransit fares using the convenient Ventra fare payment system. This year, that convenience has expanded even further! Now, dial-a-ride fares can also be paid for using Ventra, so if you are a rider of both services, you can use Ventra to pay for all those rides.

As a reminder, this paratransit payment method is completely optional. Nothing has changed with the way you reserve or take your trip on ADA Paratransit.

To start using Ventra on ADA Paratransit or dial-a-ride, you need to get funds loaded to your account. Since your ADA Paratransit ID card is also a Ventra card, there are several ways you can do so:

Vending machine or Ventra retailer: bring your ADA Paratransit ID / Ventra Card with you and use cash, credit or debit cards to add funds to your Ventra account.

By phone: Funds can also be loaded over the phone at 877-669-8368 using credit and debit cards.

By web or mobile app: First, set your account up for adding money via the web or mobile app by calling 877-669-8368 Monday through Friday 6am-8pm or Saturdays 8:30am-5pm. Option 3, then Option 3 again).

The Ventra representative will issue you a username and the first time that you log into the Ventra website or use the Ventra app, you will then create your secure password.

Once your account is set up and you’ve begun using Ventra to pay for rides, you can reload funds in a variety of ways. The most convenient is to use the

Ventra app (available for download at Google Play or the App Store) or log into the Ventra website (www.VentraChicago.com) to use your credit/debit card to add money to your account.

If you are trying to add funds to your account, please make sure you do so to the ADA Paratransit Card/account. You aren’t able to add funds to a Ride Free Card.

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 who aren’t certified for ADA Paratransit should visit PaceBus.com/DAR to see additional instructions they need to follow before they can pay for other trips with Ventra.

If you want to pay for some trips using Ventra and other trips with cash, you can confirm that at the time of booking.

Once you’ve loaded funds to your Ventra account, you’re ready to pay for ADA Paratransit or dial-a-ride trips using Ventra!

Doing so is easy! Just tell the reservationist that you want to pay with your Ventra account when you’re making your trip reservation. If you plan to pay for paratransit rides through Ventra, it is certainly easier to manage your account and reload funds to your Ventra account if you have and use the Ventra app.

For clarification, it is not required that paratransit customers have the app to pay for paratransit rides with Ventra, but it is recommended as the easiest way to ensure your account always has adequate funds.

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