



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 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 trips with Ventra:

1. Get and activate a Ventra Card and add funds to your account (To activate, call 1-866-674-9215) A physical Ventra card is necessary and Pace requires the nineteen (19) digit card number that is assigned to it. Virtual Ventra cards are not accepted into Pace's system.
2. Establish a Pace TripCheck account (if you don't have one already) at <https://tripcheck.pacebus.com>.

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.

Sign In / Activate

TripCheck ID (not ADA P-Code) *

Password *

If this is your first time signing in please select the 'Enrollment' option below.

SIGN IN

RETRIEVE YOUR TRIPCHECK ID?

ENROLLMENT

[Forgot your password?](#)

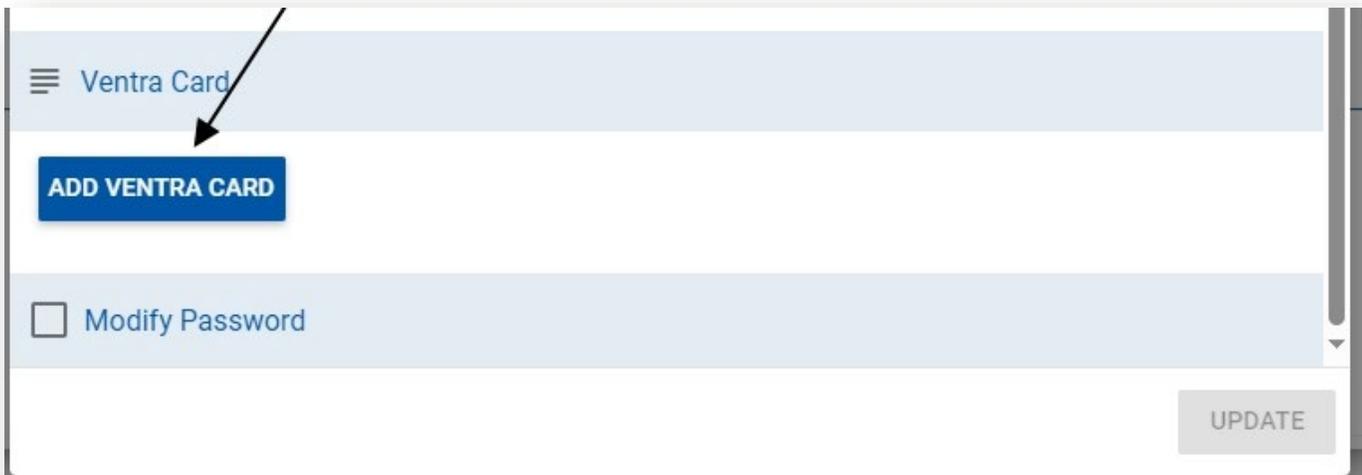
English

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".

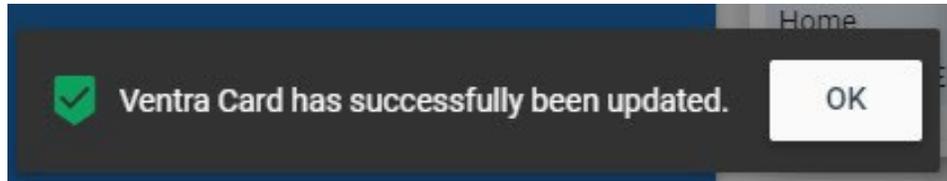


A pop-up screen will appear allowing you to enter your Ventra Card Number found on the back of your Ventra Card.

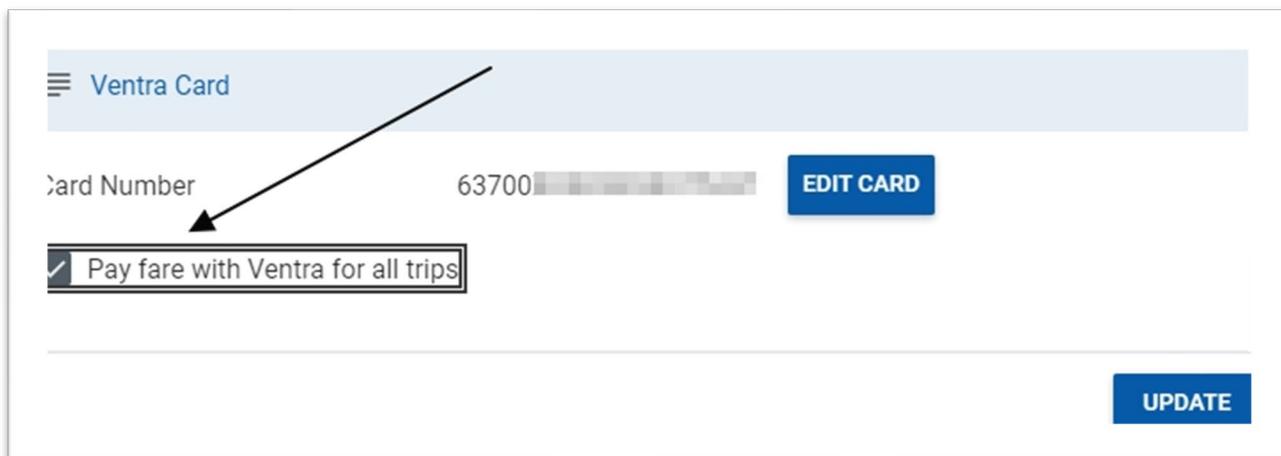
A screenshot of a mobile application pop-up screen titled 'Add Ventra Card'. The screen has a blue header with the title and a close button (X). Below the header, there are two input fields. The first field is labeled 'Card Number *' and contains the text 'Card Number'. Below it is a red error message: 'Please enter a Card Number.' The second field is labeled 'Confirm Card Number *' and contains the text 'Confirm Card Number'. A blue 'SAVE' button is located at the bottom right of the form.

Enter your Ventra Card number, and then enter it again for confirmation, and click “SAVE”. Ventra requires the 19 digit card number assigned to a physical Ventra card. A virtual Ventra card is not accepted here.

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.



