

Contact Us

TripCheck

PaceBus.com/TripCheck
TripCheckHelp@PaceBus.com

Pace Customer Relations

800-606-1282, opt. 2

Where's My Ride?

COOK COUNTY

Chicago	800-606-1282, opt. 1
South Cook Co.	866-248-6868
West Cook Co.	800-299-0765
North Cook Co.	800-554-7599

OTHER COUNTIES

DuPage Co.	800-713-7445
Kane Co.	866-727-6842
Lake Co.	800-201-6446
SE Lake Co.	800-554-7599
McHenry Co.	800-451-4599
Will Co.	800-244-4410

NITA ADA Paratransit Certification
312-663-HELP (4357)



Pace's Paratransit TripCheck

Manage your
paratransit
trips in one
convenient place



Rev. 09-01-26

TripCheck is your ticket to a smoother ride

We know our riders have places to be and schedules to keep, and we're always looking for new ways to help them get from place to place.

ADA Paratransit and Dial-a-Ride passengers can keep track of rides with Pace TripCheck.

TripCheck is a tool to view and cancel scheduled rides without having to call the Call Center. You can access it by phone, online at: www.PaceBus.com/Tripcheck or download the 'Pace TripCheck' mobile app today.



***Please note:** Paratransit trips are considered on time if the vehicle arrives within 30 minutes of the scheduled pickup. This accounts for traffic, weather, and other delays.*

Here are other things to keep in mind when planning your trip:



ADA-certified riders can ride a taxi in the City of Chicago for a discounted fare, which can be faster. Enroll at PaceBus.com/TAP.



ADA-certified riders can book Uber or UZURV trips for a discounted fare at a moment's notice. Enroll at PaceBus.com/RAP.



You get **free rides** on fixed route buses. On those, you don't need to make a reservation and stops are scheduled for easier planning.



Public transit means sharing your ride. Your Paratransit ride might not always take the most direct route, and sometimes other riders may cause delays. Expect your ride to take about as long as a fixed route bus.

Who can use TripCheck?



Paratransit riders in the City of Chicago



Paratransit riders in the Chicago suburbs



Users of Pace-operated Dial-a-Ride services

How to enroll

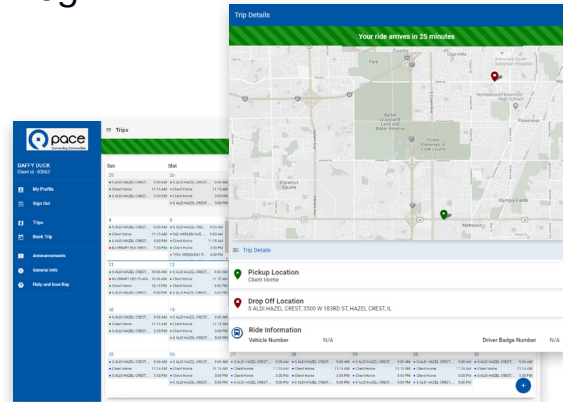
❑ If you already are a TripCheck user, sign in with your TripCheck ID and password at <https://tripcheck.pacebus.com> or the Pace TripCheck Mobile app login page.

❑ First time users can self-register on the Web (<https://tripcheck.pacebus.com>) or the Pace TripCheck Mobile App login page. Click on “Retrieve Your TripCheck ID” to get your system generated TripCheck ID, then click on “Enrollment” to create an account and password.

How does it work?

Once you’ve set up your password, you’re good to go!

Visit the online login page at <https://tripcheck.pacebus.com>, or open the mobile app to log in.



Once you’re in, you can see all the trips you currently have scheduled and pull up a map of pickup and dropoff locations in the trip detail screens. You can check your itinerary, and—if you’d like—you can cancel trips within 2 hours of your scheduled pick up time. Please note, you can even see your trip history.

Common questions

What do I need?

To apply for TripCheck, you need to have an email address and an active client file with Pace Paratransit. To use TripCheck by web, you need a computer or smartphone with a web browser. To use the TripCheck app, you need an Apple or Android smart device.

How long does signup take?

Applying is easy. You can self-register online or via the mobile app. (See *How to enroll* at left.)

Can I book new trips?

You can check or cancel trips using TripCheck. Trip booking is unavailable at this time.

Is TripCheck accessible?

The TripCheck website and mobile app are both ADA-compliant.

NEW TripCheck App

Start using the New TripCheck app today!

- 1 Download the TripCheck app onto your iPhone or Android smartphone or tablet. In the app stores, search for “Pace TripCheck”.
- 2 If you are already a TripCheck user, sign in with your TripCheck ID and password.
- 3 First time users can self-register on the Web (<https://tripcheck.pacebus.com>) or the Pace TripCheck Mobile App login page. Click on “Retrieve Your TripCheck ID” to get your system generated TripCheck ID, then click on “Enrollment” to create an account and password.

- 4 Create your profile, view all your trip details, and manage your preferences in one convenient place!

For more information on how to use **TripCheck**, visit: PaceBus.com/TripCheck.