



Public Transportation Options in the Glencoe Area

Pace Fixed Route Service

Pace's fixed-route bus service safely and conveniently carries commuters throughout the suburbs using a set schedule and routing. With 199 fixed routes serving more than 220 communities in the six county area, Pace provides fast and economical service to employment centers, hospitals, shopping centers and many other attractions. Schedules can be found at available at PaceBus.com or requested by calling 1-847-364-7223, option 3.

Pace Fare Information

Ventra® is Pace's and CTA's payment system that allows customers to use a single fare card for regional transit throughout the Chicago area. Riders simply tap their payment card to the Ventra reader to board any bus or train on Pace and CTA. Visit VentraChicago.com to learn more, get a Ventra card, add passes and transit value to it, and manage your Ventra Transit Account. Metra begins accepting Ventra transit value for mobile ticketing later in 2015 via the launch of a Ventra smartphone app.

- Ventra Card: Regular fare: \$1.75 / Reduced regular fare: \$0.85
- Cash: Regular fare: \$2.00 / Reduced regular fare: \$1.00
- Premium fare: \$4.00 / Reduced premium fare: \$2.00
- Transfer: \$0.25 / Reduced transfer: \$0.15
- *Please note that transfers are only available when using a Ventra Card. Local transfers are free.*
- Paratransit Service: \$3.00 each way

Glencoe Area Fixed Route Bus Service

Pace Route 213 – Green Bay Road

Provides weekday and Saturday service from Northbrook Court to the CTA Purple Line Davis Street Station in Evanston making stops near New Trier High School, Ravinia Festival, and the Chicago Botanic Garden. This route parallels a portion of the Metra Union Pacific North Line. Connect to Pace Routes

Pace Route 626 – Skokie Valley Limited

Provides weekday service from Skokie to Lincolnshire. Service operates from Dempster-Skokie Station CTA Yellow Line to Lincolnshire Business Center. Serves the following major destinations: Skokie Swift CTA Yellow Line (Dempster - Skokie Station), Sheraton, Northbrook Court, Deerbrook Mall, Corporate 500, Deerbrook Corporate, Metra Milwaukee District North line (Lake Cook Rd. Station), Deerfield Business Center, Teradyne, Lake Cook Office Centre, Arbor Lake Centre, Takeda, Riverwoods Corporate Place, Wolters Kluwer, Riverwalk, Metra North Central Line (Buffalo Grove Station), Corporate Grove, Arbor Creek Business Centre, Lincolnshire Corporate Center, and Lincolnshire Business Center.

Pace Customer Relations: 847-364-PACE (7223)

RTA Trip Planning: 708-836-7000

PaceBus.com

PaceRideShare.com

VentraChicago.com

RTAChicago.org



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Pace Vanpool Incentive Program

The Traditional Vanpool is designed to transport a group of 5-13 people to work in a Pace Van. Employees that live and work near one another and share similar schedules can form a group that conveniently gets them between home and work. Each rider pays a low monthly fare based on distance and number of participants. This covers all costs of the vanpool including fuel, maintenance, insurance, tolls, roadside assistance, and van washes. One of the participants volunteers to be the primary driver. **He or she does not pay a fare and also receives 300 personal miles a month!** Backup drivers receive a \$10 per month discount.

PaceRideShare.com is a confidential website designed to link commuters for carpooling or vanpooling.

For more information please call (847) 5-WE-POOL ext. 3, (847) 593-7665 ext. 3 or email us at Vanpool@Pacebus.com.

Pace's ADA Paratransit Service

This paratransit service is required by the federal Americans with Disabilities Act and is provided for customers whose disability or health condition prevents them from using CTA and/or Pace fixed route services for some or all of their travel. Only persons who are [certified](#) by the Regional Transportation Authority are eligible to ride ADA Paratransit. Trips are only provided at the same times and within the same geographic areas as fixed route. Pace operates this service across the entire six-county region, including Chicago.

Check the ADA Paratransit [directory](#) for the phone number to call for a reservation in your area. For further information, please see [Pace's ADA paratransit service guidelines](#). This information is available at PaceBus.com or by calling 1-847-364-7223, option 3,

Paratransit service is the general term for a "demand-response" service in which a passenger must reserve a ride in advance. Unlike fixed-route service, in which buses travel the same route in a regular pattern and pick up any waiting passengers, paratransit vehicles make only pre-arranged trips for riders who are eligible for the particular service. There are several different types of paratransit service.

Pace's fixed route system is entirely [accessible to people with disabilities](#). For senior citizens and people with disabilities, fixed route is a less expensive way to get around the community and gives people the freedom to travel without arranging a ride in advance. The Regional Transportation Authority offers a [training program](#) for those who wish to learn how to ride fixed route. More information is available at PaceBus.com or by calling 1-847-364-7223, option 3,

Fares: \$3.00 each way: RTA Paratransit card required

Pace Will Not Strand Paratransit Riders

Pace will never leave you stranded away from your home if you were scheduled for a paratransit ride that day. If you miss a trip, you have several options available to you:



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- Call the 24/7 ADA Paratransit Assistance Reservation Line at 1-800-606-1282, Option #3 (or TTY: 1-708-339-4062) and reserve a new ride. Pace's goal is to pick you up within 2 hours of receiving the call if the missed trip is the result of a medical appointment.
- Call or hail a taxicab and pay with a Taxi Access Program (TAP) voucher Chicago only.
- Ride a fixed route bus or train, which is cheaper than paratransit and allows you to be on your way quickly.

Helpful Hints for Scheduling Trips

- If you have an appointment, be sure that the reservations agent knows of your appointment time so that they can schedule your trip appropriately. When advising your appointment time, be sure to allow yourself enough time to get from the vehicle to the actual appointment. Example: If you have to be at work or have a medical appointment at 9:00 a.m., but will need fifteen (15) minutes to get to your desk or to sign in, tell customer service that your appointment is at 8:45 a.m.
- Doctor's appointments are always late! When making return reservations, please schedule the return trip to leave yourself plenty of time to meet the vehicle on time.
- Customers who would like to cancel a trip must contact their carrier directly at least two (2) hours before the scheduled pick-up time to avoid the trip being classified as a late-cancelled trip.
- Same-day trip changes will only be permitted if two (2) hours' notice is provided and the carrier's schedule can accommodate the desired change.
- A pick up scheduled for noon is considered "on-time" if Pace's vehicle arrives by 12:20 p.m. so please plan accordingly.
- For a full copy of the policy, to find out if you qualify for free rides on fixed route buses, or for information about Pace's TAP program (Chicago only), call 1-847-364-7223, Option 3.

Save Our Contact Information

- Pace Customer Service: 1-847-364-7223 (Option 3)
- 24/7 ADA Paratransit Assistance Reservation Line: 1-800-606-1282, Option #3 (or TTY: 1-708-339-4062)
- RTA Trip Planning 1-312-836-7000

Transferring to/from Paratransit

As of July 1, 2014, the method for transferring between paratransit services (including dial-a-ride) and fixed route buses has changed. Riders will need to use Transfer Vouchers instead of the paper magnetic stripe transfer cards. See [an explanation](#) for details on getting and using that voucher by visiting the paratransit section at PaceBus.com or request a print copy by calling 1-847-364-7223, option 3.

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Helpful information

To help make paratransit services operate more efficiently for all riders, it is helpful if everyone knows the policies and procedures contained in the [Paratransit Riders Handbook](#). Also, please review Pace's [ADA Reasonable Accommodations Policy](#). These documents are available at [PaceBus.com](#) or by calling 1-847-364-7223, option 3.

Even if you miss a paratransit trip, Pace won't strand you away from your home. See the full description of the missed trip policy and instructions on what to do if you miss a trip contained in the [Paratransit Riders Handbook](#).

When you are scheduling your trip, the call taker will ask you if you have an appointment time. Let him/her know so they can schedule appropriately. Be sure to allow enough time to get from the vehicle to the actual appointment.

For example if you have to be at work or have a medical appointment at 9:00, but will need fifteen minutes to get to your desk or get signed in, tell the call taker your appointment is at 8:45.

Pace strives to get all riders to their appointments on-time. However, because of factors beyond our control (i.e. traffic, weather, etc.), we have established an on-time performance standard for appointment arrivals of 90%.

If you believe your trip was excessively long, please let us know by filling in the [Passenger Ride Time Report Form](#), available at [PaceBus.com](#) or by calling 1-847-364-7223, option 3.

