

Sales Centers



You can purchase transit passes and add value in a variety of places, including online, over the phone, at participating Ventra Retail Locations and Ventra vending machines.

There will be 500 sales locations throughout the Pace service area. A list of Ventra Retail Locations will be available soon at PaceBus.com.

Learn more at regional events

A Ventra bus will be at events in and around Chicago. Visit the bus to learn more about this new payment system and have questions answered by Ventra Representatives. A list of events will be available soon at PaceBus.com.



Who to contact

For Pace service questions:

- Visit PaceBus.com
- Call Pace Customer Relations: (847) 364-PACE (7223)
- Pace TTY: (847) 364-5093
- Pace Newline: (847) 228-2322
- Información En Español: (847) 228-3575
- Email: Passenger.Services@PaceBus.com
- Mail customer service-related issues to:
Pace Suburban Bus Service
Customer Relations
405 Taft Drive
South Holland, IL 60473

For free trip-planning and schedule information, call:

- Visit RTAChicago.com
- Call the RTA Travel Information Line: 836-7000 (from any Chicago or suburban area code)
- For information about the Reduced Fare Card, call: (312) 913-3110
- For information about the Ride Free program, call: (312) 913-3110

Learn more at ventrachicago.com



Transition to Ventra™

Pre-Ventra	September	December
Pace's existing fare system	Pace's existing fare system & Ventra will be available	Only Ventra will be available
Chicago Card/Plus & magnetic stripe card	Ventra Card (load cash or passes)	Ventra Card (load cash or passes)
CTA/Pace 30-Day & 7-Day (Regular and Reduced) Commuter Club Card (Pace only 30-day pass) (Regular and Reduced) Campus Connection Student Haul Pass	The following passes can be purchased OR loaded onto Ventra Cards <ul style="list-style-type: none"> • CTA/Pace 30-Day & 7-Day Passes (Regular and Reduced) • Commuter Club Card (Pace only 30-day pass) (Regular and Reduced) • Campus Connection • Student Haul Pass OR 30-Day Reduced Pass 	Load the following passes onto Ventra Cards: <ul style="list-style-type: none"> • CTA/Pace 30-Day & 7-Day Passes (Regular and Reduced) • Commuter Club Card (Pace only 30-day pass) (Regular and Reduced) • Campus Connection PROPOSED: 30-Day Reduced Pass to replace Student Haul Pass
Stored value on magnetic stripe card	Stored value on magnetic stripe cards. Riders are encouraged to spend down the value on those cards as they will not be valid after December.	Stored value on Ventra Card replaces magnetic stripe cards
RTA Reduced Fare & Ride Free Permits	RTA Reduced Fare & Ride Free Permits (old and new)	New, Ventra compatible, color-coded RTA Reduced Fare & Ride Free Permits
10-Ride Plus (Regular, Premium & Reduced)	10-Ride Plus (Regular, Premium & Reduced) and stored value on Ventra Card	PROPOSED: Stored value on Ventra Card replaces 10-Ride Plus
	Contactless bankcards	Contactless bankcards
Cash	Cash and stored value on Ventra Card	Cash and stored value on Ventra Card
Paper Transfers	Paper transfers and transfer on Ventra Card	PROPOSED: 25¢ transfer on Ventra Card replaces paper transfers

What is Ventra?



What is the Ventra Card? How do I use it?

Ventra is a contactless and convenient way to pay for transit.


- Purchase passes and add transit value at Ventra vending machines, participating retail locations, online or by phone
- Add any dollar amount as transit value
- Add multi-day transit passes
- Online account management and lost/stolen Card protection with registration
- \$5.00 one-time Card purchase fee is immediately refunded as transit value upon registration

What will happen with cash payment, reduced fares and other permits & passes?

- Cash will still be accepted on buses
- Eligible CTA and Pace customers will continue to receive a reduced fare
- Reduced fare customers, including seniors and students, will be provided a new hard plastic card that works on the Ventra system
- Card design varies by program

Are there other payment options?

Use your own contactless bankcard

- Tap and board CTA and Pace trains and buses
- Pay as you go
- Register to add multi-day passes and transit value
- This symbol:  means your card is contactless

Use a Pace Ventra Ticket

- Tap and board Pace buses
- Single-ride ticket
- One-day ticket (available to special service agencies only)
- Good only on Pace services (please note Pace logo on ticket)



When will I be able to start using Ventra?

Current Chicago Card Plus customers, registered Chicago Card customers and U-Pass students will be among the first to use Ventra in August 2013. Ventra will be available to all CTA customers and Pace fixed route bus riders September 2013, at which time riders will be able to register for Ventra online or by phone. Both new and existing fare media will be accepted until Ventra replaces all CTA and Pace existing fare media in December 2013.

Vending machines accept cash, credit and debit. Use card readers to tap and board trains and buses on CTA and Pace.

Important Questions You May Have About Ventra

Q: What is a Transit Account?

A: A Transit Account is a secure individual account that can be registered to either your Ventra Card or bank-issued contactless credit or debit card. You can add transit passes, such as the 30-day pass and 7-day pass, and transit value (incremental dollar amounts) can be stored on the account to pay for rides on the CTA and Pace.

Q: What will happen to Reduced Fare and Ride Free permits?

A: Eligible CTA and Pace customers, including students, seniors and people with disabilities, will continue to receive a reduced fare. Reduced Fare and Ride Free customers will receive a new hard-plastic card that will be more durable and easier to use than the existing magnetic stripe cards. These versions will be for transit use only and will not have a Prepaid Debit Account option.

Q: How can I use my contactless bankcard with Ventra?

A: You can use your contactless bankcard in a variety of ways — either pay as you go or register for a Ventra Transit Account to add transit value or a transit pass on your card. Then simply tap your card to board CTA and Pace trains and buses.

Q: How do I get a Ventra Card?

A: Ventra will be available to all customers this summer. At that time, you can purchase the Ventra Card for \$5.00 online, over the phone, at participating Ventra Retail Locations or Ventra vending machines. The \$5.00 Card purchase fee will be automatically refunded for transit use upon registering the card within 90 days.

Q: How do I register my Ventra Card?

A: CTA and Pace are committed to making registration for Ventra as easy as possible. You will be able to register online or over the phone in minutes or at the Ventra Customer Service Center. To register, you need to provide your name, address, telephone number and date of birth. Email address is optional. There are many benefits to registering your Ventra Card:

- The \$5.00 Card purchase fee is refunded for immediate transit use
- Protects passes and value if the Card is lost or stolen
- Convenient account management online, over the phone, at Ventra vending machines and participating retail locations

Q: How do I check balances and add value on my Ventra Card?

A: After registering your Ventra Card, you can manage your account, view transit balances and add transit passes and value online with a computer, tablet or smartphone. You can also manage your Ventra Transit Account over the phone, at participating Ventra Retail Locations and Ventra vending machines.

Q: What if my Ventra Card or personal bankcard is lost or stolen?

A: When you register your Ventra Card or your Ventra Transit Account on your contactless bankcard, the value on your Transit and Prepaid Debit Accounts can be protected in the event of loss or theft. Safety and security are critical features of Ventra.