

The City of Naperville Guide to Ride the Bus



Step 1

Find Pace Bus information

There are several easy ways to find your Pace Bus information:

Online

Plan your trip by viewing the bus maps located on the city's website (www.naperville.il.us/transit.aspx). Alternatively, the Pace Bus website provides route specific maps; visit www.pacebus.com and type the keyword "Naperville". This will allow you to view all Pace routes in Naperville including detailed route and schedule information.

By Telephone

Contact Pace Bus customer service: (847) 364-PACE (7223) or the City of Naperville: 630-305-3430 (Monday – Friday 8 a.m. to 5 p.m.).

In Person

Visit your closest transit station to pick up schedules, system maps and passes.

Your Local Transit Stations

Naperville Metra Train Station (105 E. 4th Ave., Naperville) or Route 59 Metra Train Station (1090 N. Route 59, Naperville)

Step 2

Plan your trip using the Pace Bus Schedule

Schedules may look complicated and intimidating but once you become familiar with them it's quite easy.

Steps to follow when you are using paper schedule:

1. Find the schedule for the bus route closest to you.
2. Note the time points on your schedule. These are planned stops with specific times to help track the timeliness of each bus. There are additional stops that are not listed on the schedule that are identified by Pace bus stop signs along each route. Pace bus operators will also pick up passengers that flag the bus down.
3. Identify the bus stop closest to your home or destination.
4. Review the schedule to identify the time points for the stops preceding and following your preferred bus stop location. Plan to arrive at your bus stop location early on your first ride. A good rule of thumb is to be at your bus stop around the same that is listed on the schedule for the preceding bus stop.
5. Use Pace Web Watch to track the bus and get real time update at <http://gis.pacebus.com/webwatch/>.

Step 3

Verify your route and the bus

If you are not sure whether you are in the correct place, look at the electronic bus number that is visible on the front and sides of each bus to verify the route number. Always make sure to stand near, but at a safe distance, to the curb so the bus operator will know to make a stop. Board the bus when the operator opens the door.

Step 4

Pay your fare and enjoy the ride

Pace Bus provides a number of ways that you may pay your bus fare:

Cash

Make sure you have exact change before entering the bus (\$1.75 one way) and insert the money next to the driver when you board the bus. Pace bus operators do not carry change.

10-Ride Ticket

When boarding the bus, hand your ticket to the driver to receive a punch for your ride. Pace riders in Naperville have the opportunity to purchase a Pace 10-Ride Ticket at a discounted rate of \$14 (regular \$17.50). The discounted 10-Ride ticket is available at the Metra ticket counter at both the Naperville and Route 59 Metra Stations.

Pass

Have your pass out and ready to show the driver as you board. Pace offers a monthly pass as well as a monthly Pace/CTA Link Up pass that may be purchased at the transit stations.

Step 5

Get off at your predetermined stop

Make sure to plan ahead and know the bus stop closest to your destination. If you're not sure of your stop, the operator will help you to the best of their abilities. There are route schedules available on the bus to help you plan and make connections. When approaching your stop, signal to the driver that you would like to get off the bus by either using the pull cord above each window or simply moving to the front of the bus. If the pull cord is not reachable, the buses also have red push buttons that are accessible at a lower level.