

How does the VanGo service work?

VanGo is a reservation-based service, in which drivers reserve a van for the next business day. This new pilot program provides a first-mile/last-mile option for commuters traveling round-trip between the Palatine Metra Station and work locations in the portions of Palatine, Rolling Meadows, and Schaumburg bounded by Lake-Cook Road on the north, Roselle Road on the west (including Little City's Main Campus), I-90 on the south, and IL53 on the east.

How do I become a driver/rider?

Drivers and riders must pre-register and complete an application, an agreement, and a credit card authorization form with Pace.

The registration is necessary for billing purposes.

Drivers must meet the following Pace criteria:

- Drivers must be at least 23 years of age and have a valid driver's license.
- Drivers must have a good driving record.
- Drivers are required to pass a physical and drug test.
- Drivers are required to complete an on-line driver training class.

Once Pace has enrolled you as a VanGo driver, you can make a reservation for a VanGo round trip for any weekday or weekend.

How do I reserve a trip?

Registered drivers should email:

VanGo.Palatine@PaceBus.com

or call: (847) 364-3964 between the hours of 8:00 AM and 4:30 PM Monday through Friday to reserve a vehicle for the next business day. Vehicle reservations for weekends or Monday must be made by 4:30 PM Friday. The Pace representative will confirm the reservation and email or text the driver an assigned vehicle number and a code for entry.

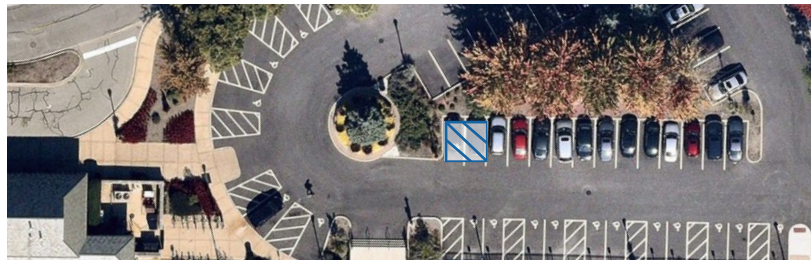
BOOK YOUR TRIP TODAY!

email: VanGo.Palatine@PaceBus.com
or call 847-364-3964

How do I access the van on the day of my trip?

Look for the Pace vehicle with the VanGo logo in the designated parking spot at the Palatine Metra station. Proceed to the vehicle's designated parking spot and enter the code provided at the time of reservation into the keypad on the window. The code will unlock the vehicle door and also unlock a key locker inside the vehicle. You will need to enter the vehicle and take the key out of the locker to start the vehicle.

At the end of the day, the driver should drive the vehicle back to the designated parking space, place the key back in the key locker, and lock the vehicle by pushing the lock button on the keypad on the vehicle exterior. After that, the driver can depart for his/her connecting transportation service.



The image above shows the exact location of the parking spaces in the Palatine Metra Station Lot B. Lot B is located north of the train tracks and just east of the train station building.



VanGo Palatine service area



What kind of vehicle is used in this program?

Participants in the VanGo program use a late model van, either a 2020 Ford Transit 7-passenger van or a Dodge Grand Caravan. Each van is branded with the VanGo logo.

Vehicles are equipped with:

- Video event recorders with GPS and geo-fencing
- A keypad on the windshield which you enter a code to unlock the vehicle
- A key locker inside the vehicle for secure key storage



Pace maintains the vehicle to the highest standards. Pace fleet staff fuels, washes, and maintains the vehicles as needed.

Other program rules

Vehicles may be reserved for any time between 6 AM and 9 PM on any given day. Drivers may use the vehicle to go out for lunch provided they stay within 5 miles of the Palatine Metra Station. **You may not travel outside that radius.**



What is the cost?

The fare is \$5.00 round trip.

How do I pay the daily fare?

Pace sends a bill to participants at the end of each month, based on their usage of the service, and charges the credit card that the participant has on file. Participants don't need to send Pace a payment upon receipt of the bill.

For frequent users of VanGo

Did you know there is a Feeder Vanpool Program that might be more cost-effective for regular commuters?

Drivers utilizing this program more than 2-3 days per week are encouraged to join the Pace Feeder Vanpool Program. **For info visit: PaceBus.com/Vanpool-Feeder**

The Vanpool program allows for a regular group of people to commute together daily, with the driver not paying a fare, and riders paying a monthly flat fare.

For more information, call (847) 364-3964 to find out how to join this program or visit: PaceBus.com/VanGo.



The new vanpool option from Pace!

Commuters traveling between the Palatine Metra station and nearby businesses can now use a new self-service transportation option.

No monthly commitment! Just reserve a ride on days you need it.