



# Pace ADA Paratransit Service

City of Chicago  
Customer Guide

January 1, 2012

To request a copy of this brochure in an accessible format,  
please call Pace Customer Relations

Voice: 1-800-606-1282

TTY: 1-888-847-0093

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## **Reference Numbers**

**As of January 1, 2012**

### Chicago Service

#### Scheduling

Area #1 SOUTH – 71<sup>st</sup> St. South to Sibley

Operated by SCR Transportation

**Voice: 866-926-9631**

TTY: 866-764-1134

Area #2 CENTRAL – Between 71<sup>st</sup> St. and Fullerton

Operated by CDT Transportation

**Voice: 866-926-9632**

TTY: 866-764-1135

Area #3 NORTH – Fullerton North to Central

Operated by MV Transportation

**Voice: 866-926-9633**

TTY: 866-764-1136

### Suburban Service

#### Scheduling

North Cook County ADA Service

Operated by First Transit

**Voice: 800-554-7599**

TTY: 855-830-8108

West Cook County ADA Service

Operated by MV Transportation

**Voice: 800-299-0765**

TTY: 800-504-7689

South Cook County ADA Service

Operated by MV Transportation

**Voice: 866-248-6868**

TTY: 866-248-5899

North and Central Lake County ADA Service  
Operated by First Transit

**Voice: 800-201-6446**

TTY: 877-218-0905

Southeast Lake County ADA Service  
Operated by First Transit

**Voice: 800-554-7599**

TTY: 855-830-8108

DuPage County ADA Service  
Operated by MV Transportation

**Voice: 800-713-7445**

TTY: 800-713-7415

McHenry County ADA Service  
Operated by First Transit

**Voice: 800-451-4599**

TTY: 888-454-4724

Kane County ADA Service  
Operated by MV Transportation

**Voice: 866-727-6842**

TTY: 866-727-6845

Will County ADA Service  
Operated by First Transit

**Voice: 800-244-4410**

TTY: 800-393-4232

RTA Registration

**Voice: 312-663-4357**

TTY: 312-913-3122

Chicago Transit Authority (CTA)

**Voice: 888-YOUR-CTA (968-7282)**

TTY: 888-282-TTY1 (282-8891)

Pace Passenger Services

**Voice: 800-606-1282 Option #2 or 847-364-7223**

TTY: 847-364-5093

Fax: 847-228-2329

After Hours: 800-606-1282 Option #3

Email: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)

Website: [www.PaceBus.com](http://www.PaceBus.com)

**Taxi Access Program Phone Numbers**

Voucher Mail Order Forms

**Voice: 800-606-1282 -- Option #2 Passenger Services**

TTY: 888-847-0093

Chicago Accessible Taxicab Service

For customers who require lift-equipped cabs

800-281-4466

Taxi Issues or Concerns

City of Chicago Department of Business Affairs and Consumer Protection

**Voice: 311 or 312-744-9400**

TTY: 312-744-9385

## **Welcome to Pace ADA Paratransit**

Pace is committed to providing quality transit services for all of our customers. We recognize that some customers' disabilities do not allow them to use conventional fixed-route bus and rail services. Pace's ADA Paratransit Service program provides transportation that is comparable to the service provided by the mainline system.

Pace's ADA Paratransit Service provides origin-to-destination transportation to ADA Paratransit eligible individuals who are unable to use accessible mainline and rail service due to their disabilities. Pace's ADA Paratransit is a shared-ride program, meaning that multiple individuals' trips are grouped together in an effort to meet all trip requests and improve efficiency.

The ADA Paratransit Service program:

- Operates in compliance with FTA ADA regulations;
- Is an origin-to-destination transit program for ADA paratransit eligible customers;
- Is a shared-ride program;
- Provides service that is comparable in time to the fixed-route system, including transfers and wait times;
- Operates on comparable days and hours in the same areas as the fixed-route system; and
- Is provided without regard to the purpose of the trip.

## **ADA Paratransit Eligibility**

To qualify for ADA Paratransit Service, customers must apply for a determination of eligibility with the Regional Transportation Authority (RTA). The RTA determines eligibility based upon functional considerations. This application process helps determine which individuals can most benefit from ADA Paratransit Service and which individuals can be best served by accessible fixed-route bus and rail systems when combined with support services, such as online trip planning (visit [www.PaceBus.com](http://www.PaceBus.com)) and Travel Training. Please see section "Alternative Transportation Services" for more information.

To obtain information about the categories of eligibility or to apply for ADA Paratransit Services, please call the RTA:

Voice: 312-663-HELP (4357)

TTY: 312-913-3122

Some individuals may be found to be conditionally eligible for ADA Paratransit Service and will have limitations on the times and circumstances in which they are able to use paratransit service. For example, a conditionally-eligible customer may only be eligible for ADA Paratransit Service during winter months, summer months, or daylight hours.

A common wheelchair is a wheelchair with an overall weight of no more than six-hundred (600) lbs. (when combined with the weight of the client) and not exceeding thirty (30) inches in width or forty-eight (48) inches in length when measured from two (2) inches above the ground. Wheelchairs with measurements that exceed these numbers may not be accommodated.

### **Scheduling a Trip**

Eligible customers should call the carrier in the service area that accommodates the origin of the trip (see section “Reference Numbers” for a list of carriers by service area). It is the responsibility of the carriers to coordinate transfer trips within the city of Chicago. It is the responsibility of the rider to arrange a trip that transfers between city and suburban areas or between suburban areas.

Customers must call the day before their trip to schedule the trip. The pick-up time requested may not be available, but all customers are guaranteed a reservation within one (1) useful hour of the requested pick-up time. A useful hour is one that allows customers to meet appointments and/or to fulfill appointments and obligations. Customers should allow for a twenty (20) minute pick-up window. Customers should schedule their return trip at the time of reservation. Passengers may call back to change their pick-up time if their appointment runs late. If the trip is anticipated to end early, Pace will try to accommodate these changes. Pace guarantees a ride home to all passengers transported by Pace on the same day of service. The return time will be subject to vehicle availability if the trip was not scheduled the previous day.

Reservations are taken from Monday through Sunday, 6:00 a.m. – 6:00 p.m. for the next service day.

When calling to schedule a trip, customers must have the following information:

- Paratransit ID Number (starting with “P”)
- Date of trip
- Requested pick-up time or appointment time
- Exact street address of the trip origin and destination (intersections will not be accepted)
- Number of people traveling with the customer, including personal care attendant (PCA) and/or companions (see section “Personal Care Attendant (PCA) and Companion Policies”) and/or service animal
- Types of mobility aids used by all members of party
- Description of any assistance needed
- Other helpful information (for example: whether a customer will be transferring from a wheelchair to a seat, whether door-to-door assistance is needed, etc.)

When calling to schedule a trip, customers should be ready to record important information, such as the scheduled pick-up time.

Customers must keep their address, telephone numbers, and emergency information current with the RTA since this is the source of all passenger information.

### **Passenger Appointments**

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 (15) 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 ninety percent (90%).

### **Cancelling or Changing a Trip Reservation**

Customers who would like to cancel a trip must contact their carrier directly. Customers must cancel their trip at least two (2) hours before the scheduled pick-up time to avoid the trip being classified as a late-cancelled trip. Customers who do not wish to continue waiting for a vehicle that is more than thirty (30) minutes late should call to cancel their trip in order to avoid a no-show or late-cancellation penalty.

Same-day trip changes will only be permitted if proper notice is provided and the carrier's schedule can accommodate the desired change. Destination changes are not permitted while on board the vehicle or at the time of pick-up unless authorized by the dispatcher. Drivers are not permitted to make any unscheduled changes to a trip.

### **Pick-up and Drop-off Procedures**

When possible, customers should be within the line-of-sight of the vehicle while awaiting pick-up. Passengers must be ready to board the vehicle five (5) minutes before the scheduled pick-up time. Drivers will wait five (5) minutes after arrival or after the scheduled pick-up time, whichever is later, and after that period the driver will be given authorization to leave. Drivers will make an attempt to locate the customer; however, if the driver leaves after the appropriate five (5) minute period, the customer will be recorded as a no-show.

ADA Paratransit is an origin-to-destination program. As such, drivers cannot escort customers past the exterior door of the ground floor of any building and are not allowed to enter residences. Passengers are expected to carry their own packages. Customers who require additional assistance must arrange for a PCA or companion. Drivers will go to the ground level exterior door of the building upon request when it is safe to do so. Drivers will identify themselves to visually-impaired passengers and announce the name(s) of the passenger(s) being picked up. Visually-impaired passengers may request to be identified as visually-impaired to drivers in order to help facilitate the boarding process.

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When boarding a vehicle, customers must show their valid RTA ADA Paratransit certification ID card or picture identification. All fares must be paid upon boarding the vehicle.

### **Personal Care Attendant (PCA) and Companion Policies**

Pace permits one registered personal care attendant (PCA) to accompany the ADA eligible customer if the client has been certified by the RTA to have a PCA. A PCA is not considered a companion and does not need to pay a fare. The PCA must have the same pick-up and drop-off locations as the eligible customer.

Pace permits one companion to accompany the eligible customer. PCA eligible customers may have a companion in addition to a PCA. Companions are required to pay the same cash fare as the eligible customer and must be picked-up and dropped-off at the same location as the customer. Additional companions may accompany the customer only if space is determined available on the vehicle at the time of reservation. No guarantees can be made that more than one companion will be allowed to travel with the customer.

Customers traveling with a PCA or companion must reserve space for them when calling to schedule their own ride.

### **Driver Assistance**

Drivers will assist customers as needed and upon request with boarding and exiting the vehicle and/or to and from the ground level exterior door of the building. Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences. Drivers are not allowed to lift or carry customers. Customers are expected to carry their own bags and packages. Drivers are required to make sure that all wheelchairs and scooters are properly secured per ADA requirements. **Drivers will only transport wheelchair customers forward facing in the vehicle.** Drivers are prohibited from accepting tips from passengers, but passengers may contact Pace Passenger Services to compliment and/or comment on a driver.

## **Suspension of Service**

Customers who abuse their riding privileges may face suspension of ADA Paratransit Service. Before service is suspended, customers may be notified in writing. Conduct that may lead to suspension of service includes refusal to pay the proper fare; disruptive or unsafe conduct; and late cancellations and/or no shows.

## **Disruptive Conduct**

Customers who engage in violent, disruptive, or illegal conduct will be refused service. A customer whose behavior threatens or has threatened the safety of Paratransit personnel or other customers may be denied service. Customers who engage in violent, threatening, or illegal behavior may permanently lose the privilege of riding with Pace Paratransit.

## **No-Show/Late Cancellation Policy**

Pace is committed to providing safe, on-time ADA paratransit service. Your cooperation with a few simple rules can help make the service—yours and your fellow riders’ trips—more pleasant and more cost-effective.

Pace will not penalize a rider for any no show or late cancellation beyond the rider’s control or due to carrier error. For example, if your medical appointment runs later than you anticipated, or you are unable to cancel an early morning pick-up two (2) hours in advance due to a power outage, you will not be penalized.

## **Rules Regarding “No Shows”**

In order for a no show to be recorded, each of the following conditions must occur:

1. The rider has a scheduled ADA paratransit trip.
2. The driver arrives at the scheduled pick-up point no later than twenty (20) minutes after the scheduled pick-up time.
3. The driver waits at least five (5) full minutes beyond the scheduled pick-up time or five (5) full minutes beyond the time the vehicle arrives, whichever is later, and the rider fails to approach the vehicle.

When scheduling a trip, visually impaired passengers can request to be notified when the vehicle approaches.

### **Late Cancellations**

A late cancellation occurs when the rider cancels a reservation but fails to call the carrier two (2) or more hours prior to the scheduled pick-up time of the ride. When you call your carrier to inform them that your medical appointment is running late and you need to book a later trip, you will be given a new pick up time within a goal of a two (2) hour period.

If the medical facility should close prior to your trip and you cannot wait there, you can move your pick up location to within two (2) blocks, but must inform your carrier of the new address of where you'll be waiting.

*A late cancellation will be counted as one-half (1/2) of a no show for the purposes of this policy.*

Each leg of a rider's trip will be treated separately. If a rider misses a scheduled pick-up, Pace will not cancel that rider's return trip. If the client does not appear for that return trip, that incident will be counted as a second no show. A rider will be counted as a no show for each leg of any trip for which they fail to cancel and do not appear.

Pace will track scheduled trips, no shows, and late cancellations by rider. Pace will identify riders who have, within a thirty (30) day period, no shows and late cancellations which meet both of the following criteria:

1. No shows/late cancellations represent ten percent (10%) or more of their scheduled trips; and
2. The rider has three (3) or more no shows.

Riders who meet the above criteria will be in violation of the no-show/late cancellation policy. Riders will not be penalized for no shows or late cancellations due to circumstances beyond their control or due to carrier error. For example, if your medical appointment runs later than you anticipated, you will not be penalized. When a rider violates the no-show/late cancellation policy, the following progressive action is taken:

1. First violation – A warning letter is issued advising the rider that he/she has violated Pace’s no-show/late cancellation policy.
2. Second violation within a 30-day period – A second warning letter is issued.
3. Third violation within a 30-day period – Rider receives a 7-day suspension.
4. Fourth violation within a 30-day period – Rider receives a 14-day suspension.
5. Additional violations within a 30-day period – Rider receives a 30-day suspension.

Riders with questions regarding no-show warning letters or riders who feel that any no show/late cancellation was beyond their control or a result of carrier error are encouraged to call the Pace Quality Assurance Department at **312-341-8000**. Passengers who contact Pace to challenge no shows/late cancellations will be provided with a form to complete and submit. Pace will investigate the customer’s challenge using GPS vehicle tracking technologies to determine if the challenge is valid.

### **Appealing a Suspension**

A rider who receives a suspension notice may file an appeal of Pace’s decision to suspend his/her services. Enclosed with the suspension notice will be a copy of the Appeal Procedure for Suspension of Paratransit Services. If an appeal is filed, Pace will continue to provide service to the rider (unless the suspension is the result of a serious safety-related violation) until the appeal hearing is heard and decided. Appeals will be heard by a person or panel of people uninvolved with the initial decision to suspend service. Prior to passenger hearings, Pace will investigate the rider’s appeal using computer and GPS vehicle tracking technologies to assist in determining the validity of challenges to no shows.

### **What To Do if You Need to Change or Cancel a Reservation**

Pace asks that you call your carrier first to cancel or change any reservation that you are not going to use at least two (2) hours in advance. This advance notice helps us to deliver service to all users in a timely manner. Furthermore, in order to

prevent missing a trip, Pace encourages you to predict a return trip time from medical or other appointments that will allow you to be on time for that pickup.

### **What To Do if You Miss a Paratransit Trip**

If you miss a trip (regardless of whether Pace counts it as a no show or not), you have several options available to you that are similar to the former “will-call” policy. Please note that Pace will *never* leave you stranded away from your home if you were scheduled for a paratransit ride that day, even if you miss a trip and are no-showed.

### **Call Your Carrier First**

Your first responsibility is to contact your carrier and inform them that you missed your trip as soon as possible. You will not be penalized with a no show if you missed your trip for a reason beyond your control, such as carrier error or power outage. If you are able to re-book your trip, it is our goal that you will not wait longer than two (2) hours before a vehicle will be sent to pick you up at a time specified (provided you are away from home). This two (2) hour pick up interval applies to medical trips only. Other trips may take longer.

Pace reminds you that if you properly plan the pickup time when you schedule return trips, you will avoid no shows and avoid unwanted delays.

If you cannot reach your carrier or have problems scheduling a new trip, you may call the 24/7 ADA paratransit “assistance” reservation line at 800-606-1282, Option #3 (or TTY: 888-847-0093) and reserve a new ride. These same-day paratransit reservations can only be made in the case of missed trips and are only allowed for trips back to your home.

### **Taxi Access Program Option (Chicago Only)**

To get a ride with the least delay, you can use the Taxi Access Program that is only available in the City of Chicago. With your TAP swipe card, you pay only five dollars (\$5.00) per trip for any taxi ride in Chicago with a metered fare of thirteen dollars and fifty cents (\$13.50) or less. No reservation is needed for TAP trips; you can simply hail or call a cab wherever you happen to be. If you intend to use

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TAP and are in a mobility device, you should call (800) 281-4466 for a ramp accessible taxi.

### **Fixed Route Option**

Another option after a missed paratransit trip that will allow you to be on your way home quickly is to ride fixed route bus or train service. No reservation is needed for these services and, for many people with disabilities, rides on fixed route are free. Your personal care attendant (PCA) also rides for half-price.

### **Travel Time**

Customers who are traveling to a scheduled appointment should tell the customer service representative their appointment time when calling to schedule the ride. This allows the carrier to help to determine the best pick-up time.

ADA Paratransit Service is a shared-ride program. Total travel time includes the time it takes other passengers to board, ride, and alight the vehicle. Paratransit travel time should be comparable to trips with the same origin and destination in the fixed-route bus system, including transfers and wait times. This standard exists except when circumstances are beyond the service provider's control, such as in times of inclement weather.

### **Fare**

All customers and companions are required to pay a fare upon boarding. Only a PCA riding with a PCA eligible customer may ride for free. The fare for all customers and companions is three dollars (\$3.00) per one-way trip.

Customers may pay in the following ways:

- Three Dollars (\$3.00) Cash
- PACE ADA One Ride Ticket

Companions must pay exact fare in cash. Drivers do not carry change.

## **Hours of Operation**

Operating hours vary on weekdays, weekends, early in the morning (Owl service), and on holidays.

Service operates on weekend hours on the holidays listed under the section “Holiday Service.”

## **Holiday Service**

Paratransit Service on the following holidays is comparable to fixed-route holiday service:

- New Year’s Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Day

All subscription rides are automatically cancelled on these holidays. **Customers who wish to ride on these days must book a demand trip the day before with the appropriate area carrier.**

## **Service Area**

The Pace ADA Paratransit service area is within three-fourths (3/4) of a mile of a CTA bus route and up to three-fourths (3/4) mile in radius of each CTA rail station.

Service is provided to all of the following communities:

- Chicago, including O’Hare and Midway Airports
- Cicero
- Evanston
- Evergreen Park
- Forest Park

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- Harwood Heights
- Hines
- Hometown
- Lincolnwood
- Norridge
- Oak Park
- Skokie

Service is provided to parts of the following communities:

- Alsip
- Bedford Park
- Bellwood
- Berwyn
- Blue Island
- Burbank
- Calumet Park
- Elmwood Park
- Forest View
- Maywood
- Merrionette Park
- Niles
- North Riverside
- Oak Lawn
- Park Ridge
- River Forest
- River Grove
- Rosemont
- Schiller Park
- Stickney
- Summit
- Westchester
- Wilmette

Additional service is provided to the transfer locations listed under “Suburban Trips and Transfer Locations.”

## **Suburban Trips and Transfer Locations**

**City of Chicago customers may transfer between city and suburban locations by calling a City of Chicago carrier and then calling a suburban carrier to schedule a transfer.** When transferring, please request a transfer slip before exiting your vehicle. Customers may transfer between city and suburban carriers at the following locations:

### **City Transfer Points**

#### **North**

- CTA Linden Purple Line Rail Station – 349 Linden Ave., Wilmette
- CTA Rosemont Blue Line Rail Station – 5800 N. River Rd., Rosemont (I-190 and River Road) & 6150 N. River Rd., Des Plaines (McDonald's)
- CTA Howard Red Line Rail Station – 1649 W. Howard, Howard and N. Hermitage, Chicago
- Park Ridge Metra Station – 100 S. Summit Ave., Park Ridge
- Golf Mill Shopping Center (East side entrance to Food Court) – Milwaukee Ave. and Golf Rd., Niles
- Old Orchard (entrance to the West of Macy's) – 1 Old Orchard Rd., Skokie
- Advocate Lutheran General Hospital (Main entrance off Luther Lane on West side of facility) – 1775 Dempster St., Park Ridge

#### **West**

- Brookfield Zoo (use North entrance of zoo located on South side of 31<sup>st</sup>, West of 1<sup>st</sup> Ave.) – 3300 Golf Rd., Brookfield
- Hines VA Hospital (at Pace Paratransit sign at entrance to Building 200 main entrance off Roosevelt Rd.) – 5000 S. 5<sup>th</sup> Ave., Maywood
- Loyola Hospital (main entrance off 1<sup>st</sup> Ave.) – 2160 S. 1<sup>st</sup> Ave., Maywood
- MacNeal Berwyn Hospital – 3249 Oak Park Ave., Berwyn
- North Riverside Mall (use Food Court entrance) – 7501 W. Cermak Rd., North Riverside
- West Suburban Hospital – 518 N. Austin Blvd., Oak Park

## **Southwest**

- Main entrance of Christ Hospital – 4440 W. 95<sup>th</sup> St., Oak Lawn
- Ford City Mall (pick up and drop off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago

## **South**

- Chicago Ridge Mall (use entrance on East side of mall adjacent to Panera Bread) – 281 Commons Drive, Chicago Ridge
- Christ Hospital – 4440 W. 95<sup>th</sup> St., Oak Lawn
- Evergreen Plaza (Carson’s Lower Level) – 9500 S. Western Ave., Evergreen Park
- Ford City Mall (pick up and drop off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago
- Jewel – Osco – 11730 S. Marshfield, Chicago
- White Castle (before 7:00 a.m.) – 12709 Western Ave., Blue Island
- Jewel (Halsted – new Pace transfer point) – 11414 S. Halsted St., Chicago
- River Oaks Mall (fixed route stop on East side of Cineplex, enter opposite Sears Auto; there is a Pace bus stop sign to use) – 2 River Oaks Drive, Calumet City
- CTA Bus Turnaround at 119<sup>th</sup> and Western (McDonald’s) – 1900 Western Ave., Blue Island
- CTA Orange Line Rail Station – 5900 S. Kilpatrick Ave., Chicago

## **Suburban to Suburban Transfer Points**

### **North Cook**

- North Cook to Lake County – Prairie View Metra Station (Near Lincolnshire)
- North Cook to West Cook – Rosemont Blue Line Rail Station – 5800 N. River Rd.

## **South Cook**

- South Cook to Will County – 143rd & Will Cook Rd., Orland Park (Walgreens)
- South Cook to West Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn

## **Lake County**

- Lake County to North Cook – Prairie View Metra Station (Near Lincolnshire)
- Fox Lake Metra Station to McHenry (limited hours) – Nippersink Blvd. & Grand Ave.

## **West Cook**

- West Cook to North Cook – Rosemont Blue Line Rail Station – 5800 N. River Rd.
- West Cook to South Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- West Cook to DuPage County – Oakbrook Mall (100 Oakbrook Ct., Oakbrook) & Elmhurst Hospital (200 Berteau Ave., Elmhurst)  
(Note: Please be advised that there is a small area of ADA service in Naperville, which is not connected to this transfer point and may be reached only through using the Metra train.)

## **DuPage County**

- Kane County to DuPage County – Kelly’s Hardware (1955 E. New York, Aurora) & Charlestowne Mall (3800 E. Main St., St. Charles)
- DuPage ADA to Will County ADA – 83<sup>rd</sup> St. & Janes Ave. in Woodridge

### **Traveling Beyond the Service Area**

Customers may be able to schedule trips beyond the service area with transit agencies outside of the Pace and CTA service areas and throughout the United States with a valid ADA Paratransit ID. Customers need to contact the Paratransit

carrier in the area to which they would like to travel to determine eligibility and local travel rules.

### **Subscription Service**

Subscription Service is not required by the ADA. However, in an effort to best meet our customers' needs, Pace offers limited Subscription Service for customers who require repetitive trips from the same origin and to the same destination over an extended period of time. Subscription Service customers do not need to call to reserve each of their repeat trips. Subscription Service is for trips to work, work training, education-specialized medical care, or other repetitive travel needs. In order to qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week.

Because the availability of Subscription Service is limited, some customers may be placed on a waiting list. Other restrictions may also apply. All subscription rides are automatically cancelled on the holidays listed in the section "Holiday Service."

Customers who wish to ride on these days must book a demand trip the day before with the appropriate area carrier. Subscription Service trips requiring changes should be cancelled and demand trips should be requested. To cancel a specific trip that is a part of Subscription Service, customers must call the carrier. Customers should take care to only cancel one specific trip and not cancel their Subscription Service entirely. **Failure to cancel trips appropriately and/or excessive cancellations may result in dismissal from the Subscription Service program.** Eligibility or mobility changes should be updated with the Pace Subscription department as well as the RTA. Subscription Service may be placed on hold to accommodate vacations, hospital stays, and other limited periods of time when service will not be needed. Subscription Service is not meant to hold a time slot for trips made only occasionally. Subscription trips may be assigned to any one of Pace's contract carriers.

### **Mobility Direct**

Mobility Direct is a taxi-based subscription service for people who are eligible for ADA Paratransit Service. Mobility Direct can be used for repetitive trips that are to and from the same place at the same time on the same days, up to ten (10) miles

each way. The repetitive trip can be used for one (1) day a week or for as many as seven (7) days a week. Mobility Direct only operates within the City of Chicago.

Mobility Direct service is cancelled on the holidays listed in the section titled “Holiday Service.” If customers need Mobility Direct services during the holidays listed, the customer must call the appropriate taxi affiliation the day before the holiday to request their Mobility Direct trips for these holidays.

Customers should contact Pace for any cancellation in excess of two (2) consecutive days. Customers are to contact the appropriate taxi affiliation to cancel their Mobility Direct trips when service is not needed for that day. Failure to cancel trips appropriately may result in termination from the Mobility Direct program.

### **Taxi Access Program (TAP)**

ADA eligible Paratransit customers may purchase taxi rides on their TAP swipe card worth up to thirteen dollars and fifty cents (\$13.50) of the metered cab fare for five dollars (\$5.00) each. In addition, Pace pays the one dollar (\$1.00) taxi fuel surcharge, when applicable.

TAP increases flexibility in scheduling non-stop service within the City of Chicago. All Chicago taxicab companies participate in TAP. Customers who require lift-equipped cabs should call the Chicago Accessible Taxicab Service at 800-281-4466. It is not necessary to reserve trips the day before as is required by other paratransit services.

When using TAP, it is necessary to wait a minimum of ten (10) minutes in between taxi rides. Taking two (2) or more taxi trips in fewer than ten (10) minutes is referred to as “chaining trips” and is a serious violation of TAP rules. Customers and taxi drivers who are found to be in violation of this rule risk suspension or removal from the Taxi Access Program.

For more information, please call Pace Customer Relations at 800-606-1282, Option 2, to request a TAP brochure, or visit [www.PaceBus.com](http://www.PaceBus.com). Customers who have taxi issues or concerns should call the City of Chicago Department of Business Affairs and Consumer Protection at 311 (only available in the City of Chicago) or 312-744-9400 (voice) or 312-744-8385 (TTY).

## **Visitors to the City of Chicago and Suburbs**

Pace provides ADA Paratransit Service to visitors with disabilities who do not live in the CTA or Pace service area. To ride with Pace Paratransit, visitors must present documentation that they are ADA eligible for Paratransit Service in the jurisdiction in which they reside. If a visitor is unable to present this documentation, Pace will require documentation of residency and disability. Documentation of eligibility for Paratransit Service for out-of-town visitors should be received by Pace at least seven (7) days before the first desired day of travel.

Visitors will be provided service for any combination of twenty-one (21) days during any 365-day period starting with the visitor's first use of the service during that period. Once registered, clients will call the appropriate carrier for their zone to book trips. Customers who wish to receive service beyond this twenty-one (21) day period must apply for eligibility with the RTA.

## **Alternative Transportation Services**

### **Travel Training**

Travel Training is available for customers who need assistance using the bus or rail system. Training is provided by professional instructors at no cost, and all training is tailored to the individual customer's particular needs and desires. With Travel Training

instruction, some disabled customers may be able to learn how to use accessible buses and trains. Please call the RTA at (312) 663-HELP (4357) (Voice) or (312) 913-3122 (TTY) for more information about Travel Training.

### **Using Bus and Rail Service**

The RTA ADA Paratransit ID card permits eligible customers and accompanying PCAs to ride the bus and rail systems at reduced fares. The Reduced Fare 30-Day Pass is available at Currency Exchanges, select Jewel and Dominick's stores, and through Pace's website, [www.PaceBus.com](http://www.PaceBus.com), and is only valid on Pace and CTA fixed bus or rail systems.

### **Emergency Assistance**

If a vehicle has not arrived forty-five (45) minutes after your appointment time, please call:

Voice: 1-800-606-1282 Option #3

TTY: 1-888-847-0093

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**For life threatening and medical emergencies,  
always dial 911.**

**Pace Paratransit Operations**

**547 W. Jackson Blvd.**

**10<sup>th</sup> Floor**

**Chicago, IL 60661**

**Voice: 1-800-606-1282**

**TTY: 1-888-847-0093**