Getting to Know TAP

The Taxi Access Program (TAP), administered by Pace, is mandated by a City of Chicago ordinance. All Chicago taxi providers are required to accept TAP cards. TAP provides ADA Paratransit-eligible riders the option of using taxis at reduced rates for same-day trips that begin within the City of Chicago.

Once you have your TAP card, for only $3 per ride you can buy one-way taxi rides worth up to $20 per ride. You can take up to 4 one-way taxi rides a day!

How do I qualify for TAP?
To qualify for TAP, you must be certified by the RTA as being eligible for ADA Paratransit service. Individuals with Temporary Interim eligibility are not eligible for TAP. For more information about ADA Paratransit eligibility, contact the RTA at (312) 663-4357.

How do I get a TAP card?
It’s easy! Once you have been certified, simply complete and return a TAP card mail order form to request a TAP card or call us at (800) 606-1282 (option 4). We will do the rest. Your card will be mailed to the address on file with the RTA and will need to be activated before you can add rides to your card. Please allow 3 weeks for processing. Directions will be included with your TAP card. Only you can use your card—it is not transferrable.

How do I buy TAP rides?
Once you have activated your TAP card, you can purchase rides online, by mail or in person. You can buy up to 60 rides per week (minimum of 5 rides per order). TAP rides are good for one year from the date of purchase and are non-refundable and non-transferrable.

Online: Go to www.TAPandMD.com and follow the directions to create an account. Once you have an account, you will be able to buy TAP rides using Visa or MasterCard. You will also be able to check your TAP card balance and view your trip history.

By Mail: Use the attached TAP ride mail order form. Additional rides will be credited to your card within a week of receiving the order and a receipt will be mailed to you. You may pay with a money order, certified check, Visa or MasterCard. Cash or personal checks are not accepted.

In Person: You may add rides to your TAP card using cash, Visa or MasterCard at Chicago & LaSalle Currency Exchange 777 N. LaSalle St., Chicago

Customers themselves must present their own TAP card at the time of purchase.

How do I get a TAP ride?
All TAP trips must begin in the City of Chicago. You can travel any time (24 hours a day) by hailing a taxi or by calling any Chicago taxi company to request a ride in advance. For an accessible taxi, call Chicago Open Taxis Toll free: (855) 928-1010
Please tell the dispatcher whether you use a wheelchair, scooter or other mobility device.

**How do I check my TAP card balance?**

You can call **(877) 722-3827** (automated) or visit the website **www.TAPandMD.com**.

**How do I use my TAP card?**

At the end of the trip, swipe your card in the card reader in the back of the taxi to deduct a ride. If your card doesn’t go through, the driver should call dispatch. **If your card does not have a ride loaded, you will be responsible for paying the entire fare.** Note:

- You cannot chain trips; you must wait at least 10 minutes between TAP trips.
- Drivers cannot wait and then resume travel on the same TAP ride credit.
- TAP will not pay for tips, wait time during/between trips or surcharges.
- **You must pay any meter rate above $20 using cash or credit/debit card.**

**Can someone travel with me?**

Yes; however, you will be responsible for paying the usual taxi surcharge for extra riders. You cannot use your TAP card to pay the surcharge.

**What if I lose my TAP card?**

If your card is lost or stolen, call Pace at **(800) 606-1282 (option 4)** or email Passenger.Services@PaceBus.com right away. Your card will be canceled and a new one will be ordered. Please allow 3 weeks for processing. **There is a $5 charge for a replacement card;** you will receive a bill in the mail. You will have 45 days from the date of the bill to mail in your payment or your card will be suspended.

Once you receive and activate your new TAP card, please call **(800) 606-1282 (option 4)** to have any unused TAP rides transferred to your new card. Pace is not responsible for replacing unauthorized rides that were taken before the card was reported missing.

**How do I reset my TAP password?**

For password assistance, please call Pace at **(800) 606-1282 (option 4)** or email us at Passenger.Services@PaceBus.com.

**What if I have a complaint about my taxi ride?**

If a driver refuses to accept your TAP card or you have any other concerns with the driver or taxi service, you should file a formal complaint with the Chicago Department of Business Affairs & Consumer Protection:

- Call **311**
- Email bacppv@cityofchicago.org
- Visit www.cityofchicago.org/bacp

**What if I have other questions?**

For all other questions, please call Pace at **(800) 606-1282 (option 4)** or email us at Passenger.Services@PaceBus.com.
Contact Us

Request a TAP Ride
Call or hail any taxi in Chicago

Request an Accessible Taxi
Call Open Taxis at (855) 928-1010

Request a TAP Card, General Info
(800) 606-1282 (option 4)

Activate a Card, Check Balance
(877) 722-3827 (PACE-TAP) (automated)

Access Your Online TAP Account
TAPandMD.com

ADA Paratransit Eligibility Information
(312) 663-4357

Buy TAP Rides In Person at
Chicago & LaSalle Currency Exchange
777 N. LaSalle Street, Chicago
(312) 642-0220