

Taxi Access Program (TAP)

Customer Guide
November 1, 2011





What is TAP?

Pace and the City of Chicago provide an innovative program offering customers with disabilities a flexible option to Pace's ADA Paratransit Program.

The Taxi Access Program (TAP) gives certified paratransit customers an opportunity to travel in taxis at reduced rates for trips that originate within the City of Chicago.

RTA certified customers can purchase one way taxi rides valued up to \$13.50 for the reduced price of \$5.00 each. Regardless of the full fare amount, only one TAP trip may be used to pay toward each one-way taxi ride.

New TAP Features

Pace has implemented a Swipe Card Process for the TAP Program. The Benefits of the Swipe Card include:

- Easier to purchase additional trips.
- No more Vouchers to complete.
- Passengers can track all the trips they have taken by going online and viewing their record.
- Passengers can find out the balance on their cards by calling 1-877-PACETAP (1-877-722-3827.)

How Do I Purchase TAP Trips?

- **On the Internet:**

Go to www.tapandmd.com and follow the directions to create a personal account. Once your account has been created, you will be able to purchase trips online using your Visa or MasterCard.

You will also be able to check the balance of your TAP swipe card, as well as to view your ride history.

- **By Mail:**

Use the enclosed mail order form. Additional trips will be credited to your card within a week. A receipt will be mailed back to you. Money order, certified check, Visa or MasterCard can be used for payment.

Cash or personal checks are not accepted.

- **In Person:**

Customers may add rides to their TAP swipe card using cash, Visa or MasterCard at the:

Chicago & LaSalle Currency Exchange
777 N. LaSalle Street
Chicago, IL 60610

Customers must present their TAP Swipe Card to the Currency Exchange at the time of purchase.

- **At Chicago Department on Aging Sites:**

Customers may drop off order forms to purchase TAP rides at the following Chicago Department on Aging sites. Purchased trips will be added within 5-7 business days and a receipt will be mailed to the customer's home.

**Central-West Regional Center
2102 W. Ogden Ave.
(312) 746-5300**

**(Levy)
Northeast Regional Center
2019 W. Lawrence Ave.
(312) 744-0784**

**(Copernicus)
Northwest Regional Center
3160 N. Milwaukee Avenue
(312) 744-6681**

**(Atlas)
Southeast Regional Center
1767 E. 79th Street
(312) 747-0189**

**Southwest Regional Center
6117 S. Kedzie Avenue
(312) 747-0440**

Personal checks are not accepted.

How Do I Take a TAP Trip?

Just call any taxi company at least thirty (30) minutes before you would like to be picked up. Call only one taxi company to reserve your trip. You may also hail a taxi on the street.

Upon entering the taxi, your TAP Swipe Card **MUST BE PRESENTED**. The driver will confirm identification and then swipe the card.

At the end of the trip, the driver will swipe your card again. These swipes will verify that the trip you are taking meets the guidelines of the TAP program and they will deduct one trip from the card.

Your TAP Swipe Card is **NOT TRANSFERABLE**.

Who is Eligible for the TAP Program?

Passengers certified by the RTA for all ADA trips are eligible for the TAP program.

Individuals with certain eligibility restrictions may not be eligible based upon their restrictions. Contact Pace to verify your eligibility.

Frequently Asked Questions

Where and when can I travel?

You may travel anywhere within the City of Chicago, twenty-hour (24) hours a day, seven (7) days a week.

What if I need a wheelchair lift-equipped taxi?

Call toll free: (800) 281-4466.

Please specify whether you use a wheelchair, scooter, or other mobility device.

If I don't use my purchased TAP Trips, can I get a refund?

No. Pace will not provide refunds for unused or expired TAP Trips.

What if I have difficulty getting into a taxi?

A driver should assist you when you enter and exit. If a taxi driver refuses your request, or you have any other concerns with the taxi service, you may file a formal complaint by contacting:

Chicago Department of Consumer Services
50 W. Washington, Room 208
Chicago, IL 60602
(312) 744-9400 [voice]
(312) 744-9385 [TTY]

Comments or concerns regarding your service may also be directed to:

Pace Customer Relations Department
550 W. Algonquin Road
Arlington Heights, IL 60005
(800) 606-1282 [voice]
(888) 847-0093 [TTY]
www.pacebus.com
E-mail: passenger.services@pacebus.com

TAP Rules and Regulations

Who can use my TAP Swipe Card?

Only the certified ADA-eligible customer whose name and picture is on the TAP Swipe Card.

TAP Swipe Cards are NOT transferable.

Customers and taxi drivers who are found to be in violation of this rule will be immediately removed from the TAP program and may be criminally prosecuted to the fullest extent of the law.

How many TAP Trips can I purchase?

You may purchase up to thirty (30) trips per week. A maximum of four (4) trips may be used per day.

How long must I wait between trips?

You must wait a minimum of ten (10) minutes between the time you are dropped off by a taxi and the time you board any taxi to resume travel when using TAP Trips. Taking two (2) or more trips in less 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 TAP program.

Pace will only reimburse up to \$13.50 for each one-way trip regardless of the fare at the end of the trip or the number of customers traveling. (One long trip cannot be divided into two (2) short trips to use more than \$13.50.)

TAP Trips must be used within one (1) year from the purchase date (No refunds will be given for unused trips).

How much does a TAP Trip cost?

Each TAP Trip purchased for \$5.00 will allow you to take a taxi trip valued up to \$13.50.

You must pay the difference if the metered fare at the end of the trip exceeds \$13.50.

For example:

1. If at the end of the trip, the fare on the meter reads \$15.00, you must pay the driver an additional \$1.50.
2. If the meter reads \$13.50 or less at the end of the trip, your purchased TAP trip will pay for your ride. The taxi driver will not give you any change back.

You are not allowed to ride on credit. For example, you are not allowed to take a trip without any trips on your TAP Swipe Card and then reimburse the taxi driver on the return trip using two (2) trips from your card.

What about waiting time?

Pace does not reimburse the taxi driver for waiting time between your trips. Therefore, no portion of your TAP trip value may be used to pay for wait time.

What if someone is traveling with me?

If more than one customer is traveling in the taxi, the usual surcharge for extra customers is charged for each additional person.

- TAP trips may not be used to pay for any surcharges.
- No portion of the TAP trip value can be used to tip the taxi driver.

You must use cash to pay for any surcharge and/or tip.

What If I Lose My TAP Card?

Riders losing their cards should immediately call 1-877-PACE TAP (1-877-722-3827) to report their card as lost or stolen. Your card will immediately be canceled and a new one will be ordered. There is a \$5.00 charge for a replacement card. Any unused trips will be transferred to the new card, less the charge for the replacement card. Pace is not responsible for replacing unauthorized trips that were taken before the card was reported missing. Please allow three (3) weeks for processing.

How Do I Get a TAP Card?

Eligible passengers should complete the following information and send it to:

Pace Paratransit Operations Department
TAP Card Order Request
547 W. Jackson Blvd
10th Floor
Chicago, IL 60661

Name: (Print Only) _____

ADA Paratransit ID#: _____

Cards will be mailed to the current mailing address in the ADA registration system. Passengers should update their mailing address information by contacting the RTA at (312) 663-4357.

Daytime Telephone: _____

Please allow two weeks for the delivery of your new TAP card. Cards for newly registered riders may require additional time in order for Pace to receive the rider information from the RTA.

Pace Paratransit Operations Department

P.O. Box 806347

Chicago, IL 60680-4124

(800) 606-1282

TTY (888) 847-0093

