Pace ADA Paratransit Services

Customer Guide

Updated October 27, 2026

To request a copy of this guide in an accessible format, please call Pace Customer Relations at 800-606-1282 / Option 4

Table of Contents

Page No.

Paratransit Contact List 1
Other Helpful Information 2
Using Fixed Route Bus and Rail Services 4
NITA Travel Training Program 4
Welcome to Pace ADA Paratransit 5
ADA Paratransit Eligibility 7
Scheduling a Trip 7
No Strand Policy 9
Canceling or Changing a Trip Reservation 9
Pick-up and Drop-off Procedures 9
Personal Care Attendant (PCA) and Companion Policies 10
Driver Assistance 11
Travel Time 12
Fares 12
Service Hours 13
Holiday Service 13
Service Area 14
Paratransit Transfer Locations 14
Transfers Between ADA Paratransit and Pace Fixed Route 18
On Demand Service 18
Taxi Access Program (TAP) / Rideshare Access Program (RAP) 20
TripCheck - Trip Management Feature 22
Subscription Service 22
Passenger No-Show/Cancel at the Door/Late Cancellation Policy 24
Disruptive Conduct 26
Suspension of Service 26
Visitors to the City of Chicago and Suburbs 26
Fare Reimbursement Policy 27
Commendations, Complaints or Questions 28
Immediate Assistance 29

Paratransit Contact List

City of Chicago ADA Paratransit Service – 866-926-9631

Suburban ADA & Dial-a-Ride Paratransit Services

North Cook County: 800-554-7599
West Cook County: 800-299-0765
South Cook County: 866-248-6868
DuPage County: 800-713-7445
Kane County: 866-727-6842
North and Central Lake County: 800-201-6446
Southeast Lake County: 800-554-7599
McHenry County Service: 800-451-4599
Will County Service: 800-244-4410

Pace Assistance Available 24/7 - 800-606-1282

Option 1 – Chicago ADA Reservations/Cancellation
Option 2 – Complaint or Commendation
Option 3 – Immediate Assistance
Option 4 – ADA, Tap or Rap Information

TripCheck!

See the status of your upcoming trip, or cancel a reservation without any need for a phone call at:
www.PaceBus.com/TripCheck

Other Helpful Information

Northern Illinois Transit Authority (NITA): 312-663-4357(312-663-HELP) for:

ADA Paratransit Certification Program
Fixed Route Travel Training Program
https://nita.illinois.gov/riders/accessible-transit

ADA Paratransit Out-of-Town Visitor Information: 312-341-8000

ada.paratransit.visitor@PaceBus.com

Pace Customer Relations: 847-364-7223 or 800-606-1282 option 2

passenger.services@PaceBus.com
www.PaceBus.com/contact-pace

Ventra: 877-669-8368

Option 1 to activate ADA Paratransit/Ventra card.
Option 2 to check balance/add funds.

City of Chicago Taxi Access Program (TAP):

800-606-1282 option 4- Customer Relations
(833) 722-3827 (PACE-TAP) - to request TAP card

Rideshare Access Program (RAP):

RAP@PaceBus.com -RAP program inquiries
https://www.PaceBus.com/rap -Register for RAP
(Please contact Uber or UZURV for app-related inquiries.)

NITA Travel Information Center: 312-836-7000

https://nita.illinois.gov/riders/how-to-ride

Illinois Relay Service: 711

For people who are deaf, hard-of-hearing, speech-disabled or deaf-blind

Using Fixed Route Bus and Rail Services

Because all CTA and Pace buses are accessible to people with disabilities, riding fixed route is a great option for many riders and doesn't require reservations. The NITA ADA Paratransit ID card enables an ADA-eligible customer to ride Pace fixed route buses, CTA buses and trains, and Metra trains for **free**. One companion or PCA traveling with the ADA-eligible customer can ride at the reduced fare rate. For more information on using fixed route services and trip planning, visit nita.illinois.gov/riders/how-to-ride or call the NITA Travel Information Center at 312-836-7000.

NITA Travel Training Program

The NITA Travel Training Program teaches individuals with disabilities and older adults how to use CTA, Metra and Pace buses and trains. Travel Training is free except for the cost of transit fares during training sessions. NITA offers three types of training, depending on the individual's needs:

-Trip Training
-Individual Transit Orientation
-Group Transit Orientation

To sign up for Travel Training or to request a Group Transit Orientation presentation, call NITA at (312) 663-4357 (HELP) or by email at: mm.outreach@nita.illinois.gov.

Welcome to Pace ADA Paratransit

Pace is committed to providing quality public transportation for all our customers. We recognize that some customers with disabilities are not able to use fixed route bus and/or rail services for some or all of their trips because of their disability or health condition. Pace's ADA Paratransit Service provides transportation that is comparable to fixed route service operated by the Chicago Transit Authority (CTA) and Pace Suburban Bus.

ADA Paratransit Service operates:

- In compliance with federal ADA regulations
- Origin-to-destination service for ADA Paratransit-eligible customers picked up within 30 minutes of the scheduled pickup time
- As a shared-ride program, which means you may be riding with other customers
- Service that is comparable in travel time to the CTA and Pace fixed-route system, including transfers and wait times
- On the same days, during the same hours, and in the same areas, as fixed route service

Other Paratransit Service:

Pace operates additional Paratransit service through individual agreements with Counties and local entities. Services vary based on local agreement. You may call the phone number listed in the ***Paratransit Contact List*** on page 1 for your area if you need more information. Pace also operates On Demand service in many suburban zones. See PaceBus.com/OnDemand for more information.

Mobility Devices:

Pace will accommodate customers with mobility devices if the lift or ramp can accommodate the size and weight of the customer and his/her mobility device, and the device and customer can fit onto the vehicle. Pace cannot transport customers and their mobility devices if the combined size and/or weight exceed the capabilities of the vehicle

equipment. All securement devices on vehicles in Pace Paratransit service are installed for passengers to ride facing forward.

ADA Paratransit Eligibility

The NITA ADA Paratransit Certification Program determines eligibility for ADA complementary paratransit service throughout the six-county service area. Persons with disabilities interested in using ADA Paratransit service must first apply for and be found eligible according to Federal ADA guidelines. The process assesses which individuals are eligible to use ADA Paratransit Service for some or all of their trips.

To apply for ADA Paratransit, call the NITA ADA Paratransit Certification Program at:

312-663-HELP (4357)
Monday through Friday 8:30 a.m. and 5 p.m.

NITA is responsible for providing Pace with updated passenger information. Please contact NITA if your name, address, telephone number, email address, emergency contact or mobility aid information changes.

Scheduling a Trip

To request trips, eligible customers should call the carrier listed in the service area where their trip will begin (see "ADA Paratransit Contact List" on page 1). Customers can, at the same time, schedule their return trip, if needed. Riders are responsible for arranging multiple trips if travel requires a transfer between Suburban and City of Chicago areas or between Suburban areas. Please let the call-taker know if you are requesting a transfer.

Reservations must be made one day in advance. For City of Chicago service, reservations are accepted from 6 a.m. to 6 p.m., daily, including weekends and holidays. For Suburban service, reservations are accepted from 6 a.m. to 6 p.m. weekdays and from 8 a.m. to 5 p.m. on weekends and holidays. Please have the following information ready when you call:

- Paratransit ID Number (starting with the letter 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 any personal care attendant (PCA) and/or companions (see section on PCA and Companion Policies)
- Types of mobility aids used by all travelers, including service animals.
- 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.)

Although the exact pick-up time requested may not be available, all customers are guaranteed a pick-up time no more than 1 hour before or 1 hour after the requested pick-up time. For example, if a rider requests a trip with a 9 a.m. pick-up time, the ADA regulations permit the call-taker to offer a pick-up time between 8 a.m. and 10 a.m.

This negotiation window is subject to the rider's practical travel needs. Although some trips offer flexibility other trips have constraints with respect to when they can begin. For example, a rider who ends his or her workday at 5 p.m. may request a 5:15 p.m. pick-up to return home. Offering a pick-up time between 5:15 p.m. and 6:15 p.m. would be appropriate; offering a pick-up time before the requested pick-up time would not be appropriate.

When scheduling a trip, the call-taker will ask the customer if he/she has an appointment time. Please allow enough time to get from the vehicle to the actual appointment. For example, if a passenger has to be at work or has a medical appointment at 9 a.m. and needs 15 minutes to get to their work area or sign in, the appointment time should be 8:45 a.m. **Customers cannot request both a pick-up time and an appointment time; they must request one or the other.**

A customer may call back to change the return trip pick-up time if an appointment runs late. If the appointment is expected to end early, Pace will try to accommodate the change, subject to vehicle availability.

No-Strand Policy

Pace has a no-strand policy and guarantees a ride home to all passengers transported by Pace on the same day of service. If you miss your return trip, you have several options:

1. Call the call center to reschedule your trip or call the 24/7 Paratransit Assistance Line at 1-800-606-1282, Option 3 and reserve a new ride with next available vehicle. A same day reservation is available within 2 hours of the request.
2. If you have a Taxi Access Program (TAP) card, you can call or hail a taxi (trips must begin in the City of Chicago). If you made an ADA Paratransit reservation, but chose to take a TAP trip, please be sure to call to cancel your ADA Paratransit trip.
3. Pace, CTA and Metra offer free fares to ADA-certified customers. If you are able to get a fixed route bus ride or train, be sure to call to cancel your Paratransit trip.

Canceling or Changing a Trip Reservation

Same-day trip changes are considered a new trip request. You may cancel your booked trip and request a new trip reservation. A same day trip reservation is only available if the service schedule can accommodate the trip request and proper notice is provided. 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 changes to a trip.

Customers who need to cancel a trip should call their carrier as soon as possible. Customers must cancel their trip at least 2 hours before the scheduled pick-up time to avoid the trip being classified as a late-canceled trip.

Pick-up and Drop-off Procedures

Customers should allow for a 30-minute pick-up window based on their scheduled pick-up time. For example, if a ride is scheduled for a 9 a.m.

pick-up, the vehicle may arrive between 9 a.m. and 9:30 a.m. to be considered on time.

Customers should be within sight of the vehicle while awaiting pick up. Passengers are asked to be ready to board the vehicle – in their building's lobby or curbside – 5 minutes before their pick-up time. Drivers will wait 5 minutes after arriving or 5 minutes after the pick-up time, whichever is later. After that period, the driver will be given authorization to leave. Before leaving, the carrier will attempt to contact the customer. However, if the driver leaves after the appropriate 5-minute waiting period, the customer will be recorded as a no-show.

When boarding a vehicle, customers must show either a valid NITA ADA Paratransit ID card or another valid photo ID card. All fares must be paid upon boarding the vehicle (or when booking the ride, if using Ventra). An exact fare is required; drivers cannot make change.

Personal Care Attendant (PCA) and Companion Policies

As defined in the ADA regulations, a personal care attendant (PCA) is "someone designated or employed specifically to help the eligible individual meet his or her personal needs." A PCA typically assists with daily life activities such as personal care, manual tasks, mobility, or communication. Because ADA paratransit is public transportation, paratransit drivers are not able to provide services beyond assisting customers with boarding and existing the vehicle (see "Driver Assistance" below). Thus, Pace recommends that riders who are not able to navigate a trip on their own should have a PCA accompany them.

One PCA can ride with an ADA-eligible customer if the customer has been certified by NITA to ride with a PCA. The PCA is not charged a fare.

A customer also may ride with one companion, such as a friend or family member. Additional companions may ride with the customer only if space is available on the vehicle at the time the reservation is made.

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

together must have the same pick-up and drop-off locations. Each companion is required to pay the same cash fare as the ADA Paratransit eligible customer.

Children six years and younger accompanied by a fare paying passenger and going to the same destination as the fare paying passenger may ride for free. A maximum of two children accompanied by a fare paying passenger may ride free. Children six years and younger may not ride the vehicle unaccompanied at any time.

Driver Assistance

Customers needing assistance from the driver should request it when they make their reservation. However, customers also may request assistance at the time of pick-up and/or drop-off.

Drivers will assist customers with boarding and exiting the vehicle, and to/from the ground-level exterior door of the building. Drivers will help up/down two steps to/from a building if it is safe to do so. Drivers are required to make sure that all wheelchairs and scooters are properly secured per Pace requirements. Drivers are not allowed to lift or carry customers. Customers who require additional assistance beyond what is provided by a driver are encouraged to arrange for a PCA or companion to travel with them.

Drivers cannot escort customers past the ground floor of any building and are not allowed to enter residences. Drivers must be able to always see the vehicle. Customers are expected to carry their own bags and packages. Grocery carts or similar devices may be permitted onboard only when used as a mobility assistive device. All mobility assistive devices and large items, including approved grocery carts, and any items contained within them, must be safely secured and stowed between or under the seats as directed to maintain a clear aisle and prevent tripping or other safety hazards.

Visually impaired passengers may request to be identified as visually impaired if they want the driver to announce their name upon arriving.

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.

Customers are responsible for ensuring that the path of travel between their exterior door and the vehicle pick-up/drop-off area are clear of snow and other obstacles.

Drivers are not allowed to accept tips from passengers, although passengers may contact Pace Customer Relations (see page 3) to compliment and/or comment on a driver.

Travel Time

ADA Paratransit is shared-ride public transportation. The travel time of a rider's trip is to be comparable to trips with the same origin and destination taken on the fixed-route bus system, including transfers and wait times. Total paratransit travel time includes the time it takes the rider and other passengers to board, ride, and alight the vehicle.

Customers who are traveling to a scheduled appointment should tell the call-taker their appointment time when calling to schedule the ride. Be sure to include enough time to travel from the drop-off location to your appointment. The carrier will determine the pick-up time. Customers cannot request both a pick-up time and an appointment time; they shall request one or the other.

Fares

Each customer and companion are required to pay a fare upon boarding. A PCA approved to ride with a customer does not pay a fare. The fare for each ADA Paratransit ride is $3.25. The fare may be paid in cash, by using a Pace ADA One-Ride Ticket, or through Ventra fare payment**. An exact fare is required; drivers cannot make change.** ADA tickets are sold in books of 10 and each book costs $32.50. They may be purchased at the Pace online store or at locations throughout the region. See www.PaceBus.com/sales-locations.

Ventra Fare Payment

If you want to use Ventra to pay for your ADA paratransit fare, the funds must be available in your Ventra account prior to booking your trips. To set up an account, contact Ventra at 877-669-8368, Option 1. To add funds or check your Ventra balance, call 877-669-8368, Option 2**.** If you choose to pay through Ventra, the ADA paratransit fare amount will be automatically deducted from your Ventra account at the time of booking.

Please note paratransit vehicles are not equipped with Ventra fare equipment; therefore, riders cannot use a Ventra Card to pay on the vehicle.

In addition, funds may also be added to your Ventra account at Ventra machines and select retail locations. To find your closest Ventra retail location, visit www.VentraChicago.com/mobile/retailers/locations.

Service Hours

ADA Paratransit service is provided during the hours and days that fixed route service is available in the same area. If a rider is uncertain whether ADA Paratransit service is available at a specific time, he/she should contact the call center operating in the area where they wish to travel (see ADA Paratransit Contact List on page 1).

Holiday Service

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

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

All subscription rides are automatically canceled on the above holidays. Customers who wish to ride on these days must call the day before to book demand trips.

Service Area

The Pace ADA Paratransit service area is within three-quarters (3/4) of a mile of a CTA or Pace bus route and within a radius of three-quarters (3/4) of a mile around CTA rail stations. Service also is provided to the transfer locations listed under "Paratransit Transfer Locations" on pages 13-16.

Paratransit Transfer Locations

Customers may travel between ADA service areas in the six-county region by connecting at the transfer locations listed below. Please note only a one-way fare is required when connecting to another service area. To ensure a proper transfer, please follow the steps listed below:

1. When making reservations, remember to mention to both carriers that your trip involves a transfer.
2. Confirm scheduled drop off and pick up times at transfer locations are appropriate to successfully connect with other service area provider.
3. Upon transferring, request a transfer slip before exiting the vehicle to ensure seamless transition with connecting service.

CHICAGO TRANSFER POINTS

Chicago to North Cook County

- CTA Blue Line Rosemont Station – 5800 N. River Rd., Rosemont
- CTA Red Line Howard 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

Chicago to West Cook County

- Brookfield Zoo (use North entrance of zoo located on South side of 31st, West of 1st Ave.) – 3300 Golf Rd., Brookfield
- Hines VA Hospital (at Pace Paratransit sign at entrance to Building 200 main entrance off Roosevelt Rd.) – 5000 S. 5th Ave., Maywood
- Loyola Hospital (behind Niehoff building) – 2160 S. 1st Ave., Maywood
- MacNeal 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

Chicago to Southwest Cook County

- Ford City Mall (pick up and drop off at Food Court entrance) – 7601 S. Cicero Ave., Chicago

Chicago to South Cook County

- Chicago Ridge Mall (entrance on East side of mall) – 281 Commons Drive, Chicago Ridge
- Ford City Mall (pick-up and drop-off must be at Food Court entrance) – 7601 S. Cicero Ave., Chicago
- Kenny's Ribs (parking lot) – 16825 Torrence Ave., Lansing
- CTA Orange Line Rail Station – 5900 S. Kilpatrick Ave., Chicago
- Blue Island Park N Ride – 3060, W 127th St., Blue Island

SUBURBAN–TO-SUBURBAN TRANSFER POINTS

North Cook County

- North Cook to West Cook – CTA Blue Line Rosemont Station – 5800 N. River Rd.
- North Cook to DuPage - Northwest Transportation Center - 1730 Kimberly Dr, Schaumburg
- North Cook to Kane County – Jewel/Osco – 1040 Summit St., Elgin
- North Cook ADA to Lake County ADA– Hawthorne Mall, Milwaukee Ave & Townline Rd (near Maggiano bus staging)

South Cook County

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

West Cook County

- West Cook to North Cook – CTA Blue Line Rosemont 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., in front of Macy's, Oakbrook)

DuPage County

- DuPage County to West Cook – Oakbrook Mall (100 Oakbrook Ct., in front of Macy's, Oakbrook)
- DuPage to North Cook - Northwest Transportation Center - 1730 Kimberly Dr, Schaumburg
- DuPage County to Kane County – Walmart (150 Smith Rd., St. Charles)
- DuPage County ADA to Will County ADA – 83rd St. & James Ave., Woodridge

Kane County

- Kane County to DuPage County – Walmart (150 Smith Rd. St., Charles)
- Kane County to North Cook – Jewel/Osco – 1040 Summit St., Elgin
- Kane County to McHenry County -Kohl's, 3000 Spring Hill Ring Rd, West Dundee (main entrance at Kohl's on north side of what was Spring Hill Mall)

Lake County

- Lake County to McHenry County – Fox Lake Metra Station (limited hours) – Nippersink Blvd. & Grand Ave.
- Lake County ADA to North Cook ADA – Hawthorne Mall Milwaukee Ave & Townline Rd (near Maggiano bus staging)

McHenry County

- McHenry County to Lake County – Fox Lake Metra Station (limited hours) – Nippersink Blvd. & Grand Ave.
- McHenry County to Kane County -Kohl's, 3000 Spring Hill Ring Rd, West Dundee (main entrance at Kohl's on north side of what was Spring Hill Mall)

Will County

- Will County to South Cook – Walgreens – 143rd & Will Cook Rd., Orland Park
- Will County ADA to DuPage County ADA – 83rd St. & Janes Ave., Woodridge

Transfers Between ADA Paratransit and Pace Fixed Route

(Including On Demand)

Passengers have the option to transfer between ADA Paratransit and Pace fixed-route bus services. When boarding the ADA Paratransit vehicle, passengers must inform the driver that they will be transferring to a Pace fixed-route bus and then transferring back to another ADA Paratransit service to complete their travel itinerary. The passenger will pay the ADA Paratransit fare, and the Paratransit driver will provide a "Transfer Voucher." This voucher will be used when boarding second the ADA Paratransit vehicle to complete your travel itinerary. Please note that fixed-route drivers are unable to issue transfer vouchers for Paratransit. If you board a Pace fixed route first, your fare is free, and then you pay for your connecting ADA Paratransit ride with cash, a ticket, or Ventra.

On Demand Service

Pace On Demand service offers a reservation-based, shared-ride service using ADA-accessible vehicles in 11 designated service areas throughout the suburban region. On Demand is open to the public, so anyone can book a trip and ride the service. An On Demand trip must start and end within one of the On Demand zones. Reservations can be made up to 7 days in advance and as little as ten minutes prior to pick-up time, based on availability. Space is available on a first-come, first-served basis.

Access On Demand service through the On Demand mobile app, book online (https://ondemand.pacebus.com/booking), or by calling the reservation number from list below. The On Demand mobile app is the easiest, most convenient way to book, change, view, or cancel On Demand reservations.

On Demand Service Zones

Northwest Cook on Demand
Weekdays 6:10 a.m. - 6:30 p.m. 224-803-9277

Batavia On Demand
Weekdays 6:30 a.m. - 6:50 p.m. 847-254-7471

Hoffman Estates On Demand
Weekdays 6:00 a.m. - 6:30 p.m. 224-323-2998

Lansing Area On Demand
Weekdays & Saturdays, 6:00 a.m. - 7:00 p.m. 847-269-3099

Naperville-Aurora On Demand
Weekdays 6:30 a.m. - 7:00 p.m. 630-453-4599

Round Lake Area On Demand
Weekdays 6:00 a.m. - 6:15 p.m. 847-847-9169

Southeast Aurora On Demand
Weekdays 6:10 a.m. - 6:30 p.m.
Saturdays 7:10 a.m. - 6:30 p.m. 224-532-7994

St. Charles-Geneva On Demand
Weekdays 5:30 a.m. - 7:00 p.m.
Saturdays 8:00 a.m. - 6:30 p.m. 630-379-2452

Vernon Hills-Mundelein On Demand
Weekdays 6:00 a.m. - 6:15 p.m. 224-735-8678

West Joliet On Demand
Weekdays 6:00 a.m. - 6:15 p.m. 815-210-6960

Wheaton-Winfield On Demand
Weekdays 6:30 a.m. - 6:45 p.m. 630-379-1976

Taxi Access Program (TAP) / Rideshare Access Program (RAP)

Enrollment in TAP/RAP is voluntary. TAP or RAP subsidy is available to NITA-certified ADA Paratransit customers. Pace subsidizes TAP and RAP trips up to $30 after the customer pays the current fare ($3.25) and excluding any surcharges (driver tips are not subsidized). Trips are limited to 30 (or 40, if approved by NITA) one-way trips per month. Customers are provided with a subsidy under either TAP or RAP, not both. Pace subsidizes customers through the Uber or UZURV mobile app for RAP and subsidizes taxi trips that originate within the City of Chicago with an active TAP card.

TAP and RAP enrollees can visit NITA Fare Programs webpage (fares.nita.illinois.gov) to apply for the increase to 40 rides per month. It may take up to 45 days for a rider's application to be processed and take effect. For riders who do not apply for an increase, the 30 ride-per-month cap will remain in place.

TAP:

TAP can be a great way to travel for last-minute plans. Unlike ADA Paratransit, there's no need to reserve a trip a day in advance. You can call or hail a taxi at your convenience. For a list of taxi providers, please call 311. Taxicab drivers are independent contractors and do not work for Pace nor the City of Chicago. The cost for a replacement TAP card is $6.50, which equals two $3.25 TAP trip fares. Upon Pace's receipt of a TAP enrollee's replacement TAP card request, that cost will be deducted from the TAP enrollee's TAP card. For more information about TAP, please see link below: https://www.PaceBus.com/tap

RAP:

RAP can also be a great way to travel for last-minute plans. Unlike ADA Paratransit, there's no need to reserve a trip a day in advance. You can hail a transportation network company (Uber or UZURV) vehicle at your convenience. NITA-certified ADA paratransit riders are eligible to enroll in RAP if:

- their ADA certification will not expire within the next three months.
- they are not enrolled in Pace's Taxi Access Program (TAP); and
- they have an account with Uber or UZURV|The Adaptive Transportation Network Company.

For more information about RAP, please see links below:
https://www.PaceBus.com/rap
https://www.uber.com/blog/using-uber-your-guide-to-the-pace-rap-program/
https://uzurv.com/pace-rap/

TripCheck--The Trip Management Feature

TripCheck helps passengers keep track of their Paratransit rides. The TripCheck portal allows you to view trip information, cancel trips, and opt in and out of email, text, and phone alerts. Chicago and Suburban ADA Paratransit riders, as well as users of Pace-operated Dial-a-Ride services, can use TripCheck. Trips cannot be booked using TripCheck.

Automatic email and text message alerts include:

- Trip booking (sent whenever you book a trip)
- Trip cancellation (sent whenever you cancel a trip)
- Imminent arrival (sent 20 minutes prior to scheduled pickup time)
- Next-day itinerary (sent nightly with scheduled trips for the next day)

Customers can also request trip information from our system at any time:

- Review or cancel upcoming trips and change their password by calling, using the app, or using the web portal.
- Send a text message to see the next day's first scheduled trip.

For more detailed instructions on using these features, use the links below:

https://www.PaceBus.com/tripcheck

Subscription Service

Subscription Service is not required by ADA regulations. However, to best meet our customers' needs, Pace offers a limited Subscription Service for customers who have repetitive trips from the same origin and to the same destination over an extended period of time. To qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week. Subscription Service customers do not need to call to reserve each of their reoccurring trips.

Because the availability of Subscription Service is limited, some customers who have requested Subscription Service may be placed on a waiting list. Other restrictions also may apply. All Subscription rides are automatically canceled 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 during Pace's reservations hours.

If a rider is not traveling on a day when a subscription trip is booked, they must call to cancel the trip at least 2 hours or longer in advance. Customers should be careful to cancel only that specific trip and not cancel their Subscription Service. **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 Pace's Subscription Department. Subscription Service may be placed on hold to accommodate vacations, medical 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. Pace may assign Subscription trips to any of its contracted carriers. Subscription changes or modification can be requested Monday through Friday 8am-5pm by calling 312-341-8008. On the voicemail leave your name, telephone number and you will be contacted by a subscription agent.

Passenger No-Show/Cancel at the Door/Late Cancellation Policy

For a passenger no-show or cancel at the door to be recorded, all the following conditions must be met:

1. The rider must have a scheduled ADA Paratransit trip.
2. The driver must arrive at the scheduled pick-up point no later than 30 minutes after the scheduled pick-up time.
3. The driver must wait at least 5 minutes beyond the scheduled pick-up time or 5 minutes beyond the time the vehicle arrives, whichever is later. This applies to no shows.

Each 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 trip for which they fail to cancel and do not appear.

Pace will not penalize a rider for a no-show or late cancellation beyond the rider's control or due to carrier error. For example, if a medical appointment runs later than anticipated, or a customer is unable to cancel an early morning pick up 2 hours in advance due to a power outage, the rider will not be penalized. **If you feel that you have been mistakenly assessed as a no-show, please contact Pace Customer Relations at 800-606-1282 / Option 2.**

Late Cancellations

A late cancellation occurs when a rider cancels a reservation but fails to do so 2 or more hours prior to the scheduled pick-up time of the ride.

Pace will not penalize a rider for a late cancellation that is beyond the rider's control, such as an appointment canceled by a medical provider without sufficient notice to the rider.

Passenger No-Show/Cancel at the Door and Late Cancellations Violations

Pace will track scheduled trips, no-shows, and late cancellations by riders. Pace will identify riders who, within a 30-day period, have no-shows, cancelled at the door and late cancellations that meet both of the following criteria:

- No-shows/cancel at the door/late cancellations represent 10% or more of the rider's scheduled trips, and
- The rider has 3 or more no-shows.

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

Riders who meet the above criteria will be in violation of the no-show/ cancel at the door/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.

When a rider violates the no-show/cancel at the door/late cancellation policy, the following progressive action will be 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 a 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. Customers 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.

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 lose the privilege of riding with Pace Paratransit.

Suspension of Service

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

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 there is a serious public or personal safety-related issue) 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.

Visitors to the City of Chicago and Suburbs

Pace will provide ADA Paratransit Service for visitors with disabilities who reside outside the six-county NITA service area. Out-of-town visitors should request eligibility for Pace ADA Paratransit Service at least 7 days before the first desired day of travel.

- Visitors who already have ADA paratransit eligibility from another transit agency need to contact Pace and provide proof of eligibility, such as a valid ADA Paratransit ID card or a letter from the transit agency that certified the person's ADA paratransit eligibility.
- Visitors who do not have ADA paratransit eligibility with another transit agency must provide documentation of place of residence (such as a driver's license or state ID card) and a statement that they have a disability and are unable to use fixed route service. Additional documentation may be required if the disability is not apparent.

Once registered with Pace, visitors will be able to use the service for any combination of 21 days during a 365-day period beginning with the visitor's first use of the service. Visitors wishing to use ADA Paratransit service for more than 21 days during a 365-day period must apply and be found eligible for ADA Paratransit through NITA's ADA Paratransit Certification Program. **For more information about ADA Paratransit visitor eligibility, please contact Pace at: 312-341-8000 or by email at ada.paratransit.visitor@pacebus.com**.

Fare Reimbursement Policy

As of January 1, 2018, Pace offers a fare reimbursement to riders when an ADA Paratransit pick-up was delayed 90 minutes or more. Each rider still has to pay the fare at the time of the trip even if the pick-up is late. Reimbursement tickets are mailed to the rider's home address, based on the rider's registration information. (Riders should notify NITA of any change in home address to ensure delivery.)

Riders should be aware that a Pace paratransit pick-up is considered "on time" if the pick-up occurs within 30 minutes of the scheduled pick-up time. Thus, the 90-minute threshold created for this rule provides a reimbursement of the fare for all pick-ups occurring more than one hour (60 minutes) after the end of that 30-minute window.
Fare reimbursement tickets are mailed quarterly.

Commendations, Complaints or Questions

Pace is committed to operating high-quality service in compliance with ADA Paratransit service requirements. Please contact Pace Customer Relations at 800-606-1282 / Option 2 if you have any commendations, complaints, or questions regarding Pace ADA Paratransit Service.

Thank you for riding with Pace!

Immediate Assistance

After hours, if a passenger needs immediate assistance:
call: 800-606-1282 / Option 3

For life-threatening and medical emergencies
Call: 911

Pace Paratransit Operations

547 W. Jackson Blvd., 8th Floor
Chicago, IL 60661