



For More Information

Visit **PaceBus.com/Paratransit** for more information on Pace ADA Paratransit and Pace's other services, or contact Pace Customer Relations at **800-606-1282**.

What Does Curb-to-Curb Service Include?

For curb-to-curb service, your Pace Bus driver may be able to help you to the door, but the driver must also be able to see the bus at all times. That's why it's important to have a personal care attendant (PCA) or companion if you need assistance in getting to your final destination, especially if it's not within sight of the bus.



ADA PARATRANSIT SERVICE

The Guide To Your First Ride



BE PREPARED BEFORE CALLING

Have the following information ready before you call to schedule your trip:

- Paratransit ID number.
- Date you want to travel.
- Requested pick-up time.
- Street address where you will be picked up and where you will be dropped off (intersections are not accepted).
- The number of companions traveling with you (including a personal care attendant [PCA] or service animal).
- Any mobility aids or assistance needed, such as the need to transfer from wheelchair to a seat or door-to-door service.

RESERVE YOUR TRIP

To find the number for your local carrier, visit **PaceBus.com/Paratransit** and select “ADA Paratransit Service Directory” from the “More Information” menu. When you call, keep the following in mind:

- Call between 6 a.m. and 6 p.m. one day before your trip.
- If your requested pick-up time is unavailable, Pace will offer a time within one hour of your request. For example, if you request to be picked up at 9 a.m., you will be assigned a pick-up time sometime between 8 a.m. and 10 a.m.
- Tell the call taker if you have a particular time you need to be at your destination.

WHAT TO DO THE DAY OF YOUR TRIP

- Be ready a few minutes before your requested pick-up time.
- Expect the bus to arrive within a 20-minute window of your reserved time. For example, if your pick-up is at 9 a.m., the bus may arrive anytime between 9 a.m. and 9:20 a.m.
- Stay within sight of the vehicle while getting picked up.
- Have your RTA ADA Paratransit certification ID card or another valid photo ID card ready for the driver.
- Be prepared with your Pace ADA One-Ride Ticket or exact fare when paying with cash.
- Keep in mind the ADA Paratransit service is a shared ride from origin to destination and you may be riding with other customers. Total travel time includes the time it takes for other passengers to board and depart the vehicle. Our aim is to provide a trip that is comparable in duration to the fixed route travel time for the same origin to destination.

THE TAXI ACCESS PROGRAM (TAP)

Did you know all Chicago taxi providers accept TAP cards? With a TAP card, you can purchase a one-way taxi ride worth up to \$20 for just \$3, and take up to four rides each day! To qualify for TAP, you must be certified by the RTA as being eligible for ADA Paratransit service. Visit **TAPandMD.com** to learn more about TAP.

Remember: CTA's Fixed Route Might be a Good Fit for You

CTA fixed route buses and trains are fully accessible, but not all train stations. Please check the station to make sure it is accessible before your trip. Fixed route buses provide transportation quickly and inexpensively for all of the places you need to go. There's no need for you to book a trip in advance, allowing for greater independence and convenience, with the same safety standard you've come to expect from Pace's ADA Paratransit service.

