

# CHICAGO ADA NEWS

with Pace Suburban Bus



## You Must Wear A Mask on Pace Buses and at Pace Facilities—It's the Law!

The TSA issued a security directive effective February 1, 2021. This directive was issued to implement the requirements of an executive order issued on January 21, 2021, and to enforce the requirements of a CDC order mandating masks.

The TSA's new security directive states that riders must wear a mask over the mouth and nose when boarding, alighting, or traveling on a bus and when at a transportation center. Children under the age of 2 and people with disabilities who cannot wear a mask are exempted.

All Pace riders are required to wear masks while on buses, paratransit vehicles, and at Pace facilities. Failure to comply may result in denial of boarding or removal from the vehicle.

## Progress Continues on Priority Capital Projects

Pace will spend \$20 million over the next five years to modernize the communication technology and infrastructure used by ADA Paratransit riders and administrators. With that funding, Pace is working to create enhanced paratransit customer waiting areas in Schaumburg and Calumet City.

Improvements to real-time information systems are already close to implementation, with Trapeze upgrades and Ventra integration coming along on schedule. Thanks to the state legislators who made this funding possible.

## Using Ventra on ADA Paratransit

**You are not required to use this payment option. Cash and tickets are still accepted.**

Unlike using Ventra to pay for fixed route transit rides, paratransit customers don't tap their Ventra Card when boarding. You can pay for your ADA Paratransit trips at the time of booking with these easy steps:

- Make sure you have at least \$3.25 (per ride) in your Ventra account.
- When calling to make your reservation, tell the reservationist you want to pay with your Ventra account.
- If you select this method of payment, the \$3.25 will be deducted from your account at that time. (Note that \$6.50 will be deducted if you book a round trip.)

## If I've been re-certified, how long does it take for a new card to arrive in the mail?

According to RTA, it should take less than a week. You will need to pay by ticket or cash while waiting for your new card.

## Can I view my Ventra account transactions immediately after they occur?

There is currently a lag time between the payment (or refund) and it appearing in the customer's online account view, even though the transaction was processed successfully. Pace and Ventra are working to shorten this lag.

## NEXT CHICAGO ADA ADVISORY COMMITTEE MEETING (TBA).

Sign up for email alerts  
to learn when the next  
date is announced.

I hope everyone is staying safe and healthy as we begin a new year. For those who were concerned about transit funding, Pace received money from the CARES Act to cover operating costs into next year. I urge everyone to continue proper safety precautions when using transit due to Covid-19. If you want to participate in the Chicago ADA Advisory Committee meetings, they are streamed live at [www.pacebus.com/streaming](http://www.pacebus.com/streaming). If you wish to submit a public comment, please use this email address [ADA.Committee@Pacebus.com](mailto:ADA.Committee@Pacebus.com) and send your comment no later than 24 hours prior to the start of the meeting.

Continue to stay safe and  
travel carefully.

Your opinion matters!



*Kerry Moore*

Chairman, Chicago  
ADA Advisory Committee



### TAP (Taxi Access Program)

Pace's Taxi Access Program (TAP) allows ADA Paratransit-eligible riders to hail a Chicago taxi for their transportation needs, instead of riding ADA Paratransit. To use TAP, you must be certified for ADA Paratransit by the Regional Transportation Authority (RTA) and you must have an active TAP card to purchase TAP rides.

### Temporary Fare Change

Please be aware that Pace is waiving the \$3 TAP fare for up to 8 free trips daily. That policy has been in place since March 23, 2020. Riders are still required to swipe their TAP card at the end of their trip, but no money will be taken from their account. Therefore, there's no need for adding funds. Riders will still be responsible for any taxi fare amount over \$30 and City of Chicago fees. This policy is in place indefinitely.

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.

TAP is also less expensive than ADA Paratransit trips. Currently all TAP trips are free. When that fare waiver ends, the \$3 TAP fare is still less than the \$3.50 Paratransit fare.

### Getting started

If you aren't yet enrolled in TAP, call **1-833-PACE-TAP (833-722-3827)** to order a card.

### Wheelchair-accessible taxis

Passengers can request a wheelchair-accessible (WAV) taxicab ride in Chicago by calling 1-888-WAV-CABS (1-888-928-2227). This service is administered by CURB. (NOTE: Riders wishing to pay with their TAP card must book through the CURB phone number above, and not the CURB app, because the CURB app does not allow for in-cab payments with your TAP card.)

For general questions and concerns about TAP, call Pace at 1-800-606-1282, option 4.



**Don't Forget Pace's Fixed  
Route Service: Less  
expensive, no advance  
booking, equipped with  
ramps, accessible  
seating and audio bus  
announcements. Buses are  
cleaned and disinfected  
daily to keep everyone safe.**

### TAP FAQs:

#### 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 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 for ADA Paratransit, simply call (833) 722-3827 (PACE-TAP). 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 transferable.

#### How do I buy TAP rides?

Please note that all TAP rides are free during the COVID-19 pandemic. There's no need to buy rides.

#### 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 in advance.

**For an accessible taxi, call: CURB toll free at 1(888) WAV-CABS.**

If you use a wheelchair, scooter, or other mobility device, please tell the dispatcher. If you have an issue with the accessibility of a taxi, please call 311.



CITY OF CHICAGO  
The  
**HomeMod**  
Program

Building a Future for  
People with Disabilities  
and their Families

1. Allows people with disabilities to achieve their maximum level of independence.
2. Provides a safe and suitable living environment for people with disabilities and their families.
3. Enhances the independence of people with disabilities.
4. Visit our web site [www.chicago.gov/disabilities](http://www.chicago.gov/disabilities)



### 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 that doesn't work, the driver should call dispatch. If your card does not have a ride loaded, you will have to pay the whole fare yourself. 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 \$30 using cash or credit/debit card.

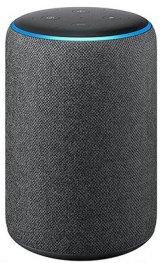
### How do I check my TAP card balance?

You can call (877) 722-3827 (automated) or visit the website [www.PaceBus.com/TAP](http://www.PaceBus.com/TAP) and then visit the TAP log-in page.

### Can someone travel with me?

Yes, but you cannot use your TAP card to pay any taxi surcharge for extra riders; you will have to pay that amount yourself.

**For more information, visit [PaceBus.com/TAP](http://PaceBus.com/TAP)**



Amazon Echo Plus smart speaker

### Ventra on ADA Paratransit Prize Contest winners

*Edward Griffin  
Diane Adams  
Linda Orr  
Rosetta Moore  
Darryl Hall*

Customers who paid for a ride with Ventra before January 1, 2021 were entered into a raffle to win an Amazon Echo Plus Smart Speaker as an incentive from Pace.

Congratulations to the winners!



### New ADA Paratransit Vehicles

Pace and its contractors acquired new vehicles in the fall of 2020.

We worked with members of the ADA Advisory Committee to ensure these vehicles have a smooth ride, and plenty of interior room for larger mobility devices.

Pace made this improvement to provide the best possible customer experience.



### Get vaccinated!

Help protect yourself and those around you from COVID-19.

#### COVID-19 Testing Sites

To ensure that everyone has access to COVID-19 testing, the City of Chicago and Pace Bus have partnered to connect Pace ADA Paratransit customers with community-based COVID-19 testing sites at four locations across the city. The City of Chicago currently operates four static testing sites located at Douglass Park, Prosser Career Academy, Gately Park, and Parking Lot B at Midway Airport. All tests at City testing sites are offered at no cost to all people regardless of citizenship status and ability to pay.

Testing sites will open 30 minutes before their standard operating times for Pace ADA Paratransit riders. In addition, anyone using Pace ADA Paratransit during normal testing site operation hours will be given priority testing. Days and time vary.

To utilize this service, Pace ADA Paratransit customers should call and reserve a trip as they normally would. Make sure to alert the scheduler of your appointment time. Appointments typically last 30-45 minutes so please schedule your return trip accordingly. Customers will be picked up where they are dropped off within the allowed 30-minute pick up window. Standard Pace ADA Paratransit fares (\$3.25) apply. Registered ADA Paratransit riders should also consider the Taxi Access Program (TAP) for their trip. At this time, fares, normally \$3, are waived and ADA Paratransit riders may use the service free of charge in the City of Chicago.

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