



Paying for ADA Paratransit rides by Ventra begins November 29, 2020!

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

How will I use Ventra to pay for my trip?

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 time of booking with these easy steps:

- Make sure you have at least \$3.25 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 two trips.)

Other helpful information about this new program:

If you make a reservation and told the reservationist you wanted to pay by Ventra, but then cancel the trip reservation, the fare amount will be credited back to your account.

If you have paid with Ventra, the driver will know and won't ask for a fare at the time of boarding. (If the driver asks you for payment at the time of pickup, please tell the driver you've already arranged for payment by Ventra.)

If your ADA paratransit rides are scheduled by **subscription**, you can setup your subscription trip fare to be deducted from your Ventra account by calling 800-606-1282, option 3. Please note that for subscription trips, your account will be charged \$3.25 per trip the day before each scheduled subscription trip.

If you've loaded funds to your Ventra account, you can use your Paratransit ID card to pay your fare on fixed route buses and trains. Just tap on the Ventra reader when boarding. Riding fixed route is cheaper and, with no need for reservations, allows you to take control of your day!

How do I reload money to my account?

For many, the most convenient way is to load money to your account is by credit card. You need to set up an online Ventra account (by calling 877-669-8368) to use this option. By using the [Ventra website](#) or [app](#), you can load any dollar amount to your account, up to \$200 at a time. You can even create an automatic refill of your account, which means any time your account gets below a certain balance, your credit card will be charged and your account refilled with your chosen amount. Another option is to call 1-877-669-8368, but you'll also need to provide a credit card to the Ventra representative in order to load funds to your account that way.

If you prefer to use cash, you can bring your Card to any Ventra vending machine or [Ventra retail outlet](#) (such as CVS, Jewel, Currency Exchange, and thousands of others) and the clerk can load funds to your account for you. You do not have to set up an online Ventra account to use this option, but there are benefits to you for doing so.

How do I check my account balance?

In order to check the balance over the phone, on the [app](#), or on the [internet](#), you need to have set up an online account. To get set up, call 1-877-669-8368 to get a user name. If you loaded cash to your Card without having set up an account, you'll need to tap your Card to a vending machine to see your balance.

What if I don't have enough funds in my account to ride?

When you tell the reservationist that you want to pay by Ventra, she will be able to confirm if you have the minimum account balance needed to pay for your upcoming trip. If you're reserving multiple rides at once, you might be able to pay for the first one or two by Ventra but then not have enough funds in your account to pay for others. If so, you'll need to pay by cash or ticket for any rides not covered by your Ventra payment.

If your Ventra account has insufficient funds or if there is some other issue with your Card or account, the reservationist will still book your trip, but you will be expected to pay the fare with cash or ticket upon boarding the vehicle. If you're unsure that your Ventra payment was successful, please confirm that while you're making the trip reservation.

How do I get help with questions about Ventra?

The Ventra website has many videos on display to help answer all your questions about setting up an account, loading money to it, and paying for your rides. See VentraChicago.com/how-to for helpful information. For help by phone, please call 877-669-8368.

For questions about past or future ADA Paratransit trips, call 847-364-7223.