



For All Interested Parties,

In addition to Park Plaza's free transportation services, we would love to make our community aware of a few free and reduced-fare services that may expand your ride options. Contained in this packet are several Chicago-based transportation programs available specifically for seniors. These options could increase ease of access to medical appointments, day-to-day needs, shopping, traveling/visiting, and much more.

Included is how to get ADA Paratransit Certified for seniors- a free service that unlocks many more free and significantly reduced-fare rides- and how to access the partnered programs.

These programs have significantly cheaper on demand rides with companies like Uber, Chicago Taxi Services, and PACE Buses. There are also many options for scheduled rides covering a wide area of Chicagoland. They accommodate a variety of physical needs, including wheelchairs and walkers, and even accompanying Caregivers.

Obtaining a Paratransit Certification is easy and completely free. Follow the information provided in this packet to set up the appointment. Once certification is obtained, Residents can use the listed programs for an average ride cost of \$3.25.

Some of these programs, such as RAP (Rideshare Access Program) will require the use of a smart phone, while TAP (Taxi Access Program) and PACE can simply be scheduled over the phone or online ahead of time.

To clarify, Park Plaza will still be offering its free transportation services for our residents. For any further information or questions regarding the information in this packet, please use the listed phone numbers and websites included within each section.

\*None of the listed 3<sup>rd</sup> Party Services are affiliated with Park Plaza\*

# ALTERNATE RIDES INFORMATION PACKET



## What's Inside:

- Alternate Ride Services (Usable today/anytime)
  - How to get Paratransit Certified
- How to use your Paratransit Certification for Free/Reduced Fare Rides
  - How to Get \$3.25 Ubers and Taxi Rides
  - How PACE On Demand Bus Services work

**Updated Dec 2025 – Note, RTA will become NITA in Sep 2026**

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## **Ride Services To Know About:**

- **Uber and Lyft**

Uber and Lyft are “Rideshare” apps that are offered by independent drivers from around the city. They may not always have a handicap accessible rides, but they are the most readily available ride service providers.

### **How To Order A Ride:**

Go to the App store or Google Play on your smartphone, and type in Uber or Lyft.

Click the button that says “Get” by Uber or Lyft. Allow it to download onto your screen.

Open the App and enter your necessary information, including a credit or debit card. Make sure you ALLOW NOTIFICATIONS. This is important so that your driver can tell you when they are near.

When you’re ready for a ride, open the app and in the top bubble (Tap where it says “Where are you going?” or “Start”) enter your current location (if you’re here, it 6840 N Sacramento Ave) or you can leave it as “Current Location”. Then in the Destination box, type the address you would like to go to.

Select and confirm the ride that works best for you. The price and estimated time of pick-up will all be shown. Keep your phone close by so you know when they have arrived.

- **Kal-A-Ju Transport Services, LLC**

They offer Personal, Airport, and Non-emergency Rides. They have an Option to select for Wheelchair accessible rides.

**How to Order a Ride:**

**Call:** [\(847\) 922-9823](tel:8479229823)

**Email:** [booking@kalajutrans.com](mailto:booking@kalajutrans.com)

**Website:** <https://kalajutrans.com/transportation-services/>

When signing up for a ride on their website, make sure you fill out the required information.

- **Chicago Taxi and Cab Services:**

These are the top rated Tax Cab services in Chicago:

**-Yellow Cab Chicago**

**Website:** <https://yellowcabchicago.com>

To Call for a Ride: **312-829-4222**

**-Checker Taxi**

**Website:** <https://checkertaxichicago.com/order-a-cab/>

To Call for a Ride: **312-243-2537**

**-American Taxi**

**Website:** <https://www.americantaxi.com/>

To Call for a Ride: **847-673-1000**

- There is also an app called “**Curb**” that you can download that is specifically for Taxi services. To download Curb, open your App Store app. Search for Curb, tap “Get” and then when the app is downloaded onto your screen, open it and fill out the required information. Make sure to allow notifications.



## **REDUCED RATE/ FREE RIDE SERVICES FOR SENIORS/PEOPLE WITH DISABILITIES:**

Gaining your Chicago RTA (Regional Transportation Authority- they oversee the CTA, Metra, and Pace Transit services) **ADA Paratransit Services Identification Number** opens many doors for reduced rides through systems like PACE Buses, Chicago Transit Authority (CTA), Rideshare Access Program (RAP)/ Taxi Access Program (TAP), and Dial-A-Ride.

**What is an ADA Paratransit Certification?** It's a process designed to allow seniors or people with limited mobility get free or reduced rate rides to medical appointments, and other needs.

### **How to Obtain Your ADA Paratransit Certification:**

Individuals who are interested in using ADA Paratransit service must apply and be found eligible according to ADA guidelines. The RTA handles ADA Paratransit Certification for the entire Chicago region to determine an individual's functional ability to use fixed route services.

To apply for ADA Paratransit, call the RTA's ADA Paratransit Certification program at 312-663-HELP (4357) between 8:00 a.m. and 5:00 p.m., Monday through Friday.

## **For new, first-time ADA Paratransit applicants:**

First-time ADA Paratransit applicants must call the helpline at 312-663-HELP (4357) to begin the process. On this call they will be asked a few screening questions and mailed a flyer to explain the program in more detail. The flyer will include a few self-screening questions to help the customer decide if they are eligible for the service before continuing with the application process.

If the customer wants to continue the application process after reviewing the flyer, they will call the helpline back at (312) 663-HELP (4357) to schedule an in-person interview appointment. Applicants will be instructed to bring a photo ID to the interview. They may also bring additional information about their disability or health condition(s), but this is not required. Transportation to and from this appointment will be provided by the city at no charge if requested.

During the in-person interview appointment, staff will ask the applicant about their ability to use regular buses and trains on CTA and Pace. Applicants may also be asked to complete a physical assessment that will take about 30 minutes and will give us a better idea of the applicant's travel abilities and limitations.

If approved, an ID will be sent in the mail. That ID number can now be used to sign up for other programs.

## **To Make a Paratransit Ride Reservation Call:**

**Primary Phone:** [\(866\) 926-9631](tel:8669269631)

**Toll Free:** [\(866\) 926-9631](tel:8669269631)

Call 6:00am - 6:00pm, any day of the week. Reservations are accepted 1 day in advance. 24/7 Service

## **Information on RTA's Free and Reduced Fare Rides can be found on these two websites:**

[fares.rtachi https://fares.rtachicago.org/rta/apply](https://fares.rtachicago.org/rta/apply) [cago.org/rta/apply](https://fares.rtachicago.org/rta/apply)

[fares.rtachicago.org/rta/appl](https://fares.rtachicago.org/rta/apply) <https://fares.rtachicago.org/rta/apply-details> [y-details](https://fares.rtachicago.org/rta/apply)

## **Applying for the Reduced Fare Program Information:**

### **Persons 65 or older**

- You will need to provide a valid/not expired state ID card/driver's license, passport, or U.S. Permanent Resident Card (Green Card).
- A current color photo that clearly shows your face

### **Persons with Disabilities**

- You will need to provide proof of disability by submitting **one** of the following:
  - A letter from a professional verifying your disability

- Completed [Reduced Fare Application Professional Verification form](#)
  - Medicare card
  - State Disability ID Card
  - Veterans Affairs (VA) Benefit letter
  - Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefit letter
- After collecting the necessary documentation, you will be required to upload it in this electronic portal in order to apply for a Persons with Disabilities Reduced Fare permit.
  - You will need to provide a valid /not expired state ID card, driver's license, passport, or U.S. Permanent Resident Card (Green Card).
  - A current color photo that clearly shows your face
  - RTA Reduced Fare permit holders pay approximately 50% of the full fare to ride transit.

**Apply for a New RTA Permit:**

**In order to complete this process, you will need the following:**

- If you use a smart phone or tablet, you will be able to take a photo of yourself which will be used for your ID card if approved. The required documents will be listed once you select the program you are applying for below.

OR

- For customers using a computer, you will be able to upload a photo of yourself which will be used for your ID card if approved. The required documents will be listed once you select the program you are applying for below. These documents should already be saved on your computer.

**New RTA Ride Free Customer**

- The Ride Free permit allows seniors age 65 and over or individuals with disabilities under the age of 65, who meet Benefit Access Program (BAP) income requirements, to ride at no cost on CTA buses and 'L' trains, Pace buses, and Metra trains. To be eligible for the Ride Free program you must enroll in the [Illinois Department of Aging Benefit Access Program](#).

**New RTA Reduced Fare Customer**

- The Reduced Fare Program allows people age 65 or over and individuals with disabilities under the age of 65 to ride at a reduced rate on CTA buses and 'L' trains, Pace buses, and Metra trains.
- RTA Reduced Fare permit holders pay approximately 50% of the full fare to ride transit.

Questions? Call RTA Customer Service at [\(312\) 913-3110](tel:3129133110) Monday-Friday, 8:30 AM - 5:00 PM CST

## **Applying for the Ride Free Program:**

- **To be eligible for an RTA Ride Free Permit, you must first apply with the Illinois Department on Aging Benefit Access Program (BAP). If not already in BAP please go to the website listed:**  
<https://ilaging.illinois.gov/benefitsaccess>

For seniors age 65 and over or individuals with disabilities under the age of 65 applying for the Ride Free Program for the first time:

- You will need to complete the Illinois Department on Aging Benefit Access Program (BAP) Application and be found eligible in advance of applying for an RTA Ride Free Permit.
- To apply or verify your BAP eligibility, click on this link: [ilaging.illinois.gov/benefitsaccess](https://ilaging.illinois.gov/benefitsaccess).
- Once you complete the BAP application process, please check back at [ilaging.illinois.gov/benefitsaccess](https://ilaging.illinois.gov/benefitsaccess) in 3 business days to see if you have been approved or need additional documentation.
- Once approved, you should return to the electronic portal to complete your Ride Free application.
- You will need to provide a valid/not expired State of Illinois ID Card or Driver's License.
- A current color photo that clearly shows your face.

Questions? Call RTA Customer Service at [\(312\) 913-3110](tel:3129133110)

-The BAP application can be found online at: <https://ilaging.illinois.gov/benefitsaccess>

## **About the Benefit Access Program:**

The Benefit Access Program offers two benefits for seniors and persons with disabilities:

- Seniors Ride Free Transit Benefit
- Persons with Disabilities Ride Free Transit Benefit

### **Age Requirements:**

- 65 years of age or older before January 1 of the current year; or
- You must become 65 years of age this year; or
- You must be 16 years of age or older before January 1 of the current year and qualify as disabled.

### **Residency Requirements:**

- You must live in Illinois at the time you file your application.

## **Income Requirements:**

Your total gross income for the last closed tax year must be less than

- \$33,562 for a 1 person household (yourself only)
- \$44,533 for a 2 person household (yourself and your spouse, or yourself and one Qualified Additional Resident)
- \$55,500 for a 3 person household (yourself, your spouse and one Qualified Additional Resident, or yourself and two Qualified Additional Residents).

***\*To be determined eligible for these benefits, you must submit a Benefit Access Application on the internet. Paper applications are not available. YOU MUST APPLY ONLINE***

Once your application is approved you may print a certificate of eligibility to take to your local transit authority or Secretary of State's Office. Please wait 10 business days from the date of your approval for your license plate discount to be available. If you requested the ride free benefit, please contact your local public transit system for further information. Your local transit system may have additional requirements in order to obtain the free ride. You can check the Website at anytime to determine your application status.

**NOTE:** PROCESSING TIMES TO DETERMINE ELIGIBILITY OF YOUR BENEFITS ACCESS APPLICATION MAY TAKE UP TO EIGHT WEEKS DEPENDING UPON REQUESTED DOCUMENTATION. YOU MAY CHECK APPLICATION STATUS 48 HOURS FOLLOWING SUBMISSION.

How do I find out if my application has been approved? [Check the Website](#)

### **For information or help applying:**

Call toll-free: 1-800-252-8966. For deaf and speech-impaired communication over the telephone, dial Illinois Relay at 711.

**Note:** Have your Social Security number ready when you call.

OR E-mail: [Aging.ILSenior@illinois.gov](mailto:Aging.ILSenior@illinois.gov)



## **RAP - Rideshare Access Program Information:**

To use this program, you will need to be ADA Paratransit Certified and have your ID. You cannot be enrolled in the TAP program.

- RAP trip fare is \$3.25 per trip
- 30 per month per rider
- Free rides on CTA and Metra services for ADA-certified riders. Please note: Pace already offers [free rides on fixed route](#) to those customers.

### **Who is eligible to enroll in RAP?**

RTA-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)
- they have an account with Uber

### **How does RAP work?**

Eligible riders enrolled in RAP will pay the first \$3.25 of the cost of a trip taken with Uber if the origin and destination of the trip is within Pace's ADA paratransit service area (*i.e.*,  $\frac{3}{4}$  of a mile from any Pace or CTA fixed bus route); Pace will subsidize the cost of the trip after the first \$3.25 and not exceeding \$30.00.

Eligible riders will also be responsible for paying:

- any portion of the cost of the trip that exceeds \$30.00
- any rideshare provider surcharge applicable to the trip (e.g., advance booking surcharge)
- any driver tip.

Pace will reimburse the rideshare provider for the subsidized portion of the cost of the trip and will subsidize no more than 30 trips per month for each eligible rider enrolled in RAP.

### **How do eligible RTA-certified ADA paratransit riders request enrollment in RAP?**

To request enrollment in RAP, complete the Enrollment Form on the website:

<https://www.pacebus.com/rap>

Within approximately two weeks after Pace’s approval of a request for enrollment in RAP, the subsidy will be available in the enrollee’s rideshare provider account to apply to the cost of a trip at the time of booking.

### **When you enroll in RAP and select a ride with Uber, you’ll receive a text and email directly from Uber informing you of how to add the RAP voucher to your Uber account.**

To know if your Uber account is verified with RAP, open the app, select the “Account” tab in the bottom right corner, and you’ll see a blue check mark labeled verified below your name at the top. If the blue check does not appear, make sure all of your information in Uber matches the information you submitted to RAP. If you’d like to double check your RAP information, call Pace Customer Relations at 800-606-1282 and select Option 4

### **To make sure the RAP Voucher is linked to your Uber app:**

Open the App, select “Account” on the bottom right, and then select “Wallet”. Select “Vouchers” and you should see “Pace ADA – Rideshare Access Program (RAP)” Linked.

When choosing a ride there will be a strikethrough line through the regular price, with a \$3.25 appearing above it instead. That means your voucher is working.

Tipping is not included in the voucher.

Questions regarding RAP should be sent to [RAP@PaceBus.com](mailto:RAP@PaceBus.com).



## **TAP Program (Taxi Access Program)**

Service Area: City of Chicago

Service Hours: Seven days a week, 24 hours a day

Eligibility: **Users must be ADA certified by the RTA and be enrolled in TAP.**

Reservations: Call 1-800-606-1282 for information

Additional Info: Fare covers a trip up to \$30. Trips must originate within the City of Chicago.

**How to Sign Up for TAP and ride details:** Visit the website: <https://www.pacebus.com/tap>

Taxi Access Program (TAP) Details:

- \$3.25 per trip (to equal the ADA Paratransit fare)
- Capping the number of TAP rides to 30 per month per rider
- Free rides on CTA and Metra services for ADA-certified riders. Please note: Pace already offers free rides on fixed route to those customers.

### **What is TAP?**

Pace's Taxi Access Program (TAP) is a taxi subsidy program for ADA eligible riders choosing to use Chicago taxi providers for same-day trips instead of using ADA paratransit services.

### **Who is eligible to enroll in TAP?**

RTA-certified ADA paratransit riders are eligible to enroll in TAP if they are not enrolled in Pace's Rideshare Access Program (RAP).

## **How does TAP work?**

Eligible riders enrolled in TAP will pay the first \$3.25 of the cost of a trip taken with a Chicago taxi provider if the origin of the trip is within the City of Chicago; Pace will subsidize the cost of the trip after the first \$3.25 and not exceeding \$30.00. Eligible riders will also be responsible for paying:

- any portion of the cost of the trip that exceeds \$30.00
- any taxi surcharge applicable to the trip (e.g., wait and return surcharge)
- any taxi driver tip.
- Pace will subsidize no more than 30 one-way trips per month for each eligible rider enrolled in TAP.

## **How do eligible RTA-certified ADA paratransit riders request enrollment in TAP?**

To request enrollment in TAP, call (833) 722-3827 or complete the TAP Enrollment Form online. Within approximately three weeks after Pace's approval of a request for enrollment in TAP, Pace will mail a TAP card to the enrollee at the enrollee's address on file with the RTA.

**To request an accessible taxi, call the City of Chicago's centralized WAV taxi dispatch service at (888) 928-2227.**

Call Pace at (800) 606-1282 and select Option 4 with any questions regarding TAP.

## **How do TAP enrollees load TAP trip fares onto their TAP card?**

TAP enrollees must activate their TAP card by following the directions provided with their TAP card and then may load TAP trip fares onto their TAP card as follows:

- **ONLINE** -Website: <https://secure.cabconnect.com/cardone/pacepp.html>
- **BY MAIL** -Go to the website and print and complete the TAP Ride by Mail Order Form and mail the completed Form and payment for the TAP trip fares to be loaded onto the TAP card to: Pace TAP Mail Orders, 308 S. Jefferson Street, #316, Chicago, IL 60661. Payment must be made by money order, cashier's check, or American Express, Discover, MasterCard, or Visa credit or debit card. Cash and personal checks will not be accepted.
- **IN PERSON** -Present the TAP card to the cashier/teller at the currency exchange at 3158 W. Irving Park Road, Chicago, IL or 353 W. 79th Street, Chicago, IL and pay the TAP trip fares to be loaded onto the TAP card. Payment must be made by cash, money order, or credit or debit card.

## **How do TAP enrollees pay for trips?**

At the end of each one-way trip, TAP enrollees must swipe their TAP card in the card reader in the back of the taxi. TAP enrollees will be responsible for the entire cost of the trip if no TAP trip fares are loaded onto their TAP card. Pace will reimburse the taxi provider for the subsidized portion of the cost of the trip.

**A TAP card may not be used for trip payment on any mobile taxi app.**



## **Dial-a-Ride Services: Cook County**

There are 13 Dial-a-Ride programs in Cook County and Chicago taxi program. Service boundaries, fares and eligibility vary. For other townships further out, please go to the Dial-A-Ride website. There are dozens of Pace demand-response programs throughout the suburbs, including county-wide services and local dial-a-rides. In most cases, Pace has a financial partnership with a county, city, or township to pay for and operate the service. These demand-response programs have different rules on fares, geographic boundaries and passenger eligibility. Dial-A-Ride is for Senior and/or people with limited mobility.

Most Dial-A-Ride Fares can be paid with **Ventra**, an app that money can be added to. Fares will be paid ahead of time, or the Ventra card can be swiped at a card terminal.

Service Name: **Elk Grove Village** (excluding Industrial Park)

Service Hours: Monday-Friday 9:00 a.m. - 6:00 p.m., Saturday 9:00 a.m. - 4:00 p.m.

Eligibility: General public

Fares: Disabled: \$0.65; senior \$0.65; student: \$0.65; other: \$1.30.

Ventra for Payment: Yes

Advanced Call-In: One hour in advance.

Reservations: 1-847-299-6212

Service Name: **Forest Park** Service Area: Village of Forest Park

Service Hours: Monday - Friday 8:00 a.m. - 4:00 p.m. Except on Wednesdays, service is operated to limited destinations within Forest Park.

Eligibility: Disabled and senior

Fares: Disabled: \$2.00; Senior: \$2.00; Students under 7: no charge; Students 7-12: \$2.00.

Advanced Call-In: One day in advance.

Reservations: 1-708-771-7737

Additional Info: Service is available up to two miles beyond Village borders to select medical, social service and shopping facilities.

Service Name: **Leyden Township** Service Area: Leyden Township

Service Hours: Monday-Friday 8:00 a.m. - 5:00 p.m.

Eligibility: General public

Fares: Disabled: \$1.25; senior: \$1.25; student: \$1.25; other: \$2.50.

Ventra for Payment: Yes.

Advanced Call-In: Up to 7 days for medical appointments; up to 1 day for all other trips.

Reservations: 1-888-699-6999

Additional Info: Service within Leyden Township and to select shopping and medical destinations outside of the township.

Service Name: **Norridge** Service Area: Village of Norridge

Service Hours: Monday through Friday 8:00 a.m. - 3:00 p.m.

Eligibility: General public

Fares: No charge

Advanced Call-In: One day in advance.

Reservations: 1-708-453-0800

Additional Info: Serves Village of Norridge and destinations up to two miles beyond Village borders.



## **Pace ADA Paratransit Services Customer Guide**

To request a copy of this guide in an accessible format, please call Pace Customer Relations at 800-606-1282 / Option 4 Paratransit Contact List City of Chicago ADA Paratransit Service – 866-926-9631

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

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

Other Helpful Information:

(312-663-HELP) for: ADA Paratransit Certification Program Fixed Route Travel Training Program or

<https://www.rtachicago.org/riders/accessible-transit>

RTA Travel Information Center: 312-836-7000

Or visit this website: <https://www.rtachicago.org/plan-your-trip>

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. For more information on using fixed route services and trip planning, visit [rtachicago.org/plan-your-trip](http://rtachicago.org/plan-your-trip) or call the RTA Travel Information Center at 312-836-7000.

The 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.

ADA Paratransit Service operates:

- 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

**On Demand service many suburban zones. See [PaceBus.com/OnDemand](https://www.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.

**Scheduling a Trip:** To request trips, eligible customers should call the carrier listed in the service area where their trip will begin. Customers can, at the same time, schedule their return trip.

**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.).

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 an appointment at 9 a.m. and needs 15 minutes to get to their work area/sign in, the appointment time should be 8:45 a.m.

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 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.

Or 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.

**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.

**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 exiting the vehicle.

One PCA can ride with an ADA-eligible customer if the customer has been certified by the RTA to ride with a PCA. The PCA is not charged a fare. Customers traveling with a PCA and/or companion must reserve space for them when calling to schedule their own ride.

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. 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 and cannot bring grocery carts onboard Pace vehicles.

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.

Travel Time ADA Paratransit is shared-ride public transportation.

**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](http://www.PaceBus.com/sales-locations).

**Ventra Fare Payment:** 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. 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](http://www.VentraChicago.com/mobile/retailers/locations).

Please note paratransit vehicles are not equipped with Ventra fare equipment; therefore, riders cannot

**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.

## **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. It 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.

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

### **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)
- 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, go to: <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.

## **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. 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.

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 or the rider has 3 or more no-shows.

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.

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.

## **Commendations, Complaints or Questions:**

Please contact Pace Customer Relations at 800-606-1282 / Option 2 if you have any commendations, complaints, or questions regarding Pace ADA Paratransit Service.

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

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

## **Additional Information:**

### **Contact for More Information:**

Regarding **Ride Free and Reduced Fare Programs: 312-913-3110**

Regarding **RTA Transit Benefit Fare Program: 1-888-782-1008**

Regarding **RTA Mobility Services Helpline: 312-663-4357**

### BE PREPARED BEFORE CALLING

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

- 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 a personal care attendant (PCA) if applicable and/or any companions or service animals (as permitted).
- Types of mobility aids used by all members of party.
- 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.).

### RESERVE YOUR TRIP

To find the number for your local carrier, visit [www.PaceBus.com/ADA](http://www.PaceBus.com/ADA) and click the "directory of reservation phone numbers" under "Scheduling a Ride". 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 (an "appointment time").
- Tell the call taker if you'd like to pay for your trip using Ventra. If so, you must have a Ventra account set up in advance with enough funds pre-loaded to cover your trip. For more information visit [PaceBus.com/Ventra-Paratransit](http://PaceBus.com/Ventra-Paratransit).
- If you need to cancel your trip, be sure to do so at least 2 hours before the scheduled pick-up time. Cancel by visiting <https://TripCheck.PaceBus.com>.

### 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 30-minute window of your scheduled time. For example, if your pick-up is at 9 a.m., the bus may arrive anytime between 9 a.m. and 9:30 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 to show the driver.
- If you haven't paid by Ventra, be prepared to pay your fare by cash or ticket.
- 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 goal is to provide a trip that is comparable in duration to the fixed route travel time for the same origin to destination.

### OTHER ACCESSIBLE OPTIONS

#### City of Chicago Taxi Access Program (TAP)

Did you know all Chicago taxi cabs accept TAP cards? With a TAP card, you can take a one-way trip worth up to \$30 up to 30 times per month, for \$3.25 per ride. To qualify for TAP, you must be certified by the RTA as being eligible for ADA Paratransit service. Visit [PaceBus.com/TAP](http://PaceBus.com/TAP) to learn more.

#### Pace RAP: New affordable transit option for ADA Riders

Pace's new Rideshare Access Program (RAP) offers a subsidy on Uber or UZURV rides to eligible riders. With RAP, your fare is also \$3.25.

RAP is less expensive than a Paratransit ride. Pace will subsidize ADA-eligible riders' rideshare trip cost up to \$30, after a \$3.25 trip fare, at a maximum of 30 trips per month.

Booking rides is done on your smartphone, just like a regular Uber or UZURV trip scheduled within the company's app.

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

### CTA and Pace's fixed route bus and train service might be a good fit for you.

CTA's and Pace's fixed route buses are fully accessible and provide transportation quickly and at NO COST 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.

### Now RTA-certified ADA Paratransit Riders can ride Pace, CTA and Metra fixed routes for free!

With no reservations needed, you can go where you want when you want across the Chicagoland region at no cost!



### NEW Permit Card Design

The RTA has designed an updated look for the RTA Ride Free, Reduced Fare, and ADA Paratransit Permits to be more in line with their new brand. Over the next 4 years the RTA will transition all customers over to the new permits as their program eligibility comes up for renewal. Both the old design and the new design will be in circulation for 4-5 years until all customers are transitioned. Please familiarize yourself with the design of the new permit cards. \*In the old design there were two colors for the Reduced Fare Permits - purple for seniors and blue for people with disabilities. With the new design, all customers will have a purple Reduced Fare Permit.



## TripCheck

### Managing your trips just got easier. TripCheck is Your Ticket to a Smoother Ride

ADA Paratransit and Dial-a-Ride passengers can keep track of rides with Pace TripCheck.

- TripCheck is a tool to view and cancel scheduled rides without having to call the Call Center. You can access it by phone, by email, online at: [www.PaceBus.com/Tripcheck](http://www.PaceBus.com/Tripcheck), or download the 'Pace Trip Check' mobile app today.
- A Paratransit rider can see their upcoming trips by using Pace's TripCheck web portal and the recently introduced TripCheck mobile app. Using TripCheck helps you prepare for all your upcoming trips.
- Download the TripCheck mobile app from Google Play (for Android) or App Store (for iPhone).

### TripCheck Features

The TripCheck app and web portal both allow you to manage some of your contact information as well as opt in and out of email and text message alerts. This can be done on the My Profile page.

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
- Send us an email to receive a bounceback email containing your upcoming paratransit trip itinerary, including all scheduled trips for the remainder of that day plus trips scheduled for the next day.

For more detailed instructions on using these features and more, visit: [www.PaceBus.com/TripCheck](http://www.PaceBus.com/TripCheck).



### For More Information

Visit [PaceBus.com/ADA](http://PaceBus.com/ADA) for more information on Pace ADA Paratransit and Pace's other services, or contact Pace Customer Relations at **800-606-1282** Option 4.

### 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.



[PaceBus.com/ADA](http://PaceBus.com/ADA)



## ADA PARATRANSIT SERVICE

The Guide To Your First Ride  
For Chicago and Suburban Customers



October 1, 2025