



# Taxi Access Program

## User Guide



**Effective  
July 1, 2020**



# Getting to Know TAP

The Taxi Access Program (TAP), administered by Pace, is mandated by a City of Chicago ordinance. All Chicago taxi providers are required to accept TAP cards. TAP provides ADA Paratransit-eligible riders the option of using taxis at reduced rates for same-day trips that begin within the City of Chicago.

Once you have your TAP card, for only **\$3** per ride you can buy one-way taxi rides worth up to **\$30** per ride. You can take up to **8** one-way taxi rides a day!

## 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, simply call us at **(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?

Once you have activated your TAP card, you can purchase rides online, by mail or in person. You can buy up to 60 rides per week (minimum of 5 rides per order). *TAP rides are*

*good for one year from the date of purchase and are non-refundable and non-transferable.*

### **EASIEST!**

**Online:** Go to [www.PaceBus.com/TAP](http://www.PaceBus.com/TAP) and follow the directions to create an account. Once you have an account, you will be able to buy TAP rides using Visa, Discover, or MasterCard. You will also be able to view your TAP card balance and trip history.

**By Mail:** Use the attached *TAP ride mail order form*. Additional rides will be credited to your card within a week of receiving the order and a receipt will be mailed to you. You may pay by money order, certified check, Visa, Discover, or MasterCard. *Cash or personal checks are not accepted.*

**In Person:** You may add rides to your TAP card using cash or credit/debit card at:

*Kedzie & Irving Currency Exchange  
3158 W. Irving Park Rd., Chicago*

*79th & Vincennes Currency Exchange  
353 W. 79th Street, Chicago*

Customers must present their own TAP card at the time of purchase.

Credit/debit card purchases will show on your statement as *TAP Taxi Rides Pace Suburban Bus*. *If you dispute a charge and the charge is determined to be valid, you will have to pay Pace the fee Pace is charged by the bank (currently \$15).* Not sure about a charge? Call (800) 606-1282 (option 4) before calling your bank!



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# Taxi Access Program

## TAP Ride Mail Order Form

**For use by RTA-certified ADA Paratransit-eligible riders only. You must have an active TAP card prior to purchasing TAP rides using this form.**

|                  |          |               |          |
|------------------|----------|---------------|----------|
| TAP Card #       |          | Daytime phone | (      ) |
| Paratransit ID # | <b>P</b> | Expires       |          |
| First Name:      |          | Last Name     |          |

A receipt will be mailed to the mailing address on file with the RTA within seven business days of receipt of this order. Riders can update their mailing address by calling the RTA at (312) 663-4357 (HELP).

TAP rides are \$3.00 each and a minimum of five (5) rides must be purchased per order. You may purchase up to sixty (60) rides per week. **Rides expire one (1) year from purchase date and must begin in the City of Chicago.**

| QUANTITY     | COST PER RIDE | TOTAL | PAYMENT METHOD (CHECK ONE)   |
|--------------|---------------|-------|--|
|              | \$3.00        | \$    | <input type="checkbox"/> Money Order<br><input type="checkbox"/> Certified Check<br><input type="checkbox"/> Credit Card |
| MIN. 5 RIDES |               |       |  |

Money orders and certified checks should be made payable to **Pace**. Print your Paratransit ID number on money orders and certified checks. **Personal checks & cash are not accepted.**

|                       |                               |                                   |                                     |
|-----------------------|-------------------------------|-----------------------------------|-------------------------------------|
| Credit Card:          | <input type="checkbox"/> Visa | <input type="checkbox"/> Discover | <input type="checkbox"/> MasterCard |
| Credit Card #:        |                               | CVV*:                             |                                     |
| Cardholder Name:      |                               | Expires:                          |                                     |
| Cardholder Signature: |                               |                                   | MM/YYYY                             |

\*CVV code is the three-digit number on the back of the card.

SEE OTHER SIDE

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# Taxi Access Program

## TAP Ride Mail Order Form

I understand that...

- My TAP card must be swiped upon exiting the taxi.
- There are no refunds for TAP rides.
- TAP rides are not transferable to other customers..
- If I need a new card, a card replacement fee of two rides (currently \$6.00) will be collected when unused rides are transferred to my new card; if there are not two rides available then, they will be deducted when additional rides are added.
- Credit/debit card purchases will show on your statement as *TAP Taxi Rides Pace Suburban Bus*. If you dispute a charge and the charge is determined to be valid, you will have to pay the fee Pace is charged by the bank (currently \$15). If you are not sure about a charge, call (800) 606-1282 (option 4) before calling your bank!

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If you have questions, call Pace at (800) 606-1282 (option 4).

Send this form and payment to:

**Pace**  
**TAP Mail Order Program**  
**PO Box 806347**  
**Chicago, IL 60680-4124**

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**OFFICE USE ONLY**

Processed by: \_\_\_\_\_

Complete  Incomplete

Comments:

SEE OTHER SIDE



## 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.

## 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.

## 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.*

## 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.

## What if I lose my TAP card?

If your card is lost or stolen, call Pace at (800) 606-1282 (option 4) or email [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com) right away. Your card will be canceled and a new one will be ordered. Please allow three weeks for processing.

*A card replacement fee equal to two rides (currently \$6) will be collected by reducing the number of rides transferred or added to the new card. These deductions will be labeled "Card Replacement Fee" in your account.*

Once you receive your new TAP card, please call (800) 606-1282 (option 4) to activate it and transfer any unused TAP rides to your new card. Pace is not responsible for replacing unauthorized rides that were taken before the card was reported missing.

## How do I reset my TAP password?

For password assistance, please call Pace at (800) 606-1282 (option 4) or email us at [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com).

## What if I have a complaint about my taxi ride?

If a driver refuses to accept your TAP card or you have any other concerns with the driver or taxi service, you should file a formal complaint with the Chicago Department of Business Affairs & Consumer Protection:

- **Call 311**
- Email [bacppv@cityofchicago.org](mailto:bacppv@cityofchicago.org)
- Visit [www.cityofchicago.org/bacp](http://www.cityofchicago.org/bacp)

## How does TAP payment work?

*At the end of your ride, if the taxi meter shows a price of \$30 or less,* swipe your TAP card. You don't owe the driver any extra money. Please note that, if you get a paper receipt from the driver, it will show the fare shown on the meter. That amount on the receipt is NOT what was deducted from your TAP account.

*At the end of your ride, if the taxi meter shows a price of more than \$30,* swipe your TAP card. The driver will be prompted to ask you for the amount over \$30. For instance, if the meter shows a fare of \$36.80, your TAP fare will cover the first \$30, and you owe the driver the extra \$6.80. Your TAP card **cannot** be used to pay the extra \$6.80. Please note that, if you get a paper receipt from the driver, it will show the fare shown on the meter. That amount is NOT what was deducted from your TAP account nor does it represent the amount that was charged to your debit/credit card.

# Contact Us

## Request a TAP Ride

Call or hail any taxi in Chicago

## Request an Accessible Taxi

Call CURB at 1 (888) 928-2227 (WAV-CABS)

## Request a TAP Card

(833) 722-3827 (PACE-TAP)

## Activate a Card, Check Balance

(877) 722-3827 (PACE-TAP) (automated)

## Access Your Online TAP Account

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

## Buy TAP Rides In Person at these Currency Exchanges:

3158 W. Irving Park Rd., Chicago, IL  
(Kedzie & Irving)

353 W. 79th Street, Chicago, IL  
(79th & Vincennes)

## ADA Paratransit Eligibility Information

(312) 663-4357

## For all other questions & general info, please call Pace at:

(800) 606-1282 (option 4) or email  
[Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com).

## What if my TAP participation has been suspended or terminated?

Pace may suspend or terminate your TAP participation if you or your companion(s) violate the terms of TAP, abuse TAP privileges, or engage in conduct that is violent, seriously disruptive, fraudulent, or illegal or that poses a direct threat to the health or safety of others. If Pace suspends or terminates your TAP participation, Pace will send written notification of the suspension or termination to you. You may appeal the suspension or termination in accordance with Pace's Suspension or Termination of Taxi Access Program (TAP) Participation Appeal Procedure, a copy of which will be included with the notification. If you appeal, your suspension will be held in abeyance pending the outcome of the appeal hearing, unless Pace, in its sole discretion, determines that the conduct giving rise to the suspension is violent, seriously disruptive, fraudulent, or illegal or poses a direct threat to the health or safety of others, thereby warranting an immediate suspension of your TAP participation. All fraudulent or illegal conduct will be prosecuted to the fullest extent of the law.