

Want to ride like an ADA Paratransit pro? Follow this map to get started.

Riding with Pace ADA Paratransit is easy when you follow the guidelines below.



Step 1: Gather your information

Have this information ready before calling to schedule a ride:

- Paratransit ID number (starting with the letter P)
- Date of travel and requested pick-up time or appointment time
- Exact street address for pick-up and drop-off (no intersections)
- The number of people traveling with you, including a PCA, companion or service animal
- Any mobility aids or assistance needed
- Sufficient Ventra account balance if you plan to pay using Ventra (must notify operator at time of booking)



Step 2: Call to schedule your ride

Booking your ride is easy with these helpful hints:

- To find the number for your local carrier, visit the [ADA Paratransit Contact Directory](#) on the Pace website
- Call anytime between 6 a.m. and 6 p.m. one day before your trip
- Be clear if you have an appointment at a specific time so we can make sure your pick-up window makes it possible. Otherwise, you'll be guaranteed a scheduled pick-up within one hour of your requested pick-up time



Step 3: Ensure a smooth trip

On the day of your trip, be sure to do the following:

- Be ready a few minutes prior to your requested pick-up time; the bus will arrive within a 30-minute window of your reserved time
- Stay within sight of the vehicle when getting picked up
- Have your RTA ADA Paratransit ID card ready for the driver
- Be prepared with your Pace ADA One-Ride Ticket or exact fare if Ventra was not selected as your payment option during booking

Check out these tips to make your trip on Pace ADA Paratransit even smoother.



PRO TIP #1:

If you've been certified by the RTA, you can ride with one Personal Care Attendant (PCA), free of charge.



PRO TIP #2:

Remember to reserve space for anyone riding with you. You have the option to bring one companion, who must pay the same cash fare as ADA Paratransit riders. All riders traveling together must have the same pick-up and drop-off locations.



PRO TIP #3:

If you need to cancel a reservation, call your local carrier as early as possible. This will help avoid delays for your fellow riders.



Other ways to ride:

TAP (Chicago's Taxi Access Program):

- Provides one-way taxi rides worth up to \$30 for just \$2 and allows up to eight rides each day, no reservation necessary
- Riders certified by the RTA as eligible for ADA Paratransit service qualify

Pace Fixed Route:

- Entirely accessible option for people with disabilities
- A less expensive way for senior citizens and people with disabilities to get around
- Requires no advance booking
- Equipped with ramps, accessible seating and bus announcements specifically for those with auditory or visual disabilities



Want to learn more?

Visit [PaceBus.com/Paratransit](https://www.pacebus.com/Paratransit) or contact Pace Customer Relations at **800-606-1282**.

