

Mobility Direct

Customer Guide

January 1, 2007



pace

A Fresh Approach To Public Transportation

Mobility Direct

Frequently Asked Questions

1. What is Mobility Direct?

Mobility Direct is a taxi-based subscription service for people who are eligible for ADA Paratransit Service. Mobility Direct can be used for trips up to 10 miles each way, to and from the same place at the same time and on the same days. The repetitive trip can be for one day, a week, or for as many as seven days.

2. How do I qualify for Mobility Direct?

You must be certified by the RTA as ADA Paratransit eligible. You are ADA paratransit eligible if you have a RTA issued ADA photo ID Card or a RTA certification letter.

3. Does the driver provide assistance?

Yes, the driver will provide minimal assistance.

4. As a Mobility Direct customer, can I change my trip origin or destination?

No, Mobility Direct is only for specific trips to and from the same origin and destination. Changes to your trips are not permitted. You may use PACE or CTA buses and rail system, or Special Services for your non-routine trips.

5. Are side trips or stopovers permitted?

No, the driver is paid a flat rate instead of a metered rate. Side trips or stopovers, which require the driver to wait for you, are not permitted.

6. Can I put my trips on a temporary hold?

Yes, for vacations, extended illnesses, etc. customers may request that their trips be placed on hold for up to 90 days without jeopardy of losing the taxi subscription service. You must contact PACE at 1-800-606-1282 to request your trips be placed on hold. To reinstate your trips, you must also contact PACE at 1-800-606-1282.

7. What cab companies provide Mobility Direct service?

Authorized City of Chicago cab companies provide Mobility Direct service. Your trip will be assigned by PACE to an authorized cab company.

8. Am I required to present my RTA photo ID card to the taxicab driver?

Yes, as with all Special Services, you must show the driver your RTA-issued photo ID card. You may also use a RTA certification letter along with a picture ID.

9. Do I need to cancel my trip with the cab company if I do not plan to travel as scheduled?

Yes, you do need to call the cab company at least one (1) hour before your scheduled pick up time to cancel your trip(s).

10. What happens if I do not cancel my trip?

You may be recorded as a late cancellation (failing to cancel your trip with at least an hour's notice) or you may be recorded as a no-show (failing to show up for your trip). After the first late cancellation/ no-show, you may receive a warning that any future incident may result in a suspension of service. A second incident may warrant a one (1) week suspension; a third incident may warrant a two (2) week suspension; a fourth incident may warrant a three (3) week suspension; and the fifth incident may result in your removal from the Mobility Direct Program.

11. Who do I need to contact to inquire about or cancel my trip(s)?

You must call the cab company and give the following information:

- Inform the operator that you are a Mobility Direct customer.
- Give the operator your paratransit ID number starting with the letter "P."

12. Can my Personal Care Assistant (PCA) or companion travel with me?

Yes, your PCA or companion may travel with you to and from the same location at no extra charge.

13. What is the fare for Mobility Direct?

Customers must pay the cab driver the current \$2.25 cash fare for each one-way trip.

14. Where does Mobility Direct operate?

Mobility Direct provides transportation to and from locations within the City of Chicago only.

15. Holidays

There is no automatic Mobility Direct Service on the following holidays:

New Years Day
Memorial Day
Independence Day (Fourth of July)
Labor day
Thanksgiving Day
Christmas Day

You must call and individually reserve any trips you wish to take on holidays. Always call your Special Service carriers to cancel a specific Mobility Direct trip. Please indicate that only a specific trip is being cancelled. **"Failure to do so may result in your subscription being cancelled."**

**For more information, please call
PACE Paratransit Operations at:**

(800) 606-1282 (Voice)

(888) 847-0093 (TTY)



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