



Taxi Access Program User Guide

Effective Feb. 1, 2017





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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 \$20 per ride. You can take up to 4 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 Interim 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 complete and return a TAP card mail order form to request a TAP card or call us at **(800) 606-1282 (option 4)**. 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 transferrable. How do I buy TAP rides? *(continued)*

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-transferrable.

Online: Go to **www.TAPandMD.com** and follow the directions to create an account. Once you have an account, you will be able to buy TAP rides using Visa or MasterCard. You will also be able to check your TAP card balance and view your 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 with a money order, certified check, Visa or MasterCard. Cash or personal checks are not accepted. *(continued)*

In Person: You may add rides to your TAP card using cash, Visa or MasterCard at

Chicago & LaSalle Currency Exchange
777 N. LaSalle St., Chicago

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

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 to request a ride in advance. For an accessible taxi, call

Chicago Open Taxis
Toll free: (855) 928-1010

Please tell the dispatcher whether you use a wheelchair, scooter or other mobility device.

How do I check my TAP card balance?

You can call **(877) 722-3827** (automated) or visit the website **www.TAPandMD.com**.

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 your card doesn't go through, the driver should call dispatch. If your card does not have a ride loaded, you will be responsible for paying the entire fare.** 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. *(continued)*

- **You must pay any meter rate above \$20** using cash or credit/debit card.

Can someone travel with me?

Yes; however, you will be responsible for paying the usual taxi surcharge for extra riders. You cannot use your TAP card to pay the surcharge.

What if I lose my TAP card?

If your card is lost or stolen, call Pace at **(800) 606-1282 (option 4)** or send an email to us at **Passenger.Services@PaceBus.com** right away. Your card will be canceled and a new one will be ordered. Please allow 3 weeks for processing. **There is a \$5 charge for a replacement card**; you will receive a bill in the mail. You will have 45 days from the date of the bill to mail in your payment or your card will be suspended.

Once you receive and activate your new TAP card, please call **(800) 606-1282 (option 4)** to have any unused TAP rides transferred 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.

How do I file 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:

(continued)

- Call **311**

- Email bacppv@cityofchicago.org
- Visit www.cityofchicago.org/bacp

What if I have other questions?

For all other questions, please call Pace at **(800) 606-1282 (option 4)** or email us at

Passenger.Services@PaceBus.com.

Attached:

- TAP Card Mail order Form
- TAP Ride Mail Order Form
- Contact information

TAP Card Mail Order Form

USE THIS FORM FIRST!

RTA-certified ADA Paratransit-eligible riders interested in obtaining a TAP card should submit their information to Pace using this form.

Paratransit ID #	P	Exp	
First Name		Last Name	
Daytime Phone	()		

Your card will be mailed to the address on file with the RTA.

TAP riders should update their mailing address information by contacting the RTA at (312) 663-4357 (HELP).

Please allow three weeks to receive your new TAP card.

Mail to:

Pace Paratransit Operations

Taxi Access Program

547 W. Jackson Blvd., 10th Floor

Chicago, IL 60661

If you have questions about TAP or need to order a replacement card, please call Pace at (800) 606-1282 (option 4).

USE THIS FORM FIRST!

TAP Ride Mail Order Form

For use only by ADA Paratransit-eligible riders certified by the Regional Transportation Authority (RTA). You must have a TAP card to purchase TAP rides. DO NOT mail in this form until you have received your TAP card.

Paratransit ID #	P	Exp	
First Name		Last Name	
Daytime Phone	()		

A receipt will be mailed to the mailing address on file with the RTA. TAP riders should update their mailing address information 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.

Cost:

Quantity*: _____ x \$3.00 per ride =

Total: _____

*Minimum of 5 rides required

Paying via:

- Money Order
- Certified Check
- Credit Card

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

Credit Card	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	
Credit Card #		Exp	
Cardholder Name			MM/YYYY
Cardholder Signature			

I understand that a receipt for my TAP rides purchase will be sent to me within seven (7) business days of Pace's receipt of this order. I also understand that my TAP card **must be swiped** upon exiting the taxi for each TAP trip. **There are no refunds for TAP rides. TAP rides are not transferable to other customers.**

Signature: _____

Date: _____

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

Send this form and payment to:

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

OFFICE USE ONLY:

Order processed by: _____

Complete

Incomplete

Comments: _____

Contact Us

Request a TAP Ride

Call or hail any taxi in Chicago

Request an Accessible Taxi

Call Open Taxis at (855) 928-1010

Request a TAP Card, General Info

(800) 606-1282 (option 4)

Activate a Card, Check Balance

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

Access Your Online TAP Account

www.TAPandMD.com

ADA Paratransit Eligibility Information

(312) 663-4357

Buy TAP Rides In Person at

Chicago & LaSalle Currency Exchange

777 N. LaSalle Street, Chicago

(312) 642-0220