Taxi Access Program

User Guide



Updated
September 1, 2026

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 have 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, you can buy TAP trip fares, which get loaded to your account. TAP trip fares cost only **$3.25 each** and are worth up to **$30** per ride. Pace will subsidize up to 30 (or 40, if approved by NITA) one-way trips per month. TAP enrollees can visit **https://fares.nita.Illinois.gov** to apply for the increase to 40 rides per month.
It may take up to 45 days for a rider's application to be processed and take effect.

How do I qualify for TAP?

To qualify for TAP, you must be certified by NITA as being eligible for ADA Paratransit service. NITA-certified ADA paratransit riders are eligible to enroll in TAP if their ADA certification will not expire within the next three months. Note: when your eligibility expires, your TAP card expires. For more information about ADA Paratransit eligibility, contact NITA at (312) 663-4357.

How do I get a TAP card?

It's easy! Once you have been certified, simply **apply at https://www.PaceBus.com/tap** or call us at **(833) 722-3827 (PACE-TAP).** Your card will be mailed to the address on file with NITA and will need to be activated before you can add trip fares to your card. *Only you can use your card—it is not transferable.*

How do I buy TAP trip fares?

Once you have activated your TAP card, you can load trip fares online, by mail or in person. A minimum of 10 trip fares can be loaded onto your TAP card. The maximum number of TAP trip fares that can be loaded is 30 (or 40, if approved by NITA) per month.

TAP trip fares 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 **and follow the directions to create an account. Once you have an account, you will be able to buy TAP trip fares using Visa, Discover, AMEX or MasterCard. You will also be able to view your TAP card balance and trip history.**

By Mail: Use the attached *TAP order form.* Additional trip fares 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, cashier's check, Visa, Discover, AMEX or MasterCard. **Cash or personal checks are not accepted.**

In Person: You may add trip fares to your TAP card using cash or credit/debit card. Customers must present their own TAP card at the time of purchase at:

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

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

Credit/debit card purchases will show on your statement as TAP Program - Pace 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). If you are not sure about a Pace charge on your statement, please check your TAP account at PaceBus.com/TAP then click on the TAP LOGIN PAGE.* Call (800) 606-1282 (option 4) before calling your bank!

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:
(888) 928-2227 (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 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 trip fare. If that doesn't work, the driver should call dispatch. *If your card does not have a trip fare loaded, you will have to pay the whole taxi fare yourself*. Note:

- **You cannot chain TAP trips; you must wait at least 10 minutes between TAP trips.**
- **Drivers cannot wait and then resume travel on the same TAP trip fare 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 right away. Your card will be deactivated.

Customers who request a replacement TAP card will be charged two trip fares (or $6.50 in value). Upon Pace's receipt of your request for a replacement card, the two trip fares will be deducted from your TAP account.

Once you receive your replacement TAP card, please call (800) 606-1282 (option 4) to activate it and transfer any unused TAP *trip fares* to your new card. Pace is not responsible for replacing unauthorized trip fares that were deducted 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. or visit the website www.PaceBus.com/TAP and then visit the TAP log-in page.

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
- Visit 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 to pay for the amount over $30. For instance, if the meter shows a fare of $36.80, your TAP trip 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:
(888) 928-2227 (WAV-CABS)

Request a TAP Card
visit: www.PaceBus.com/TAP
or call (833) 722-3827 (PACE-TAP)

Activate a Card, Check Balance
877-PACE -TAP (722-3827)

Access Your Online TAP Account
www.PaceBus.com/TAP

Buy TAP Trip Fares In Person at these Currency Exchanges:
3158 W. Irving Park Rd., Chicago, IL
(Kedzie & Irving Park)

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

Please note: City of Chicago Taxi Rates and Surcharges
The City of Chicago regulates and sets all taxi fares and surcharges. The TAP subsidy does not cover surcharges, fees, or any portion of the fare that exceeds the subsidy amount. Riders are responsible for paying these additional costs.

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.

Program Enrollment/Card Request Form

Apply at: www.PaceBus.com/TAP

OR

Use this form first to request a TAP card!
Do not use this form to order trip fares!

Paratransit ID #:	**P**	**Expires:**	
First Name:		**Last Name:**	
Daytime Phone:	( )		

NITA-certified ADA Paratransit-eligible riders interested in obtaining a TAP card should submit their information to Pace using this form. **Applicants whose certification will expire within the next three months are not eligible to enroll for TAP.**

Your card will be mailed to the address on file with NITA. TAP riders should keep their mailing address information current by contacting NITA at (312) 663-4357 (HELP). Please allow three weeks to receive your card.

MAIL THIS FORM TO:

Pace Paratransit Operations
Taxi Access Program
547 W. Jackson Blvd., 8th 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).

By signing below, I am stating that I have read, and I agree with the rules, regulations and policies outlined in the Taxi Access Program User Guide; I am aware Pace reserves the right to make changes without advance notice.

Signature _____ Date _____

cut here

THIS PAGE
INTENTIONALLY
LEFT BLANK

TAP ORDER FORM

Please Note
You must be certified for ADA Paratransit by the Northern Illinois Transit Authority (NITA) and have an **active** Taxi Access Program (TAP) card to purchase TAP trip fares using this form. You can also purchase trip fares online at www.PaceBus.com/TAP.

TAP Trip Fare Purchase
TAP trip fares are $3.25 each. A minimum of 10 trip fares must be purchased per mail order. You may purchase up to 30 (or 40, if approved by NITA) trip fares per month. **Trip fares expire 1 year from purchase date.**

TAP Card #		**Daytime phone #**	**( )**
Paratransit ID #	**P**	**Email Address**	
First Name:		**Last Name**	
PLEASE CHOOSE ONE			**PAYMENT TYPE (Check one)**
☐ **10 Trip Fares - $32.50**	☐ **30 Trip Fares - $97.50**		**____Money Order**
☐ **20 Trip Fares - $65.00**	☐ **40 Trip Fares - $130.00**		**____Cashier's Check**
	(Qualified Users Only)		**____Credit/Debit Card**

Money orders and cashier's checks should be made payable to **Pace.**
Print your Paratransit ID# on money orders and cashier's checks.
Personal checks & cash are not accepted via mail order.

Credit Card:	❒ **Visa** ❒ **Discover** ❒ **MasterCard** ❒ **AmEx**				
Credit/Debit Card #:					
Zip Code:		**CVV*:**		**Expires (MM/YYYY):**	
Cardholder Name:					
Cardholder Signature:					

***CVV code is the 3-digit number on the back of the card or the 4-digit number on the front of AmEx.**

Please complete BOTH sides of the form.

cut here

TAP ORDER FORM (side 2)

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

I understand that:

- Pace will subsidize up to 30 (or 40, if approved by NITA) rides per month.
- My TAP card must be swiped upon exiting the taxi.
- There are no refunds for TAP trip fares.
- TAP trip fares are not transferable to other customers.
- I am responsible for paying the taxi driver any amount over $30 and any surcharges.

If you are paying with a Credit/Debit Card:

- Credit/debit card purchases will show on your statement as TAP Program - Pace 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 Pace charge on your statement, please check your TAP account by clicking the TAP LOGIN PGE link on the web portal. If you are still unsure, please call (800) 606-1282 (option 4) before calling your bank!

Other ways to load trip fares on your TAP card:

- On the rider web portal click the link TAP LOGIN PGE. This requires a credit/debit card but is the **fastest and easiest method**.

- Visit either of the two participating Currency Exchanges at 3158 W. Irving Park Rd. (IrvingPark/Kedzie) and 353 W. 79th St. (79th & Vincennes) using a credit card, cash or cashier's check.

_____ _____

Signature Date

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

SEND THIS FORM AND PAYMENT TO:

Pace Suburban Bus
Attention: Treasury Department
550 W. Algonquin Road
Arlington Heights, IL 60005

MAIL-IN LOCATION ONLY
NO WALK-IN SERVICE

OFFICE USE ONLY:

Processed by: _____ ❑ Complete ❑ Incomplete

Comments: _____