



Taxi Access Program

User Guide



**Effective
March 1, 2019**



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 enrollment 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 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.**

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, 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

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



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:

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

If you use a wheelchair, scooter, or other mobility device, please tell the dispatcher.

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 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 \$20** 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 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.

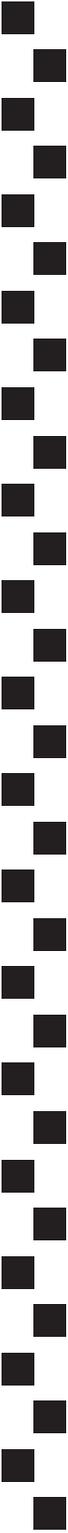
How do I reset my TAP password?

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

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



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

TAPandMD.com

Buy TAP Rides In Person at

Chicago & LaSalle Currency Exchange

777 N. LaSalle Street, Chicago

(312) 642-0220

ADA Paratransit Eligibility Information

(312) 663-4357

For all other questions, please call Pace at (800) 606-1282 (option 4) or email Passenger.Services@PaceBus.com.



Taxi Access Program

TAP Card Enrollment Form

**Use this form first to request a TAP card!
Do not use this form to order rides!**

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

RTA-certified ADA Paratransit-eligible riders interested in obtaining a TAP card should submit their information to Pace using this form. **Applicants with Temporary ADA Paratransit certification are not eligible for a TAP card.**

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 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 ✂



pace

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 #	P	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)
	x	\$3.00	=	\$	<input type="checkbox"/> Money Order
MIN. 5 RIDES					<input type="checkbox"/> Certified Check
					<input type="checkbox"/> Credit Card

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.

cut here



pace

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

OFFICE USE ONLY

Processed by: _____

Complete Incomplete

Comments: