

CHICAGO TAXI ACCESS PROGRAM



THE CHICAGO TAXI ACCESS PROGRAM (TAP)

The Chicago Transit Authority (CTA), City of Chicago and area taxi companies have begun an innovative program offering people with disabilities an affordable option to CTA's Special Services Program.

The Taxi Access Program (**TAP**) gives certified Special Services passengers an opportunity to travel in specially designated Chicago taxicabs at reduced rates anywhere within the City of Chicago.

Q. HOW DOES TAP WORK?

A. Qualified persons can purchase taxi vouchers worth up to \$10.00 each for the reduced price of \$1.50 each. A voucher is used to pay for the taxicab ride.

Only one voucher may be used per trip regardless of the number of passengers traveling, and passengers are required to pay the difference if the meter fare at the end of the trip exceeds the \$10.00 limit of the voucher. For instance, if at the end of the trip the fare on the meter reads \$12.00, the passenger will give the driver the voucher plus \$2.00 to pay the total amount of the fare. If the taxi meter reads \$10.00 or less at the end of the trip, the passenger will owe the taxi driver **no** additional money.

If more than one passenger is traveling in the taxicab, the usual surcharge for extra passengers is charged for each additional rider.

Vouchers may not be used to pay for the surcharge and no portion of the taxi voucher can be used to tip the taxi driver.



It is up to passengers to determine the amount of the tip they will give the taxi driver.

Q. WHO QUALIFIES FOR TAP?

A. Passengers are eligible to participate in **TAP** if they are certified under CTA's Special Services Program, Pace's Special Services Program, or Metra's Rail Corridor Accessibility Program. Taxi drivers should not be expected to carry passengers or dismantle any assistive devices.

Q. WHICH TAXIS ARE PARTICIPATING IN TAP?

A. Only taxicabs licensed by the City of Chicago may participate in the program. Drivers must also have successfully completed a training session provided by the City's Department of Consumer Services and the Mayor's Office for People with Disabilities before obtaining **TAP** certification from Consumer Services.

A listing of participating taxi companies is available through CTA, the Department of Consumer Services or the Mayor's Office for People with Disabilities.

Taxis participating in **TAP** can be identified by the special decals bearing the International Symbol of Access, located in the rear passenger windows of the cab.



Q. WHERE CAN VOUCHERS BE PURCHASED?

A. Vouchers can be purchased at CTA headquarters located at:

**The Merchandise Mart, 7th Floor
350 North Wells Street
Chicago, Illinois**

Vouchers can be purchased Monday through Friday from:

8:00 am to 4:00 pm

A maximum of twenty (20) vouchers may be purchased in one day. CTA will not provide refunds for expired, unused, lost, or stolen vouchers.

Q. HOW ARE TAP VOUCHERS USED?

A. Once purchased from CTA, **TAP** vouchers must be used within thirty (30) days. Vouchers cannot be transferred to another person and must be used only by the person to whom they have been issued.

Upon entering the taxi, passengers should present the driver with a voucher along with their Special Services I.D. card as proof of identification. At the end of the trip the driver will fill in the information requested on the voucher and return it to the passenger for signature. If the passenger is unable to sign his/her name, the driver must indicate that fact on the signature line of the voucher. Before exiting the taxi the driver must give the passenger a copy of the voucher as a receipt.

Q. HOW IS A TAP TRIP ARRANGED?

A. Passengers may call one of the participating taxi companies or hail a taxi displaying the program's special access decals. When calling to reserve a taxi, make sure to specify that a taxi participating in **TAP** is required.



Q. HOW FAR IN ADVANCE DO PASSENGERS HAVE TO SCHEDULE THEIR TRIPS?

A. No advance notice is required for **TAP** riders. Just hail a cab bearing the program's special access decals or call any of the taxi companies participating in the **TAP** program.

Q. WHEN AND WHERE CAN PASSENGERS TRAVEL?

A. Passengers participating in **TAP** may travel anywhere within the City of Chicago. **TAP** cabs charge the same rates as regular taxicabs. Passengers can travel whenever taxis are in operation, usually 24-hours a day, seven days a week.

Q. WHERE CAN PEOPLE INTERESTED IN THE PROGRAM RECEIVE MORE INFORMATION?

A. Write or call the Chicago Transit Authority Special Services Division at:

**4545 West Cermak Road
Chicago, Illinois 60623**

**(312) 521-1154 (Voice)
(312) 521-1153**

(TDD for the hearing impaired)

The City's Department of Consumer Services at:

**City Hall, Room 808
121 North LaSalle Street
Chicago, Illinois 60602**

**(312) 744-9400 (Voice)
(312) 744-9385
(TDD for the
hearing impaired)**



Or the Mayor's Office for People With Disabilities at:

**City Hall, Room 1111
121 North LaSalle Street
Chicago, Illinois 60602**

(312) 744-MOPD (Voice)

(312) 744-7833

(TDD for the hearing impaired)

**Q. WHERE DO PASSENGERS
FILE COMPLAINTS?**

A. Passengers with complaints regarding the quality of service received should contact the Department of Consumer Services' 24-hour complaint hotline at:

(312) 744-9400 (Voice)

(312) 744-9385

(TDD for the hearing impaired)

Or contact CTA at the address or telephone number listed on the previous page.

TAP is a demonstration project of CTA and the City of Chicago. During the test phase a limited number of taxi vouchers will be printed. The program sponsors will evaluate and determine whether usage during the test period warrants continuation of the program.

**This demonstration project is funded by
the Regional Transportation Authority (RTA).**

