



CHICAGO TAXI ACCESS PROGRAM



cta



THE CHICAGO TAXI ACCESS PROGRAM (TAP)

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

The Chicago Taxi Access Program (**TAP**) gives certified Paratransit customers an opportunity to travel in specially designated taxis at reduced rates anywhere within the City of Chicago.

WHO QUALIFIES FOR TAP?

Most customers certified by the Regional Transportation Authority (RTA) for ADA Paratransit service are eligible to participate in **TAP**.

However, customers who have been certified as "transitionally" eligible for ADA Paratransit service by the RTA are not eligible to participate in **TAP**.

HOW DOES TAP WORK?

Certified customers can purchase taxi vouchers worth up to \$10.00 each for the reduced price of \$3.00 each. A voucher is used to pay



Only one voucher may be used per one-way trip regardless of the fare at the end of your ride or the number of customers traveling. Round trips require two vouchers. You 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, you 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, you will owe the taxi driver no additional money. CTA does not reimburse the taxi driver for waiting time between your trips; therefore, no portion of the voucher may be used to pay for wait time.

If more than one customer is traveling in the taxi, the usual surcharge for extra customers is charged for each additional person. 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. Cash must be used to pay the surcharge and the tip. It is up to you to determine the amount of the tip you will give the taxi driver.

You may not take a trip "on credit." This means you are not allowed to take a trip and then reimburse the taxi driver at a later date with vouchers.

WHERE CAN CERTIFIED PARATRANSIT CUSTOMERS PURCHASE VOUCHERS?

Certified paratransit customers must purchase their own vouchers.

You must show the cashier your valid ADA Paratransit Identification Card whenever you purchase vouchers. Customers who want to purchase vouchers without a valid Photo ID will be refused service.



Downtown:

For customers who want their vouchers printed while they wait, vouchers are sold downtown at the **Merchandise Mart, 7th Floor, CTA Cashier Window, 350 North Wells Street, Chicago Monday - Friday 8:00 a.m. - 4 p.m.**

Neighborhood Centers:

For customers who prefer the convenience of a neighborhood location, vouchers can be ordered at any one of the five **Chicago Department on Aging (CDOA)** sites for pick up about a week later. CDOA hours are **Monday - Friday 9:00 a.m. - 4:00 p.m.**

Locations:

Central/West Regional Center,
2102 West Ogden Avenue,
Chicago

Northeast Regional Center,
2019 West Lawrence Avenue,
Chicago

Northwest Regional Center,
3160 North Milwaukee Avenue,
Chicago



Southeast Regional Center,
1767 East 79th Street, Chicago

Southwest Regional Center,
6117 South Kedzie Avenue,
Chicago

A maximum of thirty (30) vouchers may be purchased in one week. You may pay for vouchers with cash, certified check, or money order. Exact cash, certified check, or money order is required at CDOA centers.

WHICH TAXIS PARTICIPATE IN TAP?

Only taxis 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. Taxis participating in **TAP** are identified by the special decals bearing the International Symbol of Accessibility located in the rear windows of the cab.



There are a limited number of participating **TAP** drivers. Please note, taxi drivers who do not participate in **TAP** are not allowed to accept **TAP** vouchers.

T A P

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.



HOW ARE TAP VOUCHERS USED?

Upon entering the taxi, you must present the driver with a voucher along with your ADA Paratransit Identification Card as proof of identification. At the end of the trip the driver will fill in information requested on the voucher and return it to you for your signature. You must sign the voucher *only at the end of the trip.*

As a TAP participant, you have a responsibility to make sure that the information on the voucher is complete and accurate before signing the voucher. If the voucher includes missing or incorrect information, you should tell the driver that you will sign the voucher once the mistake is corrected. If you are unable to sign your name, the driver must indicate that fact on the signature line of the voucher. Before exiting, the taxi driver must give you a copy of the voucher as a receipt.

Once purchased, **TAP** vouchers must be used within ninety (90) days.



CTA will not provide refunds for expired, unused, lost, or stolen vouchers. Vouchers cannot be sold or transferred to another customer and must be used only by the person to whom they have been issued. Customers and drivers in violation of this rule will be immediately removed from the **TAP** program and may be criminally prosecuted.

HOW IS A TAP TRIP SCHEDULED?

Call one of the participating taxi companies. When calling to reserve a taxi, make sure to specify that you need a taxi participating in the **TAP** Program. Only participating taxi drivers are allowed to honor **TAP** vouchers.

HOW FAR IN ADVANCE DO CUSTOMERS HAVE TO SCHEDULE THEIR TRIPS?

Taxi companies do not accept advance reservations for service. Just call any of the taxi companies participating in **TAP** at least twenty (20) minutes before you would like



to be picked up. Call only one cab company to reserve your trip. If a taxi does not arrive within thirty (30) minutes, call the taxi company to determine if there is a problem. If the taxi company is not able to honor your request, call one of the other taxi companies participating in the TAP Program. However, remember to cancel your trip with the first cab company before taking your **TAP** trip.

WHEN, WHERE, AND HOW OFTEN CAN CUSTOMERS TRAVEL?

You may travel anywhere within the City of Chicago whenever taxis are in operation, usually 24 hours a day, seven days a week. You may take a maximum of four (4) one-way trips per calendar day using one (1) voucher per trip. This means that a total of four (4) vouchers may be used per day. You will be removed from the **TAP** Program if you use more than four (4) vouchers in a day.



FOR MORE INFORMATION, WRITE OR CALL

Chicago Transit Authority Paratransit Operations at:

120 N. Racine
Chicago, IL 60607-2516

(312) 432-7025 (Voice)

(312) 432-7140 (TTY for the
Deaf or Hearing/Speech
Impaired)

The City's Department of Consumer Services at:

City Hall, Room 808
121 North LaSalle Street
Chicago, IL 60602

(312) 744-9400 (Voice)

(312) 744-9385 (TTY for the
Deaf or Hearing/Speech
Impaired)

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

City Hall, Room 1111
121 North LaSalle Street
Chicago, IL 60602

(312) 744-MOPD (Voice)

(312) 744-7833 (TTY for the
Deaf or Hearing/Speech
Impaired)



WHERE DO CUSTOMERS FILE COMMENDATIONS OR CONCERNS?

If you have a commendation or concern regarding service, contact CTA's Paratransit Operations Department weekdays from 8:00 am to 4:30 pm at:

(312) 432-7025 (Voice)

(312) 432-7140 (TTY for the Deaf or Hearing/Speech Impaired)

BROCHURE COPIES

To request copies of this brochure in accessible formats (large print, audio cassette, braille or computer diskette) call:

(312) 432-7025, ext. 6643
(Voice)

(312) 432-7140
(TTY for the Deaf or Hearing/Speech Impaired)