

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

## WHO QUALIFIES FOR TAP?

Certified Special Services riders are eligible to participate in **TAP**. Taxi drivers are not expected to carry riders or dismantle any assistive devices.

## HOW DO PEOPLE REGISTER FOR TAP SERVICE?

People are not automatically registered for **TAP** when they register for the Special Services program.

After becoming certified for Special Services, you must call the CTA Special Services office and ask to be placed on the **TAP** Program.



## HOW DOES TAP WORK?

Qualified people 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 taxi ride.

Only one voucher may be used per one-way trip regardless of the number of riders 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 one 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.

If more than one rider is traveling in the taxi, the usual surcharge for extra riders 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.



## WHICH TAXIS ARE PARTICIPATING 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.



## WHERE CAN VOUCHERS BE PURCHASED?

Vouchers can be purchased at the CTA administrative offices located at:

**Merchandise Mart**  
**7th Floor**  
**Cashier Window**  
**350 North Wells Street**  
**Chicago, IL**

Vouchers can be purchased:

**Monday through Friday**  
**from 8:00 am to 4:00 pm**

Special Services riders must purchase

their own vouchers. You may pay for vouchers with cash, certified check, or money order. A maximum of thirty (30) vouchers may be purchased in one week. You must present your Special Services I.D. card to purchase vouchers. CTA will not provide refunds for expired, unused, lost, or stolen vouchers.

## **HOW ARE TAP VOUCHERS USED?**

Once purchased from CTA, **TAP** vouchers must be used within sixty (60) days. Vouchers cannot be transferred to another rider and must be used only by the person to whom they have been issued.

Upon entering the taxi, you must present the driver with a voucher along with your Special Services I.D. 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.

## **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 RIDERS HAVE TO SCHEDULE THEIR TRIPS?**

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

## **WHEN, WHERE, AND HOW OFTEN CAN RIDERS 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) 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.

**WHERE CAN PEOPLE  
INTERESTED IN THE  
PROGRAM RECEIVE  
MORE INFORMATION?**

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

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

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

**(312) 521-1153**

**(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) 744-6673 (Voice)**

**(312) 744-7833**

**(TTY for the Deaf or  
Hearing/Speech Impaired)**

## **WHERE DO RIDERS FILE COMMENDATIONS OR CONCERNS?**

If you have a commendation or concern regarding service, contact the Department of Consumer Services 24 hour complaint hotline at:

**(312) 744-9400 (Voice)**

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

Or contact CTA at the address or telephone number listed in this brochure.

**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.

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

**(312) 664-7200, ext. 3316  
(Voice)**

**(312) 664-2535  
(TTY for the Deaf or  
Hearing/Speech Impaired)**