

Rideshare Access Program (RAP)

Run by PACE in conjunction with Uber and UZUARV

Pace's Rideshare Access Program (RAP) is a subsidy offered by Pace to ADA Paratransit-certified customers who choose to take rides with Uber or UZURV. Customers who choose to take advantage of the RAP subsidy can save money and don't have to reserve ADA Paratransit rides the day before.

What is RAP?

Eligible riders enrolled in RAP will pay the first \$2.00 of the cost of a trip taken with Uber or UZURV|The Adaptive Transportation Network Company if the origin and destination of the trip is within Pace's ADA paratransit service area (*i.e.*, $\frac{3}{4}$ of a mile from any Pace or CTA fixed bus route); Pace will subsidize the cost of the trip after the first \$2.00 and not exceeding \$30.00. Eligible riders will also be responsible for paying:

- any portion of the cost of the trip that exceeds \$30.00;
- any rideshare provider surcharge applicable to the trip (*e.g.*, advance booking surcharge); and
- any driver tip.

Pace will reimburse the rideshare provider for the subsidized portion of the cost of the trip.

Pace will subsidize no more than **eight trips** per day for each eligible rider enrolled in RAP.

Who is eligible to enroll in RAP?

RTA-certified ADA paratransit riders are eligible to enroll in RAP if:

- their ADA certification will not expire within the next three months;
- they are not enrolled in Pace's Taxi Access Program (TAP); and
- they have an account with Uber or UZURV|The Adaptive Transportation Network Company.

Who are ADA paratransit riders?

- A person with a disability who cannot navigate the transit system without assistance
- A person with a disability who requires an accessible vehicle when one is not available
- A person with a disability who is unable to reach the transit stop

Application for RAP program:

<https://www.pacebus.com/rap>

Important sites for the RAP program:

<https://www.uber.com/blog/using-uber-your-guide-to-the-pace-rap-program/>

<https://www.pacebus.com/rap>

Applying for ADA paratransit certification:

For new, first-time ADA Paratransit applicants:

First-time ADA Paratransit applicants must call the helpline at 312-663-HELP (4357) to begin the process. On this call they will be asked a few screening questions, and a flyer to explain the program in more detail will be mailed to them. The flyer will include a few self-screening questions to help the customer decide if they may be eligible for the service before continuing with the application process.

If the customer wants to continue to the application process after reviewing the flyer, they will call the helpline back at (312) 663-HELP (4357) to schedule an in-person interview appointment. Applicants will be instructed to bring a photo ID to the interview. They may also bring additional information about their disability or health condition(s), but this is not required. Transportation to and from this appointment will be provided at no charge if requested.

During the in-person interview appointment, staff will ask the applicant about their ability to use regular buses and trains on CTA and Pace. Applicants may also be asked to complete a physical assessment that will take about 30 minutes and will give us a better idea of the applicant's travel abilities and limitations.

For customers who are applying for ADA Paratransit recertification:

When a customer calls the helpline at 312-663-HELP (4357) to renew their certification, they will be scheduled for a 30-minute phone interview. Certification staff will call the applicant at their scheduled appointment time. During this interview, we will ask the applicant screening questions to determine if they continue to be eligible for ADA Paratransit service.

All ADA Paratransit certification decisions are made within 21 days of the completion of the interview and assessment. If a decision is not made within 21 days, we will provide ADA Paratransit service until a final decision is made. Applicants are notified of their eligibility by letter.

If the applicant is determined to be eligible for ADA Paratransit for some or all trips, they will receive a Certification Letter, a Customer Guide with information about how to use the service, and an RTA ADA Paratransit Permit ID Card.

RAP Service area:

