



Transit  
Assistance

# ADA Paratransit



## What happens after my appointment?

A decision will be made after your interview appointment within 21 days. You will be notified of your eligibility decision by email or U.S. mail. If you are found eligible, your ADA Paratransit Permit will be mailed to you separately.

## Important Information

ADA Paratransit service is only available in areas where your points of travel are within  $\frac{3}{4}$  of a mile to where CTA bus routes, Pace bus routes, and CTA 'L' trains operate. Rides need to be reserved one day in advance. Service is only available during the days and hours when fixed route bus and 'L' train services operate in the area you are traveling in. Service is provided for all types of trips (medical, shopping, personal travel).

Once you are approved for ADA Paratransit service, contact Pace at **847-364-7223** for more information about the Taxi Access Program or Rideshare Access Program.

## **What is ADA Paratransit?**

ADA Paratransit is a shared ride, origin-to-destination transportation option within the RTA region, for eligible riders whose health or disability condition(s) prevent them from using fixed route buses or 'L' trains some or all of the time.

## **Am I eligible for an ADA Paratransit Permit?**

You might be eligible if:

- You are unable to walk/travel 4 or more blocks due to a health or disability condition(s)
- Your ability to walk/travel is impacted by weather conditions or environmental barriers, like missing or uneven sidewalks
- You have difficulties understanding or remembering the tasks you would have to perform to use public transportation
- You have conditions such as seizures or a mental health condition that makes it unsafe to travel on buses and 'L' trains

## **What kinds of eligibility are there?**

If you are found eligible for ADA Paratransit service, you will receive one of the following types of eligibility:

### **Conditional Eligibility**

When you are able to use fixed route buses or 'L' trains for some of your trips, but your disability or health condition prevents you from using fixed route service for other trips.

### **Unconditional Eligibility**

Your disability or health condition always prevents you from using fixed route buses and 'L' trains. Therefore, you qualify to use ADA Paratransit service for all of your trips.

### **Temporary Eligibility**

You have a disability or health condition that temporarily prevents or further limits your ability to use fixed route buses and 'L' trains.

## **What's next?**

Call the RTA Mobility Services Helpline at:

**312-663-4357 (HELP)**

**Monday - Friday**

**8:00 AM - 5:00 PM**

to schedule an appointment.

Pace transportation to and from your appointment is available at no charge if you are required to attend an in-person assessment.

## **How should I prepare if I am required to come in for an in-person appointment?**

**Bring a photo ID to your appointment.**

Dress appropriately for the weather as this assessment may take place outside.

At the interview appointment, you may be asked to participate in an assessment(s) of your travel skills. You are welcome to bring additional information about your disability or health condition(s) to your appointment, but it is not required.



## **How do I use my ADA Paratransit Permit?**

On ADA Paratransit, show your permit to the paratransit driver.

ADA Paratransit Permits also provide a discounted fare on Pace, CTA, and Metra fixed route service. For the most up-to-date fare information on each service, contact the RTA Travel Information Center at **312-836-7000**.

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For more information on how to apply for the ADA Paratransit Program, call **312-663-4357 (HELP)**.

For information on how to use ADA Paratransit service in the City of Chicago or suburbs, call **847-364-7223**.