

# Your Guide to Travel Independence



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Materials can be found online at  
[rtachicago.org/digital-library](http://rtachicago.org/digital-library)

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## Mobility Management



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## What is RTA Mobility Management?

The Regional Transportation Authority (RTA) Mobility Management Division strives to increase awareness and independence by connecting older adults and people with disabilities to information about Metra, Pace, and CTA buses and trains, RTA programs, and local transit options within the RTA region (Cook, DuPage, Lake, Kane, McHenry, and Will County).

To increase awareness and independence, the RTA Mobility Management Division has partnered with sixty (60) plus registration sites to provide regular training on assisting older adults and people with disabilities applying for RTA Fare Permits.

Additionally, this division provides Group Transit Education Seminars and one-on-one Travel Training throughout the RTA region.

### Mobility Outreach Program

The Mobility Outreach Program works with organizations that serve and offer programs to older adults and people with disabilities to ensure they are aware of their transit options.

To bring awareness, the Mobility Outreach Team travels within the RTA region to provide Group Transit Education Seminars and attend outreach events. These seminars and events are geared towards older adults, people with disabilities, staff and/or parents to educate them about the different transit systems (Metra, Pace, and CTA), RTA programs (Ride Free, Reduced Fare, Access, Travel Training, and ADA Paratransit), and local transit options (On Demand and Dial-a-Rides). The team assists customers in signing up for RTA Fare Programs, making accessing our programs easier.

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## **Mobility Management**

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For more information about the Mobility Outreach Program or to request a presentation, call **312-913-3167** or email [mm.outreach@rtachicago.org](mailto:mm.outreach@rtachicago.org).

### **Travel Training Program**

The Travel Training Program offers free one-on-one training to help people with disabilities and older adults learn how to use Metra, Pace, and CTA buses and trains.

Training sessions are tailored to each participant and led by a professional who is knowledgeable about accessible public transportation and has experience working with older adults and people with disabilities.

Travel Training helps people become more independent in their travel, provides convenience, and cost savings compared to other forms of transportation.

To inquire about the Travel Training Program, call **312-913-3120** or email [traveltraining@rtachicago.org](mailto:traveltraining@rtachicago.org).

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## Fare Programs



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The RTA manages the Ride Free Program, the Reduced Fare Program, and the Access Pilot Program for the region. Older adults, people with disabilities, or people experiencing low income may be eligible for discounted fares on Metra, Pace, and CTA buses and trains by applying for the Ride Free Program, the Reduced Fare Program, or the Access Pilot Program.

### **Ride Free Program**

Eligibility for the Ride Free Program is income-based. Illinois residents who are aged 65 or over or have a disability and enrolled in the Illinois Department on Aging Benefit Access Program (BAP) are eligible to ride on CTA, Metra, and Pace fixed route services for free through the RTA Ride Free Program.

#### **Step 1:**

New applicants must be enrolled and found eligible for BAP to apply for the Ride Free Permit. Applications for the Illinois Department on Aging must be completed online at [ilaging.illinois.gov/benefitsaccess](https://ilaging.illinois.gov/benefitsaccess). For more information about BAP, call **800-252-8966**.

#### **Step 2:**

If you have been approved for BAP or your last fare permit was a Ride Free Permit, you must complete an RTA Ride Free application, submit a color photo of yourself, and a copy of your valid Illinois State ID, Illinois Driver's License, or Chicago CityKey card.

Your RTA Ride Free Permit will be mailed to you and will last for 5 years.

### **Reduced Fare Program**

The Reduced Fare Permit allows people with disabilities under the age of 65 or people aged 65 or over, to ride on Metra, Pace, and CTA buses and trains at a reduced rate.

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## **Fare Programs**

To apply, you must complete an RTA Reduced Fare application and submit a color photo of yourself, a copy of your valid State ID, Driver's License, US Passport, Consular ID, or Chicago CityKey card, and proof of age or disability.

### **Proof of disability accepted:**

Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefit letter, Medicare card, Disability ID card, completed Reduced Fare Application Professional Verification form, OR a letter from a professional verifying your disability.

Your RTA Reduced Fare Permit will be mailed to you and will last for 4 years.

### **Access Pilot Program**

Access is a pilot program running through July 31, 2025, that provides a reduced fare on all Metra lines and zones for individuals enrolled in the Illinois Supplemental Nutrition Assistance Program (SNAP) who live within the RTA region (Cook, DuPage, Kane, Lake, McHenry, and Will County).

All members of a household receiving SNAP benefits between the ages of 12 and 64 are eligible to apply for an Access Pilot Permit. To apply, you must complete an Access Pilot Program application and submit a copy of your SNAP eligibility determination notice letter, a copy of your valid Illinois State ID, Illinois Driver's License, or Chicago CityKey card with the same address as the SNAP eligibility determination notice letter and live within the RTA region.

Your Access Pilot Permit will be mailed to you and will last until July 31, 2025.

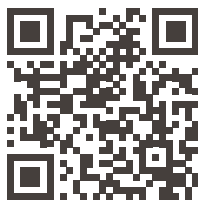
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## Applying for Fare Programs

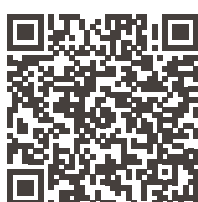


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### How do you apply for the Ride Free Program, the Reduced Fare Program, or the Access Pilot Program?



Scan this code to visit [fares.rtachicago.org](https://fares.rtachicago.org)

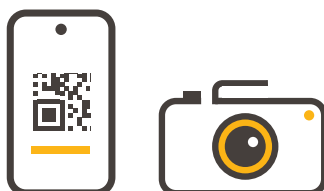


Download an application at [rtachicago.org/riders/free-and-reduced-fare-programs](https://rtachicago.org/riders/free-and-reduced-fare-programs)



Find your nearest registration site by using our Registration Site Locator at [rtachicago.org/registration-sites](https://rtachicago.org/registration-sites)

For more information about the RTA Ride Free Program, the Reduced Fare Program, or the Access Pilot Program, call **312-913-3110**.



To scan a QR code with your phone, **open your device's camera app.**

Point the camera at the QR code, making sure it is clearly visible within the frame. Your phone should automatically recognize the QR code and display a notification or prompt. Tap on the notification to open the link or access the information embedded in the QR code.

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## ADA Paratransit and Subsidized Programs



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### 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 the time. You must be found eligible for ADA Paratransit service.

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

To apply for ADA Paratransit, call the RTA Mobility Services Helpline at **312-663-4357** to schedule an appointment. After your appointment, a decision will be made 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. This permit also provides a discounted fare on Pace, CTA, and Metra fixed route services.

ADA Paratransit is operated by Pace and 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. Service is available during the days and hours when buses



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## **ADA Paratransit and Subsidized Programs**

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and 'L' trains operate in the area you are traveling in. Rides must be reserved one day in advance. For information on how to use ADA Paratransit service in the City of Chicago or suburbs, call **800-606-1282**.

### **Taxi Access Program (TAP)**

The Taxi Access Program (TAP) is administered by Pace. TAP allows certified ADA Paratransit riders to take any City of Chicago taxi to meet their transportation needs as an alternative to riding ADA Paratransit. Pace subsidizes the cost of the ride and there is no need to reserve a trip a day in advance. You can call or hail a taxi at your convenience.

For more information or to enroll in TAP, visit [pacebus.com/tap](https://pacebus.com/tap) or call **800-606-1282**.

### **Rideshare Access Program (RAP)**

Pace's Rideshare Access Program (RAP) is a voluntary program for certified ADA Paratransit riders who are not enrolled in TAP. RAP allows customers to take a trip 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. Pace subsidizes the cost of the ride and there is no need to reserve a trip a day in advance. You will book directly with the rideshare provider.

For more information or to enroll in RAP, visit [pacebus.com/rap](https://pacebus.com/rap).

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## Fixed Route and Local Transit Options



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### RTA

The Regional Transportation Authority (RTA) is the unit of local government created to oversee finances, secure funding, and conducts transit planning for the Chicago Transit Authority (CTA), Metra, and Pace. The RTA also issues Reduced Fare, Ride Free, and Access Pilot permits, assesses eligibility for ADA Paratransit service, and oversees specialized Travel Training for people with disabilities and older adults.

👉 [rtachicago.org](http://rtachicago.org)

### CTA

The Chicago Transit Authority (CTA) provides bus and rail (known as 'L' trains) service and operates in the City of Chicago and 35 surrounding suburbs.

👉 [transitchicago.com](http://transitchicago.com)

📞 888-968-7282

### Metra

Metra provides commuter rail service on 11 rail lines throughout the RTA region.

👉 [metra.com](http://metra.com)

📞 312-322-2800

### Pace

Pace operates over 200 suburban bus routes throughout the RTA region and provides other services such as On Demand, Dial-a-Ride, ADA Paratransit, and more.

👉 [pacebus.com](http://pacebus.com)

📞 847-364-7223

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## Fixed Route and Local Transit Options

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### Pace On Demand

Pace On Demand offers a reservation-based, shared-ride service in 10 designated service areas throughout the RTA region. You can book a reservation at least 10 minutes in advance of your desired pick-up time through the On Demand app, online, or by phone. You can pay your fare using cash, a Ventra Card, Reduced Fare Permit, or Ride Free Permit when boarding.

📍 [pacebus.com/ondemand](https://pacebus.com/ondemand)

☎ 847-364-7223

### Dial-a-Ride and Other Local Transit Options

Pace has partnered with several cities and townships throughout the suburbs to offer a Pace Dial-a-Ride origin-to-destination and shared-ride transportation service. Eligibility, hours of operation, geographical boundaries, and fares are determined by your township or village. For more information about Pace Dial-a-Ride or other local transit options, contact your local township, village, or Pace.

📍 [pacebus.com/dar](https://pacebus.com/dar)

☎ 800-606-1282

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## Trip Planning



To help you travel throughout Chicago and the RTA region, there are several options to assist you with planning your trip.

You can plan your trip over the phone by calling the RTA Travel Information Center, online, or by using a trip planning mobile app.

By pre-planning your transit trips, you can ensure that your route is accessible if applicable. You can review step-by-step directions in advance of your trip, or print online bus or train schedules and maps to take with you. You can also access directions from your smart phone.

### RTA Trip Planner



➤ [rtachicago.org/riders/how-to-ride](https://rtachicago.org/riders/how-to-ride)

### RTA Travel Information Center (TIC)

☎ 312-836-7000

### Transit Apps



Google Maps



Ventra



Transit



Moovit



CityMapper

To view maps, train schedules, and fare information and learn more about accessible buses and trains, visit Metra, Pace, and CTA websites.

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## Rights of Transit Riders

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The Americans with Disabilities Act of 1990 (ADA) is a civil rights law that prohibits discrimination based on disability in all areas of public life including public transportation.

### You have the right to:

- Use any public bus or rail system
- Receive transit service information in an accessible and usable format
- Use a wheelchair or mobility device to board a bus or train
- Access transit with lifts, ramps, and secure equipment in good working order
- Ride the bus or train seated in your wheelchair or mobility device
- Have stops and major intersections announced along the route
- Travel with a personal care attendant if needed
- Travel with a service animal
- Travel with any necessary equipment and devices
- Receive courteous service, as well as enough time to get on/off the vehicle
- File a complaint with the transportation provider if necessary

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## Responsibilities of Transit Riders

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The Americans with Disabilities Act (ADA) guarantees that individuals with disabilities have access to public transportation. As a transit user, it is important for you to ensure that your trips on public transit are conducted responsibly.

### You have the responsibility to:

- Use the bus or train when possible
- Know how to contact the transit systems to get travel information
- Know whether your mobility device is compatible with ADA requirements
- Keep in mind transit vehicles have a limit to the size of mobility device they can accommodate
- Comply with transit providers' policies of securing wheelchairs and mobility devices
- Arrive at the bus or train stop at the correct time
- Pay the proper fare for yourself and your personal care attendant
- Keep service animals under control
- Request seat belts and securement for your wheelchair or scooter if desired
- Request the driver to stop the bus before your desired stop
- Treat the driver and other passengers with courtesy and respect

To learn more about your rights and responsibilities on public transit, sign up for the RTA Travel Training Program by calling **312-913-3120** or by emailing [traveltraining@rtachicago.org](mailto:traveltraining@rtachicago.org).

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## How to File A Complaint



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People with disabilities have rights when using public transportation. See below for several options to file a complaint, compliment, or ask a question.

### **CTA**

👉 [transitchicago.com/feedback](https://transitchicago.com/feedback)

📞 888-YOUR-CTA (968-7282)

### **Pace**

👉 [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com)

📞 847-364-PACE (7223)

### **Metra**

👉 [metra.com/contact-us](https://metra.com/contact-us)

📞 312-322-6777

### **RTA**

👉 [mobilityservices@rtachicago.org](mailto:mobilityservices@rtachicago.org)

📞 Customer Service: 312-913-3110

Mobility Services Helpline: 312-663-HELP (4357)

To help the transit agency, provide as much information as possible by including:

1. Your full name and contact information
2. A detailed description of the incident
3. The time and date of the incident
4. The bus or train route and/or vehicle numbers
5. The direction the bus or train was traveling
6. Descriptions of any transit personnel involved
7. The location, how long you waited, the attitudes of the transit personnel involved, witnesses' contact information, etc.

**You have the right to follow up on your complaint.**

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## Contact



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### RTA

📍 [rtachicago.org](https://rtachicago.org)

📞 Customer Service: **312-913-3110** or  
[mobilityservices@rtachicago.org](mailto:mobilityservices@rtachicago.org)

Mobility Services Helpline: **312-663-4357**

Mobility Outreach: **312-913-3167** or  
[mm.outreach@rtachicago.org](mailto:mm.outreach@rtachicago.org)

Travel Training: **312-913-3120** or  
[traveltraining@rtachicago.org](mailto:traveltraining@rtachicago.org)

Travel Information Center (TIC): **312-836-7000**

### CTA

📍 [transitchicago.com](https://transitchicago.com)

📞 **888-968-7282**

### Metra

📍 [metra.com](https://metra.com)

📞 **312-322-2800**

### Pace

📍 [pacebus.com](https://pacebus.com)

📞 Customer Relations: **847-364-7223** or  
[passenger.services@pacebus.com](mailto:passenger.services@pacebus.com)

ADA Paratransit, Taxi Access Program (TAP),  
and Dial-a-Ride: **800-606-1282**

Pace On Demand: **847-364-7223**

Rideshare Access Program (RAP):  
[rap@pacebus.com](mailto:rap@pacebus.com)

### Illinois Department on Aging

Benefit Access Program (BAP): **800-252-8966**

BAP Application: [ilaging.illinois.gov/benefitsaccess](https://ilaging.illinois.gov/benefitsaccess)

### Ventra

📍 [ventrachicago.com](https://ventrachicago.com)

📞 **877-NOW-VENTRA (1-877-669-8368)**



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# Notes





**rtachicago.org**

**312-913-3200**

175 W Jackson Blvd, STE 1550  
Chicago, Illinois 60604