

INFORMING RAPID TRANSIT PASSENGERS INVOLVED IN DELAYS

ASSIGNMENT AGENTS AND TICKET AGENTS

When there is a delay in service, passengers intending to pay their fares and passengers on platforms not equipped with speakers must be informed of the delay. The responsibilities of Assignment Agents and Ticket Agents in informing passengers of delays are listed below.

ASSIGNMENT AGENTS

1. When the Line Supervisor calls concerning a delay, notify each Ticket Agent affected by the delay.
2. Instruct Ticket Agents to give the following information to passengers arriving at the booths and to passengers on the platforms not equipped with speakers.
 - a. Length of the delay.
 - b. Location of the delay.
 - c. Direction of the delay.
3. If service is stopped due to a major occurrence, instruct Ticket Agents to do the following:
 - a. Stop collecting fares.
 - b. Inform the passengers that service has stopped.
 - c. Request the passengers on the platform to leave the station.
 - d. Refer the passengers to alternate CTA service, or to other public transportation services, or to emergency CTA service if it is provided.
 - e. Issue emergency transfers to passengers who need them if there is no Supervisor present to put the passengers on a bus.

TICKET AGENTS

1. When the Assignment Agent calls, pass on the information concerning the delay.
 - a. Notify intending passengers as they arrive at the booth.
 - b. Notify passengers on platforms without speakers personally, if possible. If it is not possible, ask another employe or request an intending passenger to inform the waiting passengers.
 - c. Refer passengers to alternate transportation if a passenger requests such information. (You must be familiar with CTA and other public transportation services in the vicinity of your station.)
2. If a delay exceeds 10 minutes and you have not received any information, call the Assignment Agent for instructions.
3. If the platform is dangerously overcrowded, request the passengers to wait before accepting fares and call the Assignment Agent for instructions.