

*REFUND  
procedure*

## CHICAGO TRANSIT AUTHORITY

Bus System

### TOPIC OF THE MONTH

The following rules must be followed by all Bus Operators on vehicles equipped with locked fare boxes:

1. The required fare or transfer must be collected from each passenger.
2. The passenger is required to make the deposit of exact fare into the fare box.
3. The Operator must check the inspection plate after each fare is deposited and verify that the proper amount has been collected.
4. After each fare has been deposited, the inspection plate checked and the proper fare received, the Operator must trip the inspection plate to clear it for the next fare.
5. Hand collection of fares over the fare box is prohibited.
6. When pulling out or making a relief, each Operator must inspect the fare box and cash box to see that the complete unit is intact and record the fare box number and cash vault number on the trip sheet.
7. If the fare box becomes defective, as long as it will accept fares, the bus must remain in service. The Operator will notify the Controller at his earliest convenience for a fare box change.
8. When a passenger does not have exact fare, a correctly punched "Combination Refund Slip and Money Envelope" is handed to the passenger with the Operator's badge number and date entered on the envelope.
  - (a) This provides the passenger with a correctly punched refund slip which is retained and can be redeemed for cash on a visit to the Chicago Transit Authority General Office, Merchandise Mart Plaza, P. O. Box 3555, Chicago, Illinois 60654 or by writing for refund.

(OVER)

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- (b) The passenger places the money into the envelope, seals envelope, and deposits it into the fare box. The Operator checks inspection plate for deposit and trips inspection plate.
9. Whenever a passenger overpays a fare and the money is already registered or deposited, a refund of money may be claimed and obtained in the following manner:
- (a) Request passenger to sign courtesy card and also indicate address.
  - (b) In "Remarks" on the courtesy card, enter reason for refund and how much money. Sign your name and badge number.
  - (c) The passenger is directed to visit, call or write to CTA for refund.
  - (d) The signed courtesy card is to be turned in to the superintendent, and statement is prepared with run number, bus number, fare box number, direction, location, date and time.
10. Any Bus Operator who violates any of these rules will be subject to disciplinary action.