

The image features a vertical composition with teal and white elements. On the left, there are two sets of radiating teal lines, resembling sun rays, one at the top and one at the bottom. On the right, there are concentric teal circles of varying shades, with a brown circular shape partially visible on the far right edge. The text is centered and follows a curved path across the middle of the page.

The
Willingness
to
Listen...

And To Take Action

Recognizing that a truly responsive public transit system must **understand** the community's needs before it can serve them, the CTA Chairman and Board created the Department of Community Affairs in June, 1984. The new program is dedicated to establishing a liaison with concerned citizens, the business community, neighborhood organizations and leaders and units of local government throughout the Chicago Area. The goal: working together to maintain and improve a safe, efficient and affordable public transportation system throughout the Chicago Metropolitan Area.

The Community Affairs Department assists the Chairman and Board in developing new policies and services for the betterment of public transportation. The seed of these new programs is input from the 77 communities served by the CTA. Monitoring the quality of such services once they are in effect is a continuing responsibility of the Community Affairs Department. The Department is further charged with informing the public of all CTA services. In addition to regular CTA operations, this project covers special programs such as cultural routes, special user programs, public hearings, the speakers bureau and charter services.

The descriptions in this brochure are provided to increase community awareness of existing programs in the hope that more Chicagoans will benefit from them.

GOOD PUBLIC TRANSPORTATION IS A TWO WAY STREET

The CTA is committed to ongoing improvement in all phases of our service. Public transportation is an integral part of the life of Chicago and should reflect the greatness of this city. We need your input and cooperation to attain this goal. The Community Affairs Department was created to listen first ... then take action. To correct a problem or improve a program, we need to hear from you. Let's do it together.

The Community Affairs Department provides:

- Speakers for schools, social service agencies, senior citizen groups, community groups, business associations, health agencies, etc.
- Community outreach services through information centers in shopping center malls and rapid transit stations.
- Free photo service for the senior citizens' reduced fare I.D. card. (Groups of 25 or more.)
- Slide presentations for all groups.
- Bilingual English-Spanish speaker available upon request.

For further information, call or write to:

CTA Community Affairs
Merchandise Mart Rm. 734-2
P.O. Box 3555
Chicago, IL 60654
Tel 664-7200, X3580 or X3582



TRAVEL INFORMATION

To avoid distracting operating employees, take advantage of the RTA/CTA Travel Information Center. Operators will assist you in determining the best route to your destination on the CTA or any other public transportation system within the six county Chicago metropolitan area.

Inside City Limits call 836-7000
Toll Free in Suburbs 1-800-872-7000

DOOR-TO-DOOR SERVICE FOR THE DISABLED

For persons confined to wheelchairs or otherwise unable to use regular CTA services, special service is available. For more **information** call Monday - Friday 8:00 A.M. to 4:30 P.M. at 527-1700; for **applications** call 664-7200, Extension 3394; or write CTA Special Services
1200 W. Washington Blvd.
Chicago, IL 60607

ECONOMICAL, CONVENIENT CTA SERVICE VALUES

Monthly and 14-Day Passes are available through businesses, organizations and other groups. CTA Passes makes sense for frequent CTA riders, offering not only cost savings, but an end to the daily search for exact change. Passes are on sale the last five days of each month at CTA garages, terminals, the Treasury Department on the 7th floor of the Merchandise Mart, City Hall, designated banks and currency exchanges, Dominicks Finer Foods and Jewel Food Stores.

Tokens, purchased in quantity, offer cost savings as well as the elimination of the need to find change.

Charter Services are available to groups planning trips in the Chicago area. Clubs and organizations interested in chartering buses for special events are invited to call the CTA Sales Department, 664-7200, Ext. 3384.

Senior Citizen/Disabled Transfers allow round-trip riding on originating route except Monday through Friday, 6 AM - 9 AM and 3 PM - 6 PM.

Three Culture Bus Routes run to the North, South and West sides of the City on summer Sundays **and holidays** between 11:00 a.m. and 5:00 p.m. The purchase of a Culture Bus Super Transfer is good for an enjoyable trip to Chicago's main cultural attractions. All three trips originate in front of the Art Institute at Michigan and Adams Streets.

CALL FOR ASSISTANCE

Your Comments, Commendations and Suggestions Are Welcome

Inquiries and comments regarding virtually any phase of CTA operations and services may be directed to the Customer Assistance Department. Line personnel are knowledgeable concerning regulations, policy and other CTA matters.

Through this service, the CTA also solicits your constructive comments on any subject that will help improve public transportation. Your input is followed up by the CTA section best equipped to deal with the specific situation or recommend a corresponding improvement in service.

Call 664-7200 and ask for Customer Assistance, Monday - Friday, 8 a.m. to 4 p.m. Or write to: CTA Customer Assistance, Merchandise Mart Plaza, Room 730, P.O. Box 3555, Chicago, IL 60654.

----- PLEASE CLIP & MAIL -----

MAIL TO:

PLEASE CLIP & MAIL
Community Affairs Department
Merchandise Mart Plaza, Room 734
P.O. Box 3555
Chicago, IL 60654

If you would like more information regarding the Community Affairs Department, or any of our programs, please fill out the coupon below and return to the Community Affairs Department of the CTA.

- Please add my name to your mailing list.
- I would like to have a speaker for my organization.
- I would like more information on the following subject:

NAME _____

(Please Print)

ADDRESS _____

ZIP _____

PHONES (Work) _____

(Home) _____

ORGANIZATION _____

COURTESY AND COMMON SENSE

Working Together For A Safe and Pleasant Ride

To a large extent, the quality of your experience as a CTA patron depends on the cooperation of everyone who uses the service. Following are a few simple guidelines which will help assure a pleasant and safe ride:

- In order to avoid distracting CTA operators from their work, it is helpful to familiarize yourself with your intended route before you board. Maps and telephone assistance are available from the CTA.
- Please have your fare ready when boarding. If you are going to need a transfer, pay the additional amount and request your transfer immediately after boarding, for it will not be sold at a later time.
- Please do not obstruct the view of vehicle operators.
- Finding a seat or moving immediately to the rear upon boarding contributes to everyone's convenience.
- Be careful with your valuables as it is impossible for operators to watch them for you.
- Smoking, radio playing and littering on CTA vehicles or property are prohibited. Your voluntary compliance with these regulations will free CTA employees to do their jobs and eliminate the possibility of a penalty.
- Exercise care when entering and exiting CTA vehicles.

In general, conducting yourself with courtesy and consideration to other riders' right to a safe and pleasant trip benefits us all. Your pride in the public transit system will be reflected in better service and a more comfortable trip.



COMMUNITY AFFAIRS PROGRAM