



Special Services

Rider's Guide



The Chicago Transit Authority's Special Services program offers door-to-door transportation for people who have been certified by a medical authority as unable to use CTA's regular bus and rail service. This special service is provided on behalf of CTA by five private carriers.

Convenient Service

To assure quick and easy service, riders are asked to provide their selected carrier with the exact address and building entrance where they wish to be picked up. Special Services users should be ready at least 10 minutes prior to the scheduled pick up time, and must have a valid identification card. Users of CTA's Special Services program are required to sign a trip ticket at the end of each journey.

Destination Arrival

Special Services riders will be taken to the main entrance upon arrival at their destination. If the individual cannot gain entrance they may re-board the vehicle, and the driver will call for assistance. Service users should make prior arrangements to insure their entrance. However, drivers will not leave people who are unable to gain entrance to a building.

Drivers will assist customers with not more than one step or one curb, and up and down one step. They will also assist with one or two parcels weighing no more than 50 pounds each.

Special Services Carriers

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|---|---------------------------------------|
| Art's Transportation, Inc. | 1-800-334-2787 / 890-3900 |
| Cook DuPage Transportation Co [CDT] | 226-0310 / 7300 |
| *Transit Service Corp [TSC] | 878-2200 |
| Pony Express | Suburbs: 596-0107 / Chicago: 436-9768 |
| SCR Transportation | 684-7900 |

**Only carrier providing service after 9 pm.*

Who to Call

You may call the carrier of your choice. Individual carriers are able to provide a variety of vehicles including buses, vans, sedans and station wagons. These service providers will also try to accommodate your specific vehicle request, but make no guarantees. Thus, riders must use the service provided. The carriers are listed in the chart at left.

Upon arrival for pick up a vehicle will only wait five minutes before departing. Passengers are not permitted to board vehicles with sharp, pointed, or otherwise unsafe articles which could cause injury to riders, contribute to accidents, or soil clothing.

Hours of Service

Special Services transportation is available 24 hours a day beginning at 5 a.m. You may reserve service with your carrier from 8 to 24 hours in advance. Phone lines are open from 5 a.m. until 9 p.m. daily and on weekends and holidays from 6 a.m. until 8 p.m. Transit Service Corp. is the only carrier that provides transportation after 9 p.m.

Attendants

Service users may be accompanied by one attendant. Additional attendants may be carried at the discretion of the service provider. Arrangements for additional riders should be made when trips are reserved. Attendants must pay full fare.

Out of Town Visitors

Special arrangements for out-of-town visitors will be handled Monday through Friday by the Chicago Transit Authority. At least one week of advance notice is required. Call 521-1127.

Back to Back Trips

One pick up point and one drop off point is considered a trip. Consecutive, or linked trips with a layover of less than 30 minutes will not be allowed.

Payment for Service

A CTA token, full fare monthly and bi-weekly passes, and \$1.00 cash are acceptable for Special Services fare. Drivers are unable to make change. Drivers will write the serial number of monthly passes on the trip ticket. Children between 7 and 11 years old pay half fare. Younger children ride free when accompanied by an adult.

Subscription Services

Subscription service is available to persons making the same trip at least three times a week. For additional information call 521-1154.

Suburban Service

Transportation is available for Special Services riders between the City of Chicago and various suburban communities. For information on the availability of this service call 521-1154.

Complaints, Changes and Other Comments

Complaints, commendations, changes of address/phone, questions and other comments should be directed to CTA by phoning 521-1154 [TTY phone number for hearing impaired 521-1153] during normal business hours, or by writing:

CTA Special Services
4545 West Cermak
Chicago, Illinois 60650