



Special Services Rider's Guide



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The Chicago Transit Authority's Special Services program offers door-to-door transportation for people with disabilities who have been certified as unable to use CTA's mainline bus and rail service.

Special Services Overview

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. Carriers will try to accommodate your specific vehicle request, but can make no guarantees. The carriers are listed in the chart on this page.

Please provide the carrier with the exact address and building

entrance where you wish to be picked up. You should be ready at least 10 minutes prior to the scheduled pick up time, and must have a valid identification card. You are required to sign a trip ticket at the end of each trip.

Upon arrival for pick up, the driver is required to wait only five minutes before departing. Drivers will assist you into the vehicle and with one step or curb. They will also assist with parcels weighing no more than a total of 50 pounds.

You will be taken to the main entrance of your destination. If you cannot gain entrance you may reboard the vehicle, and the driver



Special Services Carriers

To contact any of the carriers, call:

1-800-606-1CTA
(1-800-606-1282)

Or:

Art's Transportation, Inc.....	1-800-334-2787 / 890-3900
TTY.....	(312) 890-1546
* Cook DuPage Transportation Co (CDT).....	(312) 226-0310 /7300
TTY.....	(312) 633-2743
Transit Service Corp (TSC).....	(312) 924-6800
TTY.....	(312) 924-7017
SCR Transportation.....	(312) 768-7000
TTY.....	(312) 768-7320

* Only carrier providing service between 9 p.m. and 5 a.m.

Special Services Emergency Number

In the event of a **Special Services emergency** after 4:30 pm on weekdays, and all day on weekends, call the **Control Center** at **(312) 664-7200**. Remember this is only in the case of a **Special Services emergency!**

will call for assistance. We recommend that you make prior arrangements to ensure entry at your destination. Drivers will not leave riders who are unable to gain entrance to a building.

Passengers are not permitted to smoke or eat in Special Services vehicles.

Hours of Service

Special Services transportation is available 24 hours a day 365 days a year. You may reserve service with your carrier from 8 to 24 hours in advance of your trip. We encourage you to call early to secure a trip at your desired time since the number of daily trips is limited. Phone lines are open from 5 a.m. until 9 p.m. weekdays and on weekends and holidays from 6 a.m. until 8 p.m. Cook DuPage Transportation is the only carrier that provides transportation between 9 p.m. and 5 a.m.

Fares

A CTA full fare token, full fare weekly or monthly pass, or \$1.50 in 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. All riders, except for children being carried are subject to the full adult fare. Each attendant/companion also pays the current full cash fare or a full adult token.

Attendant/Companions

Riders may be accompanied by one attendant or companion. Additional attendants/companions may be carried at the discretion of the service provider. Arrangements for additional riders should be made when trips are reserved.

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 advance notice is suggested. Call Special Services at the number provided at the end of this brochure.

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 45 minutes will not be allowed.

Subscription Service

Subscription service may be available to persons making the same trip at least three times a week to and from the same locations at the same times. For additional information call Special Services at the number provided at the end of this brochure.

Group Trips

Two or more Special Services passengers who share a one-way ride (pick up and drop off at the

same locations) earn a priority trip credit which can be redeemed for priority service. Priority service allows Special Services passengers to schedule a trip up to eight hours in advance of their ride, even if carriers have stopped taking reservations for the day. The trip request is not counted towards CTA's daily trip limit; as a result, the carrier can schedule the ride as long as it has the capacity to provide the additional service. A priority trip credit is earned when a passenger shares five group trips with at least one other Special Services passenger. For more information on the Group Trip Program, contact Special Services at the number provided at the end of this brochure.

Alternative Services

In addition to Special Services, there are a number of alternative transit options available to people with disabilities. The following is a brief summary of some of the alternatives.

● **Accessible Mainline Buses and Trains** - CTA is working on making its entire fleet of buses and trains accessible to people with disabilities. For more information on accessible bus routes and rail stations, contact the RTA Travel Information Center at (312) 836-7000 or

(voice) or (312) 836-4949 (TTY for the Deaf or Hearing/Speech impaired).

● **Attendant Subsidy Program**

The Attendant Subsidy Program allows you and your attendant to pay reduced fares when riding CTA's mainline bus and rapid transit system. Special Services passengers must have a Reduced Fare/ADA Paratransit Card with the red identification number in order to take part in the program. You may ride alone and pay a reduced fare or you and your attendant may ride and each of you pays a reduced fare. Just show the fare collecting employee your specially coded Reduced Fare/ADA Paratransit Card.

● **Chicago Taxi Access Program**

(TAP) gives Special Services passengers an opportunity to travel in participating taxicabs at reduced rates anywhere within the City of Chicago. Passengers must be able to get in and out of taxis without assistance from the driver. Taxi drivers are not expected to carry passengers or dismantle wheelchairs or mobility devices.

For more information on the alternative services, contact Special Services. The number is provided at the end of this brochure.

Remember, Special Services is

available for people who, as a result of their disability, are not able to use the mainline system. If you can, try the alternative services. Traveling on the mainline system or using taxis will be more convenient for you, and you will give those people who have no other transit option a better opportunity to schedule a ride on Special Services. Give mainline transit and TAP a try!

Concerns, Commendations, Changes and Other Comments

To register a commendation or concern, to advise us of a change of address, or to get general information on the program, please call CTA Special Services at [312] 521-1154. The TTY number for the deaf or hearing/speech impaired is [312] 521-1153. Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. You may write to:

**CTA Special Services
4545 West Cermak Road
Chicago, Illinois 60623**

To request copies of this brochure in accessible formats (audio cassette, braille, or computer diskette) call (312) 664-7200 ext. 3316.