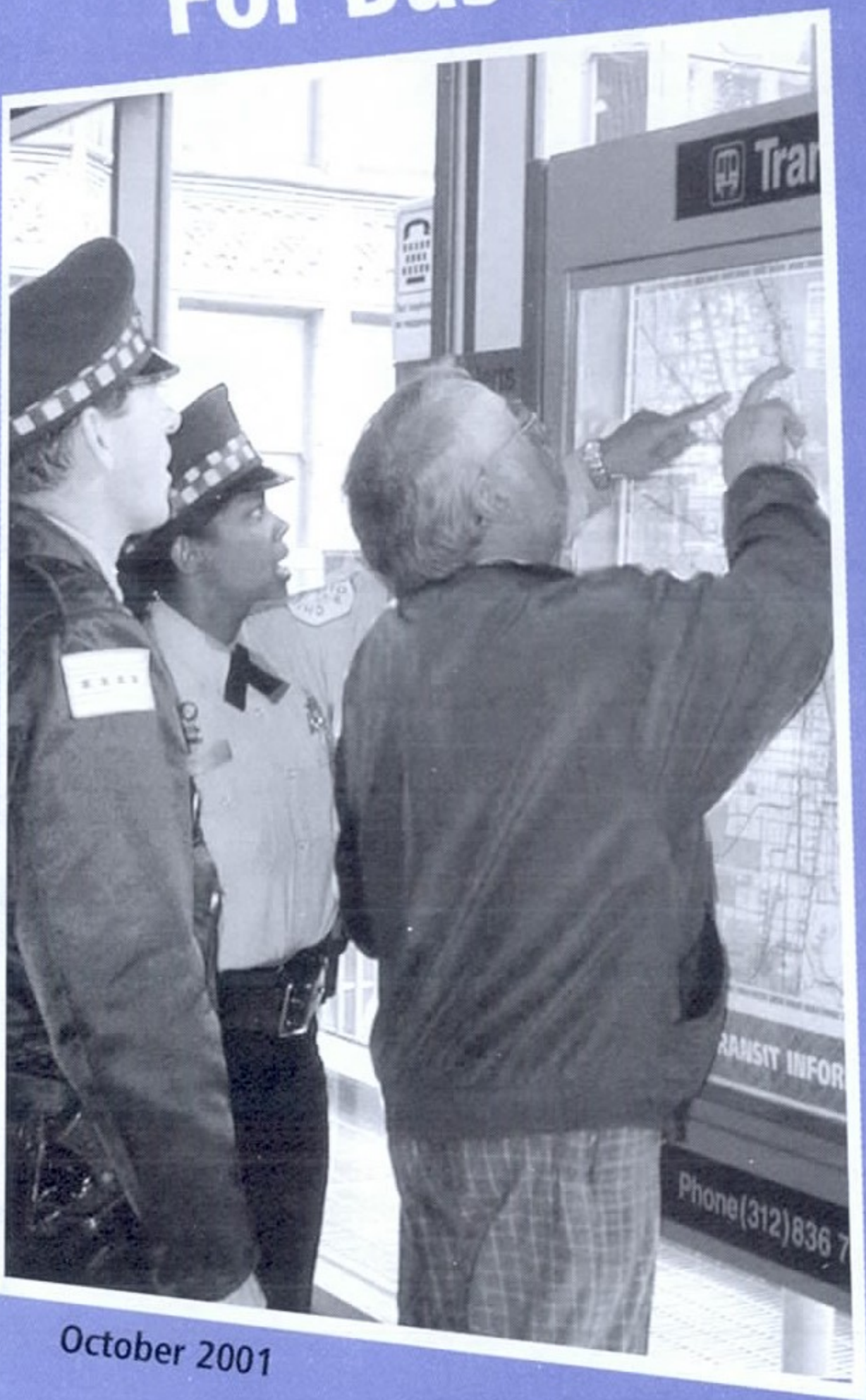


CHICAGO TRANSIT AUTHORITY

Safety

TIPS

For Bus & Rail



October 2001

www.transitchicago.com

cta
take it.

CUSTOMER SECURITY

The safety and security of our customers is and will always be top priority at the CTA.

We continue to make improvements

to our rail stations. Pre-recorded rail announcements have been activated on the rail system. Rail schedules posted on platforms assist riders in planning efficient commutes. There is also expanded security coverage.

We're installing surveillance cameras.

A camera surveillance system is included on all new buses purchased by the CTA. "Operation Clearview" has fitted buses with digital cameras. This initiative deters graffiti and vandalism.

Rail platforms are equipped with call buttons

that can be pushed to call for a Customer Assistant.

We have a 2-way intercom system

on all of our rail lines that allows customers to talk directly with the Rapid Transit Operator (RTO) during an emergency.

We work with police departments and security firms to keep the system safe.

In addition to local police who patrol our buses and trains, we contract with private security companies including roving canine patrols.



RIDING SMART

While every effort is made by the CTA to provide safety and security, as a CTA customer, you can also minimize the chances that a crime will occur. While you relax and enjoy your ride, always be mindful of your surroundings.



Prepare in advance for your trip.

- Know your route ahead of time and get schedules to reduce waiting time.
- For travel information, call 312-836-7000.
- For general information, call CTA Customer Service at 1-888-YOUR-CTA, or log onto www.transitchicago.com.
- Have your exact fare ready before boarding the bus or entering a rail station.

Stay alert and awake.

- Observe the behavior of those around you.
- Do not sleep on the bus or train, or become too engrossed in a book.

Keep yourself and your belongings safe.

- Avoid sitting next to the door.
- Keep your purse, shopping bag, backpack, packages, or other belongings in your lap, on your arm, or between your feet.
- Do not display expensive jewelry; if you do wear it, conceal it while you travel.
- Carry wallets in a coat or front pants pocket.
- Be wary of noisy passengers arguing or causing a commotion. This could be staged to distract you.

IF A CRIME OCCURS

Be Ready to Respond.

Most incidents on the CTA involve minor theft such as pickpocketing. Assault or violence is rare. Every incident is different. There is no one response that can be recommended.

Your main objective should be to avoid injury.

Run toward light and people.

Call or yell for help!

Report Crime Immediately.

If a crime goes unreported, two bad things happen:

1. **The assailant cannot be caught.**
2. **It allows criminals to operate without interference.**

Not reporting a crime actually produces more crime by the same criminals.

Whether you are a victim or a witness, call the police. **Get involved!**

Give a Detailed Description.

If you are a crime victim or witness, give as complete a description as possible, as soon as possible. **Write it down!** You may not

remember it when you need it. Make notes about the offender's height, weight, sex, age, race, distinguishing marks and clothing.

Describe any weapon used and note in which hand it was held. Get witnesses if you can.

If possible, get identifying numbers from other witnesses:

CTA employee badge numbers.

Bus/train vehicle number—in several locations, inside and out of the vehicles.

Bus/train run number—in lighted box on bus dashboard or in the front window of the train's first car.

Helpful Travel Tip

Remember that trains and buses are less crowded during non-rush hours.

When Traveling with Children:

- Please allow extra time.
- Never leave children unattended.
- When traveling with a stroller, fold it up before entering the fare collection area. Strollers must go over or under turnstiles and remain folded on trains and buses.
- Carry small children in your arms as you pass through a turnstile. Hold the bar for older children and help them through the turnstile.

On Escalators

- Hold the handrail.
- Keep feet away from the sides and edges of steps.
- Do not attempt to pick up fallen objects with your hands.

On Elevators

- Be careful entering or exiting.
- If necessary, use the elevator intercom to communicate with the CTA Control Center.

On the Platform

- Do not stand closer than 5 feet from the platform edge, until the train comes to a complete stop.
- Never try to retrieve an object that falls onto the tracks. Ask a Customer Assistant for help or call 312-432-8030.

On the bus or train

- When standing, hold on to vertical bars or extension grab bars on seat backs.
- Never lean against doors.
- Never cross from car to car or stand between cars.



On Our Buses

Every CTA bus is equipped with a two-way radio. This radio allows the bus driver to communicate with the CTA's Operations Control Center.

Make the bus operator aware if an incident is occurring. Buses are also equipped with silent alarms for emergencies, so that law enforcement can be contacted.



On Our Trains

A Rapid Transit Operator (RTO) is located in the cab of the first train car. This person operates the train and also has direct radio contact with the CTA Control Center in an emergency situation.

All CTA trains have a two-way intercom system in each car that allows customers to talk to the RTO in an emergency. A call button and microphone are located to the right of one doorway near the RTO's cab, next to a large blue and white sign that reads "only for emergencies".

At Our Stations

A Customer Assistant or security guard is on duty at CTA rail stations at all times. Customer Assistants are equipped with radios giving them direct contact with the CTA's Operations Control Center.

Supervisor booths are located on some platforms and are usually staffed during daytime and weekday hours.

Public phones are located on every station platform and on most mezzanines. **At no charge, call 911 for emergency services or dial *1 for direct access to CTA Customer Service.**

COURTESY

Be Considerate of fellow riders.

Enjoy an on-time, clean, safe and friendly ride.

Activities NOT ALLOWED on CTA vehicles and property:

X Eating/Drinking **X Gambling**

X Graffiti/Etching **X Littering**

X Loud Radio Playing **X Smoking**

X Soliciting

Don't buy from peddlers or give money to panhandlers. This only encourages unauthorized behavior. Please alert a Rapid Transit Operator or a Customer Assistant about any unauthorized behavior that you witness.

Chicago Transit Board's Ordinance No. 98-126 states that violators can be fined up to \$300.

To report graffiti or etching in the act, call 911.

To report graffiti or etching that has already occurred, call 311.

Questions or Comments?

Call CTA Customer Service at

1-888-YOUR-CTA (1-888-968-7282)

(weekdays, 7 a.m. to 8 p.m.)

TTY: (312) 432-7139