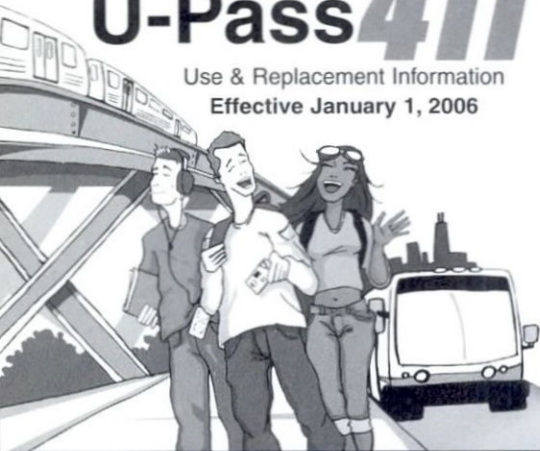


# U-Pass411

Use & Replacement Information  
Effective January 1, 2006



## **Using Your Card**

- U-Pass provides full-time students unlimited rides on any CTA bus or train during an academic term. U-Pass is also valid for travel on PACE suburban buses.
- U-Pass is for full-time students only. The cards of students who drop to part-time status will be deactivated.
- U-Pass may not be shared. If a U-Pass is presented by a person other than the person whose picture appears on the front of the U-Pass, the card will be confiscated and the person will be asked to pay the full fare.



[www.transitchicago.com](http://www.transitchicago.com)

1-888-YOUR-CTA

05JN044

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***If your card is damaged/captured***

On CTA buses, the card will be collected. You will be asked to complete a Report of Captured Farecard (form 3027). You will be allowed to ride free and given a pink copy of the form for your records. If needed, a transfer will be provided.

At CTA rail stations, the card will be collected. You will be asked to complete a Fare Discrepancy Report (form 3024). You will be given a \$4.00 transit card and a copy of the form for your records.

**In both instances:**

- You will be asked to go to CTA's Customer Service Center at 567 W. Lake Street, 2nd Floor, to request a replacement U-Pass. The Customer Service Center is open Monday through Friday, 8:00 a.m. to 4:30 p.m.
- When you present the form to the customer service agent, you will be given a five-day unlimited ride transit pass to use until the replacement card is received.

***If your card is lost/stolen***

- Bring your valid school I.D. and \$35 (cash, credit or money order) replacement fee to the CTA general offices. The \$35 fee is non-refundable.
- CTA will replace lost or stolen cards only once per academic term.

All replacement cards are sent to the school within 5-7 business days after request.

**Reminder: Please handle your U-Pass carefully. Do not bend, fold, mutilate or damage the card in any way.**



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