



IF YOU **SEE**
SOMETHING,
SAY SOMETHING.



CTA is committed
to Safety

GENERAL SECURITY TIPS

The CTA makes every effort to provide a secure and safe environment for its riders. As a customer, please be mindful of your surroundings and remember —

IF YOU SEE SOMETHING, SAY SOMETHING.

Suspicious activity – If you see someone acting suspiciously, see smoke, notice an odd smell, or witness anything unusual, immediately tell the bus or rail operator, a customer assistant or call 911.

What to watch for:

- Someone hiding something on CTA property.
- Someone other than a CTA employee on the rail tracks.
- Someone filming or taking excessive photos of transit operations and equipment.
- Someone wearing clothes not consistent with the time of year such as a winter parka in the summer.

Unattended packages – If you find an unattended package, tell the bus or rail operator, or a customer assistant immediately. If you see someone leave a package on a bus or train, politely bring it to their attention.

Threats or hoaxes – Real or implied, threats or hoaxes are felony crimes and will be aggressively investigated and prosecuted.

Report crime immediately - Whether you are a witness or a victim of a crime, call 911 and give a complete description of the offender(s) such as sex, height, weight, race, distinguishing marks and clothing.

PROHIBITED ACTIVITIES ON CTA

Prohibited activities include: harassment of any kind, loud playing of any type of audio device, illegal acts such as assaults, panhandling, soliciting, gambling, selling, graffiti and etching, carrying weapons and flammable or explosive materials, smoking, and consumption of drugs and alcohol.

- **If it's unwanted, it's harassment.**

Whether the harassment is based on race, gender or religious affiliation, involves unwanted or persistent attention, is physical, violent, or threatening in nature, the CTA does not tolerate it.

- If you feel threatened, move toward light and people, or move to another part of the bus or to another rail car. If you are a victim of harassment, tell the rail or bus operator immediately.



- Report harassment or any prohibited activities immediately. Tell a CTA employee or call the CTA's Customer Service number at 1-888-YOUR-CTA (1-888-968-7282) weekdays 7am to 8pm, TTY: 1-888-CTA-TTY1 (1-888-282-8891) or call 911.

PERSONAL SECURITY TIPS

Stay alert and awake

- Do not sleep on the bus or train, or become too engrossed in a book.
- Keep personal audio players at a low volume at all times.
- Be wary of noisy passengers arguing or causing a commotion. This could be staged to distract you.

Keep yourself and your belongings safe

- Keep your belongings close to you.



- Conceal expensive electronic equipment and jewelry.
- Carry wallets in a front pants pocket.

Prepare for your trip

- Know your route ahead of time.
Call 312-836-7000 for travel information.
- Have farecards ready or purchase Chicago Card, Chicago Card Plus, Transit Cards or passes in advance.

SAFETY ON CTA

On the rail station platform

- Always stand back from the edge of a platform.



- Never retrieve an object on the tracks. Ask a customer assistant for help.

On the bus or train

- When standing, hold on to vertical bars or grab handles. Never lean against doors.
- Do not cross from car to car or stand between rail cars.
- Keep large items such as strollers, shopping carts and luggage clear of aisles and doorways.
- Never insert yourself or other items such as a bag, purse or stroller into closing doors.

Traveling with children

- Allow extra time and never leave children unattended.
- Carry small children in your arms as you pass through a rail station turnstile or rotogate.
- Hold small children's hands and keep them back from the edge of the platform.
- When traveling with a stroller, use the wheelchair accessible gate to enter and exit the stations where available.

EMERGENCY BASICS

LISTEN CAREFULLY TO ANNOUNCEMENTS AND CALMLY FOLLOW INSTRUCTIONS.

On the bus

- If instructed, follow the emergency exit instructions that are listed on windows, ceiling escape hatches and near the rear doors.
- All CTA buses have surveillance cameras and other security equipment.

On the train

- If instructed, follow the In Case of Emergency procedures posted at each passenger door exit at the center section of each rail car.
- If you need help, contact the rail operator. Push the operator call button located below the blue light.
- Do not block doors from closing.



At the rail station

- Familiarize yourself with all the entrances and exits at the rail stations you frequently use.
- Rail station platforms are equipped with call buttons to contact the customer assistant or security guard. Use the call buttons to report suspicious people, unusual activity or unattended items.
- Customer assistants carry radios that directly connect with the CTA Control Center.

For general information, visit transitchicago.com or call CTA Customer Service at 1-888-YOUR CTA (1-888-968-7282), TTY: 1-888-CTA-TTY1 (1-888-282-8891).



