

TRANSFERS REPRESENT MONEY TO OUR PASSENGERS AND TO C.T.A. BECAUSE OF THIS VALUE, A RIGID SET OF RULES AND REGULATIONS GOVERN THEIR ISSUANCE AND USE. THESE REGULATIONS PROTECT C.T.A. AGAINST LOSS OF REVENUE AND ASSURE EACH PASSENGER THE FULL USE OF THE TRANSFER. AS A FARE COLLECTING EMPLOYEE, IT IS YOUR JOB TO ENFORCE THESE REGULATIONS.

DURING INITIAL TRAINING, INTENSIVE TRANSFER INSTRUCTION IS GIVEN. HOWEVER, ON THE JOB YOU DO NOT REGULARLY HANDLE ALL THE VARIOUS TRANSFERS AND IDENTIFICATION CHECKS, NOR DO YOU REGULARLY ENCOUNTER UNUSUAL CIRCUMSTANCES REQUIRING SPECIAL HANDLING OF TRANSFERS. THIS REFERENCE MATERIAL WILL HELP YOU WHEN YOU ENCOUNTER SOME ASPECT OF TRANSFERS THAT YOU MAY HAVE FORGOTTEN. PLEASE CARRY THIS MATERIAL WITH YOU WHILE YOU ARE ON THE JOB.

NOTE: A ROUND PUNCH MARK IN THE TRANSFER INDICATES THAT IT WAS PUNCHED BY A BUS EMPLOYEE. A RECTANGULAR PUNCH MARK INDICATES THAT IT WAS PUNCHED BY A RAIL EMPLOYEE.

#### ISSUANCE:

TO INSURE PROPER COLLECTION OF FARES, THE TRANSFER MUST BE CORRECTLY PUNCHED. WHEN PUNCHING THROUGH SEVERAL TRANSFERS AT ONCE, ALWAYS CHECK THE TRANSFER ON THE BOTTOM FOR CORRECT PUNCHING. ALL TRANSFERS THAT ARE NOT SOLD MUST BE RETURNED TO CLERK.

TRANSFERS ARE ISSUED ONLY AT THE TIME FARE IS PAID, AND ARE VALID FOR A CONTINUOUS RIDE ON ANY CTA BUS OR TRAIN.

PUNCH TO INDICATE TIME TRANSFER WAS ISSUED.

A. PUNCH TO INDICATE THE HOUR BY PLACING A PUNCH ON THE DASH MARK BETWEEN THE NUMBER AND THE CENTER CIRCLE OF THE TRANSFER CLOCK. DO NOT PUNCH BETWEEN THE DASH MARKS OR ON THE NUMBER. (CARELESS PUNCHING).

B. PUNCH TO INDICATE THE MINUTES AFTER THE HOUR. THERE ARE FOUR NUMBERS ON THE OUTER CIRCLE OF THE CLOCK. PUNCHING OUT ONE OF THESE NUMBERS WILL INDICATE THE MINUTES AFTER THE HOUR THE TRANSFER WAS ISSUED. TRANSFERS ARE PUNCHED FOR FIFTEEN MINUTE INTERVALS OR SEGMENTS OF TIME. (0 15 30 45 MINUTES AFTER THE HOUR).

TRANSFERS ISSUED FROM - 01 thru 15 punch 15 on the outer circle.

16 thru 30 punch 30 on the outer circle.

31 thru 45 punch 45 on the outer circle.

46 thru 00 punch 0 on the outer circle.

Thus, 1:05 becomes 1:15; 2:22 becomes 2:30; 4:37 becomes 4:45; 7:55 becomes 8:00.

C. PUNCH TO INDICATE PERIOD OF THE DAY. (AM, PM, ND.)

ALL RUNS THAT FINISH BEFORE 3:00 AM WILL BE ISSUED TRANSFERS FOR THE CURRENT DATE. RUNS THAT FINISH AFTER 3:00 A.M. WILL BE ISSUED TRANSFERS FOR THE CURRENT DATE AND TRANSFERS FOR THE FOLLOWING DATE.

A.M. HOURS ON THE TRANSFERS ARE: 3:00 A.M. THRU 11:45 A.M. PUNCH ONE HOLE THRU THE A.M. HALF CIRCLE OF THE TRANSFER CLOCK. P.M. HOURS ON THE TRANSFER ARE: 1200 P.M. NOON THRU 11:45 P.M. PUNCH ONE HOLE THRU THE P.M. HALF CIRCLE OF THE TRANSFER CLOCK. ND (NEXT DAY) HOURS ON THE TRANSFER ARE: 1200 MIDNIGHT THRU 2:45 AM PUNCH ONE HOLE THRU THE ND TRIANGLE AT THE LOWER LEFT OF THE TRANSFER CLOCK.



D. PUNCH TO INDICATE THE DIRECTION OF TRAVEL AT THE TIME THE TRANSFER IS ISSUED. THE DIRECTIONAL CIRCLES AT THE TOP RIGHT OF THE TRANSFER ("E" FOR EAST BOUND: "W" FOR WEST BOUND: "N" FOR NORTH BOUND: "S" FOR SOUTH BOUND) ARE USED TO INDICATE DIRECTION OF THE BUS. IF YOU ARE SCHEDULED TO MAKE A TURN IMMEDIATELY AFTER YOUR SERVICE STOP, DIRECTION IS PUNCHED FOR THE DIRECTION OF YOUR BUS AFTER YOU MAKE THE TURN. WHEN OPERATING ON A DIAGONAL STREET, PUNCH DIRECTION ACCORDING TO HOUSE NUMBERING SYSTEM USED ON THE STREET. IF IN DOUBT, REFER TO STANDARD TITLED "GUIDE TO PUNCHING DIRECTION ON TRANSFERS WHEN OPERATING ON DIAGONAL STREETS".  
"NOTE": RAIL SERVICE EMPLOYEES DO NOT PUNCH DIRECTION CIRCLES.

E. PUNCH TO INDICATE THE TYPE OF RIDER TO WHOM THE TRANSFER IS ISSUED. IF ISSUED TO AN ADULT FARE PAYING PASSENGER, NO FURTHER PUNCH MARK IS NECESSARY. IF ISSUED TO A PASSENGER PAYING A CHILD, STUDENT FARE, PUNCH THE "1/2" CIRCLE WHICH IS ABOVE THE UPPER LEFT OF THE TRANSFER CLOCK.

F. PUNCH TO INDICATE THE ZONE IN WHICH THE TRANSFER WAS ISSUED. SOLID LINES ON THE TRANSFER RUNNING EAST & WEST, AND NORTH & SOUTH DIVIDE THE TRANSFER MAP OF THE CITY INTO ZONES, AND ARE CALLED "ZONE BOUNDARY LINES". THESE ZONE BOUNDARY LINES ARE NUMBERED ACCORDING TO THE CITY'S STREET NUMBERING SYSTEM. (REFER TO THE STANDARD TITLED "TRANSFER ZONE BOUNDARY LINES".) TRANSFERS ARE PUNCHED FOR THE ZONE YOU ARE IN AT THE TIME THE TRANSFER IS ISSUED. ALWAYS PUNCH TO THE CENTER OF THE ZONE. DO NOT TRY TO PIN-POINT A LOCATION. DO NOT PUNCH THRU A LINE.

G. ON MULTI-FARE TRANSFERS, PUNCH APPROPRIATE BOX TO INDICATE FARE PAID.

#### RECEIVING TRANSFERS:

TRANSFERS ARE ACCEPTABLE FOR A RIDE ON ANY CTA BUS OR TRAIN. ON EXTRA FARE SERVICES, THE PASSENGER MUST PAY THE FARE DIFFERENTIAL. THIS INSTRUCTION AND INFORMATION WILL BE GIVEN TO YOU, IF NECESSARY, AT YOUR HOME STATION.

A. CHECK THE DATE. TRANSFERS ARE VALID ONLY FOR THE DATE PRINTED ON IT. HOWEVER, TRIPS STARTED BEFORE MIDNIGHT MAY BE COMPLETED AFTER MIDNIGHT.

B. CHECK THE TYPE OF RIDER.

IF THE ABOVE CONDITIONS ARE SATISFACTORY, THE PASSENGER CAN USE THE TRANSFER IN ANY WAY POSSIBLE FOR THE FIRST HOUR AFTER THE TIME PUNCHED ON THE TRANSFER CLOCK. AFTER THAT FIRST HOUR, YOU WILL HAVE TO CHECK THE TRANSFER FOR DIRECTION, ELAPSED TIME AND ALLOWED TIME.

C. CHECK DIRECTION. PASSENGERS MUST TRAVEL IN A REASONABLY DIRECT ROUTE AWAY FROM WHERE HE STARTED. REVERSE RIDING IS PERMITTED BUT ONLY AS FAR AS THE NEXT CTA ROUTE THAT HE HAD CROSSED WHILE TRAVELING IN THE OPPOSITE DIRECTION. IF THE TRANSFER IS VALID EXCEPT FOR THE REVERSAL, YOU WILL INFORM THE PASSENGER OF THIS REGULATION AND HOW FAR HE CAN RIDE. IF THE PASSENGER WANTS THE TRANSFER BACK, YOU WILL PLACE THREE PUNCH MARKS ACROSS THE TOP OF THE TRANSFER AND RETURN IT TO THE PASSENGER. THIS IS CALLED "INVALIDATING A TRANSFER". IF A TRANSFER WITH THREE PUNCH MARKS IS PRESENTED TO YOU FOR A RIDE, YOU WILL NOT ACCEPT IT AND REQUEST A FARE.

D. CHECK THE ELAPSED TIME. ELAPSED TIME IS THE DIFFERENCE BETWEEN THE TIME PUNCHED ON THE CLOCK AND THE TIME YOU ARE RECEIVING THE TRANSFER.



EXAMPLE: TRANSFER CLOCK PUNCHED FOR 1:15 AND YOU ARE RECEIVING IT AT 2:00. ELAPSED TIME IS 45 MINUTES.  
TRANSFER CLOCK IS PUNCHED FOR 2:45 AND YOU ARE RECEIVING IT AT 3:55. ELAPSED TIME IF 70 MINUTES.

- E. CHECK THE ALLOWED TIME. AFTER THE FIRST HOUR, ALLOW 30 MINUTES FOR EVERY ZONE THE PASSENGER HAS BEEN IN. COUNT ZONES, STARTING WITH THE ZONE FURTHEST FROM THE ZONE YOU ARE NOW IN. COUNT ZONES IN A STRAIGHT LINE OR 90" ANGLES ONLY. IF THE PASSENGER HAS BEEN IN 2 ZONES, 60 MINUTES ALLOWED TIME: 3 ZONES, 90 MINUTES; 4 ZONES 120 MINUTES; 5 ZONES 150 MINUTES: AND ETC.

A TRANSFER IS VALID FOR TIME IF THE ALLOWED TIME IS EQUAL TOO, OR GREATER THAN THE ELAPSED TIME. IF THE ELAPSED TIME IS GREATER THAN THE ALLOWED TIME, THE TRANSFER IS LATE. THE TRANSFER SHOULD BE RETURNED TO THE PASSENGER, WITHOUT ANY ADDITIONAL PUNCH MARKS, AND A FARE REQUESTED AND COLLECTED.

#### RE-ISSUING TRANSFERS:

IF THE TRANSFER IS VALID FOR FURTHER RIDING, PUNCH THE ZONE IN WHICH THE PASSENGER BOARDED YOUR BUS AND RETURN THE TRANSFER.

#### EMERGENCY TRANSFERS:

ISSUED FREE OF CHARGE UNDER THE FOLLOWING CONDITIONS:

1. WHEN, BECAUSE OF A MAJOR DELAY, PASSENGERS DESIRE TO WALK TO NEARBY SERVICE, AND A CTA EMPLOYEE CANNOT CONDUCT PASSENGERS TO THAT SERVICE.
2. WHEN, BECAUSE OF A DELAY OR REROUTE, PASSENGERS WHO DID NOT PLAN ON MAKING A TRANSFER ARE FORCED TO RIDE SERVICE WHICH WILL REQUIRE A TRANSFER TO REACH THEIR DESTINATION.
3. WHEN A PASSENGER OVER-RIDES HIS STOP, IS ON THE WRONG BUS, OR IS RIDING IN THE WRONG DIRECTION, THRU NO FAULT OF HIS OWN, OR BECAUSE THE PASSENGER IS BLIND OR OTHERWISE HANDICAPPED.

#### B. BEFORE ISSUING, PUNCH AS FOLLOWS:

PUNCH HOUR, MINUTE, TIME OF DAY, TYPE OF PASSENGER AND ZONE SAME AS A REGULAR TRANSFER. PUNCH THE "E" (EMERGENCY) SQUARE. DO NOT PUNCH DIRECTION.

WHEN RECEIVING AND RE-ISSUING AND EMERGENCY TRANSFER, HANDLE THE SAME AS A REGULAR TRANSFER. PASSENGER HAS THE SAME PRIVILEGE FOR TIME AND DIRECTION AS WITH A REGULAR TRANSFER.

#### EXCHANGING TRANSFERS:

IF A PASSENGER PRESENTS A TORN TRANSFER THAT WOULD OTHERWISE BE VALID, AND YOU ARE SATISFIED HIS REASON IS VALID, EXCHANGE WITHOUT CHARGE, A CORRECTLY PUNCHED TRANSFER FOR THE TORN TRANSFER.

IF YOUR BUS OR TRAIN IS DELAYED TO THE EXTENT THAT TRANSFERS ALREADY ON YOUR BUS OR TRAIN WILL BE LATE, PUNCH NEW TRANSFERS AND EXCHANGE WITHOUT CHARGE, WITH THE TRANSFERS ON YOUR BUS OR TRAIN. IF YOU PICK UP TRANSFERS THAT ARE LATE BECAUSE YOU ARE LATE, EXCHANGE WITHOUT CHARGE IF RETURN IS REQUESTED.

WHEN WEATHER CONDITIONS CAUSE SERVICE INTERRUPTIONS AND DELAYS, EMPLOYEES RECEIVING TRANSFERS MUST MAKE ALLOWANCES AND ACCEPT ANY TRANSFER WHICH SEEM REASONABLE.



ALL TRANSFERS MUST BE ACCOUNTED FOR. THIS ACCOUNTING IS MADE ON BOTH THE TRIP SHEET AND THE TRANSFER ENVELOPE.

PROCEDURE FOR HANDLING INVALID TRANSFERS AND IDENTIFICATION CHECKS

WHEN A PASSENGER PRESENTS AN INVALID TRANSFER OR IDENTIFICATION CHECK, THE EMPLOYEE SHOULD POLITELY INFORM THE PASSENGER THAT IT IS INVALID AND ASK THE PASSENGER WHETHER HE HAS ANOTHER IN HIS POSSESSION. IF THE PASSENGER IS UNABLE TO PRODUCE A VALID TRANSFER OR CHECK, THE EMPLOYEE SHOULD POLITELY EXPLAIN WHY THE TRANSFER OR IDENTIFICATION CHECK IS INVALID AND COLLECT ANOTHER FARE.

IF A PASSENGER IS DISSATISFIED WITH THE EMPLOYEE'S EXPLANATION, THE EMPLOYEE SHOULD COURTEOUSLY RETURN THE TRANSFER OR CHECK AND ADVISE THE PASSENGER TO APPLY FOR FURTHER CONSIDERATION OF THE MATTER BY WRITING TO THE AUTHORITY AND ENCLOSING THE TRANSFER OR IDENTIFICATION CHECK. THE EMPLOYEE MUST NOT PLACE ANY ADDITIONAL PUNCHMARKS IN THE TRANSFER OR CHECK.

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