

***Access
Transportation***



Access Transportation

A new service at cta

The Chicago Transit Authority is beginning a new Special Services program as a part of its efforts to meet the transit needs of Chicago's severely mobility-limited residents. Twenty lift-equipped vehicles will provide convenient, pre-scheduled, door-to-door public transit service within the City of Chicago for eligible riders. CTA operators have been specially selected and trained to provide individualized attention to the transportation needs of these riders.

Who is eligible?

Since the program is starting with only twenty (20) vehicles, the CTA is initially providing service only to the severely mobility-limited persons who are completely unable to ride the existing transit system. In order to qualify, an individual must:

1. Live in the City of Chicago.
2. Have a physician complete the **MEDICAL CERTIFICATE** form certifying that the individual is **unable** to do one or more of the following:
 - A. Climb more than three (3) standard-size motor coach steps to board;
 - B. Walk more than one hundred (100) feet on clear, even, outdoor pavement during moderate temperature conditions, or
 - C. Stand more than ten (10) minutes waiting for a bus in moderate outdoor temperature conditions.
3. Have the physician write the diagnosis of the applicant's disability on a printed sheet of professional stationery.
4. Complete the **APPLICANT INFORMATION** form, indicating name, address, special needs, etc.
5. Sign the Special Services identification card and fill in social security number.
6. Mail all four (4) items, along with a 1½" by 1½" photograph of the applicant, to:

Special Services Section
Chicago Transit Authority
Room 730
Merchandise Mart Plaza
P. O. Box 3555
Chicago, Illinois 60654

The Special Services identification card will be returned to eligible applicants along with instructions about how to use the service. The **APPLICANT INFORMATION** will be entered into the computer to provide immediate information about the applicants' special needs, which will help the Special Services representative schedule trips.

Initially, the CTA Special Services buses will not be able to serve everyone who would like to ride. Ineligible persons will be notified. When additional buses are available, eligibility criteria may be expanded to include the less severely mobility-limited.

To receive an application, please call 664-7200,
and ask for Special Services Applications.

TTY 226-3708

Fares

Every Special Services rider will pay the CTA's full adult fare plus the cost of a transfer, if necessary. Each disabled rider may be accompanied by an attendant who must pay full adult fare. Family members and friends, paying a full adult fare, will be accommodated as space permits.

The Elderly and Handicapped reduced fares and the Elderly and Handicapped monthly passes do not apply to this service. Full-fare monthly passes will be accepted.

Hours of service

Service will be available on a pre-scheduled basis, Monday through Friday from 6:30 A.M. to 9:30 P.M., and Saturdays, Sundays and holidays from 9 A.M. to 5 P.M.

How will the service be scheduled?

Persons who are eligible for CTA Special Services will be given a telephone number to call to request service.

Non-recurring trips must be individually requested by telephone 24 hours in advance. CTA Special Services representatives will immediately enter the required information for the trip request into a computer that has been specifically purchased for this service, and will be able to inform the caller, at the time of the call, about availability of transportation for the next day.

Those persons who regularly travel between the same points at least once a week may pre-schedule trips (based on availability). This will be particularly useful in meeting job and school-related transportation needs. When a regularly-scheduled or recurring trip is requested, the Special Services representative may have to confirm the request with a return call later in the same day, after checking routes and schedules.

Door-to-door: what does it mean?

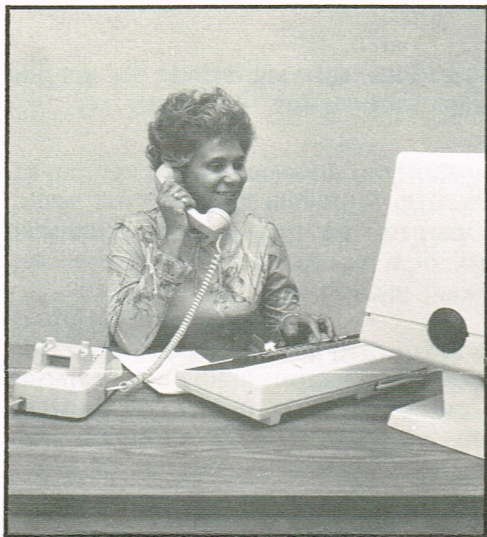
The CTA Special Services buses will meet riders at their starting points and take them to their destinations, within the City of Chicago, at approximately the time requested when the trip was pre-scheduled. CTA Special Services operators are trained to provide safe and comfortable trips, by assisting boarding riders, operating wheelchair lifts and on-board wheelchair-securing equipment, and obtaining emergency assistance, if necessary.

Operators will assist riders in wheelchairs at ground level and in traversing curbs, but they will not assist riders up or down more than one (1) step at the starting point or destination. Operators will also provide assistance by carrying a maximum of two (2) pieces of luggage or two (2) normal-size grocery bags between the bus and the front door of the starting point or destination.

Any rider who is unable to gain entry at the destination may be required to re-board the bus. The operator will then contact the CTA Special Services representative, who will assist the rider in making suitable arrangements.

At no time will an operator leave a rider at a destination unless the rider has physical access to that location. Riders are responsible for having their keys, being sure their destination is accessible, or arranging to have someone at their destination who will let them in.

Service designed to meet your needs



Pre-scheduled trips



Wheelchair lift



Door-to-door service



Secure seating



Access Transportation

A bright new future

The CTA Special Services program is just beginning—with 20 new lift-equipped vehicles, specially-selected and trained bus operators and a new computerized telephone request and scheduling system.

As with any new endeavor, we expect to encounter some growing pains as we learn to operate this service in the most efficient manner, to accommodate as many riders as possible. We ask for your patience and cooperation as we implement this new service.

We want to assure you that we are eager to serve your needs, and we welcome your suggestions.

Chicago Transit Authority