







# Special Services

## What is Special Services?

Chicago Transit Authority operates the Special Services program to meet the transit needs of Chicago's disabled residents. Lift-equipped vehicles provide convenient, pre-scheduled, door-to-door public transit service for eligible riders within the City of Chicago.

## Who is eligible?

This program is for disabled persons who cannot use the existing transit facilities. To qualify for the service a prospective user must:

- a. Live in the City of Chicago.
- b. Have a physician complete the **MEDICAL CERTIFICATE** certifying that an individual is **unable** to do one or more of the following:
  1. Climb more than three standard-sized motor coach steps to board;
  2. Walk more than one hundred feet on clear, even, outdoor pavement under moderate temperature conditions; or
  3. Stand more than ten minutes waiting for a bus in moderate outdoor temperatures.
- c. Have the physician write a diagnosis of the applicant's disability on a printed sheet of professional stationery.
- d. Complete the **APPLICANT INFORMATION** form, indicating name, address, special needs, etc.
- e. Sign the Special Services identification card.
- f. Mail all five items (a,b,c,d,e) and a 1½" x 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 use of the service. Ineligible persons will be notified.

**To receive an application, please call 664-7200, ext. 3394, and ask for Special Services Application.**

## Fares

A full adult fare of 90¢ is required to use CTA's Special Services. Attendants can obtain a transfer to use regular CTA services for 10¢.

## Hours of service

Service is available on a pre-scheduled basis, Monday through Friday, from 6:30 AM to 9:30 PM, and Saturdays, Sundays and holidays from 9 AM to 5 PM.

## How to schedule the service

Call 527-1700 between 8 AM and 4 PM Monday-Friday, or 9 AM to 4 PM Saturday, Sunday or holidays. Non-recurring trips must be scheduled 24 hours in advance. If all phone lines are busy, please be patient. Calls are taken in the sequence received. CTA schedulers may have to confirm the trip at a later time.

Those persons who regularly travel between the same points at least once a week may pre-schedule trips (based upon availability).

Riders should be prompt and ready to be picked up at least 10 minutes before the scheduled pickup. Tardiness delays the overall service and creates inconvenience and delays for other riders.

## Cancellations and no shows

Cancellations or changes must be made at least four hours before a scheduled pickup by telephoning 222-6140. Riders charged with five cancellations without adequate notice or three no-shows within 30 days will be suspended from the special service program for 30 days from the date of notification.

## Door-to-door: what does it mean?

CTA Special Services buses will meet riders at their starting points and take them to destinations within the City of Chicago, at the approximate time requested when the trip was pre-scheduled. Operating personnel assist boarding riders, operate wheelchair lifts and on-board wheelchair-securing equipment, and if necessary, they can obtain emergency assistance.

Operators may assist riders in wheelchairs at ground level and in negotiating curbs, but cannot assist riders up or down more than one step at a starting point or destination. Operators may also provide assistance by carrying a maximum of two pieces of luggage or two normal-sized grocery bags between a bus and the front door of a starting point or destination.

Any rider who cannot gain entry at a destination may re-board the bus. A bus operator may then contact a Special Services representative to assist the rider in adjusting or rearranging plans.

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 keys or for arranging to have someone at the destination who will insure entrance.

Chicago Transit Authority



## Service designed to meet your needs



Pre-scheduled trips



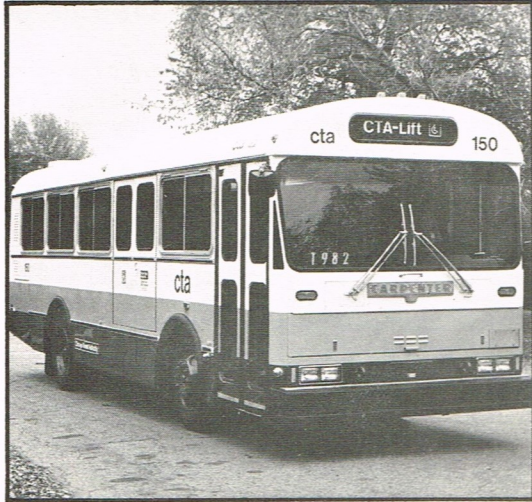
Wheelchair lift



Door-to-door service



Secure seating



# *Special Services Transportation*

## *A bright future*

The CTA Special Services program celebrated its first birthday in September, 1982. The service operates lift-equipped vehicles with specially selected and trained personnel, as well as a sophisticated computerized telephone request and scheduling system.

We solicit your cooperation, patience and adherence to the guidelines governing the program so that CTA can continue to provide high quality service. We are anxious to serve you and sincerely welcome your suggestions.

**Chicago Transit Authority**