

met, the transfer is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

REISSUANCE

WHEN A PASSENGER REQUESTS ITS RETURN, it must be punched as follows:

1. If the transfer is valid for additional rides, punch the zone in which the transfer is presented and return the transfer to the passenger

Exceptions to punching zone in which transfer is presented:

- a. When working on a zone boundary line, punch the same side of the zone boundary line as the previous punchmark
 - b. When a transfer is received from a line operating on a zone boundary line, punch the same side of the zone boundary line as the previous punchmark
 - c. Transfers from pull-in or turn-back buses to through buses of the same line are reissued without punching
 - d. Transfers between local and limited buses of the same line are reissued without punching
2. If the transfer is valid for the ride for which it is presented, but not valid for an additional ride, and the passenger insists on its return, invalidate the transfer by punching three holes in a row across the top of the transfer through the space for the timestamp. Return the transfer to the passenger

RAPID TRANSIT SYSTEM TWO-ZONE EMERGENCY TRANSFER

STAMP
HERE

EVANSTON N
S

Skokie Swift

$\frac{1}{2}$
 $\frac{1}{10}$

DEC 29

665339

CHICAGO TRANSIT AUTHORITY

TRANSFER NOT GOOD ON BUS AFTER USING
RAPID TRANSIT UNLESS TIME IS STAMPED
ON TRANSFER WHEN LEAVING STATION.

ISSUANCE

ISSUED BY Ticket Agents, Conductors, and R. T. Operators in the North Zone and by Conductors on Evanston Express trains in the Middle Zone, free of charge, under any of the following unusual circumstances:

1. When, because of a major delay, passengers desire to walk to nearby service and a CTA employe cannot conduct passengers to the 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 them to make a transfer in order to reach their destinations
3. When a passenger overrides, rides in the wrong direction, or boards the wrong train through no fault of his own (proper announcements not made, incorrect signs displayed, etc. or because the passenger is blind or otherwise handicapped)

NOTE: An Emergency transfer is not issued when a passenger can change to the desired train in a paid area

BEFORE ISSUING this transfer, it must be punched as follows:

1. **PUNCH TO INDICATE ZONE IN WHICH TRANSFER IS ISSUED**
(Same as Rapid Transit Two-Zone Regular Transfer)
2. **PUNCH ND SPACE IF TRANSFER IS ISSUED BETWEEN 12:00 MIDNIGHT AND 3:00 AM OF THE MORNING FOLLOWING DATE PRINTED ON THE TRANSFER**
3. **PUNCH TO INDICATE TYPE OF RIDER TO WHOM TRANSFER IS ISSUED**
(Same as Rapid Transit Two-Zone Regular Transfer)
4. **DO NOT PUNCH DIRECTION SQUARE**
(Transfers issued by Agents are pre-punched)
5. **PUNCH THE "E" (EMERGENCY) SQUARE**
6. **PUNCH SIX HOLES IN A ROW THROUGH LINE NAME**

ACCEPTANCE

ACCEPTABLE FOR A RIDE ON:

1. Any CTA bus or train in the Middle Zone (On extra fare services, passenger must pay fare differential)

2. Skokie bus, Evanston or Skokie Swift train in the North Zone
3. Westchester bus (westbound at Desplaines Avenue only) with payment of fare differential

BEFORE ACCEPTING this transfer, check that the following conditions have been met:

1. CHECK THAT TRANSFER IS PRESENTED ON CORRECT DATE

(Checked in same manner as Rapid Transit Two-Zone Regular Transfer)

2. CHECK THAT PASSENGER HAS NOT USED MORE TIME THAN HE IS ALLOWED

(Only checked if transfer is being used or has been used on the Surface System). Procedures for Time-Checking Transfers are on page 56

3. CHECK THAT RIDER PRESENTING TRANSFER IS THE SAME TYPE AS THE RIDER TO WHOM TRANSFER WAS ISSUED

(Checked in same manner as Rapid Transit Two-Zone Regular Transfer)

4. CHECK THAT PASSENGER HAS NOT TRANSFERRED BETWEEN RAPID TRANSIT AND SURFACE SYSTEMS MORE THAN THE ALLOWED NUMBER OF TIMES

(Checked in same manner as Rapid Transit Two-Zone Regular Transfer)

5. CHECK THAT TRANSFER HAS SIX PUNCHMARKS IN A ROW THROUGH LINE NAME

6. CHECK THAT "E" (EMERGENCY) SQUARE IS PUNCHED

7. CHECK THAT DIRECTION CIRCLE IS NOT PUNCHED

(If direction circle is punched, question passenger as to who issued the transfer. If he indicates that transfer was issued by a Ticket Agent, accept the transfer, since these transfers are pre-punched for direction.)

8. CHECK THAT TRANSFER IS PRESENTED AT AN AUTHORIZED LOCATION

- a. An Emergency transfer presented for the first use (only one punchmark in the zone map) is acceptable at any CTA service stop

- b. An Emergency transfer which has been used and reissued (two or more punchmarks in the zone map) is acceptable only at an authorized transfer point. Detailed information on Authorized Transfer Points is on page 60

9. CHECK THAT PASSENGER HAS TRAVELED IN ONE GENERAL DIRECTION

Rules concerning General Direction are on page 61

NOTE: The general direction of the ride is determined from the location of the punchmarks in the zone map

10. CHECK THAT THREE HOLES IN A ROW HAVE NOT BEEN PUNCHED THROUGH THE TIME-STAMP SPACE

If one or more of the above conditions have not been met, the transfer is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

REISSUANCE

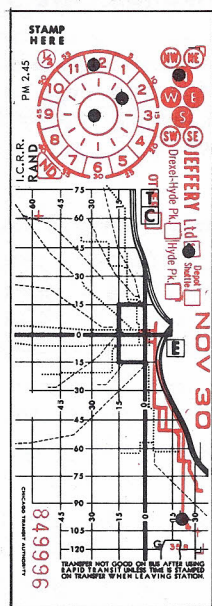
Handled in same manner as Rapid Transit Two-Zone Regular Transfer

CTA - ICRR TRANSFERS

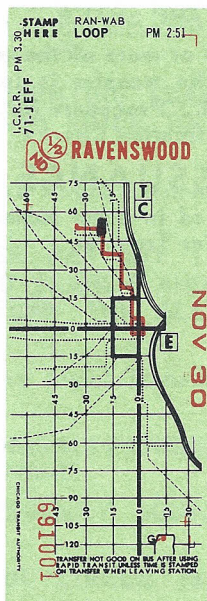
Passengers are permitted to originate a ride on CTA service, transfer to the Illinois Central Railroad and then transfer back to CTA service at either the Bryn Mawr Station (71st and Jeffery) or the Randolph-Michigan Station.

To enable fare collecting employees to identify these transfers and to check their validity, passengers using IC are required to timestamp their transfers upon alighting from the IC. The timestamps which are used at IC stations are identical to CTA Rapid Transit timestamps except that they stamp the time along the upper left edge of the transfer rather than across the top.

EXAMPLES OF TWO CTA TRANSFERS TIMESTAMPED AT AN IC STATION



Surface Transfer
Timestamped at
Randolph-Michigan
IC Station



Rapid Transit Transfer
Timestamped When Alighting
From R.T. and Timestamped
Again at 71st & Jeffery
IC Station

NOTE: Surface and Rapid Transit two-zone transfers could also be received with IC timestamps.

CHECKING VALIDITY OF TRANSFERS FROM IC TO CTA

(All page references below refer to the TRANSFER REFERENCE MANUAL)

Before accepting a transfer from the IC, the receiving employee must check that the following conditions have been met:

1. CHECK DATE, TYPE OF RIDER AND CHECK THAT TIMESTAMP SPACE DOES NOT HAVE THREE HOLES PUNCHED THROUGH IT

(Checked in the same manner as any transfer)

2. CHECK THAT PASSENGER HAS NOT USED MORE TIME THAN HE IS ALLOWED

Elapsed time is calculated from the timestamp and allowed time is calculated in the same manner as with any transfer used on the Rapid Transit. (See pages 56, 57 and 58 "TIME CHECKING TRANSFERS")

NOTE: At the Randolph-Wabash R.T. station and at the Washington Street station in the State and Dearborn subways, fare collecting employees can receive timestamped transfers from the IC which show no intervening bus ride. Allowed and elapsed time for these transfers are calculated as outlined under "When receiving a transfer from a passenger who just alighted from the Rapid Transit," pages 56 and 57

3. CHECK THAT PASSENGER HAS TRAVELED IN ONE GENERAL DIRECTION

Rules concerning General Direction are on page 61.

NOTE: No punchmarks are placed in a transfer by IC employees to designate the zone in which the transfer to the IC is made.

4. CHECK THAT TRANSFER IS PRESENTED AT AN AUTHORIZED TRANSFER POINT

Detailed information on Authorized Transfer Points is on page 60.

NOTE: In addition to the authorized transfer points as explained in the Transfer Reference Manual the following walking transfers from the IC Railroad's Randolph-Michigan station are authorized.

1. To Dearborn or Clark Streets at Randolph.
2. To the Washington Street station in the State or Dearborn Street subways.

5. CHECK THAT PASSENGER HAS NOT TRANSFERRED BETWEEN THE SURFACE AND RAPID TRANSIT SYSTEMS MORE THAN THE ALLOWED NUMBER OF TIMES

(Checked in same manner as any regular transfer)

NOTE: When determining number of transfers between Surface and Rapid Transit, the IC ride is disregarded. It does not count as either a Surface or Rapid Transit ride.

6. CHECK THAT A TRANSFER WHICH HAS BEEN USED ON BOTH THE RAPID TRANSIT AND THE IC HAS TWO TIMESTAMPS

Passengers using Rapid Transit before using the IC are required to timestamp their transfers upon alighting from the Rapid Transit even if they do not transfer to a bus before using the IC.

ELEVATED TO SUBWAY IDENTIFICATION CHECK

PENALTY FOR FRAUDULENT USE
\$200 FOR EACH OFFENSE

Lake-Randolph
(State Subway)
or
Lake Transfer
(Dearborn Subway)

CHICAGO TRANSIT AUTHORITY
Present this check
before time punched
at

HOUR	1	2	3	4	5	6	7	8	9	10	11	12
A.M.	15	15	15	15	15	15	15	15	15	15	15	15
P.M.	45	45	45	45	45	45	45	45	45	45	45	45

DEC 29

ND

F/A/E

L' to Subway

125643

ISSUANCE

ISSUED BY Rapid Transit Agents, free of charge, to passengers who wish to change in the Loop Area from the Elevated to either the State Street Subway or the Dearborn Street Subway. Issued only at the following locations:

1. Clark and Lake Elevated Station
2. State and Lake Elevated Station

BEFORE ISSUING the check, it must be punched as follows:

1. PUNCH TO INDICATE TIME AT WHICH CHECK WILL EXPIRE

- a. Allow a minimum of 5 minutes and a maximum of 19 minutes from the time the identification check is issued until it expires

Examples:

- (1) 4:41 through 4:55, punch the check to expire at 5:00
- (2) 4:56 through 5:10, punch the check to expire at 5:15

b. Method of punching time

- (1) If the check is due to expire on the hour, punch the appropriate hour square (1 to 12)
- (2) If the check is due to expire on the quarter hour, punch the quarter hour square (15-30-45) beneath the appropriate hour square, but do not punch the hour square

2. PUNCH TO INDICATE AM, PM, OR ND

- a. 3:00 A.M. through 11:45 A.M. - punch the A.M. space
- b. 12:00 Noon through 11:45 P.M. - punch the P.M. space
- c. 12:00 Midnight through 2:45 A.M. of morning following date on check - punch the N.D. space

ACCEPTANCE

ACCEPTABLE ONLY BY RAPID TRANSIT AGENTS, AND ONLY AT THE FOLLOWING LOCATIONS:

1. Lake Street Transfer Station in the Dearborn Street Subway
2. Lake-Randolph entrance to the State Street Subway

BEFORE ACCEPTING this check, check that the following conditions have been met:

1. CHECK THAT IDENTIFICATION CHECK IS PRESENTED ON THE CORRECT DATE

- a. Checks punched "A.M." or "P.M." are valid only on the date printed on the check. However, trips started before Midnight may be completed after Midnight
- b. Checks punched "N.D." are valid only in the morning following the date shown on the check

2. CHECK THAT IDENTIFICATION CHECK IS PRESENTED AT OR BEFORE TIME PUNCHED

If one or more of the above conditions have not been met, the check is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

The check is never reissued under any circumstances and no transfer or identification check is issued in exchange for it

SUBWAY TO ELEVATED IDENTIFICATION CHECK

CHICAGO TRANSIT AUTHORITY

DEC 29

ND
F1 AA3

Present this check
before time punched
at
Clark and Lake
or
State and Lake
'L'
station

PENALTY FOR FRAUDULENT USE
\$200 FOR EACH OFFENSE

HOUR	1	2	3	4	5	6	7	8	9	10	11	12
A.M.	15	15	15	15	15	15	15	15	15	15	15	15
P.M.	30	30	30	30	30	30	30	30	30	30	30	30
	45	45	45	45	45	45	45	45	45	45	45	45

Subway to 'L' 783412

ISSUANCE

ISSUED BY Rapid Transit Agents, free of charge, to passengers who wish to change from either the State Street Subway or the Dearborn Street Subway to the Elevated in the Loop Area. Issued only at the following locations:

1. Lake Street Transfer Station in the Dearborn Street Subway (Clark Street Exit)
2. Washington Station in the State Street Subway (Lake-Randolph Exit)

BEFORE ISSUING this check, it must be punched as follows:

1. PUNCH TO INDICATE TIME AT WHICH CHECK WILL EXPIRE

- a. Allow a minimum of 5 minutes and a maximum of 19 minutes from the time the identification check is issued until it expires

Examples:

- (1) 4:41 through 4:55, punch the check to expire at 5:00
- (2) 4:56 through 5:10, punch the check to expire at 5:15

b. Method of punching time

- (1) If the check is due to expire on the hour, punch the appropriate hour square (1 to 12)
- (2) If the check is due to expire on the quarter hour, punch the quarter hour square (15-30-45) beneath the appropriate hour square, but do not punch the hour square

2. PUNCH TO INDICATE AM, PM, OR ND

- a. 3:00 A.M. through 11:45 A.M. - punch the A.M. space
- b. 12:00 Noon through 11:45 P.M. - punch the P.M. space
- c. 12:00 Midnight through 2:45 A.M. of morning following date on check - punch the N.D. space

ACCEPTANCE

ACCEPTABLE ONLY BY RAPID TRANSIT AGENTS AND ONLY AT THE FOLLOWING LOCATIONS:

1. Clark and Lake Elevated Station
2. State and Lake Elevated Station

BEFORE ACCEPTING this check, check that the following conditions have been met:

1. CHECK THAT IDENTIFICATION CHECK IS PRESENTED ON CORRECT DATE

- a. Checks punched "A.M." or "P.M." are valid only on the date printed on the check. However, trips started before Midnight may be completed after Midnight
- b. Checks punched "N.D." are valid only in the morning following the date shown on the check

2. CHECK THAT IDENTIFICATION CHECK IS PRESENTED AT OR BEFORE TIME PUNCHED

If one or more of the above conditions have not been met, the check is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

REISSUANCE

This check is never reissued under any circumstances and no transfer or identification check is issued in exchange for it

EVANSTON EXPRESS IDENTIFICATION CHECK

CHICAGO TRANSIT AUTHORITY

IDENTIFICATION CHECK

1/2

VALID ONLY
ON SOUTHBOUND
EVANSTON
EXPRESS TRAIN
AS EVIDENCE OF
PAYMENT OF
EXPRESS FARE

MUST BE
SURRENDERED
TO CONDUCTOR
UPON REQUEST



789836

H'

ISSUANCE

ISSUED BY Ticket Agents and Conductors in the North Zone, free of charge, at the time fare is paid to passengers who will ride Evanston Express trains south of Loyola Station but will not transfer to a bus

Check serves as proof that passenger has pre-paid the full Evanston Express fare

BEFORE ISSUING the check, it must be punched as follows:

PUNCH TO INDICATE TYPE OF RIDER TO WHOM CHECK IS BEING ISSUED

- If the check is issued to a rider paying a child or student fare, punch the "1/2" circle
- If the check is issued to a rider paying an adult fare, the "1/2" circle is not punched

ACCEPTANCE

ACCEPTABLE ONLY BY CONDUCTORS OF SOUTHBOUND EVANSTON EXPRESS TRAINS AND ONLY WHEN MAKING FARE CHECK BETWEEN LOYOLA AND THE MERCHANDISE MART

BEFORE ACCEPTING this check, check that the following conditions have been met:

- CHECK THAT IDENTIFICATION CHECK IS PRESENTED ON DATE PRINTED ON FACE
- CHECK THAT RIDER PRESENTING THE CHECK IS SAME TYPE AS THE RIDER TO WHOM CHECK WAS ISSUED

- A check presented by a child rider or a student rider must have a punchmark in the "1/2" circle unless for some reason the child-student rider has paid an adult fare
- A check presented by an adult rider must not have a punchmark in the "1/2" circle

If one or more of the above conditions have not been met, the check is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

REISSUANCE

This check is never reissued under any circumstances and no transfer or identification check is issued in exchange for it

IDENTIFICATION CHECK FOR STATIONS WITH PART TIME AGENT COVERAGE

PENALTY FOR FRAUDULENT USE
\$200 FOR EACH OFFENSE

**MUST BE
SURRENDERED
TO CONDUCTOR**

**BEFORE TIME PUNCHED
AS EVIDENCE OF
PAYMENT OF FARE**

CHICAGO TRANSIT AUTHORITY
**Present this check
ON TRAIN**

IDENTIFICATION CHECK

722163

HOUR	1	2	3	4	5	6	7	8	9	10	11	12
A.M.	15	15	15	15	15	15	15	15	15	15	15	15
P.M.	45	45	45	45	45	45	45	45	45	45	45	45

DEC 29

NO 1/2

FAD

ISSUANCE

ISSUED BY Ticket Agents, when opening or closing a station, to passengers who pay a fare without buying a transfer and who will board a train while the "Pay Fare on Train" sign is displayed. Check serves as proof to Conductor that passenger has paid a fare

BEFORE ISSUING this check, it must be punched as follows:

1. PUNCH TO INDICATE TIME AT WHICH CHECK WILL EXPIRE

- Passengers are allowed a minimum of 15 minutes and a maximum of 29 minutes from the time the identification check is issued until it expires

Examples:

- 6:31 through 6:45, punch the check to expire at 7:00
- 6:46 through 7:00, punch the check to expire at 7:15

b. Method of punching time

- If the check is due to expire on the hour, punch the appropriate square (1 to 12)
- If the check is due to expire on the quarter hour, punch the quarter hour square (15-30-45) beneath the appropriate hour square, but do not punch the hour square

2. PUNCH TO INDICATE AM, PM, OR ND

- 3:00 A.M. through 11:45 A.M. - punch the A.M. space
- 12:00 Noon through 11:45 P.M. - punch the P.M. space
- 12:00 Midnight through 2:45 A.M. of morning following date on check - punch the N.D. space

3. PUNCH TO INDICATE TYPE OF RIDER TO WHOM CHECK IS BEING ISSUED

- If the check is issued to a rider paying a child or student fare, punch the "1/2" circle
- If the check is issued to a rider paying an adult fare, the "1/2" circle is not punched

ACCEPTANCE

ACCEPTABLE ONLY BY RAPID TRANSIT CONDUCTORS

BEFORE ACCEPTING this check, check that the following conditions have been met:

1. CHECK THAT IDENTIFICATION CHECK IS PRESENTED ON CORRECT DATE

- a. Checks punched "A.M." or "P.M." are valid only on the date printed on the check. However, trips started before Midnight may be completed after Midnight
- b. Checks punched "N.D." are valid only in the morning following the date shown on the check

2. CHECK THAT IDENTIFICATION CHECK IS PRESENTED AT OR BEFORE TIME PUNCHED

3. CHECK THAT RIDER PRESENTING THE CHECK IS THE SAME TYPE AS THE RIDER TO WHOM THE CHECK WAS ISSUED

- a. A check presented by a child rider or a student rider must have a punchmark in the "1/2" circle unless for some reason the child-student rider has paid an adult fare
- b. A check presented by an adult rider must not have a punchmark in the "1/2" circle

If one or more of the above conditions have not been met, the check is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59

REISSUANCE

This check is never reissued under any circumstances and no transfer or identification check is issued in exchange for it

PART II

**GENERAL TRANSFER
INSTRUCTIONS**

TIME CHECKING TRANSFERS

Passengers who transfer on their trip are required to make each portion of their trip within a specified amount of time, based on the distance traveled. These time limitations prevent passengers from making stop-overs during their trip to conduct business or to shop. Therefore, each time a passenger boards another vehicle, his transfer must be checked for time.

The amount of time used by a passenger up to the point of transfer is known as "elapsed time;" the amount of time CTA allows a passenger for the distance traveled to the point of transfer is known as "allowed time." To be valid for time, the transfer must show that the "elapsed time" is the same or less than the "allowed time." (In time-checking, times are always rounded off to the nearest 5 minute interval)

The calculation of "elapsed time" and "allowed time" differs depending on whether the passenger used Rapid Transit during part of his trip.

RAPID TRANSIT NOT USED by passenger

Check that "elapsed time" is the same or less than "allowed time" (If it is not, transfer is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59)

- a. To calculate "elapsed time," subtract the time punched on the transfer clock from the time the passenger presents the transfer. The difference is "elapsed time"
- b. To calculate "allowed time," add up the number of zones the passenger entered into or passed through, allowing the specified amount of time for each of these zones. This total is "allowed time" (Amount of time allowed in zones is in "Guide to Zone Allowances," page 58)

RAPID TRANSIT USED by passenger

When receiving a transfer from a passenger who just alighted from the Rapid Transit:

1. Check that transfer has been timestamped. If transfer is not timestamped, it is invalid and a fare must be collected unless the timestamp machine is defective (see Defective Timestamp Machine, Page 66).

2. Check that transfer is being presented at the station indicated by the timestamp (If it is not, transfer is invalid and a fare must be collected)
3. Check that "elapsed time" is the same or less than "allowed time" (If it is not, transfer is invalid and a fare must be collected unless timestamp machine is printing wrong time, in which case Operator must issue a correctly punched transfer in exchange for the passenger's transfer. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59)
 - a. To calculate "elapsed time," subtract the time shown in the Timestamp space from the time the passenger presents the transfer. The difference is "elapsed time"
 - b. "Allowed time" is 10 minutes or 5 minutes plus your headway, whichever is greater (In this instance, zones are not counted)

When receiving a transfer from a passenger who had previously transferred from Rapid Transit to a bus:

1. Check that transfer has been timestamped (If transfer is not timestamped, it is invalid and a fare must be collected)
2. Check that "elapsed time" is the same or less than "allowed time" (If it is not, transfer is invalid and a fare must be collected. "Procedure for Handling Invalid Transfers and Identification Checks" is on page 59)
 - a. To calculate "elapsed time," subtract the time shown in the timestamp space from the time the passenger presents the transfer. The difference is "elapsed time"
 - b. To calculate "allowed time," add up the number of zones the passenger entered into or passed through, allowing the specified amount of time for each of these zones. This total is "allowed time." (Amount of time allowed in zones is in "Guide to Zone Allowances," page 58)

NOTE: If the transfer has a clock, it should be checked to determine if the passenger has had the transfer an unreasonable length of time. If he has, question the passenger as set forth in "Procedure for Handling Invalid Transfers and Identification Checks," page 59

GUIDE TO ZONE ALLOWANCES

The standard time allowed for each zone a passenger enters into or travels through is 10 minutes and in some zones you must allow additional time. Zones in which additional time is allowed are given in the following chart:

ZONE	ADDITIONAL TIME
Zone of Origin (Zone where passenger began his trip)	5 minutes*
Central Business District Zone (If a Central Business District Zone is the zone of origin, do not make this allowance)	5 minutes each
Zone in which passenger made two or more transfers between buses before boarding your bus (Indicated by at least two Surface punchmarks in the zone; three punchmarks if the zone was also the zone of origin)	5 minutes
Zone in which transfer from Rapid Transit to bus had previously been made	15 minutes

*A Ticket Agent does not allow this additional five minutes unless the passenger transferred between buses before transferring at the Agent's location

ACCEPTANCE OF LATE TRANSFERS

A late transfer can be accepted when conditions occur which are beyond the passenger's control. These conditions are:

1. When your bus or train is delayed to such an extent that transfers presented by boarding passengers are late. (If passengers request return of their transfers, Rapid Transit employees punch and return. Bus Operators exchange their transfers as outlined on Page 66, Delay To Service, Item 2).
2. When headways are so long that waiting for service could cause a passenger's transfer to be late.
3. When a passenger presenting an Emergency transfer had to walk to the point of transfer and the length of the walk caused the transfer to be late.
4. When weather conditions cause service interruptions over the system, employees receiving transfers must make allowances and accept any transfers which seem reasonable.

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 a fare.

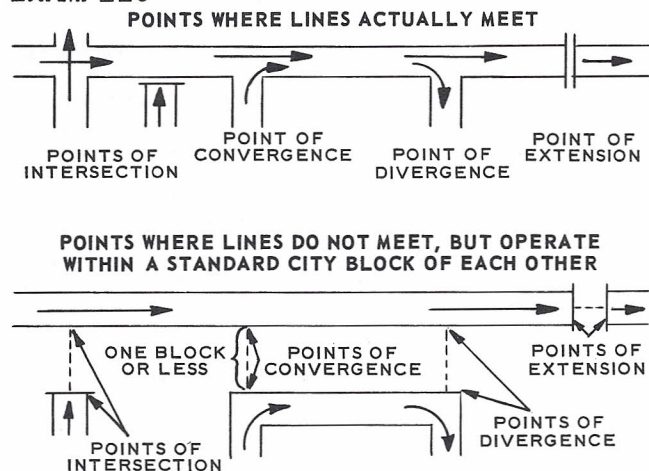
If the passenger is dissatisfied with the employee's explanation, the employee should courteously return the transfer or check and advise the passenger to apply for further consideration of the matter by writing to the authority and enclosing the transfer or identification check. The employee must not place any additional punchmarks in the transfer or check.

AUTHORIZED TRANSFER POINTS

Passengers are required to transfer at authorized transfer points. These authorized transfer points are:

1. Points where two lines actually meet or where two lines operate within one standard city block of each other (See illustration below)
 - a. Points of intersection - where two lines cross each other or where a line terminates at an intersecting line.
 - b. Points of convergence - where two lines meet and then operate on the same street or on parallel streets.
 - c. Points of divergence - where two lines operating on the same street or on parallel streets separate or where a pull-in bus leaves its scheduled route.
 - d. Points of extension - where one line terminates and another line begins or where a bus turns back short of its thru-line terminal.
 - e. Any point between the points of convergence and divergence of a Rapid Transit route and a Surface Route and of a Surface Express (or Limited) route and a Surface Local route.

EXAMPLES



2. Specific locations authorized by CTA where transfers can be made between lines that do not meet and do not operate within one standard city block of each other. For these locations, see folder "Walking Transfers."

RULES CONCERNING GENERAL DIRECTION

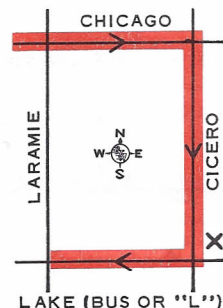
NOTES:

1. In the explanations of rules below, the term CTA street means any street or right of way where CTA service is operating.
2. In the diagrams used to illustrate rules, a red line indicates the CTA streets over which the passenger has traveled. Arrows indicate the direction of travel. An X indicates a point of transfer.
3. In enforcing the rules concerning general direction, Ticket Agents are handicapped because they do not normally know what direction the passenger will travel when he boards a train. However, when a Ticket Agent notes that a reverse ride could be made by a boarding passenger, the Agent must question the passenger as to his intended direction and must then act in accordance with the rule which covers that situation.

RULE 1

A passenger is permitted to reverse his direction of travel once during a trip but on his reversal he may not cross a CTA street he previously crossed while traveling in an opposite direction.

EXAMPLE

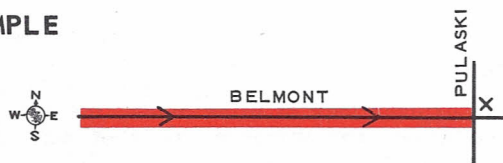


A passenger transferring at X is permitted to ride west on Lake bus or "L." However, he is not permitted to ride past Laramie Avenue since he already crossed it in an opposite direction. The passenger's transfer should have been picked up.

RULE 2

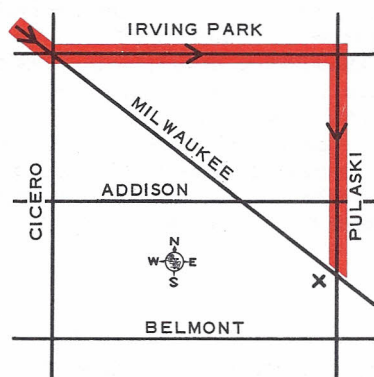
A passenger may not use a CTA street he previously used.

EXAMPLE



A passenger transferring at X is not permitted to ride west on Belmont Avenue unless he pays another fare.

EXAMPLE

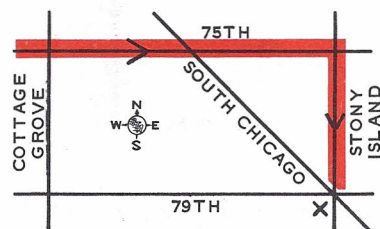


A passenger transferring at X is not permitted to ride on Milwaukee Avenue in either direction unless he pays another fare.

RULE 3

A passenger may not use a CTA street he previously crossed.

EXAMPLE

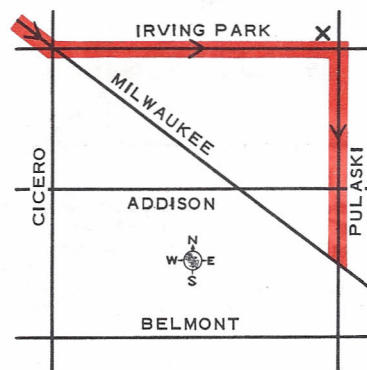


A passenger transferring at X is not permitted to ride on South Chicago Avenue in either direction unless he pays another fare.

RULE 4

A passenger may not cross a CTA street he previously used.

EXAMPLE

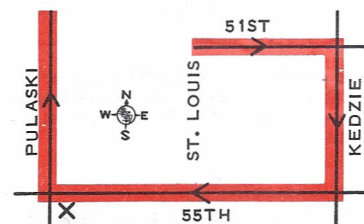


A passenger transferring at X is permitted to ride south on Pulaski Road. However, he is not permitted to ride past Milwaukee Avenue since he previously used it.

RULE 5

A passenger is permitted to reverse his direction of travel more than once during a trip provided it is the only way in which he can reach his destination.

EXAMPLE



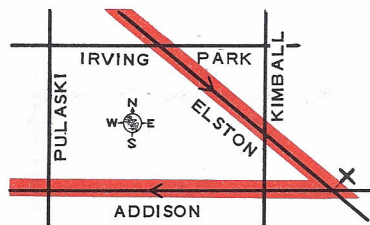
A passenger transferring at X is permitted to ride north on Pulaski even though it is his second reversal because it is the only way he can reach his destination since 51st Street buses do not run west of St. Louis Avenue. However, the northbound Pulaski Operator should pick up the passenger's transfer.

RULE 6

A passenger using an angle street is permitted to reverse his direction of travel past one CTA street which he has previously crossed while traveling in an

opposite direction provided his ride thereby requires less transferring.

EXAMPLE

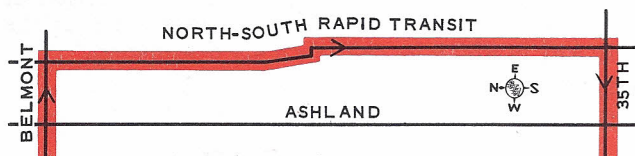


A passenger transferring at X is permitted to ride west on Addison past Kimball even though he has previously crossed Kimball in an opposite direction because in so doing his ride requires less transferring than would have been necessary had he transferred at Kimball and Elston and again at Kimball and Addison.

RULE 7

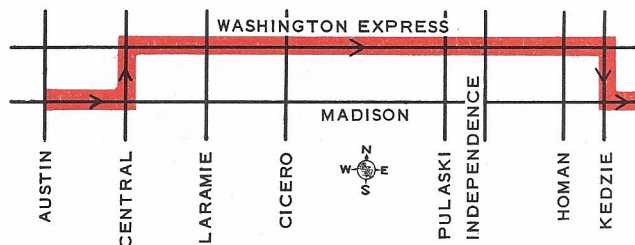
A passenger is permitted to violate rules concerning general direction provided he is making the major portion of his trip on Rapid Transit or Express bus. However, employees must prevent passengers from making round trips.

EXAMPLE



A passenger is permitted to make this type of ride in which he crosses a street he previously crossed in an opposite direction because he has used Rapid Transit for the major portion of his trip.

EXAMPLE

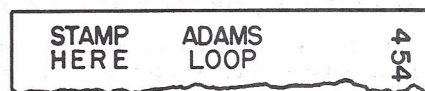


A passenger is permitted to make this type of ride in which he uses a street he previously used because he has used an Express bus for the major portion of his trip.

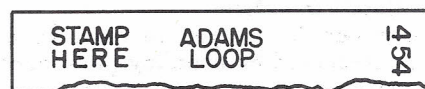
TYPES OF RAPID TRANSIT TIMESTAMPS

To determine whether the time stamped on a transfer is A.M. or P.M., you must be familiar with the three types of Rapid Transit timestamp machines. The manner in which time is stamped differs in each type. Examples of each type, showing position of hours and minutes and indications of A.M. and P.M. follow:

TYPE NO. 1



12:00 Midnight through 11:59 A.M. - no identifying mark



12:00 Noon through 11:59 P.M. - indicated by a line beneath the hour

TYPE NO. 2



12:00 Midnight through 11:59 A.M. - indicated by letters "A.M." either in front of or behind the time



12:00 Noon through 11:59 P.M. - indicated by the letters "P.M." either in front of or behind the time

TYPE NO. 3



1:00 A.M. through 12:59 P.M. - indicated by an asterisk (*) in front of the hour



1:00 P.M. through 12:59 A.M. - indicated by a line beneath the hour

EXCHANGING TRANSFERS

TORN TRANSFERS

If a passenger presents a torn transfer which would otherwise be valid and requests its return, question the passenger as to how the transfer came to be torn. If satisfied that the passenger's story is reasonable and does not seem to be an attempt to deprive CTA of a fare, issue without charge a correctly punched transfer in exchange for the torn transfer.

DELAY TO SERVICE (SURFACE SYSTEM ONLY)

1. When your bus is delayed to such an extent that transfers of passengers already on the bus are late because of the delay, issue without charge new transfers correctly punched for time in exchange for the "late" transfers.
2. When your bus is delayed to such an extent that transfers presented by boarding passengers are late and passengers request their return, issue without charge new transfers correctly punched for time in exchange for the "late" transfers.

NOTE: Delay to service rules do not apply when weather conditions cause service interruptions over the system.

DEFECTIVE TIMESTAMP MACHINE

RAPID TRANSIT TICKET AGENTS

When a passenger reports that a timestamp machine is defective, advise the passenger that because the timestamp machine is defective the Bus Operator will accept the transfer.

BUS OPERATORS

When a transfer is presented at a Rapid Transit transfer point without a time stamp or showing the wrong time because of a defective timestamp machine, the transfer is acceptable. If its return is requested, issue without charge a correctly punched transfer in exchange.

ACCOUNTING FOR TRANSFERS

Employees who collect fares are issued a transfer envelope and a day's supply of transfers. These transfers must be accounted for. The accounting is made on both the trip sheet and the transfer envelope.

NOTES

TRAINING AND ACCIDENT PREVENTION DEPARTMENT
62-9-T REV. 10/69