



Transition to Ventra™: RTA Reduced Fare, Ride Free and ADA Paratransit Programs

What is Ventra™?

Ventra™ is the CTA's and Pace's new fare payment system that will make it faster and easier to access transit throughout the region. Ventra was developed by the CTA and Pace to unify their payment systems. The name "Ventra" is derived from the Latin word "ventus", meaning "wind," to reflect Chicago's nickname "The Windy City".

What will happen to my current Reduced Fare, Ride Free and ADA Paratransit permit?

If you are already enrolled in the RTA's Reduced Fare, Ride Free or ADA Paratransit program you will receive a new, durable permit that also works as your fare card on CTA and Pace. The new permit can be "tapped" on the Ventra system for fast and easy boarding on CTA and Pace buses and trains. The new permits will be for transit use only and will not have a Prepaid Debit Account option.

Do I need to apply for a new permit or have a new photo taken?

No. If you are currently enrolled in the RTA's Reduced Fare, Ride Free or ADA Paratransit program you do not need to re-apply or have a new picture taken to receive a new permit.

How do I get a new Reduced Fare, Ride Free or ADA Paratransit permit?

If you are currently enrolled in the Senior Reduced Fare, Disabled Reduced Fare, Ride Free or ADA Paratransit program you will receive a new permit in the mail later this year. New customers wanting to apply for these programs for the first time can obtain more information about the programs by calling 312-913-3110 or visiting www.rtachicago.com

Is the new Ventra system going to increase fares or cost me money?

No. You will receive your new Reduced Fare, Ride Free and ADA Paratransit permit at no cost. CTA, Pace and Metra will continue to have full control over their fare policies, and there are no fare increases associated with the move to Ventra. If you go 18 consecutive months without using your transit account you will be subject to a \$5.00 dormancy fee deducted from your stored transit value each month. Just one CTA or Pace ride will reset the dormancy timeframe. You will not be charged the dormancy fee if there is no transit value in your account.

Will I still be able to use my current Reduced Fare, Ride Free and ADA Paratransit permit with Ventra?

Beginning summer 2013 both your current and new permit will be accepted on CTA, Pace and Metra. You will be required to use your new permit on CTA, Pace and Metra in 2014. Cash will continue to be accepted on buses and Metra trains.

Got questions?

Call 312-913-3110 or visit www.rtachicago.com



How will I use Ventra on CTA and Pace trains and buses?

After you activate your new permit you will be able to add CTA and Pace transit passes, like a 30-day reduced fare pass, and transit value to your new permit. Once you have added a transit pass or transit value, you will simply “tap” your new permit to board CTA and Pace trains and buses.

What is a Transit Account?

A Transit Account is a secure individual account that can be registered to either your permit, Ventra Card or bank-issued contactless credit or debit card. You can add transit passes, such as the 30-day pass and 7-day pass, and transit value (incremental dollar amounts) can be stored on the account to pay for rides on the CTA and Pace.

Where can I purchase transit passes and add value?

You can purchase transit passes and add value in a variety of places, including online, over the phone, at participating Ventra Retail Locations and Ventra vending machines at CTA rail stations.

How will I pay my fares for Metra?

You will use your new permit for program verification on Metra just as you do today. When purchasing a reduced fare monthly, 10-ride or one-way ticket at a Metra station you must present your Reduced Fare Permit to the Metra ticket agent. When purchasing a reduced fare ticket on-board a Metra train you must present your Reduced Fare Permit to the Metra conductor. There is a \$3.00 surcharge if you purchase a one-way ticket on-board the train when a ticket agent is on duty at the station where you boarded. Ride Free customers will simply present their Ride Free Permit to the Metra conductor on-board a Metra train.

Will I be able to pay my fare on Pace ADA Paratransit Service using my new permit?

No. If you are eligible to ride ADA Paratransit service you will continue to pay your fare using cash or Pace ADA One Ride tickets. You will be able to use your new permits to pay for your rides on ADA Paratransit vehicles at a later date.

Will I need to activate my new Reduced Fare, Ride Free or ADA Paratransit permit before I use it?

Yes. You will need to activate your new permit over the phone before using it on CTA and Pace. The activation phone number will be provided with your new permit.

How will I be able to check balances and add value on my permit?

You will be able to manage your transit account, view transit balances and add transit passes and value online with a computer, tablet or smartphone. You will also be able to manage your transit account over the phone, at participating Ventra Retail Locations and Ventra vending machines at CTA rail stations.

How can I get more information?

You can receive more information about the transition to Ventra™ at www.ventrachicago.com or www.rtachicago.com or by calling RTA's Customer Service Center at **312-913-3110**.

