

Spring 2012 CTA U-Pass Policy

The Chicago State University Board of Trustees is pleased to announce that it is joining the Chicago Transit Authority to provide the U-Pass to all full-time undergraduate, graduate, doctoral and pharmacy students. The U-Pass is a discount fare card that replaces cash for all CTA fares and can be used for unlimited rides on all CTA buses and trains.

Who is eligible for the U-Pass?

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- All full-time students with 12 credit hours or more are eligible for the U-Pass.
- To receive a U-Pass, you must be present when the CTA is onsite to take photos and issue cards.

How much does the U-Pass cost?

CTA sets the price for the U-Pass on an annual basis. For the 2011-2012 academic years, the U-Pass costs \$113.00 per semester. All full-time students with 12 hours or more will have their accounts billed automatically. And any students, who have less than 12 hours, may also purchase the U-Pass for an additional cost.

Can I waive receiving the U-Pass?

The Chicago Transit Authority designed the U-Pass program not only as a way to offer a discount to full-time students but also to increase CTA ridership. Therefore, for a school to participate in the program, CTA requires that all full-time students at the school receive the U-Pass. However, there are limited circumstances when the U-Pass may be waived if the student meets one of the following criteria:

- Student enrolled in distance learning or online courses
- Student enrolled in extension courses
- Student with disabilities
- Student studying abroad
- Student who is 62 years or older

In order for a fee waiver to be considered, the student must submit all requests in writing with supporting documentation to the U-Pass Coordinator, Bobbie Stewart, in the University Cashier's Office at ADM 211 by 5 p.m. CST on February 1, 2012. The U-Pass Coordinator can be reached by telephone at (773)995-2029 or e-mail to upass@csu.edu.

Can I receive a credit towards semester parking permit?

- Students who purchased a semester parking permit will be issued up to a \$50.00 credit on their student account towards the cost of the parking permit.
- Credit will only be issued for full-time students.

Can I receive a credit towards full year parking permit?

- NO, Students must purchase a semester parking permit to receive the credit towards the cost of the parking permit.

How will the waiver credit be issued?

The credit waiver towards the parking permit will be issued beginning February 1, 2012. No waiver will be issued to students who purchase their parking permit after the 100 percent refund drop date of January 25, 2012.

When is my U-Pass activated?

You will receive a new U-Pass at the beginning of each semester. The following are the dates and times for U-Pass distribution for the Spring semester:

Pick-up location: Jacoby Dickens Center (JDC)

- Monday, January 9, 2012 from 9 a.m. to 6 p.m.
- Tuesday, January 10, 2012 from 9 a.m. to 6 p.m.
- Tuesday, January 17, 2012 from 9 a.m. to 6 p.m.
- Wednesday, January 18, 2012 from 9 a.m. to 6 p.m.

CTA is off campus now so where can I go with my U-Pass?

- See the U-Pass Coordinator (Bobbie Stewart) in the Cashier's Office

When will my CTA U-Pass be available for pick up?

- Students who have completed the authorization form and contacted the U-PASS coordinator will pick up their UPASS at the Cashier's Office located in the Cook ADM 211 on the following Monday.

Do I use the same U-Pass card for fall and spring semesters?

- Yes. Your U-Pass card will re-activated at the beginning of each semester. At the start of a new semester, the U-Pass Coordinator will announce the dates and times of U-Pass distribution for new students. Every effort will be made to distribute Pass cards before or on the activation date.
- For the Fall 2011 semester, your U-Pass will work from Monday, January 9, 2012 to Friday, May 18, 2012.

Can I give my U-Pass card to someone else to use?

NO. U-Pass cards are not transferable and will be confiscated by the CTA and its holder subject to criminal prosecution if it is misused or presented for transportation by any person other than the person to whom it is issued. CTA maintains the right to inspect the U-Pass used by a student and to ask the student for another form of identification to ensure that the pass is being used by the person to whom it is issued. Furthermore, CTA maintains the right to deny a student access to the CTA system at the U-Pass reduced fee if the student does not possess both the U-Pass and a current CSU ID card.

What do I do if my card is lost or stolen?

Lost or stolen cards should be reported to the U-Pass Coordinator, Ms. Bobbie Stewart, in the Cashier's Office. The card will be deactivated. Students may call CTA @ 1-888-968-7282 or go on line to transitchicago.com and request a new pass. CTA requires a payment of \$50.00 for lost and/or stolen UPASS.

What do I do if my card is damaged?

Most students damage their U-Pass by allowing it to touch the magnetic strip of another card such as a credit card. If a card is damaged, it will be replaced for free, but students have to go to the Cashier's Office to request a new card. It takes five days for the replacement card to be ready and students will be given a temporary card to use while they wait for their replacement card. The Cashier's Office will notify students when their replacement card comes in and can be picked up in the Cashier's Office.

What do I do if my card is captured on a bus?

If a card is captured on a bus, it is considered a student error. Contact the bus driver to get a receipt stating that the card was captured. Students must then take the receipt to the U-Pass Coordinator in the Cashier's Office to request a new U-Pass. It will take five days for a replacement card to be mailed to Chicago State University from the CTA. No free passes are given to students while they wait. The Cashier's Office will notify students when their replacement card is available and they can pick it up from the Cashier's Office.

What do I do if my card is captured on a train?

If a card is captured on the train, contact the CTA personnel to write a "Fare Discrepancy Report." The CTA personnel will give the student a free transit card to get to their destination. Students will have to take the report to the U-Pass Coordinator in the Cashier's Office to request a new replacement card. The Cashier's office will notify students when their replacement card is available and they can pick it up from the Cashier's Office.