



CTA Accessible Services and Features

The Americans with Disabilities Act (ADA) was enacted on July 26, 1990. Among its many provisions, this civil rights act is intended to ensure equal access to public transportation for people with disabilities. The CTA is in compliance with these regulations and continues to seek out ways to incorporate new or upgrade existing accessibility features as part of ongoing capital improvement work.

The following is an overview of the accessible services and features currently available to people with disabilities traveling the CTA bus and rail system.

Bus Features

Since 2005, our entire bus fleet has been accessible to people with disabilities. Although bus models in our fleet may vary, all are equipped with the following accessible features:



Ramps at the forward doors



Designated priority seating and wheelchair securement areas



Automated voice announcements and accompanying text displayed on LED signs

Rail Car Features

All CTA rail cars are accessible to people with disabilities. Roughly 50% of our current fleet consists of new 5000-series rail cars, which offer several new features to help meet the needs of riders with disabilities. Our oldest rail cars eventually will be replaced by the 7000-series, which are expected to begin arriving as early as 2020. These next generation rail cars will be designed to meet the latest ADA regulations.

The following are some of the accessibility features currently available across our rail fleet:



Accessible doors



Priority seats and designated wheelchair securement areas, as well as emergency call buttons available within this area



Exterior and interior automated voice announcements for stops and routes



Braille signage



Two interior LED signs displaying automated announcement text (5000-series only)

Rail Station Features

Currently, 99 of our 145 rail stations are accessible, with four more stations either being constructed or reconstructed and made wheelchair accessible by 2018.

In general, during rail service hours, individual support from CTA personnel is available at every rail station. Customer assistance buttons are located in the stationhouse and along the platform and can be used to request assistance. Other accessibility features at rail stations include:



Audio and Braille equipped fare vending machines



Wheelchair accessible fare gates



Braille station and platform signage



Elevators and/or ramps



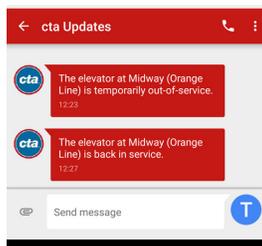
Tactile platform edging



Gap filler boards to bridge the space between the platform and the rail car

Travel Tools

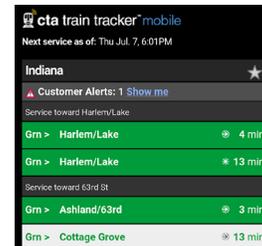
To help make taking public transit even more convenient, CTA travel tools allow customers to make informed decisions before and during their trip:



Receive alerts about the status of elevators systemwide or at your preferred station(s) through free subscription text/email service



More than 350 bus shelters equipped with CTA Bus Tracker digital displays and audio buttons throughout the service region



Estimated train arrival times accessible online, via text or through the Ventra app

To learn more about our service tools or to sign up for alerts, visit transitchicago.com/accessibility.

For details about all CTA service, call 1-888-YOUR CTA (1-888-968-7282) or 1-888-CTA-TTY1 (1-888-882-8891) (TTY).

Reduced and Ride Free Program Fare Cards

For qualified riders with disabilities, the Regional Transportation Authority (RTA) offers a Reduced Fare Permit, which offers CTA fares and transfers at a discounted rate. To learn more or apply, call RTA at 312-913-3110 (voice) or 312-836-4949 (TTY).

Rides are free on CTA buses and trains for any Illinois resident with a disability and enrolled in the Benefit Access Program. Information about this program is available by calling the Department on Aging at 1-800-252-8966 (voice) or 1-888-206-1327 (TTY) or by visiting www.illinois.gov/aging.