

## Frequently Asked Questions

### When will I receive my permit?

Expect to receive your permit three to four weeks after you have applied. If you do not receive it within this time, please call RTA Customer Service at **312-913-3110**.

### How long is my permit valid?

Your permit is valid for up to four years. You will be notified when it is time for renewal. Notify RTA if your contact information changes.

### How do I activate my new permit?

A sticker attached to your permit will direct you to call **877-450-5328** to activate it. The card number and expiration date on the back of the card, along with your date of birth is required for activation. Once activated, add value to your permit at one of the many retail locations, or at any CTA train station. Visit **Ventrachicago.com** for more information.

# WHAT IS THE REDUCED FARE PROGRAM?



The RTA Reduced Fare permit allows older adults, ages 65 or over, qualified people with disabilities and Medicare recipients to ride all RTA fixed-route services at a reduced fare. These fixed-route services include CTA buses and trains, Metra trains and Pace buses in the six-county region of Cook, DuPage, Kane, Lake, McHenry and Will.

Need more information on the RTA Reduced Fare Program?

VISIT  
**RTAChicago.org**  
OR CALL **312-913-3110**

TRAVEL INFORMATION  
VISIT **RTAChicago.org**  
OR CALL **312-836-7000**



MOVING YOU



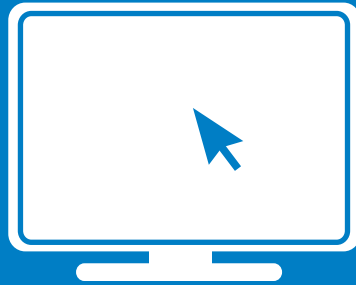
# REDUCED FARE PROGRAM



## WHO IS ELIGIBLE?

- Older adults who are at least within three weeks of their 65th birthday or older
- Medicare recipients receiving Social Security benefits
- People with disabilities who receive Social Security benefits
- Veterans with disabilities who receive service-connected disability benefits
- People with disabilities with a doctor's disability statement verifying their disability

## HOW DO YOU APPLY FOR A REDUCED FARE PERMIT?



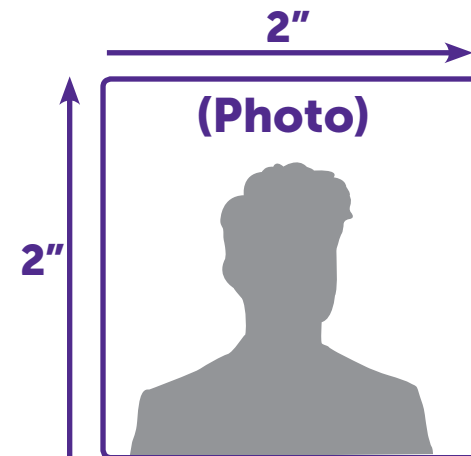
**Visit RTAChicago.org**  
download an application or to find the registration site nearest you.



**Or Call 312-913-3110**  
for the RTA Customer Service line to request an application by mail or to find the registration center nearest you.

## What Items are needed to apply?

1. A clear copy of one of the following documents:
  - a. Driver's License (both sides)
  - b. Passport
  - c. State issued ID, U.S. Immigration or Alien Registration Card
  - d. Other official government ID with your picture, date of birth and signature
2. One passport sized color photograph, 2x2 square inches, clearly showing your face and shoulders
3. For people with disabilities under age 65, submit one of the following:
  - a. A current statement (less than one year old) from Social Security that shows you are a person with a disability, or a valid Medicare card with a current statement that shows you receive Social Security benefits
  - b. A letter from your doctor verifying your disability and diagnosis. The doctor must also complete the medical verification section within the application
  - c. A current letter (less than one year old) from the Veteran Benefits Administration regarding your service connected disability



Sample Size

# REDUCED FARE