

FAQs About the CTA Ventra U-Pass

What Is A CTA Ventra U-Pass?

A CTA Ventra U-Pass is a deeply discounted transit farecard that offers ALL full-time students unlimited rides aboard all CTA buses and trains during each quarter. All students enrolled full-time for the current quarter are charged the \$90 Ventra U-Pass Fee on their student account. This means that during the quarter you will not have to pay to use CTA public transportation - whether commuting to your job, entertainment venues, local attractions, galleries, shopping, night life, and sporting events. Your Ventra U-Pass is valid 24/7 throughout the quarter. The CTA offers this generous benefit to **full-time students** only. Part-time students are **NOT** eligible.

Who is eligible for a CTA Ventra U-Pass?

The CTA Ventra U-Pass Program is available to full-time Undergraduate and Graduate students for the current quarter. Full-time status is defined as 12 credit hours or more for Undergraduates and 8 credit hours or more for Graduate students. If you drop below full-time status or withdraw from all of your classes, your card will be deactivated. Part-Time students are NOT eligible.

Why do I have to be full-time to be eligible for a Ventra U-Pass?

The CTA Ventra U-Pass Policy requires that students must be full-time to participate in the program. Students who do not meet the full-time enrollment requirement are not assessed the CTA Ventra U-Pass Fee.

What if I pick up my CTA Ventra U-Pass, but then drop a course and fall below full-time status?

If you drop below full-time status your CTA Ventra U-Pass will be deactivated.

Where and how often can I use my Ventra U-Pass per day?

Your CTA Ventra U-Pass provides unlimited rides on the CTA 24 hours per day 7 days per week during your enrollment as a full-time student. However, you cannot reuse your card at the same station or bus line for 10-15 minutes.

How do I use my CTA Ventra U-Pass and activate it?

Register your CTA Ventra U-Pass permit to protect purchased passes and transit value by visiting our website at ventrachicago.com or by calling 1.877.NOW.VENTRA
Your card is a contactless card—tap it to the Ventra reader to pay your fare.

Can I sell it or let a friend use it if I am not planning to?

NO. The CTA Ventra U-Pass is non-transferable as it carries your photo and ID number. The CTA reserves the right to require a student to show a valid school identification card upon request. If this condition is violated, the CTA Ventra U-Pass will be confiscated for the duration of the valid dates without reimbursement and the person may be subject to arrest and prosecution.

Is participation optional?

The CTA contractually requires the University to assess all full-time students in order to participate in the program.

I drive to campus/ I don't want the CTA Ventra U-Pass. Can I get a refund?

No refunds can be issued. All full-time students will be assessed the fee.

Is the CTA Ventra U-Pass valid on PACE Buses?

The CTA Ventra U-Pass can only be used on PACE Buses if you have added full fare transit value.

How will I be charged?

Each eligible student will be charged \$90 per quarter for the CTA Ventra U-Pass Fee. Charges will be applied directly to the student account. You will be charged even if you do not pick up your CTA Ventra U-Pass. Failure to pick up or use the CTA Ventra U-Pass does not eliminate the charge.

Where and when do I pick up my CTA Ventra UPASS?

Your CTA Ventra U-Pass can be picked up in the Office of Student Affairs 401 S. State Street, located on the 7th floor inside the Student Center beginning the first day of each quarter and anytime thereafter.

Where do I pick up my "replacement" CTA Ventra U-Pass?

A replacement Ventra U-Pass is shipped to the Office of Student Affairs, 401 South State Street, Student Center - 7th floor within 5-7 business days.

What if my CTA Ventra U-Pass is defective, lost or stolen?

As you begin to use your CTA Ventra U-Pass, please be aware of the following rules for being a CTA Ventra UPass cardholder:

- Handle your card carefully.
- **IF LOST, STOLEN or DAMAGED (due to abuse, misuse, etc.)** - In order to receive a replacement card a **\$50** replacement fee and a valid **RMU Student ID** will be required.
- Payments will be made in the RMU Bookstore (must be paid in cash or credit card) and the Receipt brought to the Office of Student Affairs located on the 7th floor inside the Student Center.
- A replacement Ventra U-Pass is shipped to the Office of Student Affairs, 401 South State Street, Student Center - 7th floor. (312) 935-2020 within 5-7 business days and your original will be deactivated

CTA Ventra U-Pass Terms and Conditions:

- The CTA Ventra U-Pass is nontransferable and carries your photo and Id number. The CTA reserves the right to require a student to show a valid school identification card upon request. If this condition is violated, the CTA Ventra U-Pass will be confiscated for the duration of the valid dates without reimbursement, and the person may be subject to arrest and prosecution.
- CTA reserves the right to require the student show a valid school identification card upon request.
- CTA Ventra U-Pass is limited to exclusive use by the full-time student whose name and photo appear on the card.
- CTA Ventra U-Pass may NOT be shared.
- Any CTA Ventra U-Pass presented by a person other than the student whose name and photo appears on it will be confiscated and the person may be subject to arrest.
- Use of the CTA Ventra U-Pass is subject to applicable tariffs, terms, conditions, rules, regulations, policies, and procedures adopted at CTA's discretion.
- This card can be confiscated if the bearer violates any law or CTA ordinance while on CTA property.
- If any of the conditions are violated, the pass will be confiscated for the duration of the valid dates without reimbursement and the person may be subject to arrest.

**For additional information contact the
Office of Student Affairs
7th Floor Student Center
(312) 935-2020**