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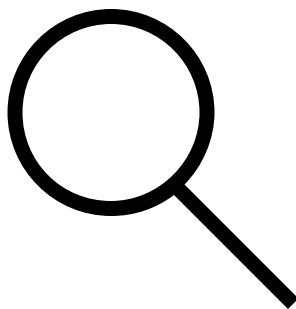


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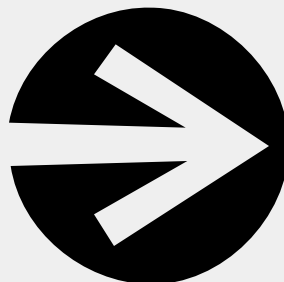
[Authority homepage](#)

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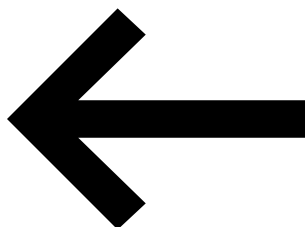
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Promoting a healthier lifestyle through total wellness.



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Authority homepage

Quick links

Schedules Fares Maps

Alerts Trackers [Ventra](#)

Main Menu

Promoting a healthier lifestyle
through total wellness.

The following navigation utilizes arrow, enter, escape, and space bar key commands. Left and right arrows move through main tier links and expand / close menus in sub tiers. Up and Down arrows will open main tier menus and toggle through sub tier links. Enter and space open menus and escape closes them as well. Tab will move on to the next part of the site rather than go through menu items.

The following navigation utilizes arrow, enter, escape, and space bar key commands. Left and right arrows move through main tier links and expand / close menus in sub tiers. Up and Down arrows will open main tier menus and toggle through sub tier links. Enter and space open menus and escape closes them as well. Tab will move on to the next part of the site rather than go through menu items.

- Plan a trip
- Travel info
- Getting around

- Accessibility
- Airport transit
- Brochures
- Destinations
- How-to guides
- Maps
- Plan a trip
- Route information
- Schedules
- Visitor info

Service updates

- Alerts & system status
- [CTA Bus Tracker](#)
- CTA Train Tracker
- Get updates (subscribe)
- Planned weekday changes
- Planned weekend changes

More travel info

- Bike & ride
- Lost & found
- Park & ride
- Policies & practices
- Rules of conduct
- Safety & security
- Service overview

• Fares

Fare information

- Fare chart
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- Passes
- Reduced/free ride programs
- Student fares
- Transit benefits
- U-Pass
- Ways to pay
- Where to buy fare

Ventra (farecards/tickets)

- [What's Ventra?](#)
- [How to use Ventra](#)
- [Find a retail location](#)
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- [Manage account](#)
- [Get the app](#)
- [Quick rides w/contactless bankcards](#)
- [Quick rides w/Pay app on your phone](#)
- [Riding with passes](#)

• News/projects

News

- Press releases
- Public notices
- [Videos \(YouTube\)](#)
- Social media
- Coronavirus info

Agency initiatives

- Anti-harassment campaign
- "Baby on Board" buttons
- Be safe on CTA
- Charter an 'L' train
- Courtesy campaign
- Developer Center
- Environment

- How we manage delays
- Heritage Fleet
- Open Data
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- Planning/expansion
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Improvement projects

- 95th/Dan Ryan improvements
- Ill. Medical Dist. renovation
- Quincy improvements
- Red Ahead program
- Red & Purple modernization
- Slow zone elimination
- Strategies for Blue Line improvements
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- See all projects...

• More

Business

- Advertising
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- Chicago Transit Board
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- Equal employment opportunity
- Finance & budget
- Freedom of information (FOIA)
- Meetings, Agendas & Minutes
- Office of Exec. Inspector General
- Ordinances
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- Title VI info

About us & more

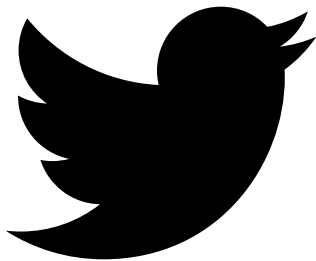
- Agency overview
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- Historical calendars
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- [Get the Ventra app](#)
- Getting help
- E-mail us

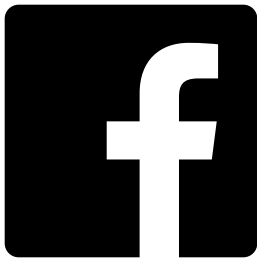
- Accessibility

Special Note: At request of public safety officials, service to be suspended on all rail lines/bus routes, effective 9:30pm. Services will remain suspended until 6am Tuesday.

- [Home](#)
- Photo Galleries
- Coronavirus Info (COVID-19)



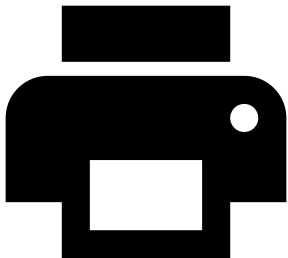
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Coronavirus Info (COVID-19)

NEW:

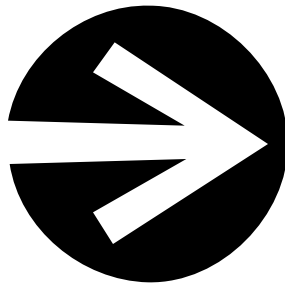
Learn more about the Phase 3 re-opening and CTA service

(May 29, 2020)

As Chicago continues to respond to the Coronavirus outbreak, public transit remains an essential service to ensure healthcare workers, first responders and others working in essential services and businesses can get to where they need to go. Despite these unprecedented circumstances, we are currently providing as much service as possible with our dedicated employees who are healthy and available for work.

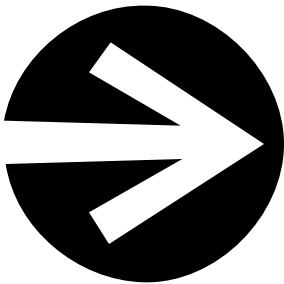
To help ensure the men and women of CTA can continue to keep our city moving, ***please limit your travel on our bus and rail system to essential trips only (e.g. medical appointments, trips to the pharmacy or to essential work locations, etc.). If a trip is not essential, please do not take it.***

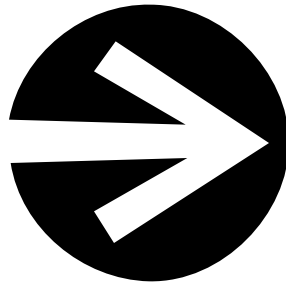
We thank the hardworking men and women of the CTA for their continued dedication in providing these essential transit services.



[Supporting our employees](#)

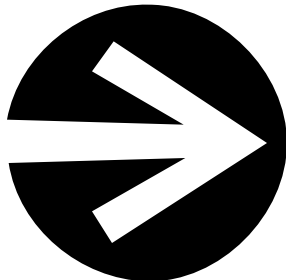
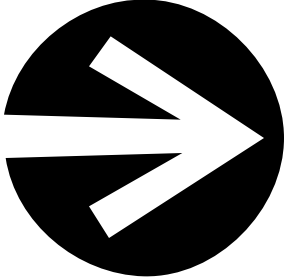
[Service/operational changes](#)





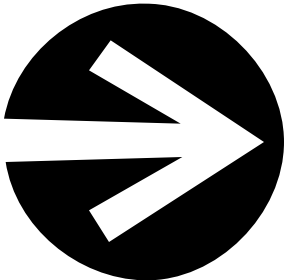
[Vehicle cleaning](#)

[Station cleaning](#)



[Tips for riders](#)

[More info](#)



Returning to CTA: What our riders should know

As Chicago moves to Phase 3 of the “Protecting Chicago” framework, more riders are getting ready to return to the CTA. CTA has been here throughout the pandemic, and will continue to provide the service customers have relied on for the past two months.

As CTA has done since day one of the pandemic, we will work tirelessly to provide the healthiest, most comfortable environment for customers.

But we will also look to our customers to be partners in this effort. We ask riders to continue the practices they have been following for the last two months: social distancing, wearing masks, washing/sanitizing hands, not boarding crowded trains and buses, and being mindful and respectful of fellow customers. The lessons riders have learned over the last two months are still very important to follow.

CTA has employed myriad strategies to provide the highest level of service and the cleanest, most comfortable possible environment for customers. Among the many steps we’ve taken:

WHAT TO KNOW BEFORE YOU GO:

We're here for your essential travel

For the last two months, CTA has been focusing our service on moving essential workers (e.g. healthcare workers, senior-care professionals, emergency personnel and first responders, grocery store workers, etc.) , and those needing to make essential trips (MD appointments, picking up prescriptions, etc.)

While Phase 3 provides more opportunity for travel, CTA still encourages riders to be thoughtful about travel choices. We are all in this together, and CTA needs to remain a safe and reliable option for our essential workers, essential needs and riders with limited travel options. CTA encourages riders to consider other transportation options for non-essential travel, especially shorter distances, and for travel that is easily accessible by other mobility options.

WHAT TO KNOW WHEN YOU RIDE:

Social distancing and cleaning

We are committed to providing the cleanest, most comfortable environment possible for all our riders, and we've employed multiple strategies to protect passengers and operators during this time. Similar to others in the transportation industry, such as airlines and other transit providers, CTA's unique and complex operations require specific guidance and rely on riders to be partners in this work.

CTA is also focused on educating and encouraging all riders to contribute to a healthy environment and to comply with the guidance from health experts about wearing masks in public and practicing social distancing.

Promoting social distancing

CTA in conjunction with the Chicago Department of Public Health established a passenger capacity limit on buses and train cars that will allow social distancing to continue in a reasonable manner on CTA service. After reviewing vehicle layouts and with all passengers wearing masks, doors continuously opening and closing, limited amount of time passengers spend on vehicles, and encouragement of staggered seating throughout the vehicle, the CTA's vehicle passenger standards are approximately 15 riders on standard 40-foot buses and approximately 22 riders on 60-foot articulated buses and each train car. Riders are encouraged to follow the capacity limits when riding CTA's service and make smart choices about how and when to travel.

While CTA will continue to promote and encourage prudent behaviors, there is a level of personal accountability and common-sense behavior that will be required on the part of customers.

We are asking and encouraging our customers to follow the common-sense practices we've all learned over the past two-plus months. The same rules that people have learned at grocery stores, food pickup, retail stores and other public spaces also apply to transit.

Along with establishing passenger limits, the CTA is also taking the following steps in partnership with our riders to support social distancing:

- Running as much service as possible continuously through pandemic and all re-opening phases
- Bus Crowding Management –limiting the number of riders on buses
- Adding extra buses to address occasional crowding on routes like the #79 79th and #4 Cottage Grove
- Rear-door boarding
- Signage on all vehicles and stations, to promote social distancing and wearing masks
- Real-time camera crowd monitoring at high-ridership stations. Employees will make announcements, asking customers to spread out or wait for next train when the one at the station is too crowded
- Decals on station floors guiding riders on where to stand and how to keep distance

Rigorous cleaning

CTA has one of the most rigorous cleaning regimens of any US transit agency:

- **Cleaning BEFORE service:** Every rail car and bus is cleaned before it leaves for daily service—this includes wiping down seats, stanchions, grab handles and surfaces with disinfectant, as well as sweeping and trash removal.
- **Cleaning WHILE IN service:** Workers disinfect the high-touch surfaces of rail cars at all terminals after they finish a run and before they turn around for another run. Workers have also been stationed at the Navy Pier, Jefferson Park, Howard and Midway bus terminals to clean high-touch surfaces of buses serving 30 different routes.
- **Routine deep cleans:** In addition to the daily cleanings, all vehicles undergo a routine "deep clean", which entails intensive cleanings of the interior surfaces from the top of windows to the floor. Each night of the week, approx. 300 vehicles -- 150 rail cars and 150 buses -- are deep cleaned. As part of this process, crews use a 3-in-1 product that cleans, disinfects and deodorizes all surfaces of the vehicles.
- **Electrostatic sprayers for deeper cleans:** New eMist devices apply cleaning solution as a mist, providing for more thorough coverage. Machines will supplement our existing deep-cleaning measures and allow us to clean vehicles more efficiently and thoroughly
- **Anti-microbial surface coating:** Currently testing new products on the interior of our vehicles that prevent certain materials (e.g. bacteria, viruses, liquids, etc.) from sticking to treated surfaces for an extended period of time.
- **UV cleaning technology:** CTA is also investigating UV light cleaning, currently being pilot tested by New York City.
- **Mobile cleaning SWAT teams:** Ten 4-5 member mobile teams will be deployed across the system to power wash our stations.
- **CleanTeams:** Will be deployed at terminals to clean trains once they arrive at the end of the line.

WHAT TO KNOW FOR THE FUTURE

How CTA service evolves in the coming months will be influenced by a number of factors, including direction from city and state leaders, how Chicago workplaces handle employees teleworking versus returning to work, and—most importantly—the guidance of health experts at the local, state and federal levels. We will also work with elected officials and business leaders to align on an economic opening strategy that properly accounts for transportation constraints that exist due to COVID-19, but still enable public transit and other transportation services to safely and effectively meet the needs of its riders.

Whatever that scenario looks like, we will meet the 'new normal' with innovation, agile and data-driven service delivery and creative investments in our people and infrastructure to ensure public transportation helps to drive our recovery.

Ongoing efforts throughout the pandemic

Supporting our employees

CTA plays a vital role during this health crisis, and as such we place the highest priority on keeping everyone healthy and safe. This includes the hardworking men and women driving our buses, operating our trains, staffing our stations, maintaining vehicles and infrastructure, cleaning and other vital tasks at our many facilities. Every day, these men and women are making sure Chicagoans can use the vital transit services they need.

Every decision we've made regarding our work environment during this time has been in consultation with the Chicago Department of Public Health (CDPH) and Illinois Department of Public Health (IDPH), and in lockstep with guidance from health experts, as well as best practices from the transit industry.

Among the things we're doing to keep the members of the CTA family healthy and safe (click arrow to learn more):

[Employee protections](#)

Since the beginning of the pandemic, all employees have been provided with proper PPE and we will continue to do so. In line with guidance provided by CDPH and Centers for Disease Control and Prevention (CDC), we have issued masks, gloves and hand sanitizer, and also distributed extensive information to all work locations about COVID-19 and the best practices recommended by health experts.

[Limiting close contact](#)

As an added layer of protection for our operators and their health, we have temporarily roped off the areas closest to the driver's seat on buses and the rail operator cab area on trains. We have taken this extra step even though most of our employees experience only casual contact as part of their duties. Rail operators, for instance, control trains from an entirely enclosed cab at the front of the train, and rail station attendants are conducting their work out of enclosed kiosks. Bus operators are only assigned vehicles equipped with driver shields, which create a barrier between them and the few customers that board through the front doors.

This extra measure helps encourage social distancing and better protects our operators and customers from the spread of coronavirus.

[Social distancing](#)

We continue to promote social distancing on trains and buses, with signs on every vehicle and on digital screens throughout the rail system, as well on social media. We've also been promoting social distancing at all work facilities, making adjustments to common areas to provide an environment where proper social distancing can occur, and placing posters to remind everyone how important it is to stay separated.

We stand fully behind the hardworking men and women of CTA, who continue to perform with professionalism and care, and we join all Chicagoans in appreciation of their efforts.

As we continue to address this ongoing situation, the health of our workers will remain our No. 1 priority.

Here is a letter we sent to elected officials and community members regarding the extensive steps taken to protect CTA workers. (.pdf)

Cleaning measures

Our No. 1 focus has been on providing the cleanest travel environment possible for our riders and employees. We already have one of the most rigorous cleaning regimens of any U.S. transit agency and we remain committed to looking for new ways to make it even stronger.

Daily vehicle cleaning

Every vehicle –is cleaned daily, which includes disinfecting high-touch surfaces (seats, handrails, stanchions, etc.) and more-concentrated spot cleanings as needed.

- **Cleaning BEFORE service:** Every rail car and bus is cleaned before it leaves for daily service—this includes wiping down seats, stanchions, grab handles and surfaces with disinfectant, as well as sweeping and trash removal.
- **Cleaning WHILE IN service:** Workers disinfect the high-touch surfaces of rail cars at all terminals after they finish a run and before they turn around for another run. Workers have also been stationed at the Navy Pier, Jefferson Park, Howard and Midway bus terminals to use a disinfectant/cleaning spray to wipe down high-touch surfaces of buses serving 30 different routes.

Improved vehicle deep cleaning

CTA workers shown using new electrostatic sprayers to further enhance our deep cleaning process on our rail cars and buses.

In addition to the daily cleanings, all vehicles undergo a routine "deep clean", which entails intensive cleanings of the interior surfaces from the top of windows to the floor. Each night of the week, approx. 300 vehicles -- 150 rail cars and 150 buses -- are deep cleaned. As part of this process, crews will use a 3-in-1 product that cleans, disinfects and deodorizes all surfaces of the vehicles, including:

- grab bars
- grab handles
- wall surfaces
- floors
- seats
- stainless-steel panels
- bus farecard readers
- bus stop request pull-cords and buttons

Since the start of the pandemic, we've also introduced some new tools to further enhance our vehicle deep cleaning process and provide a healthier travel space:

- **New: Electrostatic Sprayers**
New sprayer devices have been purchased to supplement our existing deep cleaning measures, allowing personnel to clean our buses and rail cars more efficiently and thoroughly. The new devices apply an electrostatic charge to the cleaning agent as it is sprayed, which provides for an even distribution and allows the solution to cling to virtually any surface.
 - B-roll of rail car cleaning with electrostatic sprayer ([video](#))
 - B-roll of bus cleaning with electrostatic sprayer ([video](#))
- **New: Surface Coating**
To help address concerns of germs on surfaces in between cleanings, we're testing new products on the interior of our vehicles that prevents certain materials (e.g. bacteria, viruses, liquids, etc.) from sticking to treated surfaces for an extended period of time.

We continue to research and test other new products, and are currently looking specifically at foggers and UV technology.

Station cleaning

Each of our rail stations are cleaned throughout the day, which includes disinfecting high-touch surfaces such as handles, handrails, Ventra vending machines, faregates and turnstiles, etc.

Service changes

To help promote social distancing and avoid potential crowding, the following measures are currently in effect until further notice (click arrow to learn more):

[Rear-door boarding](#)

Bus riders are to board and exit vehicles from the rear doors. Individuals using a mobility device or those who require use of the ramp can signal to the driver for assistance at the front door. This latest effort aligns with guidance provided by CDC that encourages passengers in major cities to enter and exit using the rear doors of a bus.

- **To board via rear doors**, in most cases you will be required to manually open the doors from outside the bus since many buses in our fleet do not have the ability to open the doors automatically. Our crews clean and disinfect the door edges throughout the day as part of our rigorous cleaning program.
- **To allow for fare payment**, we are in the process of moving farecard readers (tap devices) to the rear doors of buses. While a number of buses already have the readers at their rear doors, more buses will soon be receiving them. During this transition period, we will not enforce fare payment on buses that do not yet have rear-door farecard readers.

See [press release](#) for more information.

[Bus crowding management](#)

Our bus operators now have the authority to temporarily run as “drop-off only” and bypass certain bus stops if their bus is becoming crowded. Operators will use the guideline of 15 or more passengers on a standard 40-foot bus, 22 or more passengers on a 60-foot articulated bus.

You may not realize, as this is not something you may notice when it happens, but we often use this as a service restoration technique as part of our day-to-day operations to help maintain optimal intervals to meet ridership demand and avoid bus bunching. This practice is also similar in concept to what grocery stores are currently doing: regulating the number of customers inside the building at one time.

See [press release](#) for more information.

[Service monitoring](#)

In addition to the measures outlined above, we continue to closely monitor ridership levels to identify areas where additional resources can be deployed to avoid potential crowding. Management has been deployed to keep an eye on key locations with higher bus boardings and make adjustments as necessary. For routes where we're made aware of or seeing higher ridership levels we are either deploying our longer, 60-foot buses or staging extra buses along the route so they can be quickly added into service.

Tips for riders

We all play a role in helping keep CTA healthy and safe. CTA is a vast system that operates 24/7, and as a customer, there are many things you can do to help reduce the spread of COVID-19.

The following are some essential travel tips we strongly recommend:

- **Wear a face mask or covering when you ride** (per State order 2020-32)
- **Ride for ESSENTIAL trips only** (e.g. work, trip to grocery store, pharmacy, etc.)
- **Wash your hands before/after traveling**
- **Limit touching surfaces** (i.e. seat backs, stanchion bars or handles)
- **Keep your distance**: CDC recommends a minimum of 6 feet
 - Avoid sitting in a vacant seat directly next to another rider
 - Keep at least one row of seats between you and other riders
- **Avoid crowded vehicles**
 - Move to another rail car

- Wait for the next bus/train

And as a reminder, health authorities recommend the following at all times:

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Wash your hands often with soap and water for at least 20 seconds
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Stay home when you are sick

More info

- **Chicago Department of Public Health** ([CDPH](#))
- **Center for Disease Control and Prevention** ([CDC](#))
- **Illinois Department of Public Health** ([IDPH](#))
- **World Health Organization** ([WHO](#))
- **MEDIA: B-roll of CTA system cleaning** ([video](#))
 - Daily station cleaning (00:00-02:16)
 - Bus deep clean (02:17-04:11)
 - Bus daily clean (04:12-05:19)
 - Rail car deep clean (05:19-06:55)

Quick links

Schedules Fares Maps

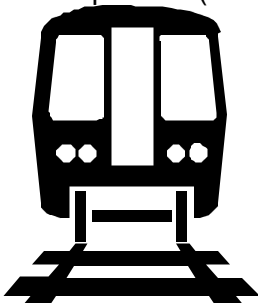
Alerts Trackers [Ventra](#)

System status snapshot



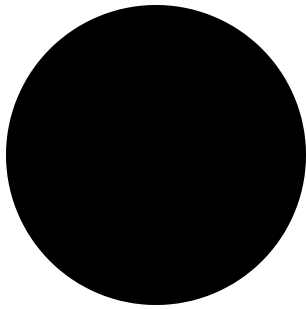
Systemwide

All service to be suspended (bus and rail) (All Routes)



'L' route status

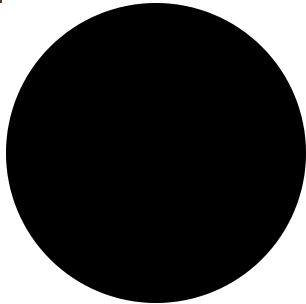
Red Line



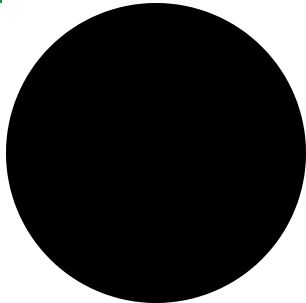
Normal Service
Blue Line



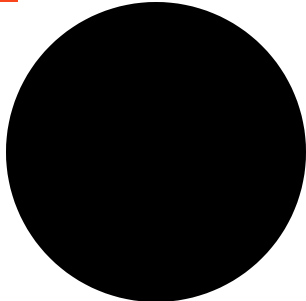
Special Note
Brown Line



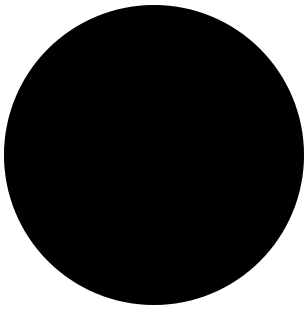
Normal Service
Green Line



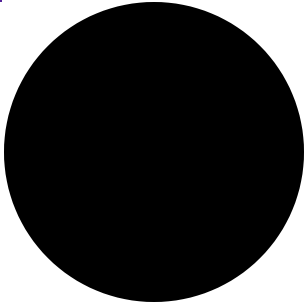
Normal Service
Orange Line



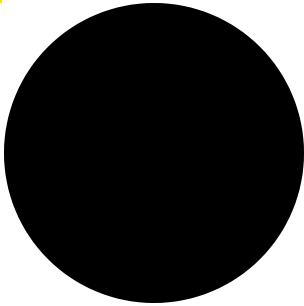
Normal Service
Pink Line



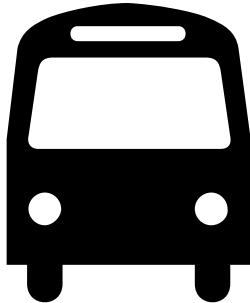
Normal Service
Purple Line



Normal Service
Yellow Line



Normal Service
All 'L' alerts: Current 'L' alerts or Upcoming 'L' alerts



Bus routes w/alerts

- N5
- 6
- 7
- 8
- 8A
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- 53A
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80
87
90
92
125
126
152
157

All bus alerts: Current bus alerts or Upcoming bus alerts



Elevator alerts

Red Line

Howard

Blue Line

Logan Sq

Purple Line

Howard

Purple Line Exp

Howard

Yellow Line

Howard

All elevator alerts: Current elevator alerts or Upcoming elevator alerts

See also: complete system status

Chicago Transit Authority



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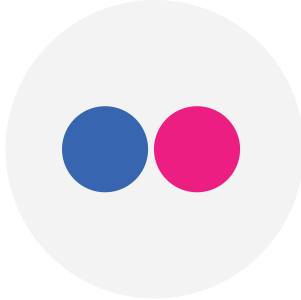


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- Employee portal

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- Grade/high school students
- College students
- Parents with children
- App developers
- Suppliers/vendors
- Construction near us
- Advertisers

[Peer agencies](#)

- [Regional Transportation Authority](#)
- [Metra \(commuter rail\)](#)
- [Pace \(suburban bus\)](#)

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Languages