

# Chicago State University

## Fall 202409 CTA Ventra U-Pass Card

### Policy



CTA will have implemented the Open Standards Fare System, (“OSFS”) which is a contactless fare media system. The Ventra card is one type of contactless fare media. All schools participating in the U-Pass Card program will use Ventra cards as Student U-Pass Cards.

The Ventra U-Pass Card will provide all eligible full-time students with unlimited rides on CTA busses and trains throughout the duration of an academic term at a reduced cost; the Ventra U-Pass Card eliminates the need to re-issue a U-Pass Cards every semester. The Ventra U-Pass Card also allows participating students to ride CTA buses and trains when school is out of session and on Pace buses. A full-fare will be deducted from the student’s transit account for these trips.

### Who is eligible for the Ventra U-Pass Card?

All full-time students will be charged for the Ventra U-Pass Card. “Full time student” is defined by the written policy of the school and the definition is valid for both graduate and undergraduate students.

**Beginning Fall 2024 CTA is offering, Students that are enrolled Part-Time may also purchase the Ventra U-Pass card for \$170.00.** (see Cashier Office)

### How much does the Ventra U-Pass cost?

CTA sets the price for the Ventra U-Pass Card on an annual basis. For the 2024-2025 Academic year, the Ventra U-Pass Card costs **\$170.00** per semester. If the full-time student drops below 12 hours of enrollment, your Ventra U-Pass Card will be deactivated.

**Can I waive receiving the Ventra U-Pass Card?** Yes, in order for a fee waive to be considered, the student must complete and submit an OPT Out Form to the Ventra U-Pass Card Coordinator to Bobbie Stewart in the University Cashier’s Office ADM 211 by 5pm CST on **September 20, 2024**. The Ventra U-Pass Card Coordinators can be reached by telephone at (773)995-2029 or email to [upass@csu.edu](mailto:upass@csu.edu).



CHICAGO STATE UNIVERSITY

## **Fall 202409 U-Pass OPT OUT Form**

CTA will allow eligible students to opt out of the U-Pass for the Fall 2024 term.

For students who choose to opt out, the deadline is **September 20, 2024**

If you do not receive a Fall U-Pass Opt Out Survey, please contact the Cashier's Office on or before **September 20, 2024**. please email [Upass@csu.edu](mailto:Upass@csu.edu)

### **UPASS OPT FALL 202409**

Name \_\_\_\_\_

UID # \_\_\_\_\_

Credit Hours \_\_\_\_\_

**Email by September 20, 2024.** please email [Upass@csu.edu](mailto:Upass@csu.edu)

### **When is my Ventra U-Pass Card activated?**

The following are the dates and times for Ventra U-Pass Card distribution for the Fall 2024 semester:

Pick-up location: Cashier's Office Cook ADM 211 Monday thru Friday 10am to 4pm.

Cards are activated the first day of class.

Returning students may check the status of your card's transit account balance: <https://www.ventrachicago.com/balance>

### **When will my CTA Ventra U-Pass Card be available for pick up?**

Students who have completed the authorization form and contacted the Ventra U-Pass coordinator will pick up their Ventra U-Pass Card at the Cashier's Office located in the Cook ADM 211 daily.

### **Do I use the same Ventra U-Pass Card for Fall and spring semesters?**

Yes. The Ventra U-Pass Card will be effective for up to **five (5) years** and the student may continue to use the card after graduation or withdrawal from the University. However, a regular CTA fare will be charged if the card holder is no longer a student. Every effort will be made to distribute Ventra U-Pass cards before the activation date. Your U-Pass Coordinator will announce the dates and times.

### **Can I give my Ventra U-Pass Card to someone else to use?**

**No.** Ventra 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 Ventra U-Pass Card 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 Ventra U-Pas Card Reduced fee if the student does not possess both the Ventra Card and a current student ID.

### **What do I do if my card is lost, stolen and/or damaged?**

Lost, stolen and /or damaged cards require a SWORN STATEMENT to be signed by each student who wished to replace their Ventra U-Pass due to lost/stolen should be reported to Chicago State Cashier's Office (ADM 211) between the hours of 10am to 4pm. The card will be deactivated.

CTA required a payment of **\$50.00 for a lost, stolen and/or damaged** Ventra U-Pass card. Students, who return to school without their initial U-Pass card, should be considered lost/stolen

and therefore a new card had to be issued. The replacement fee for a lost/stolen card is fifty dollars (\$50.00). This fee is paid at the Chicago State University Cashier's Office ADM 211.

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, there is a replacement fee of **(\$50.00)**

### **How will students pay for a Ventra card once they graduate or withdraw from school?**

Students may use the Ventra card as a "regular" fare; however, the student MUST first load the Ventra card with Transit value or Transit Pass value. Transit value can be loaded at any participating Ventra retail location and/or at any Ventra vending machine at any CTA rail station. Additionally, students can also load/reload the card using a credit/debit/ or ACH online.

### **How will we determine if a card is defective?**

A card will be considered defective if it cannot be read by a Ventra reader AND has never been used before. If it's been used at least once, the policy is the user must have damaged it. 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, see the Cashier to determine if the replacement is fee or if you will be charged.

### **Who is responsible for enforcing CTA's rules regarding re-entry into the U-Pass program for any student whose U-Pass has been confiscated due to improper use?**

Per the CTA U-Pass contract, the school is responsible for enforcing CTA's rules regarding re-entry into the U-Pass program for any student whose U-Pass is confiscated due to improper use.

### **What do I do if my card is captured on a bus or train?**

If a card is captured on a bus or train, it is not considered a student error. Contact the bus driver to get a receipt stating the card was captured, or 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 must then take the receipt to CTA to request a new U-Pass. It will take five to seven business days for a replacement card to be mailed to Chicago State University from the CTA. This replacement card will be sent to the Cashier's Office for pick up.



Dates to Remember

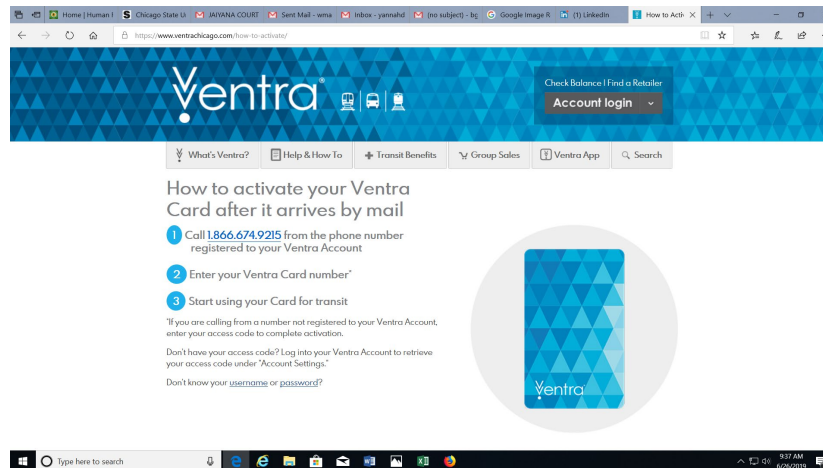
- \* \* August 19, 2024 thru December 15, 2024 Activation Period**
- \* September 20, 2024 Last day to submit your OPT OUT WAIVER**
- \* September 20, 2024 Last day to Order Ventra Upass**



**Allow a minimum of 7 to 14 business days for your card to arrive at the university.**

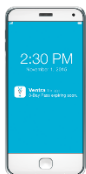
**What process is required to activate a Ventra U-Pass account for each student?**

Each full-time student will receive a Ventra Card at the first distribution following the student's enrollment at the school. The Ventra Card will be registered to the student's account by the school, who will assign valid term to the student's account. The student will keep the same Ventra Card during his or her entire academic career with the school unless the card is lost, misplaced, stolen or misused.



Or

## Ventra App: Notifications



The Ventra App can give you real-time account notifications—much like apps for other account-based services you use.

### App notifications

For any registered Ventra transit accounts in your online account, the app can notify you when:

- **Value has been loaded** to your transit account, online or by phone
- **A pass has been loaded** to your transit account, online or by phone
- **Autoload for transit value occurred**
- **Autoload for a pass occurred**
- **Your transit value balance is low** (below \$5)
- **Your transit value balance has gone negative**
- **An active pass is expiring**

- **An active pass has expired**

For any Metra tickets associated with a device on your account, you'll be notified when:

- **A weekend or monthly Metra ticket is expiring soon**
- **A weekend or monthly Metra ticket has expired**
- **A ticket has been recalled** from one of your devices\*
- **A ticket has been delivered** to one of your devices\*

*\*These notifications are related to when you move a ticket from one device to another, such as if one is lost or stolen or if you upgrade your phone.*

## **Turning app notifications on/off**

You can enable or disable notifications in your system settings on either Android or iOS (iPhone/iPad) devices.

### **Android**

App notifications are configured in Settings.

1. Go to your device's Settings. (Getting here varies depending on your device, but can typically be gotten by swiping down with two fingers and tapping the gear icon.)
2. Tap **Apps**.
3. Scroll down and tap the **Ventra** app.
4. Check or uncheck the box to **Show notifications** for this app.

The setting can be changed at any time. Your default notification sound will be used when your device receives a notification.

### **iPhone/iPad**

App notifications are configured in Settings.

1. Go to your device's Settings. (It's a gear-icon on one of your home screens.)
2. Tap **Notifications**.
3. Scroll down and tap the **Ventra** app.\*
4. Tap the slider next to "**Allow Notifications**" to switch notifications on or off.

The Ventra app will be grouped under "Include" or "Do not include" depending on its current setting in your iPhone or iPad.

### **E-mail notifications**

E-mail notifications for these events are also available and whether you receive e-mail notifications for certain events is controlled when you log onto your account online.

To manage whether or not you also get optional account alerts by e-mail, log on to [ventrachicago.com](http://ventrachicago.com) and change your notification settings under Account Settings. (Some e-mails

we'll always send you, such as when your card is expiring, receipts and important information in the event there's a problem with your account.)

Your e-mail setting is independent of whether or not you have your device set to allow the app to give you notifications. (You can switch them on or off separately, and get both kinds, if you like.)