August 12, 2014

Dear U-Pass Students:

As the Fall Semester approaches, the CTA wants to give you some important information about your Ventra U-Pass and how it works.

Don’t forget your U-Pass!
Your U-Pass is good for up to five years and automatically reactivates when your next full-time term begins. If you need to replace your card, the replacement fee is $50. Should you experience any issue with your U-Pass, please contact your school’s U-Pass administrator to make sure you are properly listed as full-time.

Check your balance:
Please note your transit account must be in good standing prior to your next qualifying term for U-Pass privileges to be active. You can check your U-Pass Account balance by logging into https://www.ventrachicago.com/balance/.

If you have a negative balance at the start of the semester or at any point during the semester, your U-Pass unlimited riding privileges may be suspended until the balance is paid.

Adding value to your account for friends and family:
You can use your U-Pass to pay for friends and family on CTA and Pace. Your U-Pass card has the ability to provide your student rides and to load additional transit value onto the same card, funds that can be used to pay for the rides of others. Important: You must add value to your transit account in order to pay for other riders, since no one other than you is qualified to receive unlimited U-Pass rides as part of your enrollment.

When travelling with others, the first use of your card will be applied toward your U-Pass. Any subsequent uses will be deducted from regular transit value on your U-Pass. If there are not enough funds in the transit account, your account balance will go negative, resulting in the suspension of your U-Pass unlimited riding privilege. Again, your U-Pass unlimited free riding privileges are only intended for you because of your student status.

(more)
Riding when school is out of session:
One of the conveniences of Ventra is that you may continue to use the same U-Pass card when school is out of session. This replaces the need to use a separate fare card when school is not in session. Between terms, your U-Pass card will function just like a normal fare card. In order to use it, you must add funds to your account. You will be charged full fares for your rides during school breaks. More information about how U-Pass functions when school is out of session is available at www.transitchicago.com/upass.

Adding Transit Value:
It's easy and convenient to add money to your Ventra card. You can add funds or load an unlimited-ride 1-day, 3-day, 7-day or 30-day pass online at www.VentraChicago.com if you have a registered transit account; at any Ventra Vending Machine located at CTA rail stations and at hundreds of participating retail locations – visit VentraChicago.com to find a location near you.

If you require assistance, please contact Ventra Customer Service at www.ventrachicago.com or 877-669-8368.