

CTA Employee and Pensioner Identification Card

Quick Reference Guide



Your employee or pensioner ID card grants you free access to all CTA trains and buses, the Pace buses, and Metra trains. Simply tap your card at the bus fare box or rail turnstile (CTA and Pace) or show it to your train conductor (Metra). This is non-transferrable.

Expiration Notice

All employee, pensioner, contractor, and tenant badges will expire June 30, 2023. Before this date, new badges will be printed and distributed to current employees, contractors, and tenants at their work locations.

Pension badges cannot be mailed, but will be available for in-person exchange, June 26-30, at 567 W Lake St. No appointment is necessary for this exchange. Please bring your existing badge to exchange.

Policies and Procedures

Employees and pensioners may use their IDs to ride the transit system and to access to CTA facilities and property as permitted by CTA. Allowing others to use your ID to ride the transit system or gain access to CTA property may result in prosecution and disciplinary action up to and including termination (employees) or loss of riding privileges (pensioners).

Employees must display or carry their IDs with them at all times while on duty. Security personnel, managers and supervisors may ask for an employee's ID at any time. Failure to present your ID may result in denied access to CTA facilities and/or property and may also result in disciplinary action, up to and including termination.

An employee is eligible for an ID card only if they are actively working for CTA or are on a leave of absence for any reason for less than 29 days. An employee who is on a leave of absence for more than 29 days or whose employment with CTA is terminated must return their ID card to CTA or pay the requisite fees for failure to return the ID card.

Ridership Duties and Responsibilities

Follow Rule 22 of the General Rule Book (2014) when riding the system as a passenger:

- Do not occupy seats to the exclusion of passengers;
- Conduct yourself in a responsible manner and do not engage in conversation with employees on duty except when necessary in the execution of your duties;
- To exercise privileges in lieu of fare payment, present the proper identification in a plainly visible manner.

Card Maintenance and Service

Treat your employee or pensioner ID as if it were a credit card or state ID. Do not bend, fold, wash, or abuse your ID.

For questions, concerns, or help with your badge, contact ID Services (idcard@transitchicago.com).

Name Change

If an employee's name changes, the employee must provide proper documentation (i.e., marriage license, divorce decree, etc.) to Human Resources. Once the name change has been processed in Oracle, contact ID Services (idcard@transitchicago.com) to schedule pick-up of your updated badge.

Title Change

If an employee's title changes, the employee must contact ID Services (idcard@transitchicago.com) to receive a new ID.

Replace Damaged or Malfunctioning IDs

There is a \$5.00 fee for replacing damaged or mutilated ID cards. There is no charge for replacement of a malfunctioning card that does not show damage. If your ID is damaged, complete CTA [Form 2622](#) (Replacement Request for Employee/Pensioner ID Card) and contact ID Services (idcard@transitchicago.com) to schedule an appointment for your replacement. You may provide your completed form to ID Services, or to the cashiers' office (retain your receipt).

Replace Lost or Stolen Employee IDs

All employees must report lost or stolen IDs immediately to their manager or supervisor. The manager or supervisor must sign the CTA [Form 2622](#). The replacement fee for first time loss is \$50.00; second time loss is \$100.00. The fee will continue to rise with each subsequent loss. You may pay cash or elect to have the fee deducted from your payroll check. If you elect to have the fee deducted from your payroll check, you must sign CTA [Form 2622](#) to authorize CTA to take the deduction. Contact ID Services (idcard@transitchicago.com) for your replacement ID.

Lost and stolen badges will be deactivated immediately to prevent unauthorized access and rides. Lost or stolen badges will not be reactivated, but may be returned to ID Services *within two weeks of the original request to waive the fee*.

If an employee's ID is stolen while on duty and the employee is determined to have not been negligent, the replacement fee is waived. The employee must provide a police report, manager's memo, and CTA [Form 2622](#). Otherwise, fees apply.

New Pensioner Badges

Badges for newly retired CTA employees can only be printed once you are receiving pension benefits. Once approved, pensioners must contact ID Services (idcard@transitchicago.com) to request an appointment for their pensioner badge.

Replace Lost or Stolen Pensioner IDs

Pensioners must contact ID Services to report the lost/stolen badge, and pay the applicable fees to the cashier in order to receive a replacement ID. Contact ID Services (idcard@transitchicago.com) to request an appointment.

Request Unlimited Access

If an employee needs unlimited access due to their job responsibilities, [Form 719.17](#) should be completed by the employee's VP or GM and submitted to ID Services (idcard@transitchicago.com) for approval. Upon approval, ID Services will contact the department to schedule an appointment for the employee to retrieve the replacement ID.

Contractor and Tenant ID Procedures

To request an ID for a new contractor or tenant, complete the [on-boarding request form via E-Link](#) and contact ID Services (idcard@transitchicago.com) to request an appointment for the new contractor/tenant. *Please include the contractor's legal name, title, company, start date, and OBOB number (if known) in your email.*

If a contractor or tenant has a lost, stolen, or damaged ID, please have the contractor/tenant complete [Form 719.15](#), pay the appropriate fee with the cashier on the second floor. Send a copy of the form and receipt to ID Services to schedule an appointment for a replacement badge. The damaged ID fee is \$5.00, and the lost or stolen ID fee is \$25.00.

When the contractor's services end, please [off-board the contractor via E-Link](#) and collect the ID. The ID should be given to ID Services for deactivation and destruction.

For more information regarding the CTA Employee and Pensioner ID policies and procedures, refer to Administrative Procedure 102. The AP's can be found on [E-Link](#) or consult the Human Resources Department at idcard@transitchicago.com