

VENTRA UPASS PROGRAM POLICY AND GUIDELINES

What is the UPASS?

The CTA established the UPASS program for eligible full-time students at accredited, postsecondary, degree granting schools within the CTA service area. It is an attempt to provide a transportation program that will reduce demand for parking, reduce pollution, provide low cost transportation to students and increase access to the Chicago metropolitan area. Each term all full time eligible students will be assessed a nonrefundable UPASS fee entitling them to a nontransferable Adler University CTA UPASS valid for that term. The UPASS is good for unlimited use aboard all CTA buses and trains throughout the term.

Why is the UPASS fee required?

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

How do I use the UPASS?

The Ventra UPASS works like a CTA Ventra fare card. Just tap lightly against the Ventra fare machines at CTA train stations and on CTA buses. NOTE: On CTA buses. If you insert your UPASS into the money slot, or the old fare machines, your UPASS will be captured.

When is the UPASS valid?

The UPASS will be valid for CTA travel during the Fall semester, Spring Semester, and Summer 1 and Summer 2 Sessions when you are a **full-time student**. UPASS cards will be activated based on each student's eligibility based on the official academic calendar. Adler's UPASS is always activated the first day of classes and deactivated after the last day of term.

Can I use my UPASS during semester/term breaks?

UPASS privileges will not be active during semester breaks. When school is not in session or if you do not qualify as a **full time student** for the current term. . (Per CTA's UPASS regulations, Adler students' UPASS is always activated the first day of classes and deactivated after the last day of term.) Please be aware, during school break periods, your UPASS card will function just like a normal Ventra Card. That means you must add funds to your account and your UPASS will be charged the full fares of \$2.50 for rail and \$2.25 for bus during school breaks. 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, via the Ventra app, and at hundreds of participating retail locations – visit VentraChicago.com to find a location near you.

Is the UPASS valid on PACE buses?

The Ventra UPASS can only be used on PACE buses if you have added full fare passes or transit value.

I drive to campus / I don't want the UPASS/I will be out of Chicagoland area on my internship/practicum. Can I get a refund or waive the UPASS fee?

Per CTA UPASS rules, all Adler students enrolled full-time in an on-campus academic program are automatically enrolled in and billed for the Ventra UPASS. Adler University allows for UPASS waivers for only a few specific reasons:

- Living outside of the CTA ridership area while attending classes on the Chicago campus
- Residing out of state for an internship
- Already receiving a discounted CTA benefit (from the VA, paratransit services, or a similar program)

If you believe you are entitled to waive the UPASS card and fee, please complete the online form at <https://adlerstudentaffairs.wufoo.com/forms/ventra-upass-waiver/> . Your waiver form must be received by the Add/Drop Deadline each semester (fall, spring, and summer). In order to meet tuition payment deadlines, you must pay the total balance owed on your student account, including the UPASS fee. If your waiver is approved, the charge will be removed from your bill after the Add/Drop period has closed. If you experience technical difficulties with the online waiver form, please email studentaccounts@adler.edu.

I am disabled and cannot use the CTA. How do I use paratransit services?

The UPASS program now includes paratransit services for eligible students. Students who are unable to use fixed route public transportation due to a disability may be eligible for Paratransit Service, a shared ride program offered by the Regional Transit Authority (RTA). Students must be certified by the RTA in order to use the service. <http://www.rtachicago.org/index.php/plan-your-trip/travel-tips/riding-cta-trains.html>

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

No, the CTA UPASS is nontransferable and carries your photo. The CTA reserves the right to require a student to show a valid school identification card upon request. If this condition is violated, the UPASS will be confiscated, and you will be prohibited from participation in the CTA UPASS program for a full year. You will not be reimbursed, but may be subjected to arrest and prosecution, as well as campus disciplinary action.

Do students at other universities participate in this program?

Over 40 other universities and colleges in Chicago also participate in this program (e.g. The Chicago School of Professional Psychology, Loyola, DePaul, Roosevelt, etc.)

How is the UPASS fee determined?

The fee is determined based on the contractual rate of payment to the CTA plus administrative costs to run the program. CTA may increase the rate annually. These increases will be reflected in the rate Adler University charges full time students. The CTA increased the UPASS rate they charge schools for the Fall 2018 term but Adler University will not increase the student's UPASS charge until Fall 2019.

Where can I get more information about the UPASS?

You can visit the CTA's UPASS website. <http://www.transitchicago.com/upass/>

What if my UPASS is lost or stolen?

The CTA will issue a replacement for \$50 (Check/Money Order, Credit or Debit only). Email studentaccounts@adler.edu or visit Student Accounts Office on 15th floor. Once your old UPASS has been voided, it is useless. The \$50 is an administrative fee paid to the CTA to cover costs of verifying your eligibility, voiding your old card, creating & shipping the new card, and updating their database with your new data. The \$50 is nonrefundable. The replacement UPASS will be sent to Adler University within 5-7 business days. You will be notified via e-mail when your UPASS arrives. Contact Ventra 1-877-669-8368 to immediately report their card lost/stolen. This step helps prevent others from using the card before the Student Accounts office has an opportunity to process your replacement card payment.

What if my UPASS is damaged or not working properly?

You must report your damaged UPASS to Student Accounts. Email studentaccounts@adler.edu or Student Accounts Office on 15th floor to request a new UPASS. You must also pay a non-refundable \$5 fee to replace the damaged card for every damaged card *after the first* (Check/Money Order, Credit or Debit only). The new UPASS will be sent to Adler University. You will be notified via e-mail when your Ventra UPASS arrives.

Eligibility**Who is eligible for an Adler University CTA UPASS?**

According to the agreement between the CTA and Adler University, the CTA UPASS is available each term only to **full time students** for that semester. Please refer to current catalog for Full-Time statuses for all programs. **Part-time students are not eligible nor are they assessed the fee.** Students with Half-Time or Less-Than-Half-Time status are not eligible for the UPASS program, nor are they assessed the fee.

Why do I have to be full-time to be eligible for a UPASS?

The CTA requires that students must be full-time to participate in the program and charges Adler University for every active full-time student. Full-time status must be based on tuition and fees assessment.

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

After the add/drop period each term, we send an updated list of eligible students to the CTA. If you have fallen below full-time status during the add/drop period, your name will be on this list, and CTA will deactivate your UPASS. The UPASS fee assessment will be credited to your account. After the add/drop period each term, there are no refunds given for tuition and fees, including the UPASS fee. If

you drop or withdraw from a course and fall below full-time status after the add/drop period, you will still be responsible for the UPASS fee, and your UPASS will NOT be deactivated.

Distribution

Do I have to pick up a new UPASS each semester?

No, the CTA Ventra UPASS will be valid for 5 years. Each student is required to activate their Ventra UPASS by calling the number listed on the back of the card. This should be done prior to the student's first attempt to use the card, or the card will not work on the system. The student will need to provide the following information when they call to activate the card: 1) Card Number (located on the back of the Ventra UPass card) 2) Student ID (located on the side of your picture – use first five digits).

When and where can I get my UPASS?

CTA UPASS cards are distributed by the Office of Student Affairs. You can pick up a *new* UPASS card with Student Affairs or make arrangements for it to be picked up at the 15th floor reception desk. Prior to receiving a UPASS every student must be registered as a full-time student. For those students not registered 20 days prior to the semester start, it can take up to 7 days to receive your Ventra UPASS once an order is placed.

Once you have the initial UPASS, it will be activated each semester electronically. It will not be necessary to visit Office of Student Affairs or CTA to have your UPASS activated. Students are sent an e-mail via Office of Student Affairs notifying them of active dates for UPASS usage. Adler's UPASS is always activated the first day of classes and deactivated after the last day of term.

I am registered for less than full time status, but plan on registering for more courses and becoming a full-time student. Can I pick up my UPASS?

No. We must verify that you are registered for full-time status prior to issuing you a UPASS. Students registered for less than full time status are not eligible to receive a UPASS. You must pick up your UPASS after you have registered for full time status.