

**Materials Used by the  
Regional Transportation Authority (RTA) of Chicago, IL**



## Types of Eligibility for ADA Paratransit

If you are determined eligible for ADA Paratransit Service, you will receive one of the following types of eligibility:

### Conditional Eligibility

You are able to use the fixed route buses or "L" trains for **some** of your trips, and qualify for ADA Paratransit Service for other trips.

### Unconditional Eligibility

Your disability or health condition **always** prevents you from using the fixed route buses and "L" trains and you qualify for ADA Paratransit Service for **all** of your trips.

### Temporary Eligibility

You have a health condition or disability that **temporarily** prevents you from using the fixed route buses and "L" trains.

## Useful Phone Numbers

For more information about ADA Paratransit eligibility or to request an application, call:

**Regional Transportation Authority (RTA)  
ADA Paratransit Certification**  
312/663-HELP (4357 voice)  
TTY: 312/913-3122  
Monday through Friday  
8:30 a.m. until 5:00 p.m.

For more information about how and where ADA Paratransit Service operates in your area, or for the times and days of operation, call:

**Chicago Transit Authority (CTA)  
Paratransit Operations**  
312/432-7025 (voice)  
TTY: 312/432-7140  
Monday through Friday  
7:00 a.m. until 6:00 p.m.

**Pace**

**Passenger Services**  
847/364-PACE (7223 voice)  
TTY: 847/364-5093  
Monday through Friday  
8:00 a.m. until 5:00 p.m.

For more information on using CTA and Pace buses, CTA "L" trains or Metra trains, call:

**RTA Travel Information**  
836-7000, city or suburbs (voice)  
TTY: 312/836-4949  
Toll Free TTY: 800/439-2202



Applying for  
**ADA**

**Paratransit  
Service**



Regional  
Transportation  
Authority

To request this brochure in large print,  
audio tape, Braille, or Spanish please call  
312/663-HELP (4357 voice) or TTY: 312/913-3122

# Public Transportation Services for Customers with Disabilities

## CTA and Pace Fixed Route Buses, CTA "L" Trains, and Metra Trains

Public transportation in the Chicagoland area is becoming more accessible to persons with disabilities. Thanks to the Americans with Disabilities Act (ADA), improvements in accessibility make traveling on fixed route buses and trains easier for all riders.

- For everyone's benefit, drivers are required to announce major stops, intersections, and connecting points to help riders recognize their bus stop or point of transfer.
- Priority seating is available for riders who have difficulty standing while the bus or train is moving.
- Each year, more buses with lifts, kneelers or ramps are added to the CTA and Pace fleets to assist riders who use wheelchairs or others who have difficulty getting up and down the bus steps.
- Reserved spaces with securement straps are available for riders who use

wheelchairs to provide a safe and secure ride.

- "L" trains and Metra trains and stations are also being made more accessible each year. For example, signage has been improved for persons with visual impairments and tactile warning strips have been installed.

We are committed to developing a public transportation system that everyone can use. We encourage individuals with disabilities to take advantage of the independence and flexibility that is provided by our extensive bus, "L" train, and commuter train network. Both seniors and individuals with disabilities can ride at a reduced fare.

This service is provided as part of our ongoing efforts to meet the requirements of the Americans with Disabilities Act.

- Service is provided in areas where CTA or Pace bus routes or CTA "L" trains operate.
- Service is provided during the hours and days when fixed route service operates.
- Rides need to be reserved one day in advance.
- Fares are at least the cost of the full fare on a fixed route bus or train.
- Service is provided for all types of trips, including medical, shopping, and personal travel.

## ADA Paratransit Service

For riders whose disability or health condition may prevent them from using fixed route service (buses and "L" trains) even with these recent improvements, the CTA and Pace provide shared-ride, curb-to-curb transportation called "ADA Paratransit Service."

Individuals who are interested in using ADA Paratransit Service must apply and be found eligible according to ADA guidelines. The Regional Transportation Authority (RTA) is responsible for determining eligibility for ADA Paratransit Service in the Chicagoland region.

# Frequently Asked Questions . . . and Answers about ADA Paratransit Service

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## Question

*What guidelines does the RTA use to decide if applicants are eligible for ADA Paratransit Service?*

## Answer

### **The Americans with Disabilities**

**Act (ADA)** includes criteria for deciding if a person is eligible for ADA Paratransit Service. The RTA follows these criteria.

### **We consider each person's functional**

**ability** to use fixed route bus and "L" train service. We also consider if there are times when fixed route buses or "L" trains can be used and times when ADA Paratransit Service is needed. Eligibility is **not** based just on the type of disability or age of an applicant, or on an applicant's preference for curb-to-curb service.

## Question

The effects of my disability can change from day-to-day. On some days I can use the fixed route buses or "L" trains, but on other days I can't. Would I be eligible for ADA Paratransit Service?

## Answer

**Yes, you may be eligible** to use ADA Paratransit Service at those times when your disability prevents you from using fixed route buses and "L" trains. This is an example of **conditional eligibility**.

Many people with disabilities can use fixed route buses or "L" trains for some of their trips but qualify for ADA Paratransit Service when their disability or barriers in the environment prevent them from getting to and using buses and "L" trains for other trips.

## Question

*There are no bus routes near where I live in the suburbs. Is ADA Paratransit Service provided in this area?*

## Answer

**No**, ADA Paratransit Service is meant to provide transportation that is comparable to fixed route bus and "L" train service. It is therefore provided only where there is bus or "L" train service. ADA Paratransit vehicles can only make pick-ups and drop-offs at places that are within **3/4 of a mile** of a bus route or "L" train station.

Also, ADA Paratransit Service only operates during the times and days when CTA or Pace bus routes or "L" trains operate. In areas or at times where CTA or Pace does not provide fixed route service, no ADA Paratransit Service is offered.

There may be other local transportation options, though, provided by your county, city, or Pace.

**If you have a disability or health condition that prevents you from using fixed route CTA and Pace buses and the CTA "L" train service, applying for ADA Paratransit Service is as easy as:**

## 1. Call Us

First, call the RTA's ADA Paratransit Certification program and ask them to mail you an **ADA Paratransit Application**. Just call:

**312/663-HELP (4357 voice)**

**TTY: 312/913-3122**

Monday through Friday  
8:30 a.m. until 5:00 p.m.

If you have any questions about the application form; call the ADA Paratransit Certification program for assistance. If you need help filling out the form, the interviewer will assist you at your interview.

## 2. Interview

After you fill out as much of the application as you can, call the RTA's ADA Paratransit Certification program at **312/663-HELP (4357 voice) or TTY: 312/913-3122** to set up an in-person interview at one of the five Interview and Assessment Sites. Bring the ADA Paratransit Application form and a photo ID with you to the interview. You may also bring additional information about your disability or health condition if you wish, but this is not required.

At the interview, we will review the application form with you and help complete it if necessary. We will also discuss your travel abilities and limitations in more detail. Transportation to and from the interview will be provided if necessary.

After the interview, we may ask you to take a "mock" bus trip. This will take about 30-45 minutes and will give us a better idea of your travel abilities and limitations. You may have to go outside, so please dress for the weather.

## 3. Decision

You will be notified of your eligibility by letter within 21 days after the interview and assessment are completed. If a decision is not made within 21 days, we will provide you with ADA Paratransit Service until a final decision is made.

If you are eligible for ADA Paratransit Service for some or all of your trips, you will receive a Certification Letter, a Customer Guide with information about how to use the service and a photo ID card. If we determine that you are able to use fixed route buses or "L" trains for some or all of your trips, we will notify you of the exact reasons for this decision and tell you how to appeal the decision.



# ADA Paratransit Application Instructions



Thank you for inquiring about eligibility for ADA Paratransit Service. Enclosed is a copy of an ADA Paratransit Application form. Also enclosed is a brochure that explains what ADA Paratransit Service is and who is eligible for these services. **Please read these instructions and the enclosed brochure carefully before completing the application form.**

## ***What is “ADA Paratransit Service” and Who is Eligible?***

ADA Paratransit Service is shared-ride, curb-to-curb transportation provided in the RTA area by the Chicago Transit Authority (CTA) and Pace (the suburban bus division). ADA Paratransit Service is provided for customers with disabilities who are unable, because of their disability, to use fixed route buses and “L” trains. Fixed route buses mean the large transit buses operated on set routes by the CTA and Pace. “L” trains mean the subway and elevated trains operated by the CTA. ADA Paratransit Service is only provided in areas where fixed route buses or “L” trains run. If you are a person with a disability who cannot travel on the fixed route Pace and CTA buses and on the CTA “L” trains because of your disability, you may be eligible for ADA Paratransit Service. If you are sometimes able to use fixed route buses or “L” trains, you may be eligible for ADA Paratransit Service for those trips that you cannot make by bus or train because of your disability.

The enclosed brochure describes ADA Paratransit Service and different types of ADA Paratransit Eligibility in more detail.

## ***How to Apply***

To help us accurately determine your eligibility for ADA Paratransit Service, please fill out the enclosed application form as completely and thoroughly as possible. **Once you have filled out the form as much as you can, call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview.** You may call Monday through Friday from 8:30 am until 5:00 pm to schedule the interview. When you call, we will arrange an interview at one of our satellite offices. If you need transportation to the interview, just let us know when you call. Also let us know when you schedule the interview if you will need American Sign Language or Spanish language interpreter services.

**SEE OTHER SIDE**

## ***What to Bring to the Interview***

- 1. The completed application form. Do not mail the application back to the RTA.**
- 2. A Photo ID.** If you do not have a photo ID, please let us know when you call to schedule your interview.
- 3. You may also want to bring documentation of your health condition or disability.** Medical documentation can be very important in helping us evaluate your abilities and limitations if your health condition or disability is not apparent, such as arthritis, heart or breathing problems, vision impairments, psychiatric disability, etc. All medical information which you provide about your disability will be kept strictly confidential.

## ***What Will Happen at the Interview?***

- 1. We will review the application form with you** and will ask you additional questions about your ability to use fixed route buses and “L” trains.
- 2. We may ask you to participate in a functional assessment** so we can further evaluate your travel abilities and limitations. The functional assessment will be at the same location following the interview. Please come dressed in appropriate attire for a possible outdoor functional assessment.
- 3. We will take your photograph.** The photograph will be used for an ID card if you are determined eligible for ADA Paratransit Service.

## ***When and How Will You Find Out if You Are Eligible?***

You will be notified of your eligibility by letter. This decision will be made within 21 days of the date you completed your in-person interview and assessment. If a decision is not made within 21 days, we will provide you with ADA Paratransit Service until a final decision is made.

If you are determined eligible for ADA Paratransit Service for some trips or for all trips, Customer Guides with information about CTA and Pace’s ADA Paratransit Service will be sent to you. If it is determined that you are able to use the fixed route buses or “L” trains for some or all of your trips, we will notify you in writing of the exact reasons for this decision and provide information about how to appeal our decision.

**If you have questions about ADA Paratransit eligibility, please call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY). If you need help filling out the form, the interviewer will assist you at your interview.**



## **TRAVEL TRAINING**

### **IT MAY BE YOUR TICKET TO RIDING FIXED ROUTE PUBLIC TRANSPORTATION**

Over the past several years, since the passage of the Americans with Disabilities Act (ADA), great strides have been made by public transportation to make fixed route buses and trains more accessible to persons with disabilities. But sometimes, riding fixed route transit requires more than the ability to ride; it requires knowing **how** to ride.

Have you ever wanted to be more independent? Have you ever wanted to use fixed route public transportation? With Travel Training offered by the Regional Transportation Authority (RTA), you may be able to do both. What will that mean to you? It will be easier to get around without having to pre-schedule your trip. By riding fixed route public transit instead of paratransit, you'll have access to a greater network of CTA buses and trains, Metra commuter rail trains and Pace buses.

### **WHAT IS TRAVEL TRAINING?**

Travel Training is a program that teaches persons with disabilities how to ride on fixed route transit. It is called "hands-on" training because trainers work with consumers in a classroom setting **and** on the buses and trains they will be riding. Travel Training teaches persons with disabilities how to travel on fixed route transit. It also provides them with the practice they need to feel **comfortable** and **confident** riding.

### **WHO IS ELIGIBLE TO RECEIVE TRAVEL TRAINING?**

Travel Training is available to **any** qualified person with a disability who has applied to the RTA for ADA Paratransit Certification. Persons with physical or developmental disabilities, visual impairments or blindness, or with mental illness or other disabilities, are encouraged to request Travel Training.

### **DO YOU HAVE TO BE A CERTAIN AGE TO QUALIFY FOR TRAVEL TRAINING?**

There are no age requirements for Travel Training. The RTA has provided instruction to riders from 10 years of age to 80 years of age.

### **WHERE IS TRAVEL TRAINING CONDUCTED?**

Travel Training is conducted in a classroom or at a consumer's home. It is also conducted on the bus or train route the consumer will be riding. Exactly how and where Travel Training is conducted will depend on the needs of the consumer and the agency providing the instruction. While receiving Travel Training, the consumer will be eligible to use ADA Paratransit services.

## **WHEN IS TRAVEL TRAINING CONDUCTED?**

Travel Training can be conducted on a weekday, or on a weekend, usually Saturday. It can be conducted in the day or evening. Again, the needs of the consumer will determine when Travel Training is conducted.

## **WHO CONDUCTS TRAVEL TRAINING?**

Travel Training is conducted by employees of area Centers for Independent Living and other agencies that have contracted with the RTA to provide the training. The trainers often have disabilities themselves, as well as experience in using public transportation. All of the agencies promote independence for persons with disabilities by providing instruction and practice in living skills, such as riding transit. They are non-profit community agencies located in Chicago and throughout northeastern Illinois.

## **HOW LONG DOES TRAVEL TRAINING LAST?**

Travel Training lasts as long as necessary to make sure that the consumer is ready and able to ride fixed route transit. Because Travel Training is conducted on an individualized, one-to-one basis, both the consumer and the trainer have to feel confident about this decision. Usually, classroom training lasts about one to three hours. In the classroom, consumers will learn about reading a map and how to get travel information using the RTA's Travel Information Center. They will also learn about trip planning. The one-to-one training could consist of as little as a single trip with a trainer on a bus or train route of the consumer's choice, or as much as several trips with a trainer. The extent of training is decided by the trainer and the consumer.

## **IS TRAVEL TRAINING CONDUCTED INDIVIDUALLY OR IN A GROUP?**

Travel Training instruction in the classroom is either done on a one-to-one basis or is limited to a group of no more than 10 people. Travel Training on the actual bus or train route the consumer will be riding is conducted on a one-to-one basis.

## **IS THERE A COST FOR TRAVEL TRAINING?**

There is no cost to receive Travel Training. The service is provided free of charge by the RTA to qualified persons with disabilities who have applied to the RTA for ADA Paratransit Certification.

## **HOW DO YOU REQUEST TRAVEL TRAINING?**

If you would like to request Travel Training, or want to find out more about the Travel Training program, please check the YES box on page 5 of your Regional Transportation Authority ADA Paratransit Application, or tell us at your interview. You will be contacted by an RTA employee about your interest in training while your ADA Paratransit Application is being processed. If you have further questions about the Travel Training program, please call the ADA Paratransit Certification program at **312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY).**



# **Regional Transportation Authority ADA Paratransit Application**







# Regional Transportation Authority ADA Paratransit Application



If you have a disability which prevents you from using CTA and Pace fixed route buses and CTA "L" trains,  please complete this form and then call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview. Bring this form (completed as much as possible) and a photo ID to the interview.

Please read the attached instructions and brochure before completing this form. The brochure explains more about the CTA and Pace ADA Paratransit Service. If you have questions about the services, eligibility, or need assistance, please call the ADA Paratransit Certification program at the number listed above. Also call if you need this application in large print, Braille, on audio tape, or in Spanish.

## I. General Information (Please Print)

Social Security Number \_\_\_\_\_ Birthdate \_\_\_\_\_

*(The RTA uses Social Security Numbers only as a way to track applications. If you do not provide a Social Security Number, we will assign another number to your application).*

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_

Last Name \_\_\_\_\_ Sex: M \_\_\_ F \_\_\_

Street Address \_\_\_\_\_ Apt # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

Phone [daytime] (\_\_\_\_) \_\_\_\_\_ [evening] (\_\_\_\_) \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

**Please check below how you would like written material sent to you in the future.**

- Regular Print
- Large Print
- Audio Tape
- Braille
- Spanish (en español)

**Please give us the name and phone number of a friend or relative we can call in case we are unable to reach you at your regular number:**

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone [daytime] (\_\_\_\_) \_\_\_\_\_ [evening] (\_\_\_\_) \_\_\_\_\_

## II. Disability and Mobility Equipment Information

Please describe the disability or health condition that prevents you from using fixed route buses  and "L" trains . (Please list all disabilities or health conditions that apply.)

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It may be helpful to bring documentation of your health condition or disability to the interview along with this completed application form.

If this is a temporary disability or health condition, how long do you expect it to prevent you from using fixed route buses and "L" trains? \_\_\_\_\_ months

Do you use any of these mobility aids or equipment? (Check all that apply.)

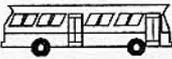
- |  |   |
|--|---|
| <input type="checkbox"/> cane                                    | <input type="checkbox"/> powered wheelchair |
| <input type="checkbox"/> crutches                                | <input type="checkbox"/> powered scooter    |
| <input type="checkbox"/> walker                                  | <input type="checkbox"/> manual wheelchair  |
| <input type="checkbox"/> leg brace                               | <input type="checkbox"/> long white cane    |
| <input type="checkbox"/> prosthesis                              | <input type="checkbox"/> service animal     |
| <input type="checkbox"/> portable oxygen                         |   |
| <input type="checkbox"/> other (please specify) _____            |   |
| <input type="checkbox"/> I do not use any of these mobility aids |   |

Do you ever need to bring someone with you to help you when you travel (a "personal care assistant" or "personal attendant")?

- Yes, always       Yes, sometimes       No

### III. Abilities to Use Fixed Route Buses or "L" Trains

Please read the following statements and check those which best describe your abilities to use fixed route buses or "L" trains . (Check all that apply.)

Fixed route buses mean the large transit buses  operated on set routes by the CTA and Pace. "L" trains mean the subway and elevated trains  operated by the CTA.

- I can get to and from bus stops or "L" train stations if the distance is not too great.
- I can ride the buses or "L" trains when I am feeling well. There are other times, however, when my disability or health condition worsens, and at these times I cannot ride the buses and "L" trains.
- I have a disability or health condition that prevents me from riding the buses and "L" trains if the weather is very hot or very cold.
- My disability or health condition makes it impossible to travel when there is snow or ice on the ground.
- I cannot climb stairs to get on and off fixed route buses and in and out of "L" train stations.
- I can get to and from bus stops or "L" train stations only if there are curb-cuts and level sidewalks.
- I have difficulty understanding or remembering all the things I would have to do to use the buses and "L" trains.
- I can use fixed route buses or "L" trains if it's someplace I go all the time.
- I can never use fixed route buses and "L" trains by myself.
- I am not really sure if I can use fixed route buses and "L" trains.
- I am not able to use fixed route buses and "L" trains for other reasons. Please explain:

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## IV. Please Give Us More Information About Your Functional Abilities

### WITHOUT THE HELP OF SOMEONE ELSE CAN YOU...

#### 1. Ask for and understand written or spoken instructions?

- Always                       Sometimes                       Never                       Not sure

#### 2. Cross the street?

- Always                       Sometimes                       Never                       Not sure

#### 3. Stand for 10 minutes if there is no place to sit?

- Always                       Sometimes                       Never                       Not sure

#### 4. Step on and off a sidewalk from the curb?

- Always                       Sometimes                       Never                       Not sure

#### 5. Find your own way to the bus stop or "L" station if someone shows you the way once or twice?

- Always                       Sometimes                       Never                       Not sure

#### 6. Walk up and down three steps if there is a handrail?

- Always                       Sometimes                       Never                       Not sure

#### 7. Walk up and down a flight of stairs if there is a handrail?

- Always                       Sometimes                       Never                       Not sure

#### 8. Stand on a moving bus or "L" train holding onto a handrail?

- Always                       Sometimes                       Never                       Not sure

#### 9. Transfer from one fixed route bus to another bus or between the bus and the "L" train?

- Always                       Sometimes                       Never                       Not sure

#### Under the best of conditions, what is the FARTHEST you can walk outdoors (or travel using your mobility aid) without the help of another person?

- Less than 1 block                       6 blocks (3/4 mile)  
 1 block                       More than 6 blocks  
 2 blocks (1/4 mile)                       I cannot travel outdoors alone at all  
 4 blocks (1/2 mile)



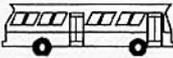
**V. Please Give Us Information About Where You Go and How You Get There Now.**

List the three places you go most often and how you get there now.

1. Where do you go? \_\_\_\_\_  
Address \_\_\_\_\_  
How often do you go there? \_\_\_\_\_  
How do you get there now? \_\_\_\_\_

2. Where do you go? \_\_\_\_\_  
Address \_\_\_\_\_  
How often do you go there? \_\_\_\_\_  
How do you get there now? \_\_\_\_\_

3. Where do you go? \_\_\_\_\_  
Address \_\_\_\_\_  
How often do you go there? \_\_\_\_\_  
How do you get there now? \_\_\_\_\_

Do you currently use fixed route buses  or "L" trains  at all?

No     Yes. Which routes? \_\_\_\_\_

When was the last time you used fixed route buses or "L" trains? \_\_\_\_\_

If you used fixed route buses or "L" trains in the past and have stopped using them, please explain why: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Signature: Please Complete Box A Unless You are a Minor or Have a Legal Guardian, in Which Case Your Parent or Legal Guardian Should Complete Box B.**

**A. I understand that the purpose of this application is to determine if I am eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I understand that falsification of information could result in a loss of ADA Paratransit Services as well as a penalty under the law. I agree to notify the RTA if I no longer need to use ADA Paratransit Services.**

\_\_\_\_\_ Date \_\_\_\_\_  
(Signature of Applicant)

**B. I understand that the purpose of this application is to determine if the Applicant is eligible to use ADA Paratransit Services. I certify that the information provided in this application is true and correct. I understand that falsification of information could result in a loss of ADA Paratransit Services as well as a penalty under the law. I agree to notify the RTA if the Applicant no longer needs to use ADA Paratransit Services.**

**I consent to the Applicant's interview and the functional assessment of his/her travel abilities and limitations to determine ADA Paratransit Service eligibility. I understand that the Applicant must be present for the interview and any recommended functional assessment. I acknowledge that I may be present with the Applicant during the interview and any functional assessment, and state that:**

***(Check one of the following)***

I will be present,

I designate \_\_\_\_\_ to be present on my behalf, or

I waive my right to be present and do not designate another person to be present on my behalf.

\_\_\_\_\_ Date \_\_\_\_\_  
(Signature of Parent or Legal Guardian)

**If someone assisted in completing this application, please provide the following information:**

Print name \_\_\_\_\_

Relationship to applicant \_\_\_\_\_

Address \_\_\_\_\_

Agency \_\_\_\_\_ Phone (\_\_\_\_\_) \_\_\_\_\_

***Once you have completed as much of this form as you can, call the ADA Paratransit Certification program at 312/663-HELP (4357 voice) or 312/913-3122 (if you use a TTY) to schedule an in-person interview. DO NOT MAIL this application back to the RTA.***

**GO TO THE NEXT PAGE**

## ***If We Need Additional Information***

In order for the RTA to evaluate your request for eligibility, it may be helpful for us to contact a professional who is familiar with your health condition or disability and your functional abilities and limitations. Please list one or two professionals who we can contact if we need additional information. Examples of qualified professionals include:

physician (M.D. or D.O.)

physical therapist

occupational therapist

orientation and mobility instructor

independent living specialist

rehabilitation specialist

social worker

registered nurse

ophthalmologist

psychiatrist

psychologist

case manager

\_\_\_\_\_  
(Name of qualified professional)

\_\_\_\_\_  
(Name of qualified professional)

\_\_\_\_\_  
(Type of professional)

\_\_\_\_\_  
(Type of professional)

\_\_\_\_\_  
(Professional's agency)

\_\_\_\_\_  
(Professional's agency)

\_\_\_\_\_  
(Street Address)

\_\_\_\_\_  
(Street Address)

\_\_\_\_\_  
(City, State & Zip Code)

\_\_\_\_\_  
(City, State & Zip Code)

\_\_\_\_\_  
( )

(Phone Number)

\_\_\_\_\_  
( )

(Phone Number)

## ***Authorization for Release of Information***

I authorize the professional(s) listed above to release to the RTA information about my disability or health condition and its effect on my ability to travel on the CTA/Pace bus and train system. I understand that I may revoke this authorization at any time. Unless earlier revoked, this form will permit the professional listed to release the information described up to 90 days from the date below.

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Signature of Applicant or Responsible Party)

All medical information which you or a professional provide about your disability will be kept strictly confidential.