On the rail station platform

- Always stand back from the edge of a platform.

On the bus or train

- When standing, hold on to vertical bars or grab handles. Never lean against doors.
- Do not cross from car to car or stand between trail cars.
- Keep large items such as strollers, shopping carts and luggage clear of aisles and doorways.
- Never insert yourself or other items such as a bag, purse or stroller into closing doors.

Traveling with children

- Allow extra time and never leave children unattended.
- Carry small children in your arms as you pass through a rail station turnstile or rotogate.
- Hold small children’s hands and keep them back from the edge of the platform.
- When traveling with a stroller, use the wheelchair accessible gate to enter and exit the stations where available.
- Report harassment or any prohibited activities immediately. Tell a CTA employee or call the CTA’s Customer Service number at 1-888-YOUR-CTA (1-888-968-7282) weekdays 7am to 8pm, TTY: 1-888-CTA-TTY1 (1-888-282-8891) or call 911.
The CTA makes every effort to provide a secure and safe environment for its riders. As a customer, please be mindful of your surroundings and remember — IF YOU SEE SOMETHING, SAY SOMETHING.

Suspicious activity — If you see someone acting suspiciously, see smoke, notice an odd smell, or witness anything unusual, immediately tell the bus or rail operator, a customer assistant or call 911.

What to watch for:
• Someone hiding something on CTA property.
• Someone other than a CTA employee on the rail tracks.
• Someone filming or taking excessive photos of transit operations and equipment.
• Someone wearing clothes not consistent with the time of year such as a winter parka in the summer.

Unattended packages — If you find an unattended package, tell the bus or rail operator, a customer assistant or call 911 immediately. If you see someone leave a package on a bus or train, politely bring it to their attention.

Threats or hoaxes — Real or implied, threats or hoaxes are felony crimes and will be aggressively investigated and prosecuted. If you are a witness or a victim of a crime, call 911 and give a complete description of the offender(s) such as sex, height, weight, race, distinguishing marks and clothing.

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