



Welcome to the Chicago Transit Authority, the nation's second largest transit system. The CTA is a premier public service agency with a mission to provide quality, affordable transit services that link people, jobs and communities. Within Chicago and thirty-five suburbs, CTA provides service to 1.7 million riders per day. Thank you for accepting the opportunity to join our team of transit ambassadors.

You are now a member of the team that steps up to the challenge of consistently providing clean, safe, on time and friendly service to our customers. We accomplish our mission with a diverse workforce that values being courteous, innovative, motivated, professional, reliable, and results-oriented. As an employer, the CTA is committed to setting clear goals, communicating openly, encouraging employees to develop to their fullest potential, and supporting employees so that they can provide quality service to our customers.

In the near future, you will be scheduled to attend a New Employee Orientation (NEO) session. NEO is designed to give employees a greater insight into the scope of operations, maintenance, and administrative functions. During this one-day event, you will have an opportunity to meet other employees from a variety of departments and learn more about the CTA.

On the day of orientation, please go to the CTA's first floor lobby security desk at 567 W. Lake Street. The attire for the day is casual; slacks and laced shoes are appropriate for the stops at field locations. As a safety precaution, gym shoes are not allowed.

Once again, welcome to the Chicago Transit Authority where we are 'Stepping Up To The Challenge!'

Sincerely,

Human Resources