

## MEMORANDUM

TO: The Honorable Gregory Mitchell,  
Alderman, 7<sup>th</sup> Ward  
Chair, Chicago City Council Committee on Transportation and Public Way

FROM: Dorval R. Carter, Jr, President, Chicago Transit Authority

DATE: April 30, 2024

RE: **CTA Responses to Questions Submitted Through Chair Following Committee Meeting**

Thank you, Chairman Mitchell, for providing the alderpersons' questions from the February 27, 2024, Chicago City Council Committee on Transportation and Public Way. I appreciate your commitment to streamlining the process for managing the exchange of requested information between members of the Committee and the Authority. Please let us know if there is anything else we can do to accommodate any further needs of the Committee.

Below please find the answers to the Committee's questions.

**1. What is the pathway currently for CPS students, if any, to access jobs within CTA?**

CTA partners with One Summer Chicago to offer one of the largest high school internship programs in the city. In 2023, CTA hosted 237 high school students as part of the program. This summer, CTA will welcome 250 high school students from across the city exposing them to the breadth of career opportunities within the CTA.

**2. What is the pathway currently for veterans, if any, to access jobs within CTA?**

In 2023, the CTA hired 77 self-identified veterans—the highest number of veterans hired since 2014. The increase in veteran hires is in-part a result of some of the following initiatives below:

- In 2018, to assist with Veterans transitioning to civilian careers, the CTA added a Veteran Webpage with Military Job Match Functionality:  
<https://www.transitchicago.com/careers/veterans/>
- CTA launched a Veteran Resource Group (VERG) on June 28th, 2019. VERG currently has 50+ active members that meet bi-weekly.
- In partnership with VERG, recruitment facilitated multiple hiring manager informational sessions on the benefits of hiring a veteran.
- CTA signed a MOU with ArmyPays in Jan 2023 to promote the veteran hiring initiative.
- In conjunction with the union(s), a veteran patch was approved to be a part of the uniform effective Nov 2023.
- In 2023, the CTA attended 12 recruitment events that were veteran/military focused.
- In 2023, the CTA created a welcome packet with VERG membership benefit information for all new veterans that are hired at the CTA.

**3. CTA updated the Veteran Hiring SOP in late Nov. 2023 in support of the 2012 Executive Order.  
What are the demographic breakdown of CTA leadership, departments and workforce categories?**

Please see chart below for relevant demographic breakdown.

<b>As of January 31, 2024</b>	<b>CTA Workforce</b>	<b>Managers</b>
White (Not Hispanic or Latino)	14%	32%
Black or African American	68%	48%
Hispanic or Latino	16%	16%
Asian	2%	4%
Two or More	1%	1%
American Indian or Alaskan Native	< 1%	< 1%
Female	35%	32%
Male	65%	68%

**4. What percentage of the employee population lives within the City of Chicago or in the surrounding suburbs?**

CTA records show that 59% of CTA employees live within the City of Chicago; 98% of CTA employees live in Illinois. In general, while there is a residency requirement to live within the CTA service region for non-union CTA personnel (some exceptions excluded), there is no residency requirement for union personnel.

**5. How many RFP's have gone out for the Red Line Extension? What are the demographics, if applicable, of winning contractors & subcontractors?**

Seventeen (17) Requests for Proposals (RFPs) have been issued and awarded for the Red Line Extension (RLE) Project. More than \$115 million has been awarded to Disadvantaged Business Enterprises on RLE contracts so far.

The ethnic breakdown is as follows:

- Black American 44.88%
- Asian American 32.11%
- Non-Minority 12.42%
- Hispanic American 10.58%

Four task orders have been awarded to DBE primes, three of which were through Small Business Enterprise (SBE) contracts, totaling \$5.3MM.

Please see **Attachment A** for additional information, including DBE goals and commitments as well as other relevant data.

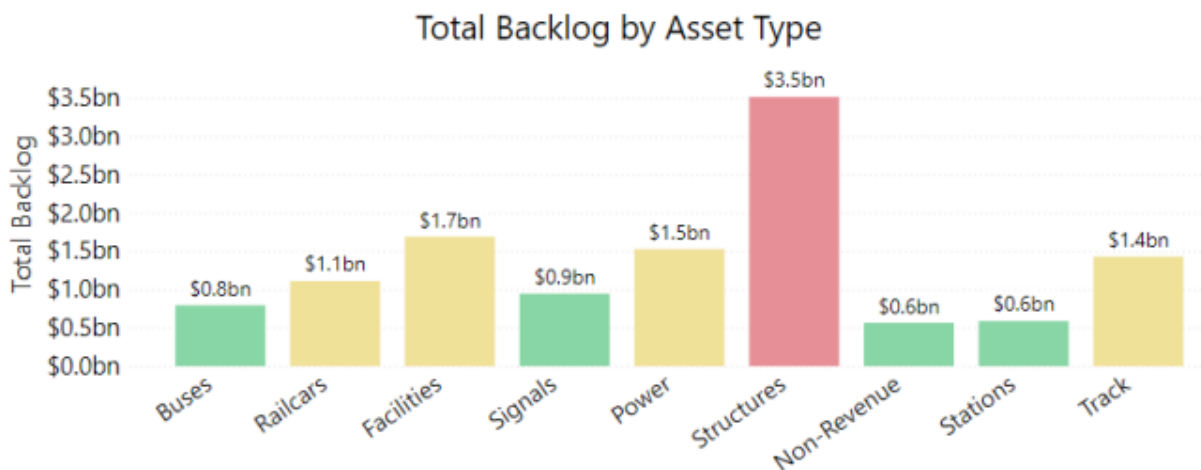
**6. How much retail space is vacant across the system? How long are the remaining occupied retail spaces leases? What is the demographic information for occupied retail spaces (i.e., MWBE owners, etc.)?**

As of March 1, 2024, forty-four percent (44%) of available retail space was vacant across CTA's system. The leases for the remaining occupied spaces are of varied length (please see **Attachment B** for start and end dates). CTA does not collect demographic information related to these leases.

**7. How much is the anticipated capital repairs for all rail stations?**

CTA's system-wide identified capital investment needs total \$37.8 billion. Of those identified needs, \$7.2 billion are funded, while the remaining \$30.6 billion are unfunded. The largest category of investment needs is Rail Infrastructure renewal and modernization, with major needs also identified for revenue vehicles.

The following charts reflect where there are major investments overdue in several key asset classes including Infrastructure, Vehicles, Stations, and Facilities as illustrated in the first chart below. In this figure, total backlog refers to the value of CTA's assets that need rehabilitation or replacement.



**8. How much capital improvement by ward for bus stations & shelters?**

The bus shelters at CTA stops are owned and maintained by the Chicago Department of Transportation.

**9. Through the Chair, can you send a detailed explanation of how you gather the data for each category that is shown on your dashboard?**

Please see **Attachment C** of this document, which explains the metrics, sources and calculation methods used for each CTA dashboard category.

**10. Please share an organization chart for CTA leadership and their areas of focus.**

Please see **Attachment D** for organizational chart of CTA leadership.

**11. How do you track employee use of CTA services and report that out?**

CTA acknowledges there is a separate request for data regarding ridership information on a quarterly basis. CTA will provide information responsive to this request for each quarterly hearing as requested.

**12. Please share the strategic plan (more granular and forward-looking than Meeting the Moment) on how CTA will be returning service levels to 2019 levels by the end of 2024 (which Pres. Carter committed to do at the end of last year).**

CTA service is expanding as a result of its aggressive hiring and training campaigns. In March, CTA announced added bus service across the system, including 29 bus routes reaching near pre-pandemic levels. In April, CTA announced the new, dynamic rail schedules, allowing for added service where demand is greatest, namely during the AM and PM rush periods on the Red, Green, Brown, and Purple lines as well as the O'Hare branch of the Blue line. Bus and rail service will continue to expand throughout the year, reaching pre-pandemic levels by the end of the year.

In 2023, CTA hired over 1,000 bus operators – more than in any year in CTA's history – and almost triple the amount of operators hired in previous years. CTA is on pace to fully staff all available bus operator positions in 2024. CTA has embarked on an aggressive training plan to train 200 new rail operators in 2024. This is in addition to the targeted hiring efforts of flaggers, the entry-level position for rail operators. CTA has hired 100 flaggers already in 2024. CTA hosted 12 job fairs throughout Chicago attended an additional 100 community-based job fairs in 2023 helping thousands of Chicagoans apply for jobs at CTA. At the current pace, CTA expects to meet pre-pandemic workforce levels by fall of 2024.

**13. How do you regularly measure your progress compared to other cities– what metrics specifically?**

For comparisons across key performance areas, CTA utilizes metrics that are common across all cities and are reported to the FTA's National Transit Database (NTD). CTA and the Regional Transportation Authority (RTA) regularly use and report NTD data to compare and report progress relative to other, similar systems. CTA typically compares to METRO (Los Angeles), MBTA (Boston), NYCT (New York), SEPTA (Philadelphia), WMATA (Washington, DC), and MARTA (Atlanta). The comparison metrics include those such as cost per trip, fleet size, fleet age, service delivery levels, recovery ratio, ridership, revenue, service coverage, maintenance, and capital investment. CTA reports system comparison metrics in its annual budget book. RTA publishes an annual Modal Peer Review.

**14. We have heard of a tension between CTA and advocates for improved public transit services. How will CTA improve communications with advocates and the public on everything from long term planning to daily disruptions?**

To help ensure the public is kept apprised of our ongoing efforts to increase rail services now through this summer, CTA will be issuing multiple announcements letting riders know how many new operators have been added, and where they will be allocated. This information will be amplified across CTA's communications channels.

With regards to ongoing communication with advocates, in February CTA hosted a virtual roundtable discussion with local community representatives and transit stakeholders with the goal of bringing them up to speed on key matters and measures being taken to address service reliability, safety and the customer experience, while also addressing any questions. CTA will continue to hold virtual roundtable discussion on a regular basis.

**15. Safety: riders have concerns regarding crime on buses and trains, from assault/robberies to smoking on train cars, what's being done to address this?**

Generally speaking, the CTA is a safe system when compared to overall ridership.

Currently, we carry roughly 900,000 passengers a day – more than the entire population of Indianapolis – and more than 5.5 million people each week, and incidents of crime are very low. That said, one crime is one too many, and CTA is committed to working with CPD to make the system even safer.

We continue to work in close collaboration with the Chicago Police Department to review data and information on a daily basis, which helps inform and guide the strategic deployment of both police and security resources across our bus and rail systems. CTA currently deploys more than 400+ security guards out on the system each day.

These efforts are making an impact. Throughout 2023, CTA saw year-over-year declines in crimes. And this year, through the end of March, overall transit crime is 5% lower year to date, while violent crime on the CTA has dropped 10% compared to this time in 2023.

Combatting incidents of crime on CTA requires a multi-pronged approach, which includes the strategic deployment of police and security resources, use of CTA's 33,000+ security cameras across all buses, trains, rail stations/platforms and other facilities – the most comprehensive security camera network among U.S. transit agencies – and use of new and emerging technologies and other ideas to boost crime deterrence.

As for enforcing the no smoking rule on CTA, this is a daily initiative for both CPD officers deployed on our system, as well as CTA security guards. Both are tasked with reminding offenders that smoking is not permitted on the system and to extinguish their device or ask them to leave the property. In the event someone does not comply, security guards request police assistance to have the offenders removed.

Last year alone, CPD issued more than 6,300 citations for smoking on the CTA and has already issued thousands more this year.

And it should be noted that the recently launched CTA ChatBot feature is already proving to be a valuable tool. CTA riders can use this web-based tool to get answers to common CTA/service questions, and to alert CTA personnel to real-time, non-emergency matters, including issues of cleanliness and smoking.

**16. We know that there are unhoused neighbors who seek shelter on train cars, and that there has been a strategy of having a team engaging with those neighbors to provide them services. Please share the metrics by which CTA tracks progress and success in connecting those who need homelessness services with those services.**

Beginning in 2023, the Department of Family Support Services received a new \$2 million investment from CTA to expand the homeless outreach services and coordination efforts of two delegate agencies on the two 24/7 train lines, the Red and Blue lines. The Red Line outreach team, Thresholds, started engagement in early January 2023 and the Blue Line outreach team,

Haymarket, started in late February 2023. With these funds, Thresholds was able to add a new overnight team and shift to conduct outreach on the Red Line. Haymarket was able to add two shifts of teams, one operating during the day and the other overnight to conduct outreach on the Blue Line.

Here are the following main key performance indicators for these CTA outreach teams:

- Number of unique individuals enrolled in the Homeless Management Information System (HMIS)
- Number of unique individuals enrolled in the Coordinated Entry System (CES), a system used to assess, refer, and connect people with housing and homeless assistance based on their needs.
- Number of individuals placed in shelter
- Number of individuals housed
- Number of individuals transported

**Number of encounters over time:** Across both the Blue and Red Lines, outreach workers had a total of 7,800 encounters of people experiencing unsheltered homelessness from January through December 2023. The Red Line outreach team started outreach in early January 2023 and the Blue Line started in late February 2023. For the Red Line outreach team, they had over 2,600 encounters with unhoused people on the Red Line train and stations. The Blue Line outreach teams had over 5,100 encounters on the Blue Line train and stations.

**Shelter and housing placements:** From January through December 2023, there were 122 shelter placements recorded from the Red and Blue Lines. During that same period of time, 47 CTA clients were housed. A CTA-specific Accelerated Moving Event (AME) was held that housed 20 CTA clients through the Rapid Rehousing Program. Additionally, of those who were housed, 27 (or nearly 60%) clients were engaged through the CTA outreach teams (based on HMIS data) and exited from homelessness to other stable or permanent housing destinations outside of the AME process in 2023.

**Unique individuals enrolled in HMIS and CES:** Across both the Red and Blue Lines for all of 2023, there have been a total of 372 unique individuals enrolled in the Homeless Management information System (HMIS) across both agencies' outreach projects. Out of those 372 individuals, 90% (334) had a Coordinated Entry Assessment (CES) in HMIS.

**Client transports:** Regarding where clients got transported over the course of 2023, there were a variety of locations across both the Red and Blue lines. For both lines, the most common location for transport was to a shelter. There was a total of 124 individuals transported: 119 to shelters and five (5) to motels. A total of 22 transports across both outreach teams were to the DFSS Community Center at 10 S. Kedzie, which provides a variety of services including clothing as well as referrals and resources for connecting clients to food pantries, public benefits, shelters, veteran services and workforce development. And 31 were transports for medical, detox, or substance use treatment services across the Red and Blue Lines. Plus, a variety of other miscellaneous transports for housing-related visits, helping clients obtain benefits, access to warming centers, a job interview etc.

In addition, DFSS uses a comprehensive strategy to support all Chicagoans experiencing unsheltered homelessness, which includes the following related to CTA:

### **Coordinated daily outreach**

- Street outreach teams including DFSS HOP and 11 delegate agencies build rapport with individuals experiencing homelessness to address basic needs and engage them in services.
- Coverage is coordinated across the city and includes CTA-dedicated teams and overnight services from two delegate agencies: Thresholds and Haymarket. For the 2023 contract year, the CTA invested \$2M towards outreach on the Red and Blue Lines of the CTA. Thresholds operate a day and evening shift on Red Line and Haymarket provides outreach on the Blue Line via a day shift and overnight shift. Both agencies have resources to support individuals riding the train with immediate needs, shelter, and longer-term support around mental health and substance use.

### **Connection to housing**

- Unsheltered-dedicated Accelerated Moving Events began in December 2020 and continued through August 2023. Since then, 476 unsheltered individuals and families have moved into housing. As previously mentioned, 47 of those are people engaged while taking shelter on CTA, 20 of which were engaged through the AME process in 2023.
- Outreach teams assess clients for the Coordinated Entry System, to access Continuum of Care (CoC) housing resources.
- To sustainably address unsheltered homelessness, we need more housing resources as well as adequate shelter and supportive services.

## **17. A number of us support Western Ave BRT, would you also support efforts in moving that forward?**

With a far broader geographic reach in Chicago than rail, many low income/minority communities throughout the city have bus access but not rail. This is one important reason the CTA continues to implement and explore ways to improve bus speed and reliability. Doing so will help increase equity and access for these communities.

Western Avenue was identified as one of 17 corridors across the city that will be prioritized for improvements under the Better Streets for Buses (BSB) Plan, which is the first framework plan for implementing infrastructure to enhance the bus riding experience, developed by CDOT and CTA together. Proposed plans and designs for each corridor will vary based on need and community preference. The BSB Plan includes a toolbox of street treatments such as enhanced bus stops, bus priority traffic signals, and dedicated bus lanes.

As a major next step towards implementation of robust bus priority projects, CTA and CDOT have successfully secured a competitive grant from Cook County's Invest in Cook program, to conduct additional public outreach and advance design for at least three corridors in the Better Streets for Buses Network. CDOT and CTA are currently in the process of selecting corridors for this study and developing a scope, in consultation with the Transportation Equity Network (TEN). Western Avenue is a top candidate for a number of reasons—the high bus ridership on the corridor, the connectivity it provides, the relatively wide roadway, and the support for bus priority we have heard from some community members and alders. CDOT and CTA anticipate finalizing the corridor selection and scope for the study in the next few months.

In the interim, several Bus Priority Zones have been implemented on Western Avenue, including near the Blue Line Western station and Diversey/Logan Boulevard. Bus Priority Zones are smaller infrastructure treatments intended to address pinch points on major bus corridors, with elements like short stretches of bus lanes and queue jump signals. CTA will continue to work with CDOT to identify near-term opportunities to implement these types of treatments.

In addition, traffic-signal prioritization, which gives extended green lights to approaching buses if they are behind schedule, is currently in place along Western between Howard Ave. and 79<sup>th</sup> St.

Like transit agencies across the country, the CTA is working to have a clearer picture of ridership trends/demand on all our service corridors, with an eye toward providing the best possible service now while also looking at possible future service improvements. To aid in developing this process, CTA is also embarking on a long-term Bus Vision Project; an initial assessment of the current bus network should be published in the next few months, and its release will kick off the public engagement phase.

The Bus Vision Project will evaluate how well the network serves area residents, considering operational challenges and the geographic and demographic context that the bus network operates within, and seek input from the public. A key component of this initiative is determining the best ways to provide equitable, accessible service to all parts of the city.

**18. What is being done to support CTA workers in regard to getting their feedback on how to improve services and employee experience/retainment/and recruitment?**

In addition to regular, ongoing discussions between CTA employees and management to solicit feedback at garages and terminals, CTA's Operations managers conduct routine "rap sessions" at both bus garage and rail terminals to address timely matters related to safety, security and day-to-day operations.

In addition, CTA's frontline workers are also represented by their unions, who are also regularly engaged in communication with CTA management, both through formal and informal means of feedback regarding matters and concerns related to our workforce.

Supplementing these ongoing channels of communication, CTA administers surveys on a regular basis to get input from all employees. The Human Resources Department ("HR") also administers an employee exit survey to departing employees. In 2023, HR administered two surveys to current employees: Culture & Safety and Employee Experience. All surveys are voluntary. Over 2,000 employees (out of 10,000 total) completed the most recent survey. HR conducts outreach to all employees using multiple methods to insure representation from front-line employees. The surveys can easily be completed using a cell phone and we have seen strong participation.

*Surveys:*

- **Organizational Culture & Safety Survey:** feedback from current employees about their perceptions of the workplace environment and safety.
- **Employee Experience Survey:** gathers feedback from current employees about their satisfaction, engagement, retention, and overall experience.
- **Exit Survey:** feedback from departing employees to understand reasons for leaving and identify areas for improvement.



*Follow-up actions:*

Survey results are provided to CTA department leadership/management. Individual departments are responsible for drafting department-specific follow-up goals. In 2024, HR met with 34 departments/units (174 management staff) across the Authority to review the results and discuss their goals. Employee feedback has led directly to the development of various initiatives, such as the enhancement to CTA's employee recognition programs and the creation of a new Employee Engagement, Outreach, and Marketing unit to further engage employees through a variety of programs and events.

**19. Are there any legislative changes you would request or recommend from the Council to support your efforts of improvement, whether reliability or safety?**

CTA's Government and Community Relations (GCR) Department works closely with the City Council and aldermanic staff to ensure a productive and ongoing dialogue between CTA and City Council members. We appreciate the Council's support and ask that you join us in lobbying legislative leaders in the General Assembly as we pursue a new funding formula that adequately supports public transit in Chicago. Under the current funding formula, although CTA provides 80% of the region's public transit rides, it only receives 49% of regional public transportation funding.

**20. How does CTA position technology in order to track and monitor safety on trains and buses?**

CTA boasts one of the most extensive security-camera networks among U.S. transit agencies, which now includes more than 33,000 cameras across all buses, trains, rail stations/platforms and other facilities. Security cameras are an invaluable tool for the CTA and the Chicago Police Department, who provides law enforcement for the agency. While the cameras serve as a deterrent, their primary job is to serve as an investigative tool. Images pulled from CTA's cameras have aided in the arrest of thousands of individuals that have committed crimes on or near CTA property.

Importantly, only cameras installed in CTA rail stations and other CTA facilities offer live feeds at this time. Access to these live camera feeds is shared with OEMC and CPD's Strategic Decision Support Center (SDSC), which features smart-policing technology and full connectivity to CTA's extensive security-camera network, as well as detectives dedicated to CTA-related crime.

Officers are assigned to the SDSC room 24/7 and have access to live feeds from security cameras across our rail system. The SDSC Room and the officers assigned to it are a vital tool that assists officers patrolling the system both proactively, by monitoring for suspicious activity on the monitors, and reactively, by listening to the radio and assisting officers calling in certain activities and monitoring either the situation or keeping an eye on the whereabouts of those involved in suspicious or criminal activity.

CPD has also has access to footage from CTA buses, trains and other CTA locations. This is provided by staff from CTA's Security Dept. who are tasked with pulling all relevant video and providing to CPD as part of their investigations.

CTA also recently completed the installation of new security camera monitors in every Customer Assistant (CA) booth across the rail system. CA booths in every rail station are now equipped

with a 21-inch monitor display that offers live feeds from that station's security cameras. There are 173 security camera monitors at all 146 rail stations. The goal of these monitors is to allow station personnel to monitor activity throughout the station in between carrying out their myriad assigned duties, which include assisting customers with fares/fare vending machines, answering questions and providing directions, assisting customers with disabilities and more. Importantly, these displays are not intended to be monitored constantly, as rail station personnel spend a good deal of time in other areas of the station outside the booth.

**21. How often do you meet with the Mayor and Mayor's team to talk about CTA challenges and the plan forward?**

President Carter and CTA's leadership team are in frequent contact with the administration about various matters regarding CTA's current operations and future planning. Additionally, CTA is also part of administrative initiatives with city departments and sister agencies.

**22. Please share your vision for where you want to see CTA 5 years from now.**

In the years to come, CTA will continue to make great strides towards its goal of being a world-class public transportation organization. In the near term, this focus is on increasing service throughout 2024 across both the bus and rail system, and continuing to enhance the customer experience through various targeted initiatives. In addition, CTA has been working on, and will soon introduce, a full strategic vision that lays out public transit's future in the region and seeks to position CTA to adopt and utilize new technologies to better serve our customers and train our employees; to continue to invest in transit projects that foster new levels of transit-oriented development; and to build upon CTA's role as the central mobility integrator for the City of Chicago to further goals of access and equity across the city.

The most critical factor to achieving these goals is to ensure public transit is adequately funded and that the wrongs of the past are corrected. As such, the coming years will be geared towards ensuring that the flawed funding formula for transit in the region is corrected and that CTA can not only survive, but thrive, as the lifeblood for our city and region.

For several years, I—along with other public transit leaders—have warned that the funding provided by the federal government to ease the effects of the ridership loss resulting from COVID-19 would be exhausted and that the resulting financial challenges would not only be extraordinary, but potentially devastating to our service. Today, transit leaders continue to sound the alarm regarding the looming fiscal cliff that awaits—a combined \$730 million per year shortfall for our agencies. At CTA, we are working hard every day to hire and train the employees necessary to provide the level of service our customers deserve, but the equity-based and customer-focused outcomes we are pursuing will require funding that in line with our shared goals. This is a reality that does not yet exist, but I am hopeful that it will.

# **Attachment A**

## **RLE Contract Information – DBE & Workforce Goals**

## Red Line Extension (RLE) Awarded Contracts With DBE Information

As of February 29, 2024

<u>Contract Description</u>	<u>DBE Goal</u>	<u>DBE Commitment / Attainment</u>	<u>Total Award</u>	<u>DBE Dollars</u>	<u>DBE's</u>
Professional Consulting Video Services for RLE	30%	36.75%	\$249,000	\$91,500	3
General Engineering Consultant - RLE Preliminary Engineering Survey	30%	84.18%	\$838,746	\$706,027	2
RLE Transit Supportive Development (TSD) Comprehensive Plan	40%	39.73%	\$1,470,202	\$584,935	5
RLE Final Environmental Impact and Preliminary Engineering Services	26%	26.00%	\$38,324,821	\$9,964,453	16
Program Management Services for RLE	30%	30.00%	\$104,193,418	\$32,872,146	13
Consultant to assist CTA in the analysis, development and enactment of a Transit TIF District for RLE	20%	25.79%	\$1,440,000	\$371,376	3
Property Management Services for RLE	30%	60.03%	\$25,532,000	\$7,059,600	4
RLE Ordinary Demolition Design #1 (North)	100% SBE	100%	\$485,400	\$485,400	4
RLE Ordinary Demolition Design #1 (South)	100% SBE	100%	\$374,754	\$374,754	4
RLE Complex Demolition Design	30%	37.82%	\$1,200,281	\$453,986	3
RLE Community Office Buildout Design	100% SBE	100.00%	\$550,948	\$550,948	6
RLE Advanced Work Construction Management	30%	63.40%	\$3,943,240	\$2,500,000	1
RLE 120th Yard and Shop Design	30%	30%	\$28,596,777	\$8,579,038	10
RLE Construction Management	35%	37%	\$137,545,775	\$50,908,543	13
RLE Complex Demo Construction Blanket	TBD per Work Order	TBD per Work Order	TBD	TBD	TBD
RLE Ordinary Demo Construction Blanket	100%	100.00%	TBD	TBD	TBD
RLE Mainline Design - Build	25% Design / 22%	TBD	TBD	TBD	TBD
<b>TOTAL</b>			<b>\$344,745,362</b>	<b>\$115,502,706</b>	<b>87</b>

## Red Line Extension (RLE) Contracts With Workforce Goals

As of February 29, 2024

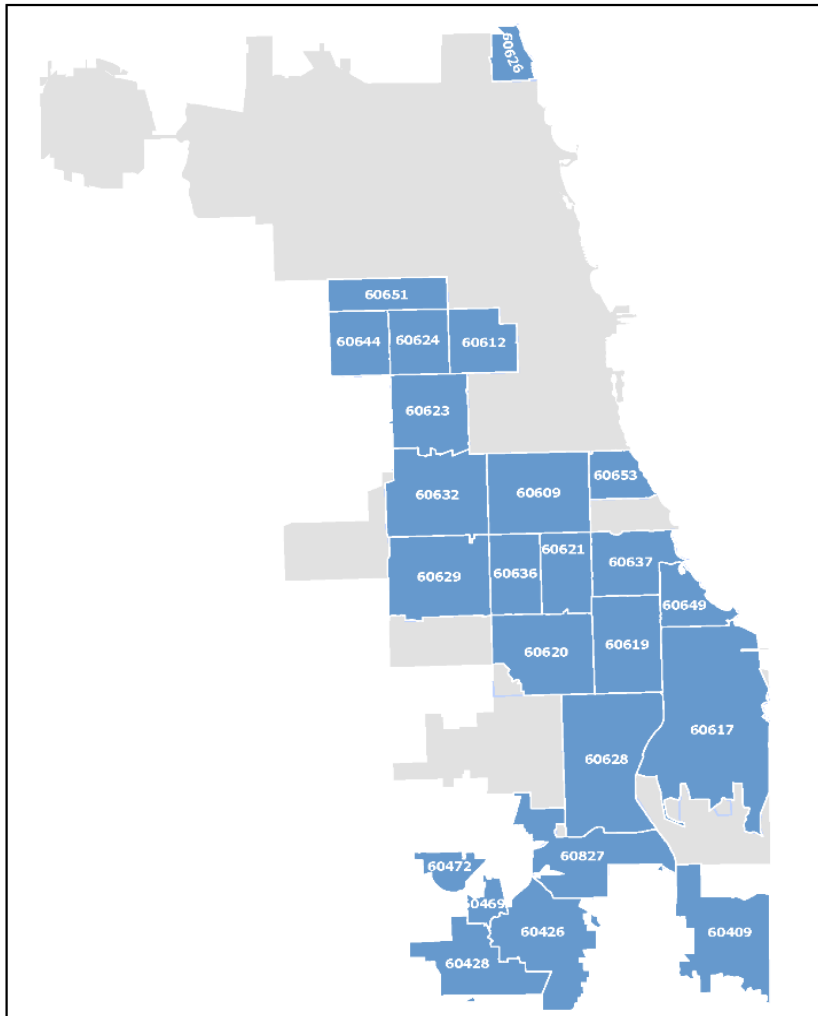
Contract Description	Projected Labor / Contract Hours	Careers Opportunity	Workforce Goals	
			Apprentice	Economically Disadvantaged Area (EDA)
Property Management Services for the Red Line Extension (RLE)	TBD	0%	15%	25%
RLE Advanced Work Construction Management	20,112	5%	0%	10% (Service Area EDA)
RLE Construction Management	667,310	0%	0%	12% (Service Area EDA)
RLE Complex Demo Construction Blanket	TBD	TBD	TBD	TBD
RLE Ordinary Demo Construction Blanket	TBD	TBD	TBD	TBD
RLE Mainline Design - Build	1,500,000,000	10%	15%	35% (Service Area EDA)

### Workforce Goal Descriptions

**Careers Opportunity:** A percentage of the total labor / contract hours in a contract should be attained by hiring and utilizing Workforce Innovation and Opportunity Act (WIOA) workers or Section 3 Workers. WIOA workers will be recognized for credit up to five (5) years after they are WIOA verified.

**Apprentice:** A percentage of the total labor hours of a contract should be attained by hiring and utilizing apprentices from US Department of Labor (USDOL)-approved apprentice programs

**Economically Disadvantage Area (EDA):** A percentage of the total labor / contract hours in a contract attained by hiring and utilizing residents of ZIP codes with a median household income \$45k or less. **Service Area EDA** creates opportunities for residents of ZIP codes within the CTA Service Area with median household income of \$45k or less. The ZIP codes included in the Service Area EDA are 60409, 60426, 60428, 60469, 60472, 60609, 60612, 60617, 60619, 60620, 60621, 60623, 60624, 60626, 60628, 60629, 60632, 60636, 60637, 60644, 60649, 60651, 60653, 60827.



# **Attachment B**

## **Real Estate Report**

Line	Station	Property Address	City	Inside or Outside Pay Area?	Occ. / Vac.	Tenant Name	DBA	Square Footage	Lease Commencement	Initial Expiration	Option 1 Start	Option 1 End	Option 2 Start	Option 2 End	Option 3 Start	Option 3 End	Option 4 Start	Option 4 End
Red	Granville	1111 W. Granville	Chicago	Out	Occupied	1111 West Granville Corporation	Gino's North	800	7/1/2015	6/30/2020	7/1/2020	6/30/2025	7/1/2025	6/30/2030				
Orange	Ashland-Midway	3011 S. Ashland	Chicago	Out	Vacant			324										
Red	Belmont-North Main	945-49 W. Belmont Ave.	Chicago	Both	Occupied	Belmont Donuts Transit, LLC	Dunkin Donuts	364	9/30/2010	9/29/2015	9/30/2015	9/29/2020						
Red	Clark/Division	107 W. Division	Chicago	Out	Vacant			385										
Blue	Jefferson Park	4917 N. Milwaukee Ave.	Chicago	Out	Vacant			240										
Red	Morse	1405 W. Morse Ave.	Chicago	Out	Occupied	Blyumin Foot & Ankle Clinic Ltd.	Blyumin Foot & Ankle Clinic Ltd	760	6/1/2016	5/31/2026	6/1/2026	5/31/2031	6/1/2031	5/31/2036				
Red	Sheridan	3942 N. Sheridan	Chicago	Out	Occupied	Bu Ung Kang	Alta Vista Foods	2529	8/1/2005	7/31/2010	8/1/2010	7/31/2015						
Pink	Damen	2010 S. Damen Ave.	Chicago	Out	Occupied	Café Jumping Bean, Inc.	Café Jumping Bean	288	6/1/2016	5/31/2026	6/1/2026	5/31/2031	6/1/2031	5/31/2036				
Red	Granville	1117 W. Granville	Chicago	Out	Occupied	Chicago Granville Donuts	Dunkin Donuts	800	4/1/2016	3/31/2026	4/1/2026	3/31/2031	4/1/2031	3/31/2036				
Red	Morse	1355 W. Lunt Ave	Chicago	Out	Vacant			1,852										
Red	Morse	1401 W. Morse Ave	Chicago	Out	Vacant			1267										
Red	95/Dan Ryan	15 W. 95th St.	Chicago	Out	Vacant			245										
Pink	18th	1710 W. 18th St.	Chicago	Out	Vacant	Churro Factory Incorporated	XURRO - Churro Factory	205	5/1/2015	4/30/2020	5/1/2020	4/20/2025	5/1/2025	4/30/2030				
Red	Loyola	1200-08 W. Loyola Ave	Chicago	Out	Occupied	Chicago Loyola Donuts	Dunkin Donuts	482	1/1/2015	12/31/2024	1/1/2025	12/31/2029	1/1/2030	12/31/2034				
Purple	Central-Evanston	1022 W. Central Ave.	Evanston	Out	Occupied	Chicago Mezuzah and Mitzvah Campaigns	Chicago Mezuzah and Mitzvah Campaigns	1100	10/1/2013	1/31/2019	2/1/2019	1/31/2024	2/1/2024	1/31/2029	2/1/2029	1/31/2034	2/1/2034	1/31/2039
Brown	Western-Ravenswood	4645 N Western Ave.	Chicago	Out	Occupied	Diamond Bakery, Inc.	Dunkin Donuts	400	8/22/2014	8/21/2024	8/22/2024	8/21/2029	8/22/2029	8/21/2034				
Purple	Central-Evanston	1024 W. Central Ave.	Evanston	Out	Occupied	Equity Schools, LLC	Equity Schools, LLC	1048	11/1/2016	10/31/2021	11/1/2021	10/31/2026	11/1/2026	10/31/2031				
Red	Lake/State	128 N State (Randolph/ Washington)	Chicago	Out	Occupied	First Equity Group Concessions, LLC	Dunkin Donuts	195	9/14/2011	4/30/2022	5/1/2022	4/30/2027	5/1/2027	4/30/2032				
Blue	Washington/Dearborn	19 N Dearborn St (Washington/Madison)	Chicago	Out	Vacant			180										
Pink	Pulaski-Douglas	2021 S. Pulaski Rd.	Chicago	Out	Vacant			270										
Red	Howard	1649 W. Howard St. (2nd Jvl, Paulina)	Chicago	Out	Vacant	First Equity Group Concessions, LLC	Millennium Convenience	300	9/14/2011	4/30/2022	5/1/2022	4/30/2027	4/1/2027	4/30/2032				
Pink	54th/Cermak	2134 S. 54th Ave.	Chicago	Out	Vacant			345										
Blue	Jackson/Dearborn	219 S. Dearborn St. (Adams/Jackson) - E	Chicago	Out	Vacant			205										
Orange	Roosevelt/Wabash	22 E. Roosevelt Rd.	Chicago	Out	Occupied	Topaz Foods, LLC	Dunkin Donuts	347	9/14/2011	4/30/2022	5/1/2022	4/30/2027	5/1/2027	4/30/2032				
Blue	Belmont-O'Hare	3355 W. Belmont Ave.	Chicago	Out	Vacant			265										
Brown	Kimball	4755 N. Kimball Ave.	Chicago	Out	Occupied	Shree Kimball, Inc.	Dunkin Donuts	320	4/4/2013	10/3/2028	10/4/2028	10/3/2033	10/4/2033	10/3/2038				
Purple	Linden	349 N. Linden	Evanston	Out	Vacant			252										
Red	Sheridan	3938 N Sheridan Road	Chicago	Out	Vacant	Trevino, Inc.	Emerald City Coffee	1037	6/1/2005	5/31/2010	6/1/2010	5/31/2015						
Green	King Drive	400 East King Drive	Chicago	Out	Vacant			80										
Red	Fullerton	943-47 W Fullerton	Chicago	Out	Occupied	HG Fullerton LLC	Dunkin Donuts	347	9/14/2011	4/30/2022	5/1/2022	4/30/2027	5/1/2027	4/30/2032				
Red	Granville	1116 - 1120 W. Granville	Chicago	Out	Occupied	Flaco's Tacos IV, LLC	Flaco's Tacos	2219	12/1/2014	11/30/2024	12/1/2024	11/30/2029	12/1/2029	11/20/2034				
Blue	Irving Park-O'Hare	4131 W. Irving Park Rd	Chicago	Out	Vacant			54										
Blue	Forest Park	719 S. Des Plaines	Chicago	Out	Occupied	Forest Park Blue Line, Inc	Forest Park Blue Line, Inc	1168	10/1/2013	9/30/2023	10/1/2023	9/30/2028	10/1/2028	9/30/2033				
Blue	UIC-Halsted	430 S Halsted St	Chicago	Out	Vacant			97										
Brown	Western-Ravenswood	4644 1/2 - 4648 N. Western Ave.	Chicago	Out	Occupied	Gary Hartig	Midwest Antiques	1900	Month to Month									
Red	Clark/Division	1200 N Clark St.	Chicago	Out	Vacant			105										
Orange	Midway Airport	4612 W. 59th St.	Chicago	Out	Vacant			237										
Blue	Jackson/Dearborn	219 S. Dearborn St. (Adams/Jackson) - W	Chicago	Out	Vacant			149										
Green	Cicero-Lake	4750-58 W. Lake St.	Chicago	Out	Vacant			511										
Red	Grand	521 N. State Street	Chicago	Out	Occupied	Grand Red, Inc.	Dunkin Donuts	150	10/1/2014	9/30/2024	10/1/2024	9/30/2029	10/1/2029	9/30/2034				
Red	95/Dan Ryan	15 W. 95th Street	Chicago	Out	Occupied	Greyhound Lines, Inc.	Greyhound	350	Month to Month									
Green	Cicero-Lake	4800 W. Lake St.	Chicago	Out	Vacant			595										
Orange	Kedzie-Midway	4900 S. Kedzie	Chicago	Out	Vacant													
Orange	Western-Midway	4901 S. Western Ave	Chicago	Out	Vacant													
Pink	Central Park	1906 S. Central Park Ave.	Chicago	Out	Vacant			465										
Blue	Cumberland	5800 N. Cumberland Ave.	Chicago	Out	Occupied	Greyhound Lines, Inc.	Greyhound	420	10/1/2014	9/30/2017	10/1/2017	9/30/2020	10/1/2020	9/30/2023				
Red	Granville	1115 W. Granville	Chicago	Out	Occupied	INS Illinois LP	International News	775	8/18/2013	8/17/2023	8/18/2023	8/17/2028	8/18/2028	8/17/2033				
Orange	Halsted-Midway	2520 S. Archer	Chicago	Out	Vacant			180										
Red	Monroe/State	26 S. State St. (Madison/Monroe) - N	Chicago	Out	Vacant			164										
Blue	Logan Square	2610 N. Milwaukee Ave.	Chicago	Out	Vacant			273										
Blue	Washington/Dearborn	127 N. Dearborn St. (Randolph/Wash)	Chicago	Out	Vacant			292										
Blue	Jefferson Park	4917 N. Milwaukee Ave.	Chicago	Out	Vacant			288										
Red	Jackson/State	312 S. State St. (Jackson/Van Buren)	Chicago	Out	Vacant			175										
Red	Chicago/State	800 N. State St.	Chicago	Out	Vacant			350		3/6/2023	3/7/2023	3/6/2028	3/7/2028	3/6/2033				
Blue	Monroe/Dearborn	114 S. Dearborn St.(Monroe/ Adams) - S	Chicago	Out	Vacant			216										
Yellow	Skokie	5005 W. Dempster St	Skokie	Out	Vacant	Panjwani Network Restaurants, Inc.	Dunkin Donuts	205	12/1/2014	11/30/2024	12/1/2024	11/30/2029	12/1/2029	11/1/2034				
Purple	Davis	1612 W. Benson	Evanston	Out	Occupied	KSK Concessions, LLC	Dunkin Donuts	144	9/12/2014	9/11/2024								
Orange	Pulaski-Midway	5106 S. Pulaski Ave.	Chicago	Out	Vacant			189										
Pink	Polk	1713 W. Polk St	Chicago	Out	Occupied	KSK Concessions, LLC	Dunkin Donuts	252	9/12/2014	9/11/2024								
Red	Thorndale	1118 W. Thorndale Ave.	Chicago	Out	Vacant			164										
Blue	Division/Milwaukee	1200 N Milwaukee Ave.	Chicago	In	Vacant			165										
Red	Howard	1649 W. Howard	Chicago	Out	Vacant			388										
Red	Jackson/State	230 S. State St. (Adams/Jackson)	Chicago	Out	Vacant			150										
Blue	Harlem-O'Hare	5550 N. Harlem Av.	Chicago	Out	Vacant			125										
Orange	35th/Archer	3528 S. Leavitt St.	Chicago	Out	Occupied	KSK Concessions, LLC	Dunkin Donuts	250	8/22/2014	8/22/2024								
Blue	Washington/Dearborn	127 N. Dearborn St. (Randolph/Wash)	Chicago	Out	Vacant			170										
Red	Monroe/State	128 S. State St. (Monroe/Adams) - S	Chicago	Out	Vacant			276										
Green	Garfield	319 East Garfield	Chicago	Out	Occupied	LPA Management	LPA Management	710										
Red	Morse	1400-02 W. Morse Ave.	Chicago	Out	Vacant			1072										
Red	95/Dan Ryan	15 W.95th St.	Chicago	Out	Vacant			300	9/3/2010									
Blue	LaSalle	150 W. Congress Parkway	Chicago	Out	Vacant			126										
Brown	Western/Milwaukee	1909-11 N. Western Ave.	Chicago	Out	Vacant			100										
Red	Loyola	1200 W. Loyola Ave.	Chicago	Both	Vacant			780										
Red	Jarvis	1527 W. Jarvis	Chicago	Out	Vacant			1010										
Brown	Montrose-Ravenswood	1817 W Montrose Ave.	Chicago	Out	Vacant			55										
Red	Granville	1113 W. Granville	Chicago	Out	Occupied	Loyola University of Chicago	Loyola University	556	2/1/2011	1/31/2016	2/1/2016	1/31/2021						
Red	State/Lake	188 N. State St. (Lake/Randolph)	Chicago	Out	Vacant			120										
Blue	Monroe/Dearborn	30 S. Dearborn (Madison/Monroe) - N	Chicago	Out	Occupied	Monroe Donuts, Inc	Dunkin Donuts	430	10/1/2014	9/30/2024	10/1/2024	9/30/2029	10/1/2029	9/30/2034				

Orange	Midway Airport	4612 W. 59th St.	Chicago	Out	Occupied	NRN Midway, Inc.	Dunkin Donuts	237	9/12/2012	9/11/2022	9/12/2022	9/11/2027	9/12/2027	9/11/2032				
Red	Morse	1357 W. Morse Ave	Chicago	Out	Occupied	1121.91	Dunkin Donuts	1852	2/1/2015	5/31/2025	6/1/2025	5/31/2030	6/1/2030	5/31/2035				
Green	Ashland/63rd	6315 S. Ashland Ave.	Chicago	Out	Vacant			82	Vacant									
Green	Halsted/63rd	6321 S Halsted Av	Chicago	Out	Vacant			1144	Vacant									
Green	Cottage Grove-East 63rd	6322 S Cottage Grove Ave.	Chicago	Out	Vacant			90	Vacant									
Blue	Rosemont	5800 N. River Road - E	Rosemont	Out	Occupied	Shaun, Inc.	Dunkin Donuts	460	8/22/2014	8/21/2029	8/22/2029	8/21/2034	8/22/2034	8/21/2039				
Red	Chicago/State	800 N. State St	Chicago	In	Vacant			100	Vacant									
Blue	Rosemont	5800 N. River Road - W	Rosemont	Out	Occupied	Shaun, Inc.	Dunkin Donuts	105	8/22/2014	8/21/2029	8/22/2029	8/21/2034	8/22/2034	8/21/2039				
Brown	Diversey	940 - 944 W Diversey Ave	Chicago	Out	Vacant			463	Vacant									
Red	Addison-North Main	940 W. Addison	Chicago	Out	Vacant			245	Vacant									
Green	Harlem-Lake	1 S. Marion St.	Oak Park	Out	Occupied	Sri Sri Ananta, Inc.	Ronnie's Mini Mart	690	1/1/2015	12/31/2024	1/1/2025	12/31/2029	1/1/2030	12/31/2034				
Brown	Wellington	945 W. Wellington Ave.	Chicago	Out	Vacant			88	Vacant									
Red	North/Clybourn	1599 N Clybourn	Chicago	Out	Occupied	Starbucks Corporation	Starbucks	600	5/9/2012	9/26/2022	9/27/2022	9/26/2027	9/27/2027	9/26/2032	9/27/2032	9/26/2037	9/27/2037	9/26/2042
Orange	Midway Airport	4612 W. 59th St.	Chicago	Out	Occupied	Unni Inc	Unni											

34  
91  
37%



# **Attachment C**

## **Metric Definitions**

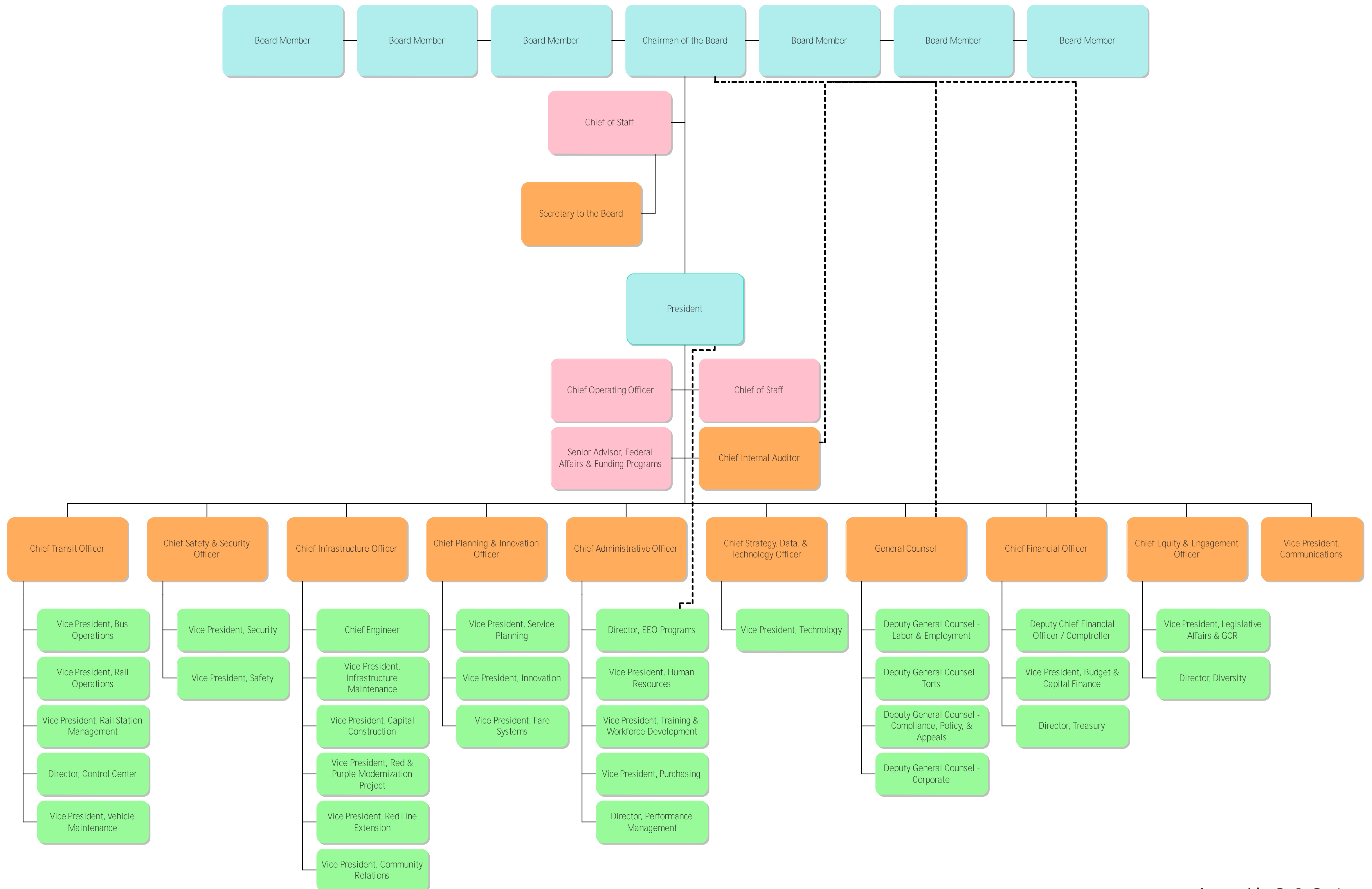
CTA Performance Metrics			
Page	Metric	Source	Calculation
Ridership	Total Monthly Ridership	Ventra ridership	Ridership is primarily counted as boardings, that is, customers boarding a transit vehicle (bus or rail) . On the rail system, a customer is counted as an entry each time they pass through a turnstile to enter a station or a customer makes a free “cross-platform” transfer from one rail line to another. On the bus system, boardings are recorded using the bus farebox and farecard reader.
	Year-to-date Ridership and % Change over Prior Year	Ventra ridership	Total Monthly Ridership for all the prior year-to-date months, and % change from prior year’s ridership.
	Weekday Average Rides by Month	Ventra ridership	The count of ridership (as calculated in Total Monthly Ridership metric) on an average weekday for that month. Note that New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day are considered as “Sundays” for the purposes of ridership reporting, as CTA operates a Sunday schedule on these holidays. All other holidays are reported as the type of day they fall on.
Headcount	Bus Operator Headcount	Human resources management system, Oracle	The Full Time Equivalent number of bus operators. This includes Full-Time employees and Part-Time employees.
	Rail Operations Headcount	Human resources management system, Oracle	The number of Rail Operation employees in the following positions: Combined Rail Operator, Extra Board, Rapid Transit Operator, Switch Worker, and Tower Worker. These are the positions that directly operate rail service.
Hiring	Bus Operator Hiring	Human resources management system, Oracle	The number of bus operator positions filled (Hired), number of transfers out of the Bus Operations department to another CTA department (Transfers), and number of bus operators who have left the CTA entirely (Separations). This is calculated as Full-Time Equivalent; of Full-Time and Part-Time employees.
	Rail Operations Hiring	Human resources management system, Oracle	The number of rail operations positions filled (Hired), number of transfers out of the Rail Operations department to another department (Transfers), and number of rail operations employees who have left the CTA entirely (Separations). Employee positions included are Combined Rail Operator, Extra Board, Rapid Transit Operator, Switch Worker, Tower Worker, and Flagger.
Absenteeism	Bus Operator Absenteeism	Transit operations planning system	Bus Operator absences due to Sick, Injury on Duty, Miss, A.W.O.L., and Family Medical Leave Act (FMLA) reasons. The percent of these absences out of all scheduled and worked days, excluding holiday and vacation days.
	Rail Operator Absenteeism	Transit operations planning system	Rail Operations (CRO, Extra Board, RTO, Switch Worker, Tower Worker and Flaggers.) due to Sick, Injury on Duty, Miss, A.W.O.L., and Family Medical Leave Act (FMLA) absences. Calculated using the percent of these days out of all scheduled and worked days, excluding holiday and vacation days.
Bus On-Time	% of Bunched Intervals	Automated Voice Annunciation System	Number of intervals between buses, as measured at each timepoint, that are within a minute (or 60 seconds) of each other divided by the total number of intervals recorded.
	% of Big Gaps Intervals	Automated Voice Annunciation System	Number of intervals between buses, as measured at each timepoint, where the actual headway is greater than double the scheduled headway and the actual headway is 15 minutes divided by total number of intervals recorded.
Rail Delays	Total Rail Delays of 10 Minutes or More	CTA Control Center	Total number of rail service delays recorded by CTA Control Center where the delay time is 10 or more minutes.
Rail Headways	Rail Headways	Train track data, Quiktrak	Rail headways are measured using the track monitoring system. Select midroute locations are primarily used to measure rail trips and headways. If there are outages (due to track work or other issues), alternative locations are used. The headway is calculated as the length of time between a train and the previous one, e.g. if a train touches a track at 9:05 and the prior train touched the same track at 9:00, the headway for this trip is 5 minutes. Headways are categorized in this metric based on the scheduled headway: when a trip’s headway is twice the length of scheduled interval between trains, it is a double headway. If it is three times the length of the scheduled interval, it is a triple headway. This metric shows the sum of double and triple headways.
Rail Excess Wait Time	Rail Excess Wait Time	Train track data, Quiktrak	Rail headways are measured using the track monitoring system. Select midroute locations are primarily used to measure rail trips and headways. If there are outages (due to track work or other issues), alternative locations are used. The headway is calculated as the length of time between a train and the previous one, e.g. if a train touches a track at 9:05 and the prior train touched the same track at 9:00, the headway for this trip is 5 minutes. This metric calculates the difference between the average headway and the scheduled interval.
Mileage	Bus & Rail Mileage	Maintenance Management Information System	The sum of mileage driven by either buses or rail cars as recorded by those vehicles and CTA’s vehicle maintenance system.
	Slow Zones	Asset Management System, Infor	The count of track miles from CTA’s asset management system with a slow zone of 15mph, 25mph or 35 mph. Calculated as the percentage of all track miles.
Bus Fleet	Miles Between Reported Bus Service Disruptions Due to Equipment	Maintenance Management Information System	This metric is calculated as the sum of in-service defects on buses resulting in a service disruption divided by the sum of mileage driven by buses.
	Unavailability	Maintenance Management Information System	This metric is the daily average of the count of active buses unavailable for service divided by the fleet size.
	Fleet Size	Maintenance Management Information System	This metric is calculated as the count of all active buses.
Rail Fleet	Mean Miles Between Reported Rail Vehicle Defects	Maintenance Management Information System	This metric is calculated as the sum of in-service, maintenance-related defects on rail cars divided by the sum of mileage driven by rail cars.
	Unavailability	Maintenance Management Information System	This metric is calculated as the count of active rail cars unavailable for service divided by the fleet size.

	Fleet Size	Maintenance Management Information System	This metric is calculated as the count of all active rail cars.
Service Delivered	Rail Service	Train track data, Quiktrak	Rail trips are measured using the track monitoring system. Select midroute locations are primarily used to measure rail trips and headways. If there are outages (due to track work or other issues), alternative locations are used. Measured trips are divided by scheduled trips to report % of service delivered.
	Bus Service	Transit Operations Planning System	This measure calculates the trips worked as recorded by the Transit Operations Planning System divided by the sum of scheduled trips.
Customer Service	Reported Complaints	CTA Customer Service	The sum of complaints emailed or phoned to CTA Customer Service (including redirected 311 calls). General inquiry calls which are not complaints such as calls about account management, general inquiries, balances, etc. are excluded.
	Reported Commendations	CTA Customer Service	The sum of commendations emailed or phoned to CTA Customer Service (including redirected 311 calls).
Facility Uptime	Elevator Uptime	CTA Control Center	Elevator outages are recorded by CTA Control Center and reported by Customer Service Assistants. Control Center logs these outages into the CTA work order system. Once elevators are repaired, the Control Center enters these repair into system. This data is supplemented by field data from CTA elevator maintenance contractor. For this metric, we sum the time in which our elevators are logged as out of service and subtract that from the sum of service time, including only when a station is open, to get uptime. Uptime is then divided by the sum of service time.
	Escalator Uptime	CTA Control Center	Escalator outages are recorded by CTA Control Center and reported by Customer Service Assistants. Control Center logs these outages into our work order system, Infor. CTA escalator servicers update the system when they repair the outage and the escalator is functioning again. Infor data is supplemented by field data from facilities maintenance staff. For this metric, we sum the time in which our escalators are logged as out of service and subtract that from the sum of service time, including only when a station is open, to get uptime. Uptime is then divided by the sum of service time.
NTD	NTD Safety Related Incidents per 100,000 Miles	CTA Control Center	This data is manually reviewed from recorded incidents. Includes events that meet the National Transit Database S&S-40 reporting thresholds and criteria, divided by bus or rail vehicle revenue miles divided by 100,000. Definitions for S&S-40 may differ by year, 2024 reporting requirements can be found at: <a href="https://www.transit.dot.gov/ntd/2024-ntd-safety-and-security-reporting-policy-manual">https://www.transit.dot.gov/ntd/2024-ntd-safety-and-security-reporting-policy-manual</a>
	NTD Security Related Incidents per 100,000 Miles	CTA Control Center	This data is manually reviewed from recorded incidents. Includes events that meet the National Transit Database S&S-40 reporting thresholds, divided by bus or rail vehicle revenue miles divided by 100,000. Includes both system security events and personal security events. Definitions for S&S-40 may differ by year, 2024 reporting requirements can be found at: <a href="https://www.transit.dot.gov/ntd/2024-ntd-safety-and-security-reporting-policy-manual">https://www.transit.dot.gov/ntd/2024-ntd-safety-and-security-reporting-policy-manual</a>
Cleans	Rail Deep Cleans	Maintenance Management Information System	The metric is calculated as the count of instances where rail maintenance staff are performing deep cleaning tasks called general cleans. A general clean is an in-depth cleaning of the vehicle which typically takes 4-6 hours.
	Bus Deep Cleans	Maintenance Management Information System	The metric is calculated as the count of instances where bus maintenance staff are performing deep cleaning tasks called general cleans. A general clean is an in-depth cleaning of the vehicle which typically takes 4-6 hours.

# **Attachment D**

## **CTA Organizational Chart**

# CTA Executives



April 2024