

From: [Carter, Dorval](#)
To: [Leerhsen, Nora](#); [Alanis, Veronica](#)
Subject: Fw: Transit Operations Meeting
Date: Wednesday, December 13, 2023 2:57:09 PM

From: Stromdahl, Ken <KStromdahl@transitchicago.com>
Sent: Wednesday, December 13, 2023 11:35 AM
To: Carter, Dorval [REDACTED] 7(1)(b)
Subject: Fw: Transit Operations Meeting

A nice note from a transit operations manager.

From: Beals, Jakeshia <jbeals@transitchicago.com>
Sent: Monday, December 4, 2023 9:59 PM
To: Dorval Carter [REDACTED] 7(1)(b)
Subject: Transit Operations Meeting

Good evening President Carter,

I would like to express my gratitude to you for taking time away from your busy schedule to speak with your management team today. I listened to you speak about past and current events today. From customer complaints, crime on the CTA, new hires, the Red-line project etc, all of which made me smile. Being that your goal was to hire 700 new Operators the company exceeded that number. Projecting over 1,000 new Bus Operators by the end of this year is exciting. All departments in Transit Operations are working diligently to bring service back in 2024. The contract with Social Services to combat homelessness/ continuous riders is a breath of fresh air as well as crime being down 8%. This information is not readily available to Leaders at my level. When you spoke on the first day at the LDP "Meeting the moment" you stated that CTA should not be playing in the minor league, you are absolutely correct Sir! As the CTA is moving forward in 2024, great things are ahead of us. I am grateful to be apart of a leadership that is working hard to become world class! Thank you for acknowledging your team President Carter, as I plan to mirror this great leadership with my team.

Respectfully,
Jakeshia Beals
Rail Maintenance Manager
Chicago Transit Authority