

From: Rosa Ortiz 7(1)(b)
Sent: Tuesday, January 16, 2024 1:27 PM
To: Greenlee, Georgette <GGreenlee@transitchicago.com>; Ortiz, Rosa <ROrtiz@transitchicago.com>
Cc: Brown, Adrienne <ABrown@transitchicago.com>
Subject: Re: January 2024 CTA Transit Board Meeting - Special Accommodations

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Good afternoon!

I plan on being there in person.

Truly,

Rosa

From: Greenlee, Georgette <GGreenlee@transitchicago.com>
Sent: Tuesday, January 16, 2024 1:21 PM
To: 7(1)(b) L Bernard Jakes 7(1)(b) Miller, Johnny
<JMiller2@transitchicago.com>; 7(1)(b) <7(1)(b)>; Ortiz, Rosa
<ROrtiz@transitchicago.com>; 7(1)(b) <7(1)(b)>
Cc: Brown, Adrienne <ABrown@transitchicago.com>
Subject: January 2024 CTA Transit Board Meeting - Special Accommodations

Greetings CTA Transit Board Members:

Please let me know as soon as possible whether you will be "in person" or whether you are in need of any special accommodations to attend our CTA Transit Board Meeting on Thursday, January 18, 2024.

Per the Open Meetings Act – we can only grant “special accommodations” for illness or work travel (ie. A director is traveling out of town.)

Thanks for your response(s) in advance.

Kind regards,

Georgette

Georgette L. Greenlee, Esq.

Secretary of the Chicago Transit Board

Chicago Transit Authority

CTA Board /Office of the Secretary

567 W. Lake Street, 2nd Floor / Chicago, IL. 6061

Office: 312.681.5018 / Fax: 312.681.5035

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Email: ggreenlee@transitchicago.com

Update

Morgan, April <amorgan2@transitchicago.com>

Fri 1/12/2024 10:08 AM

To: Morgan, April <amorgan2@transitchicago.com>

Good Morning, Directors.

I hope everyone is staying safe and warm. I'm sharing the following service update. I'll keep you apprised of any additional updates I may receive.

Buses have been rerouted off of DuSable Lake Shore Drive. This is a standard precautionary measure CTA takes with heavy snowfall and high winds.

Service on the Yellow Line has been suspended because tree is down on the tracks. Customers are being directed to use the #97 Skokie Bus.

No other major issues reported at this time.

April

FYI

Morgan, April <amorgan2@transitchicago.com>

Fri 1/5/2024 4:33 PM

To:Morgan, April <amorgan2@transitchicago.com>

 2 attachments (58 KB)

It's Time for CTA to Step Up; Thank You for Your Feedback;

Chairman and Board Directors –

You may recall during our budget hearing the mentioning of a mass emailing campaign from customers and transit advocates directed to our office and the President's Office. The form letter sent with each email highlighted the same concerns raised by public comment speakers at the budget hearing and Board meetings last year—service reliability, rail operator hiring, and the need for additional funding to support transit in our region (see example of email attached). The Board Office received approximately 440 of these emails.

For your awareness, the second attachment is the response our office sent to each of the individuals that emailed the Board Office. We will keep you apprised of any further development on this.

April

April J. Morgan

Chief of Staff

Chicago Transit Board

Phone: (312)681-5030

Email: amorgan2@transitchicago.com

From: Ravi Dhebar 7(1)(b)
Sent: Tuesday, November 7, 2023 6:22 PM
To: Board Office
Subject: It's Time for CTA to Step Up

You don't often get email from 7(1)(b) . [Learn why this is important](#)

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Dear Chicago Transit Authority,

Dear CTA Board and Pres Carter,

As a daily CTA rider, I am reaching out to express my concern and to urge the CTA to take immediate action to address the service cuts and the lack of adequate rail operator training capacity. It's not good enough. You need to do better, or you risk sending our city backwards during a crucial period in our history where Chicago needs to be an example for other cities.

As transit agencies in New York, DC, and Seattle return to pre-pandemic service levels, CTA has reduced its service by 24% since 2020.

Metra and Pace have shown commitment to improvement by increasing service this year, yet CTA leadership has not outlined a plan for returning to 2019 service in 2024 or even 2025. We urge you to outline a concrete plan for returning service ASAP in this budget.

Our push for 10 rail operator training classes is critical. With the capacity to train a maximum of 120 rail operators annually and an actual figure of just 40 this year, we are falling behind.

Attrition rates are not matched by new operator training, resulting in a significant deficit. We urgently need an increase in capacity to train 300 rail operators a year and a renewal of sign-on bonuses for bus operators to enhance service as soon as possible.

Moreover, there is a vicious cycle at play where lower fare revenues have led to a reduced operations budget, causing further cuts in service. This cycle is detrimental to regaining ridership and avoiding the looming fiscal cliff. We need a bold vision and investment to reverse this trend.

With the Illinois General Assembly session approaching in 2024, it is paramount that the CTA demonstrates its commitment to improving service levels. This will be essential in seeking new revenue streams to avoid fiscal disaster.

Additionally, equitable Transit-Oriented Development (eTOD) must be prioritized. Collaboration with the Department of Housing and CDOT to build affordable housing and bus priority infrastructure is crucial. Many CTA stations are not ADA accessible, and the proposed budget needs to clearly address these deficiencies with definitive repair timelines.

Lastly, I urge the CTA to expand public engagement efforts and to consider the "Treatment not Trauma" initiative. Implementing a transit ambassador program in line with the current mayoral administration's priorities would be a step in the right direction.

Thank you for your time and attention to this critical matter.

Regards,
Ravi Dhebar

7(1)(b)

From: Board Office <BoardOffice@transitchicago.com>
Sent: Friday, January 5, 2024 2:59 PM
To: Board Office
Subject: Thank You for Your Feedback

Dear Riders and Public Transit Supporters,

As part of our 2024 budget hearing, the Chicago Transit Board received feedback from you regarding the need to take immediate action to improve service and increase rail operator hiring efforts.

We'd like to thank you for taking the time to contact us and share your feedback. The information customers share with us is valued and used as part of our planning for the year ahead.

We agree that more needs to be done to improve our services and increasing the number of rail operators. And we are making notable progress in getting there.

Central to improving our services is strengthening our workforce. In 2023, we hosted more than a dozen recruitment events, attracting more than 3,200 participants. In return, we've hired more employees this year than in any previous year – more than 2,000 (a nearly 70% increase over our average annual hire rate of 1,200).

As for increasing the number of rail operators, progress is being made on this front, with more to come in the year ahead.

Increasing our workforce of rail operators is a lengthy, complex process that cannot be expedited. Rail operators require the most extensive training of any CTA position, given the complexity and safety-sensitive nature of the job duties.

Rail operators are selected from within CTA's existing pool of personnel trained and serving as flaggers. This is to ensure that each candidate has been thoroughly trained on right-of-way safety, rail operations, and system communications with our control center. The basic training and experience in rail operations is an important prerequisite for becoming an operator--a standard that allows us to maintain the highest safety standards for both riders and employees. Training of rail operators takes approximately up to three months to complete.

This past year, we nearly **doubled** our rail operator training class sizes, from 12 students to 20. To handle the increased instruction demand, in 2023 we graduated a new class of rail instructors and brought back nine retired rail instructors. Additional new rail instructors will be trained and added in 2024 to further increase capacity.

As noted as part of our 2024 operating budget, we plan to add more rail service this year and to help ensure that happens, we are doubling our rail operator training slots – from 100 in 2023 to 200 this year. To support the goal of training 200 new rail operators, we are continuing our aggressive push to recruit flaggers, the entry-level position required for anyone interested in becoming a rail operator. To this end, CTA's first job fair of the year on January 26 will be specifically focused on hiring rail flaggers at CTA; these efforts will continue at a pace to meet our goal to train 200 new rail operators for service.

Like other transit agencies across the country, a critical factor impacting efforts to strengthen the workforce in recent years has been employee attrition – largely due to retirement, but also separations. At CTA, we've also seen more rail operators transition or advance to higher level positions, versus resigning – a reflection of our commitment to building careers, not just providing jobs. And for those that are terminated, this is largely due to employees not maintaining the very high rail safety standards held by CTA, something we will not compromise.