

From: [Steele, Brian](#)
To: [PresidentsOffice](#); [Carter, Dorval](#); [presidentscheduler](#)
Cc: [Morgan, April](#)
Subject: FINAL: Meeting the Moment messaging document
Date: Thursday, August 24, 2023 11:50:31 AM
Attachments: [MTM one-year anniversary OVERVIEW Aug2023.docx](#)

The FINAL version is attached.

Thank you for all the feedback!

******FINAL******

Meeting the Moment

1-year anniversary

Messaging overview for media embargoed briefing

****last updated 8/24, 11 a.m.****

Announced in August of 2022, “Meeting the Moment” was the US transit industry’s first comprehensive action plan to address the lingering effects of the pandemic on the transit industry.

Meeting the Moment outlined five key pillars:

- Deliver reliable and consistent service
- Enhance safety and security for our riders
- Improve the customer experience at our facilities
- Upgrade our digital tools to improve rider communication
- Invest in our employees

Soundbites:

- A year ago, I introduced a plan to improve service for our customers. We have made great progress, and our customers are noticing it. But I recognize there is much more work to do, and I’m committed to doing it.
- CTA service is better today than it was a year ago—no question about it. But are we there yet? No...but I am committed to getting us there.
- The issues facing the CTA are facing the entire US transit industry. Myself and transit leaders across the country have had to be creative and take bold steps to address these unprecedented challenges
- Same issue CPS is facing with school bus shortage
- Every transit agency in the country is struggling with the same issues—mainly workforce shortages
- That’s why I have created the most aggressive and comprehensive recruitment and hiring program this agency has ever had.
- CTA ridership has continued to grow, and our efforts to improve service have helped paved the way for that growth.

Here's look at the progress we've made over the last 12 months:

Deliver reliable and consistent service

At the height of the pandemic, CTA was not able to provide all of its scheduled service—there simply weren't enough workers to operate all our trains and buses.

[Background]:

- In 2020, at beginning of pandemic, our workforce issues were due to a big uptick in COVID-related absences)
- Later in the pandemic, like many of our peers as well as other industries, we also started to see a big increase in retirements and resignations, in addition to the high number of COVID-related absences]

Customers said they wanted consistent, predictable service: trains and buses coming at regular intervals. To achieve this, the CTA optimized its rail and bus schedules to align service with the available workforce. This provided more consistent, reliable service through realistic, achievable schedules.

"Service cut"/what drove decisions

- We didn't want to prematurely cut or change schedules, because every day I was committed to putting out as much service as possible.
- It's what distinguished CTA from every other transit agency in the county
- I aimed to provide as much service as possible to keep our customers and employees as safe as possible
- With that goal in mind, early in the pandemic, we moved our longer articulated buses to the South and West sides where they were most needed and ran 8-car consists across the system to provide as much service as possible.
- We did all we could to keep service running as much as possible, even when we didn't have the manpower or resources. But we did it for our customers. Were there challenges as a result of that? Yes. But I felt it was a legitimate and prudent tradeoff.
- When we lost a significant number of employees to attrition, we optimized service by aligning it to the available workforce.
- It's not a "service cut" if it was service we weren't able to deliver because of our manpower issues.
- Customers were willing to wait a little longer if they could rely on service coming consistently

IMPROVEMENTS TO SERVICE

Rail service delivered:

22 percent increase

August 2022: 71.8%

July 2023: 88.4%

Background only: July 2019: 93.9%

Bus service delivered:

17 percent increase

August 2022: 81.8%

July 2023: 96.4%

Background only: July 2019: 99.4%

Bus % of big gaps (interval between two buses is double the scheduled interval):

August 2022: 13.7%

July 2023: 5.7%

Rail double headways (interval between two trains is double the scheduled interval):

August 2022: 4,922 trips

July 2023: 1,571 trips

of monthly rail trips: about 40K

Workforce challenges

There has been a well-documented shortage of US transit workers, with nearly every major US transit agency facing service issues as a result of workforce shortages. The CTA launched an unprecedented recruitment, hiring and retention program to attract and retain workers.

JOB FAIRS: Since August 2022, CTA has held 10 one-stop shopping job fairs with 2,800 attendees

At these job fairs, applicants have access to hands-on assistance completing all steps in the application process.

- Partnerships with City Colleges and Unions
- CCC (both job fairs and Commercial Learner permit classes)

HIRING PROCESS: Applicants can also complete the process virtually and move through most of the steps on demand, from the convenience of their mobile phone.

RATE OF HIRING: YTD, CTA has already hired more employees in 2023 than in any previous recent year. YTD, CTA has already hired as many bus operators as it has historically hired in a 12 month period.

Bus operators

- Hired: 600 hired YTD in 2023; some released to garages and some still in training.
 - On track to meet and surpass 2023 hiring goal of 700
- Began directly hiring full-time bus operators (Feb 2022)
- Transitioned over 300 part-time bus operators to full-time (April 2022)
- Incentives: Shortened wage progression; higher starting wages
- Training: approximately 35 days long
- **HOW MANY MORE DO I NEED TO HIRE?**
 - This is a work in progress. Moving target due to attrition and absenteeism
 - Good news: hiring more than are leaving
 - We are ahead of the game: we are looking at adding more service this year and next year
 - No question aggressive hiring must and will continue

Bus operators

August 2022: 3202 FTE

June 2023: 3,396 FTE

March 2020: 3,252 FT and 780 PT

Rail operators

August 2022: 733

June 2023: 709

- **Hired: Over past 12 months, filled over 90 rail operators (via transition from flagger positions)**
- Some rail operators are moving into rail supervisory/instructor positions--which are critical to managing the service and ensuring new operators are trained as quickly and comprehensively as possible
- Many more **Flaggers were transitioned into permanent RTO positions** than in previous years; we continue to recruit more Flaggers to backfill for those entry-level positions that will eventually become rail operators
- You need more instructors to train more operators
- Our current rail operator deficit is similar to where we were at the end of 2019 and half of what it was at the beginning of 2022 (note: 2019 deficit is in relation to 2019 schedule; 2023 deficit is in relation to 2023 optimized schedule)
- Incentives: Shortened wage progression
- Training: 54 to 62 days long, depending on line

Bus mechanics

- **Hired: 85 of bus mechanics have been hired YTD in 2023**
- Most of our bus mechanic vacancies have now been filled
- More bus mechanics were hired in the first five months of 2023 than in all of 2022
- We now have more bus mechanics than we did before the pandemic (348 versus 341) and also more janitors (256 versus 215).
 - Fully utilizing Second Chance program janitors (50)
- Incentives: Eliminated wage progression; as a result starting wages went from \$26.38 to \$40.59

PILLAR 2: Enhance safety and security for our riders and employees

CTA has undertaken a number of initiatives to make an already safe system even safer:

- Crime reduction: In 2023, crime is down 9% since January 1
- Crime is down 21% compared to July 2022

- Part of that is due to additional resources devoted by CPD. No question that these additional officers have had an impact.
- Trends are moving in the right direction—consistent with goals of MTM
- Prosecuting criminals to get convictions—CTA always pursues the highest level of charges working closely with State’s Attorney for the most-serious crimes—especially assaults against CTA employees and habitual criminals. Close relationship with criminal justice system.
- CTA cameras are an invaluable prosecutorial tool
 - CPD SDSC rooms
- Security guards/K-9 have been an effective complement to CPD law enforcement
- Doubled the number of security guards—from about 150 to more than 300.
- CPD Mass Transit unit—strong and longstanding partnership
- Upgrading operator shields installed on every bus (**installation in progress**)

PILLAR 3: Improve the customer experience at our facilities.

- Refresh & Renew—improvements/repairs to 29 rail stations (painting, lighting upgrades, equipment repair and replacement)
- Expanded cleaning regime—Power washing
- Hired additional janitorial personnel—50 new employees
- New eBuses (current total: 25) and 7000-series rail cars: 44
- \$2M contract with social service agencies to address issues related to unsheltered/homeless
 - Threshold and Haymarket group
 - Day, night and overnight hours

ALSO:

- We are doing more in-depth surveys than we’ve ever done—unprecedented customer engagement
- tracking customer sentiment closely, so we know what’s working and what isn’t
- customer feedback helps inform our policy and service decisions

Pillar 4: Upgrade digital tools

- reduced # of ghost trains and buses
 - thanks to hiring and schedule optimization

	Aug 2022	Jan 2023	Jul 2023
Customer Service calls RE: Tracker issues			
Total	262	117	75

- Redesigned Bus Tracker website—mobile responsive
- Interactive Performance Metrics dashboard
- BT prediction enhancer—makes estimates more accurate

- Train Tracker—improved predictions based on actual trains on tracks
- Chatbot—signing contract soon

Pillar 5: Invest on our employees

CTA employees—especially front-line workers—were the unsung heroes of the pandemic and post-pandemic. They continue to work hard and remain committed to providing customers the best service possible. CTA has worked in myriad ways to support them:

- Employee recognition programs/employee-appreciation events
- Hiring and retention bonuses and incentives
 - \$1,000 hiring bonus; payments of 3% of hourly rate for actual hours worked within three 6-month periods
- Refresh & Renew program for employee facilities
- Enhanced benefits (additional health coverage and opportunities to save on health premiums by participating in Wellness Program)
- Professional-development opportunities (for managers)
- Entered into labor contracts with ATU to ensure good pay/benefits for our great frontline workers

RIDERSHIP

- Has grown consistently throughout 2023
- Now at 900K on average weekday
- Recent post-pandemic ridership high: 999,857 on Thursday, August 3 (first day of Lolla)
- CTA ridership has generally tracked downtown office occupancy—both are currently at about 60 percent.
- **CTA currently carries 86 percent of regional ridership**
- CTA is leading the regional effort to bring back ridership
- Our ridership is reflective of how robust CTA service is...we continue to grow as a robust rate because our service is more than just commuter oriented.

From: [Alanis, Veronica](#)
To: [Carter, Dorval](#); [Stromdahl, Ken](#)
Cc: [Leerhsen, Nora](#)
Subject: FW: Press Comment — Chicago Transit Justice Coalition
Date: Tuesday, October 17, 2023 11:02:50 PM

Below are the answers provided to the reporter who is writing a story based on a litany of questions representing the things the Transit Justice Coalition often bring up: access to restrooms, insufficient recovery time, sick leave eligibility, Second Chance, etc.

[REDACTED]
[REDACTED]
[REDACTED]

7(1)(f)

From: Gonzales, Manny <MGonzales@transitchicago.com>
Sent: Tuesday, October 17, 2023 4:35 PM
To: Alanis, Veronica <valanis@transitchicago.com>
Subject: Fwd: Press Comment — Chicago Transit Justice Coalition

The responses that were sent over...

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From: Woodruff, Kathleen <KWoodruff@transitchicago.com>
Sent: Tuesday, October 17, 2023 3:37 PM
To: Reema Saleh [REDACTED] 7(1)(b) [REDACTED]>
Cc: Gonzales, Manny <MGonzales@transitchicago.com>
Subject: Re: Press Comment — Chicago Transit Justice Coalition

Hi Reema,

Please see CTA's answers/comments below:

1. What is the normal recovery time for bus and rail operators after shifts? Has this changed in recent years? Can you tell me how recovery time has changed since the pandemic or the CTA's optimization process earlier this year?

Answer: There were a few routes that saw average layover times decrease as part of recent schedule optimization efforts. However, overall and systemwide, the average layover time increased. CTA began introducing the optimized rail schedules in late October 2022, and optimized bus schedules in January 2023.

2. What is the process for employees taking sick leave at the CTA? What is the sick book and how does it function at the CTA?

Answer: The "sick book" is a term used for our union-represented employees who are absent due to illness or injury. Employees must call their work location at least one hour before their shift starts to inform them that they are ill. The second consecutive day that an employee is ill, they need to call our third-party administrator to make a claim. By the third consecutive day, they need to be under a doctor's care. Full time employees can be placed on inactive status for up to three years pending medical clearance to return to their position

or transition to another position for which they are qualified and medically able to perform.

3. What process does the CTA go through when assigning work schedules?

Answer: Our bus operators go through a picking process four times a year and our rail operators go through picking process twice a year, which allows them to choose their schedules. This is all conducted in a contractual pick setting that includes their union. The operators pick their work assignments in seniority order over a 3-4 day process.

Answer: The CTA and its unions have what is called a collective bargaining agreement (CBA), which is a mutually agreed upon contract outlining a variety of terms and conditions related to the respective union positions both part-time and full-time, assigned job duties, wages and benefits and more. It is the CBA between the CTA and its unions—not a CTA policy—that determines the pick process, as well as the creation of full- and part-time positions. CTA salaries for bus and rail operators are among the highest of all US transit agencies.

Strengthening the CTA workforce is a critical component of the “Meeting the Moment” Action Plan -- a multifaceted strategy to improve the customer and employee experience – more consistent and reliable service, safer rides, clean facilities, modern amenities, dynamic customer engagement tools and a healthy CTA workforce. This plan aims to address riders most pressing concerns in the near-term, while also laying the foundation for a long-term transformation of the agency.

4. What challenges has the CTA faced in recruiting new workers?

CTA has not been immune from the challenges of worker shortages that are affecting all large metro transit agencies in the U.S. However, CTA has been steadily increasing its workforce, particularly on the bus side, and is bringing new workers into the pipeline to become a rail operator. Already this year, we have had encouraging results from our extensive efforts to recruit bus operators—more than 3,217 potential applicants have attended one of our 10 in-person job fairs. CTA continues to regularly hire bus operators. As of our [latest scorecard data](#), the CTA has already surpassed its 2023 hiring goal of 700 bus operators.

Filling rail operator positions is a bit more complicated and time consuming, as CTA does not hire applicants off the streets to operate our trains. Rather, rail operators must work as a rail flagger for six months to a year before they are eligible for rail operator training. The training for rail operator is more robust to ensure the highest safety qualifications are met. We’re expecting to train almost 100 new rail operators by the end of this year, the highest number of new operators in the agency’s recent history.

5. What improvements is the CTA making to ensure its workplace conditions are safe for workers and riders?

Answer: Safety has been and will always be the agency’s No. 1 priority, and the CTA continually works in conjunction with the unions to provide a safe and comfortable environment for both its customers and employees. The CTA and unions discuss safety plans/issues nearly every day, and CTA and the unions—both leadership and frontline workers—have a standing safety committee that meets to discuss safety issues.

CTA currently provides around 1 million rides on an average weekday, and incidents of crime are relatively rare. Ensuring employee and customer safety and security is the number one priority for the CTA and the Chicago Police Department (CPD), which provides law enforcement for CTA.

According to statistics released this month by the CPD, crime decreased across the board during the month of September:

Overall transit crime is down 12% year to date, as well as a 12% drop compared to September 2022.

Violent crime on the CTA is down 9% year to date.

Over the past year, CTA has added new resources to help complement the efforts led by CPD in preventing crime, and we are continually looking for ways to expand and improve on our efforts, including the strategic deployment of resources.

Complementing existing measures to promote security, and deter fare evasion and other crimes, we've recently added new public-view monitors above the fare gates at select rail stations.

The monitors, installed as part of pilot program, are intended to reinforce customers' feeling of safety, by providing a view like security camera screens found in retail stores. These monitors, part of CTA's extensive security-camera network, can act as a deterrent to those looking to misbehave or engage in unlawful activities on the system. The monitors are the latest tool being used as part of CTA's comprehensive focus on safety and security for both riders and employees.

Among the improvements we'd made to improve worker safety and comfort:

Facilities upgrades to both bus garages and rail terminals

Protective screens for bus operators

Video monitors in customer-assistant booths at rail stations

Security guards at employee facilities Extensive security camera network to which CPD has access at the Strategic Decision Support Centers (SDSC), specialized rooms that have been equipped with crime analysis and monitoring technology

6. Do CTA employees always have access to clean, locked, and heated restrooms during their routes? If not, what steps is the CTA taking to ensure this?

Answer: CTA has worked with the union to improve and upgrade portable restroom facilities available for operators. These portable restrooms are fitted with locks and are for the

exclusive use of CTA employees. In the summertime, we utilize a deluxe portable restroom that is serviced daily and has fresh water for cleaning and an internal hand sink. In the Fall, typically around Oct. 1, CTA begins to swap out the deluxe portable restrooms for a standard unit, which is exactly the same but with some slight variations. The standard unit does not have fresh water (due to freezing temps) and there is no sink. A hand sanitizer pump is installed, and these units are also serviced daily. None of the units have heat or AC, only open vents.

The construction of permanent restroom facilities along bus routes is logically and financially challenging. Also, CTA bus routes are sometimes adjusted based on ridership demand. The CTA would be unable to move any permanent restroom facility to accommodate route changes.

The CTA has also secured access to nearly 100 other permanent restrooms at retail stores, commercial and public buildings and other locations along bus routes and rail lines.

7. Does the Second Chance Program offer employment benefits (health insurance, etc.) to its workers? How long does the program last, 12 months and how many people progress to permanent positions at the CTA? Since 2011, over 550.

Answer: CTA's Second Chance Program is one of the most-successful re-entry programs in the country and has provided opportunities for thousands of Chicagoans. More than just a job, the CTA Second Chance program is a holistic workforce development program that teaches valuable job skills, paid training and creates a pathway for future career opportunities either at CTA or other employer settings. Because the Second Chance Program is a short-term apprenticeship program, an opportunity for someone who's been through the criminal justice system, or other barriers to employment, and wants to get their life back on track, the training program does not provide employee health insurance. However, it provides training, mentoring, networking and experience that participants don't traditionally receive elsewhere.

To date, more than 2,000 participants have participated in this career development program and more than 550 men and women have secured permanent positions within the CTA, with some having risen through the ranks to management roles.

Though we don't have a mechanism to track graduates who find employment outside of CTA, we have heard from employees and social service organizations CTA works with that many have gone on to work in the private sector and have been successful in other career paths.

Other valuable benefits available to CTA's Second Chance participants include the

opportunity for participants to receive free training toward a Commercial Drivers Learner's Permit; professional development opportunities; workshops and assistance to apply for permanent CTA Positions; plus, free transportation on CTA, Metra and Pace.

8. For Second Chance participants who don't join the CTA, what are their hire rates elsewhere?
Answer: As stated up above, CTA does not have a mechanism for tracking the hiring rates of people who have been through the Second Chance Program.
9. One interviewee noted that a significant number of Second Chance employees were laid off by the CTA in February 2023. Is this the case, and if so, why?

Second Chance participants are not "laid off" from the program.

Kathleen K. Woodruff, MUPP
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Media Relations
Chicago Transit Authority (CTA)

From: Gonzales, Manny <MGonzales@transitchicago.com>
Sent: Monday, October 16, 2023 3:45 PM
To: PresidentsOffice <PresidentsOffice@transitchicago.com>; Bonds, Donald <DBonds@transitchicago.com>; Jansen, Brad <Bjansen@transitchicago.com>; Lunde, Katharine <KLunde@transitchicago.com>; Barreto, Denise <DBarreto@transitchicago.com>; Zusman, Nancy Ellen <NEzusman@transitchicago.com>; Naranjo, Jairo <jnarano@transitchicago.com>; Ester, Geisha <GEster@transitchicago.com>
Cc: Hosinski, Catherine <CHosinski@transitchicago.com>; Steele, Brian <bsteele@transitchicago.com>
Subject: Media Inquiry-Chicago Reader on Transit Justice Coalition

All:

FYI that a reporter with the Chicago Reader is doing a story on the Chicago Transit Justice Coalition, a small but occasional vocal group that's critical of CTA and ATU leadership. Group is co-founded by Eric Basir, a 308 member.

The Reader reporter is asking us a litany of questions representing the things the Justice Coalition often bring up: access to restrooms, insufficient recovery time, sick leave eligibility, Second Chance, etc. We are developing responses to their questions, and happy to share with this group.

7(1)(f)

[REDACTED]
[REDACTED]
7(1)(f)

This note is just for awareness. Happy to share questions/answers when we've compiled all the info (we've already spoken to a few different department managers to help develop the responses).

Thank you.

cta

Manny Gonzales
Senior Manager, Media Relations
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From: [Steele, Brian](#)
To: [Carter, Dorval](#); [PresidentsOffice](#)
Subject: FYI - CTA Adding Bus and Rail Workers, Touting Service Improvements; Mayor-Elect Mum on Keeping Transit Agency Leader - WTTW
Date: Friday, April 28, 2023 4:27:36 PM

FYI here's the WTTW story; [REDACTED] 7(1)(f)
[REDACTED] Thank you.

WTTW

CTA Adding Bus and Rail Workers, Touting Service Improvements; Mayor-Elect Mum on Keeping Transit Agency Leader

Nick Blumberg | April 28, 2023 3:38 pm

<https://news.wttw.com/2023/04/28/cta-addng-bus-and-rail-workers-touting-service-improvements-mayor-elect-mum-keeping-story-only-no-video-on-website-at-this-time>



Nearly 350 job seekers filled CTA headquarters the morning of April 28, 2023, for the agency's fifth job fair of the year. (WTTW News)

Nearly 350 job seekers filled CTA headquarters Friday morning for the agency's fifth job fair of the year, learning about roles as bus drivers, mechanics and rail flaggers who can one day move up to train operators.

The CTA is still short more than 600 full-time bus and rail operators. As the transit agency tries to reverse service and staffing losses, it's been putting a big focus on hiring.

Applicants on Friday got a chance to hear about open positions, take tests and do interviews — and hear from the CTA's president, Dorval Carter, who thanked a room full of job seekers for coming in and told them, "I just want you to know how much I need all of you."

The CTA's staffing shortfall predated the pandemic, [as WTTW News has reported](#). But COVID-19 made the problem even worse.

"We lost a number of people to retirement and resignation, and so we've been working hard to start to rebuild our workforce," Carter told WTTW News at the fair.

He said the agency's current complement of bus and rail operators is about 85% of the workforce in CTA's budget.

"We've been holding, literally, monthly job fairs and they've been ... very successful," Carter said.

According to its most recent data, the CTA said it has 715 of 839 budgeted full-time train operators and 3,220 of 3,707 budgeted full-time bus drivers. So far in 2023, the agency said it has hired 225 new bus drivers against a goal of 700 by year's end.

"We're actually ahead of target on our goal," Carter said. "We look forward to seeing more people in the near future."

In addition to hiring, the CTA has also been changing its bus and rail schedules to reflect the runs it can actually provide given its current workforce.

"The actual number of runs every day is lower than what we saw even a year ago, but it is more reliable," said Brandon McFadden of the transit advocacy organization [Commuters Take Action](#). That group has been pushing the CTA to address its widespread and well-documented problems.

[McFadden independently analyzes system-wide data](#) and said the CTA is now delivering 85-90% of promised service each day, "which is significantly better, 20 to 25 points better than what we saw back in June and July of 2022, and even in months prior to that."

He's glad to see the focus on rail flagger jobs in the most recent fair, since that's the necessary entry level before someone can become a train operator.

"We're seeing a slow trend downwards in the number of rail operators and more or less the same number of bus operators in the network," McFadden said.

The staffing challenges the CTA is facing are an industry-wide problem. But the agency's facing plenty of other complaints, including those about cleanliness, security and social services for people with mental health issues or who are homeless.

"For any number of reasons, it's a tough environment right now," Carter said. "We've contracted directly with social service agencies ... and we've also increased the presence of security personnel and other CTA employees to provide more visibility and more eyes and ears on the system that can help report crime and help address issues before they become more problematic."

Amid the systemic challenges, Carter has taken his fair share of hits from passengers and politicians. Asked in [a WTTW News interview earlier this month](#) whether he'd keep Carter in the job, Mayor-elect Brandon Johnson said only that he planned to have a conversation with the CTA president.

"I think that's important. I'm not a dictator," Johnson said. "I have a particular vision. The city of Chicago surrounded my candidacy around the vision. I'm going to hear him out, and his expertise and his experiences in this particular role, and from that conversation we'll make that determination on what the best pathway forward is for CTA."

Note: This article will be updated with video.

Contact Nick Blumberg: nblumberg@wttw.com | (773) 509-5434 | @ndblumberg

From: [Laciola, Doreen](#)
To: [GMs&VPs](#)
Subject: FYI - PRESS RELEASE: Ramping Up Hiring to Keep Chicago on Track: CTA to Host In-Person Career Fair this Friday Seeking Candidates for Bus and Rail Positions
Date: Tuesday, April 25, 2023 10:48:47 AM
Attachments: [Job Fair at CTA 4.28.23.pdf](#)

For Immediate Distribution
2023

April 24,

Ramping Up Hiring to Keep Chicago on Track: CTA to Host In-Person Career Fair this Friday Seeking Candidates for Bus and Rail Positions

Nation's second largest transit agency offering increased hourly wages, \$1,000 hiring bonuses and excellent benefits -Commercial Driver's License not required to apply.

The Chicago Transit Authority (CTA) will host an in-person career fair this **Friday, April 28, 2023, from 8:30 a.m. to 11:30 a. m.** at CTA headquarters, 567 W. Lake St., in Chicago, for anyone interested in becoming a full-time Bus Operator, Bus Mechanic, or Rail Flagger. CTA offers competitive pay, plus hiring and retention bonuses. These full-time positions can lead to a long-term, rewarding career in transportation.

The Rail Flagger position is required for anyone looking to become the operator of one of Chicago's iconic 'L' trains. The starting hourly rate for this job is \$21.36.

"Now is a fantastic time to join us at the CTA, and move our city forward," CTA President Dorval R. Carter, Jr., said. "With CTA's new financial incentives for new hires, our positions are highly competitive and even more attractive to prospective employees."

CTA is also seeking candidates for Bus Operator and Bus Mechanic positions, which offer newly increased competitive pay rates – starting **hourly wages for Bus Operators is \$28.99 and Bus Mechanic is \$40.59.** CTA is also offering **a hiring bonus of \$1,000.** These added incentives are in addition to excellent health benefits, pension, and opportunities for advancement.

Among the key requirements for those interested in the Rail Flagger position, applicants must be 21 years of age, possess a valid driver's license and acceptable driving record, and must be able to climb ladders and maintain balance, walk on elevated structure at heights up to 60 feet, carry up to 40 pounds of equipment over distances of up to 100 feet and more. After a year in this position, qualified candidates may take the necessary steps to qualify to become a Rail Operator.

Applicants who are seeking full-time employment, and possess excellent customer service skills are encouraged to attend:

Friday, April 28
8:30 a.m. to 11:30 a.m.
CTA Headquarters
567 West Lake Street, Chicago IL 60661
Presentations: 8:30 a.m., 9:30 a.m., 10:30 a.m., and 11:30 am
Registration: <https://tinyurl.com/2p8d5p3k>

During this career fair, CTA is offering application workshops, on-site testing, interviews, and an opportunity to start the pre-employment process for those who qualify.

This latest career fair is part of CTA's ongoing and expanded recruiting, hiring and retention

efforts to address an industry-wide shortage of transit workers. New operators, mechanics and rail flaggers are critical to helping the agency address current service challenges caused by staff shortages.

For a complete list of all available positions including trade, management, and administrative positions, please visit and apply online at: www.transitchicago.com/careers.

###

Media invitation: Media crews are invited to get photos and b-roll of the career fair on Friday, April 28, between 9:30 a.m. and 10:30 a.m. at CTA Headquarters.

cta media relations

w: transitchicago.com

t: [@cta](https://twitter.com/@cta)

f: [@thecta](https://facebook.com/ctahq)

i: [@chicagocta](https://instagram.com/@chicagocta)

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news release

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For Immediate Distribution

April 24, 2023

Ramping Up Hiring to Keep Chicago on Track: CTA to Host In-Person Career Fair this Friday Seeking Candidates for Bus and Rail Positions

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The Chicago Transit Authority (CTA) will host an in-person career fair this **Friday, April 28, 2023, from 8:30 a.m. to 11:30 a.m.** at CTA headquarters, 567 W. Lake St., in Chicago, for anyone interested in becoming a full-time Bus Operator, Bus Mechanic, or Rail Flagger. CTA offers competitive pay, plus hiring and retention bonuses. These full-time positions can lead to a long-term, rewarding career in transportation.

The Rail Flagger position is required for anyone looking to become the operator of one of Chicago's iconic 'L' trains. The starting hourly rate for this job is \$21.36.

"Now is a fantastic time to join us at the CTA, and move our city forward," CTA President Dorval R. Carter, Jr., said. "With CTA's new financial incentives for new hires, our positions are highly competitive and even more attractive to prospective employees."

CTA is also seeking candidates for Bus Operator and Bus Mechanic positions, which offer newly increased competitive pay rates – starting **hourly wages for Bus Operators is \$28.99 and Bus Mechanic is \$40.59.** CTA is also offering **a hiring bonus of \$1,000.** These added incentives are in addition to excellent health benefits, pension, and opportunities for advancement.

Among the key requirements for those interested in the Rail Flagger position, applicants must be 21 years of age, possess a valid driver's license and acceptable driving record, and must be able to climb ladders and maintain balance, walk on elevated structure at heights up to 60 feet, carry up to 40 pounds of equipment over distances of up to 100 feet and more. After a year in this position, qualified candidates may take the necessary steps to qualify to become a Rail Operator.

Applicants who are seeking full-time employment, and possess excellent customer service skills are encouraged to attend:

Friday, April 28
8:30 a.m. to 11:30 a.m.
CTA Headquarters
567 West Lake Street, Chicago IL 60661
Presentations: 8:30 a.m., 9:30 a.m., 10:30 a.m., and 11:30 am
Registration: <https://tinyurl.com/2p8d5p3k>

During this career fair, CTA is offering application workshops, on-site testing, interviews, and an opportunity to start the pre-employment process for those who qualify.

This latest career fair is part of CTA's ongoing and expanded recruiting, hiring and retention efforts to address an industry-wide shortage of transit workers. New operators, mechanics and rail flaggers are critical to helping the agency address current service challenges caused by staff shortages.

For a complete list of all available positions including trade, management, and administrative positions, please visit and apply online at: www.transitchicago.com/careers.

###

Media invitation: Media crews are invited to get photos and b-roll of the career fair on Friday, April 28, between 9:30 a.m. and 10:30 a.m. at CTA Headquarters.

From: [Laciola, Doreen](#)
To: [GMs&VPs](#)
Subject: FYI - PRESS RELEASE: CTA Welcomes Newest Transit Operations Hires. More Than 300 Bus Operators Hired So Far in 2023
Date: Thursday, May 11, 2023 4:12:37 PM
Attachments: [Graduation Release 5.11.23.pdf](#)

For Immediate Distribution

May 11, 2023

CTA Welcomes Newest Transit Operations Hires.
More Than 300 Bus Operators Hired So Far in 2023
New employees critical in filling staffing shortages and helping improve service

As part of ongoing efforts to address workforce challenges and improve service throughout the system, this week the Chicago Transit Authority (CTA) held its latest graduation event, celebrating the completion of training more than 100 employees who have completed the required training required to either advance into supervisory roles or help fill critical positions to operate buses, assist customers at rail stations and help clean vehicles.

So far in 2023, the CTA has added 304 new Bus Operators – more than 43 percent of its annual hiring goal. In this latest graduating class, nearly 40 new bus operators have either recently started or will enter service this week after having completed extensive and comprehensive training in all facets of operations, safety, troubleshooting, customer communications and more.

“The addition of these nearly 300 new Bus Operators, is not only a welcome addition to the CTA family, but also a proud moment for us as an agency, as they are the next generation of bus operators dedicated to helping keep our City moving forward,” said CTA President, Dorval R. Carter, Jr., “We recognize there are a lot of opportunities out there, but few organizations offer a career with the immediate and long-term benefits that CTA has to offer. Today marks a positive step forward as part of our commitment to further improve the reliability of our vital transit services to our customers.”

Of the budgeted 3,707 full-time bus operator positions, a total of 3,279 are filled. CTA is now at 43 percent (or 304 full-time hires) of its 2023 goal of 700 new bus operators, which will help fill the shortage of about 600 net bus operator positions. The surge in hiring is the result of CTA’s ongoing and expanded recruiting, hiring and retention efforts to address an industry-wide shortage of transit workers, which includes five CTA-hosted job fairs with a total attendance of 1,741 interested applicants.

CTA continues to seek candidates for Bus Operator, Bus Mechanic, and Flagger positions, which offer newly increased competitive pay rates – starting **hourly wages for Bus Operators is \$28.99, Bus Mechanic is \$40.59, and Flaggers start at \$21.36**. The Rail Flagger position is required for anyone looking to become the operator of one of Chicago’s iconic ‘L’ trains.

CTA also offers **a hiring bonus of \$1,000**. These added incentives are in addition to excellent health benefits, pension, and opportunities for advancement.

The CTA continues to have a wide variety of opportunities available from entry-level

positions to management positions across all areas of the agency, including operations, trades (e.g., machinists, electricians, mechanics and more), maintenance and administrative. For a complete list of all available positions, please visit transitchicago.com/careers.

###

***Editor's Note:** CTA grants permission for all media to use the attached images and the following b-roll – either a portion thereof or in its entirety – in its broadcasts or on its websites. Please courtesy: CTA.

B-roll (available for download): <https://f.io/fu6NZxJj>

cta media relations

w: transitchicago.com

t: [@cta](#)

f: [/thecta](#)

i: [@chicagoccta](#)

312-681-3090



news release

Chicago Transit Authority

Media Relations
567 West Lake Street
Chicago, Illinois 60661-1498
TEL 312 681-3090
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For Immediate Distribution

May 11, 2023

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###

***Editor's Note:** CTA grants permission for all media to use the attached images and the following b-roll – either a portion thereof or in its entirety – in its broadcasts or on its websites. Please courtesy: CTA.

B-roll (available for download): <https://f.io/fu6NZxJi>

From: [Stromdahl, Ken](#)
To: [Carter, Dorval](#); [PresidentsOffice](#)
Subject: Fw: October Graduation Event - Remarks
Date: Monday, October 16, 2023 1:52:35 PM
Attachments: [Remarks for October 17 Transit Ops Graduation Carter\(c\).docx](#)

Printing now.

From: Hosinski, Catherine <CHosinski@transitchicago.com>
Sent: Monday, October 16, 2023 1:49 PM
To: Stromdahl, Ken <KStromdahl@transitchicago.com>
Subject: October Graduation Event - Remarks

And last but not least, DRC's remarks for the graduation event.

cta

Catherine Hosinski
Senior Manager, Public Affairs
direct | 312-681-2808
main | 312-681-3090

Remarks for CTA President Carter
CTA Transit Operations Graduation
October 17, 2023

Thank you, Kim, it is my great pleasure to be here today and to congratulate you all on your hard work as you move into a new position, and also for the brand-new employees, I would like to officially welcome all of you to the CTA!

CTA's mission is to "deliver quality, affordable transit services that link people, jobs and communities."

Although this may sound like a simple enough goal, it takes each and every one of us working together—every day—to make that happen.

Our customers depend on us daily to get them to critical destinations in their life: work, school, doctor's appointments, and countless other destinations. We've made them a promise, by virtue of our mission statement, that we will do our best to get them where they need to go as safely and swiftly as possible.

We take our commitment seriously, and I know that you will take it seriously as well. That's what bonds us here at CTA- believing in the mission and doing everything in our power to deliver on it.

It's an exciting time to work at CTA. We are seeing increasing riders – over a million rides for 12 days since September – and with the help of our partners at the Chicago Police Department crime on our system is trending downward.

Working for CTA as a Flagger, Customer Service Assistant, Communications Coordinator, Car Servicer, Car Repairer, Rail Maintenance Manager, Electrical Worker, and Bus Operator are all more than just a job; it truly is a commitment to the public service of connecting communities and keeping the lifeblood of our great metropolitan area flowing. This is a job that you all should be very proud of.

To our newest car servicers as part of overall rail maintenance, your keen eyes and attention to detail are critical to ensuring our fleet of nearly 1,450 train cars that operate over eight routes and 222 miles of track. The multi-faceted rail maintenance teams ensure CTA train are safe and reliable not just for our customers, but also your colleagues sitting here in this room with you today. You are literally the ones we as a City rely upon to keep the wheels of our system moving.

And to our front-line transit employees who interact with our customers, you are ambassadors for CTA. Your attitude and professionalism are the first, last and longest-lasting impressions most people will have of the CTA and Chicago.

We rely on you, and we are grateful to you for making it your mission to leave those positive impressions.

You NOW have the opportunity to establish a prosperous career here at CTA. We offer so many opportunities to learn and grow within our organization. Many of the people in leadership positions here today are people who started on the frontlines or behind the scenes--

People like Mr. Bonds, Mr. Hill, Mr. Dixon and Ms. Alexander have all joined CTA at entry level positions and consistently worked their way up to management positions. You will be reporting to some of them. And many of them have extraordinary stories of career growth within our organization.

They are examples of how a strong work ethic, an eagerness to learn, and an enthusiasm to be helpful, add value, and improve the customer experience, results in opportunity after opportunity for advancement in the CTA.

Before closing, I again want to thank you for your commitment to the CTA and for proudly being a part of what literally keeps the City of Chicago moving every day.

The fact that you are sitting here today is a testament to your dedication and willingness to serve our customers.

We hope that today marks the beginning of a long career with the CTA.

Thank you and, again, my congratulations to each of you. With that, I will hand things back over to Kim Hawkins.

<<YOU depart. Kim Hawkins will introduce Tom McKone, Jairo Naranjo and Marcus Terry to the stage to call names of graduates.>>

###

From: [Stromdahl, Ken](#)
To: [Carter, Dorval](#); [Alanis, Veronica](#); [Leerhsen, Nora](#)
Subject: Fw: Press Comment — Chicago Transit Justice Coalition
Date: Wednesday, October 18, 2023 9:48:25 AM

Sending to the top of your inbox.

From: Alanis, Veronica <valanis@transitchicago.com>
Sent: Tuesday, October 17, 2023 11:02 PM
To: Carter, Dorval [REDACTED]; Stromdahl, Ken
<KStromdahl@transitchicago.com>
Cc: Leerhsen, Nora <nleerhsen@transitchicago.com>
Subject: FW: Press Comment — Chicago Transit Justice Coalition

Below are the answers provided to the reporter who is writing a story based on a litany of questions representing the things the Transit Justice Coalition often bring up: access to restrooms, insufficient recovery time, sick leave eligibility, Second Chance, etc.

[REDACTED]
[REDACTED]

From: Gonzales, Manny <MGonzales@transitchicago.com>
Sent: Tuesday, October 17, 2023 4:35 PM
To: Alanis, Veronica <valanis@transitchicago.com>
Subject: Fwd: Press Comment — Chicago Transit Justice Coalition

The responses that were sent over...

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From: Woodruff, Kathleen <KWoodruff@transitchicago.com>
Sent: Tuesday, October 17, 2023 3:37 PM
To: Reema Saleh [REDACTED]
Cc: Gonzales, Manny <MGonzales@transitchicago.com>
Subject: Re: Press Comment — Chicago Transit Justice Coalition

Hi Reema,

Please see CTA's answers/comments below:

1. What is the normal recovery time for bus and rail operators after shifts? Has this changed in recent years? Can you tell me how recovery time has changed since the pandemic or the CTA's optimization process earlier this year?

Answer: There were a few routes that saw average layover times decrease as part of recent schedule optimization efforts. However, overall and systemwide, the average layover time increased. CTA began introducing the optimized rail schedules in late October 2022, and optimized bus schedules in January 2023.

2. What is the process for employees taking sick leave at the CTA? What is the sick book and

how does it function at the CTA?

Answer: The “sick book” is a term used for our union-represented employees who are absent due to illness or injury. Employees must call their work location at least one hour before their shift starts to inform them that they are ill. The second consecutive day that an employee is ill, they need to call our third-party administrator to make a claim. By the third consecutive day, they need to be under a doctor's care. Full time employees can be placed on inactive status for up to three years pending medical clearance to return to their position or transition to another position for which they are qualified and medically able to perform.

3. What process does the CTA go through when assigning work schedules?

Answer: Our bus operators go through a picking process four times a year and our rail operators go through picking process twice a year, which allows them to choose their schedules. This is all conducted in a contractual pick setting that includes their union. The operators pick their work assignments in seniority order over a 3-4 day process.

Answer: The CTA and its unions have what is called a collective bargaining agreement (CBA), which is a mutually agreed upon contract outlining a variety of terms and conditions related to the respective union positions both part-time and full-time, assigned job duties, wages and benefits and more. It is the CBA between the CTA and its unions—not a CTA policy – that determines the pick process, as well as the creation of full- and part-time positions. CTA salaries for bus and rail operators are among the highest of all US transit agencies.

Strengthening the CTA workforce is a critical component of the “Meeting the Moment” Action Plan -- a multifaceted strategy to improve the customer and employee experience – more consistent and reliable service, safer rides, clean facilities, modern amenities, dynamic customer engagement tools and a healthy CTA workforce. This plan aims to address riders most pressing concerns in the near-term, while also laying the foundation for a long-term transformation of the agency.

4. What challenges has the CTA faced in recruiting new workers?

CTA has not been immune from the challenges of worker shortages that are affecting all large metro transit agencies in the U.S. However, CTA has been steadily increasing its workforce, particularly on the bus side, and is bringing new workers into the pipeline to become a rail operator. Already this year, we have had encouraging results from our extensive efforts to recruit bus operators—more than 3,217 potential applicants have attended one of our 10 in-person job fairs. CTA continues to regularly hire bus operators. As of our [latest scorecard data](#), the CTA has already surpassed its 2023 hiring goal of 700 bus operators.

Filling rail operator positions is a bit more complicated and time consuming, as CTA does not hire applicants off the streets to operate our trains. Rather, rail operators must work as a rail flagger for six months to a year before they are eligible for rail operator training. The training for rail operator is more robust to ensure the highest safety qualifications are met. We're expecting to train almost 100 new rail operators by the end of this year, the highest number of new operators in the agency's recent history.

5. What improvements is the CTA making to ensure its workplace conditions are safe for workers and riders?

Answer: Safety has been and will always be the agency's No. 1 priority, and the CTA continually works in conjunction with the unions to provide a safe and comfortable

environment for both its customers and employees. The CTA and unions discuss safety plans/issues nearly every day, and CTA and the unions—both leadership and frontline workers—have a standing safety committee that meets to discuss safety issues.

CTA currently provides around 1 million rides on an average weekday, and incidents of crime are relatively rare. Ensuring employee and customer safety and security is the number one priority for the CTA and the Chicago Police Department (CPD), which provides law enforcement for CTA.

According to statistics released this month by the CPD, crime decreased across the board during the month of September:

Overall transit crime is down 12% year to date, as well as a 12% drop compared to September 2022.

Violent crime on the CTA is down 9% year to date.

Over the past year, CTA has added new resources to help complement the efforts led by CPD in preventing crime, and we are continually looking for ways to expand and improve on our efforts, including the strategic deployment of resources.

Complementing existing measures to promote security, and deter fare evasion and other crimes, we've recently added new public-view monitors above the fare gates at select rail stations.

The monitors, installed as part of pilot program, are intended to reinforce customers' feeling of safety, by providing a view like security camera screens found in retail stores. These monitors, part of CTA's extensive security-camera network, can act as a deterrent to those looking to misbehave or engage in unlawful activities on the system. The monitors are the latest tool being used as part of CTA's comprehensive focus on safety and security for both riders and employees.

Among the improvements we'd made to improve worker safety and comfort:

Facilities upgrades to both bus garages and rail terminals

Protective screens for bus operators

Video monitors in customer-assistant booths at rail stations

Security guards at employee facilities Extensive security camera network to which CPD has access at the Strategic Decision Support Centers (SDSC), specialized rooms that have been equipped with crime analysis and monitoring technology

6. Do CTA employees always have access to clean, locked, and heated restrooms during their routes? If not, what steps is the CTA taking to ensure this?

Answer: CTA has worked with the union to improve and upgrade portable restroom facilities available for operators. These portable restrooms are fitted with locks and are for the exclusive use of CTA employees. In the summertime, we utilize a deluxe portable restroom that is serviced daily and has fresh water for cleaning and an internal hand sink. In the Fall, typically around Oct. 1, CTA begins to swap out the deluxe portable restrooms for a standard

unit, which is exactly the same but with some slight variations. The standard unit does not have fresh water (due to freezing temps) and there is no sink. A hand sanitizer pump is installed, and these units are also serviced daily. None of the units have heat or AC, only open vents.

The construction of permanent restroom facilities along bus routes is logically and financially challenging. Also, CTA bus routes are sometimes adjusted based on ridership demand. The CTA would be unable to move any permanent restroom facility to accommodate route changes.

The CTA has also secured access to nearly 100 other permanent restrooms at retail stores, commercial and public buildings and other locations along bus routes and rail lines.

7. Does the Second Chance Program offer employment benefits (health insurance, etc.) to its workers? How long does the program last, 12 months and how many people progress to permanent positions at the CTA? Since 2011, over 550.

Answer: CTA's Second Chance Program is one of the most-successful re-entry programs in the country and has provided opportunities for thousands of Chicagoans. More than just a job, the CTA Second Chance program is a holistic workforce development program that teaches valuable job skills, paid training and creates a pathway for future career opportunities either at CTA or other employer settings. Because the Second Chance Program is a short-term apprenticeship program, an opportunity for someone who's been through the criminal justice system, or other barriers to employment, and wants to get their life back on track, the training program does not provide employee health insurance. However, it provides training, mentoring, networking and experience that participants don't traditionally receive elsewhere.

To date, more than 2,000 participants have participated in this career development program and more than 550 men and women have secured permanent positions within the CTA, with some having risen through the ranks to management roles.

Though we don't have a mechanism to track graduates who find employment outside of CTA, we have heard from employees and social service organizations CTA works with that many have gone on to work in the private sector and have been successful in other career paths.

Other valuable benefits available to CTA's Second Chance participants include the opportunity for participants to receive free training toward a Commercial Drivers Learner's Permit; professional development opportunities; workshops and assistance to apply for permanent CTA Positions; plus, free transportation on CTA, Metra and Pace.

8. For Second Chance participants who don't join the CTA, what are their hire rates elsewhere?
Answer: As stated up above, CTA does not have a mechanism for tracking the hiring rates of people who have been through the Second Chance Program.
9. One interviewee noted that a significant number of Second Chance employees were laid off by the CTA in February 2023. Is this the case, and if so, why?
Second Chance participants are not "laid off" from the program.

Kathleen K. Woodruff, MUPP
Kwoodruff@transitchicago.com
773.379.5814
Media Relations
Chicago Transit Authority (CTA)

From: Gonzales, Manny <MGonzales@transitchicago.com>
Sent: Monday, October 16, 2023 3:45 PM
To: PresidentsOffice <PresidentsOffice@transitchicago.com>; Bonds, Donald <DBonds@transitchicago.com>; Jansen, Brad <Bjansen@transitchicago.com>; Lunde, Katharine <KLunde@transitchicago.com>; Barreto, Denise <DBarreto@transitchicago.com>; Zusman, Nancy Ellen <NEzusman@transitchicago.com>; Naranjo, Jairo <jnarano@transitchicago.com>; Ester, Geisha <GEster@transitchicago.com>
Cc: Hosinski, Catherine <CHosinski@transitchicago.com>; Steele, Brian <bsteele@transitchicago.com>
Subject: Media Inquiry-Chicago Reader on Transit Justice Coalition

All:

FYI that a reporter with the Chicago Reader is doing a story on the Chicago Transit Justice Coalition, a small but occasional vocal group that's critical of CTA and ATU leadership. Group is co-founded by Eric Basir, a 308 member.

The Reader reporter is asking us a litany of questions representing the things the Justice Coalition often bring up: access to restrooms, insufficient recovery time, sick leave eligibility, Second Chance, etc. We are developing responses to their questions, and happy to share with this group.

7(1)(f)
[REDACTED]

7(1)(f)
[REDACTED]

This note is just for awareness. Happy to share questions/answers when we've compiled all the info (we've already spoken to a few different department managers to help develop the responses).

Thank you.

cta
Manny Gonzales
Senior Manager, Media Relations
mobile | 312-758-9718

direct | 312-681-2818
main | 312-681-3090

From: [Stromdahl, Ken](#)
To: [Carter, Dorval](#); [PresidentsOffice](#)
Subject: Fwd: DRC and Alanis remarks for graduation
Date: Wednesday, June 14, 2023 5:54:22 PM
Attachments: [Transit Operations Graduation 06.15.23 - VA Remarks.docx](#)
[DRC Remarks for Transit Ops Graduation 06.15.23 FINAL.docx](#)

[REDACTED] .
7(1)(f)

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From: Woodruff, Kathleen <KWoodruff@transitchicago.com>
Sent: Wednesday, June 14, 2023 5:41:46 PM
To: Stromdahl, Ken <KStromdahl@transitchicago.com>
Cc: Gonzales, Manny <MGonzales@transitchicago.com>; Hosinski, Catherine <CHosinski@transitchicago.com>
Subject: DRC and Alanis remarks for graduation

Hi Ken,
Please see the attachments for the graduation remarks for both DRC and Veronica.

I will be out of the office the remainder of the week so please follow up with Manny or Cat on any further questions.

Thanks,
Kathleen

Kathleen K. Woodruff
Kwoodruff@transitchicago.com
773.379.5814
Media Relations
Chicago Transit Authority (CTA)

<<<YOU will be introduced by Leticia Nieto>>>

Good afternoon, everyone.

It is my great pleasure to be here with you today and to CONGRATULATE you on your hard work and dedication to either commence or advance your careers here at the CTA!

I am here on behalf of President Carter, who wishes he could join us today, but unfortunately, had a prior engagement. President Carter extends his warmest congratulations to each of you and commends you on your commitment to both the CTA and the City of Chicago.

Here at CTA, we have a mission to **“deliver quality, affordable transit services that link people, jobs and communities.”**

Although that may sound like a simple enough goal, it takes each one of us working together every day to make that happen.

Our customers depend upon us daily to get them to work, school, the grocery store, doctor's appointments, and countless other destinations...

By virtue of our mission statement, we've made them a promise that we will do our best, every day, to get them where they need to go as safely and efficiently as possible.

We take this commitment seriously, and **I KNOW THAT YOU TOO** will take it just as seriously.

Working as a Bus Operator, Combined Rail Operator, Communications Coordinator, Rail Controller, Bus Mechanic, Customer Service Assistant, Flagger, Rapid Transit Operator, is more than just a job. You are a critical component to a larger system that is helping move the City of Chicago and driving its economy.

I'll make three points to that effect.

First, transit is an essential public service that serves hundreds of thousands of people, from all walks of life, on different journeys and destinations, every single day. In fact, it's hard to think of another industry that touches masses of diverse people, so often – literally daily – the way transit does.

Public transit is in effect a service that allows people to live their everyday lives by being able to access lifeline destinations such as medical appointments, grocery stores and pharmacies, as well as visiting family or attending social events; all without the need and expense of owning a personal automobile.

And by joining the CTA team and coming to work every day, the fulfillment of CTA's mission becomes part of **YOUR** professional legacy, and something of which you should be very proud.

SECOND, as front-line transit employees that interact with our customers every day, like Customer Service Assistance and Bus Operators, you are also **AMBASSADORS** for our agency. Your attitude and professionalism influence the first impression most people have of the CTA.

The **THIRD POINT** I'll make about these positions being more than just a job is that:

These positions are also an opportunity for a prosperous career. CTA offers so many opportunities to learn and grow. Many of the people in leadership positions here today are people who started on the frontlines or behind the scenes-- **People like Mr. Bonds, Mr. Hill, Mr. Dixon, Ms. Ester,** and the supervisors, managers, and GMs you will be reporting to. Many of them have extraordinary stories of career growth within our organization.

Their strong work ethic, their eagerness to learn, and their eagerness to be helpful, add value, and improve the customer experience, all got them noticed, resulting in opportunity after opportunity for promotions.

Today they are the leaders of this organization, and **YOU** are taking the steps necessary to become the next generation of transit professionals. We look forward to seeing **YOU** grow with our organization as well, and someday look forward to seeing some of you become the future leaders of this agency.

It's important to note that as we make our way out of the pandemic, **THESE ARE STILL CHALLENGING TIMES**, not just for CTA, or the transit industry alone -- but for various industries and communities across the country and the world.

In response, among other things, CTA invested in becoming one of the most competitive employers by offering some the highest wages, and the best benefits offered in the transit industry. And bringing you on board is an incredibly important piece of the puzzle

that will allow CTA to fulfill its critical role in helping our City and its residents prosper out of the pandemic.

To that end, we've worked closely with the ATU and its leadership on all our efforts to recover from the pandemic. I want to thank them for their partnership.

Finally, on your graduation day, I want to take the opportunity to thank **YOU** for your commitment to the CTA. The fact that you are sitting here today is a testament to your dedication and willingness to serve our customers.

We are honored to have you be a part of the CTA family and we are pleased to be here today celebrating your hard work and dedication. As you move forward in your careers, we simply ask one thing: Each day you report to work, show your pride in knowing you are a part of what literally keeps the City of Chicago moving.

On behalf of President Carter, myself, and the entire CTA Family—congratulations on achieving this career milestone!

Thank you... At this time, I will turn it back over to **Leticia**.

#

|
|<<**YOU** will remain on stage after speaking. From this point forward, **YOU** will not be asked to speak again, but **YOU** will shake hands and congratulate all graduates and take pictures with them.>>

Remarks for President Carter
CTA Transit Operations Graduation
June 15, 2023

Thank you, Leticia it is my great pleasure to be here today and to personally congratulate you on your hard work. For those of you moving into new and exciting opportunities, congratulations on the advancements you're making in your careers!

And for those of you joining us for the first time, let me officially welcome you to the CTA family!

Prior to starting my career here, like some of you, I grew up using the CTA and appreciated what it provided me – a sense of freedom to get anywhere I needed to go throughout the city.

Soon after I started working here, my understanding and appreciation for the CTA and its employees expanded to something far greater than I ever imagined. I want to take a moment to share with you a little bit of what I have come to realize over the years:

Our role as an agency is more than getting customers from point A to point B. We connect people to their jobs, their schools, doctor's appointments, and countless other destinations... The investments we make to improve and expand our system, are opportunities for us to create jobs and opportunities for those living in the communities we serve. In fact, many of the things we do each day have the potential to positively impact the entire Chicago region.

Another way to put it, the CTA is the backbone of Chicago's economic engine; and we are woven into the fabric of this great city, affecting the lives of millions of people regardless of whether they ride our buses and trains.

And that's what excites me the most about being part of this family...

At the CTA, we have a beautifully diverse workforce that brings with it a wealth of insights, experiences, and perspectives to help us evolve. And each day, we all come together and work side-by-side, bringing our A-game to help keep not just this transit system moving, but the City of Chicago moving too!

When you arrived here today, how many of you noticed the text on the wood paneled wall in our lobby?

If you didn't, don't worry.

Shown on the wall in our lobby is the CTA's mission statement, which is to "deliver quality, affordable transit services that link people, jobs and communities."

While this may sound like a simple enough mission, no matter what job you do or what department you serve, it will be through your hard work and dedication that we continue to improve the CTA experience for our customers.

I believe each of you here today is a new ambassador for the CTA, now and as we move toward the future. I hope you take

the time and initiative to immerse yourself in CTA culture and invest in contributing to our family.

We are privileged to provide nearly 1 million rides each day and I want you to hold your head high and be as proud as I am knowing that together, we are moving Chicago forward.

The CTA takes seriously its commitment to safely and efficiently serve Chicagoland, and I know that you will as well. And remember, each of you plays a vital role in the day-to-day operations of our transit system.

To our front-line ambassadors – this being our bus operators and rail station customer service assistants – remember that as part of your daily interactions, a smile and a good attitude can go a long way. Your professionalism and demeanor are often the first and longest lasting impression most people will have of the CTA and, especially for visitors unfamiliar with our city, Chicago in general.

To those of you serving roles that are more behind the scenes – whether working as a Communications Coordinator or Rail Controller – you are a lifeline not just for our colleagues out in the field, but also our customers. There are countless things that can happen, many of which are beyond our control, that can and will impact our rail services. But together, you keep our workforce safe and our customers informed.

To our Combined Rail Operators and Flaggers— more than just working on one of the most iconic symbols of the City of Chicago – you help ensure the safe and efficient operation of

our trains, which even during a pandemic last year still carried more than 103 million riders.

And to those of you on the other side of the CTA-house – our bus mechanics -- your keen eyes and attention to detail are critical to ensuring our fleet of nearly 1,900 buses that carried nearly 140 million rides last year is safe and reliable not just for our customers but also your colleagues in the field and here with you today. You are the ones we as a City rely on to literally keep the wheels of our system moving safely.

The fact that you are sitting here is a testament to your dedication and willingness to serve our customers, and for that I thank you.

Today is your graduation day! Many people only get to graduate from something once or twice in their lifetimes. I encourage you to celebrate the hard work you put forth to bring you here today. May this be a milestone in a long and rewarding career here at the CTA.

Once again, congratulations on your achievements and being part of the CTA family – I look forward to seeing you out in the field.

With that, I will hand things back over to Leticia.

###

<<YOU are to stay on stage. Leticia introduces Randall Gray to read names and calls Don Bonds, Jeannie Alexander, Tom

McKone, Terry Wilkerson and Eric Dixon to join YOU on stage>>

Rail Operations Certificate Presentation

<<Randall calls the names of the graduates and each graduate stops with the group to take a photo>>

<<After photos, Randall invites Jeannie to provide brief remarks. After her remarks, Jeannie turns the program back to Leticia and exits stage exits the stage>>

Rail Station Management Certificate Presentation

<<Leticia introduces Richard to call RSM names and invites Mutiat, Terry, and Eric to the stage to join YOU, Don, Tom, and Eric. >>

<<Richard calls the names of the graduates and each graduate stops with the group to take a photo>>

<<After photos, Richard invites Mutiat to provide brief remarks. Mutiat turns the program back to Leticia. Mutiat exits the stage>>

Bus Maintenance Certificate Presentation

<<Leticia introduces and/or calls Bryan, Vincent, and Keith to the stage to join YOU, Don, Tom, and Leticia>>

<<Vincent calls the names of the graduates>>

<<After photos, Vince invites Bryan Robinson to provide brief remarks>>

<<Bryan turns the program back to Leticia. Bryan exits the stage>>

Bus Operations Certificate Presentation

<<Leticia introduces and/or calls Bryan, Vincent, and Keith to the stage to join Veronica, Don, Tom, and Leticia>>

<<Vincent calls the names of the graduates>>

<<After photos, Vince invites Bryan Robinson to provide brief remarks>>

<<Bryan turns the program back to Leticia. Bryan exits the stage>>

From: [Joshua Smith](#)
To: [Carter, Dorval](#)
Subject: Fwd: In need of your help Mr. Carter
Date: Wednesday, November 29, 2023 11:11:12 AM

You don't often get email from js03251226@gmail.com. [Learn why this is important](#)

EXTERNAL EMAIL This email originated outside of CTA. **NEVER CLICK or OPEN** unexpected links or attachments. **NEVER** provide User ID or Password. CTA IT Support will NEVER ask you for such information. If this email seems suspicious, contact CTA Help Desk at x12345.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] 7(1)(b)
Date: November 29, 2023 at 11:05:26 AM CST
To: [REDACTED] 7(1)(b)

Good Morning Mr . Carter my name is Joshua Smith I am currently a ten year part time Cta employee badge [REDACTED] 7(1)(b). I am contacting you this morning because I am having trouble with having a link sent to me to complete a pre-employment process I've recently started for a Flagger position I was transitioning to I was given a date of Thursday November 30th to have a Fatigue Awareness certificate completed and turned in by that date I'm at a stand still because I was not provided a link to complete this task I'm reaching out for your help and I'm trying to comply with all instructions to proceed with this process. I've tried my best to get in contact with anyone that could send me this email with no luck. Thank you for your help in advance Mr. Carter
Sent from my iPhone

From: [Stromdahl, Ken](#)
To: [Carter, Dorval](#); [PresidentsOffice](#)
Subject: Fwd: Thank you for supporting our job fair!
Date: Tuesday, May 2, 2023 6:11:24 PM
Attachments: [Thank You 4.28.23 Job Fair .png](#)
[Thank You 4.28.23 Job Fair .png](#)

Get [Outlook for iOS](#)

From: Fuentes, Gabriela <GFuentes@transitchicago.com>
Sent: Tuesday, May 2, 2023 5:06:05 PM
To: Stromdahl, Ken <KStromdahl@transitchicago.com>
Subject: Fw: Thank you for supporting our job fair!

Hi Ken!

It was a pleasure meeting you today. Please feel free to pass along our thank you message and photos from last week's career fair. It was a treat having President Carter there.

Take care,

Gabriela Fuentes

Project Manager, HR Marketing, Outreach, & Engagement
Chicago Transit Authority
567 W. Lake St. | Chicago, IL 60661
Email: gfuente@transitchicago.com
Phone: 312-428-8562

From: Employee Engagement <EmployeeEngagement@transitchicago.com>
Sent: Tuesday, May 2, 2023 3:20 PM
Subject: Thank you for supporting our job fair!

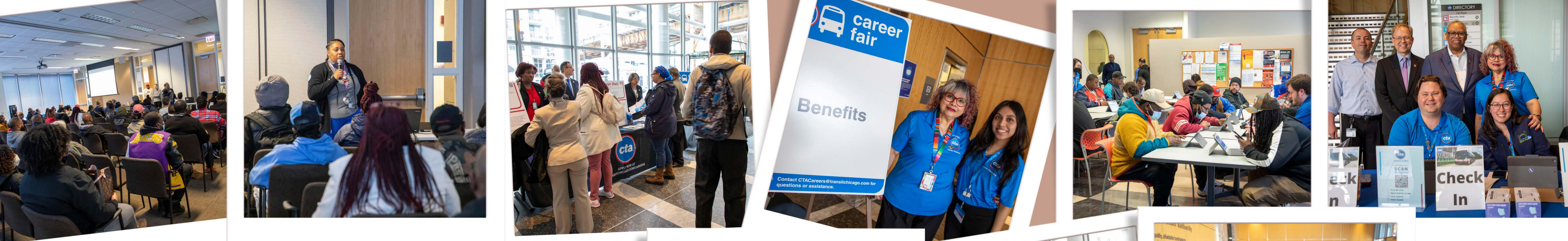
Hi all,

Thank you all again who attended and supported last Friday's job fair. We successfully engaged over 350 job seekers interested in our Bus Operator, Bus Mechanic, and Flagger (rail) roles. We look forward to working with you all in the future. Enjoy the photos below.

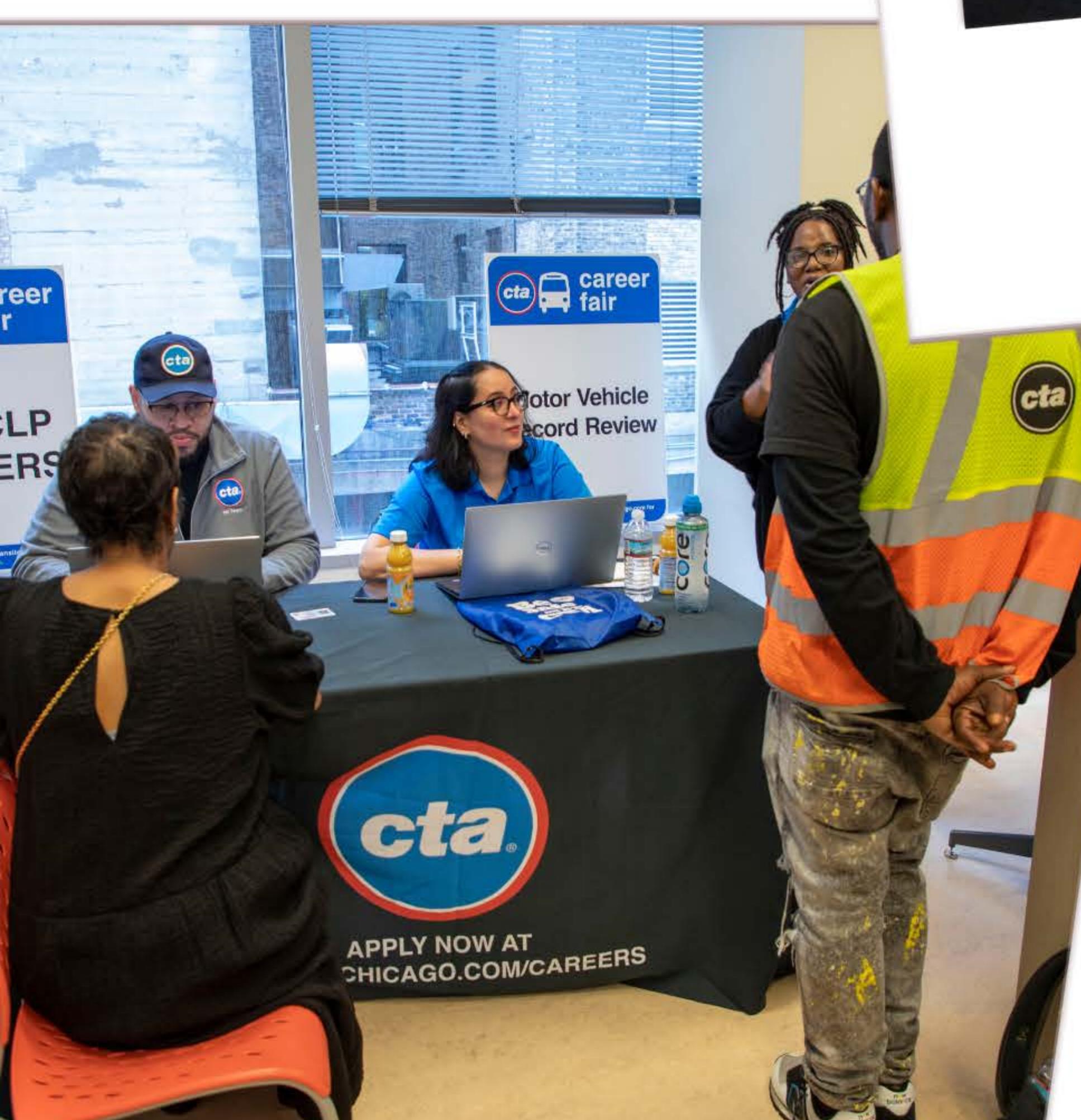
You may view more photos/ download here: [Photos](#)

Sincerely,
Human Resources





Thank You!



Thank You!

From: [Bunch, Denise](#)
To: [Carter, Dorval](#); [Leerhsen, Nora](#); [Alanis, Veronica](#)
Subject: October Board 2023 - Quarterly Reports
Date: Friday, October 6, 2023 12:36:09 PM
Attachments: [Hiring Memo_Non-Bargained For Compensation 3rd Quarter Report MEMO.doc](#)
[Hiring report_PERSONNEL ACTIONS FOR 3rd QUARTER OF 2023.xls](#)
[Service Changes quarterly Report memo 2023_10-2-23.pdf](#)
[CTA - 2023 Q3 Sustainability Update.docx](#)

Attached is the Hiring and Service Changes report. The Sustainability report will be coming tomorrow.

Adding Sustainability report



DATE: October 2, 2023

TO: Lester Barclay, Chairman
Chicago Transit Board

Rosa Ortiz, Board Member
Chicago Transit Board

Neema Jha, Board Member
Chicago Transit Board

Michele Lee, Board Member
Chicago Transit Board

Johnny Miller, Board Member
Chicago Transit Board

LaShawn Jakes, Board Member
Chicago Transit Board

FROM: Dorval Carter, President
Chicago Transit Authority

RE: 2023 Non-Bargained For Compensation – 3rd Quarter Report

As set forth in Ordinance No. 010-114, dated November 10, 2010, attached is the report on the hiring, promotion and compensation of non-bargained for employees for the 3rd Quarter of 2023.

If you need additional information, please feel free to contact me at (312) 681-5000.

NEW HIRES						
HIRE DATE	EMPLOYEE NAME	ORG NAME	POSITION TITLE	SALARY	SEPARATION DATE	
7/3/2023	Graham, Byron Isaac	Customer Service	Communications Specialist	\$65,621		
7/10/2023	Baker, Sisvahn Baccam	Compliance, Policy and Appeals	Deputy General Counsel, Compliance, Policy & Appeals	\$181,788		
7/10/2023	Nunney, Monae LaShay	Customer Service	Business System Analyst, Customer Service	\$74,173		
7/10/2023	Sanchez, Nancy	Payroll Accounting	Payroll Specialist	\$65,571		
7/10/2023	Stock, Michael	Purchasing, GM	Senior Administrator, Procurement	\$84,633		
7/10/2023	Carter, Tavia	Purchasing, GM	Administrator, Capital Procurement	\$75,408		
7/10/2023	Lee, Li-Chien Linda	Risk Management & Insurance	Coordinator, Insurance Controls	\$78,125		
7/17/2023	Overcash, Jeffrey Curtis	Budget & Capital Finance, VP	Vice President, Budget and Capital Finance	\$193,581		
7/24/2023	Bentley, Margaret Elizabeth	Diversity Programs, GM	Compliance Specialist	\$74,262		
7/24/2023	Barreto, Marietta Denise	Equity and Engagement	Chief Equity & Engagement Officer	\$220,171		
7/24/2023	Gregory, Daurina C	Purchasing, GM	Administrator, Capital Procurement	\$75,408		
7/24/2023	Ford, Brittan Sidra	Torts	Senior Attorney - Torts	\$99,647		
7/24/2023	Halsell, Carmen	Torts	Legal Assistant	\$60,340		
7/24/2023	Perkins, Shakeita Joanna	Training & Workforce Development, VP	Executive Assistant I - Training and Workforce Development	\$64,470		
7/24/2023	Shore, Howard Curtis IV	Utility Service	Senior Manager, Utility Services	\$125,231		
8/7/2023	Granda, Lauro Jr.	74th & Wood Maintenance Quality Service Support	Manager, Maintenance - Bus	\$105,033	8/11/2023	
8/7/2023	Toma, Toma	EEO	EEO Investigator	\$82,570	8/16/2023	
8/7/2023	Velivila, Sahri	Strategic Business Initiatives, DB	Business Process Analyst	\$78,108		
8/7/2023	Hoskin, Ebony Nimet	Technology Resources Management	Coordinator, IT Contract Services	\$83,029		
8/7/2023	Mogilinski, Michael Anthony	Technology, VP	Vice President, Technology	\$203,827		
8/7/2023	Tinsley, Ronald	Torts	Legal Assistant	\$60,340		
8/14/2023	Bates, Reginald Demetrius Jr.	Diversity Programs, GM	Coordinator, Workforce Initiatives	\$79,708		
8/21/2023	Smith, Denee Tyneene	Diversity Programs, GM	Certification Specialist	\$74,262		
8/21/2023	Smith, Niambi Nicalé	Project Management, Innovation	Project Coordinator, Innovation	\$80,000		
8/21/2023	Hubbard, Elias Burnham	Rail Heavy Mtc Engineering & Tech Services, GM	Administrator, Rail Engineering Projects	\$77,077		
8/21/2023	Savage, Octavia	Safety Compliance & Oversight	Senior Analyst, Safety Assessment	\$85,597		
8/21/2023	Lopina, Michael John	Safety Management System	Fire & Life Safety Marshal	\$135,500		
8/21/2023	Conrad, Amy Nichole	Scheduling, GM	Senior Manager, Bus Scheduling Design & Development	\$125,231		
8/21/2023	Roman, Yaritza	Torts	Legal Assistant - Docketing Specialist	\$60,340		
9/5/2023	Dyni, Christian Scott	Claims	Project Specialist II - Claims	\$68,073		
9/5/2023	Thomas, Tiara Lavonshay	Diversity Programs, GM	Certification Specialist	\$74,262		
9/5/2023	Podzorwinski, Thomas Alan	EEO	Coordinator, Title VI and Affirmative Action	\$84,256		
9/5/2023	Osborn, Allison Smith	Marketing	Project Manager, Marketing	\$99,016		
9/5/2023	Phipps, Bruce Lain	Security Services	Investigator	\$80,778		
9/5/2023	Sanders, Tiffany Devica	Torts	Associate Attorney - Torts	\$86,953		
9/5/2023	Cosentino, Michael Joseph	Treasury, DR	Senior Project Manager, Debt Administration	\$121,192		
9/5/2023	Castilla, Carlos Armando	Utility Repairs	Coordinator, Non-Revenue Fleet Services	\$74,303		
9/5/2023	Gaspar-Hernandez, Stephanie	Workforce Partnerships, DR	Training Specialist, Internship & Educational Programs	\$72,985		
9/18/2023	Miller, Malcolm Lee	Safety Management System	Senior Data Analyst - Safety	\$95,882		
9/18/2023	Reyna, Andrew Daniel	Service Planning, GM	Service Planner I - Bus	\$81,500		

POSITION CHANGE/ADDITIONAL RESPONSIBILITIES						
EFF. DATE	EMPLOYEE NAME	PRIOR POSITION TITLE	CURRENT POSITION TITLE	PRIOR SALARY	CURRENT SALARY	
7/2/2023	Siddiqui, Zakir Ahsan	Data Analyst, Diversity Programs	Data Analyst II, Diversity Programs	\$63,102	\$78,108	
7/2/2023	Popoca, Rosalinda	Property Accountant II	Property Accountant III	\$75,418	\$86,181	
7/9/2023	Howard, Yolanda Michelle	Coordinator, Bus Maintenance	Manager, Maintenance - Bus	\$76,506	\$105,033	
7/9/2023	Casillo, Gustavo Adolfo Jr.	Coordinator, Bus Maintenance	Manager, Maintenance - Bus	\$76,506	\$105,033	
7/9/2023	Erving, Eric Herman Renard	Power Engineer IV	General Manager, Power & Way Maintenance	\$126,547	\$167,257	
7/9/2023	Singleton, Shanti C	Rail Controller	Manager, Transportation - Rail	\$96,102	\$105,033	
7/9/2023	Morgan, Andre Lashone	Rail Controller	Manager, Transportation - Rail	\$96,102	\$105,033	
7/9/2023	Goralczyk, John Joseph	Senior Manager, Maintenance - Rail	General Manager, Rail Maintenance	\$125,231	\$152,051	
7/9/2023	Costagliola, William Robert	Senior Manager, Track Maintenance	General Manager, Power & Way Maintenance	\$151,086	\$167,257	
7/16/2023	Brown, Robbie Ron	Project Consultant - Strategic Business Initiatives	Senior Manager, Enterprise Applications	\$117,582	\$148,874	
7/16/2023	Rayborn, Stephanie	Project Specialist II - Warehouse	Coordinator, Business Administration	\$61,711	\$79,056	
7/23/2023	Fortson, Bridgett R.	Rail Controller	Manager, Transportation - Rail	\$96,102	\$105,033	
7/23/2023	Rupert, Geoffrey Lawrence II	Senior Manager, Maintenance - Rail	Senior Manager, Systems Support	\$125,231	\$133,700	
7/30/2023	Jackson, Brenda Lee	Reporting Analyst	Senior Reporting Analyst	\$77,356	\$85,597	
7/30/2023	Mathus, Denise	Construction Project Manager II	Senior Project Manager, Infrastructure	\$99,726	\$121,192	
7/30/2023	Brooks, Antonio Lavance	Coordinator, Rail Car Appearance	Coordinator, Facilities Security	\$76,506	\$82,008	
7/30/2023	Otero, Christopher Owen	Signal Maintenance Coordinator	Senior Manager, Signal Maintenance	\$130,356	\$167,000	
8/6/2023	DeJesus, Wilmer	Operations Business Manager	Senior Manager, Bus Operations	\$105,033	\$125,231	
8/6/2023	McFarland, Derrick	Senior Manager, Bus Operations	General Manager, Bus Operations	\$125,231	\$152,051	
8/6/2023	Qi, Tianshu	Engineer IV - Structural	Senior Manager, Structure Engineering	\$112,751	\$133,700	
8/20/2023	Hull, Jonathan Darrell	Coordinator, Rail Car Appearance	Manager, Rail Station Management	\$76,506	\$105,033	
8/20/2023	Patrucci, Salena	Flagger	Coordinator, Rail Car Appearance	\$48,924	\$76,506	
8/20/2023	Stewart, Dwayne Kelvin	Inspection Terminal Instructor II	Manager, Maintenance - Rail	\$94,095	\$105,033	
8/20/2023	Hurst, Orvin Henry	Rail HVAC Repairer	Manager, Maintenance - Rail	\$93,263	\$105,033	
8/20/2023	Odicia, Cesar A	Senior Coordinator, Network Systems	Senior Network Engineer	\$105,033	\$111,429	
9/3/2023	Hernandez, Guilela	Accountant II	Accountant III	\$75,418	\$86,181	
9/3/2023	Roman, Steven Lee	Bus Controller	Manager, Bus Operations	\$94,921	\$105,033	
9/3/2023	Green, Cory Daniel	Rail Equipment Tech III	Senior Project Manager, Vehicle Procurement	\$102,165	\$125,231	
9/3/2023	Costa, Audelia	Warranty Technician	Senior Manager, Supply Chain	\$85,754	\$125,231	
9/5/2023	Sanders, Tiffany Devica	College Intern	Associate Attorney - Torts	\$43,680	\$86,953	
9/17/2023	Fay, John Charles	Training Specialist I - Safety	Training Specialist II	\$72,985	\$80,778	
9/17/2023	Drexler, Emily Alexandra	Senior Strategic Planner	Senior Manager, Customer Insights & Strategy	\$92,913	\$125,231	
9/17/2023	Lang, Jacob William	Analyst, Performance Management	Senior Analyst, Performance Management	\$85,597	\$95,882	
9/17/2023	Brown, Marcus Terrell	Bus Mechanic	Manager, Maintenance - Rail	\$87,162	\$105,033	
9/17/2023	Beazeth, Christopher G	Bus Servicer	Coordinator, Bus Maintenance	\$69,894	\$76,506	
9/17/2023	Burleyson, Nathan Randall	College Intern	Business Analyst, Supply Chain Operations	\$41,600	\$74,173	

ACTING						
EFF. DATE	EMPLOYEE NAME	PRIOR POSITION TITLE	ACTING POSITION TITLE	SALARY	SALARY W/ACTING	
8/6/2023	Banks, Nathaniel	Manager, Bus Operations	Operations Business Manager	\$105,033	\$110,419	
8/13/2023	Loughlin, Kevin	Managing Attorney - Corporate	Deputy General Counsel - Corporate	\$175,970	\$181,788	



DATE: October 13, 2023

TO: Board Members
Chicago Transit Board

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

RE: 2023 Service Changes – 3rd Quarter Report

As set forth in Ordinance No. 005-127, dated September 14, 2005, attached is the report that outlines the moderate service changes for the 3rd Quarter of 2023. There were no moderate changes for this quarter.

If you need additional information, please feel free to contact me at (312) 681-5000.

2023 CTA Moderate Service Changes

1

Year-Quarter	Bus Route/Rail Line	Implementation Date	Classification Change	Description of Change	Reason for Change
2023-1	No moderate changes				
2023-2	#35 31st/35th	6/20/2023	Hours of Service Change	Start weekday and Saturday service one hour earlier, at 3:33 am rather than 4:33 am.	Expand service to capture demand from shift workers traveling to newly opened UPS facility near 35th and Morgan Streets.
2023-3	No moderate changes				
2023-4					



CHICAGO TRANSIT AUTHORITY
SUSTAINABILITY INITIATIVES
Chicago Transit Board Update – Q3 2023



HIGHLIGHTS

Sustainable Transportation and Climate Impact

Public transit is the web connecting critical social, economic, and environmental services for all individuals, businesses, and institutions in a sustainable community. CTA is proud to serve 35 municipalities in the Chicago region with public transit rail and bus services providing quality, affordable mobility with lower environmental impact than other modes of motorized transportation.

CTA's service enables area residents and visitors to access jobs, education, healthcare, airports, and other amenities throughout the region. CTA's railcars and buses are shared-use vehicles that reduce traffic congestion – largely from single occupancy vehicles – in addition to encouraging compact development, conserving energy, and improving air quality through decreased vehicle emissions. The region's population benefits by having alternatives to driving, experiencing reduced congestion, and more affordable, accessible, equitable, and active transportation options.

Public transit offers both direct and indirect environmental benefits. The direct benefit is reducing energy consumption by aggregating riders in a single, shared vehicle, rather than numerous personal vehicles. Less energy consumption – whether electricity, diesel, or gasoline – means less primary fuel is consumed and, therefore, less pollution is emitted to the air. This results in lower levels of pollutants affecting local air quality, including carbon monoxide, lead, ground-level ozone, particulate matter, nitrogen dioxide, and sulfur dioxide. Globally, conversion to shared vehicle transit use decreases carbon dioxide emissions, the greenhouse gas primarily responsible for climate change. Relative to the gasoline and diesel cars that they predominantly displace, CTA's railcars provide the added benefit of running on electricity. Electric powered trains and buses produce no emissions directly in Chicago's densely populated communities, and electric-powered engines are more pollution-efficient overall compared to internal combustion engines. The electrification of CTA's bus fleet is providing the same layered environmental benefits that electric rail already provides today.

The indirect environmental benefits of CTA's transit service are traffic congestion relief and compact development patterns. These benefits are especially pronounced in Chicago's dense urban areas, where arterial roads have traffic congestion nearly all day, causing motorists to slow down or even idle in traffic and consume much more fuel than they would otherwise. Transit-oriented development policies further leverage the environmental, low-cost, speed, and convenience benefits of public transit by creating incentives to develop residential and commercial properties where occupants can easily get around without a personal car. The resulting density also increases the vibrancy and economic sustainability of these communities.

Many of CTA's primary goals and priorities are important steps towards reducing the environmental impact in the region. CTA also integrates climate resilience considerations in multiple phases of infrastructure planning and design, for example, when establishing standard design criteria for common facility types (e.g., rail stations or bus garages), or writing procurement specifications for equipment (e.g., building mechanical systems or high-voltage electrical equipment serving the rail system). Plans and designs must account for anticipated extreme weather events – such as a winter polar vortex, summer heat wave, or flooding rain storm – when guiding construction methods and the selection of materials and equipment. Examples include the construction of barriers around street-level entrances to subways to prevent stormwater infiltration and damage, and selection of cabling with greater heat resistance ratings to convey power to the electrified third rail. Resilience planning is

integrated into CTA operations, too, such as the development of detours or alternative routes for buses that operate on flood-prone roadways.

Key Sustainable Initiatives

CTA is constantly working on projects and initiatives that aim to reduce its environmental impact as part of permanent effort to make the Agency more efficient.

Some of these projects are ongoing and include, for example, infrastructure work that seeks to reduce electricity use by installing efficient lighting at garages, rail shops, rail stations, and in subway tunnels, reduce natural gas use by upgrading boiler systems and building controls at garages and other maintenance facilities, and lighting upgrades throughout the whole system as part of CTA's Refresh and Renew program.

Moreover, CTA's focus on recent years has been the modernization of its Bus and Rail fleet. This effort focuses primarily on replacing older buses and railcars with more efficient ones, including the push to replace diesel buses with electric buses.

Clean Vehicles and Efficient Operations: Bus System

Last year, CTA published "Charging Forward," a comprehensive plan that lays out a roadmap for the electrification of CTA's entire bus system by the year 2040, consistent with the goal established by the Chicago City Council. Analyses for Charging Forward estimate that full fleet electrification will reduce CO₂ and other greenhouse gas emissions from CTA buses by 73%, and total NOx emissions from buses by 98%. CO₂ and other greenhouse gas emissions contribute to global climate change, whereas NOx emissions affect local air quality. In addition to reducing emissions, electrifying CTA's bus system will provide access to electric vehicles for CTA customers who cannot afford to, or choose not to, own a personal automobile. It will also reduce CTA's expenditure on energy for the bus fleet due to the lower cost of electricity compared to diesel fuel. More broadly, it will establish CTA as a leader in transportation electrification, serving as an example to other transit agencies and heavy-duty fleet operators across Illinois and the country.

As detailed in Charging Forward, the scope of electrifying CTA's bus system reaches far beyond the replacement of diesel buses with electric buses. It also requires:

- modernizing and upgrading CTA's seven bus garages and its heavy maintenance facility for buses;
- increasing ComEd's electric service to the garages;
- installing charging infrastructure at the garages and likely at additional on-route charging locations;
- potentially constructing a new, all-electric bus garage;
- training bus operators, bus maintenance personnel, and electricians to operate and maintain the electric buses and charging equipment;
- modifying current bus operations and maintenance practices in the garages to accommodate the needs of electric buses; and
- securing funding sources to support all of the transition steps described above.

While electrifying a fleet of more than 1,800 buses is certainly a monumental undertaking, Charging Forward breaks down the transition period by year, setting forth potential timelines for electric bus purchases and for the sequence of garage upgrades and charger installations. Based on a detailed analysis of the Chicago Department of Public Health's Air Quality and Health Index, plus federal data on low-income and minority community locations, CTA's planned sequence of garage upgrades and electric bus route deployments prioritizes areas that experience a disproportionate share of the urban pollution burden. This equity-focused approach, combined with the practical consideration of current bus facility conditions, yields two CTA garages that will be first in the electrification sequence: Chicago Garage, located between the Austin and Humboldt Park neighborhoods on

Chicago's West Side, and 103rd Street Garage, located near the Pullman neighborhood on Chicago's Far South Side.

In FY 2023, CTA was awarded FY23 Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant funds for its 95th Street Terminal to build on CTA's efforts for electric bus charging. This project would fund the initial installation of six (6) chargers, electrical equipment upgrades and the first Chicago Department of Transportation (CDOT) Divvy electric bike share program location on the South Side. CTA requested \$25M and received the full award for this \$38M project.

In addition, CTA applied for FY 2024-2028 Congestion Mitigation and Air Quality (CMAQ) funding in the amount of \$54,486,252 for the purchase of up to 40 forty-foot, battery-powered, zero-emission, all-electric, fully accessible, public transit buses and up to five overhead chargers to power the electric buses. CTA received an award of \$44,255,332 in CMAQ funding for FY 2026

Other significant funding awards have come from CMAQ Improvement Program, the Illinois Environmental Protection Agency's (EPA) "Driving A Cleaner Illinois" Program, and the Diesel Emissions Reductions Act (DERA) Grant Program.

The new electric buses feature an all-electric (zero emissions) design with en-route charging. As described above, the project is a multi-departmental effort involving the coordinated inputs of the infrastructure, safety, engineering, operations, training and planning groups. This is CTA's first venture into en-route electric buses (CTA had 2 plug-in electric buses). The electric bus program is currently testing the performance of these buses in CTA's rigorous metropolitan environment (Navy Pier and Chicago/Austin terminals- route 66). Initial 6 demo buses have been in revenue service since Q1 2021 and have accumulated more than 87,000 miles. Electric bus infrastructure is completed for the base order with chargers installed at Chicago & Austin, Chicago garage, 74th street garage, and Navy Pier. An additional 17 pilot buses, utilizing the newest body style "Heron" were delivered in Q2-Q4 2021 and are being tested in revenue service since Q1 2022. In June 2023, CTA exercised the option to procure the remaining 22 buses (with the newest model revision – Remington). The delivery of these buses will start in Q4 2024 and will complete the full order of 45 buses.

As the electric bus fleet grows, CTA also remains focused on maintaining the current diesel fleet to be as fuel-efficient as possible. CTA is moving forward with the overhaul of the 100 articulated 60-foot buses – about one-third hybrid and two-thirds diesel, which is now expected to start in late 2023 and continue through 2024. CTA expects to complete the retirement of its oldest and least efficient diesel buses: the 6400-Series, model year 2000 Nova buses. Retirement of the 6400-Series and the next oldest buses – the 1000-Series, model year 2006 New Flyer buses – is enabled by CTA's purchase of new 7900-Series, model year 2022 Nova buses. Although these new Nova buses have diesel propulsion systems, they are more fuel efficient, lower emitting, and more reliable than the older buses that they are replacing.

CTA Bus Fuel Efficiency	
Year	Bus Miles Traveled per Gallon of Diesel Fuel
2018 Actual	3.45
2019 Actual	3.38
2020 Actual	3.37
2021 Actual	3.48
2022 Actual	3.14
2023 Forecast	3.07

CTA's main metric for bus energy efficiency, measured as miles traveled per gallon of diesel fuel (table above), shows a slight decline in efficiency forecasted for FY23 compared to FY22. As ridership recovered through 2022 and 2023, buses transported a heavier passenger load, which requires more fuel use. Increased traffic congestion can also result in lower fuel efficiency. Another contributing factor to the decline is likely the

continued aging of the bus fleet. Older, less efficient buses were also called up to run more often this past year as special events – such as festivals and concerts – resumed.

March 2023, the Illinois Commerce Commission (ICC) issued a Final Order approving ComEd's first Beneficial Electrification Plan. CTA had been an active participation in the deliberations around this Plan since the ICC first led a related workshop series starting in November 2021. The approved plan includes two key incentives for which CTA will be eligible once ComEd opens the programs: 1) a rebate of \$120,000 per electric bus toward bus purchases; and 2) a rebate of up to \$500,000 per bus garage per year toward make-ready infrastructure for charging equipment. While the exact timeline for programs launching is still to be determined, ComEd has indicated that it will likely be in 2024.

Clean Vehicles and Efficient Operations: Rail System

Spurred by the environmental benefits of electric mobility, manufacturers, engineers, policy makers, and investors throughout the global transportation industry are racing to develop electric versions of all types of vehicles. The Chicago region is fortunate to have had a sustainable, all-electric transportation system in place for over 75 years: CTA's rail system. The efficiency of CTA's rail system depends largely on the efficiency of its railcars. The upcoming replacement and overhaul of more than two-thirds of CTA's railcar fleet will help ensure that the rail system continues to provide an affordable, convenient, low-carbon mobility option for Chicago-area residents and visitors for decades more to come.

As of January 2023, CTA has completed testing the newest model in its railcar fleet – the 7000-Series. 18 railcars were placed in service for testing and evaluation in 2021 and completed November 2022. At the time of budgeting, 48 cars are now in revenue service. CTA's full order of the 7000-Series is 400 railcars. With contractor supply chain constraints resolved, CTA expects to take delivery of 10 to 14 new railcars per month until the order is complete. The new 7000-Series railcars will replace the oldest and least efficient railcars currently operating in CTA's fleet.

CTA is also in the process of completing quarter-life overhauls of its second-newest model of railcars, the 5000-Series, which first entered service in 2011, with the majority of railcars entering service from 2012 through 2015. As of Q3 2023, CTA has completed overhauling 342 of the 714 railcars in the 5000-Series. This process involves rebuilding and refurbishing major functional systems of the cars, including brakes, motors, suspension, propulsion system components, interior-seat inserts, and door system components. The overhauled cars operate more efficiently and reliably, and their refreshed interiors improve the customer experience.

Both the 5000-Series and 7000-Series railcars are equipped with AC (alternating current) propulsion systems, whereas CTA's older models of railcars have DC (direct current) propulsion systems. The newer cars' propulsion systems provide a smoother, quieter ride, and also enable regenerative braking, where a train can send electricity back into the third rail as it brakes. The recaptured energy can then power other trains that are accelerating on the track at the same time; it can also provide power for other trains' heating and cooling systems. CTA's past testing and modeling studies indicate that railcars with regenerative braking reduce overall rail-system energy consumption by at least 10 percent. The new railcars also have other energy-saving features such as LED lights and advanced controls for the air comfort systems. Once all of the 7000-Series railcars in the current order are in service, over 70 percent of CTA's railcar fleet will have these energy-saving features.

Parallel to the miles-per-gallon metric for buses, the energy efficiency of trains is measured in rail miles traveled per megawatt-hour of electricity. The table below indicates that trains ran more efficiently during the depths of the COVID-19 pandemic (2020 and 2021), and are projected to show lower efficiency in 2023. The greater energy efficiency during the pandemic is likely due to the reduced passenger weight from lower ridership; correspondingly, the return of riders in 2022 and current year increased passenger weight results in reduced

efficiency. Other factors that affect efficiency are extreme weather, which requires additional power for heating/cooling, and aging of the railcar fleet, with cars running less efficiently as equipment components gain more years in use. The scale-up of the 7000-Series fleet and overhauled 5000-Series railcars is expected to yield energy efficiency gains in the near term.

CTA Rail Energy Efficiency	
Year	Rail Miles Traveled per Megawatt-Hour of Electricity
2018 Actual	168
2019 Actual	168
2020 Actual	175
2021 Actual	175
2022 Actual	163
2023 Forecast	166

The efficiency of CTA's rail system also depends on the efficiency of the infrastructure that conveys power from the grid to the third rail: the power substations, rectifiers, switchgear, cables, and other electrical equipment. In the spring of 2022, CTA concluded a comprehensive study, scenario simulation, and assessment of the rail system's power infrastructure. The study initially covered the Blue Line, followed by an in-depth focus on the future Red Line Extension, and lastly expanded to examine all eight rail lines throughout the system. The Red Line Extension portion analyzed how CTA should optimally locate and size the new rail power substations to serve the new Red Line track from 95th Street south to 130th Street. The results of this study have informed CTA's planning and designs for substation upgrades and enhancements. These investments ensure the continued resiliency of CTA's train service to local power outages, equipment issues, and other potential disruptions.

Energy Efficiency and Sustainability in Facilities

While CTA facilities use about one-third as much electricity as CTA's rail system, the environmental impact and expense of this energy use – plus the facilities' natural gas use – make CTA's buildings an important focus for energy efficiency measures. These measures can provide the additional benefits of creating safer, more comfortable, and more welcoming environments for CTA customers and employees alike.

Over the past 18 months, CTA has completed about 20 natural gas energy efficiency projects with technical assistance and financial incentives from Peoples Gas. These projects range from comprehensive building energy audits to boiler tune-ups, pipe insulation, and replacements of steam traps and valves throughout boiler systems. Projects have touched nearly every CTA bus garage plus CTA's West Shops and Beverly maintenance facilities. An analysis of the equipment upgrades by Peoples Gas estimates that these efficiency projects will save over 150,000 therms annually, yielding a projected cost reduction of more than \$100,000 for CTA each year.

In prior years, CTA completed lighting upgrades at two major maintenance facilities this past year: the 77th Street Bus Garage and the Des Plaines Rail Shop (at the Forest Park terminal of the Blue Line). Combined, these projects are projected to reduce CTA's electricity costs by more than \$30,000 per year. They also earned a total of about \$22,000 in project rebates from ComEd. The improved lighting makes work conditions brighter and safer for CTA bus and rail maintenance personnel.

Recently, CTA Facilities Maintenance also performed a facility-wide lighting retrofit project at the North Park Garage. The project entailed replacing more than 100 high-bay light fixtures and 40 pole light fixtures with high-efficiency LED fixtures. The new LEDs are anticipated to earn a rebate of over \$30,000 from ComEd and reduce CTA's electric bill for the facility by about \$16,000 per year.

In addition to receiving rebates on efficient light fixtures, CTA has received about \$49,000 in total discounts on more than 14,700 efficient lights purchased through ComEd's Instant Discount Program in partnership with CTA's lighting vendors. Many of these new lights have been installed through CTA's Refresh & Renew Program at rail stations; nearly 29 stations are expected to be revitalized in 2023 across all lines. Station lighting upgrades provide brighter, safer spaces for CTA customers, especially at night.

CTA is proud to have its Headquarters Office – 567 West Lake Street in Chicago – located in a building that is certified LEED Gold by the U.S. Green Building Council. The building's many sustainable features include a vegetated "green" roof; energy efficient lighting, heating, cooling, ventilation, and data storage systems; and motion-automated, low-flow water fixtures. The building participates in a Demand Response program that calls on energy customers to lower their electricity use during times of critical stress or high demand on the power grid. In exchange for reducing electricity use when called upon, CTA receives annual payments based on its amount of energy reduction. The building also provides easy access to transit, with adjacent stops on CTA's Green and Pink Lines, multiple bus routes, and the Ogilvie Transportation Station for Metra's commuter rail lines. This accessibility enables more CTA employees to commute to work via a combination of transit, biking, and walking, rather than in personal cars.

Throughout the Headquarters Office, CTA employees utilize desk-side and break-room bins for recycling paper, plastic, and glass; building management also recycles corrugated cardboard from deliveries. Multi-function printer/copier/scanner devices on all floors default to double-sided printing, require a log-in to release queued print jobs, and enter "sleep" mode when not in use – all features that help conserve paper and energy. CTA is also committed to the recycling and reuse of resources at the bus garages. All retired bus chassis, frames, and metal parts get dismantled into scrap metal for recycling by a third-party vendor. All motor oil and coolants from bus maintenance work is picked up by CTA's vendors and processed for reuse. The bus wash systems in the garages – which look and function like giant, drive-through car washes – all capture the dirty, soapy water, and then filter it and clean it for reuse through the system.

Energy Management

A key component of CTA's energy cost management approach is the establishment of energy supply contracts through competitive bidding processes. While CTA relies on its utilities – ComEd, Peoples Gas, and Nicor Gas – for the delivery of electricity and natural gas, it purchases the actual energy commodities through separate contracts for traction (rail system) power, non-traction (facilities) power, and natural gas. CTA's diesel fuel vendor provides the fuel itself and provides the fuel delivery service through a subcontractor.

The new diesel contract, awarded in October 2021, enabled CTA to buy diesel fuel in advance for delivery during the current year, 2024 and 2025. CTA also has the option to extend this contract through 2027. Through this contract, CTA makes periodic purchases at times when pricing is favorable. The ability to make purchases in advance helps protect CTA from volatile market swings and provides predictability for budgeting purposes.

CTA's current natural gas contract was awarded in May 2021 and locked in pricing on natural gas purchases starting May 2022. Like the fuel contract, the natural gas contract is for three years followed by options to extend for two more years. This contract provides a fixed price for the amount of natural gas usage that CTA forecasted on a monthly basis during the contract term. If CTA's usage varies by more than 10 percent, that overuse or underuse will be charged based on the current market price. Natural gas prices have risen dramatically since CTA executed the natural gas contract: compared to current market pricing, CTA's fixed price is estimated to save near \$2 million annually in natural gas costs.

CTA recently issued an Request-for-Information (RFI) for a new electricity supply contract. CTA's current electricity supply contracts remain in place through the end of 2024.

In addition to managing energy costs through supply contracts, CTA also analyzes and seeks opportunities to leverage energy policy to reduce energy costs. Besides CTA's participation in the deliberation that ultimately resulted in the approval of the Illinois Commerce Commission's "Beneficial Electrification Plans", CTA is also participating in a separate ICC proceeding that began in January 2023 and combines two ComEd proposals: one for a multi-year rate plan, and another for a multi-year grid plan. These plans have potentially significant impacts on CTA electric utility costs for the rail system, buildings, and electric bus charging. CTA is working with its energy advisor, Ameresco, to understand these potential impacts and their magnitude. This proceeding is anticipated to run through Q4 this year.

Illinois' CEJA legislation and the federal Inflation Reduction Act (IRA) both provide funding incentives toward the development of renewable energy generation. With this expanded availability of incentives, CTA and its third-party property manager, JLL, resumed an initiative to procure a developer for renewable energy generation projects on CTA properties. Such projects would most commonly be rooftop solar arrays and could also include other technologies such as ground-mounted solar arrays, geothermal heat pumps, and batteries or other types of energy storage systems. CTA is exploring the potential for renewable energy and energy storage systems to help provide resilience for electric bus charging infrastructure at bus garages in the future.

From: [Hosinski, Catherine](#)
To: [PresidentsOffice](#); [Carter, Dorval](#)
Cc: [Steele, Brian](#)
Subject: RELEASE (for 5/11): CTA Transit Ops Graduation announcement
Date: Wednesday, May 10, 2023 4:58:28 PM
Attachments: [Graduation Release 5.11.23.docx](#)

All –

FYI: Attached for your reference is the press release we are planning to issue first thing tomorrow AM regarding today's graduation event. We will also be issuing a note to all the TV Planning Desks tonight with some rip-and-read copy plus b-roll from today's event for inclusion in their early AM newscasts.

Let me know if you have any questions or concerns. Thank you!

-Cat

cta

Catherine Hosinski
Senior Manager, Public Affairs
direct | 312-681-2808
main | 312-681-3090



news release

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For Immediate Distribution

May 11, 2023

CTA Welcomes Newest Transit Operations Hires. More Than 300 Bus Operators Hired So Far in 2023

New employees critical in filling staffing shortages and helping improve service

As part of ongoing efforts to address workforce challenges and improve service throughout the system, this week the Chicago Transit Authority (CTA) held its latest graduation event, celebrating the completion of training more than 100 employees who have completed the required training required to either advance into supervisory roles or help fill critical positions to operate buses, assist customers at rail stations and help clean vehicles.

So far in 2023, the CTA has added 304 new Bus Operators – more than 43 percent of its annual hiring goal. In this latest graduating class, nearly 40 new bus operators have either recently started or will enter service this week after having completed extensive and comprehensive training in all facets of operations, safety, troubleshooting, customer communications and more.

"The addition of these nearly 300 new Bus Operators, is not only a welcome addition to the CTA family, but also a proud moment for us as an agency, as they are the next generation of bus drivers dedicated to helping keep our City moving forward," said CTA President, Dorval R. Carter, Jr., "We recognize there are a lot of opportunities out there, but few organizations are offer a career with the immediate and long-term benefits that CTA has to offer. Today marks a positive step forward as part of our commitment to further improve the reliability of our vital transit services to our customers."

Of the budgeted 3,707 full-time bus operator positions, a total of 3,279 are filled. CTA is now at 43 percent (or 304 full-time hires) of its 2023 goal of 700 new bus operators, which will help fill the shortage of about 600 net bus operator positions. The surge in hiring is the result of CTA's ongoing and expanded recruiting, hiring and retention efforts to address an industry-wide shortage of transit workers, which includes five CTA-hosted job fairs with a total attendance of 1,741 interested applicants.

CTA continues to seek candidates for Bus Operator, Bus Mechanic, and Flagger positions, which offer newly increased competitive pay rates – starting **hourly wages for Bus Operators is \$28.99, Bus Mechanic is \$40.59, and Flaggers start at \$21.36**. The Rail Flagger position is required for anyone looking to become the operator of one of Chicago's iconic 'L' trains.

CTA also offers a **hiring bonus of \$1,000**. These added incentives are in addition to excellent health benefits, pension, and opportunities for advancement.

The CTA continues to have a wide variety of opportunities available from entry-level positions to management positions across all areas of the agency, including operations, trades (e.g., machinists, electricians, mechanics and more), maintenance and administrative. For a complete list of all available positions, please visit transitchicago.com/careers.

###

***Editor's Note:** CTA grants permission for all media to use the attached images and the following b-roll – either a portion thereof or in its entirety – in its broadcasts or on its websites. Please courtesy: CTA.

B-roll (available for download): <https://transitchicago.box.com xxxxxxxxxxxx>

From: [Mooney, William R.](#)
To: [Alanis, Veronica](#); [Lostaunau, Gustavo](#); [CTAExecStaff](#)
Subject: RE: Rail Improper Ops: Blue-O'Hare
Date: Tuesday, August 1, 2023 12:15:32 PM

[REDACTED]
[REDACTED]
7(1)(f)

From: Alanis, Veronica <valanis@transitchicago.com>
Sent: Tuesday, August 1, 2023 12:14 PM
To: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>; CTAExecStaff <CTAExecStaff@transitchicago.com>
Subject: RE: ☆ Rail Improper Ops: Blue-O'Hare

[REDACTED]
[REDACTED]
7(1)(f)

From: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>
Sent: Tuesday, August 1, 2023 12:08 PM
To: CTAExecStaff <CTAExecStaff@transitchicago.com>
Subject: Fwd: ☆ Rail Improper Ops: Blue-O'Hare

We're currently standing at Cumberland on the Blue Line where a portable track trip was struck.

Personnel en route to intercept incident train. No injuries reported.

Trains will turn from N to S at Jeff Park.

Bus bridge requested.

Announcements being made.

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From: CTA Control Center <noreply@everbridge.net>
Sent: Tuesday, August 1, 2023 11:59:27 AM
To: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>
Subject: ☆ Rail Improper Ops: Blue-O'Hare

Impact

Minor (delayed TBD minutes)

Location

Departing Cumberland Station, SB

Run

110

Car

HC/3348

Details

Update: K524 instructed R188 to board the train departing O'Hare. Blue Line trains will be turned from north to south at Foster Middle Track. A bus substitution was requested from O'Hare to Jefferson Park in both directions. Update to follow.

Additional information

Event start: 08-01-2023 11:27:53
On scene: O/R
Notified: K2A, K3, K4, K100, K101, K500, K500A, K864, K520, K524, Media, Mass
Incident ID: R874897
Page Initiated: at 11:59:09 by WT/RS/NLP
Notes: + Video Requested

†
†

cta Control Center Alert

From: Leerhsen, Nora
To: Carter, Dorval; Alanis, Veronica
Subject: Re: Citywide Year-Round Youth Employment Assessment Survey
Date: Monday, July 17, 2023 6:48:36 PM
Attachments: image001.png
[MO Survey Year-Round Youth Employment CTA Responses DRAFT 7.16.23 NL final.docx](#)

I completed this survey for CTA. Attached are final answers submitted.

From: Carter, Dorval [REDACTED]
Sent: Monday, July 17, 2023 6:35 PM
To: Alanis, Veronica <valanis@transitchicago.com>; Leerhsen, Nora <nleerhsen@transitchicago.com>
Subject: Re: Citywide Year-Round Youth Employment Assessment Survey

Ok

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From: Alanis, Veronica <valanis@transitchicago.com>
Sent: Monday, July 17, 2023 6:17:54 PM
To: Leerhsen, Nora <nleerhsen@transitchicago.com>; Carter, Dorval [REDACTED]>
Subject: RE: Citywide Year-Round Youth Employment Assessment Survey

[REDACTED]
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[REDACTED]
[REDACTED]

From: Leerhsen, Nora <nleerhsen@transitchicago.com>
Sent: Monday, July 17, 2023 5:19 PM
To: Carter, Dorval [REDACTED]>; Alanis, Veronica <valanis@transitchicago.com>
Subject: Re: Citywide Year-Round Youth Employment Assessment Survey

Dorval and Veronica,

Attached are draft answers to this survey. [REDACTED]

[REDACTED]
7(1)(f)
[REDACTED]

7(1)(f)

Let me know

if you have any questions.

Nora

From: Carter, Dorval [REDACTED]
Sent: Monday, July 17, 2023 1:30 PM
To: Leerhsen, Nora <nleerhsen@transitchicago.com>; Alanis, Veronica <valanis@transitchicago.com>
Subject: Re: Citywide Year-Round Youth Employment Assessment Survey

Yes I did get a reminder which is what triggered me to look for the original email. I will review our proposed response when you have it ready.

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From: Leerhsen, Nora <nleerhsen@transitchicago.com>
Sent: Monday, July 17, 2023 1:28:58 PM
To: Carter, Dorval [REDACTED]>; Alanis, Veronica <valanis@transitchicago.com>
Subject: Re: Citywide Year-Round Youth Employment Assessment Survey

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

Did you get a reminder today about it. It was due Friday but turnaround was fast. We will have it in today.

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From: Carter, Dorval [REDACTED]>
Sent: Monday, July 17, 2023 1:12 PM
To: Leerhsen, Nora <nleerhsen@transitchicago.com>; Alanis, Veronica <valanis@transitchicago.com>
Subject: Fwd: Citywide Year-Round Youth Employment Assessment Survey

Did I share this email with you? Geisha was copied on the original
Dorval

From: Tamika R Jones <Tamika.RJones@cityofchicago.org>
Sent: Wednesday, July 12, 2023 12:32 PM
To: Kenneth Gunn <Kenneth.Gunn@cityofchicago.org>; Ramona Hallihan <Ramona.Hallihan@cityofchicago.org>; Shirley Fisher <Shirley.Fisher@cityofchicago.org>; Anna Statham <Anna.Statham@cityofchicago.org>; Jacqueline Toledo <Jacqueline.Toledo@cityofchicago.org>; Paul Moody <Paul.Moody@cityofchicago.org>; Kalpana Plomin <Kalpana.Plomin@cityofchicago.org>; Teri Campbell <tcampbell@chipublib.org>; Adam Gross <Adam.Gross@cityofchicago.org>; Michael Divita <Michael.Divita@cityofchicago.org>; Lolita Ware-King <Lolita.WareKing@cityofchicago.org>; Tamara Joiner <Tamara.Joiner@cityofchicago.org>; Debbie Delopez <Debbie.DeLopez@cityofchicago.org>; 'margaret.rizzo@cityofchicagaoa.org' <margaret.rizzo@cityofchicagaoa.org>; Angie Matos <Angie.Matos@cityofchicago.org>; Clarissa Stanhope <Clarissa.Stanhope@cityofchicago.org>; Tom Carney <Tom.Carney@cityofchicago.org>; Jay Westensee <JAY.WESTENSEE@chicagocopa.org>; Keyla Vazquez <KeylaVazquez@chicagogov.onmicrosoft.com>; Christina Anderson <Christina.Anderson@cityofchicago.org>; Lisa Lorick <Lisa.Lorick@cityofchicago.org>; Monica Rafac <Monica.Rafac@cityofchicago.org>; Jacob Nudelman <Jacob.Nudelman@cityofchicago.org>; Jadine Chou <jpchou@cps.edu>; Joy Brown <Joy.Brown@cityofchicago.org>; Thyatiria Towns <Thyatiria.Towns@cityofchicago.org>; 'pamela.witmer@chicagoparkdistrict.com' <pamela.witmer@chicagoparkdistrict.com>; Lydia Preuss <melissa.mister@afterschoolmatters.org>; Tony.diaz <Tony.diaz@afterschoolmatters.org>; Ester, Geisha <GEster@transitchicago.com>; Elvis Guzman <eguzman67@ccc.edu>; Jennifer Mason <jimason@ccc.edu>; Fitzsimons, Ryan <Ryan.Fitzsimons@chicagopolice.org>; Milstein, Michael <michael.milstein@chicagopolice.org>; Brandtman, Rebecca <Rebecca.Brandtman@ChicagoParkDistrict.com>; Hoosier, Brianetta <BHoosier@transitchicago.com>; Johnson, Daphne <daphne.johnson@ChicagoParkDistrict.com>; Patricia Jackowiak <Patricia.Jackowiak@cityofchicago.org>; Sandra Blakemore <sandra.blakemore@cityofchicago.org>; Susan Cappello <Susan.Cappello@cityofchicago.org>; Jamie Rhee <Jamie.Rhee1@cityofchicago.org>; Kenneth Meyer <Kenneth.Meyer@cityofchicago.org>; Steve Berlin <Steve.Berlin@cityofchicago.org>; Matthew Beaudet <Matthew.Beaudet@cityofchicago.org>; Gia Biagi <Gia.Biagi@cityofchicago.org>; Max Caproni <Max.Caproni@cityofchicago.org>; Chris Brown <cmbrown@chipublib.org>; Adam Gross <Adam.Gross@cityofchicago.org>; Andrea Kersten <Andrea.Kersten@chicagocopa.org>; Erin Harkey <Erin.Harkey@cityofchicago.org>; Brandie Knazze <Brandie.Knazze@cityofchicago.org>; Rachel Arfa <Rachel.Arfa@cityofchicago.org>; Reshma Soni <Reshma.Soni@cityofchicago.org>; Annette Nance Holt <Annette.NanceHolt@cityofchicago.org>; Allison Arwady <Allison.Arwady@cityofchicago.org>; Marisa Novara <Marisa.Novara@cityofchicago.org>; Nancy Andrade <Nancy.Andrade@cityofchicago.org>; [<dwitzburg@chicagoinspectorgeneral.org>](mailto:dwitzburg@chicagoinspectorgeneral.org); John Hendricks <John.Hendricks@cityofchicago.org>; Jose Tirado <Jose.Tirado@cityofchicago.org>; Annastasia Walker <Annastasia.Walker@cityofchicago.org>; Maurice Cox <Maurice.Cox@cityofchicago.org>; [<fred.waller@chicagopolice.org>](mailto:fred.waller@chicagopolice.org); Aileen Velazquez <Aileen.Velazquez@cityofchicago.org>; Cole Stallard <Cole.Stallard@cityofchicago.org>; Andrea Cheng <Andrea.Cheng@cityofchicago.org>; Jack Brofman <Jack.Brofman@cityofchicago.org>; Scott, Tracey <tscott@thecha.org>; Carter, Dorval <d2580carter@transitchicago.com>; Juan Salgado <jsalgado@ccc.edu>; Rosa Escareno <Rosa.Escareno@ChicagoParkDistrict.com>; pmartinez3 <pmartinez3@cps.edu>; Jay Westensee <JAY.WESTENSEE@chicagocopa.org>; Ephraim Eaddy

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Jacqueline Toledo <Jacqueline.Toledo@cityofchicago.org>; Doniece Stevens
<Doniece.Stevens@cityofchicago.org>
Cc: Jennifer Johnson <Jennifer.Johnson@cityofchicago.org>; John Van Slyke
<John.VanSlyke@cityofchicago.org>
Subject: Citywide Year-Round Youth Employment Assessment Survey

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Happy Wednesday!

To help with our assessment of year-round youth employment opportunities and citywide efforts, the Mayor's Office is asking that all City Departments and Sister Agencies complete the [**Year-Round Youth Employment Assessment Survey**](#) by **5pm on Friday, July 14th**. This survey will ask about current opportunities, the number of young people currently employed, year-round vacancies, potential opportunities for expansion and more. We will schedule follow-up meetings in the coming weeks to dive deeper into the responses provided.

Thank you in advance!

Tamika Jones (she/her)
Recovery Team Program Manager, Office of the Mayor
O: 312-744-4881 | C: 312-244-0222



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CHICAGO

Mayor's Office Year-Round Youth Employment Assessment Survey
Chicago Transit Authority Responses
Friday, July 14, 2023

This survey intends to gather information from City of Chicago Departments and Sister Agencies regarding year-round employment for young people ages 16-24. Survey questions will ask about current opportunities, the number of young people currently employed, year-round vacancies, and potential opportunities for expansion. We will schedule follow-up meetings to dive deeper into the responses provided. Thank you in advance!

1. What City of Chicago Department or Sister Agency are you replying on behalf of?

Chicago Transit Authority

2. Full name

For follow-up purposes, please provide contact information for the youth employment point person or hiring manager at your department or agency.

Geisha Ester

3. Email address

For follow-up purposes, please provide contact information for the youth employment point person or hiring manager at your department or agency.

GEster@transitchicago.com

4. Phone number

For follow-up purposes, please provide contact information for the youth employment point person or hiring manager at your department or agency.

312-515-4440

5. Does your department or agency currently have a year-round internship or apprenticeship program for young people? If yes, please share the following details:

- hiring capacity**
- part-time or full-time**
- length of internship/apprenticeship**
- amount of hourly wage or stipend**
- any prerequisites or requirements.**

Internship: is any temporary worker who works for the City in a trainee capacity while attending school either part time or full time.

Apprenticeship: is any program designed to provide on-the-job training to workers to provide them with skills for future employment.

Mayor's Office Year-Round Youth Employment Assessment Survey
Chicago Transit Authority Responses
Friday, July 14, 2023

The Chicago Transit Authority currently has a year-round college internship program that is open to undergraduate and graduate students who are full-time at an accredited college. During the Fall/Winter-Spring semesters, CTA employs about 50 college interns, part time (up to 20 hours a week). During the summer semester CTA employs about 70 college interns, full-time (up to 40 hours a week). The length of the internship is a full year. Students can participate in the year-round program or the summer-only program (up to 12 weeks). The hourly wage for CTA's college internship program ranges from \$16-21/hr. depending on the interns' college status (e.g. – freshman, sophomore, graduate, etc.). Candidates for CTA's college internship program must be enrolled full-time in a degree program at an accredited college or university; be eligible to work in the U.S. and possess the skills and minimum requirements outlined in the specific internship posting.

- 6. How many year-round employees (ages 16-24) does your department or agency currently employ? Provide a breakdown of the number of employees that work in part-time vs. full-time positions, titles and salary/wage.**

Please note that the majority of CTA's positions have a 21+ age requirement due to Commercial Driver's License (CDL) Passenger Endorsement regulations and/or related job description requirements.

Current Data:

Position w/ employees 16-24	Total Employees (ages 16-24)	Wage Rate to/from	
Full-Time	73		
Bus Mechanic	13	\$41.91	
Bus Operator	47	\$29.65	\$39.53
Bus Servicer	3	\$21.84	\$23.52
Laborer (Building)	4	\$23.13	\$24.91
Track Worker *18 and over	6	\$24.91	\$26.69
Part-Time	60		
Bus Servicer Apprentice	3	\$15.80	
Car Servicer Apprentice	6	\$15.80	
Customer Service Assistant	30	\$16.12	\$19.00
Flagger	15	\$15.80	\$23.52
Rail Janitor Apprentice	3	\$15.80	
Track Worker	3	\$23.13	\$24.91

Mayor's Office Year-Round Youth Employment Assessment Survey
Chicago Transit Authority Responses
Friday, July 14, 2023

CTA will employ about 50 year-round college interns, that are typically 18+ years old. During the school year (Fall and Winter/Spring) interns work up to 20 hours a week. In the summer, year-round interns are allowed to work up to 40 hours a week. The titles of our college interns vary based on approved internship proposals, but they are all considered College Interns. The salary range is listed below. CTA interns are also provided with free transportation during their employment.

College Intern Status	Rate of Pay (per hour)
Freshman	\$16.00
Sophomore	\$17.00
Junior	\$18.00
Senior	\$19.00
Graduate	\$21.00

- 7. What type of resources or supports does your department or agency currently provide youth workers to ensure success? If none, please share what supports your department believes would be helpful?**

CTA employees are all provided with on-boarding, new hire training, on-the-job skills training, and professional development opportunities. Additionally, CTA interns are provided with a mentor and professional development opportunities. The program's model is grounded in work experience, mentorship and professional development. CTA interns are also provided with CTA, Pace, and Metra riding privileges during their employment period.

- 8. Sister Agencies Only: We are analyzing any year-round vacancies that do not require a college degree and would be suitable for a young person. Please provide a list of position titles, number of vacancies, if this is a part-time or full-time position and any additional flags pertinent to a 16-24 year old being placed in the role. If you are department, you can skip to question 8; we have already received a vacancy report for all departments.**

See below (*note that vacancy counts are as of 7/16/23*):

Customer Service Assistant (minimum age = 21, ongoing permanent opportunities)
CTA regularly recruits and hires for this position in an ongoing manner.

Rail Flagger (minimum age = 21, posted for hire intermittently, ongoing permanent opportunities), Current Vacancy Count: 88

Mayor's Office Year-Round Youth Employment Assessment Survey
Chicago Transit Authority Responses
Friday, July 14, 2023

Trackworker (minimum age = 18, posted for hire intermittently, ongoing permanent opportunities), Current Vacancy Count: 28

Bus Operator (minimum age = 21, hiring throughout 2023 and 2024), We regularly recruit and hire for this position in an ongoing manner.

Bus Mechanic (minimum age = 21, hiring throughout 2023). CTA regularly recruits and hires for this position in an ongoing manner.

9. Share details of any recruitment events or job fairs, specifically for youth, that your department or agency currently hosts.

Over the course of the remainder of the year, CTA will host 7 job fairs and attend an additional 7 fairs. While these fairs are not specifically focused on youth, the above-listed job opportunities available to youth will be showcased.

10. Share any expansion opportunities for year-round employment (internships, apprenticeships, and/or part-and full-time jobs) that your department or agency could implement with your current budget. Provide as much detail as possible to give us the full picture.

CTA is actively recruiting and hiring for all positions listed in response to questions #8. CTA's year-round internship program is currently underway. Active discussions about the possibility of expansion for the 2024-2025 program year are underway.

11. Share any expansion opportunities for year-round employment (internships, apprenticeships, and/or part-and full-time jobs) that your department or agency could implement with the support of additional funding. Provide as much detail as possible to give us the full picture.

With additional funding and staffing, CTA could expand its high school internship program to span the full year. The year-round cohort would be smaller than the group of 225 that CTA hosts over the summer, given the requirements of staffing and program development. CTA is interested in further discussing the development of these programs.

With regards to employment opportunities for people aged 16-24, hiring for the job openings listed in response to question #8 continues year round.

Mayor's Office Year-Round Youth Employment Assessment Survey
Chicago Transit Authority Responses
Friday, July 14, 2023

From: [Lostaunau, Gustavo](#)
To: [Alanis, Veronica](#); [CTAExecStaff](#)
Subject: Re: Rail Improper Ops: Blue-O'Hare
Date: Tuesday, August 1, 2023 12:33:44 PM

Incident train was intercepted by Supervision and is now moving.

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From: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>
Sent: Tuesday, August 1, 2023 12:15:37 PM
To: Alanis, Veronica <valanis@transitchicago.com>; CTAExecStaff <CTAExecStaff@transitchicago.com>
Subject: Re: Rail Improper Ops: Blue-O'Hare

Supervision is on the scene at Cumberland to intercept Operator.

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From: Alanis, Veronica <valanis@transitchicago.com>
Sent: Tuesday, August 1, 2023 12:14:02 PM
To: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>; CTAExecStaff <CTAExecStaff@transitchicago.com>
Subject: RE: Rail Improper Ops: Blue-O'Hare

7(1)(f)



From: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>
Sent: Tuesday, August 1, 2023 12:08 PM
To: CTAExecStaff <CTAExecStaff@transitchicago.com>
Subject: Fwd: ☆ Rail Improper Ops: Blue-O'Hare

We're currently standing at Cumberland on the Blue Line where a portable track trip was struck.

Personnel en route to intercept incident train. No injuries reported.

Trains will turn from N to S at Jeff Park.

Bus bridge requested.

Announcements being made.

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From: CTA Control Center <noreply@everbridge.net>
Sent: Tuesday, August 1, 2023 11:59:27 AM

To: Lostaunau, Gustavo <GLostaunau1@transitchicago.com>

Subject: ☆ Rail Improper Ops: Blue-O'Hare

Impact

Minor (delayed TBD minutes)

Location

Departing Cumberland Station, SB

Run

110

Car

HC/3348

Details

Update: K524 instructed R188 to board the train departing O'Hare. Blue Line trains will be turned from north to south at Foster Middle Track. A bus substitution was requested from O'Hare to Jefferson Park in both directions. Update to follow.

Additional information

Event start: 08-01-2023 11:27:53

On scene: O/R

Notified: K2A, K3, K4, K100, K101, K500, K500A, K864, K520, K524, Media, Mass

Incident ID: R874897

Page Initiated: at 11:59:09 by WT/RS/NLP

Notes: + Video Requested

†

†

cta Control Center Alert

From: [Employee Engagement](#)
To: [Renner, Margaret](#); [Douglas, Carmen \(MMS\)](#); [Buhmann, Marc](#); [De Castro, Laura](#); [Estupinan, Lindsey](#); [Fuentes, Gabriela](#); [Miranda, Gabriela](#); [Farthing, Andrew](#); [Love, Zachariah](#); [Duffie, Veda](#); [Aguirre, Cristina](#); [Nieto, Leticia](#); [Siegel, Andy](#); [Siegel, Andy \(JLL\)](#); [Tobar, Tia \(JLL\)](#); [Luna, EdithC](#); [Luna, Edith \(JLL\)](#); [Tobar, Tia](#); [Barraza-Corral, Mindi](#)
Cc: [Mota, Humberto](#); [Calhoun, Teya](#); [Robinson, Bryan](#); [Bauer, Aaron](#); [Oliver, Erick](#); [Hargrove, Sonya](#); [Ester, Geisha](#); [Mathus, Denise](#); [Moreno, Alex](#); [Bunch, Denise](#); [Stromdahl, Ken](#); [Dosunmu-Williams, Mutiat](#); [Burnside, Derrick](#); [Bucio, Ilayalith](#); [Naranjo, Jairo](#); [Wilkerson, Terry](#); [Gray, Randall](#); [Bonds, Donald](#); [Alexander, Jeannie](#); [Porter, Richard](#); [Lostaunau, Gustavo](#); [McKone, Tom](#); [Hawkins, Kim](#); [Terry, Marcus](#); [PresidentsOffice](#); [Carter, Dorval](#); [Alvarado, Roman](#); [Bradley, Paris](#); [Brown, Marcel D.](#); [Thomas, Paul](#); [McCollum, Tamara](#); [Williamson, Jaime](#)
Subject: Transit Operations Graduation Reception
Attachments: [5.10.23 Graduation RSVP List Final.xlsx](#)
[2023.05.10 Graduation Annotated Agenda.docx](#)

Re: Graduates, staff, and leadership are invited to arrive early to enjoy refreshments and to take photos in front of the step and repeat.

Transit Instruction	Transit Instruction	Transit Instruction	Transit Instruction
Badge	First Name	Last Name	Classification
7(1)(b)	Jason	Batts	Bus Operator
	Cameron	Pierre	Bus Operator
	Ramaje	Scales	Bus Operator
	Sendy	Henriquez	Bus Operator
	Marcus	Burns	Bus Operator
	Maria	Barrero Bustamante	Bus Operator
	Monserrat	Ramos	Bus Operator
	Nakia	McClinic	Bus Operator
	Nakiya	Brown	Bus Operator
	Lionel	Jones	Bus Operator
	Luisa	Saettone	Bus Operator
	Cesar	Gutierrez	Bus Operator
	Christain	Okafor	Bus Operator
	Clayton	Childress Jr	Bus Operator
	Donisha	Ellis	Bus Operator
	Edward	Gant Jr	Bus Operator
	Fredy	Yuquilima	Bus Operator
	Henry	Shields	Bus Operator
	Itialya	Montgomery	Bus Operator
	Jelisa	Lovette	Bus Operator
	Jonathan	Guzman	Bus Operator
	Joshua	Gonzalez	Bus Operator
	Linda	Reaves	Bus Operator
	Stephanie	Gomez	Bus Operator
	Kaitlen	Kindle	Bus Operator
	Eric	Amen	Bus Operator
	Carrie	Jackson	Bus Operator
	Chanda	Taylor	Bus Operator
	Chalatise	Scott	Bus Operator
	Lavelle	Fields	Bus Operator
	Briel	Daniels	Bus Operator
	Katrice	Marshall	Bus Operator
	Toilynn	Sanders-Mallett	Bus Operator
	Kevin	Kivikko	Bus Operator
	Leah	Thompson	Bus Operator
	Leo	Neloms	Bus Operator
	Brianna	Louis	Bus Operator
	Adrian	Gomez	Bus Operator
	Kewan	Smith	Bus Servicer
	Jenaro	Munoz	Bus Servicer
	Charmell	Dixon	Bus Servicer
	Raymond	Villarreal	Bus Servicer
	Charman	Wilson	Bus Servicer

7(1)(b)	Keith	Marshall	Bus Servicer
	Katherine	Alexander	Customer Service Assistant
	Renee	Campbell	Customer Service Assistant
	Shondale	Conner	Customer Service Assistant
	Doretha	Hall	Customer Service Assistant
	Diego	Hernandez	Customer Service Assistant
	Samone	McCambry	Customer Service Assistant
	Kahamaal	Morgan	Customer Service Assistant
	Deborah	Pirtle	Customer Service Assistant
	Nicole	Taylor	Customer Service Assistant
	Tracee	Beeks	Customer Service Assistant
	Marcus	Tawfik	Flagger (Full Time Temporary)
	Jovani	Tirado	Flagger (Full Time Temporary)
	Nicole	Topps	Flagger (Full Time Temporary)
	Markita	Williams	Flagger (Full Time Temporary)
	Dominque	Moore	Flagger (Full Time Temporary)
	Adrian	Parteet	Flagger (Full Time Temporary)
	Duane	Powell	Flagger (Full Time Temporary)
	Taahira	Rivera	Flagger (Full Time Temporary)
	Erick	Madrigal	Flagger (Full Time Temporary)
	Jayvonne	Dixon	Flagger (Full Time Temporary)
	Matthew	Fagan	Flagger (Full Time Temporary)
	Christopher	Annison	Flagger (Full Time Temporary)
	Felicia	Billups	Flagger (Full Time Temporary)
	Taylor	Buford	Flagger (Full Time Temporary)
	Antonio	Castile	Flagger (Full Time Temporary)
	Shauntell	Mills	Combined Rail Operator
	Jackson	Morris	Combined Rail Operator
	Jessica	Gary	Combined Rail Operator
	Jerria	Moore	Combined Rail Operator
	Noel	Tarr	Combined Rail Operator
	Brittani	Stewart	Combined Rail Operator
	Jessica	Williams	Combined Rail Operator
	D'Mario	McDonald	Combined Rail Operator
	Gina	Hill	Combined Rail Operator
	Renita	Carr	Combined Rail Operator
	Rodrigo	Diaz	Combined Rail Operator
	Ashley	Owens	Combined Rail Operator
	Rekeshia	Roberts	Combined Rail Operator
	Tomica	Goodwin	Combined Rail Operator
	Delcia	Tatum	Combined Rail Operator
	Tara	Anderson	Bus Service Supervisor
	Linda	Morgan	Bus Service Supervisor
	Tracy	Terry	Bus Service Supervisor
	Leron	Garrett	Bus Service Supervisor
	Clarence	Covington	Bus Service Supervisor
	Donald	Carr	Bus Service Supervisor

7(1)(b)	Latonya	Garrett	Bus Service Supervisor
	Jeffrey	Morgan	Bus Service Supervisor
	Kristy	Cornell	Bus Service Supervisor
	Tammie	Berry	Bus Service Supervisor
	Takari	Mcclure	Bus Service Supervisor
	Laturis	Stewart	Bus Service Supervisor
	Shavon	McFadden	Bus Service Supervisor
	Brian	Long	Bus Service Supervisor
	Antonio	Latham	Bus Service Supervisor
	Jarvis	King	Bus Service Supervisor
	Joseph	Griffin	Bus Service Supervisor
	Everald	Jeffers	Bus Service Supervisor
	Misael	Torres	Bus Service Supervisor
	Aleeyah	Thurmond	Bus Service Supervisor
	Torry	Harris	Bus Service Supervisor
	Reginald	Ingram	Bus Service Supervisor
	Jose	Rodriguez	Bus Service Supervisor
	Angel	Torres	Bus Service Supervisor

Transit Instruction	Transit Instruction	Transit Instruction
Training Title	Work Location	Date Qualified
Bus Operator Training	Chgo	Active
Bus Operator Training	N Park	Active
Bus Operator Training	Chgo	4/18/2023
Bus Operator Training	N Park	4/17/2023
Bus Operator Training	Chgo	3/3/2023
Bus Operator Training	N Park	4/17/2023
Bus Operator Training	F Glen	4/17/2023
Bus Operator Training	Chgo	3/3/2023
Bus Operator Training	F Glen	4/17/2003
Bus Operator Training	Kedzie	3/3/2023
Bus Operator Training	N Park	3/20/2023
Bus Operator Training	F Glen	4/17/2023
Bus Operator Training	N Park	3/20/2023
Bus Operator Training	Kedzie	4/18/2023
Bus Operator Training	Kedzie	4/18/2023
Bus Operator Training	N Park	3/20/2023
Bus Operator Training	Chgo	4/21/2023
Bus Operator Training	Chgo	4/18/2023
Bus Operator Training	Kedzie	3/3/2023
Bus Operator Training	N Park	4/17/2023
Bus Operator Training	Chgo	4/5/2023
Bus Operator Training	N Park	3/3/2023
Bus Operator Training	F Glen	
Bus Operator Training	F Glen	
Bus Operator Training	Chgo	
Bus Operator Training	Kedzie	
Bus Operator Training	N Park	
Bus Operator Training	N Park	4/17/2023
Bus Operator Training	N Park	3/3/2023
Bus Operator Training	Chgo	4/3/2023
Bus Operator Training	Chgo	4/18/2023
Bus Operator Training	F Glen	4/17/2003
Bus Servicer Training Program	Kedzie	Active
Bus Servicer Training Program	Kedzie	
Bus Servicer Training Program	77th	
Bus Servicer Training Program	Kedzie	
Bus Servicer Training Program	Chicago Ave	

Bus Servicer Training Program	Chicago Ave	
Customer Service Assistant Training	Howard	Active
Customer Service Assistant Training	Kimball	Active
Customer Service Assistant Training	Howard	Active
Customer Service Assistant Training	95th	Active
Customer Service Assistant Training	Kimball	Active
Customer Service Assistant Training	Forest Park	Active
Customer Service Assistant Training	Kimball	Active
Customer Service Assistant Training	Howard	Active
Customer Service Assistant Training	95th	Active
Customer Service Assistant Training	Forest Park	3/30/2023
Flagger Training	O'Hare	3/21/2023
Flagger Training	O'Hare	3/21/2023
Flagger Training	Kimball	3/21/2023
Flagger Training	O'Hare	2/7/2023
Flagger Training	Harlem	3/23/2023
Flagger Training	O'Hare	3/21/2023
Flagger Training	Howard	2/18/2023
Flagger Training	Howard	3/23/2023
Flagger Training	Howard	3/21/2023
Flagger Training	Harlem	3/23/2023
Flagger Training	Howard	2/9/2023
Flagger Training	Howard	2/8/2023
Flagger Training	O'Hare	2/9/2023
Flagger Training	Kimball	3/21/2023
Flagger Training	O'Hare	3/21/2023
Switch Worker Training Class	Kimball	Active
Switch Worker Training Class	O'Hare	Active
Switch Worker Training Class	95TH	Active
Switch Worker Training Class	63RD / ASHLAND	Active
Switch Worker Training Class	63RD / ASHLAND	Active
Switch Worker Training Class	Howard	Active
Switch Worker Training Class	Howard	Active
Tower Worker Training Class	O'Hare	Active
Tower Worker Training Class	O'Hare	Active
Tower Worker Training Class	Forest Park	Active
Tower Worker Training Class	54TH	Active
Tower Worker Training Class	Howard	Active
Tower Worker Training Class	Howard	Active
Tower Worker Training Class	95TH	Active
Tower Worker Training Class	95TH	Active
Bus Service Supervisor Training Program	Kedzie	4/28/2023
Bus Service Supervisor Training Program	Kedzie	4/28/2023
Bus Service Supervisor Training Program	Kedzie	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	Forest Glen	4/28/2023

Bus Service Supervisor Training Program	77th	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	74th	4/28/2023
Bus Service Supervisor Training Program	Kedzie	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	North Park	4/28/2023
Bus Service Supervisor Training Program	103rd	4/28/2023
Bus Service Supervisor Training Program	Forest Glen	4/28/2023
Bus Service Supervisor Training Program	Chicago	4/28/2023
Bus Service Supervisor Training Program	74th	4/28/2023
Bus Service Supervisor Training Program	Chicago	4/28/2023
Bus Service Supervisor Training Program	Forest Glen	4/28/2023
Bus Service Supervisor Training Program	74th	4/28/2023
Bus Service Supervisor Training Program	74th	4/28/2023
Bus Service Supervisor Training Program	74th	4/28/2023
Bus Service Supervisor Training Program	North Park	4/28/2023
Bus Service Supervisor Training Program	North Park	4/28/2023



AGENDA

(ANNOTATED)

**2023 Transit Operations
Graduation Ceremony**
567 W Lake St., 2ABC

Wednesday, May 10, 2023

12:30 pm – 2:30 pm

Welcome, Safety Message, and Opening Remarks

Leticia Nieto, Director, Talent Acquisition

- (After remarks, Leticia introduces Eric Dixon, President, ATU Local 308, and Keith Hill, President, ATU Local 241.)

ATU Remarks

Eric Dixon, President, Local 308

Keith Hill, President, Local 241

- After remarks, Keith turns the program over to Leticia.
- Leticia introduces Veronica.

Keynote Address

Veronica Alanis, Chief Operating Officer

- After the remarks, Veronica invites Leticia back to the stage. Veronica stays on stage.
- Leticia introduces Randall Gray to read names and calls Don Bonds, Jeannie Alexander, Tom McKone, Terry Wilkerson and Eric Dixon to join Veronica on stage.

7(1)(f)

Rail Operations Certificate Presentation

Randall Gray, Director, Service Delivery - Rail Operations

Veronica Alanis, Chief Operating Officer ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Jeannie Alexander, Vice President, Rail Operations ([Poses for photo.](#))

Randall Gray, Director, Service Delivery - Rail Operations ([Poses for photo.](#))

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))

Terry Wilkerson, Senior Manager, Rail Instruction ([Poses for photo.](#))

Eric Dixon, President, Local 308, ATU ([Poses for photo.](#))

- Randall calls the names of the graduates and each graduate stops with the group to take a photo.
- After photos, Randall invites Jeannie to provide brief remarks.
- After her remarks, Jeannie turns the program back to Leticia and exits stage exits the stage.

Rail Station Management Certificate Presentation

Richard Porter, General Manager, Rail Station Management

Veronica Alanis, Chief Operating Officer ([Poses for photo.](#))
Donald Bonds, Chief Transit Officer ([Poses for photo.](#))
Mutiat Dosunmu-Williams, Vice President, Rail Station Management ([Poses for photo.](#))
Tom McKone, Chief Administrative Officer ([Poses for photo.](#))
Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))
Terry Wilkerson, Senior Manager, Rail Instruction ([Poses for photo.](#))
Eric Dixon, President, Local 308, ATU ([Poses for photo.](#))

← Formatted: Normal, Level 3

- Leticia introduces Richard to call RSM names and invites Mutiat, Terry, and Eric to the stage to join Veronica, Don, Tom, and Eric.
- Richard calls the names of the graduates and each graduate stops with the group to take a photo.
- After photos, Richard invites Mutiat to provide brief remarks.
- Mutiat turns the program back to Leticia. Mutiat exits the stage.)

Bus Maintenance Certificate Presentation

Vincent Genna, Manager, Maintenance Instruction - Bus

Veronica Alanis, Chief Operating Officer ([Poses for photo.](#))
Donald Bonds, Chief Transit Officer ([Poses for photo.](#))
Keith Hill, President, Local 241, ATU ([Poses for photo.](#))
Tom McKone, Chief Administrative Officer ([Poses for photo.](#))
Bryan Robinson, Mechanical Officer, Bus Maintenance ([Poses for photo and gives brief remarks to graduates.](#))
Vincent Genna, Manager, Bus Maintenance Instruction ([Poses for photo.](#))

- Leticia introduces and/or calls Bryan, Vincent, and Keith to the stage to join Veronica, Don, Tom, and Leticia.
- Vincent calls the names of the graduates.
- After photos, Vince invites Bryan Robinson to provide brief remarks.
- Bryan turns the program back to Leticia. Bryan exits the stage.

7(1)(f)

Bus Operations Certificate Presentation

Arlana Johnson, General Manager, Bus Operations

Veronica Alanis, Chief Operating Officer ([Poses for photo.](#))
Donald Bonds, Chief Transit Officer ([Poses for photo.](#))
Jairo Naranjo, Vice President, Bus Operations ([Poses for photo.](#))
Arlana Johnson, General Manager, Bus Operations ([Poses for photo.](#))
Tom McKone, Chief Administrative Officer ([Poses for photo.](#))
Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))
Marcus Terry, Senior Manager, Bus Training and Instruction, Transit and Workforce Development ([Poses for photo.](#))

Keith Hill, President, Local 241, ATU (Poses for photo.)

- Leticia introduces and/or calls Jairo, Arlana Johnson and Marcus to the stage to join the others.
- Arlana calls the names of the bus service supervisor graduates.
- Arlana then pauses briefly and calls the names of the bus operator graduates.
- After photos, Arlana invites Jairo to provide brief remarks. Jairo turns the program back to Leticia.
- Veronica, Jairo, Tom, Leticia, and Keith exit the stage.

Closing Remarks

Donald Bonds, Chief Transit Officer

(Leticia introduces Don. At conclusion, Don invites Leticia for final instructions.)

Final Instructions

Leticia Nieto, Director, Talent Acquisition

(Leticia instructs all employees, speakers, and respective leadership to stay for group photos. At the conclusion of the group photos, employees are released.)

Group Photos

(For all operators, speakers, and any senior staff present.)

0. Combined Rail Operators – One photo on the stage including Veronica, Don, Jeannie, Tom, Leticia, Terry, Randall and Eric.
1. Flaggers - One photo on the stage including Veronica, Don, Jeannie, Tom, Leticia, Terry, Randall and Eric.
2. Customer Service Assistants – One photo on the stage including, but not limited to Veronica, Don, Mutiat, Tom, Leticia, Terry, Richard and Eric.
3. Bus Servicer– One photo on the stage including, but not limited to, Veronica, Don, Bryan, Vincent, Tom, and Keith.
4. Bus Service Supervisor – One photo on the stage including, but not limited to, Veronica, Don, Arlana, Jairo, Tom, and Keith.
5. Bus Operators – Two or three photos on the stairs of the lobby with Veronica, Don, Jairo, Arlana, Tom, Leticia, Marcus, and Keith.

7(1)(f)

From: Sepulveda, Ken on behalf of Employee Engagement
To: Leinen, Nancy; Alphonse, Valerie; Carter, Donald; Baumgard, Marc; Edgington, Linda; Puentes, Gabriela; De Castro, Laura; Miranda, Gabriela; Farthing, Andrew; Love, Zachariah; Duffy, Vicki; Segal, Andy; Tobin, Ta; JLL; Luna, Edith; TALL; Luna, Edith; Singh, Andy; Tolz, Tim; Bauer, Agojo; Barrios-Corral, Medi; Neto, Leticia
Cc: Morales, Jason; Pimentel, Michael; Villanueva, Walter; Bailey, David; Brown, Heather; Salas, David; Lopez, Gustavo; Rivas, Esteban; Gómez, Marko; Duran, Michael; De la Torre, Maria; Wilkerson, Tracy; Alexander, Jennifer; Dominguez, William; Huber, Guy; Rauch, Herta; Humberto, Calhoun; Taxis, Robinson; Braxton; Schulte, Kristina; Mouloua, Diane
Subject: Transit Operations Graduation
Attachments: 6-16-22-TD-Graduation-Agency-15C.pdf
6-16-22-Graduation-Photo-List-2022.pdf

Get Outlook for iOS 7.1|b6

From: Employee Engagement
Sent: Tuesday, June 12, 2012 3:46 PM
To: Leinen,Nancy@transitchicago.com; Alphonse,Valerie@transitchicago.com; Carter,Donald@transitchicago.com; Baumgard,Marc@transitchicago.com; Luna,Linda@transitchicago.com; Puentes,Gabriela@transitchicago.com; De Castro,Laura@transitchicago.com; [Miranda,Gabriela@transitchicago.com](mailto>Miranda,Gabriela@transitchicago.com); Farthing,Andrew@transitchicago.com; Love,Zachariah@transitchicago.com; Duffy,Vicki@transitchicago.com; Segal,Andy@transitchicago.com; Tobin,Ta@transitchicago.com; [JLL,JLL@transitchicago.com](mailto>JLL,JLL@transitchicago.com); Luna,Edith@transitchicago.com; TALL,TALL@transitchicago.com; Luna,Edith@transitchicago.com; Singh,Andy@transitchicago.com; Tolz,Tim@transitchicago.com; [Bauer,Agojo@transitchicago.com](mailto>Bauer,Agojo@transitchicago.com); [Barrios-Corral,Medi@transitchicago.com](mailto>Barrios-Corral,Medi@transitchicago.com); [Neto,Leticia@transitchicago.com](mailto>Neto,Leticia@transitchicago.com); [Morales,Jason@transitchicago.com](mailto>Morales,Jason@transitchicago.com); [Pimentel,Michael@transitchicago.com](mailto>Pimentel,Michael@transitchicago.com); [Villanueva,Walter@transitchicago.com](mailto>Villanueva,Walter@transitchicago.com); [Bailey,David@transitchicago.com](mailto>Bailey,David@transitchicago.com); [Brown,Heather@transitchicago.com](mailto>Brown,Heather@transitchicago.com); [Salas,David@transitchicago.com](mailto>Salas,David@transitchicago.com); [Lopez,Gustavo@transitchicago.com](mailto>Lopez,Gustavo@transitchicago.com); [Rivas,Esteban@transitchicago.com](mailto>Rivas,Esteban@transitchicago.com); [Gomez,Marko@transitchicago.com](mailto>Gomez,Marko@transitchicago.com); [Duran,Michael@transitchicago.com](mailto>Duran,Michael@transitchicago.com); [De la Torre,Maria@transitchicago.com](mailto>De la Torre,Maria@transitchicago.com); [Wilkerson,Tracy@transitchicago.com](mailto>Wilkerson,Tracy@transitchicago.com); [Alexander,Jennifer@transitchicago.com](mailto>Alexander,Jennifer@transitchicago.com); [Dominguez,William@transitchicago.com](mailto>Dominguez,William@transitchicago.com); [Huber,Guy@transitchicago.com](mailto>Huber,Guy@transitchicago.com); [Rauch,Herta@transitchicago.com](mailto>Rauch,Herta@transitchicago.com); [Humberto,Calhoun@transitchicago.com](mailto>Humberto,Calhoun@transitchicago.com); [Taxis,Robinson@transitchicago.com](mailto>Taxis,Robinson@transitchicago.com); [Braxton,Brian@transitchicago.com](mailto>Braxton,Brian@transitchicago.com); [Schulte,Kristina@transitchicago.com](mailto>Schulte,Kristina@transitchicago.com); [Mouloua,Diane@transitchicago.com](mailto>Mouloua,Diane@transitchicago.com); [Morales,Diane@transitchicago.com](mailto>Morales,Diane@transitchicago.com); [Luna,Jeanne@transitchicago.com](mailto>Luna,Jeanne@transitchicago.com); [Arribalzaga,Patricia@transitchicago.com](mailto>Arribalzaga,Patricia@transitchicago.com); [Johnson,Johnas@transitchicago.com](mailto>Johnson,Johnas@transitchicago.com); [Yaneika,Toni@transitchicago.com](mailto>Yaneika,Toni@transitchicago.com); [Kathleen,Woodliff@transitchicago.com](mailto>Kathleen,Woodliff@transitchicago.com); [Keith,Hill,ATU@transitchicago.com](mailto>Keith,Hill,ATU@transitchicago.com); [Eric,Isaac@transitchicago.org](mailto>Eric,Isaac@transitchicago.org); [valencia,maria@transitchicago.org](mailto>valencia,maria@transitchicago.org)
Where: 500 W. Lake, 2nd Floor | 2ABC

A graduation ceremony for various Transit Operations employees.

Run of Show

Welcome, Safety Message, and Opening Remarks

Nancy-Ellin Zeman, Chief Safety & Security Officer

* After remarks, Nancy-Ellin turns the program over to Leticia. Leticia introduces Eric Dixon, President, ATU Local 308, and Keith Hill, President, ATU Local 241.

ATU Remarks

Eric Dixon, President, Local 308

Keith Hill, President, Local 241

* After remarks, Keith turns the program over to Leticia.

* Leticia introduces President Dixon

Keystone Address

Dorval R. Carter, President

* After the remarks, President Carter invites Leticia back to the stage. President Carter stays on stage.

Control Center Operations Certificate Presentation

Gus Lontanau, Director - Control Center Operations

President Carter (Poses for photo.)

Donald Bonds, Chief Transit Officer (Poses for photo.)

Gus Lontanau, Director, Control Center Operations

Tomida Johnson-Chambers, General Manager

Tom McKone, Chief Administrative Officer (Poses for photo.)

Leticia Nieto, Director, Talent Acquisition (Poses for photo.)

* Leticia introduces Tomida to all the graduates names and invites Tom to be senior to join President Carter, Don, Tom, and Eric.

* Tomida calls the names of the graduates and each graduate stops with the group to take a photo. Tomida calls Eric to give brief remarks.

* After his remarks, Eric turns the program back to Leticia and exits stage

Rail Operations Certificate Presentation

Jeanne Alexandre, Vice President - Rail Operations

President Carter (Poses for photo.)

Donald Bonds, Chief Transit Officer (Poses for photo.)

Jeanne Alexandre, Vice President, Rail Operations (Poses for photo.)

Randall Gray, Director, Service Delivery - Rail Operations (Poses for photo.)

Tom McKone, Chief Administrative Officer (Poses for photo.)

Leticia Nieto, Director, Talent Acquisition (Poses for photo.)

Antonio Walker, Manager, Rail Instruction (Poses for photo.)

Eric Dixon, President, Local 308, ATU (Poses for photo.)

* Leticia introduces Randall to call graduates names and invites Jeanne, Antonio, and Eric to the stage to join President Carter, Don, Tom, and Eric.

* Randall calls the names of the graduates and each graduate stops with the group to take a photo. Randall calls Jeanne to give brief remarks.

* After her remarks, Jeanne turns the program back to Leticia and exits stage.

Rail Station Management Certificate Presentation

Mariel Domene-Williams, Vice President, Rail Station Management

President Carter (Poses for photo.)

Donald Bonds, Chief Transit Officer (Poses for photo.)

Mariel Domene-Williams, Vice President, Rail Station Management (Poses for photo.)

Tom McKone, Chief Administrative Officer (Poses for photo.)

Leticia Nieto, Director, Talent Acquisition (Poses for photo.)

Antonio Walker, Manager, Rail Instruction (Poses for photo.)

Richard Peter, General Manager, Rail Station Management (Poses for photo.)

Eric Dixon, President, Local 308, ATU (Poses for photo.)

* Leticia introduces Richard to call BM names and invites Matal, Terry, and Eric to the stage to join President Carter, Don, Tom, and Eric.

* Richard calls the names of the graduates and each graduate stops with the group to take a photo. Richard invites Matal to give brief remarks.

* After her remarks, Richard turns the program back to Leticia and exits stage.

Bus Maintenance Certificate Presentation

Bryan Robinson, Mechanical Officer - Bus Maintenance

President Carter (Poses for photo.)

Donald Bonds, Chief Transit Officer (Poses for photo.)

Keith Hill, President, Local 241, ATU (Poses for photo.)

Tom McKone, Chief Administrative Officer (Poses for photo.)

Bryan Robinson, Mechanical Officer, Bus Maintenance (Poses for photo and gives brief remarks to graduates.)

Bob Stuck, Senior Manager, Maintenance Instructions (Poses for photo.)

* Leticia introduces Bob to call the graduates names and invites Bryan and Keith to the stage to join President Carter, Don, Tom, and Eric.

* After photo, Bob introduces Bryan Robinson provides brief remarks and Bryan turns the program back to Leticia. Bryan exits the stage.

Bus Operations Certificate Presentation

Jain Narango, Vice President, Bus Operations

President Carter (Poses for photo.)

Donald Bonds, Chief Transit Officer (Poses for photo.)

Jain Narango, Vice President, Bus Operations (Poses for photo.)

Arlan Johnson, General Manager, Bus Operations (Poses for photo.)

Tom McKone, Chief Administrative Officer (Poses for photo.)

Leticia Nieto, Director, Talent Acquisition (Poses for photo.)

Marcus Terry, Senior Manager, Bus Training and Instruction, Transit and Workforce Development (Poses for photo.)

Keith Hill, President, Local 241, ATU (Poses for photo.)

* Leticia introduces Jain and Arlan Johnson and Marcus to the stage to join the others.

* Arlan calls the names of the bus operator graduates.

* After photo, Arlan invites Arlan to provide brief remarks. Arlan turns the program back to Leticia. President Carter, Jain, Tom, Leticia, and Keith exit the stage.

Closing Remarks

Donald Bonds, Chief Transit Officer

(Leticia introduces Don. At conclusion, Don invites Leticia for final instructions.)

Final Instructions

Leticia Nieto, Director, Talent Acquisition

(Leticia instructs all employees, speakers, and respective leadership to stay for group photos. At the conclusion of the group photos, employees are released.)

Group Photos
(For all operators, speakers, and any senior staff present.)

1. Control Center Operations - One photo on the stage including President Carter, Dan, Gina, Tomida, Tom, and Leticia.

2. Combined Rail Operations - One photo on the stage including President Carter, Dan, Jeanne, Richard, Tom, Leticia, Antonio, and Eric.

3. Customer Service Assistance - One photo on the stage including, but not limited to President Carter, Dan, Marisol, Richard, Tom, Leticia, Antonio, and Eric.

4. Bus Operators - One or two photos on the stairs of the lobby with President Carter, Don, Jeanne, Arlan, Tom, Leticia, Marcus, and Keith.

5. Bus Operators - Two or three photos on the stairs of the lobby with President Carter, Don, Jeanne, Arlan, Tom, Leticia, Marcus, and Keith.



AGENDA (ANNOTATED)

**2023 Transit Operations
Graduation Ceremony
567 W Lake St., 2ABC**

Thursday, June 15, 2023

12:30 pm – 2:30 pm

Welcome, Safety Message, and Opening Remarks

Nancy-Ellen Zusman, Chief Safety & Security Officer

- (After remarks, Nancy-Ellen turns the program over to Leticia. Leticia introduces Eric Dixon, President, ATU Local 308, and Keith Hill, President, ATU Local 241.)

ATU Remarks

Eric Dixon, President, Local 308

Keith Hill, President, Local 241

- After remarks, Keith turns the program over to Leticia.
- Leticia introduces President Carter.

Keynote Address

Dorval R. Carter, President

- After the remarks, President Carter invites Leticia back to the stage. President Carter stays on stage.

Control Center Operations Certificate Presentation

Gus Lostaunau, Director– Control Center Operations

President Carter ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Gus Lostaunau, Director, Control Center Operations

Tonisha Johnson-Chambers, General Manager

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))

- Leticia introduces Tonisha to call the graduates names and invites Gus to the stage to join President Carter, Don, Tom, and Eric.
- Tonisha calls the names of the graduates and each graduate stops with the group to take a photo. Tonisha calls Gus to give brief remarks.
- After his remarks, Gus turns the program back to Leticia and exits stage exits the stage.

Rail Operations Certificate Presentation

Jeannie Alexander, Vice President - Rail Operations

President Carter ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Jeannie Alexander, Vice President, Rail Operations ([Poses for photo.](#))

Randall Gray, Director, Service Delivery - Rail Operations ([Poses for photo.](#))

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))

Antonio Watkins, Manager, Rail Instruction ([Poses for photo.](#))

Eric Dixon, President, Local 308, ATU ([Poses for photo.](#))

- Leticia introduces Randall to call graduates names and invites Jeannie, Antonio, and Eric to the stage to join President Carter, Don, Tom, and Eric.
- Randall calls the names of the graduates and each graduate stops with the group to take a photo. Randall calls Jeannie to give brief remarks.
- After her remarks, Jeannie turns the program back to Leticia and exits stage exits the stage.

Rail Station Management Certificate Presentation

Mutiat Dosunmu-Williams, Vice President, Rail Station Management

President Carter ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Mutiat Dosunmu-Williams, Vice President, Rail Station Management ([Poses for photo.](#))

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))

Antonio Watkins, Manager, Rail Instruction ([Poses for photo.](#))

Richard Porter, General Manager, Rail Station Management ([Poses for photo.](#))

Eric Dixon, President, Local 308, ATU ([Poses for photo.](#))

- Leticia introduces Richard to call RSM names and invites Mutiat, Terry, and Eric to the stage to join President Carter, Don, Tom, and Eric.
- Richard calls the names of the graduates and each graduate stops with the group to take a photo. Richard invites Mutiat to give brief remarks.
- Mutiat turns the program back to Leticia. Mutiat exits the stage.)

Bus Maintenance Certificate Presentation

Bryan Robinson, Mechanical Officer - Bus Maintenance

President Carter ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Keith Hill, President, Local 241, ATU ([Poses for photo.](#))

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Bryan Robinson, Mechanical Officer, Bus Maintenance ([Poses for photo and gives brief remarks to graduates.](#))

Bob Stucko, Senior Manager, Maintenance Instruction ([Poses for photo.](#))

- Leticia introduces Bob to call the graduates names and invites Bryan and Keith to the stage to join President Carter, Don, Tom, and Eric.
- After photos, Bob introduces Bryan Robinson provides brief remarks and Bryan turns the program back to Leticia. Bryan exits the stage.

Bus Operations Certificate Presentation

Jairo Naranjo, Vice President, Bus Operations

President Carter ([Poses for photo.](#))

Donald Bonds, Chief Transit Officer ([Poses for photo.](#))

Jairo Naranjo, Vice President, Bus Operations ([Poses for photo.](#))

Arlana Johnson, General Manager, Bus Operations ([Poses for photo.](#))

Tom McKone, Chief Administrative Officer ([Poses for photo.](#))

Leticia Nieto, Director, Talent Acquisition ([Poses for photo.](#))

Marcus Terry, Senior Manager, Bus Training and Instruction, Transit and Workforce Development ([Poses for photo.](#))

Keith Hill, President, Local 241, ATU ([Poses for photo.](#))

- Leticia introduces and/or calls Jairo, Arlana Johnson and Marcus to the stage to join the others.
- Arlana calls the names of the bus operator graduates.
- After photos, Arlana invites Jairo to provide brief remarks. Jairo turns the program back to Leticia. President Carter, Jairo, Tom, Leticia, and Keith exit the stage.

Closing Remarks

Donald Bonds, Chief Transit Officer

(Leticia introduces Don. At conclusion, Don invites Leticia for final instructions.)

Final Instructions

Leticia Nieto, Director, Talent Acquisition

(Leticia instructs all employees, speakers, and respective leadership to stay for group photos. At the conclusion of the group photos, employees are released.)

Group Photos

(For all operators, speakers, and any senior staff present.)

1. Control Center Operations- One photo on the stage including President Carter, Don, Gus, Tonisha, Tom, and Leticia.
2. Combined Rail Operators – One photo on the stage including President Carter, Don, Jeannie, Randall, Tom, Leticia, Antonio, and Eric.
3. Flaggers - One photo on the stage including President Carter, Don, Jeannie, Randall, Tom, Leticia, Antonio, and Eric.
4. Customer Service Assistants – One photo on the stage including, but not limited to President Carter, Don, Mutiat, Richard, Tom, Leticia, Antonio, and Eric.
5. Bus Mechanic – One photo on the stage including, but not limited to, President Carter, Don, Bryan, Bob, Tom, and Keith.
6. Bus Operators – Two or three photos on the stairs of the lobby with President Carter, Don, Jairo, Arlana, Tom, Leticia, Marcus, and Keith.

Control Center	
Communications Coordinator	2
Rail Controller	1
Bus Operations	
Bus Operator	57
Bus Maintenance	
Bus Mechanic	15
Rail Operations	
Flagger (Full Time Temporary)	20
Combined Rail Operator	2
Rapid Trasit Operator	13
Rail Station Management	
Customer Service Assistant	16
Total	126

From: ATTORNEY@DOJ.GOV
To: CAROL.SCHWAB@DOJ.DOD.GOV; DAVID.CHESTER@DOJ.DOD.GOV
Subject: ATTORNEY@DOJ.GOV?subject=DOJ%20Response%20to%20DOJ%20Letter%20to%20DOJ%20Counsel
Attachment: <http://www.fas.org/irpa/doj/dojletter.pdf>

DoD Travel Industry is inviting you to a scheduled Group meeting.

Title: Meeting Item 2.12 Other Workforce Screening
Date: Mar 21, 2013, 12:00 PM Central Time (US and Canada)

Join-Law Society

(1)(c)



Meeting ID: 711323
One tap mobile:
+13126266657,,711323# (US)
Or dial:
US: +1 312 626 6657 (Chicago)
CA: +1 669 453 4399
AU: +61 2 800 055 835
DE: +49 89 923 4123
FR: +33 15 302 8756
GB: +44 800 055 835
HK: +852 3457 0412
IN: +91 91 402 1112
JP: +81 35 546 2112
MX: +52 55 500 1112
NL: +31 20 485 3112
NZ: +64 9 300 8112
SG: +65 653 65112
ZA: +27 11 467 6112
Meeting number: 711323#

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