



Chicago Transit Authority Citizens Advisory Board



**1ST Quarter Report to the CTA Transit Board
March 13, 2024
Rob Johnson, CAB Vice-Chairperson**



Safety & Security Department Presentation

- Nancy-ElleZusman,
Chief Safety & Security Officer
- Jeff Hulbert, VP of Safety
- Kevin Ryan, VP of Security
- Eddie Winters, General Manager, Security



Safety & Security Presentation

CTA Security Team- Eddie Winters, GM

Contracts, Investigations, and Facilities

- CTA cameras
- Security guards
- CPD
 - Transit Unit
 - VSEP
 - SDSC
- Cook County

GMs:

- Transit Safety
- Construction
- Safety Analysis & Regulatory Oversight
- Safety Programs & Culture
- Occupational Safety & Environmental Compliance



CAB DISCUSSION POINTS:

- Why did the CTA disband its internal police department in the 1980s?
- What authority do the security guards have on the trains and buses?
- How does the Chicago Police Department prioritize their Transit Detail coverage for the CTA?
- Is the voluntary police incentive working / effective?
- Why did it take 40 days for the Yellow Line Train to return to service?
- How does CTA hold the unarmed security guards accountable in regards to job performance?
- If I see someone smoking on a train to whom do I report that behavior?
- Has the CTA considered utilizing community violence prevention teams and organizations to restore civility to trains and buses as opposed to guards?





Media relations



Communications & public affairs



Social media



Customer information



Customer service



Signage & wayfinding



Communications overview

Presenter: Brian Steele, VP of Communications

CAB DISCUSSION POINTS:

- How can the CTA Communications team assist the CAB in being better connected to our citizenry?
- How can the CAB assist the COMMS team with communicating planned & unplanned street closures that impact their neighborhoods?
- Can the CTA Comms Dept do briefings with stakeholders organizations who may be able to assist with promoting accurate messages?
- Can the Comms Dept create better signage in stations with multiple exits?

