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Transcript of Board Meeting

Date: March 13, 2024

Case: Chicago Transit Authority Board Meeting, In Re:

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BEFORE THE CHICAGO TRANSIT AUTHORITY BOARD

BOARD MEETING

Chicago, Illinois

Wednesday, March 13, 2024

10:15 a.m.

Job No.: 519610

Pages: 1 - 77

Reported By: Courtney Petros, RPR, CSR

1 Board meeting, held at:

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4 CHICAGO TRANSIT AUTHORITY

5 567 West Lake Street

6 Chicago, Illinois 60661

7 312.681.3137

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12 Before Courtney Petros, a Certified Shorthand

13 Reporter and Registered Professional Reporter in

14 and for the State of Illinois.

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A P P E A R A N C E S

BOARD MEMBERS:

- LESTER L. BARCLAY, CHAIRMAN
- REV. DR. L. BERNARD JAKES, VICE CHAIRMAN
- NEEMA JHA
- MICHELE LEE
- REV. JOHNNY L. MILLER
- ROSA Y. ORTIZ

ALSO PRESENT:

- DORVAL R. CARTER, Jr., CTA PRESIDENT
- KENT RAY, GENERAL COUNSEL
- GEORGETTE GREENLEE, SECRETARY

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1 P R O C E E D I N G S

2 CHAIRMAN BARCLAY: Good morning, I would
3 like to call to order the meeting of the Chicago
4 Transit Board for March 13th, 2024.

5 Georgette, please call the roll.

6 MS. GREENLEE: Director Lee.

7 DIRECTOR LEE: Here.

8 MS. GREENLEE: Director Miller.

9 DIRECTOR MILLER: Here.

10 MS. GREENLEE: Chairman Barclay.

11 CHAIRMAN BARCLAY: Here.

12 MS. GREENLEE: Director Ortiz.

13 DIRECTOR ORTIZ: Here.

14 MS. GREENLEE: Director Jha.

15 DIRECTOR JHA: Here.

16 MS. GREENLEE: Chairman Barclay, you do
17 have five members in attendance. And I believe
18 that we have a procedural matter as it relates to
19 our other Board member.

20 Director Ortiz.

21 DIRECTOR ORTIZ: I would like to request
22 for Director Jakes to be included in this part of
23 this meeting. Due to conflicts for business, he
24 is able to join via Zoom.

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1 CHAIRMAN BARCLAY: A motion to have
2 Director Jakes to participate electronically due
3 to business matters.

4 MS. GREENLEE: It's been moved. Is there
5 a second?

6 DIRECTOR MILLER: Second.

7 MS. GREENLEE: It's been seconded by
8 Director Miller. We'll take a roll call vote.

9 Director Lee.

10 DIRECTOR LEE: Yes.

11 MS. GREENLEE: Director Miller.

12 DIRECTOR MILLER: Yes.

13 MS. GREENLEE: Chairman Barclay.

14 CHAIRMAN BARCLAY: Yes.

15 MS. GREENLEE: Director Ortiz.

16 DIRECTOR ORTIZ: Yes.

17 MS. GREENLEE: Director Jha.

18 DIRECTOR JHA: Yes.

19 MS. GREENLEE: The motion passes to permit
20 Director Jakes to join the March 13th meeting of
21 the Chicago Transit Board remotely.

22 Welcome, Director Jakes.

23 DIRECTOR JAKES: Thank you. I like that.
24 It said for business matters as opposed to he has

1 the cooties and didn't want to share it with
2 everybody.

3 CHAIRMAN BARCLAY: Our first order of
4 business is public comment. Georgette.

5 MS. GREENLEE: Mr. Chairman, we have one
6 public commenter who is here, and that is Isaac
7 Campbell.

8 MR. CAMPBELL: That's me.

9 MS. GREENLEE: Good morning, Mr. Campbell.

10 MR. CAMPBELL: Good morning.

11 MS. GREENLEE: Mr. Campbell, I would like
12 to just advise you that you have three minutes to
13 make your comment.

14 MR. CAMPBELL: Okay. I just want to
15 remind you about the extension of the 147 coming
16 back to the south. I haven't seen anything so
17 far, and we really need it.

18 And the next thing that I would like to
19 tell you, that that would be a win-win business.
20 Because have more transportation, more public. We
21 have a problem with our bus shelter, maybe a
22 different -- not the right place.

23 We had a bus shelter there at Sheridan and
24 Chase that -- it was removed between midnight and

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1 before sunrise. That was stolen, a modern bus
2 shelter. I would like you to tell me where should
3 I go exactly to address this situation about the
4 -- of our bus shelter.

5 Bill Morton, our, hopefully, next
6 alderman, he told me about it, but I don't
7 remember exactly the place that I should go.
8 That's what I want.

9 MS. GREENLEE: We do have an answer for
10 that as it relates to the bus shelters, correct?

11 PRESIDENT CARTER: The bus shelters are
12 actually installed by the City of Chicago, not by
13 CTA, but we can connect you with our community and
14 government relations group. Thank you. Sam
15 Smith. And he can coordinate with you getting
16 your request over to the City of Chicago.

17 MR. CAMPBELL: Okay. That's it.

18 MS. GREENLEE: Thank you, Mr. Campbell.

19 MR. CAMPBELL: Remember the 147.

20 MS. GREENLEE: Chairman Barclay, there are
21 no additional public comments.

22 CHAIRMAN BARCLAY: Thank you. Our next
23 order of business is the report of the Citizens
24 Advisory Board, which will be given by the vice

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1 president of the Citizens Advisory Board, Mr. Rob
2 Johnson. Mr. Johnson, welcome.

3 MS. GREENLEE: I don't see it. May we
4 have Mr. Johnson's visual?

5 THE TECHNICIAN: We're going to run it
6 from behind.

7 MR. JOHNSON: While I wait for the
8 presentation, hello, good morning, everyone. Good
9 morning, Chairman Barclay, Transit Board, and
10 President Carter. My name is Rob Johnson, the
11 vice chair of the Citizens Advisory Board, here to
12 report out on our latest meeting, March 8th.

13 As an overview, we were briefed over the
14 -- both the public -- not public -- safety and
15 security and communications operations of the
16 transit -- of CTA.

17 MS. GREENLEE: That's not it. Sorry.
18 Here. I have copies of everything. I will just
19 pass them over to Mr. Johnson.

20 MR. JOHNSON: Great. Do they have copies
21 as well?

22 MS. GREENLEE: Mm-hmm.

23 MR. JOHNSON: Okay. Thank you.

24 So the safety and security department led

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1 by Nancy-Ellen Zusman, she gave us a presentation
2 and then led a discussion between the Board and
3 its members.

4 We covered an overview of the operations,
5 everything that they cover, contracts,
6 investigations, facilities, all of the layers of
7 security that go into keeping the agency operating
8 but also keeping the passengers and employees safe
9 as well.

10 Cameras, personnel. I think a really
11 particularly interesting point was talking about
12 the interaction between the CPD and CTA and the
13 layers of security that go into that.

14 Thank you.

15 And I think it was -- I don't want to say
16 surprising. It was news, very informative to the
17 group, to the Board, that there is a transit
18 police -- there is a transit --

19 CHAIRMAN BARCLAY: Detail.

20 MR. JOHNSON: -- detail. Thank you. I
21 was trying to find the right articulation. But
22 that transit detail is housed within CPD and it's
23 more of a coordination and not the agency's own
24 police department when determining, you know,

1 staffing, patrol, etc.

2 And, likewise, similar collaboration goes
3 on with the County Sheriff's as well, but, again,
4 it is a conversation about, you know, what beats,
5 what areas to cover.

6 And, you know, there were a lot of
7 questions digging into, you know, what does that
8 mean, how are these decisions made. And I really
9 appreciate Ms. Zusman. She was very forthright.
10 If there wasn't an easy answer, she was very
11 upfront telling us it wasn't an easy answer.
12 Sometimes the answer was it's not our call,
13 ultimately, that it's CTA's call -- I'm sorry --
14 CPD's call.

15 There was also a very good delineation
16 about the authority that, you know, a Chicago
17 police officer has or an officer that is still --
18 it's still a Chicago police officer, but they're
19 part of the voluntary security force that CTA pays
20 the City for.

21 And the unarmed security guards and those
22 details, who can detain, who can't detain, and how
23 would that would play out in a real-world
24 scenario.

1 I'll selfishly bring up my own question.
2 I said if I see someone smoking, I don't want to
3 be confrontational, I see an unarmed security
4 guard not being confrontational, what does that
5 mean, what do I do, and she kind of laid out
6 everything that could be happening at that point.
7 I thought it was extremely worthwhile. And I
8 thank her for her time. And I think the Board
9 probably feels the same as well -- the Citizens
10 Advisory Board feels the same as well.

11 We can move forward. Sorry. We can keep
12 going.

13 Here were some of the questions raised. I
14 didn't want to go bullet through bullet through
15 all of them, but I'm happy to answer questions or
16 go into detail if there's anything that catches
17 your eye or your attention. Otherwise, I can move
18 on to the communications presentation.

19 DIRECTOR LEE: Quick question. Which were
20 some of the surprising or key takeaways that you
21 learned from these questions that were asked?

22 MR. JOHNSON: Sure. I think there was a
23 question -- and I won't say it's a recommendation
24 of the Board, but there was a lot of question of,

1 well, was there ever a transit police force? And
2 it sounds like there was. It was disbanded. And
3 CPD assumed those duties and those roles.

4 And I think someone asked has there been a
5 cost/benefit analysis about, you know, the pros
6 and cons that come with a dedicated force with CTA
7 oversight? Maybe it's still working alongside
8 CTA. What does that mean?

9 You know, there's probably dozens and
10 dozens of layers and complications that are raised
11 by that, but a lot of it kept coming back to, you
12 know, the coordination is -- it sounds like it's
13 going well, but are there still questions or maybe
14 data that could be missing when, ultimately, a
15 call is made over where to allocate resources.

16 And this was largely personnel focused, I
17 will say, yes.

18 DIRECTOR LEE: Just curious. Thank you.

19 MR. JOHNSON: Yeah. Sure. No problem.

20 Oh, and there was also questions about how
21 the voluntary -- the VSEP force works. Because it
22 is voluntary, they are being paid, of course, but
23 because there's an opt-in, what does that mean as
24 far as consistency of staffing level.

1 She raised a really good example when
2 there was the civil unrest in the wake of George
3 Floyd and how that negatively impacted because
4 there was no time to volunteer for the police
5 department, and, you know, kind of playing that
6 out, would there be future instances, are there
7 other regular instances, and are we prepared for
8 those when perhaps that voluntary pool is under
9 stress, right, for whatever those reasons are.

10 We can move to the next slide.

11 DIRECTOR JHA: Just a quick question.

12 MR. JOHNSON: Sure. I'm sorry.

13 DIRECTOR JHA: Was there any specific asks
14 or follow-up that you requested as part of this
15 conversation?

16 MR. JOHNSON: I believe they were asked
17 about a little more detail. The difficulty in the
18 ask is it sounds like ultimately it doesn't lie
19 within the CTA, necessarily.

20 But the decision -- the word was data, but
21 I assume there was more than data that goes into
22 this about what goes into the decision-making
23 about where to add extra police presence in an
24 area.

1 I think, specifically, that had to do with
2 the County providing the support, but I think
3 there was kind of an overarching sense of how that
4 is -- the thought process that goes into that.

5 DIRECTOR JHA: There is an opportunity for
6 CTA to use the agency -- not in the agency -- but,
7 you know, user agency and your power and your
8 influence to do that. I think that would be a
9 good way to look at that.

10 I know we don't always control everything,
11 right? But we do have influence --

12 MR. JOHNSON: Absolutely.

13 DIRECTOR JHA: -- if there is an
14 opportunity, from your perspective, to provide
15 some of those recommendations based on what you
16 heard. I think that would be helpful.

17 MR. JOHNSON: I think that sounds great.
18 And I wholeheartedly agree.

19 DIRECTOR JHA: Thank you.

20 MR. JOHNSON: We can move on to the
21 communications. So Brian Steele from
22 communications shared a presentation with us
23 talking about their operations. And, again, very
24 helpful. He definitely -- I appreciated the

1 detail that he goes into his responses. And I
2 found it very, very informative. And some of the
3 follow-up and some of the questions that were
4 asked, we can run on the next slide.

5 So there were kind of two high-level just,
6 you know, how can CTA be, you know, helpful to the
7 Citizens Advisory Board. And then, likewise, I
8 think one thing that was -- selfishly, I'll push
9 is how the comms department interacts with various
10 stakeholder groups and -- to get the information
11 -- necessary information out.

12 And it could be, you know, planned
13 closures, it could be reroutes, but it could also
14 be good news. And making sure -- you know, we see
15 the amount of work that he puts in and the
16 releases -- or his department puts in and the
17 releases that go out. And, you know, CTA is very
18 much in the news lately and responding and
19 reacting to that. But, oftentimes, people aren't
20 looking for it.

21 So, you know, the thought is whether it be
22 a local chamber of commerce or a BOMA Chicago or
23 maybe even a union, you know, just working through
24 their respective comms to, you know, get that

1 message proactively, maybe even there's
2 longer-term asks or you want to lay the groundwork
3 for larger efforts, whatever those efforts may be,
4 pushing that information, providing, you know,
5 overviews to those organizations, and they will
6 get it in front of their captive audience and
7 those are people that aren't necessarily looking
8 for CTA updates and looking for CTA news.

9 The example I gave was, you know, working
10 with Metra, they kind of laid the groundwork for
11 their price changes, their price increase. And
12 when I had an angry member say, oh, Metra, they
13 said that they wanted to increase the prices to
14 punish downtown workers, before that escalated to
15 even getting to Metra or having that person run to
16 the press or something like that, you know, we
17 were there or I was there to kind of say, no,
18 that's not what's happening, let me walk you
19 through this, you know, kind of -- and ended it
20 right there.

21 And, you know, that's something that I
22 think the CTA could benefit from. I think that's
23 something that the City could benefit from as
24 well.

1 And then way-finding was a big talking
2 point as well. I did not know that comms was
3 involved in way-finding efforts. I found that
4 very, very interesting. And he kind of walked us
5 through the, you know, efforts to rearrange
6 entrance and exit points, the alphabet system, for
7 example. And, you know, some people, I think,
8 found it helpful, some people were saying, oh,
9 that's what that's there for.

10 Me, personally, I'm such a creature of
11 habit, I just go right, right, left or something,
12 so -- but I thought that was really interesting as
13 well. And that about summarizes the meetings.
14 I'm happy to answer questions on that matter as
15 well. Otherwise, thank you all for your time.
16 Looking forward to sharing future activity.

17 DIRECTOR MILLER: Thank you.

18 CHAIRMAN BARCLAY: Mr. Johnson, thank you
19 on behalf of the Board. Can you extend our
20 appreciation to the Citizens Advisory Board? We
21 really appreciate the collaboration that we have.
22 Thank you.

23 MR. JOHNSON: Will do. Thank you.

24 PRESIDENT CARTER: Mr. Chairman, I also

1 want to thank the Citizens Advisory Board. My
2 staff has really appreciated the opportunity to
3 engage with the Board and to really talk through a
4 lot of the work that we do.

5 There are a number of suggestions that the
6 Board has made that we also thought were good
7 ideas and staff will be following up. And we'll
8 make sure to report back to the Citizens Advisory
9 Board of what action we've taken in response to
10 some of the suggestions you've given us. Because
11 I think it was a good dialogue, and I got very
12 positive feedback from my team on their
13 interactions on both these topics.

14 CHAIRMAN BARCLAY: Thank you very much.

15 Our next item of business on the agenda is
16 our President's report, which will be given by
17 President Dorval Carter.

18 PRESIDENT CARTER: Thank you.

19 Mr. Chairman, members of the Board, good morning.

20 CTA's ability to best serve our customers
21 is made possible by the hardworking employees who
22 operate and maintain our fleet and infrastructure
23 and coordinate our programs and services and serve
24 on both the front lines and behind the scenes and

1 seek to provide a positive experience, travel
2 experience, for our customers every day.

3 Our employees' importance is never lost on
4 me nor is the need for CTA to invest in them. At
5 this time, I'd like for Tom McKone, CTA chief
6 administrative officer, and Leticia Nieto, our
7 human resource department's director of employee
8 engagement, marketing, and outreach, to share our
9 staff's vision for the future of employee
10 engagement here at CTA.

11 I am very impressed with what they have
12 achieved thus far and look forward to them sharing
13 their thoughts with you regarding the ways they
14 propose expanding or improving the CTA employee
15 experience.

16 MR. MCKONE: Great. Thank you. Good
17 morning again, Directors. Tom McKone, chief
18 administrative officer. I'm joined by --

19 MS. NIETO: Leticia Nieto, director of
20 employee engagement, marketing, and outreach.

21 MR. MCKONE: Okay. We can go to the next
22 slide.

23 So it is my pleasure to introduce to you
24 the development of an employee engagement function

1 within the human resources department that will be
2 responsible for building programs to recognize
3 employee excellence, highlight our community
4 environment, and celebrate our culture.

5 Although various versions of this program
6 have existed over the years, the significance of
7 this introduction is that the function will now be
8 a separate, standalone area within the HR
9 department. We expect that such a program will
10 provide employees with the platform to engage,
11 recognize, and celebrate success, which will lead
12 to better service and more satisfied customers.

13 In a few moments, I'll turn it over to
14 Leticia, our new director of employee engagement,
15 marketing, and outreach, to present to you a brief
16 overview of the program. First, I want to provide
17 a little bit of background and context for this
18 function.

19 So what I'm displaying here are some facts
20 about the workforce. And as we've talked about,
21 recently, we have a workforce that's relatively
22 new to the CTA. And for the first time in our
23 history, we have such a new workforce.

24 So 36 percent of our employees have been

1 at the CTA for less than five years, and over
2 2,000 employees started on January 2023 or later.
3 You can see the numbers of hires that we've had by
4 year in the chart that's at the bottom here, and
5 you can see the remarkable growth in new hires
6 that we've had over the past year.

7 Overall, employee satisfaction did
8 increase in 2023 as a result of numerous efforts
9 that we started to put in place. And management
10 support, recognition, engagement are key factors
11 for employee satisfaction. So as we talked to
12 employees, we listened to them, they identified
13 recognition, engagement, and management support as
14 being critical to their satisfaction.

15 Next slide.

16 So what are the objectives of creating
17 this function as President Carter described? The
18 first is to promote and enhance CTA culture. So
19 we want to make sure that we're enhancing CTA
20 culture in that overall employee experience. As
21 we have a lot of who have come in the door, we
22 want them to be with us for 26 years and beyond.
23 To do this, we need to promote and enhance that
24 CTA culture.

1 Second, we want to improve that employee
2 satisfaction. We've seen improvements. There's
3 still opportunities for growth through engagement
4 and recognition programs.

5 We want to reduce attrition. So we have
6 seen levels of attrition that we want to move
7 downwards and so we want to improve that
8 attrition, improve retention, and promote those
9 internal growth opportunities, as a lot of
10 employees coming through the door are looking for
11 those growth opportunities and a place to build
12 their career.

13 And then, finally, we want to support that
14 management engagement. Our managers want to
15 engage with their employees, they want the tools
16 to engage with their employees. We want to make
17 sure that we're supporting and enabling that.

18 With that, let me turn it over to Leticia
19 to describe the programs that we're putting in
20 place.

21 PRESIDENT CARTER: Before Leticia starts,
22 let me just say a few more things about what Tom
23 just mentioned.

24 I think the most striking statistic that I

1 saw in there were the number of employees who were
2 new to CTA. CTA has a very strong culture that
3 has developed over multiple generations of
4 employees, some of whom are related to each other,
5 who have worked here, and established a strong
6 sense of purpose and mission and pride.

7 One of the ways that I looked at that
8 statistic is, one, it creates a new challenge for
9 CTA because you have so many new employees and the
10 expectation of our incoming workforce is very
11 different than the expectation of the workforce
12 that we've had here that's been here for 20 or 30
13 years.

14 But it also is an opportunity for us to
15 really take advantage of this sort of new group of
16 employees who are really going to create the
17 culture of the future for CTA and to really help
18 shape that in a very positive way.

19 I've had the opportunity to attend many
20 graduation ceremonies over the past year. And one
21 of the things that I can say universally when I've
22 attended these is the spirit of enthusiasm,
23 comradery, and support that exists amongst these
24 employees is the strongest that I have ever seen.

1 And when I sat down with Tom and talked
2 about what we need to do going forward as part of
3 this conversation, what I really said is I don't
4 want to lose that as the employees continue to
5 work here at CTA. I want to basically find a way
6 to bottle the spirit that I see in these
7 graduations and helping infuse the overall culture
8 of CTA going forward.

9 I don't think CTA will ever lose its
10 strong feeling of mission and purpose. It's sort
11 of deeply embedded in who we are. But I want to
12 overlay that with a sense of enthusiasm and pride
13 for what we do that really, hopefully, will
14 generate, improve morale, and, even more
15 importantly, from my perspective, increase
16 retention of our employees over the long term.

17 So I'm very excited about what we're about
18 to share with the Board and the rest of the public
19 around what we're going to be doing. And I want
20 you all to know that this is the beginning of a
21 process, one that will continue to evolve and grow
22 as time moves forward as we really identify unique
23 and appropriate ways for us to support our
24 employees and ultimately provide the opportunity

1 for them to engage the CTA in a very proactive and
2 positive way.

3 With that, I'll now turn it over to
4 Leticia to walk through some of the details.

5 MS. NIETO: Thank you, President Carter.

6 Next slide.

7 DIRECTOR JAKES: Excuse me. Very quickly.
8 I'm sorry to interrupt you. But our ASL
9 interpreters have asked that if you're reading
10 your presentation, if you can slow down just a
11 little bit.

12 MS. NIETO: 10-4. Thank you.

13 DIRECTOR JAKES: Thank you.

14 MS. NIETO: Thank you all again for the
15 opportunity to talk about our new initiatives.
16 I'm very excited to talk about this topic because
17 I'm really passionate about CTA culture. And
18 although there have been programs that are focused
19 on engagement and recognition, as Tom has
20 mentioned, we are excited to level up and do more
21 for our team members across the Authority.

22 So I'll start off by taking us through
23 this last year and some of the initiatives that we
24 already started to kind of show you what we've

1 been doing. And you'll see some photos on the
2 screen that represent what we worked on for the
3 past year. And I have a few more to share.
4 Because the best way to show you how we're
5 engaging with our team members is to show you
6 engaging with our team members.

7 First of all, we've highlighted some new
8 programs as well as enhanced some existing
9 programs to see how much we can engage with our
10 team members not only in person but also
11 digitally.

12 President Carter already mentioned the
13 graduation ceremonies. This is the third year
14 that we're starting these. We had one or two
15 graduations in 2022. In 2023, we really enhanced
16 this program to be what it is today. It is a
17 community building, employee recognizing program
18 that really sets the stage for what they should
19 expect and what they should see from us moving
20 forward. And I'll have some more details and
21 photos about that in coming slides.

22 We increased our on-site celebrations. We
23 know that our team members are spread throughout
24 the city of Chicago, and so we can't just have

1 programming here at 567. And so we looked for
2 ways to bring these programs to our team members
3 where they are because that's really important to
4 make sure that they are seeing that recognition at
5 their workplaces.

6 And so we started last year the first of
7 our many engagement tours that I will share more
8 about a little later in the presentation. And
9 those were incredibly well-received. That's just
10 one example of how we are bringing engagement and
11 recognition to the work locations to our teams.

12 We capitalized on digital engagement.
13 Digital engagement costs us nothing and it's a way
14 to reach out to our team members in areas and
15 topics that are interesting to them that are
16 culturally important to them and see if they want
17 to engage with us. And you'll see some of those
18 photos in our slide deck.

19 This year, we had some fun, unique things
20 that have nothing to do with work and just have
21 everything to do with engaging with them as
22 people. We asked them to send us submissions of
23 their Halloween costumes, did their partners dress
24 up, did their kids dress up, show us what your

1 families and your departments are doing together
2 because we are a community and we care about more
3 than just the work that you're doing while you're
4 at work.

5 We had some holiday engagement activities.
6 And we were really, really encouraged by the
7 number of submissions that we received from team
8 members across the Authority, not just our 567
9 team members.

10 And that's important because it really
11 showed us that we are on the right track, that our
12 team members are just looking for opportunities to
13 engage with each other and to engage with CTA.

14 And so how else can we engage with them in
15 these ways that are free to us, but, also, how can
16 we continue to find the things that they're
17 interested in. With a diverse workforce like we
18 have, that can be a challenge, finding ways that
19 we are reaching out to everybody with their
20 diverse interests and what they want to see.

21 We know that these type of programs, as
22 Tom mentioned, are going to helping with
23 attrition. We know that it's going to help us
24 provide some professional development

1 opportunities. And we hope that it will inspire
2 them to grow with our organization instead of
3 outgrow our organization because we want to see
4 them stay with us after the investment that we've
5 made in them. So, now, as a dedicated team, we
6 really can focus on finding those things that
7 they're interested in.

8 Next slide.

9 So let me walk you through some of the
10 things that we did in 2023. First of all, we
11 talked about culture. CTA's culture is about
12 service. We visited work locations across the
13 Authority and we made sure to visit garages, we
14 visited terminals, we visited some of the shops,
15 Skokie shops, south shops, west shops.

16 We know that we're not just buses and
17 trains, that we are supported by so many
18 departments, and we want to make sure that we're
19 touching as many as possible. These are images
20 from our summer tour, the first tour that we did,
21 where we visited over a dozen locations, brought
22 them some fun small giveaways, some snacks for
23 them to break up their day, but, more importantly,
24 we engaged with them; how long have you been at

1 CTA? What garages have you worked in at CTA?
2 Have you been at Harlem terminal? How long have
3 you been there? How many bus stops can you name?
4 Just finding out who they are. And we were just
5 shocked at how excited they were that we were
6 there.

7 And so the other thing that was really
8 exciting is we saw some of the people that we saw
9 at graduation. And so they said, oh, I saw you at
10 graduation, when will you be back? And so we know
11 that we're seeing repeat customers, if you will,
12 that are at our events here that then see us out
13 in the field and they've come to expect this level
14 of engagement and care from the organization that
15 they work for.

16 Next slide.

17 This is some images from our winter tour.
18 In the holidays, we took to the streets again and
19 visited work locations, brought some hot cocoa and
20 made it for them on the spot, took some pictures,
21 had our trivia wheel so they could answer trivia
22 about CTA and win little prizes. And, again, we
23 visited locations all over the Authority to make
24 sure that we are reaching as many people as we can

1 because we know that it's important to do so.

2 Next slide.

3 CTA's culture is about community. And so
4 opportunities for us to engage with them are
5 important, but, also, opportunities for them to
6 engage with each other are important.

7 So that's really -- both things are being
8 taken care of with our events. We want to talk to
9 them, we want to hear what they want from us, but
10 we also want them to build community with each
11 other. And if you've been to one of our
12 graduations -- next slide -- you will know that
13 community engagement is something that they're
14 very, very passionate about.

15 If you have a chance today to stop by our
16 graduation, you'll see it first hand. They are
17 supporting each other, they are -- next slide --
18 they are promoting each other's success -- next
19 slide -- and they are celebrating together.

20 We have already two graduations under our
21 belt this year and we continue to see those folks
22 in the field. Now, for graduations, the feedback
23 that we've received has been so positive.

24 We've had a couple of people who are

1 returning to CTA after having worked here before
2 and they stopped us to say we didn't have this the
3 first time I worked here, this is so nice, are you
4 guys going to keep doing this? And the answer to
5 that is yes. It shouldn't be a shocker to you
6 that we're celebrating getting through training,
7 getting through the program, making it through the
8 hiring process, and then starting your job here.

9 These graduations are also a great
10 opportunity for them to see modeled behavior from
11 our leaders, many of them that started in jobs
12 like these. And so giving them an opportunity to
13 see, hey, this is a chance for me to level up and
14 to continue to grow my career here at CTA. And so
15 these are wonderful. And, again, I personally
16 invite you to join us today if you have a chance
17 to stop by.

18 PRESIDENT CARTER: Before she goes on, one
19 thing you may ask is, well, this is great for
20 frontline employees, what about all the other
21 employees who also get certifications and other
22 things? We are working on an event that will
23 basically allow us to recognize a broader range of
24 employees who have had accomplishments over the

1 course of the year.

2 One of the things that I've noticed about
3 CTA from a cultural standpoint is that we don't
4 really celebrate our success as an organization.
5 We tend to do our job, get through whatever the
6 issue is of the day, and then move on to the next
7 thing.

8 So one of the things that I've really
9 tasked, you know, Tom and his team to focus on is
10 really making sure that we are identifying those
11 moments of success, those moments of achievement,
12 and finding more ways to amplify that both with
13 the individuals in terms of our recognition, from
14 the CTA's perspective, that they have accomplished
15 something that we're very proud of, but also for
16 their fellow employee and teammates so that they
17 get the chance to really see that recognition in a
18 positive way, which I hope will encourage more of
19 our employees to pursue similar acts, which
20 ultimately strengthens our workforce, and, at the
21 end of the day, starts to create a deeper net of
22 capable people who are ready to move up into
23 higher-level positions within CTA.

24 MS. NIETO: Next slide.

1 Okay. So all those programs look like a
2 lot of fun, those pictures look like a lot of fun,
3 but with 10,00 strong and locations all over the
4 city, ideating, planning, and executing programs
5 like this is a lot of work. And so we're
6 approaching this really strategically to make sure
7 we're focused on the right areas and grow in the
8 right way as we improve our programming.

9 We plan to enhance the CTA employee
10 experience by strategically implementing new
11 engagement activities that speak to our diverse
12 and growing workforce.

13 As we've mentioned before, our workforce
14 is growing. And so with almost 2,000 employees
15 that started since January of 2023, this is a crop
16 of fresh, excited people that have been through
17 graduation, that have seen the programs that we've
18 put together. And so any negative ideas that may
19 have existed in the past, they don't have that.

20 They've seen graduation, they've seen the
21 tour, they've seen how we engage and we care about
22 them and their professional department. And so we
23 want to build on that momentum and have them be
24 our ambassadors to promote this positive culture

1 that is really growing.

2 Our plan is to offer more opportunities
3 for our team members to meet and build community,
4 be that employee resource groups, cultural
5 celebrations, engagement activities, digital and
6 in person, and professional development
7 opportunities. In short, sprinkling a little fun,
8 learning, and gratitude in their work day so that
9 they can feel that recognition from the
10 organization.

11 We're also recognizing ten people today,
12 but we know that there are many, many more, as
13 President Carter mentioned, across all departments
14 that deserve recognition for the work that they
15 do, be it customer service, innovative thinking,
16 or simply for showing up to work every single day.
17 These are all things that can be recognized. The
18 big wins and the small wins are important.

19 And so we're going to find more ways to
20 recognize our team and recognize them, again,
21 across locations. So stand by for more of those
22 opportunities like today's and like graduation and
23 others.

24 We also know that with such a diverse

1 workforce, we need to enhance our benefits and
2 perks that we offer our team members because other
3 companies are doing it. So in the past year,
4 we've partnered with the Museum of Science and
5 Industry and the DuSable Museum of Black History
6 to offer complimentary admission to our team
7 members as well as an impressive list of discounts
8 for our team members through HR engagement and
9 through wellness, like discounted tickets to Bulls
10 games or to Broadway in Chicago or to Great
11 America.

12 The wellness team has had great programs
13 promoting and sponsoring registration to races in
14 the summer during the running season, but this
15 year they're also adding some things that are not
16 just running focused like painting classes or
17 meditation classes because we all relax and
18 destress in different ways, so making sure that we
19 offer different -- a variety of offerings for all
20 of our team members is really important. These
21 are fantastic programs, but we know that we need
22 more, and we are actively working on finding more.

23 The last focus that I'll mention is
24 communication. And this one is really critical

1 because improving our communication method will
2 ensure that all the good work being done by so
3 many departments to engage and recognize our team
4 members are reaching all of our team members at
5 all of our locations.

6 We'll be working to upgrade and modernize
7 our internet site to make it more inviting, more
8 engaging, and more easy to access. We'll be
9 working on a centralized calendar and events of
10 offering so that any team member can look on there
11 and see what is CTA offering me this month? Do I
12 want to go for a run during the running season?
13 Do I want to go to a painting class? Do I want to
14 hit up discounts for Broadway in Chicago or take
15 one of learning and development classes that our
16 training and workforce development department
17 offers? We want to centralized location for them
18 to find everything, so we're working on that.

19 We want every team member to be able to
20 log on and see the employee spotlights and the
21 people who got commendations and be able to
22 celebrate their teammates with us and not just
23 have it be something that happens here at 567 but
24 that is available for team members across the

1 Authority so they can be proud of their team
2 members and they can strive for that same type of
3 recognition.

4 We also want to make sure that all of the
5 resources that are important are available to
6 those who want them, like EAP programs, our
7 benefits and wellness programs. So this
8 communication platform is one of our highest
9 priorities, and we're already working on making
10 sure that we get that off the ground.

11 So let me show you now some of the events
12 that we have coming up this year.

13 Next slide.

14 We've got a lot going on. Like I
15 mentioned, we have our quarterly engagement tours.
16 Those started last year with our summer tour. We
17 actually ended up having four a year starting with
18 the one that we're doing right now. I have a
19 slide coming up about that.

20 So we have a summer tour, we have a spring
21 tour, and a holiday winter tour. We also have one
22 in the fall that is focused on career development.
23 And, for that, we invite our friends in training
24 and workforce development to join us and then we

1 do mock interviews, we do resume workshops, we
2 opportunities for head shots so that our team
3 members can, again, level up right here at CTA and
4 find ways to grow with our organization. So those
5 tours are happening now, and we're really excited
6 to be able to expand on those.

7 That employee spotlights every month where
8 we take nominations from managers or team members
9 who nominate a peer about the excellent work that
10 they do in any department. And so those are
11 shared digitally and we also send them to the work
12 locations. And we ask managers to print them out
13 and present them to their team members so that
14 they know that they've been recognized by the
15 organization.

16 We're planning a day of service in May
17 where we will invite CTA team members to join us
18 on a weekend and provide service in the city,
19 clean up a park, clean up a neighborhood, and
20 offer an opportunity for community service because
21 we know that a lot of our team members are
22 interested in doing that.

23 One of the most fun projects that we have
24 is our cooking demonstrations. We invite a chef

1 onto a work location to demonstrate how to cook a
2 healthy meal and then they pass out samples to our
3 team members. Last year, we did about a dozen
4 work locations. This year, we have nine confirmed
5 and we're hoping to add a few more.

6 We do that in partnership with our
7 wellness team and with the diversity task force
8 celebrating a heritage month. So we just did
9 three cooking demonstration in Black History
10 Month. We went to different locations and then
11 engaged with our team members there. That's just
12 a sample of what we're doing.

13 Next slide.

14 And what we are currently on right now is
15 our transit employee appreciation tour. Employee
16 appreciation day was March 1st, and, as we know,
17 transit driver and now transit employee
18 appreciation day is March 18th.

19 And so for two and a half weeks in March,
20 we've been traveling through the system, visiting
21 different work locations, terminals, garages,
22 shops. We'll be here at 567 on March 18th passing
23 out our transit appreciation pin, which all of you
24 should have now, doing our trivia wheel, and

1 learning more about CTA, passing that information
2 about our perks of the ride, our discount
3 programs, wellness, our veterans resource group,
4 and just really engaging with our team members and
5 hearing what they want from their organization.

6 So that's a little bit about what we're
7 doing and what we're planning to do. Pass it back
8 to Tom. Let's see if there's anything else.

9 MR. MCKONE: There is nothing else. I'm
10 excited to add that. I'm excited to keep moving
11 and get engaged this year and actually continue
12 with today's program which builds on that
13 recognition as well. With that, I'll turn it over
14 to President Carter.

15 PRESIDENT CARTER: Thank you. Before I go
16 to the next part, I just want to make sure to give
17 the Board a chance to ask any questions they may
18 have of what we're working on and anything else
19 that you may be interested in knowing about the
20 plans for the upcoming year in the future.

21 DIRECTOR MILLER: I don't have any
22 questions. You laid it out. Thank you.

23 DIRECTOR JHA: I love it. I love this.
24 My only ask of the team is let's --

1 whatever we do, let's be very focused on metrics
2 in terms of when you're launching these programs,
3 attendance, you know, how many people show up, how
4 many are we doing, if there's a digital, what's
5 the hit grade, how often are people visiting
6 these.

7 I think it's important to be rooted in the
8 effectiveness of the program as well. These are
9 all lovely opportunities for us to set the bar
10 really, really high. And I know you already do
11 that, but I'm just going to say, you know, let's
12 be data driven and let's do what they want versus
13 what we think they want.

14 But I love it. Kudos to the team. Thank
15 you for sharing.

16 PRESIDENT CARTER: I agree 100 percent
17 with that comment. One of the things we're
18 building into this program is an assessment and a
19 feedback loop that allows us to understand what
20 our employees like or don't like about what we're
21 doing as well as, but, also, what other things
22 they'd like to see. As well as, obviously, to
23 your point, metrics about participation and other
24 activities that show us whether or not we are

1 hitting the expectations that we have for the
2 program that we're working on.

3 While I recognize not everything that they
4 do can necessarily be measured from a cost/benefit
5 analysis as a traditional metric, but there are
6 other metrics that we can use that, I think, give
7 us or sense of effectiveness. And, overall, what
8 we are hoping to do, of course, is to be rated as
9 one of the top employers in this city, if not in
10 this country, if we do this correctly.

11 And, certainly, that's the kind of goal
12 that I set for them when I told them I wanted them
13 to pursue this. And given the challenges that
14 many of our employees face on a day-to-day basis
15 just doing their jobs, which go far and above, you
16 know, what most employees have to put up with, I
17 think this is a critical component of what we need
18 to improve employee satisfaction around the work
19 that they do and, ultimately, continue, as I said,
20 to support both the recruitment and retention of
21 our employees as we move forward.

22 DIRECTOR JHA: Yeah. And just not
23 everything needs to be cost/benefit analysis,
24 right? There's a human element to this. There

1 are testimonials. There are things that we just
2 have to do as humans, but there's a clear way of
3 looking at how impactful they are. So when I say
4 metrics, you know, not everything is tied to the
5 dollars that you're spending on it, but let's look
6 beyond.

7 And then the other only thing is let's
8 count for every single person that works for CTA.
9 So let's put programs that are inclusive and that
10 covers the diversity of the folks that are there
11 that we can actually track and see their journey,
12 so it's almost like an employee journey, and go
13 from that because every single profile is going to
14 be different, so how can we be mindful of being
15 inclusive towards the whole community and not just
16 focusing on one. Thank you, though.

17 DIRECTOR LEE: I'd like to add one thing
18 too. Just to encourage more -- not just
19 celebration -- I mean, celebrations are great. I
20 love celebrations. I think it's amazing to do
21 that. But career development, I think, is also
22 some of the things that we should focus on as
23 well.

24 I heard that was part of the tour, but

1 maybe having more opportunities for employees to
2 understand how they can progress in their career,
3 not just win prizes. You know, prizes are right,
4 but, you know --

5 MS. NIETO: I think one of the critical
6 things that we're doing is having open dialogues
7 with our partners in other departments. Training
8 and workforce development has amazing career
9 development programs. And just making sure that
10 we share that knowledge with each other so that we
11 can promote each other's programs even if we're
12 not in an event together.

13 And that's already started to happen.
14 When we're out in the field engaging with our team
15 members, we will bring information from our
16 wellness team, we will bring information from our
17 training and workforce development team to make
18 sure that we're sharing it as often as we can and
19 collaborate.

20 DIRECTOR LEE: Thank you.

21 PRESIDENT CARTER: And to that point --
22 and maybe this is a future presentation we'll give
23 to the Board. There's a lot of career development
24 activity that happens at CTA, a lot of development

1 programs, both internal and external, that we send
2 our employees to.

3 It might be a good idea -- and, Tom, we
4 can talk about this -- about putting together a
5 presentation about what we do to support and
6 encourage our employees' career goals here at CTA
7 both on the union side but also on the nonunion
8 side, which is one of the reasons why I was making
9 the point earlier about wanting to celebrate a lot
10 of that activity as well because a lot of that
11 does go on but the acknowledgment and recognition
12 of it doesn't get the same level of attention that
13 I think it should be to encourage more employees
14 to pursue it.

15 DIRECTOR ORTIZ: On that note, just want
16 to share there's -- a lot of what you shared was
17 more internal, right? How are we collectively
18 creating a different culture.

19 But, also, I just want to share that it's
20 also important to really think about how our
21 riders see our employees, right? That's a huge
22 interaction. And so continuously thinking about
23 how we're encouraging recognition, encouragement,
24 acknowledgment of that interaction, I think, would

1 be also really helpful.

2 PRESIDENT CARTER: That's a very good
3 point. And we certainly can share more
4 information about what we do on that side of the
5 house as well both in terms of getting the public
6 to understand that our employees actually are
7 people, which goes to safety and security issues
8 that we have, but, also, making sure that our
9 employees -- not employees -- that our customers
10 understand those employees we view as superstars
11 within the organization and how do we externalize
12 that information so that customers see and
13 recognize that? That's a very good point.

14 CHAIRMAN BARCLAY: I can see how important
15 and significant this topic is. And Tom is going
16 to come back and share more information in the
17 future.

18 PRESIDENT CARTER: Thank you. So let me
19 move on to the next part of the agenda here. Tom
20 and Leticia, thank you very much.

21 Members of the Board, while our employee
22 engagement efforts are for the benefit of all CTA
23 employees, at this time, it's my great pleasure to
24 recognize some of our standouts, ten of CTA's best

1 employees, all of whom have received multiple
2 customer commendations in 2023.

3 As you may be aware and as was stated
4 earlier, March 18th is national transit employee
5 appreciation day. It is an important annual
6 celebration of our agency as we salute CTA's
7 hardworking men and women, including both our
8 frontline employees, like our bus and rail
9 operators and customer service personnel, and our
10 less heralded and rarely seen but no less
11 important staff who support our customers behind
12 the scenes, like those who work in our
13 infrastructure, maintenance, operations, safety
14 and security departments, among others.

15 I am happy to have the opportunity to
16 honor these ten employees at today's Board meeting
17 as we approach the 18th as it affords me the
18 opportunity to highlight some of the best of the
19 best among our family of employees.

20 To understand why we honor those employees
21 who received multiple customer commendations, it
22 is helpful to consider how most people experience
23 public transit. Whether they are daily commuters
24 or once-in-a-lifetime visitors, most days,

1 hundreds of thousands of customers board our buses
2 and trains seeking to get from point A to point B.

3 As with any business that invites
4 feedback, when something goes wrong, our staff and
5 management hear about it, as we should. By
6 contrast, when everything goes smoothly, riders
7 rarely give it a second thought. That too is
8 appropriate. In fact, I would say that is the
9 norm.

10 It's that very dynamic that makes this
11 group stand out. To a person, not only did each
12 of these ten employees do something right on a
13 single occasion and then have it recognized by our
14 customers, they impressed customers on multiple
15 occasions in such a profound way that we heard
16 about their performance two or more times.

17 These employees represent excellence in
18 public transit, and, as CTA president, they make
19 me very proud. And it gives me great pleasure to
20 introduce them to you at this time.

21 Honorees, when your name is called, please
22 stand and join us here along the wall between the
23 flags.

24 I would like to begin with our employees

1 who received two customer commendations last year,
2 all of whom work in our rail station management
3 department.

4 First, we have our longest tenured
5 employee this morning. Bonita Humphrey, a
6 customer service representative, who has been with
7 CTA for 33 years.

8 Also joining us is Sharicee Hogan-Meeks, a
9 customer service representative. Sharicee has
10 reached her silver anniversary with us as this is
11 her 25th year of service to CTA.

12 Right on her heels is Alisa Turner,
13 customer service representative. Alisa has been
14 with us for 24 years.

15 We have Daniell Moore, one of our
16 outstanding rail janitors, who has been with us
17 for ten years.

18 And, finally, we have Billy Lane, who
19 joined our staff last May. Billy is a rail
20 janitor apprentice and has two commendations
21 despite not even having reached his one-year
22 anniversary with CTA. Billy, you should be very
23 proud of this accomplishment. Keep up the good
24 work.

1 Our next five honorees all represent bus
2 operations, and we're not about to let rail
3 station management have all the fun.

4 Our next honoree, we see four
5 commendations, bus operator Brandon Burica, who
6 has been with CTA for four years and operates out
7 of the Forest Glen garage.

8 Directors, you may remember Brandon who we
9 honored last year for an incident where he kept
10 his head in a very difficult situation, protected
11 a customer's safety, and demonstrated what a great
12 employee he is. It doesn't surprise me that an
13 employee and a person of this caliber is back here
14 today.

15 Brandon, welcome back. I have no doubt
16 that you will join us in this room every year that
17 you choose to continue to serve our customers with
18 such excellence.

19 Next up are two employees who received
20 five commendations last year. First, we have
21 Elliot DeJan, who became a bus controller in
22 January. Congratulations, Elliot. He actually
23 was at one of my graduation ceremonies. I got to
24 congratulate him there as well.

1 Last year, Elliot served as a bus operator
2 out of the Chicago Avenue garage. Elliot has been
3 with us for six years.

4 And Barshica Lyons, a nine-year CTA
5 veteran, who operates out of the Chicago Avenue
6 garage.

7 Elliot and Barshica, you have very
8 difficult public-facing jobs that require you to
9 drive a bus while safely accommodating our
10 passengers' needs and navigating traffic along
11 Chicago's busy city streets. I should suggest to
12 you -- and I've said this before -- you all do a
13 job that I never would be able to do. Such a high
14 number of commendations shows us you have been
15 more than up to the task. And thank you all for
16 everything that you do.

17 In our penultimate spot, we have eight
18 commendations from Michael Toomey-Beckert, a bus
19 operator working out of the Forest Glen garage.
20 Michael has been with us for 20 years. And,
21 Michael, with eight commendations, it is clear to
22 me that you not only have made the most of those
23 two decades in terms of using your experience to
24 serve our customers well, but you are a shining

1 example of those who have followed you. Thank
2 you.

3 Finally, we have today's overachiever.
4 And, frankly, I asked my staff to double check the
5 number of commendations this employee received
6 when I initially saw it. It very well may be that
7 this employee needs to retire to the hall of fame
8 of commendations because he is with us literally
9 every year.

10 Our final honoree is Elexa McCracklin, a
11 bus operator driving out of North Park garage.
12 Elexa has nine years with CTA, which is a feather
13 in his cap, of course, but that isn't why he is
14 here today.

15 Elexa has demonstrated a unique superior
16 level of customer service as a bus operator as
17 recognized by 14 customer commendations that he
18 received last year alone.

19 (Applause.)

20 But that's not all. I should note that
21 Elexa is a frequent flyer of sorts when it comes
22 to receiving commendations from customers. He was
23 honored in 2020 as well for his outstanding
24 customer service.

1 While Elexa is not the first employee to
2 receive a larger than normal number of customer
3 commendations during any particular year, he does
4 belong to a very special class of employees that
5 works hard and loves what he does and, as a
6 result, is beloved by those he serves.

7 Honestly, 14 commendations is impressive,
8 but, in Elexa's case, it's not surprising. I
9 recently read a quote from him that said he's
10 known that he wanted to be a CTA bus driver since
11 he was five years old and that he loves his
12 interactions with our customers.

13 Elexa, you've taken your dream job and
14 have become a dream employee. Thank you for
15 caring about our customers and for serving this
16 great agency. You are a shining star and the best
17 representation possible of who I am talking about
18 when I remind the world that CTA has some of the
19 best employees in public transportation.

20 Mr. Chairman, following any remarks that
21 you or the Board wish to make, my staff will then
22 take a photo of the Board with the honorees.

23 CHAIRMAN BARCLAY: Thank you,
24 Mr. President. Thank you for your presentation.

1 I say this every time we have employee
2 recognition, but it's really one of my favorite
3 parts of being on the Board here at CTA.

4 Our frontline employees are the life and
5 blood of the agency and getting the chance to
6 recognize the exceptional work and dedication of
7 our employees that represent the best of CTA is
8 truly a pleasure.

9 Thank you for all you do to keep our great
10 City moving. Congratulations on your recognition
11 today and keep up the fantastic work. I'm also
12 very pleased to see the efforts CTA has taken to
13 engage our employees and, most importantly, expand
14 our efforts to show appreciation to our employees.

15 As we discussed earlier, with the City
16 Colleges agreement, we made significant investment
17 in recruiting and building our workforce from the
18 pandemic. The ultimate indicator of our success
19 and those efforts is retention. And I'm glad to
20 see we're investing in the recognition and
21 engagement of our employees.

22 Thank you very much. I now would open up
23 to any of the Board members for comments.

24 DIRECTOR ORTIZ: I think everything's been

1 said. But congratulations. Thank you for all you
2 do.

3 DIRECTOR JHA: Congratulations. Thank
4 you. Very proud moment for me as part of this
5 organization.

6 DIRECTOR MILLER: Congratulations.

7 DIRECTOR LEE: Thank you, all.

8 CHAIRMAN BARCLAY: So, Mr. President,
9 before we move, we will pause for that picture.
10 And then we'll get back to the agenda. I'd ask
11 the Board members to join us if you can.

12 PRESIDENT CARTER: Mr. Chairman, one other
13 point I want to make. Obviously, there's a
14 tremendous management team that supports these
15 employees every single day, many of them were
16 here, and some of them may have already walked out
17 of the room.

18 But I just want to acknowledge the fact
19 that, you know, my management team on the
20 operations side is a terrific asset to CTA and
21 they are the ones who support and, obviously, you
22 know, promote these employees in a positive way.
23 So I just want to make sure that we recognize that
24 entire group and the work that they do every day

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1 to keep the service running and to respond to our
2 customers.

3 CHAIRMAN BARCLAY: Thank you, President
4 Carter. Our next order of business is the
5 approval of the minutes of the regular Board
6 meeting on February 14th, 2024. May I have a
7 motion to approve?

8 DIRECTOR MILLER: So moved.

9 DIRECTOR JHA: Second.

10 MS. GREENLEE: It's been moved by Director
11 Miller and seconded by Director Jha that we
12 approve the CTA Transit Board minutes from
13 February 14, 2024. We'll take a roll call vote.

14 Director Jakes.

15 DIRECTOR JAKES: Yes.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: Yes.

18 MS. GREENLEE: Director Miller.

19 DIRECTOR MILLER: Yes.

20 MS. GREENLEE: Chairman Barclay.

21 CHAIRMAN BARCLAY: Yes.

22 MS. GREENLEE: Director Jha.

23 DIRECTOR JHA: Yes.

24 MS. GREENLEE: Director Ortiz.

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1 DIRECTOR ORTIZ: Yes.

2 MS. GREENLEE: The motion passes.

3 CHAIRMAN BARCLAY: Our next order of
4 business is executive session. It's my
5 understanding, Kent, that there is an executive
6 session today.

7 MR. RAY: Yes, Chairman. There will be an
8 executive session pursuant to the Illinois Open
9 Meetings Act Section 2(c), subsections 11 and 21.

10 CHAIRMAN BARCLAY: I will now entertain a
11 motion to recess into executive session for
12 reasons stated by counsel.

13 DIRECTOR MILLER: So moved.

14 DIRECTOR JHA: Second.

15 MS. GREENLEE: It's been moved by Director
16 Miller, seconded by Director Jha that the Board
17 move into executive session. We'll take a roll
18 call vote.

19 Director Jha.

20 DIRECTOR JHA: Yes.

21 MS. GREENLEE: Director Ortiz.

22 DIRECTOR ORTIZ: Yes.

23 MS. GREENLEE: Chairman Barclay.

24 CHAIRMAN BARCLAY: Yes.

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1 MS. GREENLEE: Director Miller.

2 DIRECTOR MILLER: Yes.

3 MS. GREENLEE: Director Lee.

4 DIRECTOR LEE: Yes.

5 MS. GREENLEE: Director Jakes.

6 DIRECTOR JAKES: Yes.

7 MS. GREENLEE: The motion passes.

8 (Whereupon, the Board entered executive
9 session from 11:17 a.m. to 11:41 a.m.)

10 CHAIRMAN BARCLAY: I will now entertain a
11 motion to return to open session.

12 DIRECTOR MILLER: So moved.

13 DIRECTOR LEE: Second.

14 MS. GREENLEE: It's been moved by Director
15 Miller and seconded by Director Lee that we return
16 to open session. We'll take a roll call vote.

17 Director Jha.

18 DIRECTOR JHA: Yes.

19 MS. GREENLEE: Director Ortiz.

20 DIRECTOR ORTIZ: Yes.

21 MS. GREENLEE: Chairman Barclay.

22 CHAIRMAN BARCLAY: Yes.

23 MS. GREENLEE: Director Miller.

24 DIRECTOR MILLER: Yes.

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1 MS. GREENLEE: Director Lee.

2 DIRECTOR LEE: Yes.

3 MS. GREENLEE: Director Jakes.

4 DIRECTOR JAKES: Yes.

5 MS. GREENLEE: The motion passes.

6 CHAIRMAN BARCLAY: We will now address
7 Board agenda item 6(a). Kent.

8 MR. RAY: Chairman, in item 6(a), the
9 Board reviewed the closed meeting minutes from
10 February 14th, 2024.

11 CHAIRMAN BARCLAY: Thank you, Kent. May I
12 have a motion to approve the closed session
13 minutes for February 14th, 2024?

14 DIRECTOR MILLER: So moved.

15 DIRECTOR LEE: Second.

16 MS. GREENLEE: It's been moved by Director
17 Miller, seconded by Director Lee that we approve
18 the closed session minutes from the executive
19 session from February 14th, 2024. We'll take the
20 roll call vote.

21 Director Jakes.

22 DIRECTOR JAKES: Yes.

23 MS. GREENLEE: Director Jha.

24 DIRECTOR JHA: Yes.

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1 MS. GREENLEE: Director Ortiz.

2 DIRECTOR ORTIZ: Yes.

3 MS. GREENLEE: Chairman Barclay.

4 CHAIRMAN BARCLAY: Yes.

5 MS. GREENLEE: Director Miller.

6 DIRECTOR MILLER: Yes.

7 MS. GREENLEE: Director Lee.

8 DIRECTOR LEE: Yes.

9 MS. GREENLEE: The motion to approve the
10 closed session minutes from February 14th, 2024,
11 passes.

12 CHAIRMAN BARCLAY: We will now address
13 Board agenda item 7, Board matters. Georgette, do
14 we have any Board matters today?

15 MS. GREENLEE: Chairman Barclay, there are
16 no Board matters.

17 CHAIRMAN BARCLAY: Our next order of
18 business is a report from the Committee on
19 Finance, Audit, and Budget, which will be
20 presented by Director Jakes.

21 DIRECTOR JAKES: Thank you, Chairman
22 Barclay. The Committee met earlier this morning
23 and approved the February 14, 2024, Committee
24 minutes and reviewed the finance report.

1 The Committee reviewed three ordinances:

2 One, review of an ordinance authorizing an
3 update to ordinance No. 023-131 approving the
4 fiscal years 2024 through 2028 capital improvement
5 program.

6 Two, review of an ordinance authorizing a
7 licensing agreement with the Chicago Film Archives
8 for property located at 4750-4758 West Lake
9 Street, Chicago on the Green Line.

10 Number three, review of an ordinance
11 authorizing an intergovernmental agreement with
12 the City Colleges -- I'm sorry -- the City College
13 of Chicago for commercial learner's permit
14 training.

15 The Committee also reviewed 12 contracts.
16 The Committee placed the three ordinances and 12
17 of the contracts on the omnibus. The Committee
18 approved and recommended for Board approval three
19 ordinances and 12 contracts.

20 The concludes the report of the Finance,
21 Audit, and Budget Committee.

22 CHAIRMAN BARCLAY: Thank you, Director
23 Jakes. I will now entertain a motion to approve
24 the omnibus.

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1 DIRECTOR MILLER: So moved.

2 DIRECTOR LEE: Second.

3 MS. GREENLEE: It's been moved by Director
4 Miller and seconded by Director Lee that the
5 omnibus be approved. We'll take a roll call vote.

6 Director Jakes.

7 DIRECTOR JAKES: Yes.

8 MS. GREENLEE: Director Jha.

9 DIRECTOR JHA: Yes.

10 MS. GREENLEE: Director Ortiz.

11 DIRECTOR ORTIZ: Yes.

12 MS. GREENLEE: Chairman Barclay.

13 CHAIRMAN BARCLAY: Yes.

14 MS. GREENLEE: Director Miller.

15 DIRECTOR MILLER: Yes.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: Yes.

18 MS. GREENLEE: The motion passes.

19 CHAIRMAN BARCLAY: Our next order of
20 business is the construction report from Bill
21 Mooney, our chief infrastructure officer, and
22 JuanPablo Prieto, our director of diversity
23 programs.

24 MR. MOONEY: Good morning. Bill Mooney,

1 your chief infrastructure officer, again. And I'm
2 join by --

3 MR. PRIETO: JuanPablo Prieto, director of
4 diversity programs.

5 MR. MOONEY: Again, our monthly
6 construction update at our normal location, CDOT
7 Lake Line and Damen station. The project is
8 proceeding forward very aggressively. Looking to
9 come to completion in the middle of the summer
10 here.

11 Most of the focus has been around
12 finalizing some major structural elements, the
13 canopy, and tieing in points so they can start
14 with finishing up all the enclosures. Couple
15 photos here.

16 Here you can see that green tower from the
17 elevator I showed you last that was screened in.
18 You can also see some of the structural steel that
19 ties into that point in the background as well as
20 a lot of that canopy steel being set up there.

21 Here you can see some of the detailed work
22 around that structural steel --

23 DIRECTOR LEE: We're not seeing it.

24 MR. MOONEY: Oh. Okay. There you go.

1 Now we're good. Okay.

2 DIRECTOR LEE: Thank you.

3 MR. MOONEY: Okay. So here you can see
4 again the green towers. Here's how they got
5 green. So the first one was primed and coated
6 when it was craned in place. All the other
7 structural steel that's being built in place is
8 being painted on site. This will be the stair
9 tower and the connection point for that elevator
10 to the platform level. And you can see the top of
11 what will be the canopies there along the
12 platform. Here you can see them setting some of
13 that canopy steel on opposite platform level.

14 The next big activity that you'll see
15 really that's exciting is in the upcoming month
16 and a half or so, they'll be flying in the big
17 bridge that connects those two platforms.

18 Moving forward to our nonrevenue vehicle
19 maintenance facility. This is quickly coming to
20 completion. Most of the major work is done
21 outside the track work that's associated with
22 connecting us to the railroad.

23 And here you can see some of the cleanup
24 work. So here they are doing some touch up

1 painting around the building. Here is some of the
2 track work I was talking about, which has really
3 been a focus. We're about 50 percent done with
4 the track work at this point. Here they are
5 laying out the sub-ballasts, which is what the
6 track will be built on top of. Here you can see
7 kind of an aerial view as that track is starting
8 to go up in process.

9 Here's a little bit of detail work. This
10 portion of the project is being self-performed by
11 CTA employees. So this is our track department
12 doing an onsite here. Next month, you should see
13 a significant portion of this coming to
14 resolution. We start moving in towards the end of
15 this month, start shipping down -- there's a lot
16 of stuff that goes into this building.

17 It's a very diverse fleet of equipment.
18 So some of that will start going in. And so over
19 the next 60 days we'll start to occupy the
20 facility. As we get track tied in, we'll start to
21 use it.

22 And we move on to our Canal/Barry/Damen
23 traction power upgrade. Lots of activity here on
24 all the sites. So here you can see interior work

1 at the Damen substation. So this building is
2 fully enclosed at this point. They are starting
3 to wire in all the electrical for the building,
4 that includes just house power, so the lighting
5 and other equipment support stuff, heating, as
6 well as you'll start to see the traction power
7 equipment showing up in the next couple months as
8 they're prepping for that.

9 On the right side photo, this is over down
10 the block at Haymarket. So they're just finishing
11 up Haymarket, which is predominantly completed at
12 this point, so they're detailing out the last of
13 this duct bank. They'll be tieing it into the
14 existing Green Line structure. And this is the
15 power we borrow for Canal.

16 So there's lots of work at Canal. I've
17 showing you over the last couple months as the
18 house is moved in place and they're doing a lot of
19 detail work, they're wiring up the house, they're
20 pulling out the cables that come out of the house
21 to the field. This is the apron right outside the
22 house. And there's a duct bank there. So they
23 end up pouring in a concrete pad here. So here
24 you can see them forming up for that and laying

1 the rebar for that.

2 And at Barry -- we've got a lot of
3 concrete work at Barry right now. So this is the
4 second floor at Barry. This is, again, a
5 multistory building. It goes two floors up and
6 one floor down. And here you can see that top
7 floor. This will be where part of the traction
8 power equipment is housed. Here is the mash pad
9 for the bottom floor. This is our ground level
10 floor here at Barry. And then here you can see
11 the pour.

12 So they started a bunch of concrete work
13 here. This slab gets set and then they start
14 building walls, enclosing completely here. Once
15 this top floor is fully set in, it's structural,
16 and they'll actually pull down part of the subway
17 ceiling below it and that will upgrade that
18 subfloor.

19 I'm introducing a new project this month.
20 We're pretty excited to talk about the Harlem bus
21 bridge improvement project. It is a \$34 million
22 project that will be replacing -- we have lots of
23 structure in this. You see miles and miles of
24 elevated loop structure and other things, but we

1 have very few bridges.

2 And this is a true traditional bridge. It
3 goes over the highway up by Harlem on the O'Hare.
4 The contractor is John Burns Construction Company.
5 And they've been actually working on the site,
6 getting going with some of the major activity.
7 I'll give you a highlight of this.

8 So this bridge actually is where we birth
9 our buses. They are currently staged on the
10 street facilitating. So we closed off that bus
11 terminal access point.

12 The first major activity is that they
13 actually directionally bore, so the bridge was
14 actually the path for water for the station,
15 electrical for the station. ComEd actually got
16 across the highway on that bridge so we had to
17 directionally bore a bunch of duct banks
18 underneath the highway to come up underneath the
19 station now to be able to take that bridge
20 structure down.

21 So here you can see them do that
22 directional bore. Is a pretty common practice in
23 the industry now as a way to do this work. And
24 then they started demolition. So it's a big

1 canopy structure. So they'll end up taking down
2 the sheathing and the canopy and then they'll end
3 up taking out the bridge deck and taking down the
4 major members over the highway and then they'll
5 start building back up from that. So you'll see
6 this going on over the next year or so.

7 That brings us to our final project, the
8 RPM. I've shown you a lot of photos. As I've
9 mentioned before, we're in a rinse and repeat
10 cycle. On the Red/Purple bypass area, here you
11 can see them forming columns. In the upcoming
12 weeks, you'll see them setting the precast beams
13 that was the mirror from the prior structure that
14 we've shown you over the last year.

15 We are in the closure of Clark Street.
16 It's progressing very much on schedule. We're
17 expected to reopen right before the Cubs season,
18 which is what the plan was, to get us out of the
19 footprint of the Cubs season with all these major
20 activities. Knock on wood, it's gone pretty well.
21 There's been lots of things underground when we
22 dig and none of the them have been major
23 detriments to the project.

24 And up on the north side we're seeing

1 stations. So this is the exciting part right now.
2 This is the real difference in the space. Here
3 you can see at Berwyn, the elevator mat. The
4 foundations of this will be the new elevator to
5 make that station fully accessible as part of the
6 project.

7 Here you can see the column caps being
8 poured at Bryn Mawr. This is where we actually
9 set the structural steel for the platforms. So
10 this is the first of the platforms going up there.
11 In the upcoming months, you'll see that structural
12 steel in place in these photos.

13 Here is actually drainage that we're -- so
14 as part of our plan to open up the space, remove
15 this wall, and, in the upcoming months, we'll be
16 bringing back the concepts of the activation of
17 this space. We have a bunch of drainage we have
18 to put in place now. The embankment wall was part
19 of the drainage system, so now we're doing a bunch
20 of underground drainage tied to the retention of
21 that water footprint. So here you can see that
22 going in place. It's really the first step of
23 that next phase of activation.

24 And our friend the Windy City Gantries

1 have shown back up. So the gantry is being fully
2 assembled. In the upcoming months, you'll start
3 to see that in play more. Probably next month
4 you'll see photos of segments again. So we're
5 really excited to see that portion of the project
6 moving forward again.

7 And we continue our outreach with the 44th
8 Ward, the 46th, 48th Ward with our regular touch
9 points. We've been doing a lot of open for
10 business campaigns to support the Clark Street
11 corridor where that closure is and businesses that
12 are directly affected on Clark Street. We've done
13 a lot of signage and directional support around
14 that. It's a really well-received campaign.

15 We've been supporting our planning
16 department with future phase meetings. So this is
17 about kind of what happens post RPM and the next
18 phase of RPM and the next phase thereafter. So
19 there's a lot more structure up there that we need
20 to deal with and a lot more modernization. And
21 they're already starting that planning process to
22 get us prepared for that next round of Federal
23 granting programs.

24 And then we participated in a bunch of

1 under L activation meetings over the last few
2 months. The latest one was in the 48th Ward,
3 really focused on the businesses in that area.

4 And we were represented in the Argyle
5 Lunar New Year Parade. It's a great event. We
6 always are happy to be there. Our friends in
7 transportation brought out the mini train, which
8 is always a very, very popular portion of the
9 event, so we're always glad to support it and be a
10 part of it.

11 So with that, I'll turn it over to
12 JuanPablo.

13 MR. PRIETO: Thanks, Bill.

14 Last month, I covered our first quarter
15 workforce event that happened in the Red Line
16 Extension footprint.

17 Yesterday, we hosted a preapprenticeship
18 workshop in the RPM footprint at Truman College.
19 This event connected interested individuals with
20 the resources they would need to pursue
21 apprenticeships in the building trades. I'll have
22 some pictures and more details for you in next
23 month's briefing.

24 We are also in the planning stage of our

1 quarter two event and we'll send the flyer to the
2 Board once that's advertised.

3 At the end of February, 119 unique DBEs
4 have been awarded over \$268 million between the
5 design and construction packages on RPM phase one,
6 and 54 of those firms are new to CTA.

7 On the workforce side, as of the end of
8 February, 2,112 unique individuals have worked
9 over 1.5 million labor hours and earned over \$94
10 million.

11 You may have seen some of these numbers
12 highlighted in a recent Chicago Sun-Times article
13 that spotlighted one of the DBEs in the project.
14 We're really thankful to the communications staff
15 that got that story out and the Sun-Times for
16 picking it up.

17 Now, I'd like to show you the next
18 installment of our monthly video series in which
19 we highlight the RPM project's ambitious workforce
20 and DBE inclusion programs.

21 In honor of Women's History Month, today,
22 we will hear from Christina Clausen, president and
23 CEO of Clausen Structures. We are delighted to
24 continue to share these stories on how CTA and RPM

1 have improved the lives of Chicagoans and their
2 families. Thank you.

3 MR. MOONEY: So that concludes our
4 construction report and we'll be happy to take any
5 questions.

6 CHAIRMAN BARCLAY: Any questions?

7 (No response.)

8 CHAIRMAN BARCLAY: Thank you very much.

9 Our final order of business is new
10 business. Georgette, is there any new business?

11 MS. GREENLEE: Chairman Barclay, there is
12 no new business.

13 CHAIRMAN BARCLAY: Since there is no
14 further business to come before the Board, may I
15 have a motion to adjourn the Chicago Transit Board
16 meeting of March 13th, 2024?

17 DIRECTOR MILLER: So moved.

18 DIRECTOR LEE: Second.

19 MS. GREENLEE: It's been moved by Director
20 Miller and seconded by Director Lee that the
21 meeting for today be adjourned. We'll take a roll
22 call vote.

23 Director Lee.

24 DIRECTOR LEE: Yes.

1 MS. GREENLEE: Director Miller.
2 DIRECTOR MILLER: Yes.
3 MS. GREENLEE: Chairman Barclay.
4 CHAIRMAN BARCLAY: Yes.
5 MS. GREENLEE: Director Ortiz.
6 DIRECTOR ORTIZ: Yes.
7 MS. GREENLEE: Director Jha.
8 DIRECTOR JHA: Yes.
9 MS. GREENLEE: Director Jakes.
10 DIRECTOR JAKES: Yes.
11 MS. GREENLEE: Chairman Barclay, the
12 motion passes.
13 CHAIRMAN BARCLAY: Meeting is adjourned.
14 (Off the record at 11:58 a.m.)
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CERTIFICATE OF SHORTHAND REPORTER

I, Courtney Petros, Registered Professional Reporter and Certified Shorthand Reporter, the officer before whom the foregoing proceeding was taken, do hereby certify that the foregoing transcript is a true and correct record of the testimony given; that said testimony was taken by me and thereafter reduced to typewriting under my direction; that reading and signing was not requested; and that I am neither counsel for, related to, nor employed by any of the parties to this case and have no interest, financial or otherwise, in its outcome.

IN WITNESS WHEREOF, I have hereunto signed this 15th day of March, 2024.



COURTNEY PETROS, RPR, CSR

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