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# Transcript of Finance, Audit & Budget Committee

**Date:** January 15, 2025

**Case:** Chicago Transit Authority Board Meeting, In Re:

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BEFORE THE CHICAGO TRANSIT AUTHORITY BOARD

COMMITTEE ON FINANCE, AUDIT AND BUDGET

Chicago, Illinois

Wednesday, January 15, 2025

9:33 a.m. CT

Job No.: 566098

Pages: 1 - 105

Reported By: Courtney Petros, RPR, CSR

Transcript of Finance, Audit & Budget Committee  
Conducted on January 15, 2025

1 Committee on Finance, Audit, and Budget

2 Meeting, held at:

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5 CHICAGO TRANSIT AUTHORITY

6 567 West Lake Street

7 Chicago, Illinois 60661

8 312.681.3137

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13 Before Courtney Petros, a Certified Shorthand

14 Reporter and Registered Professional Reporter in

15 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. BERNARD JAKES

MICHELE A. LEE

ROSA Y. ORTIZ

MICHAEL EADDY

ROBERTO REQUEJO

NEEMA JHA

ALSO PRESENT:

DORVAL J. CARTER, JR., PRESIDENT

KENT RAY, GENERAL COUNSEL

GEORGETTE GREENLEE, SECRETARY

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P R O C E E D I N G S

DIRECTOR JAKES: Good morning.

That was funky.

Good morning.

Happy new year to everyone. I would like to call to order the January 15, 2025, meeting of the Committee on Finance, Audit, and Budget.

Georgette, would you please call the roll.

MS. GREENLEE: Director Jha.

DIRECTOR JHA: Here.

MS. GREENLEE: Director Requejo.

DIRECTOR REQUEJO: Present.

MS. GREENLEE: Director Ortiz.

DIRECTOR ORTIZ: Here.

MS. GREENLEE: Chairman Barclay.

CHAIRMAN BARCLAY: Here.

MS. GREENLEE: Director Jakes.

DIRECTOR JAKES: Here.

MS. GREENLEE: Director Lee.

DIRECTOR LEE: Here.

DIRECTOR JAKES: We've been advised that Director Michael Eaddy is unable to attend the meeting in person. I would like to entertain a motion to permit him to participate in the meeting

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1 remotely.

2 DIRECTOR REQUEJO: So moved.

3 DIRECTOR JHA: Second.

4 MS. GREENLEE: It's been moved by Director  
5 Requejo, seconded by Director Jha that Director  
6 Michael Eaddy be allowed to attend the meeting  
7 remotely due to a work conflict and travel  
8 obligations.

9 We'll take a roll call vote.

10 Director Jha.

11 DIRECTOR JHA: Yes.

12 MS. GREENLEE: Director Requejo.

13 DIRECTOR REQUEJO: Yes.

14 MS. GREENLEE: Director Ortiz.

15 DIRECTOR ORTIZ: Yes.

16 MS. GREENLEE: Chairman Barclay.

17 CHAIRMAN BARCLAY: Yes.

18 MS. GREENLEE: Director Jakes.

19 DIRECTOR JAKES: Yes.

20 MS. GREENLEE: Director Lee.

21 DIRECTOR LEE: Yes.

22 MS. GREENLEE: The motion passes.

23 Director Eaddy, can you hear us?

24 DIRECTOR EADDY: Yes, I can. And good

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1 morning to each and everyone.

2 MS. GREENLEE: Good morning. Welcome.

3 DIRECTOR JAKES: Our next order of  
4 business is the approval of the Committee minutes  
5 of December 11th, 2024.

6 May I have a motion to approve?

7 DIRECTOR REQUEJO: So moved.

8 DIRECTOR EADDY: Second.

9 CHAIRMAN BARCLAY: It's been moved by  
10 Director Requejo, seconded by Director Eaddy that  
11 the Finance, Audit, and Budget Committee meeting  
12 minutes from December 11th, 2024, be approved as  
13 submitted.

14 We'll take a roll call vote.

15 Director Jha.

16 DIRECTOR JHA: Yes.

17 MS. GREENLEE: Director Requejo.

18 DIRECTOR REQUEJO: Yes.

19 MS. GREENLEE: Director Ortiz.

20 DIRECTOR ORTIZ: Yes.

21 MS. GREENLEE: Chairman Barclay.

22 CHAIRMAN BARCLAY: Yes.

23 MS. GREENLEE: Director Jakes.

24 DIRECTOR JAKES: Abstain.

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1 MS. GREENLEE: Director Lee.

2 DIRECTOR LEE: Yes.

3 MS. GREENLEE: Director Eaddy.

4 DIRECTOR EADDY: Yes.

5 MS. GREENLEE: The motion passes with six  
6 voting in favor of and one abstention being  
7 Director Jakes.

8 Director Jakes, you may move on to agenda  
9 item number 3.

10 DIRECTOR JAKES: Our next order of  
11 business is the finance report.

12 Tom McKone.

13 MR. MCKONE: Good morning, Directors. Tom  
14 McKone, chief financial officer. Let me share my  
15 screen here and then I'll begin my report.

16 Okay. I'm going to present for you this  
17 morning the results from November. So we'll start  
18 with system generated revenues.

19 On the revenue side, you'll see fare and  
20 pass totals there. Actual amounts coming in  
21 relatively equal to each other at \$14 million a  
22 piece. This is slightly higher than budget for  
23 the passes, which drives up total fare and passes  
24 for the month. A little bit under a million



1 dollars positive to budget there at 300,000.

2 On the nonfarebox side of things, you'll  
3 see reduced fare subsidy coming in slightly higher  
4 than budget. That's due to a slightly higher  
5 allocation in the state budget for their state  
6 fiscal year 2025. So that's reflected in these  
7 November results. The nonfarebox -- the rest of  
8 the nonfarebox revenue is slightly positive to  
9 budget. That's driven primarily by the investment  
10 income and higher interest rates that we're able  
11 to take advantage of for that return.

12 Overall, then revenue comes in 1.4 million  
13 positive to budget and .4 million positive to the  
14 prior year.

15 So if we put that onto the year-to-date  
16 numbers, again, through November here, you can see  
17 fares and passes 6 million positive to budget;  
18 21.5 million higher than where we were last year  
19 on fares and passes.

20 On the nonfarebox side, a similar story,  
21 ahead of budget and ahead of where we were last  
22 year on the nonfarebox side.

23 The system generated revenue in total,  
24 11.7 million positive to budget, which is a little

1 bit more than 26 million higher than where we were  
2 last year at this time.

3 On the expenses side, you're going to see  
4 some timing of some expenses that came through in  
5 November. On the labor side, we're slightly  
6 negative to budget. That's not entirely  
7 unanticipated because we did sign our contract  
8 with the trades and we issued some backpay  
9 associated with that. So that's reflected in that  
10 labor line here in November. You'll see that we  
11 made up for it for year-to-date on the next page.

12 Material, slightly negative to budget  
13 because we did a little bit more work on the  
14 vehicles in November. Fuel coming in positive.  
15 It's going to be positive for the year. We're  
16 seeing a better rate on fuel, so a lower price per  
17 gallon on the fuel side even as we increase usage  
18 as service goes up.

19 On the power side, savings there. A  
20 little bit lower usage on the power side. So a  
21 positive variance there.

22 Purchase of security services is on track  
23 with our forecast for the year, which is negative  
24 to budget in November and will be negative

1 year-to-date.

2 Other expenses balances that out.

3 Positive year-to-date on other expenses, primarily  
4 benefitting from reduced contractual services, and  
5 then, also, some benefits on the credits for our  
6 pension obligation bond.

7 So total operating expenses, 2.7 million  
8 positive to budget for the month.

9 Year-to-date, we roll everything up. 95.7  
10 million positive year-to-date against the budget  
11 on the expenses side. You'll see those negative  
12 variances then as offset here year-to-date on  
13 labor and material but maintained in security  
14 services. Again, on track with our forecast for  
15 the year.

16 Looking at the public funding side of  
17 things, you'll notice here a little bit of change  
18 in these monthly results as sales tax remains  
19 positive to budget. And then for the first time  
20 in a while, we see real estate transfer tax  
21 positive to budget as well.

22 So across the public funding side of  
23 things, we see positive results here for these  
24 monthly results on our public funding, which,

1 actually, for the year-to-date, brings us positive  
2 for year-to-date. So this had been negative for  
3 the past few months. The positive results here in  
4 November push us positive year-to-date on the  
5 public funding as well, which is a good result to  
6 see here as we're heading into the end of the  
7 year.

8           And on the Federal Relief side of things,  
9 what that means is we drew 37.9 million off of the  
10 various grant funds associated with our Federal  
11 Relief Funding leaving \$687 million remaining to  
12 fund our deficit in 2025 and then into the  
13 beginning months of 2026.

14           On the commodities side, we're in a good  
15 place here. We bought everything we need for  
16 2025. We've purchased a good chunk of the fuel  
17 that we're anticipating for 2026.

18           The RFP remains on the street for power.  
19 So you're not going to see that power number get  
20 locked in for a little while here as we wait for  
21 that. And then we'll look to see whether there's  
22 timing for advantageous purchases of fuel to lock  
23 in for next year as well.

24           That concludes my report. I'm available

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1 for any questions.

2 DIRECTOR JAKES: I don't have any  
3 questions, Tom.

4 MS. GREENLEE: We'll take questions from  
5 other members of the Board.

6 Director Jha.

7 DIRECTOR JHA: I have no questions.  
8 Thanks.

9 MS. GREENLEE: Director Requejo.

10 DIRECTOR REQUEJO: No questions.

11 MS. GREENLEE: Director Ortiz.

12 DIRECTOR ORTIZ: No. Thank you.

13 MS. GREENLEE: Chairman Barclay.

14 CHAIRMAN BARCLAY: No questions. Thank  
15 you.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: I have no questions. Thank  
18 you.

19 MS. GREENLEE: Director Eaddy.

20 DIRECTOR EADDY: Yes. I believe I  
21 understood and how I heard, were the 687 million  
22 the Federal Relief Funding that was drawn down  
23 already?

24 MR. MCKONE: Yeah. So we have -- in

1 November, we had 687 million remaining. We do  
2 have eligible expenses against that, so we took  
3 the opportunity to go ahead and draw down those  
4 remaining funds and put them in a CTA reserve  
5 account so that we can continue to use them to  
6 fill in that deficit gap.

7 So that's correct. You will see this  
8 slide change to reflect that next month, which  
9 will reflect the change as it impacted December  
10 and then the close of the year.

11 DIRECTOR EADDY: Yeah. I think that was  
12 quite prudent. Yeah. So beyond that, that's my  
13 only question.

14 MR. MCKONE: Thank you, Director.

15 MS. GREENLEE: Thank you.

16 Director Jakes, there are no further  
17 questions. You may proceed to agenda item  
18 number 4.

19 DIRECTOR JAKES: Agenda item number 4 is  
20 the review of an ordinance authorizing a  
21 copromotional advertising trade agreement with  
22 Bank of America for the 2025 Shamrock Shuffle,  
23 Chicago 13.1, and Chicago Marathon.

24 Tom.

1 MR. MCKONE: Great. Thank you. Once  
2 again, good morning. Tom McKone, chief financial  
3 officer.

4 Today, I present for your consideration an  
5 ordinance that permits CTA to enter into a  
6 copromotional trade agreement with Bank of America  
7 for three 2025 events sponsored by the Bank.  
8 These events include the Shamrock Shuffle, the  
9 Chicago 13.1 Half Marathon, the 2025 Chicago  
10 Marathon, and related events.

11 The copromotion has a trade value to Bank  
12 of America of \$81,920 and a trade value to CTA of  
13 \$126,550. Bank of America has also purchased  
14 \$81,920 in advertising on CTA.

15 Bank of America will provide CTA  
16 information in their participant guides, e-mail  
17 blasts to participants and on the event websites.  
18 This will include links to purchase fares in  
19 advance of each race through the Ventra website.  
20 It will also provide booth space to CTA at the  
21 marathon health and fitness expo and a space for  
22 the CTA community connections bus at the Shamrock  
23 Shuffle.

24 In exchange, CTA will provide unsold car

1 card space on our rail system. CTA has done a  
2 copromotional agreement around the Chicago  
3 Marathon for 24 years. This partnership will  
4 allow CTA to reach a substantial audience of  
5 runners and spectators around these events.

6 That concludes my remarks. I'm happy to  
7 answer any questions.

8 DIRECTOR JAKES: Are you running in the  
9 Shamrock Shuffle, Tom?

10 MR. MCKONE: TBD. TBD. I will keep you  
11 posted.

12 DIRECTOR JAKES: I have no questions.

13 MR. MCKONE: I will if you will.

14 DIRECTOR JAKES: Yeah. I guess we'll just  
15 wait.

16 MS. GREENLEE: Director Jha, any  
17 questions?

18 DIRECTOR JHA: No questions. Just a  
19 comment on -- I think last year when we -- what  
20 was that? That was me?

21 MS. GREENLEE: No. That's not you.

22 DIRECTOR JHA: I think there was a  
23 recommendation made around maybe partnering to  
24 provide a three-day pass for the runners to the



1 packet pick up --

2 MS. GREENLEE: I think there's Zoom  
3 feedback happening. That's what I think. That's  
4 not it? Do you need us to take a second, Veda?

5 THE TECHNICIAN: Okay.

6 DIRECTOR JHA: Did we make any progress  
7 around that and any discussion? Is there plans  
8 maybe for next year to include that?

9 MR. MCKONE: We're still talking to them  
10 about that. It's not a part of this particular  
11 agreement, but it is still something that we'd  
12 like to pursue with them.

13 DIRECTOR JHA: Thank you.

14 MS. GREENLEE: Director Requejo.

15 DIRECTOR REQUEJO: No questions.

16 MS. GREENLEE: Director Ortiz.

17 DIRECTOR ORTIZ: No questions.

18 MS. GREENLEE: Chairman Barclay.

19 CHAIRMAN BARCLAY: No questions.

20 MS. GREENLEE: Director Lee.

21 DIRECTOR LEE: No. Thank you. No  
22 questions.

23 MS. GREENLEE: Director Eaddy.

24 DIRECTOR EADDY: No questions.

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1 MS. GREENLEE: Director Jakes, there are  
2 no further questions.

3 DIRECTOR JAKES: May I now have leave to  
4 place this item on the omnibus for Board approval?

5 DIRECTOR REQUEJO: So moved.

6 DIRECTOR LEE: Second.

7 MS. GREENLEE: It's been moved by Director  
8 Requejo, seconded by Director Eaddy that the  
9 ordinance will be placed on the omnibus for Board  
10 approval.

11 We'll take a roll call vote.

12 Director Jha.

13 DIRECTOR JHA: Yes.

14 MS. GREENLEE: Director Requejo.

15 DIRECTOR REQUEJO: Yes.

16 MS. GREENLEE: Director Ortiz.

17 DIRECTOR ORTIZ: Yes.

18 MS. GREENLEE: Chairman Barclay.

19 CHAIRMAN BARCLAY: Yes.

20 MS. GREENLEE: Director Jakes.

21 DIRECTOR JAKES: Yes.

22 MS. GREENLEE: Director Lee.

23 DIRECTOR LEE: Yes.

24 MS. GREENLEE: Director Eaddy.

1 DIRECTOR EADDY: Yes.

2 MS. GREENLEE: The motion passes.

3 Director Jakes, you may now proceed to  
4 agenda item number 5.

5 DIRECTOR JAKES: Agenda item 5 is the  
6 review of an ordinance authorizing an  
7 intergovernmental agreement with the City of  
8 Chicago through its Office of the City Clerk for  
9 purchase and use of open standards fare system  
10 cards for municipal identification and fare  
11 payment.

12 Tom.

13 MR. MCKONE: Good morning.

14 Today, for your consideration, I present a  
15 proposal for renewal of an intergovernmental  
16 agreement between the City of Chicago Office of  
17 the City Clerk and the CTA. This IGA covers the  
18 purchase and use of Ventra cards for the City's  
19 municipal ID program known as City Key. The  
20 Ventra cards purchased are used by individuals as  
21 both a municipal ID and a fare payment on CTA's  
22 system.

23 The proposed IGA will be for a term of two  
24 years with two automatically renewed two-year

1 options commencing on the date the agreement is  
2 executed. Through this IGA, the City purchases  
3 Ventra cards to be distributed to individuals  
4 requesting a City Key ID.

5 The IGA provides that the City will  
6 reimburse the Authority for each Ventra card  
7 purchased at the passthrough cost charged by  
8 vendor, which is Cubik [sic]. The agreement may  
9 be cancelled by either party upon 90 days' written  
10 notice. Renewal of this IGA allows CTA to  
11 increase access to convenient public  
12 transportation for city residents as well as to  
13 increase ridership on the CTA.

14 I'm happy to answer any questions you  
15 might have.

16 DIRECTOR JAKES: Tom, is this -- with the  
17 City, is this capped at a number or is this  
18 whatever they use is what they pay for?

19 MR. MCKONE: Whatever they use is what  
20 they pay for. So we usually have bulk orders.  
21 The last order we got was for about 50,000.

22 DIRECTOR JAKES: Okay. Thank you.

23 MS. GREENLEE: Director Jha.

24 DIRECTOR JHA: No questions. Thanks.

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1 MS. GREENLEE: Director Requejo.

2 DIRECTOR REQUEJO: No questions.

3 MS. GREENLEE: Director Ortiz.

4 DIRECTOR ORTIZ: None.

5 MS. GREENLEE: Chairman Barclay.

6 CHAIRMAN BARCLAY: No questions.

7 MS. GREENLEE: Director Lee.

8 DIRECTOR LEE: No questions.

9 MS. GREENLEE: Director Eaddy.

10 DIRECTOR EADDY: No questions.

11 MS. GREENLEE: Director Jakes, there are  
12 no further questions.

13 DIRECTOR JAKES: May I now have leave to  
14 place this item on the omnibus for Board approval?

15 DIRECTOR REQUEJO: So moved.

16 DIRECTOR EADDY: Second.

17 MS. GREENLEE: It's been moved by Director  
18 Requejo, seconded by Director Eaddy that this  
19 ordinance will be placed on the omnibus for Board  
20 approval.

21 We'll take a roll call vote.

22 Director Jha.

23 DIRECTOR JHA: Yes.

24 MS. GREENLEE: Director Requejo.

1 DIRECTOR REQUEJO: Yes.

2 MS. GREENLEE: Director Ortiz.

3 DIRECTOR ORTIZ: Yes.

4 MS. GREENLEE: Chairman Barclay.

5 CHAIRMAN BARCLAY: Yes.

6 MS. GREENLEE: Director Jakes.

7 DIRECTOR JAKES: Yes.

8 MS. GREENLEE: Director Lee.

9 DIRECTOR LEE: Yes.

10 MS. GREENLEE: Director Eaddy.

11 DIRECTOR EADDY: Yes.

12 MS. GREENLEE: The motion passes.

13 Director Jakes, you may now proceed to  
14 agenda item number 6.

15 DIRECTOR JAKES: Agenda item 6 is the  
16 review of an ordinance authorizing an  
17 intergovernmental agreement with the Illinois  
18 Department of Children and Family Services for  
19 bulk purchases of Ventra tickets.

20 Tom.

21 MR. MCKONE: Great. Thank you.

22 This IGA covers the sale and distribution  
23 of Ventra single ride one-day, three-day, and  
24 seven-day limited use tickets to the Illinois

1 Department of Children and Family Services.

2 The proposed IGA will be for a term of  
3 five years commencing on the date of the  
4 agreement. Through this IGA, Illinois DCFS  
5 purchases Ventra tickets to be distributed to its  
6 clients to provide transportation to and from  
7 various programs and appointments.

8 The IGA provides that Illinois DCFS will  
9 reimburse the Authority for each Ventra ticket  
10 provided to them and the agreement can be  
11 cancelled by either party. Renewal of this IGA  
12 allows CTA to continue to provide cost-effective  
13 transportation and removes barriers for Illinois  
14 DCFS clients in getting to and from classes as  
15 well as extracurricular activities and  
16 appointments.

17 I'm happy to answer any questions you  
18 might have.

19 DIRECTOR JAKES: I have no questions, Tom.

20 MS. GREENLEE: Director Jha.

21 DIRECTOR JHA: No questions.

22 MS. GREENLEE: Director Requejo.

23 DIRECTOR REQUEJO: No questions.

24 MS. GREENLEE: Director Ortiz.

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1 DIRECTOR ORTIZ: None.

2 MS. GREENLEE: Chairman Barclay.

3 CHAIRMAN BARCLAY: No questions.

4 MS. GREENLEE: Director Lee.

5 DIRECTOR LEE: No questions.

6 MS. GREENLEE: Director Eaddy.

7 DIRECTOR EADDY: No questions.

8 MS. GREENLEE: Director Jakes, there are  
9 no further questions.

10 DIRECTOR JAKES: May I now have leave to  
11 place this item on the omnibus for Board approval?

12 DIRECTOR REQUEJO: So moved.

13 DIRECTOR EADDY: Second.

14 MS. GREENLEE: It's been moved by Director  
15 Requejo, seconded by Director Eaddy that this item  
16 will be placed on the omnibus for Board approval.

17 We'll take a roll call vote.

18 Director Jha.

19 DIRECTOR JHA: Yes.

20 MS. GREENLEE: Director Requejo.

21 DIRECTOR REQUEJO: Yes.

22 MS. GREENLEE: Director Ortiz.

23 DIRECTOR ORTIZ: Yes.

24 MS. GREENLEE: Chairman Barclay.



1 CHAIRMAN BARCLAY: Yes.

2 MS. GREENLEE: Director Jakes.

3 DIRECTOR JAKES: Yes.

4 MS. GREENLEE: Director Lee.

5 DIRECTOR LEE: Yes.

6 MS. GREENLEE: Director Eaddy.

7 DIRECTOR EADDY: Yes.

8 MS. GREENLEE: The motion passes.

9 Director Jakes, you now proceed to agenda  
10 item number 7.

11 DIRECTOR JAKES: Agenda item 7 is a review  
12 of an ordinance authorizing an intergovernmental  
13 agreement with the Cook County Assessor's Office  
14 to access geographic information system data.

15 Molly Poppe.

16 MS. POPPE: Good morning, Directors.

17 Molly Poppe, chief planning and innovation  
18 officer for the CTA.

19 Department of planning and innovation is  
20 seeking the Board's favorable approval of an  
21 intergovernmental agreement between the CTA and  
22 the Cook County Assessor's Office that enables  
23 access to geographic information system, or GIS,  
24 data, including access to assessment value,

1 property images, aerial photos, ownership  
2 information, and other data.

3 Access to this robust data source helps  
4 keep the CTA's data and GIS up to date and  
5 supports processes for creating and viewing maps  
6 and analyzing geographic data. There is no cost  
7 to the CTA to access this data from the County.

8 I'm happy to take any questions.

9 DIRECTOR JAKES: No questions, Molly.

10 Thank you.

11 MS. GREENLEE: Director Jha.

12 DIRECTOR JHA: No questions.

13 MS. GREENLEE: Director Requejo.

14 DIRECTOR REQUEJO: No questions.

15 MS. GREENLEE: Director Ortiz.

16 DIRECTOR ORTIZ: None.

17 MS. GREENLEE: Chairman Barclay.

18 CHAIRMAN BARCLAY: No questions.

19 MS. GREENLEE: Director Lee.

20 DIRECTOR LEE: No questions.

21 MS. GREENLEE: Director Eaddy.

22 DIRECTOR EADDY: No questions.

23 MS. GREENLEE: Director Jakes, there are  
24 no questions.

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1           DIRECTOR JAKES: May I now have leave to  
2 place this item on the omnibus for Board approval?

3           DIRECTOR REQUEJO: So moved.

4           DIRECTOR EADDY: Second.

5           MS. GREENLEE: It's been moved by Director  
6 Requejo, seconded by Director Eaddy that this item  
7 be placed on the omnibus for Board approval.

8           We'll take a roll call vote.

9           Director Jha.

10          DIRECTOR JHA: Yes.

11          MS. GREENLEE: Director Requejo.

12          DIRECTOR REQUEJO: Yes.

13          MS. GREENLEE: Director Ortiz.

14          DIRECTOR ORTIZ: Yes.

15          MS. GREENLEE: Chairman Barclay.

16          CHAIRMAN BARCLAY: Yes.

17          MS. GREENLEE: Director Jakes.

18          DIRECTOR JAKES: Yes.

19          MS. GREENLEE: Director Lee.

20          DIRECTOR LEE: Yes.

21          MS. GREENLEE: Director Eaddy.

22          DIRECTOR EADDY: Yes.

23          MS. GREENLEE: The motion passes.

24          Director Jakes, you may now proceed to

1 agenda item number 8.

2 DIRECTOR JAKES: Agenda item 8 is a review  
3 of an ordinance authorizing an intergovernmental  
4 agreement with the Regional Transportation  
5 Authority for access to an aerial photography  
6 subscription.

7 Molly.

8 MS. POPPE: Molly Poppe, chief planning  
9 and innovation officer.

10 The department and planning and innovation  
11 is seeking the Board's favorable approval of an  
12 intergovernmental agreement between the Regional  
13 Transit Authority, RTA, and CTA for access to  
14 Nearmap data. RTA contracted with Nearmap to  
15 provide high resolution aerial photography of the  
16 region.

17 The IGA would allow CTA to access this  
18 high resolution photography through 2028. The  
19 Nearmap images will be utilized in the CTA's ESRI  
20 application to support analysis of infrastructure,  
21 review change in environmental conditions, review  
22 proposed bus stops and bus stop changes, and many  
23 other uses.

24 There's no cost to the CTA to access this

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1 data from Nearmap.

2 Please let me know if you have any  
3 questions.

4 DIRECTOR JAKES: I have no questions,  
5 Molly. Thank you.

6 MS. GREENLEE: Director Jha.

7 DIRECTOR JHA: No questions.

8 MS. GREENLEE: Director Requejo.

9 DIRECTOR REQUEJO: No questions.

10 MS. GREENLEE: Director Ortiz.

11 DIRECTOR ORTIZ: No questions.

12 MS. GREENLEE: Chairman Barclay.

13 CHAIRMAN BARCLAY: No questions.

14 MS. GREENLEE: Director Jakes -- I mean,  
15 I'm sorry -- Director Lee.

16 DIRECTOR LEE: I love no cost things. No  
17 questions.

18 MS. GREENLEE: Director Eaddy.

19 DIRECTOR EADDY: No questions.

20 MS. GREENLEE: Director Jakes, there are  
21 no questions.

22 DIRECTOR JAKES: May I now have leave to  
23 place this item on the omnibus for Board approval?

24 DIRECTOR REQUEJO: So moved.

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1 DIRECTOR EADDY: Second.

2 MS. GREENLEE: It's been moved by Director  
3 Requejo, seconded by Director Eaddy that this item  
4 be placed on the omnibus for Board approval.

5 We'll take a roll call vote.

6 Director Jha.

7 DIRECTOR JHA: Yes.

8 MS. GREENLEE: Director Requejo.

9 DIRECTOR REQUEJO: Yes.

10 MS. GREENLEE: Director Ortiz.

11 DIRECTOR ORTIZ: Yes.

12 MS. GREENLEE: Chairman Barclay.

13 CHAIRMAN BARCLAY: Yes.

14 MS. GREENLEE: Director Jakes.

15 DIRECTOR JAKES: Yes.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: Yes.

18 MS. GREENLEE: Director Eaddy.

19 DIRECTOR EADDY: Yes.

20 MS. GREENLEE: The motion passes.

21 Director Jakes, you may now proceed to  
22 agenda item number 9.

23 DIRECTOR JAKES: Agenda item 9 is the  
24 review of an ordinance authorizing an

1 intergovernmental agreement with the General  
2 Services Administration through its technology  
3 transformation services for consulting services  
4 from Office of 18F.

5 Molly.

6 MS. POPPE: Molly Poppe, chief planning  
7 and innovation officer. And I'm joined by Cara  
8 Bader, the vice president of strategy and  
9 innovation.

10 CTA is seeking favorable approval of an  
11 intergovernmental agreement for consulting  
12 services from 18F, a division of the Federal  
13 General Services Administration or GSA.

14 This IGA will support the identification  
15 and development of a unified process for  
16 receiving, managing, tracking, and ensuring timely  
17 response to customer feedback.

18 The CTA has heard from our riders and this  
19 Board about the need to improve transparency  
20 around our service, ensure accountability for  
21 addressing customer complaints, and investing in  
22 enhancing and modernizing the rider experience.  
23 We believe this IGA is a critical down payment  
24 toward addressing that feedback.

1           18F is a digital consulting agency within  
2 the GSA that has worked with over 40 federal,  
3 state, and local government entities to redefine  
4 processes, build technology tools, buy new  
5 technology tools, and design public services. The  
6 project team will include a mix of project  
7 managers, designers, and project-specific  
8 technical experts.

9           18F provides a unique opportunity to  
10 utilize experienced professionals with the key  
11 understanding of the unique challenges within  
12 large legacy government organizations and has a  
13 proven track record of delivering business process  
14 transformation and technology implementation  
15 within major government entities.

16           The 18-month engagement will include a  
17 development of a roadmap for evolving our current  
18 customer service processes from a one-way  
19 communication channel that relies on laborious and  
20 duplicative internal processes that are often  
21 disconnected to an ideal final state of an  
22 organized customer feedback process that ensures  
23 everything is tracked, measured, and organized to  
24 support better decision making and ensure



1 customers are heard.

2 18F will begin by engaging with our  
3 customers and employees to understand their needs  
4 and expectations. We know it's important to many  
5 board members that this process and the final  
6 outcome is fully informed by our riders and we are  
7 committing to ensuring the rider and our frontline  
8 employees are engaged throughout the process.

9 From there, 18F will review our current  
10 technology capabilities and current tools. 18F  
11 will consider a suite of potential options based  
12 on our core goals, including leveraging current  
13 systems and technology or looking at custom builds  
14 or off-the-shelf solutions.

15 As part of this consideration, 18F will  
16 define a technology stack that will integrate with  
17 our IT infrastructure as well as look to define  
18 any necessary changes to our existing  
19 infrastructure -- IT infrastructure to ensure  
20 effective integration.

21 18F will be our partner throughout the  
22 procurement process. And, lastly, they will  
23 assist with the implementation of these technology  
24 tools and support management and frontline

1 employees in the successful deployment and  
2 adoption across CTA.

3 The 18-month engagement is not to exceed  
4 \$1.69 million.

5 Thank you for your consideration and I  
6 look forward to taking any questions.

7 DIRECTOR JAKES: Thank you for that,  
8 Molly. I have a few questions.

9 One, who would we know as using 18F? And  
10 that's question one.

11 How successful have they been? That's  
12 question two.

13 Question three --

14 UNIDENTIFIED SPEAKER: Can't hear you.

15 DIRECTOR JAKES: You can't hear me?

16 SPEAKER: No.

17 DIRECTOR JAKES: Okay. Question one -- I  
18 don't remember question one.

19 MS. POPPE: Who they worked with, have  
20 they been successful. I started writing it down  
21 because I recognized this was a three-part  
22 questions and I got question.

23 DIRECTOR JAKES: Who have they worked  
24 with?

1 Second question was --

2 MS. POPPE: How successful.

3 DIRECTOR JAKES: Yes. How successful are  
4 they?

5 The third question is in this -- if it's  
6 not working within six months, you know, is there  
7 a termination clause in there for us?

8 And then, fourth, do we have anyone  
9 currently with CTA? How have we been doing this  
10 prior to this being offered as a possible -- you  
11 know, if it's approved -- alternative to what  
12 we've been using?

13 MS. POPPE: Okay. I'm going to work  
14 backwards. I'm going to do question four and then  
15 I'm going to have Cara do one through three, if  
16 that's okay.

17 DIRECTOR JAKES: That works.

18 MS. POPPE: So how we handle customer  
19 service today, we have a few customer service  
20 channels. You can call basically between business  
21 hours Monday through Friday, you can submit an  
22 e-mail, or you can submit a chatbot -- a chat  
23 through CTA.

24 And what happens today is when you call

1 customer service, we have a really great customer  
2 service team that has to go through multiple  
3 processes just to make sure that people are  
4 getting the information on the front lines.

5 So if someone calls, it's logged into the  
6 City's 311 system so we get a tracking number.  
7 That's our only access to the City's 311 system.  
8 We get a tracking number. We can't use the City's  
9 311 system to then assign it to, hey, Molly, you  
10 need to go do this work because it's a planning  
11 issue.

12 So then what happens is our customer  
13 service team sends an e-mail to the department who  
14 is responsible for handling the customer complaint  
15 and then, from there, the departments all have  
16 disparate processes that they use. Some of them  
17 Sharepoint to follow, some of them use Excel, some  
18 of them use just sort of e-mail, sometimes it gets  
19 logged in out IN-CORE System or our MIMS system  
20 or, you know, we have a service now system with  
21 Cubik with the Ventra system. As you can see, it  
22 gets logged everywhere.

23 And then at some point, there is a  
24 response back from the departments. And there may

1 not always be a response back to customer service.  
2 So then the question becomes -- there's probably  
3 not always a response back to the customer.  
4 Again, our customer service team does a really  
5 good job of trying to ensure that there's always a  
6 response back to the customer, but when you have  
7 this disparate process to say, hey, I sent an  
8 e-mail and then you're basically tracking people  
9 down over e-mail asking them did you address this  
10 pass up or did you address this broken window, it  
11 can create challenges.

12 And, conversely, it creates challenges on  
13 the field side as well because they're having to  
14 do duplicative entry. They're having to make sure  
15 that they have staff available that's then  
16 entering it and tracking it where if there was a  
17 unified process and tool, that could then be  
18 handled in a way where the customer service team  
19 looks at it, it's entered, and, in certain ways,  
20 it can even be automated. That's something that  
21 we worked on with the chatbot that we would like  
22 to broaden out.

23 There is an automation process where if we  
24 know it's a complaint about cleaning, we already

1 know that it gets assigned to the cleaning team  
2 and the facilities team and they start taking  
3 action. And that's what we'd like to get to.

4 So what we have today, I think, is,  
5 frankly, the diligent work of the team internally  
6 to manage it, but it does create that duplicative  
7 process and, frankly, it also does limit our  
8 ability to get customer feedback. When you're not  
9 receiving responses as a customer or it's not  
10 convenient to submit feedback, you don't take the  
11 time.

12 And so as we look at how the innovation  
13 team and how we think about our role, we see our  
14 role as helping the teams that have been, you  
15 know, working together and putting things together  
16 with bubble gum and bailing wire because we know  
17 we're not a billion dollar major corporation that  
18 has all this funding to do all these fun things.  
19 We really have to prioritize.

20 And so we see our role as the innovation  
21 team as supporting those departments, supporting  
22 customer service, technology, the field team, and  
23 these types of products.

24 And, frankly, 18F is a force multiplied

1 across. They have the experience, they have the  
2 staff resources, they have done these complicated  
3 business transformations in other entities.  
4 They've done it with the State of Alaska. And  
5 I'll have Cara talk a little bit about some of the  
6 things that they've done.

7 But they've done this before so we're  
8 really using them as they know how to do hard  
9 process transformation. They understand how to  
10 implement technology tools. And they will partner  
11 with the SMEs here, subject matter experts, here  
12 at CTA, then, to have that important, you know,  
13 knowledge base and how to actually make it work  
14 with CTA.

15 Sorry. Did I answer your question,  
16 Director Jakes?

17 DIRECTOR JAKES: You did.

18 MS. POPPE: Okay.

19 MS. BADER: Okay. So covering who they  
20 work with, do we know that they've been  
21 successful, and what happens if they're doing a  
22 bad job.

23 So we know that they've worked with  
24 multiple clients at the federal level, including

1 the Department of Justice and the IRS. They've  
2 worked with multiple state entities, including the  
3 Alaska Department of Health and Human Services.  
4 And I'll talk about that project as well as a few  
5 local government entities, including the Denver  
6 Department of Transportation on a public way  
7 management process.

8 Thinking through the Alaska example, they  
9 helped the State of Alaska unify their digital  
10 systems to qualify individuals for public health  
11 benefits. Many of those systems are often very  
12 fragmented leveraging legacy tools that have been  
13 determined by Federal HHS regulations.

14 There are often bespoke vendors that,  
15 basically, give themselves a niche where you have  
16 to use that tool for year in, year out. And then  
17 the way that we changed in terms of what we  
18 understand barriers individuals face to enrollment  
19 in public benefits are not often considered when  
20 you're using those legacy systems.

21 So they partnered with the State of Alaska  
22 DHS to figure out how can we modernize this  
23 process and get to a better outcome for our  
24 residents in health care.



1           And the staff testimonials that we read  
2           from their leadership, I think, spoke to what  
3           Molly spoke to, why we want to partner with them.  
4           They really brought a fresh eye to the process,  
5           mirroring what is the outcome we want to see for  
6           our residents or our customers with the fragmented  
7           technology landscape that we have as a public  
8           sector entity and then helping to navigate paths  
9           forward, recognizing that pure private sector  
10          consultancies often bias towards either one new  
11          system that will fully wreck everything and move  
12          on, which can be really hard for transformation in  
13          the public sector, or continuing to Band-Aid a  
14          system with custom work that's just really not  
15          achieving what you need to do.

16          On the Federal side, the IRS projects  
17          around tax filing and understanding of those  
18          tools, I think, have been well received by the  
19          public. And the Department of Justice project was  
20          about streamlining the back end process for  
21          responding to EEO complaints.

22          I think Director Lee, actually, in one of  
23          the discussions mentioned that that process still  
24          isn't perfect. And I think it's a great example

1 that we're not assuming that the technology tool  
2 will solve every problem that we have with  
3 processes, accountability, making sure that people  
4 follow through, but the tool will help give us  
5 transparency into that and an even playing field  
6 to understand how follow-up is occurring, how we  
7 can set even standards to improve areas that are  
8 lagging, and create greater two-way transparency  
9 for our riders.

10 This is the first project that they've  
11 done with a transit agency specifically and we  
12 think that that's relatively innovative. But like  
13 I said, they've worked with the Denver Department  
14 of Transportation on the local level.

15 They're also currently in conversations  
16 with the State of Illinois about certain  
17 engagements. I don't think I'll share more  
18 because those haven't been executed and, you know,  
19 things fall apart all the time. But we know that  
20 within this space, they've also considered and  
21 talked to people at the local level and they have  
22 locally based staff.

23 So I think other indicators of their  
24 success, they do have bipartisan support as a

1 member of a federal agency. They were initiated  
2 in the Obama administration, but they've survived  
3 subsequent administrations. And I think it is  
4 that combination of being a fee-for-service model,  
5 right? You bring expertise to the table and we  
6 are paying for that expertise. I think that's  
7 important. But that sustains them as a part of  
8 the Federal Government.

9 Now, you know, best intentions, best  
10 plans, things happen. It's a milestone-based  
11 scope. So if we get into this and we figure out  
12 this just really isn't working, either we weren't  
13 ready for it or, you know, their description was  
14 all smoke and mirrors, we can end at different  
15 phases of the project and walk away. And,  
16 frankly, I think the fact that this is with a  
17 government entity makes that a lot easier than  
18 maybe if it were a purely private partner and we  
19 might have to deal with things like termination  
20 for investments that they made, other plans, etc.

21 And Molly mentioned, you know, all options  
22 are on the table. So if it is determined that the  
23 best course of action is not a procurement, we  
24 have phased things in here like post procurement

1 support, training implementation. We, obviously,  
2 wouldn't engage those components of the scope and  
3 then we wouldn't incur those costs.

4 Okay. I think I addressed your questions,  
5 but let me know if not. I haven't had all my  
6 coffee this morning, so glad we took the notes.

7 DIRECTOR JAKES: That's fine.

8 Was 18F the only company that you sought  
9 or was this competitive bidding?

10 MS. BADER: This wasn't competitively bid  
11 for this IGA. 18F was the only type of  
12 organization that does this combination of sort of  
13 public/private engagement.

14 I mean, maybe you can -- Molly, you can  
15 talk about the other alternatives we did consider,  
16 though.

17 MS. POPPE: Yeah. So we did consider some  
18 private alternatives and we did have -- did look  
19 at what other entities have done. We've looked at  
20 what the City has done, what others have done  
21 around this.

22 And we found that some of the private  
23 entities, as Cara mentioned, you know, they often  
24 say, okay, we are X shop. So as a private

1 consulting firm, we work with X technology. And  
2 so when they come in and do consulting services,  
3 they can often lead you towards one type of  
4 technology because that's what they're familiar  
5 with from a consulting side.

6 And so we really liked this approach that  
7 18F was independent. They didn't have a  
8 technology product that they liked. And they also  
9 have, then, that real understanding of how  
10 governments operate.

11 MS. BADER: I think the only thing I would  
12 add is we did talk to them about their price  
13 proposal and the scope. And they indicated that  
14 they regularly audit their pricing for their team  
15 and engagements compared to the private market and  
16 they feel that they are relatively in line with  
17 what a purely private consultancy would offer.  
18 They did recently, actually, adjust their pricing  
19 down.

20 And so I think there's honesty and  
21 transparency there that this isn't a free project.  
22 And we know that. But they also have their own  
23 controls internally to make sure that the  
24 expertise that they bring to the table and what

1 they're charging for it is both fair but valuing  
2 and the work and skill set that they offer.

3 DIRECTOR JAKES: Has there been  
4 conversation with the Citizens Advisory Board?

5 MS. POPPE: Not yet. That is something  
6 that as we bring on board 18F, the Citizens  
7 Advisory Board would be one of the key groups that  
8 we would engage with.

9 We did have a meeting with the ADA  
10 Advisory Board on Monday. And we did hear from  
11 the ADA Advisory Board asking a lot of questions  
12 about the chatbot and asking questions about  
13 follow up. So the ADA Advisory Board has given us  
14 feedback. We've heard similar feedback from the  
15 the Citizens Advisory Board in the past. So those  
16 two boards specifically as well as other riders  
17 and other stakeholders will be engaged.

18 DIRECTOR JAKES: And this is my last  
19 question. Because we're talking about 1. --

20 MS. POPPE: 69.

21 DIRECTOR JAKES: -- 69 million. And I  
22 don't know if, Tom, you may want to address this.

23 What bucket is this money coming out of?  
24 And I ask that question because, on one hand, yes,

1 we definitely want to make sure that we are  
2 maximizing every opportunity to be customer  
3 service friendly and respond to our riders in a  
4 timely fashion along with other things. On the  
5 other hand, for the past year or so, myself, along  
6 with my colleagues and our president, are  
7 concerned about the fiscal cliff.

8 So where is this money coming from?

9 MR. MCKONE: Yeah. Thanks, Director  
10 Jakes. Obviously, we're keeping a close eye on  
11 all of our expenditures. And you see the top  
12 level lines, but those, obviously, go down many  
13 different sublevels.

14 This falls under that other expenses  
15 bucket under those contractual services line, the  
16 one that's been positive sort of the at the bottom  
17 of the expenses line that you -- you've looked at  
18 the budget.

19 This is in the budget for next year. So  
20 in that other expenses line, I think we have 190  
21 million for contractual services -- actually, it's  
22 193 because we transferred some in there. So 193  
23 million in that approved bucket for next year  
24 under other expenses.

1           DIRECTOR JAKES: Okay. All right. Thank  
2 you. I'm done.

3           MS. POPPE: Thank you, Director Jakes.

4           MS. GREENLEE: We'll take questions from  
5 other members of the Board.

6           Director Jha.

7           DIRECTOR JHA: I don't have additional  
8 questions because I know we have been through  
9 very, very detailed conversations. I do have my  
10 concerns around the duration of this project and  
11 what it delivers at the end of it as an outcome  
12 for the money that we're spending. And I don't  
13 think I've heard anything specific around  
14 addressing those. So I'm going to leave that out.

15           But I still maintain that 18 months is a  
16 long time. I think what we need for customer  
17 journey is something quick and not something  
18 that's going to take us 2 to 18 months to just  
19 understand whether -- what tools we're going to  
20 use or what procurement process we're going to go  
21 through.

22           So I don't have any additional questions  
23 because, Molly, thank you, you guys have been very  
24 patient with my questions, but my concerns are



1 still unaddressed.

2 And I'm just going to leave it at that.

3 Thank you.

4 MS. POPPE: Yeah. One clarifying point.

5 The 18 month does include the procurement process

6 as well, so it does include a portion of the

7 procurement process as well. So --

8 DIRECTOR JHA: I understand that. But

9 there's -- at the end of the 18 months, there's no

10 significant outcome we have delivered besides

11 understanding what the interviews provide us and

12 whether we're consolidating or using the

13 technology. And that's just not aligned with my

14 understanding, so -- thank you.

15 MS. GREENLEE: Director Requejo.

16 DIRECTOR REQUEJO: Yes. So, first of all,

17 I want to show my appreciation to the team for

18 taking this issue seriously because our customer

19 relations service leaves a lot to be desired.

20 UNIDENTIFIED SPEAKER: Can't hear you.

21 DIRECTOR REQUEJO: And a big problem with

22 that is eroding the trust of our riders, so taking

23 this seriously is really important report.

24 I'm going to try to transform Director

1 Jha's comment to a question, which is I know how  
2 long these processes take and how complex our  
3 agency is. I assume there's 18 months of the  
4 contract that is then the procurement that you  
5 mentioned, there is implementation.

6 So getting to the final destination of  
7 some of these priorities is going to take years,  
8 right?

9 MS. POPPE: Yeah.

10 DIRECTOR REQUEJO: So I guess my question  
11 is, in the meantime, what do we have cooking?  
12 What are some of the things that our riders can  
13 feel excited about that will help us  
14 incrementally, perhaps, improve some of these  
15 issues and especially the one that is about people  
16 feeling heard when they have a problem, whether  
17 it's a small problem around cleanliness or  
18 discomfort or a big problem around security or,  
19 you know, transit doesn't show up sometimes. All  
20 those things?

21 So what can we offer, I guess, during the  
22 journey of this contract to keep people engaged  
23 and show a message that we do hear you and we are  
24 working on it?

1 MS. POPPE: Yeah. And so something that  
2 the Board approved last year and that we're going  
3 to look to continue to build on is that chatbot.  
4 So we have the chatbot today. The chatbot is  
5 still is a -- always very frank, it is a one-way  
6 communication channel. It's not that two-way  
7 communication channel that -- the ideal state that  
8 I know the Agency wants, the riders want, and the  
9 Board wants.

10 And so as we move forward this year, we  
11 also are looking to continue to build out at  
12 chatbot, how do we add more features to the  
13 chatbot so more communications instances, how do  
14 we also look to ensure that we are starting to  
15 build those processes internally to respond to  
16 those chatbot.

17 We do have responses today that occur, I  
18 would say, when staff is available on an ad hoc  
19 basis. So if there is smoking reported through  
20 the chatbot, we do have processes where the  
21 operator will make an announcements and say, hey,  
22 stop smoking on the train. And that has gotten  
23 really positive feedback from the riders when they  
24 hear it, but they're not hearing it all the time.

1           And so that's really what we're trying to  
2 work up to is how do we continue to focus on when  
3 we get customer complaints and doing those  
4 responses. I think smoking is a key focus that  
5 addresses cleanliness. It really is that  
6 intersection of cleanliness, security, and  
7 customer comfort.

8           So that's one key piece that we're going  
9 after is continuing to invest in the chatbot. I  
10 think what you all saw from the chatbot from when  
11 you authorized it to when we launched it -- I  
12 think it was five months, six months, how long was  
13 it?

14           I think that's about right. About five to  
15 six months. And that was limited in scope, it's  
16 not as big as this particular project that we're  
17 talking about, but we've shown that we can be  
18 agile and quick.

19           And so that's what we're going to continue  
20 to do. We're going to continue to look at that  
21 chatbot, continue to look at ways that we can  
22 involve customer communication through there, as  
23 we -- through, you know, the tools and tactics we  
24 have today, as we look at that, what is that

1 holistic strategy.

2 Is there anything I missed?

3 MS. BADER: I think one thing I would add  
4 is that this project in and of itself is a great  
5 example of how we can bring our riders along into  
6 the development of a tool and strategy that has  
7 been for the riders.

8 And so the budget that exists within the  
9 scope for rider engagement, that's compensated  
10 time, right, to understand what are the problems  
11 that you have right now, what would you like to  
12 see out of a communication tool that enhances your  
13 experience, and have those touch points with the  
14 riders at a regular cadence as we move on to then  
15 what's the intervention and solution.

16 You know, one thing we often hear is we're  
17 telling you all this information, what are you  
18 doing with it? What's the next step? This is a  
19 great example of they can be brought along in the  
20 next step and understand that if the outcome is  
21 the development of a new tool, that a certain set  
22 of riders and how we invite those riders to be in  
23 the process, they got to see that happening and  
24 they got to see their voice being involved in the

1 way that we then made a decision on implementing  
2 something new.

3 And I think that's something that the  
4 Board has said and we have heard riders want to  
5 see more, not only telling us stuff, but then  
6 being involved in the process of how we make a  
7 decision and take that feedback.

8 DIRECTOR REQUEJO: Thanks. And so I'm  
9 understanding, the rider should expect more and  
10 better chatbot in this incoming year and fixing  
11 some of the glitches, etc.

12 Last time we met, we approved -- or the  
13 time before, I think, we approved an allocation of  
14 \$3.3 million for pilot safety solutions. A lot of  
15 our customer issues/concerns are around security.

16 Could it be possible to use some of those  
17 dollars to test, implement solutions to address,  
18 you know, the issue that we have a, you know,  
19 three-year, probably, trajectory with this big  
20 contract? In the meantime, can we use some of  
21 that pilot dollar to address some of these  
22 customer relations issues?

23 MS. POPPE: Yeah. So, you know, I know  
24 that there's ongoing discussions about the use of

1 the 3.3 million. I know there's work to bring on  
2 a consultant to address the community engagement  
3 and look at this problem holistically.

4 So what I would say as, you know, as the  
5 Board and the riders continue to talk to us, we  
6 are open to supporting what is coming out of those  
7 conversations and what is coming out of what the  
8 riders are saying.

9 So, you know, I will never say, no, we  
10 don't want to do another project. I think my team  
11 knows that. I'm like, yes, let's find something  
12 new. Let's keep pushing.

13 So, yes, I would say the 3.3 million, if  
14 there is something that's identified from the  
15 riders that, you know, innovation and planning can  
16 support, we're 100 percent at the table and think  
17 -- part of the security strategy, I know, is about  
18 how do we take customer feedback and address that  
19 in a timely manner.

20 PRESIDENT CARTER: Director, let me just  
21 put up a final point on that.

22 MS. GREENLEE: President Carter, is --  
23 Veda, his microphone does not sound like it's on  
24 to me.

1           PRESIDENT CARTER: So let me put a finer  
2 point on that. The short answer is yes. 3.3  
3 million is available for us to pursue many  
4 initiatives that we think would be supportive of  
5 our conversation, including short term. And I  
6 think we've certainly heard the Board wanting us  
7 to do things sooner rather than later in that  
8 regard.

9           I know that there is going to be some  
10 interaction with the consultant we brought in to  
11 make sure we're getting the right input both from  
12 the Board but also from our stakeholders and the  
13 public. But all that will feed in to action items  
14 that we will take. And we'll continue to keep the  
15 Board informed of the progress of that throughout  
16 the year.

17           DIRECTOR REQUEJO: Great to hear.

18           And just, finally, just a commendation.  
19 Because I don't know if it came through the fact  
20 that maybe for the first time or one of the first  
21 times that we are going to compensate riders and  
22 community groups that inform the process for their  
23 time and their expertise. This is something that  
24 is not easy to do with, you know, public money.



1 And I wanted to show my appreciation taking that  
2 recommendation from the transit advocacy work  
3 that's been trying to make this happen for a  
4 while.

5 And just, finally, a reminder that it is  
6 great we engage community and riders, but it's  
7 also more important not just to engage, inform,  
8 consult, but to integrate them into the decision  
9 making and the governance of the project. So I  
10 know you're taking that seriously, too. I would  
11 love to see how -- more formally how will those  
12 voices be not only informing and consulting, but,  
13 also, deciding, too, testing things, and making  
14 sure that what comes out is fully embraced, then,  
15 by our riders.

16 Thank you both for that.

17 MS. GREENLEE: Director Ortiz.

18 DIRECTOR ORTIZ: Yes. Thank you. I'd  
19 also like to share sort of these feelings of  
20 conflict, right? As a planner, I very much know  
21 that things take time and you need to assess and  
22 you need to understand, but it is hard to think  
23 about this entire process leading up to here's  
24 what you should do as a, you know, deliverable.

1           So that's where I have a real challenge to  
2           kind of support this. I value your willingness to  
3           tackle this. This is, you know, no small task,  
4           for sure. This is something that's been desired  
5           for a long time.

6           And so I recognize that that is -- that it  
7           takes a lot of courage and it's a heavyweight to  
8           carry on. It just continues to be a bit of a  
9           conflict with sort of the time frame and the  
10          deliverables. And in terms of the actual  
11          implementation of this work, that is a bit of a  
12          challenge to try to figure out what is the right  
13          step, especially with the timing that we're at  
14          right now.

15          So I just wanted to share both. Thank you  
16          for your commitment to making big changes. I  
17          think they are, obviously, necessary and  
18          important. It still feels a little off in some  
19          ways. But thank you as well for all of your work  
20          on this.

21          MS. GREENLEE: Chairman Barclay.

22          CHAIRMAN BARCLAY: As well, I want to  
23          thank you for going back and fine-tuning this. I  
24          think you put a lot of work and effort into this.

1 And I know that it takes time. Customer  
2 communication is key to our service. And ensuring  
3 that we are responding to our customers in a  
4 timely manner is very important. I see this as a  
5 step-by-step process leading to that.

6 And so I know this is a challenge. But,  
7 you know, I do support it with the understanding  
8 that we're going to get there, it's a step-by-step  
9 process.

10 For me, my major concern is when someone  
11 makes a complaint, let's say somebody is smoking  
12 on the train next to them, you know, it's one  
13 thing to, you know, report that, but, ultimately  
14 -- and for us to respond immediately. But,  
15 ultimately, they want the cigarette out. They  
16 want that person to not smoke on the train.

17 And, to me, that's where I need to get to.  
18 And that's where this needs to lead to. So it's  
19 not just somebody making a complaint, us  
20 responding, but, ultimately, what's the solution  
21 to, basically, getting what needs to be done taken  
22 care of?

23 But I do understand that this is a stage  
24 process and I do support it.

1 MS. POPPE: Thank you, Chairman.

2 MS. GREENLEE: Director Lee.

3 DIRECTOR LEE: All right. Well, glad that  
4 we are moving forward with this. I'm also very  
5 supportive, echoing everyone else's comments. But  
6 I agree that the timeline could be, if possible,  
7 tightened.

8 But, also, would urge us, as an Authority,  
9 don't let the other departments, as we're waiting  
10 for these 18 months, to not push them. Thank you  
11 for recognizing this systems are disparate.  
12 Everyone's using different tools. We have to  
13 continue to keep pushing even during this time  
14 that we're looking for new tools. We've got to  
15 tighten stuff up. Because to everyone else's  
16 point, this is not okay that we're not being as  
17 responsive as I can be. And I myself as I rider  
18 feel this sometimes.

19 So just challenge that you all -- you  
20 know, we keep pushing even though we're moving  
21 forward with the projects. Thank you.

22 MS. POPPE: Absolutely. Thank you.

23 MS. GREENLEE: Director Eaddy.

24 DIRECTOR EADDY: Yes. Well, I would just

1 have to say, certainly, the inquiries that have  
2 already been made represent, I believe, the  
3 sentiments of each of us. And we just commend the  
4 efforts that have gone into getting feedback. I  
5 find it important that we are servicing the  
6 customers and meeting their expectations.

7 So beyond that, I think I would have  
8 nothing additional to add.

9 MS. POPPE: Thank you, Director.

10 CHAIRMAN BARCLAY: Director Jakes, there  
11 are no further questions.

12 DIRECTOR JAKES: May I now have leave to  
13 place this item on the omnibus for Board approval?

14 DIRECTOR REQUEJO: So moved.

15 DIRECTOR EADDY: Second.

16 MS. GREENLEE: It's been moved by Director  
17 Requejo, seconded by Director Eaddy that this item  
18 be placed on the omnibus for Board approval.

19 We'll take a roll call vote.

20 Director Eaddy.

21 DIRECTOR EADDY: Yes.

22 MS. GREENLEE: Director Lee.

23 DIRECTOR LEE: Yes.

24 MS. GREENLEE: Director Jakes.

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1 DIRECTOR JAKES: Yes.

2 MS. GREENLEE: Chairman Barclay.

3 CHAIRMAN BARCLAY: Yes.

4 MS. GREENLEE: Director Ortiz.

5 DIRECTOR ORTIZ: May I abstain?

6 MS. GREENLEE: Parliamentarian?

7 MR. RAY: Yes.

8 MS. GREENLEE: Yes.

9 DIRECTOR ORTIZ: Thank you.

10 MS. GREENLEE: Director Requejo.

11 DIRECTOR REQUEJO: Yes.

12 MS. GREENLEE: Director Jha.

13 DIRECTOR JHA: No.

14 MS. GREENLEE: Director Jakes, the vote  
15 passes with five yes votes, one abstention, and  
16 one no vote noted for the record.

17 DIRECTOR JAKES: Thank you, Molly.

18 MS. POPPE: Thank you.

19 DIRECTOR JAKES: Agenda item number 10 is  
20 the review of an ordinance authorizing the renewal  
21 of an intergovernmental agreement with the Village  
22 of Oak Park through its department of police for  
23 police security.

24 Kevin Ryan.

1           MR. RYAN: Good morning, Mr. Chairman and  
2 Board members. My name is Kevin Ryan. Vice  
3 president of security.

4           I'm coming to the Board to present an  
5 ordinance for the renewal of an intergovernmental  
6 agreement with the Village of Oak Park for its  
7 department of police for police security.

8           CTA wishes to renew this intergovernmental  
9 agreement with the Village of Oak Park to provide  
10 police security services on CTA property within  
11 its jurisdiction. The new IGA is for a term of  
12 three years and a total of \$968,916.

13           The security services under this IGA will  
14 be provided by off-duty sworn police officers who  
15 sign up to police the CTA system on their days  
16 off. Services will be done at one flat rate  
17 negotiated by Oak Park with their police officers.

18           Happy to answer any questions.

19           DIRECTOR JAKES: Kevin, so if the Village  
20 of Oak Park -- if something happens, because it's  
21 our agency, Oak Park Police will have the  
22 authority to arrest and then do they turn them  
23 over to Chicago? How does that work?

24           MR. RYAN: It would be processed as a

1 normal arrest or incident occurring within their  
2 jurisdiction. So it would be sent to their  
3 courts.

4 DIRECTOR JAKES: Okay. All right. Thank  
5 you.

6 MS. GREENLEE: Director Jha, any  
7 questions?

8 DIRECTOR JHA: No questions. Thank you.

9 MS. GREENLEE: Director Requejo, any  
10 questions?

11 DIRECTOR REQUEJO: Yes. I was surprised  
12 when I was reviewing the materials that, if I'm  
13 reading correctly, the contract had \$300,000 plus  
14 this year and only 62,000 were spent, so about 20  
15 percent. And I saw the same situation with the  
16 Forest Park contract where we had about 95,000 to  
17 spend and only 17,000 were drawn.

18 So I wanted to understand better why is  
19 that, and, if we are not using these services,  
20 what else is available for security purposes in  
21 those jurisdictions?

22 MR. RYAN: Basically, it's the amount of  
23 officers that sign up. So they don't get the  
24 money regardless, the township, it's only what



1 they sign up and actually work they get paid for.

2 I can't speak for the municipalities  
3 involved, per se, but, normally, it boils down to  
4 manpower availability. They probably -- they may  
5 be experiencing manpower shortages where they're  
6 using their personnel to patrol their own  
7 townships first. So it does fluctuate from year  
8 to year. And as you noticed with the other  
9 contracts as well, they're all under. Evanston is  
10 almost at its normal rate.

11 DIRECTOR REQUEJO: Yeah. I noticed a  
12 difference there. Still concerned, though,  
13 because I'm guessing we're setting aside these  
14 amounts guessing or estimating what we need and  
15 then we put that out there available so the  
16 resources are here, but then that department, for  
17 those reasons, manpower issues, is not necessarily  
18 using the resources.

19 So I guess the question is do you feel  
20 that we're well covered in this model? And if  
21 not, what else is available? What else could we  
22 provide or use these funds for that is not police  
23 since these two districts in particular seem to  
24 have manpower issues.

1           MR. RYAN: I believe when the staffing is  
2 available, it is adequate for those townships.  
3 They do a pretty good job. I believe, also, that  
4 they've seen some increases in availability.

5           We've got really good relationships with  
6 those departments. Forest Park, for example -- we  
7 aren't talking about Forest Park right now, but  
8 they are adding on-duty response capability that  
9 we discussed the other day for the additions we're  
10 putting in the Forest Park station.

11           And, in addition, the president and our  
12 office has reached out to other law enforcement  
13 agencies, Cook County Sheriff, for example, which  
14 also is -- added patrols in the area to supplement  
15 our service availability in those locations.

16           DIRECTOR REQUEJO: Got it. So if I  
17 understand correctly, our contract is just one  
18 piece of what's available to provide security in  
19 those districts? They also patrol and serve  
20 through their own manpower?

21           MR. RYAN: Yes. That's a really good  
22 point. The only service we get from the suburbs  
23 and the city, for that example, is not limited to  
24 what we're paying for for the special employment.

1 These are off-duty officers signing up on their  
2 days off to supplement the normal patrols that are  
3 done by the townships and the City of Chicago.

4 DIRECTOR REQUEJO: Got it. Thanks.

5 MS. GREENLEE: Director Ortiz.

6 DIRECTOR ORTIZ: No questions.

7 MS. GREENLEE: Chairman Barclay.

8 CHAIRMAN BARCLAY: So if we don't have  
9 officers from these suburbs that are patrolling,  
10 that means that we do have a void in our security  
11 to some degree, right?

12 MR. RYAN: Somewhat. They aren't assigned  
13 specifically to the station, but the suburb still  
14 does respond to our facilities and incidents  
15 occurring in their suburbs with on-duty personnel.

16 CHAIRMAN BARCLAY: So the funds that  
17 they're not using, if they're only using a  
18 percentage, 20 percent, 30 percent, those could be  
19 allocated to additional security; am I correct?

20 MR. RYAN: That would be more of a finance  
21 question. But, yes, they go back into our fund.  
22 So they aren't spent. Yes, sir.

23 CHAIRMAN BARCLAY: So, I mean, what are we  
24 doing creatively? Because customers are

1 concerned. And if we can have more policing, more  
2 security on the system rather than not spending  
3 the money that's allocated for that, I think our  
4 customers would appreciate that.

5 MR. RYAN: As I indicated, I believe when  
6 the negotiations were going on for the new IGAs, I  
7 believe the suburbs were indicating they were  
8 having more personnel available to fill that this  
9 year.

10 Also, if I see a gap and I can't -- I  
11 can't just switch those -- one bank to the other.  
12 I have reached out to other agencies that do  
13 patrol the area, for instance, the County Sheriff,  
14 that does do additional patrols of, for example,  
15 Forest Park. They do additional patrols  
16 specifically targeting our station at Forest Park.  
17 So that's one of the things we added in.

18 CHAIRMAN BARCLAY: Mr. Ryan, to what  
19 degree are -- and I'm going to switch just a  
20 little bit to CPD. To what degree are our CPD  
21 officers taking advantage of the overtime program?  
22 What percentage of the budget that you allocated  
23 for that?

24 MR. RYAN: Pretty much 100 percent.

1           CHAIRMAN BARCLAY: Of their overtime  
2 they're riding our trains?

3           MR. RYAN: Yes, sir.

4           CHAIRMAN BARCLAY: Thank you. No further  
5 questions.

6           PRESIDENT CARTER: Mr. Chairman, just one  
7 other point to your question about CPD.

8           You may recall, maybe a year or two ago,  
9 we amended our voluntary special employment  
10 program to significantly increase the rates for  
11 officers to sign up to volunteer for this. I  
12 think, prior to that, the level of participation  
13 was low. But with the increased pay that we now  
14 offer that's much more in line with what other  
15 government agencies are doing, we see that  
16 increase, as Kevin's pointing out, to maximize the  
17 resources that they can provide to us.

18           I think it is important to emphasize the  
19 broader point that Kevin was making, which is  
20 resource issues are an issue across the entire  
21 region for police officers. It's not just the  
22 Chicago Police Department. It's all of the police  
23 departments.

24           Clearly, all of these programs are

1 somewhat tied to resources that are available by  
2 these individual municipalities to provide  
3 officers to do this and, of course, the officers'  
4 willingness to actually sign up to do this work.

5 We've taken care of what we can on our  
6 end, at least in terms of making it competitive  
7 for them to do it. That's not a guarantee that  
8 these officers will actually sign up to do the  
9 work or that there will be officers available to  
10 do the work.

11 As Kevin indicated, that's one of the  
12 reasons he takes a multilayered approach to this  
13 conversation and looks to see where he can fill in  
14 the gaps with other regional forces like the  
15 Sheriff's Office, which, obviously, covers the  
16 entire county. It's not limited to just the City  
17 of Chicago or any particular village. But those  
18 resources are also limited to some degree.

19 One of the reasons why I think the work  
20 we're going to be doing with the Board and  
21 stakeholders in terms of strategies to pursue the  
22 safety and security concerns is to see where else  
23 we should place resources that can be supplemental  
24 to the police resources to allow us to continue to

1 address the problem, recognizing that it's a  
2 multilayered, you know, complicated discussion  
3 that's going to require a coordinated approach  
4 amongst a number of different resources to provide  
5 the best coverage that we possibly can across a  
6 system that, as you know, covers multiple  
7 jurisdictions.

8 I know a lot of people look at CTA as the  
9 City of Chicago, but, as you know, we cover a  
10 number of the Chicago suburbs as well. And so  
11 that does complicate, to some degree, the upwards  
12 in the equation.

13 CHAIRMAN BARCLAY: Thank you. But I'm  
14 still concerned about CPD. If we're using 100  
15 percent of the budget for overtime -- because it's  
16 time and a half, right?

17 MR. RYAN: It is.

18 CHAIRMAN BARCLAY: And we're still having  
19 some of the safety concerns that we were having  
20 before we entered into that contract.

21 So I'd like to find out from you -- maybe  
22 you can report back to us next month about the  
23 measurables. I want to know the impact. If we're  
24 spending this extra money but we're not getting

1 the full value for our riders as to concerns about  
2 safety and security, then I want to know about the  
3 effectiveness.

4 Because it's one thing to sit on the train  
5 and ride and get an extra day's pay, but, I mean,  
6 there are things that are going on that I see as a  
7 rider and I'm sure the public sees that they want  
8 some kind of intervention. They want to see  
9 something happen. They deserve that.

10 MR. RYAN: I can tell you -- definitely  
11 get back to you with some measurables. I'll ask  
12 the police department to provide some crime stats.

13 We've also increased the amount of  
14 personnel working daily on the system. And those  
15 officers now -- Commander Oseguera, the public  
16 transportation section, is running missions daily  
17 with groups of officers during rush hour, during  
18 days and afternoons riding Red and Blue Line  
19 trains, which is in addition to the coverage that  
20 is spread out on the system. So that's starting  
21 to provide some added visibility and some positive  
22 results with the officers actually on the trains.

23 We've also added some of our security  
24 personnel riding trains into the evening hours,



1 specifically, our K-9 teams to address some of the  
2 chronic problems going on at targeted locations.

3 CHAIRMAN BARCLAY: Thank you.

4 PRESIDENT CARTER: Mr. Chairman, I'm going  
5 to repeat something that I've repeated in other  
6 Board meetings and I just want to keep reiterating  
7 that.

8 Don't view the overtime program as a  
9 solution to whether there are adequate resources  
10 available to support policing on CTA. I have made  
11 this point in the past and I'll make it again.

12 Part of the issue here is there needs to  
13 be more police. That's not a (indiscernible)  
14 issue. That's not an overtime issue. That is  
15 just a core group of people who patrol and who are  
16 assigned to support mass transit. We don't have  
17 enough officers and we need more.

18 And to your point, they need to be  
19 visible. That is a bigger issue that both the  
20 City of Chicago and our surrounding suburbs have  
21 to deal with as they tackle the need to hire more  
22 law enforcement to take on that issue.

23 We are looking to, obviously, look at  
24 other alternatives beyond just policing to support

1 that to some degree and that's part of the work  
2 that we talked about that we're going to be  
3 pursuing.

4 But I don't want to, you know, sugarcoat  
5 the bottom line here, which is we need more police  
6 officers. You've heard those comments from public  
7 commenters who have come in and spoken to the  
8 Board. We know that from what we see in terms of  
9 the presence that they have on our system. And  
10 given the size of our system and given the  
11 geographic coverage of it, at the end of the day,  
12 if you don't have enough officers to do everything  
13 you want to do, you're going to have challenges.

14 CHAIRMAN BARCLAY: And, Mr. Ryan, I know  
15 that there's been a relatively new person named  
16 the head of transportation for the CPD. Can you  
17 extend an invitation to him to address the Board?

18 MR. RYAN: Yes. He has indicated he would  
19 come here. And I believe I'm awaiting some  
20 further communication from the command staff  
21 concerning the letter that was sent previously. I  
22 was told that they'd be getting back to you on  
23 that.

24 CHAIRMAN BARCLAY: That's fine. Thank

1 you.

2 MR. RYAN: You're welcome, sir.

3 MS. GREENLEE: Director Lee.

4 DIRECTOR LEE: Not going to rehash  
5 everything. But I agree. We definitely need more  
6 police. And if there's any way to fix -- you  
7 know, to the point of we're not utilizing the  
8 entire allocated budget, if we can now reallocate  
9 it somewhere else, we can find an away to be more  
10 effective and efficient with the funds, let's do  
11 that. Because whatever is happening is not  
12 enough.

13 Thank you.

14 PRESIDENT CARTER: By the way, that  
15 question came up earlier. And just to give you a  
16 response to it, yes, we could reallocate the money  
17 and spend it on other things. So if the money is  
18 not use for the IGA, that money can be reallocated  
19 by our budget department to support other  
20 activities or anything else that you believe as a  
21 Board that you want to make a priority with the  
22 monies that are available.

23 DIRECTOR ORTIZ: At what point can that  
24 happen? Does it come -- is that halfway through

1 our allocation of the year or is it --

2 PRESIDENT CARTER: Well, I think we would  
3 look to the expertise of Kevin and his team about  
4 what they anticipate the overall funding to be  
5 over the course of the year. I don't want to say  
6 halfway through we know one way or another. As  
7 Kevin indicated, we could have a situation where  
8 there are other external factors that may be  
9 impacting the expenditures that may be corrected  
10 as the year goes forward.

11 But I think it is safe to say that if  
12 there is a desire to want to reallocate those  
13 funds and we know we're not expending them -- and  
14 I will make the point about any line item in our  
15 budget. You know, you hear the conversations  
16 about our positive budget variance and the fact  
17 that some of our expenses are coming in under  
18 budget and stuff like that. Those are always  
19 available to fund other activities that we believe  
20 are a priority.

21 One of the ones that it was used for this  
22 past year was, obviously, security. Because we  
23 were overspending in that area, we had to move  
24 money to basically cover those additional costs.

1 But they can be expended for any number of things  
2 that the Board feels are priorities as we go  
3 forward.

4 And, certainly, Tom has the ability to  
5 give you updates on what the expend rate is  
6 throughout the entire budget and where there are  
7 opportunities to move money if you decide you want  
8 to do that.

9 DIRECTOR JHA: I think the one thing that  
10 I'd like to add to that conversation is kind of  
11 going back to what you were saying earlier is it  
12 would be very, very helpful if we can have a  
13 holistic plan. What I hear is there's very --  
14 it's a very siloed approach. Security is looking  
15 at things security. Innovation is looking at  
16 things innovation. Technology is looking at  
17 technology.

18 If you look at the earlier conversation  
19 about customer journey and customer experience,  
20 security is a building block to that, technology  
21 is a building block to that, cleanliness is a  
22 block to that, timeliness is a block to that. And  
23 we really need to holistically look at all of  
24 this. And what you're building from a CRM

1 perspective, the holistic journey needs to include  
2 security as a part of that.

3           And when we hear that for security there  
4 needs to be a separate innovation discussion is  
5 what, I think, is the biggest concern to me  
6 because we're not looking at -- we're not working  
7 backwards from the end customer journey experience  
8 and then filling in those -- each piece of the  
9 pillar in terms of how it fits. And security is a  
10 big part of that conversation.

11           If I don't feel safe and I'm reaching out,  
12 that's part of your customer journey. Security  
13 needs to be part of that discussion in how we  
14 solve that. And maybe that part of the solution  
15 is realtime or near realtime response versus if  
16 something is dirty in a station, maybe that can  
17 wait 24 hours -- not 24 hours, maybe an hour, two  
18 hour, versus if I'm not feeling safe, if I know  
19 there is something that I can reach out, that  
20 should be part of your journey mapping.

21           And I think without holistically kind of  
22 laying that out -- it's not going to be done in 3  
23 months or 18 months. It's going to take a while.  
24 But there are low hanging fruits. As you have the

1 roadmap to find, I bet you are going to find low  
2 hanging fruits that can be implemented in three  
3 months, six months.

4 And I think we need to kind of be nimble  
5 and understand -- not lose the long-term version  
6 of where we want to be, but what I'm not seeing  
7 is, yes, I know this is where I'm going, but in  
8 this journey, I'm going to get all of these things  
9 done three months, six months, nine months.

10 I think we need a holistic plan. I mean,  
11 this is a great time, team, to bring your team  
12 together, bring innovation, tech, security,  
13 business, services in a room and look at your  
14 customer journey and then say, Kevin, where do you  
15 fit here? And then, you know, use the SMEs  
16 internal, external to build that journey out.

17 I would love to see what you come up with.  
18 Because that's something that I think we've been  
19 talking a lot about. I just haven't seen  
20 anything. And I have not been here that long but  
21 I think I've been here long enough to say I  
22 haven't seen that. I think we keep asking the  
23 same question in very different ways.

24 I think that it's time that this team

1 comes together as one and starts operating as one  
2 time versus really -- you guys are siloing  
3 yourself even in an innovation conversation. So I  
4 think that's my challenge. And it's not just to  
5 you but to the entire team is how do we come  
6 together as one team and really think about when I  
7 get on a bus and go home, how am I feeling? And  
8 that touches everything. That touches everything,  
9 not just one thing. So I think we need to talk  
10 about that.

11 PRESIDENT CARTER: That is work that  
12 actually is under way, exactly the point you made.  
13 And, certainly, there have been a discussion about  
14 exactly that. From the moment you walk out the  
15 door to the moment you get to your destination,  
16 what is that experience like and where do we find  
17 the ways that we can improve and support it?

18 And, obviously, as you point out, it's a  
19 complicated discussion. It does involve just  
20 about every department in CTA. And we need to do  
21 a better job and we will of starting to lay that  
22 out for you.

23 But I have gotten presentations  
24 particularly from Molly and her team about the



1 work we're doing to lay out exactly what you're  
2 talking about and starting to understand that.

3 The other thing you have to keep in mind  
4 is that the priorities shift over time as we're  
5 dealing with these issues that we're talking  
6 about. And that does complicate this  
7 conversation, but it doesn't mean that we can't  
8 get to a place where we lay out the broader  
9 strategy you want to see and ultimately have that  
10 conversation with the Board.

11 Part of what we're going to be doing is  
12 having that conversation with you over the course  
13 of the next couple months as we discuss the  
14 broader issue and how we're going to use it.

15 That money, as you point, can be used for  
16 any number of things. It is not allocated to just  
17 pure security-related activities. And I think it  
18 can be the foundation for the broader conversation  
19 that you want to have as we start to lay out this  
20 is what we're going to do and this is how we're  
21 prioritizing those efforts relative to the  
22 longer-term strategies.

23 And, you're right, it's going to take, you  
24 know, a year or longer to put it in place in order

1 to make it work.

2 MR. RYAN: And I would add one thing to  
3 your point. We are meeting every probably two  
4 weeks with the innovations team concerning the  
5 chatbot and how to respond to it. And we are  
6 putting some infrastructure in place with security  
7 and working with control center to be able to  
8 respond in a reasonable amount of time to chatbot  
9 issues that involve security or related issues.

10 We're also looking into the possibility of  
11 getting the police department a feed for the  
12 chatbot, so bringing in outside resources as well.  
13 So those steps were a good point, are starting to  
14 take place, and we are meeting with Molly's team  
15 probably every two weeks.

16 MS. GREENLEE: Director Eaddy.

17 DIRECTOR EADDY: Sorry. I'm just  
18 unmuting. Yeah. Well, the big challenge for me  
19 in terms of what I was looking at in terms of what  
20 the value of the contract and the amount being  
21 spent, etc., certainly, it appears financially  
22 there there's capacity there for some additional  
23 coverage and it just has to be explored as to how  
24 to best utilize that and put the proper number of

1 people in place to be able -- for our customers to  
2 feel safe.

3 So I think that that just has to be  
4 explored and whatever creative thoughts can be  
5 brought together around that area, it appears that  
6 resources are available. I think that that should  
7 be a focus. So I wanted to raise that up.

8 MS. GREENLEE: Director Jakes, there are  
9 no further questions or comments.

10 DIRECTOR JAKES: May I now have leave to  
11 place this item on the omnibus for Board approval.

12 DIRECTOR REQUEJO: So moved.

13 DIRECTOR EADDY: Second.

14 MS. GREENLEE: It's been moved by Director  
15 Requejo, seconded by Director Eaddy that this item  
16 be place on the omnibus for Board approval.

17 We'll take a roll call vote.

18 Director Jha.

19 DIRECTOR JHA: Yes.

20 MS. GREENLEE: Director Requejo.

21 DIRECTOR REQUEJO: Yes.

22 MS. GREENLEE: Director Ortiz.

23 DIRECTOR ORTIZ: Yes.

24 MS. GREENLEE: Chairman Barclay.

1 CHAIRMAN BARCLAY: Yes.

2 MS. GREENLEE: Director Jakes.

3 DIRECTOR JAKES: Yes.

4 MS. GREENLEE: Director Lee.

5 DIRECTOR LEE: Yes.

6 MS. GREENLEE: Director Eaddy.

7 DIRECTOR EADDY: Yes.

8 MS. GREENLEE: The motion passes.

9 Director Jakes, you may now proceed to  
10 agenda item number 11.

11 DIRECTOR JAKES: Agenda item 11 is the  
12 review of an ordinance authorizing the renewal of  
13 an intergovernmental agreement with the Village of  
14 Forest Park through its department of police for  
15 police security.

16 Kevin Ryan.

17 MR. RYAN: Good morning. Once again,  
18 Kevin Ryan, vice president of security.

19 This morning, I am also presenting and  
20 ordinance for the renewal of an intergovernmental  
21 agreement with the Village of Forest Park for its  
22 department of police for police security.

23 CTA wishes to renew the intergovernmental  
24 agreement with the Village of Forest Park to

1 provide police security services on CTA property  
2 within its jurisdiction. The new IGA is for a  
3 term of three years and a total of \$285,000.

4 The security services under this IGA will  
5 be provided by off-duty sworn police officers who  
6 sign up to police the CTA system on their days  
7 off. The services will be at one flat rate  
8 negotiated by Forest Park with their police  
9 officers.

10 Unless there are any questions, I can  
11 proceed to the next ordinance.

12 MS. GREENLEE: No, you can't. Good try.

13 DIRECTOR JAKES: No. I have no questions.

14 MS. GREENLEE: Director Jha.

15 DIRECTOR JHA: No questions.

16 MS. GREENLEE: Director Requejo.

17 DIRECTOR REQUEJO: All my questions are  
18 the same that I presented with the prior  
19 department. So no questions.

20 MR. RYAN: Understood.

21 MS. GREENLEE: Thank you.

22 Director Ortiz.

23 DIRECTOR ORTIZ: Same. No additional  
24 questions to the previous conversation.

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1 MS. GREENLEE: Chairman Barclay.

2 CHAIRMAN BARCLAY: No questions.

3 MS. GREENLEE: Director Lee.

4 DIRECTOR LEE: Same questions, but  
5 hopefully there is some money that we can  
6 reallocate. Thank you.

7 MS. GREENLEE: Director Eaddy.

8 DIRECTOR EADDY: Same concerns. No  
9 additional questions.

10 MS. GREENLEE: Director Jakes, there are  
11 no further questions.

12 DIRECTOR JAKES: May I now have leave to  
13 place this item on the omnibus for Board approval?

14 DIRECTOR REQUEJO: So moved.

15 DIRECTOR EADDY: Second.

16 MS. GREENLEE: It's been moved by Director  
17 Requejo, seconded by Director Eaddy that this item  
18 be placed on the omnibus for Board approval.

19 We'll take a roll call vote.

20 Director Jha.

21 DIRECTOR JHA: Yes.

22 MS. GREENLEE: Director Requejo.

23 DIRECTOR REQUEJO: Yes.

24 MS. GREENLEE: Director Ortiz.

1 DIRECTOR ORTIZ: Yes.

2 MS. GREENLEE: Chairman Barclay.

3 CHAIRMAN BARCLAY: Yes.

4 MS. GREENLEE: Director Jakes.

5 DIRECTOR JAKES: Yes.

6 MS. GREENLEE: Director Lee.

7 DIRECTOR LEE: Yes.

8 MS. GREENLEE: Director Eaddy.

9 DIRECTOR EADDY: Yes.

10 MS. GREENLEE: The motion passes.

11 Director Jakes, you may now proceed to  
12 agenda item number 12.

13 DIRECTOR JAKES: Item 12 is an IGA with  
14 the City of Evanston. Kevin.

15 MR. RYAN: Good morning. Kevin Ryan, vice  
16 president of security.

17 I am now presenting a third ordinance for  
18 the renewal of another intergovernmental agreement  
19 this time with the City of Evanston through its  
20 department of police for police security.

21 CTA wishes to renew this intergovernmental  
22 agreement with the City of Evanston to provide  
23 police security services on CTA property within  
24 its jurisdiction. The new IGA is also for a term

1 of three years and a total of \$795,000.

2 Like with the other IGAs, the services are  
3 provided by officers who sign up to police CTA on  
4 their days off and these are provided at one flat  
5 rate negotiated by Evanston with their police  
6 officers.

7 Happy to answer any questions.

8 DIRECTOR JAKES: Kevin, if there's an  
9 incident where one of their off-duty officers --  
10 I'll use as an example -- get caught on a body cam  
11 doing something to a customer that is immoral and  
12 illegal and a lawsuit happens, who takes the brunt  
13 of that? Is that CTA or is it the City of  
14 Evanston?

15 MR. RYAN: City of Evanston assumes  
16 liability. They maintain liability for the  
17 officers.

18 DIRECTOR JAKES: Okay. Thank you. And  
19 that's for Evanston, Forest Park --

20 MR. RYAN: All the IGAs, sir.

21 DIRECTOR JAKES: Thank you.

22 MS. GREENLEE: Director Jha.

23 DIRECTOR JHA: No questions.

24 MS. GREENLEE: Director Requejo.



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1 DIRECTOR REQUEJO: No questions.

2 MS. GREENLEE: Director Ortiz.

3 DIRECTOR ORTIZ: No questions. Thank you  
4 for that question.

5 MS. GREENLEE: Chairman Barclay.

6 CHAIRMAN BARCLAY: No questions.

7 MS. GREENLEE: Director Lee.

8 DIRECTOR LEE: No further questions.

9 MS. GREENLEE: Director Eaddy.

10 DIRECTOR EADDY: No questions.

11 MS. GREENLEE: Director Jakes, there are  
12 no further questions.

13 DIRECTOR JAKES: May I now have leave to  
14 place this on the omnibus for Board approval?

15 DIRECTOR REQUEJO: So moved.

16 DIRECTOR EADDY: Second.

17 MS. GREENLEE: It's been moved by Director  
18 Requejo, seconded by Director Eaddy that this item  
19 be placed on the omnibus for Board approval.

20 We'll take a roll call vote.

21 Director Jha.

22 DIRECTOR JHA: Yes.

23 MS. GREENLEE: Director Requejo.

24 DIRECTOR REQUEJO: 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 Jakes.

6 DIRECTOR JAKES: Yes.

7 MS. GREENLEE: Director Lee.

8 DIRECTOR LEE: Yes.

9 MS. GREENLEE: Director Eaddy.

10 DIRECTOR EADDY: Yes.

11 MS. GREENLEE: The motion passes.

12 Director Jakes, you may now proceed to  
13 agenda item number 13.

14 DIRECTOR JAKES: Agenda item 13 is the  
15 review of an ordinance authorizing an  
16 intergovernmental agreement with the City of  
17 Chicago through its department of police for  
18 FY2023 Transit security grant funds.

19 Kevin.

20 MR. RYAN: Good morning. Kevin Ryan, vice  
21 president of security.

22 Staff recommends an ordinance authorizing  
23 an intergovernmental agreement with the City of  
24 Chicago through its department of police for

1 Federal fiscal year 2023 transit security grant  
2 funds.

3 The transit security grant program is an  
4 annual program that is part of the comprehensive  
5 set of measures authorized by Congress to help  
6 strengthen the nation's critical infrastructure  
7 against risks associated with potential terrorist  
8 attacks.

9 Staff recommends CTA enter into an  
10 intergovernmental agreement with the CPD to pass  
11 through \$647,520 for fiscal year 2023 Department  
12 of Homeland Security funds for transit-related  
13 antiterrorism operations.

14 CPD is the primary transit security  
15 provider for the CTA and, therefore, eligible for  
16 reimbursement of operational costs that apply to  
17 counterterrorism. Funds for CPD's projects will  
18 be passed through the CTA to the CPD and will have  
19 no impact on the CTA budget. Equal amounts of  
20 revenue and expenses in the value of the grant  
21 amount are added as noncapital grant funds.

22 Happy to answer any questions.

23 DIRECTOR JAKES: I have no questions,  
24 Kevin.

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1 MS. GREENLEE: Director Jha.

2 DIRECTOR JHA: No questions.

3 MS. GREENLEE: Director Requejo.

4 DIRECTOR REQUEJO: No questions.

5 MS. GREENLEE: Director Ortiz.

6 DIRECTOR ORTIZ: No questions.

7 MS. GREENLEE: Chairman Barclay.

8 CHAIRMAN BARCLAY: No questions.

9 MS. GREENLEE: Director Lee.

10 DIRECTOR LEE: No questions.

11 MS. GREENLEE: Director Eaddy.

12 DIRECTOR EADDY: No questions.

13 MS. GREENLEE: Director Jakes, there are  
14 no further questions.

15 DIRECTOR JAKES: May I now have leave to  
16 place this item on the omnibus for Board approval?

17 DIRECTOR REQUEJO: So moved.

18 DIRECTOR EADDY: Second.

19 MS. GREENLEE: It's been moved by Director  
20 Requejo, seconded by Director Eaddy that this item  
21 be placed on the omnibus for Board approval.

22 We'll take a roll call vote.

23 Director Jha.

24 DIRECTOR JHA: Yes.

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1 MS. GREENLEE: Director Requejo.

2 DIRECTOR REQUEJO: Yes.

3 MS. GREENLEE: Director Ortiz.

4 DIRECTOR ORTIZ: Yes.

5 MS. GREENLEE: Chairman Barclay.

6 CHAIRMAN BARCLAY: Yes.

7 MS. GREENLEE: Director Jakes.

8 DIRECTOR JAKES: Yes.

9 MS. GREENLEE: Director Lee.

10 DIRECTOR LEE: Yes.

11 MS. GREENLEE: Director Eaddy.

12 DIRECTOR EADDY: Yes.

13 MS. GREENLEE: Director Jakes, the motion  
14 passes.

15 You may now proceed to agenda item number  
16 14.

17 DIRECTOR JAKES: Thank you, Officer Ryan.

18 MR. RYAN: Thank you.

19 DIRECTOR JAKES: Our next order of  
20 business today is the review of contract  
21 number B1, which is a contract award for  
22 infrastructure.

23 I have no questions.

24 MS. GREENLEE: Does any other member of

1 the Board have a question regarding contract B1,  
2 contract award for infrastructure?

3 (No response.)

4 MS. GREENLEE: Director Jakes, there are  
5 no questions regarding contract award B1.

6 DIRECTOR JAKES: Our next order of  
7 business is the review of contract number H1,  
8 which is a contract award for safety.

9 I have no questions.

10 MS. GREENLEE: Does any other member of  
11 the Board have a question regarding -- or comment  
12 regarding contract H1 for safety?

13 DIRECTOR REQUEJO: Yes.

14 MS. GREENLEE: Director Requejo.

15 DIRECTOR REQUEJO: I do.

16 So, first of all, just to clarify, is this  
17 the \$89.6 million contract for security guards  
18 with K-9s?

19 PRESIDENT CARTER: Yes.

20 DIRECTOR REQUEJO: It is? Okay.

21 Just for transparency purpose, I think  
22 this would be helpful. So this is the contract  
23 that will pay for two years and the services that  
24 are provided for security of the people who are

1 patrolling stations and station areas with the  
2 assistance of dogs.

3 MS. MCCORMACK: For two years, yes.

4 DIRECTOR REQUEJO: Two years. Okay. So  
5 it is a large amount. It is a very important  
6 piece of this array of services that we just  
7 talked about because it's multilayered and  
8 sometimes difficult to navigate approach to  
9 security.

10 I'll start by saying that my experience  
11 with this particular layer of security has been  
12 overall good, but I've also noticed that the  
13 visibility is not consistent throughout the  
14 system. And my understanding is that they are  
15 allocated to certain stations that seem to have  
16 more activity and not to others.

17 So I would like to understand a bit better  
18 how the decisions are made and, also, how can we  
19 provide a more consistent experience of this  
20 particular layer throughout the system.

21 PRESIDENT CARTER: We can follow up with  
22 you on that. I'm aware of your comment. And  
23 there are, obviously, a lot of factors that go  
24 into how you can deploy those services. But I

1 would agree that trying to find a way for broader  
2 visibility of officers is a good idea.

3 And the issue would be the resources  
4 necessary to create that kind of coverage and the  
5 fact that we may have to come back at a later  
6 date, not today, but at a later date to have that  
7 conversation to pursue that kind of strategy.

8 DIRECTOR REQUEJO: Okay. So if I'm  
9 understanding correctly, there is space in the  
10 negotiation process to sit down with this  
11 contractor and think about whether the deployment  
12 strategy would be in a way that would be different  
13 from what's going on right now.

14 Where just -- as an example, I want us to  
15 be clear -- as an example, I have never seen them  
16 inside of a train car. And I have talked to folks  
17 that have told me the very same thing. And then  
18 when I look at the results, they seem to be  
19 positive results of these -- this particular  
20 company.

21 So I'm excited about renewing, but I also  
22 want to make sure that we make some modifications  
23 on the contract so we address the inconsistencies  
24 that exist right now and the perceptions, in some



1 cases, of this not being deployed universally,  
2 especially when we have a good contractor that is  
3 providing services.

4 MR. RYAN: Yeah. So to address that  
5 specific issue, one, the contract is more for  
6 hours and general duties. We can assign them as  
7 we -- pretty much assign them as we wish.

8 Previously, you're correct, I did not want  
9 the K-9s on railcars for obvious reasons, for when  
10 we have a crowded car, I think it stresses out the  
11 K-9 too much. It puts them in a bad position.

12 But we have started now, probably the last  
13 couple of months, probably three months, putting  
14 K-9 teams on the system after rush hour during  
15 midnights and afternoons. Kind of see how it  
16 goes, see if there's any complaints from  
17 customers, see if there's any issues with the K-9s  
18 themselves, and expand it out from there.

19 So, yes, we are starting that, that  
20 process. And we are starting to look at -- as I  
21 said during the briefings, they were operating  
22 under an emergency contract and now that he's got  
23 a two-year window, he's operating, and they are  
24 freer to staff up to the levels that we will -- we

1 may request and moving them around -- becoming  
2 more nimble and more able to respond.

3 So everything is on -- everything you  
4 brought up during the briefings and everything  
5 you're bringing up today are on the table for  
6 consideration and being able to do it. The  
7 contract really won't affect that. It's the  
8 ability now to staff up to those levels, schedule,  
9 and then we can start doing --

10 DIRECTOR REQUEJO: I appreciate that  
11 clarification. And, also, for transparency, when  
12 I bring issues here that we cover in the briefings  
13 it's because the general public doesn't know that  
14 we pose these questions.

15 And when there are issues like this one  
16 that are really important for people, like safety,  
17 I want to make sure that people know -- I was  
18 explaining to Molly before that we are working on  
19 things, we are changing things, right? We are  
20 expanding what's working, we are stopping what's  
21 not working.

22 And my understanding now is that there is  
23 space in this contract not to continue doing the  
24 very same thing but to reassess deployments,

1 visibility, and include inside of the car presence  
2 of these folks.

3 MR. RYAN: Absolutely.

4 DIRECTOR REQUEJO: Okay. Thank you.

5 DIRECTOR LEE: I would also add it would  
6 be great to see them in the bus stations as well  
7 as the higher visibility areas where more riders  
8 are. And I will say also rush hour might be the  
9 time we need the most, honestly. There's a lot of  
10 people on different trains and buses things are  
11 not always as they should. So we need all the  
12 help we can get.

13 MS. GREENLEE: Director Jakes, I think  
14 there are no further questions on contract H1.

15 DIRECTOR JAKES: Since there are no  
16 further questions on the contracts, may I have  
17 leave to place the two contracts on the omnibus?

18 DIRECTOR REQUEJO: So moved.

19 DIRECTOR EADDY: Second.

20 MS. GREENLEE: It's been moved by Director  
21 Requejo, seconded by Director Eaddy that the two  
22 contracts be placed on the omnibus.

23 We'll take a roll call vote.

24 Director Jha.

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1           DIRECTOR JHA: Yes.

2           MS. GREENLEE: Director Requejo.

3           DIRECTOR REQUEJO: Yes.

4           MS. GREENLEE: Director Ortiz.

5           DIRECTOR ORTIZ: Yes.

6           MS. GREENLEE: Chairman Barclay.

7           CHAIRMAN BARCLAY: Yes.

8           MS. GREENLEE: Director Jakes.

9           DIRECTOR JAKES: Yes.

10          MS. GREENLEE: Director Lee.

11          DIRECTOR LEE: Yes.

12          MS. GREENLEE: Director Eaddy.

13          DIRECTOR EADDY: Yes.

14          MS. GREENLEE: The motion passes.

15          Director Jakes, you may now proceed to

16 agenda item 14B.

17          DIRECTOR JAKES: Since there is no further

18 business to come before the Committee, may I have

19 a motion to approve the omnibus and recommend the

20 omnibus for Board approval?

21          DIRECTOR REQUEJO: So moved.

22          DIRECTOR EADDY: Second.

23          MS. GREENLEE: It's been moved by Director

24 Requejo, seconded by Director Eaddy that the

1 omnibus be approved and recommended for Board  
2 approval.

3 We will take a roll call vote.

4 Director Jha.

5 DIRECTOR JHA: Yes.

6 MS. GREENLEE: Director Requejo.

7 DIRECTOR REQUEJO: Yes.

8 MS. GREENLEE: Director Ortiz.

9 DIRECTOR ORTIZ: Yes.

10 MS. GREENLEE: Chairman Barclay.

11 CHAIRMAN BARCLAY: Yes.

12 MS. GREENLEE: Director Jakes.

13 DIRECTOR JAKES: Yes.

14 MS. GREENLEE: Director Lee.

15 DIRECTOR LEE: Yes.

16 MS. GREENLEE: Director Eaddy.

17 DIRECTOR EADDY: Yes.

18 MS. GREENLEE: Director Jakes, the motion  
19 passes.

20 You may now proceed to agenda item number  
21 15.

22 DIRECTOR JAKES: Before we get to item 15,  
23 I have a comment I want to make and then I'll turn  
24 it over to our Chairman.

1           And the comment that I want to offer is  
2 when I listen to my colleagues and when we've  
3 talked offline -- clearly, Kent, we have not  
4 talked together as a group because that would  
5 violate the Open Meetings Act.

6           MR. RAY: Thank you, sir.

7           DIRECTOR JAKES: But what I'm hearing and  
8 I'd like for us, especially with this being a new  
9 year, is for us -- for it not -- for us not to  
10 give information and then we ask for things and  
11 we're not getting them.

12           Because when I'm listening to the Board  
13 members speak, what I'm hearing is -- when I pull  
14 the meat off the bone, what I'm hearing is we ask,  
15 we're not getting, and then we bring it up again  
16 the next month.

17           So I would like for us to be very  
18 intentional about making sure that the information  
19 that Board members ask for either collectively or  
20 individually are given to each Board member.

21           Because we do not want to give the  
22 appearance -- or there is already an appearance  
23 that we're a rubber stamp board. And we're not a  
24 rubber stamp board. I know those of you that work

1 with us know that. But it also becomes a little  
2 cumbersome when there's an ask -- two, three, four  
3 months of asking for the same thing.

4 So I would like for us to work together  
5 and be more conscious of that. That's my ask.

6 Mr. Chairman.

7 CHAIRMAN BARCLAY: Thank you, Director  
8 Jakes.

9 Before we adjourn, I'd like to  
10 acknowledgment some recent retirement of CTA  
11 members before this Committee. Of course, there's  
12 one recent announcement that we received and we'll  
13 deal with that during the Board meeting.

14 DIRECTOR JAKES: Thank you. It's been  
15 great being here.

16 CHAIRMAN BARCLAY: Yeah. No. Not you.

17 But I want to acknowledge Nancy-Ellen  
18 Zusman, chief safety and security officer, as  
19 she's departing from the CTA, Bryan Robinson,  
20 mechanical officer and former COMTO president, and  
21 Geisha Ester, vice president of training and  
22 workforce development.

23 On behalf of the Board, I want to thank  
24 them for their dedicated services to the CTA.

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1 Thank you very much.

2 DIRECTOR JAKES: And, finally, may I have  
3 a motion to adjourn?

4 DIRECTOR REQUEJO: So moved.

5 DIRECTOR EADDY: Second.

6 MS. GREENLEE: It's been moved by Director  
7 Requejo, seconded by Director Eaddy that the  
8 Committee on Finance, Audit, and Budget meeting  
9 for Wednesday, January 15th, 2025, be adjourned.

10 We'll take a roll call vote.

11 Director Jha.

12 DIRECTOR JHA: Yes.

13 MS. GREENLEE: Director Requejo.

14 DIRECTOR REQUEJO: Yes.

15 MS. GREENLEE: Director Ortiz.

16 DIRECTOR ORTIZ: Yes.

17 MS. GREENLEE: Chairman Barclay.

18 CHAIRMAN BARCLAY: Yes.

19 MS. GREENLEE: Director Jakes.

20 DIRECTOR JAKES: Yes.

21 MS. GREENLEE: Director Lee.

22 DIRECTOR LEE: Yes.

23 MS. GREENLEE: Director Eaddy.

24 DIRECTOR EADDY: Yes.



1 MS. GREENLEE: The motion passes.

2 DIRECTOR JAKES: We're adjourned.

3 (Off the record at 11:08 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 20th day of January, 2025.



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COURTNEY PETROS, RPR, CSR

Transcript of Finance, Audit & Budget Committee  
 Conducted on January 15, 2025

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