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2 CHICAGO TRANSIT AUTHORITY
3 SEPTEMBER 2022 COMMITTEE ON STRATEGIC PLANNING AND
4 SERVICE DELIVERY BOARD MEETING

5
6 Held via videoconference

7 on

8 September 14th, 2022

9 at

10 9:43 a.m.

11 at

12 567 West Lake Street, 2nd Floor,
13 Chicago, Illinois 60661

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16 STENOGRAPHIC REPORT OF PROCEEDINGS via
17 videoconference had in the above-entitled cause
18 held at the Chicago Transit Authority Headquarters,
19 567 West Lake Street, 2nd Floor, Chicago, Illinois,
20 Johnny Miller, presiding.

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23 REPORTED BY: Margaret E. Mecklenborg, CSR

24 LICENSE NO.: 084-004495



1 BOARD MEMBERS:

2 REV. JOHNNY L. MILLER, Chairman;

3 MR. LESTER L. BARCLAY, Director;

4 MS. ROSA ORTIZ, Director;

5 MR. DORVAL R. CARTER, JR., President;

6 MR. GREGORY LONGHINI, Secretary;

7 MR. KENT RAY, General Counsel.

8 ABSENT:

9 MS. MICHELE A. LEE, Director.

10 PRESENT:

11 MS. VERONICA ALANIS,
12 Chief of Strategy, Data and Technology;

13 MR. DONALD BONDS, Chief Transit Officer;

14 MR. MARC BUHMANN, Videographer;

15 MS. DENISE BUNCH, Senior Administrator;

16 MR. MICHAEL CONNELLY, Chief Planning Officer;

17 MS. MICHELE CURRAN, Vice President,
18 Budget & Capital Finance;

19 MS. LAURA DE CASTRO, Senior Project Manager;

20 MS. VEDA DUFFIE, Electronic Communications;

21 MR. JEREMY FINE, Chief Financial Officer;

22 MR. ANDREW FULLER, Chief Internal Auditor;

23 MS. CAROLINE GALLAGHER,
24 Chief Strategy, Data and Technology officer;

MS. ELSA GUTIERREZ, Vice President, Planning;



1 PRESENT: (Continued)

2 MR. CHRISTOPHER HEGARTY, General Manager;

3 DR. L. BERNARD JAKES, Director;

4 MS. NEEMA JHA, Director;

5 MS. HILLARY LARMAN, Second Chance Programs;

6 MS. ELLEN MCCORMACK, Vice President of
7 Purchasing and Supply Chain;

8 MR. THOMAS MCKONE,
9 Chief Administrative Officer;

10 MS. LEAH MOONEY, Director;

11 MR. WILLIAM MOONEY,
12 Chief Infrastructure Officer;

13 MS. APRIL MORGAN, Chief of Staff;

14 MR. HERB NITZ,
15 Director, Technology Engineering;

16 MR. JUANPABLO PRIETO,
17 Director, Diversity Programs;

18 MR. BRYAN ROBINSON, General Manager;

19 MR. ALEJANDRO SILVA, Director;

20 MS. LISA SMITH,
21 Director of Budget and Maintenance;

22 MR. SAMUEL SMITH,
23 Vice President of Legislative Affairs;

24 MR. BRIAN STEELE, Vice President of
Communications and Marketing;

MS. NANCY-ELLEN ZUSMAN,
Chief Safety & Security Officer.



1 (whereupon, the following
2 proceedings commenced at
3 9:30 a.m. via Zoom.)

4 SECRETARY LONGHINI: Good morning. I'm Greg
5 Longhini of the Chicago Transit Authority's Board,
6 Office of the Secretary. On September 7th, 2022,
7 the Office of the Secretary issued a notice of
8 change format of meetings of committees and the
9 board meeting scheduled for September 14th, 2022
10 due to Covid-19 pandemic. There is currently in
11 effect a state-wide disaster declaration as a
12 result of the Covid-19 pandemic which has been
13 renewed from month to month since the start of the
14 pandemic. Pursuant to the Section 7(e) of the Open
15 Meetings Act, virtual public meetings are permitted
16 while the disaster proclamation remains in effect.
17 Because the governor's disaster proclamation
18 remains in effect in the State of Illinois, the
19 meetings on September 14th, 2022 are being held
20 electronically or virtually for members of the
21 public. We may now proceed to the first meeting
22 which is the September Strategic Planning Committee
23 meeting. Chairman Miller, we're ready to begin.

24 CHAIRMAN MILLER: Good morning, everybody.



1 SECRETARY LONGHINI: Good morning.

2 CHAIRMAN MILLER: Before we begin the committee
3 meeting, Chairman Barclay would like to have a few
4 words at this time.

5 DIRECTOR BARCLAY: Thank you, Director Miller.
6 And good morning to everyone. Before we start the
7 Strategic Planning Committee Meeting, I'd like to
8 take a moment to acknowledge and welcome a new
9 member of our board Neema Jha who was appointed by
10 Governor Pritzker. Director Jha is a business
11 transformation leader with an extensive background
12 in technology, strategic planning and finance.
13 Director Jha is a principal customer practice
14 leader at Amazon Web Services. She uses her
15 expertise to develop innovative and
16 customer-centric solutions for the company. She's
17 previously held leadership roles at Tribune Media
18 Company and Deloitte. On behalf of the board of
19 directors, we'd like to welcome Director Jha and we
20 look forward to working with you. President
21 Carter, would you like to have few words at this
22 time to welcome Director Jha?

23 PRESIDENT CARTER: Thank you, Chairman Barclay.
24 I've had to the opportunity to meet with



1 Director Jha and -- and to talk to her about CTA
2 and -- and the role that she'll play as a member of
3 the board. I think that her background and
4 experience is going to be extremely helpful for us
5 as we continue to transition out of this pandemic
6 and continue to be innovative and integrating new
7 technology and new strategies to support our
8 customers in the city that we serve. So I -- I am
9 excited to have her as a board member. I look
10 forward to working with her going forward
11 and -- and I know that myself and the rest of my
12 staff are very grateful to have someone
13 with -- with her expertise and knowledge as an
14 additional member to the board itself.

15 MR. BARCLAY: Thank you, Director Jha. Would
16 you like to have a few words?

17 DIRECTOR JHA: Yeah. Thanks. Thank you
18 everybody. It's an honor to be a part of this
19 team. And I look forward to bringing my
20 transformation and innovation hat here to see how
21 we can move even further forward and -- and make
22 CTA the -- the gold standard here in transit --
23 transit system for US. Thank you.

24 CHAIRMAN BARCLAY: Thank you. I'd now like to



1 turn the meeting back over to Director Miller to
2 commence his strategic planning committee meeting.
3 Thank you.

4 CHAIRMAN MILLER: Thank you, Chairman Barclay.
5 I will now call to order the September the 14th
6 committee on strategic and -- strategic planning
7 and service deliver(sic). Will the secretary now
8 call the roll?

9 SECRETARY LONGHINI: Yes. Director Ortiz?

10 DIRECTOR ORTIZ: Here.

11 SECRETARY LONGHINI: Director Lee will not be
12 here today. Director Barclay?

13 DIRECTOR BARCLAY: Here.

14 SECRETARY LONGHINI: Chairman Miller?

15 CHAIRMAN MILLER: Here.

16 SECRETARY LONGHINI: We have a quorum with
17 three members of the committee present, sir.

18 CHAIRMAN MILLER: Thank you. Okay. Our next
19 order -- order of business is the approval of the
20 minutes of the June the 8th, 2022 committee minutes
21 meeting. Can I have a motion to approve?

22 DIRECTOR ORTIZ: So moved.

23 CHAIRMAN MILLER: Second.

24 SECRETARY LONGHINI: Moved by Director Ortiz.



1 Seconded by Chairman Miller. Director Ortiz?

2 DIRECTOR ORTIZ: Yes.

3 SECRETARY LONGHINI: Director Barclay?

4 DIRECTOR BARCLAY: Yes.

5 SECRETARY LONGHINI: Chairman Miller?

6 CHAIRMAN MILLER: Yes.

7 SECRETARY LONGHINI: That motion is approved
8 with three yes votes, sir.

9 CHAIRMAN MILLER: Thank you. Thank you so
10 much, Greg. Okay. Our report on the farebox by
11 Molly will be deferred at this time. And --

12 SECRETARY LONGHINI: Okay.

13 CHAIRMAN MILLER: So then since there is no
14 other business to be conducted, may I have a motion
15 to adjourn?

16 DIRECTOR ORTIZ: So moved.

17 CHAIRMAN MILLER: Second.

18 SECRETARY LONGHINI: Moved by Director Ortiz.

19 Seconded by Director Miller. Director Ortiz?

20 DIRECTOR ORTIZ: Yes.

21 SECRETARY LONGHINI: Director Barclay?

22 DIRECTOR BARCLAY: Yes.

23 SECRETARY LONGHINI: Chairman Miller?

24 CHAIRMAN MILLER: Yes.



1 SECRETARY LONGHINI: That motion is approved
2 and we are adjourned.

3 (Whereupon, the meeting
4 adjourned at 9:48 a.m.)

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<p style="text-align: center;">1</p> <p>14th 4:9,19 7:5</p> <hr/> <p style="text-align: center;">2</p> <p>2022 4:6,9,19 7:20</p> <hr/> <p style="text-align: center;">7</p> <p>7(e) 4:14 7th 4:6</p> <hr/> <p style="text-align: center;">8</p> <p>8th 7:20</p> <hr/> <p style="text-align: center;">9</p> <p>9:30 4:3 9:48 9:4</p> <hr/> <p style="text-align: center;">A</p> <p>a.m. 4:3 9:4 acknowledge 5:8 Act 4:15 additional 6:14 adjourn 8:15 adjourned 9:2,4 Amazon 5:14 appointed 5:9 approval 7:19 approve 7:21 approved 8:7 9:1 Authority's 4:5</p> <hr/> <p style="text-align: center;">B</p> <p>back 7:1 background 5:11 6:3 Barclay 5:3,5,23 6:15,24 7:4, 12,13 8:3,4,21,22 begin 4:23 5:2 behalf 5:18 board 4:5,9 5:9,18 6:3,9,14 bringing 6:19 business 5:10 7:19 8:14</p>	<p style="text-align: center;">C</p> <p>call 7:5,8 Carter 5:21,23 Chairman 4:23,24 5:2,3,23 6:24 7:4,14,15,18,23 8:1,5,6,9,13,17,23, 24 change 4:8 Chicago 4:5 city 6:8 commence 7:2 commenced 4:2 committee 4:22 5:2,7 7:2,6,17, 20 committees 4:8 company 5:16,18 conducted 8:14 continue 6:5,6 Covid-19 4:10,12 CTA 6:1,22 customer 5:13 customer-centric 5:16 customers 6:8</p> <hr/> <p style="text-align: center;">D</p> <p>declaration 4:11 deferred 8:11 deliver(sic) 7:7 Deloitte 5:18 develop 5:15 Director 5:5,10,13,19,22 6:1, 15,17 7:1,9,10,11, 12,13,22,24 8:1,2,3, 4,16,18,19,20,21,22 directors 5:19 disaster 4:11,16,17 due 4:10</p> <hr/> <p style="text-align: center;">E</p> <p>effect 4:11,16,18 electronically 4:20 excited 6:9 experience 6:4 expertise 5:15 6:13</p>	<p>extensive 5:11 extremely 6:4</p> <hr/> <p style="text-align: center;">F</p> <p>farebox 8:10 finance 5:12 format 4:8 forward 5:20 6:10,19,21</p> <hr/> <p style="text-align: center;">G</p> <p>gold 6:22 good 4:4,24 5:1,6 Governor 5:10 governor's 4:17 grateful 6:12 Greg 4:4 8:10</p> <hr/> <p style="text-align: center;">H</p> <p>hat 6:20 held 4:19 5:17 helpful 6:4 honor 6:18</p> <hr/> <p style="text-align: center;">I</p> <p>Illinois 4:18 innovation 6:20 innovative 5:15 6:6 integrating 6:6 issued 4:7</p> <hr/> <p style="text-align: center;">J</p> <p>Jha 5:9,10,13,19,22 6:1, 15,17 June 7:20</p> <hr/> <p style="text-align: center;">K</p> <p>knowledge 6:13</p> <hr/> <p style="text-align: center;">L</p> <p>leader 5:11,14 leadership 5:17 Lee 7:11 Longhini 4:4,5 5:1 7:9,11,14, 16,24 8:3,5,7,12,18,</p>	<p>21,23 9:1</p> <hr/> <p style="text-align: center;">M</p> <p>make 6:21 Media 5:17 meet 5:24 meeting 4:9,21,23 5:3,7 7:1, 2,21 9:3 meetings 4:8,15,19 member 5:9 6:2,9,14 members 4:20 7:17 Miller 4:23,24 5:2,5 7:1,4, 14,15,18,23 8:1,5,6, 9,13,17,19,23,24 minutes 7:20 Molly 8:11 moment 5:8 month 4:13 morning 4:4,24 5:1,6 motion 7:21 8:7,14 9:1 move 6:21 moved 7:22,24 8:16,18</p> <hr/> <p style="text-align: center;">N</p> <p>Neema 5:9 notice 4:7</p> <hr/> <p style="text-align: center;">O</p> <p>Office 4:6,7 Open 4:14 opportunity 5:24 order 7:5,19 Ortiz 7:9,10,22,24 8:1,2, 16,18,19,20</p> <hr/> <p style="text-align: center;">P</p> <p>pandemic 4:10,12,14 6:5 part 6:18 permitted 4:15 planning 4:22 5:7,12 7:2,6 play 6:2 practice 5:13 present 7:17 President 5:20,23</p>	<p>previously 5:17 principal 5:13 Pritzker 5:10 proceed 4:21 proceedings 4:2 proclamation 4:16,17 public 4:15,21 Pursuant 4:14</p> <hr/> <p style="text-align: center;">Q</p> <p>quorum 7:16</p> <hr/> <p style="text-align: center;">R</p> <p>ready 4:23 remains 4:16,18 renewed 4:13 report 8:10 rest 6:11 result 4:12 role 6:2 7:8 roles 5:17</p> <hr/> <p style="text-align: center;">S</p> <p>scheduled 4:9 Secoded 8:1,19 secretary 4:4,6,7 5:1 7:7,9,11, 14,16,24 8:3,5,7,12, 18,21,23 9:1 Section 4:14 September 4:6,9,19,22 7:5 serve 6:8 service 7:7 Services 5:14 she'll 6:2 sir 7:17 8:8 solutions 5:16 staff 6:12 standard 6:22 start 4:13 5:6 State 4:18 state-wide 4:11 strategic 4:22 5:7,12 7:2,6</p>	<p>strategies 6:7 support 6:7 system 6:23</p> <hr/> <p style="text-align: center;">T</p> <p>talk 6:1 team 6:19 technology 5:12 6:7 time 5:4,22 8:11 today 7:12 transformation 5:11 6:20 transit 4:5 6:22,23 transition 6:5 Tribune 5:17 turn 7:1</p> <hr/> <p style="text-align: center;">V</p> <p>virtual 4:15 virtually 4:20 votes 8:8</p> <hr/> <p style="text-align: center;">W</p> <p>Web 5:14 words 5:4,21 6:16 working 5:20 6:10</p> <hr/> <p style="text-align: center;">Z</p> <p>Zoom 4:3</p>
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