

Freedom of Information Notice

The Freedom of Information Act, 5 ILCS 140/1 *et seq.*, is an Illinois statute that provides the public with the right to access government documents and records. The premise behind FOIA is that the public has a right to know what the government is doing. The law provides that a person can ask a public body for a copy of its records on a specific subject and the public body must provide those records, unless there is an exemption in the statute that protects those records from disclosure (for example: records containing information concerning trade secrets or personal privacy).

Submit a FOIA request online

The easiest, fastest way to submit a FOIA request is to use our online portal:

<https://transitchicago.govqa.us/WEBAPP/rs>

Other ways to submit a FOIA request

By mail

All FOIA requests must be made in writing. Requests may be addressed to:

Freedom of Information Officer
Law Department
Chicago Transit Authority
567 W. Lake Street
Chicago, Illinois 60661

Optional:  [Freedom of Information Act Request Form](#) (Below)

By e-mail

Requests can be submitted by e-mail to FOIA@transitchicago.com.

By fax

Requests can be submitted by fax to (312) 681-2809.

In person

Requests can be submitted in person at our customer service desk on the second floor of the CTA's main office, at 567 W. Lake Street in Chicago, during regular weekday business hours (8 a.m. to 4:30 p.m.). Make sure your request includes a way to contact you back, and please include your preferred mail address or email address for use in responding to your request.

Contact us

To reach the CTA Freedom of Information Officer, call (312) 681-2809 or send an email to FOIA@transitchicago.com.

FREEDOM OF INFORMATION ACT REQUEST (Optional Form)

Pursuant to the Illinois Freedom of Information Act ("FOIA"), as amended (5 ILCS 140/1 *et seq.*), I, the undersigned, am requesting the following public records from the Chicago Transit Authority ("CTA"): **(Please print and be as specific as possible; use additional sheets if necessary.)**

- NON-COMMERCIAL REQUESTS: I understand that I will receive an initial response from CTA within five (5) business days beginning the day after CTA receives my request.
- COMMERCIAL REQUESTS: Where documents are requested for a commercial purpose*, I understand that I will receive an initial response from CTA within twenty-one (21) working days beginning the day after CTA receives my request.
- E-MAILED REQUESTS: I understand that requests e-mailed to CTA and received by CTA after 4:30 p.m. between Monday and Friday or on Saturday or Sunday are considered received as of the following business day.
- I understand that I can request to: (1) inspect any responsive, non-exempt records in person at the Chicago Transit Authority's offices located at 567 W. Lake Street in Chicago, Illinois during regular business hours (8 a.m. to 4:30 p.m.), (2) receive any responsive, non-exempt records electronically, if feasible for CTA, or (3) purchase a paper copy of any responsive, non-exempt records at the 15-cent-per-page statutory copying fee. There are no copying fees for the first 50 pages of black and white, letter or legal sized paper copies. There may be a charge for the medium used to supply electronic copies of documents or for documents provided in color or in any size other than legal or letter size.
- FOR COMMERCIAL REQUESTS ONLY: I understand that, in addition to any copying fees, I may be charged up to \$10 for each hour spent by personnel searching for and retrieving requested records. No fees will be charged for the first 8 hours spent by personnel searching for or retrieving requested records. In addition, I may be charged for the actual cost of retrieving and transporting records from an off-site storage facility when the public records are maintained by a third-party storage company under contract with CTA. If I am charged for personnel hours or for the actual costs of retrieving and transporting public records from an off-site facility, I understand that CTA will provide me with an accounting of all fees, costs and personnel hours in connection with the request for public records.

Name of Person Filing Request: _____

Organization, Agency, Business Affiliation (optional): _____

Mailing Address: _____ **City:** _____ **State:** _____ **Zip Code:** _____

Phone Number: _____ **E-mail:** _____ **Fax:** _____

Commercial Purpose*: Yes _____ No _____

Signature: _____ **Today's Date:** _____

This form is available for your reference and may be used to make a FOIA request to the Chicago Transit Authority ("CTA"), but you are not required to use this form. To make a FOIA request to CTA, you must submit a request to CTA **in writing**, which can be mailed, faxed or e-mailed to:

Chicago Transit Authority
Freedom of Information Officer
567 W. Lake Street, Chicago, IL 60661

Phone: (312) 681-2809 **Fax:** (312) 681-2809 **Email:** FOIA@transitchicago.com

* "Commercial purpose" means "the use of any part of a public record or records, or information derived from public records, in any form for sale, resale, or solicitation or advertisement for sales or services." 5 ILCS 140/2(c-10).

Information About the Chicago Transit Authority

Chicago Transit Authority is an independent governmental agency created by state legislation. CTA began operating on Oct. 1, 1947, after it acquired the properties of the Chicago Rapid Transit Company and the Chicago Surface Lines. On Oct. 1, 1952, CTA became the predominant operator of Chicago transit when it purchased the Chicago Motor Coach system.

The Chicago Transit Authority (CTA) operates the nation's second largest public transportation system. On an average weekday, 953,787 rides are taken on CTA. The CTA is a regional transit system that serves 35 suburbs, in addition to the City of Chicago, and provides 87 percent of the public transit trips in the six-county Chicago metropolitan area either with direct service or connecting service to Metra and Pace.

CTA has 1,966 buses that operate 127 routes and 1,516 route miles. Buses make about 18,503 trips a day and serve – 10,588 bus stops.

On the rapid transit system, CTA's 1,564 rail cars operate eight routes and 224.1 miles of track. CTA trains make about 2,336 trips each day and serve 146 stations.

Chicago is one of the few cities in the world that has rail service to two major airports. CTA's Blue Line 'L' can take customers to O'Hare International Airport. Orange Line trains, which operate clockwise on the Loop 'L' structure, travel to Midway Airport.

CTA also provides around-the-clock service on certain routes. During late night and early morning hours, major rail lines and some of CTA's bus routes offer "Night Owl" service, much of it with connecting schedules and routing.

Our Mission

"We deliver quality, affordable transit services that link people, jobs and communities."

Our Values

We will accomplish our mission with a diverse workforce that is:

- **Courteous** - We will create a pleasant environment for ourselves and our customers.
- **Innovative** - We will seek out and encourage employees who initiate change, improvement, learning and advancement of our goals.
- **Motivated** - We will meet each task with spirit, enthusiasm and a sense of pride to be second to none.
- **Professional** - We will provide transit service with the highest standards of quality and safety for our customers and ourselves.
- **Reliable** - We will be dependable for our customers and fellow employees, and will maintain the highest standards of trust.
- **Results-Oriented** - We will focus on getting the job done and will derive personal satisfaction from the service we provide.

Our Commitments

We will accomplish our mission by:

- Setting clear goals, standards and priorities.
- Communicating openly with customers and employees.
- Helping all of our employees develop to their fullest potential through enhanced training and education.
- Being accountable to fellow employees and customers.
- Supporting employees so that they can serve customers.
- Engaging employees in decisions that affect them and their work and creating a stronger sense of ownership among our employees.

CTA Service Area

Area served by CTA	Chicago and 35 suburbs
Service population	3.4 million (based on 2020 Census)
2025 Operating budget	\$2.157 billion
2025 Capital budget	\$1.2 billion

Ridership

Average Weekday (2024)	
Bus	564,468
Rail	389,320
Total system	953,787

Annual (2024)	
Bus	181.6 million
Rail	127.5 million
Total system	309.2 million

Route statistics

Bus route miles	1,516
Bus miles traveled per day	148,177
Rail track miles	224.1
Rail miles traveled per day	254,544
Miles of elevated structure	35.8
Miles of 'L' at grade level	35.0
Miles of 'L' embankment, etc.	20.6
Miles of subway	11.4
Clearance range of 'L' structure in the Loop	13'3"-19'4"

Number of... (2023)

Buses	1,966
Bus routes	127
Bus stops	10,588
Rail cars	1,564
Rail lines	8
Rail stations	146
Employee positions	10,429

CTA Bus Garage and Rail Terminal Directory

Bus Garages

Chicago Avenue Garage
642 N. Pulaski Road

74th Garage
1815 W. 74th Street

Forest Glen Garage
5419 W. Armstrong Avenue

77th Garage
210 West 79th Street

103rd Garage
1702 E. 103rd Street

Kedzie garage
358 S. Kedzie Avenue

North Park Garage
3112 W. Foster

'L' (Train) Terminals

Howard
95th/Dan Ryan
54th/Cermak
O'Hare
Forest Park
Midway
Harlem
Ashland/63rd
Cottage Grove
Kimball

Loop Elevated Stations

Including Clark/Lake, State/Lake, Randolph/Wabash, Madison/Wabash, Adams/Wabash, Harold Washington Library-State/Van Buren, LaSalle/Van Buren, Quincy, and Washington/Wells

Purple, Red and Yellow lines

Howard Terminal

Including:

Red Line Stations: Howard, Jarvis, Morse, Loyola, Granville, Thorndale, Bryn Mawr, Berwyn, Argyle, Lawrence, Wilson, Sheridan, Addison, Belmont, Fullerton, North/Clybourn, Clark/Division, Chicago, Grand, Lake, Monroe, Jackson, Harrison, Roosevelt

Purple Line Stations: Linden, Central, Noyes, Foster, Davis, Dempster, Main, South Blvd, Howard

Yellow Line Stations: Dempster-Skokie, Oakton-Skokie, Howard

Red Line

95th/Dan Ryan Terminal

Including:

Red Line Stations: Cermak-Chinatown, Sox-35th, 47th, Garfield, 63rd, 69th, 79th, 87th, 95th

Blue Line

O'Hare Terminal

Including:

Blue Line Stations: O'Hare, Rosemont, Cumberland, Harlem, Jefferson Park, Montrose, Irving Park, Addison, Belmont, Logan Square, California, Western, Damen, Division, Chicago, Grand, Clinton

Blue Line

Forest Park Terminal

Including:

Blue Line Stations: Forest Park, Harlem, Oak Park, Austin, Cicero, Pulaski, Kedzie-Homan, Western, Illinois Medical District, Racine, UIC-Halsted

Brown Line

Kimball Terminal

Including:

Brown Line Stations: Kimball, Kedzie, Francisco, Rockwell, Western, Damen, Montrose, Irving Park, Addison, Paulina, Southport, Belmont, Wellington, Diversey, Fullerton, Armitage, Sedgwick, Chicago, Merchandise Mart

Orange Line

Midway Terminal

Including:

Orange Line Stations: Midway, Pulaski, Kedzie, Western, 35th/Archer, Ashland, Halsted

Green and Orange Line station: Roosevelt

Green Line

Harlem Terminal

Including:

Green Line Stations: Harlem/Lake, Oak Park, Ridgeland, Austin, Central, Laramie, Cicero, Pulaski, Conservatory-Central Park Drive, Kedzie, California

Green and Pink Line Stations: Ashland and Clinton

Green Line

Ashland/63rd or Cottage Grove Terminals

Including:

Green Line stations: 35-Bronzeville-IIT, Indiana, 43rd, 47th, 51st, Garfield, Halsted, Ashland/63rd, King Drive, Cottage Grove

Pink Line

54th/Cermak Terminal

Including:

Pink Line Stations: 54th/Cermak, Cicero, Kostner, Pulaski, Central Park, Kedzie, California, Western, Damen, 18th, Polk

Governance & Oversight

The governing arm of CTA is the Chicago Transit Board. Lester L. Barclay serves as chairman. The board consists of seven members, four appointed by the Mayor of Chicago and three by the Governor of Illinois.

The Mayor's appointees are subject to the approval of the Governor and the Chicago City Council; the Governor's appointees are subject to the approval of the Mayor and the Illinois State Senate. CTA's day-to-day operations are directed by Nora Leerhsen, acting president.

CTA generates revenue from both farebox collections and non-farebox revenues, and also receives supplemental funding for operating expenses through the Regional Transportation Authority (RTA).

CTA's boards and committees include the ADA Advisory Committee, Citizens Advisory Board, Committee on Finance, Audit and Budget, Deferred Compensation Committee, Employee Retirement Review Committee, Committee on Strategic Planning & Service Delivery, Committee on Human Resources and the Ethics Committee.

Please direct your correspondence for Board Members to:

Office of the Secretary
CTA Headquarters
567 W. Lake Street
Chicago, IL 60661

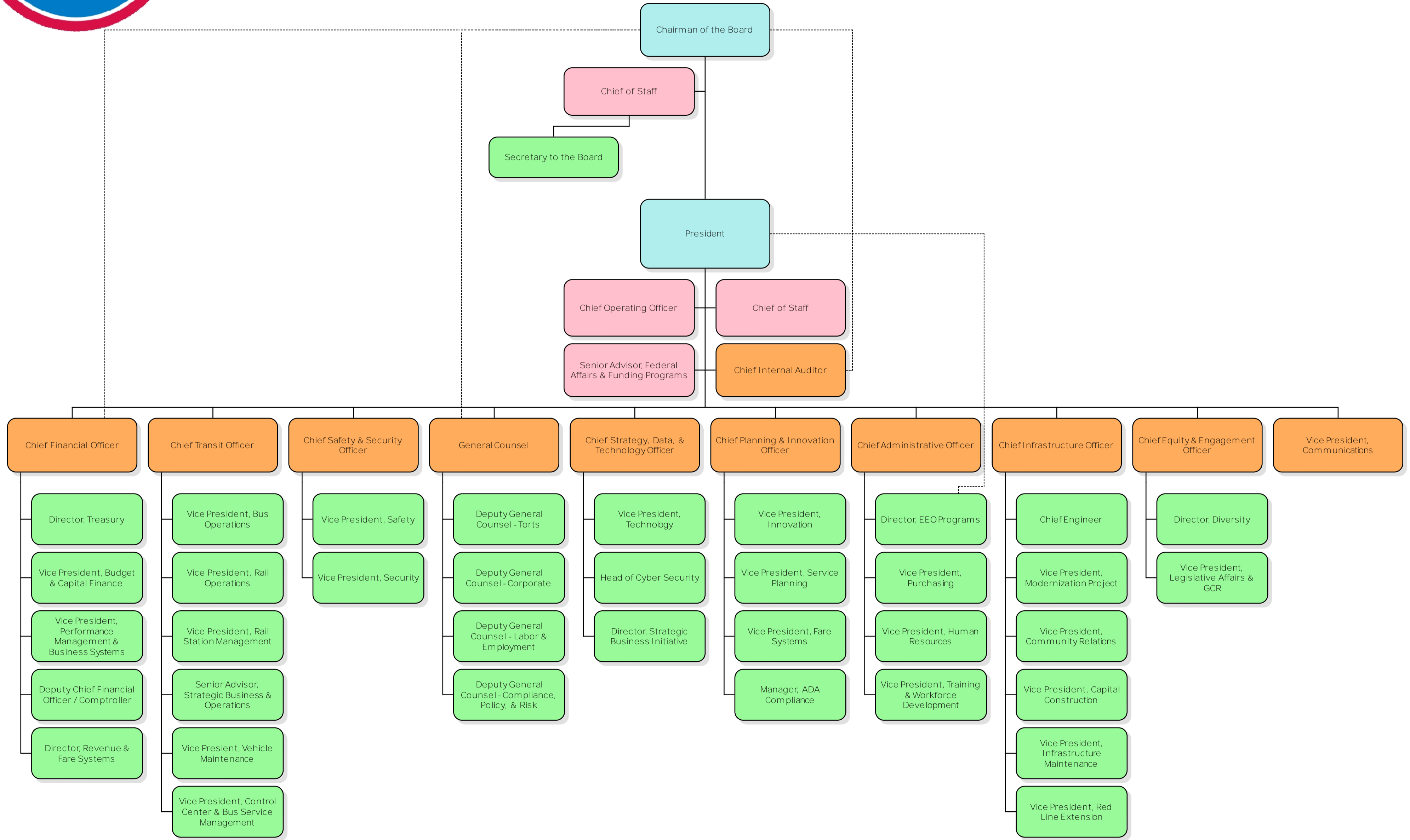
Tel: 312-681-5022
Fax: 312-681-5035
Email: boardoffice@transitchicago.com

The Regional Transportation Authority (RTA)

The RTA was established in 1974 to oversee local transportation operators in the six-county Chicago metropolitan area. Illinois state law requires the three RTA service boards - CTA, Metra (the suburban rail system), and Pace (the suburban bus system) to recover collectively at least 50 percent of operating costs from farebox and other system revenues. The RTA provides public funding for the agencies' remaining operating expenses.

RTA Offices

175 West Jackson, Suite 1550
Chicago, IL 60604



February
2025