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# Transcript of Board Meeting

**Date:** February 12, 2025

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

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BEFORE THE CHICAGO TRANSIT AUTHORITY BOARD

BOARD MEETING

Chicago, Illinois

Wednesday, February 12, 2025

10:21 a.m. CT

Job No.: 570719

Pages: 1 - 69

Reported By: Courtney Petros, RPR, CSR

1 Board Meeting, held at:

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4 CHICAGO TRANSIT AUTHORITY

5 567 West Lake Street

6 Chicago, Illinois 60661

7 312.681.3137

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12 Before Courtney Petros, a Certified Shorthand  
13 Reporter and Registered Professional Reporter in  
14 and for the State of Illinois.

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A P P E A R A N C E S

BOARD MEMBERS:

- LESTER L. BARCLAY, CHAIRMAN
- REV. DR. L. BERNARD JAKES, VICE CHAIRMAN
- ROSA Y. ORTIZ
- MICHAEL EADDY
- MICHELE A. LEE
- ROBERTO REQUEJO
- NEEMA JHA

ALSO PRESENT:

- NORA LEERHSEN, PRESIDENT
- KENT RAY, GENERAL COUNSEL
- GEORGETTE GREENLEE, SECRETARY

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

2 CHAIRMAN BARCLAY: Good morning. I would  
3 like to call to order the meeting of the Chicago  
4 Transit Board for February 12th, 2025.

5 Georgette, please call the roll.

6 MS. GREENLEE: Director Jha.

7 DIRECTOR JHA: Here.

8 MS. GREENLEE: Director Requejo.

9 DIRECTOR REQUEJO: Present.

10 MS. GREENLEE: Director Ortiz.

11 DIRECTOR ORTIZ: Here.

12 MS. GREENLEE: Chairman Barclay.

13 CHAIRMAN BARCLAY: Here.

14 MS. GREENLEE: Director Eaddy.

15 DIRECTOR EADDY: Here.

16 MS. GREENLEE: Chairman Barclay, you do  
17 have a quorum.

18 CHAIRMAN BARCLAY: We were advised prior  
19 to the meeting -- today's meeting that Director  
20 Jakes and Director Lee were unable to attend this  
21 meeting in person due to work commitments.

22 The Chair will entertain a motion to  
23 permit both Director Jakes and Director Lee to  
24 participate in this meeting remotely.

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1 DIRECTOR ORTIZ: So moved.

2 DIRECTOR JHA: Second.

3 MS. GREENLEE: It's been moved by Director  
4 Ortiz, seconded by Director Jha -- you all  
5 switched -- okay -- that Director Jakes and  
6 Director Lee be permitted to attend the meeting  
7 remotely due to travel and work commitments.

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 Eaddy.

18 DIRECTOR EADDY: Yes.

19 MS. GREENLEE: The motion passes.

20 CHAIRMAN BARCLAY: Our next order of  
21 business is the approval of the minutes of the  
22 regular Board meeting of January 15th, 2025.

23 May I have a motion to approve?

24 DIRECTOR ORTIZ: So moved.

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1 DIRECTOR JHA: Second.

2 MS. GREENLEE: It's been moved by Director  
3 Ortiz, seconded by Director Jha that the minutes  
4 from the regular CTA Board meeting of January  
5 15th, 2025 be approved.

6 We'll take a roll call vote.

7 Director Lee.

8 DIRECTOR LEE: Yes.

9 MS. GREENLEE: Director Jakes.

10 DIRECTOR JAKES: Yes.

11 MS. GREENLEE: Director Eaddy.

12 DIRECTOR EADDY: Yes.

13 MS. GREENLEE: Chairman Barclay.

14 CHAIRMAN BARCLAY: Yes.

15 MS. GREENLEE: Director Ortiz.

16 DIRECTOR ORTIZ: Yes.

17 MS. GREENLEE: Director Requejo.

18 DIRECTOR REQUEJO: Yes.

19 MS. GREENLEE: Director Jha.

20 DIRECTOR JHA: Yes.

21 MS. GREENLEE: The motion passes.

22 CHAIRMAN BARCLAY: Our next order of  
23 business is public comment.

24 Georgette.

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1 MS. GREENLEE: Chairman Barclay, we do  
2 have four public commentators for today. And we  
3 have two that are in writing from John Paul Jones  
4 and Deaglan McAndrew.

5 I would like to invite our public  
6 commentators to come up when I call your name.  
7 Please be advised that you must keep your comments  
8 to three minutes. We are glad you're here.

9 And our first person -- I do not see  
10 Patricia Puente. Is Patricia Puente here?

11 We'll go on to our next public  
12 commentator. Arthur Thomas.

13 MR. HARRILL: That's not my last name,  
14 but --

15 MS. GREENLEE: Okay. Sorry. What's your  
16 -- please tell us your last name.

17 MR. HARRILL: Harrill.

18 MS. GREENLEE: Arthur Harrill. Got it.  
19 Thank you very much. My apologies. Mr. Harrill,  
20 give me one second. And you may begin.

21 MR. HARRILL: So, hi there. I'm Arthur  
22 from Evanston. I'm a CTA rider. I want to talk a  
23 little bit about the CTA second chance program and  
24 why I think it should be turned into a full



1 apprenticeship program.

2 As you all are aware, the second chance  
3 program is nominally a job reentry program, the  
4 idea being that folks with barriers to employment  
5 can do a stint in this project, gain some  
6 experience, and then find work elsewhere.

7 In practice, I've heard it mostly hires  
8 folks released from prison, has them clean buses  
9 and rail cars, among other jobs. And in  
10 principle, I think this idea is great. Those of  
11 us who have constrained job prospects still need  
12 work like everyone else and it's good the CTA is  
13 providing this opportunity.

14 But from other things I've heard, the  
15 program also creates a kind of underclass within  
16 the CTA, a subset of employees who do the exact  
17 same work as other CTA workers but for less pay,  
18 fewer benefits, and under a shorter leash.

19 And this nominally temporary gig becomes a  
20 recurring gig for about a quarter of its  
21 participants. And I've also heard that  
22 complaining about these conditions, even sometimes  
23 up to safety violations, can put a second chancer  
24 at risk of losing their job with all the hardship

1 that entails.

2           According to an article in the Sun Times,  
3 when confronted with this disparity, a CTA  
4 spokesperson excused it by describing what the  
5 second chancers do as somehow not a job, per se,  
6 which I think is a weird thing to say about people  
7 who do the same thing as other CTA workers, whom I  
8 think we all can agree have jobs.

9           So I think it's great to extend job  
10 opportunities to folks with barriers for  
11 employment. I find the prospect of the CTA having  
12 a built in underclass to be a bit troubling.

13           So what to do about it. I've seen the  
14 second chancers called apprentices by the CTA  
15 before and then best idea I've heard to resolve  
16 this disparity would be to make this program an  
17 actual apprenticeship where after a year-long  
18 period, a second chancer in good standing would be  
19 offered a full-time job as a regular CTA worker.

20           If the CTA is going to hire the same  
21 people year after year to do the same sort of  
22 things as the rest of its workforce, then the  
23 least it could do is treat those people the same  
24 as any other employee.

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1 Thank you all for your consideration.

2 MS. GREENLEE: Thank you, Mr. Harrill.

3 CHAIRMAN BARCLAY: We'll pass that on to  
4 our President who can address that issue.

5 PRESIDENT LEERHSEN: Thanks, Chairman. If  
6 I may, Kim Robinson is here in the room who  
7 manages our second chance program. And she'll  
8 connect with Mr. Harrill to discuss this further.

9 MS. GREENLEE: Our next commentator is  
10 Bill Morton.

11 MR. MORTON: Thank you.

12 Thank you all for hearing the needs and  
13 concerns of our constituents at the Rogers Park  
14 Chamber of Commerce when we come here each month.

15 Trudy Leong represented us last time  
16 around and she mentioned ATU 130 union steward  
17 Eric Basir. Just to let everyone know we've been  
18 interviewing with him on WLWU, WZRD, and CAN TV  
19 and personal interviews just to learn more about  
20 how the trains run, how the trains work. And we  
21 really do appreciate his participation with us as  
22 well as his participation in our Chicago  
23 Transportation Facebook group.

24 Did get a chance to attend the Q1 career

1 fair info session over at Kennedy King college.  
2 I've got a lot of different resources. I was  
3 going to mention everybody, but I don't have the  
4 time for that. It was really informative. It  
5 really enlightened our community. And I was able  
6 to bring a lot of these resources right here to  
7 our constituents. I'd like to see the north side  
8 career fair info session coming up.

9 We are working on filling those empty  
10 storefronts in our newsletters. And it's part of  
11 our repertoire -- part of my repertoire, whenever  
12 I meet a business that's looking for a storefront,  
13 to ask them if they would be interested in having  
14 a storefront in one of those vacant CTA properties  
15 in Rogers Park.

16 We discussed this before. I got the tour.  
17 I understand the condition of these spaces. And I  
18 feel I'd be doing my community a great disservice  
19 if I didn't work with our team and our Board to  
20 help fill those storefronts.

21 So I want to continue to make that  
22 connection. We've already got things in the  
23 works. And we already have the lines of  
24 communication with that.

1           A couple -- two community concerns, two  
2           constituent concerns. Kathy Powers, she got hurt  
3           on the CTA. She filled in the form. She got what  
4           seemed to be a form letter back. And so I  
5           promised her that I would mention this. It seems  
6           like -- the responses seem like AI. That's what  
7           she said.

8           So maybe a little bit more of a personal  
9           touch. It seems like it's fill in the blanks,  
10          kind of AI, and she felt like you weren't  
11          listening to her. So that's why I mentioned it.

12          And then we also have another constituent  
13          who is -- who I've mentioned before, Adam Mack,  
14          who would like to see live streams of the CTA, not  
15          only for -- not just for, you know, fans on their  
16          couches, but, also, we feel that it would help  
17          increase security with so many people watching all  
18          the time. It may do something. I understand  
19          there's a cost with the bandwidth and the Wi-Fi  
20          and you have approved vendors and all that, but  
21          maybe we can do something about that. And he  
22          requested I brought that up.

23                 MS. GREENLEE: Time.

24                 MR. MORTON: Bill Morton, Rogers Park

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1 Chamber of Commerce. Anything I can do for you,  
2 please let me know.

3 MS. GREENLEE: Thank you.

4 CHAIRMAN BARCLAY: Same -- again, Bill --

5 PRESIDENT LEERHSEN: Yes, Chairman.

6 Mr. Morton, please continue to speak with Mr. Bill  
7 Mooney on these topics. He's here today. I know  
8 you've spoken with him before, but you can share  
9 with him your latest thoughts as well.

10 MR. MORTON: Sure will. Thank you very  
11 much.

12 MS. GREENLEE: Mr. Thomas.

13 MR. TURNER: My last name is Turner.

14 MS. GREENLEE: I just have nobody's last  
15 names right. I apologize.

16 Okay. So we have Mr. Harrill,  
17 H-A-R-R-I-L-L, and Mr. Turner. I want everybody  
18 to be Thomas today.

19 And you're accompanied by.

20 MR. TURNER: This is Cassidy.

21 MS. GREENLEE: All right. You have three  
22 minutes.

23 MR. TURNER: My name is DeAndre Turner.  
24 This is my coworker, Cassidy Lindsay. We are

1 representatives of CleanChoice Energy, a preferred  
2 energy supplier.

3           So a little bit about CleanChoice.  
4 CleanChoice is (indiscernible) in 2012 and our  
5 region for the past 13 years to create a future of  
6 -- free of climate watch and an abundance of  
7 renewable energy.

8           A little bit about me, I grew up here in  
9 Chicago, Illinois on the south side and I was  
10 fortunate enough to pursue business and  
11 communications at the University of Northern  
12 Michigan, which brings me to my overall concern as  
13 to why we're here.

14           So I'm here to address the consumers'  
15 transportation concerns and provide benefits to  
16 the CTA and Illinois climate watch in regards to  
17 renewable energy and research.

18           So our main role and, actually, my role  
19 would focus more on the ComEd billing side of  
20 things. So CTA -- as we know, Chicago has  
21 sustainability initiatives to reach by 2040.  
22 Chicago has sustainability, which would alleviate  
23 worries about future transportation in our  
24 amenities.

1           Since the start of 2025, all businesses in  
2 -- all businesses in Chicago, Illinois will  
3 utilize 100 percent of renewable resources  
4 including the few public transportation companies,  
5 like O'Hare and Midway, and the hopes of CTA  
6 joining the list.

7           So data indicates that power generated by  
8 the CTA has past fossil emission with many  
9 transportation companies using nuclear energy with  
10 67 percent of their power coming from nuclear  
11 power plants, 23 percent coming from fossil fuel  
12 energy, and only 11 percent of that being  
13 renewable.

14           So our job here -- our main goal in  
15 supporting CTA on the move towards a sustainable  
16 future is helping CTA achieve 100 percent clean  
17 energy for all infrastructure including garages,  
18 buses, trains, and rail cars, providing consumers  
19 with a more reliable mode of transportation, an  
20 efficient mode of transportation, ensuring our  
21 rail system contributes to a clean environment.

22           Also, while optimizing the CTA's operating  
23 budget for power and fuel cost as transitioning to  
24 100 percent clean energy is crucial for long-term



1 asset protection, sustainability goals, and public  
2 energy.

3 So we are committed to taking the  
4 necessary steps for a beautiful and sustainable  
5 future for generations to come. As we mentioned,  
6 to fulfill my role in supporting CTA and  
7 CleanChoice's vision, we want to collaborate to  
8 seek efforts and solutions to this global  
9 challenge. Our aim is to create an eco-friendly  
10 environment without incurring extra costs all  
11 while remaining with ComEd.

12 MS. GREENLEE: You have five seconds.

13 MR. TURNER: Our strategy and to  
14 accomplish this element of providing the CTA with  
15 a policy that ensures 100 clean energy entirely  
16 from renewable resources will benefit the company  
17 and its consumers contributing to a reduction of  
18 overall carbon emissions.

19 MS. GREENLEE: That's time.

20 MR. TURNER: Our product may potentially  
21 help decrease overall cost.

22 MS. GREENLEE: Thank you, Mr. Turner.

23 CHAIRMAN BARCLAY: Thank you. And, again,  
24 the President will basically assign someone.

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1 SPEAKER: (Indiscernible.)

2 MS. GREENLEE: Excuse me. But that was  
3 time. You must register to speak also.

4 SPEAKER: Sorry about that.

5 MS. GREENLEE: That's okay.

6 PRESIDENT LEERHSEN: Thank you. And Molly  
7 Poppe will connect with you as well to discuss  
8 these initiatives. Thank you.

9 MS. GREENLEE: So, Chairman Barclay, I  
10 would like to read -- John Paul Jones submitted  
11 two written public comments. I think I'll read  
12 one, which concerns the Englewood issues. And  
13 then Deaglan McAndrew has sent a public comment,  
14 which I will also read.

15 Deaglan McAndrews -- and I'm going to time  
16 myself.

17 Deaglan McAndrews. I am writing on behalf  
18 of the Chicago Democratic Socialists of the  
19 America's Fix the CTA campaign to strongly urge  
20 the CTA Board members and the new CTA Board  
21 President to take decisive action to improve  
22 public transportation for its riders and workers.

23 It is critical to protect this essential  
24 service from the oncoming hostility and challenges

1 posed by the Trump administration. Public  
2 transportation is a key means to improving equity  
3 amongst riders and workers and, as such, it should  
4 be to treat them with respect.

5 The goals of the Chicago DSA's Fix the CTA  
6 campaign are as follows:

7 Number one. Meet and exceed prepandemic  
8 frequencies, ensure that buses and trains must  
9 meet and exceed prepandemic service levels,  
10 measures such as two-person crews on trains,  
11 full-time jobs for all CTA employees, paid sick  
12 leave, at least matching the Illinois mandated  
13 minimum would meet the fundamental needs of CTA  
14 workers and lead to better performing systems for  
15 both riders and workers.

16 Number two. Install brick-and-mortar  
17 bathrooms. Provide accessible bathroom at L  
18 stations and along bus routes for riders and  
19 workers.

20 Number three. Establish an elected  
21 transportation board. Create a board that is  
22 accountable to riders and workers to guarantee  
23 their voices are heard.

24 It's time to end the status quo that

1 places public transit secondary to driving, a  
2 status quo that treats public transportation as a  
3 convenience rather than the essential service that  
4 it is. We both need transformational change that  
5 benefits riders and workers.

6 With future Federal grants in peril, the  
7 CTA must be willing to fight and demonstrate that  
8 it is essential to our transportation system. I  
9 believe that by working towards accomplishing  
10 these goals, we can have the public transit system  
11 that both people want -- that people want and  
12 deserve. Thank you for your time.

13 Deaglan McAndrew.

14 Okay. And we will submit both of John  
15 Paul Jones's public comments to the Board in  
16 writing.

17 And that concludes our public comments.

18 CHAIRMAN BARCLAY: Thank you for all of  
19 you that came to share your thoughts and concerns.  
20 Thank you very much. I appreciate it.

21 Our next order of business is a report  
22 from the ADA Advisory Committee, which will be  
23 given by Laura Saltzman, who is the chair of the  
24 CTA's ADA Advisory Board.

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1 MS. SALTZMAN: I'll go slow this time.

2 MS. GREENLEE: Thank you. Good morning.

3 MS. SALTZMAN: Good morning.

4 Hello. My name is Laura Saltzman and I am  
5 the chair of the ADA Advisory Committee and a  
6 senior policy analyst for Access Living.

7 I'd like to congratulate Nora Leerhsen for  
8 her new role as acting president of the CTA. The  
9 ADA Advisory Committee hopes to continue to work  
10 collaboratively and provide input on issues  
11 disabled people can have with the transit system.

12 The ADA Advisory Committee met last month  
13 on January 13th, 2025. We began with transitions  
14 in our committee membership, welcoming Zoe Lanier  
15 and Milton Lash while expressing gratitude to  
16 Doreen Bogus and Mary Abramson who completed their  
17 impactful four-year terms.

18 We were also pleased to have David Powe  
19 from CDOT to attend the ADA meeting. We look  
20 forward to CDOT's ongoing attendance at Committee  
21 meetings and appreciate the help from the Board in  
22 making that happen.

23 Sorry.

24 During Bill Mooney's infrastructure

1 presentation, questions were raised about way  
2 finding, features on station flooring,  
3 particularly at the four RFP stations. The  
4 Committee discussed the need for built-in  
5 directional indicators and contrasting materials.

6 The success of snow clearance around RPM  
7 stations was noted, however, there were concerns  
8 about sidewalk maintenance by adjacent  
9 construction projects. And the CTA was asked that  
10 it make an effort to report these issues to the  
11 City as workers are omnipresent in the area.

12 The Committee requested opportunities for  
13 accessibility walkthroughs of new stations before  
14 opening. In previous tours, we visited the  
15 Western Brown Line station before construction and  
16 then recently the Damen Green Line station,  
17 however, because of a tight timeline, this was  
18 after construction and commenting on accessibility  
19 was less helpful.

20 The importance of timing for these  
21 walkthroughs is key to allow for implementation of  
22 the Committee's recommendations. We hope to  
23 continue to be invited to do tours before  
24 construction to better help CTA in its

1 accessibility mission.

2           Additionally, Cara Bader and Scott  
3 Wainwright presented on ridership. This  
4 presentation led to inquiries about rail travel  
5 patterns and customer demand throughout  
6 neighborhoods. In addition, it was suggested that  
7 the CTA examine how different rail lines serve  
8 local neighborhood travel versus downtown  
9 communities. The Committee emphasized the  
10 critical need for reliable rail service to support  
11 the substantial infrastructure investments being  
12 made, particularly regarding staffing levels.

13           There has been substantial discussion on  
14 this issue, so I will not belabor the point, but I  
15 will note that unreliable and/or reduced service  
16 presents an accessibility issue all on its own,  
17 especially when transfers can compound the  
18 problem. I hope that the CTA is doing all it can  
19 to get to previous levels of operators.

20           During Kathleen Kennelly's customer  
21 service update, the Committee engaged extensively  
22 with the new CTA chatbot feature. The Committee  
23 suggested improvements to the complaint submission  
24 process, including suggestions for open-ended

1 reporting options, the ability to move back or  
2 start the complaint over on chatbot, and for there  
3 to be more systemic -- sorry -- systematic  
4 evaluations of complaints so when a consistent  
5 issue at a specific garage or station isn't being  
6 resolved, that matter gets raised further up the  
7 chain.

8           The Committee also mentioned ongoing  
9 challenges with smoking on trains. It is a public  
10 health problem that needs to be effectively  
11 addressed and has remained significantly more  
12 common than prepandemic. We realize this is a  
13 complicated issue and would like to make sure the  
14 focus is on interventions most likely to change  
15 and discourage the behavior.

16           Research seems to be fairly consistent  
17 that consistent -- that consistent intervention is  
18 much more effective than a rare intervention  
19 accompanied by a harsher punishment. There is a  
20 reason smoking is not an issue on buses or Metra.  
21 The severity of punishment isn't any different,  
22 just the likelihood you'll be caught.

23           I want to stress that smoking is separate  
24 from eating or drinking, behaviors it gets paired



1 with at times but that do not present public  
2 health problems the way smoking does. I had a  
3 lung ailment last year and while recovering  
4 stopped taking the train outright because of how  
5 often people were smoking, even in the middle of  
6 summer. Notably, I did not have to stop taking  
7 the bus.

8 I live in a transit dense area, have  
9 hybrid employment, and could afford to take  
10 rideshare instead of the train when I had to.  
11 Even though it was still limiting and expensive,  
12 it was a privilege I could afford and others will  
13 not be able to do the same. We need to keep all  
14 transit options open to everyone.

15 Bus stop accessibility was brought up as  
16 well. And this showed how helpful it is to have  
17 CDOT present beyond a specific presentation. They  
18 could answer questions and promise follow-ups that  
19 CTA cannot because it is not their department.  
20 The partnership with CDOT on bus stop improvements  
21 was highlighted with Committee members suggesting  
22 ridership data collection to assess the impact of  
23 accessibility upgrades.

24 The Committee raised the safety pilot

1 funding and asked for updates on specific plans  
2 for the funding in general and in the context of a  
3 program dealing with crisis response specifically.  
4 We were told CTA would be reaching out to the  
5 Committee to follow up. And it was understood  
6 that beyond community engagement, there needs to  
7 be a sincere commitment and plan for service  
8 delivery with the money that has been placed in  
9 the budget. And thank you for the Board for that.

10 Looking ahead, the Committee will continue  
11 monitoring these initiatives while maintaining our  
12 focus on comprehensive accessibility throughout  
13 the system. We appreciate the Board's support of  
14 these efforts and look forward to further progress  
15 in 2025.

16 Thank you.

17 CHAIRMAN BARCLAY: Thank you.

18 Any questions from the Board members?

19 MS. GREENLEE: Director Jha, any  
20 questions?

21 DIRECTOR JHA: No questions. Thank you.  
22 I think you covered almost everything that as a  
23 Board we've been looking at, so appreciate your  
24 focus on that.

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1 MS. GREENLEE: Director Requejo.

2 DIRECTOR REQUEJO: No questions. Thanks.

3 MS. GREENLEE: Director Ortiz.

4 DIRECTOR ORTIZ: Thank you for your  
5 leadership.

6 MS. GREENLEE: Director Eaddy.

7 DIRECTOR EADDY: No questions.

8 MS. GREENLEE: Director Lee.

9 DIRECTOR LEE: Thanks, Laura. No  
10 questions. Just a comment that thanks for your  
11 work and also -- I also echo and concur about  
12 having earlier site visits. I agree that  
13 accessibility needs to be not an afterthought. So  
14 thanks for bringing that up.

15 MS. GREENLEE: Director Jakes.

16 DIRECTOR JAKES: No questions. Thank you  
17 so much.

18 MS. GREENLEE: Thank you.

19 CHAIRMAN BARCLAY: Our next item of  
20 business on the agenda will be the Citizens  
21 Advisory Board report, which will be given by  
22 Katanya Raby, who is chair of the CTA Citizens  
23 Advisory Board.

24 MS. RABY: Good morning. And this is my

1 first time being back at CTA in the new year. So  
2 happy New Year to everyone. And welcome to  
3 President Leerhsen. We're really happy to  
4 continue this work and get to know you in this  
5 space as well.

6 So at our last meeting, which was -- I  
7 wasn't able to attend, it was on the 30th. But I  
8 am very excited to report updates from that  
9 meeting.

10 So we, as a Board, have been working  
11 actively to set the tone for the future of the  
12 Citizens Advisory role with the CTA. And over the  
13 last couple of sessions, we've been more strategic  
14 and intentional about how we can be a stronger  
15 voice for CTA's riders.

16 We had an opportunity to really work on an  
17 internal mission statement, and that is to provide  
18 for policy and innovation which supports ridership  
19 in a responsible and accountable way. And we hope  
20 to work more in concert with the CTA Board and  
21 leadership to help us all realize a better and  
22 brighter future for our CTA.

23 So during the last meeting, we had a  
24 really robust conversation covering many areas of

1 concern for riders across the city, specifically,  
2 within safety rider experience and customer  
3 service.

4 For safety, we came up with a few ideas,  
5 some high level recommendations of focus. The  
6 members of our Board agreed that we would like to  
7 see if there is an opportunity for CTA to revisit  
8 its agreement with the Chicago Police Department  
9 on assessing officer allocation, overtime pay, and  
10 the feasibility of reinstating a CTA police force.

11 Considering the dedicated CTA security  
12 team for greater control over safety operations,  
13 we understand that there may be a feasibility  
14 study underway for that and we just would like to  
15 also have any updates on where that is and if  
16 there are any opportunities to move forward with  
17 that.

18 We also were informed that the CTA is  
19 exploring doing a review of the current safety  
20 plan for the purposes of looking at new safety  
21 strategies and the effectiveness of the current  
22 safety plan and we would like to be part of that  
23 process and would like to know what the estimated  
24 time frame is for that study.

1           We're also thinking about perceived safety  
2 versus actual safety and incidents. Our members  
3 agreed that based on conversations with riders  
4 from their communities, that the public is more --  
5 has more of a perception that they are not safe  
6 versus the experience of assault and batteries  
7 while riding public transit.

8           They resolved that -- we all resolved that  
9 the following will help CTA address the perception  
10 and make them feel safer. We agreed that we feel  
11 safe while on trains and buses and less safe while  
12 waiting for trains and buses to arrive. More  
13 consistent service improves safety perception,  
14 increased bus/train frequency may also be more  
15 effective than actual -- adding to the security  
16 staff.

17           Members also believe that diverse  
18 ridership, whether that be gender, race, age, also  
19 enhances the sense of safety, the absence, by and  
20 large, of other demographics on public transit,  
21 like school children and elementary grade level  
22 children increases the perception that CTA is not  
23 safe.

24           So with that said, also looking into

1 strengthening the partnership between CTA and  
2 Chicago Public Schools to improve reduced fare  
3 access and enhance safety perceptions for students  
4 and their parents, explore ways to shift some of  
5 the 400,000 plus students that are attending CPS  
6 from using private transport to CTA.

7 And then, also, we talked about public  
8 transit versus rideshare and how riders have noted  
9 that they feel safer on public transit than using  
10 rideshare in some situations. We've heard various  
11 reports about issues with rideshare and how being  
12 in a public space with multiple eyes and witnesses  
13 reduces concerns around safety. And our  
14 recommendation is that CTA should capitalize on  
15 that public feeling with marketing and outreach.

16 Returning to office safety, some second  
17 shift union employees have raised concerns about  
18 infrequency of service and long wait times at  
19 night and that has cited contract language to  
20 address potential impacts.

21 Fare evasion and safety. There's a  
22 possible link between fare evasion and crime, but  
23 there's no conclusive data in Chicago. But there  
24 has been some anecdotal cases that exist. But

1 these are not a primary concern for our board,  
2 it's just something we thought was an interesting  
3 thing to look into.

4 And then, also, the opportunity for  
5 discreet safety reporting, you know, enhancing the  
6 support around the chatbot system that could allow  
7 riders to report issues directly to police and  
8 fire. And this was noted that it can be  
9 intimidating to press the call button while on the  
10 train. If there is an active incident or active  
11 situation, are there other ways that riders can,  
12 you know, discreetly notify authorities if there's  
13 something going on?

14 And then for experience and customer  
15 service, for operator customer service, we want to  
16 encourage a culture of warm and professional  
17 customer interactions to enhance rider  
18 experiences, which could also increase perceptions  
19 of safety.

20 I know personally I really enjoy being  
21 able to get on the train and, you know, sometimes  
22 the -- you know, beyond the automated messages on  
23 the train, sometimes the operator will also say  
24 things like good morning or, you know, really just



1 kind of improving the experience. So those things  
2 are always nice.

3 Cleanliness concerns. We definitely want  
4 to see more clearer expectations for cleanliness  
5 and station maintenance. Right now, we're in the  
6 season where salting is very important, but we  
7 also want to think about how do we make sure that  
8 we're cleaning that salt up because it does impact  
9 the infrastructure, breaking down the wood on the  
10 tracks and the metals and things that are -- you  
11 know, those different components of our stations  
12 are kind of being eaten away by the salt. So just  
13 kind of how do we make sure that we're clearing  
14 that off when it's no longer used.

15 And then, also, there's unresolved issues  
16 that some of our members have noted that have, you  
17 know, been witnessed still being there for over a  
18 month. You know, so that's very concerning if  
19 you're seeing the same thing that should have been  
20 cleaned up quickly that's not been cleaned up for  
21 a month.

22 And then, also, the complaint process.  
23 Right now, it's not very clear about the best  
24 reporting process for nonsafety issues, whether

1 using 311, the 311 app, or AAA or CTA, providing  
2 more transparency and feedback in that and  
3 creating a loop so that customers can keep track  
4 of their complaints in the system, if there's some  
5 way to do that similar to how 311's app works  
6 where you can track city complaints.

7 And then we also would like to -- we  
8 understand that 18F is exploring some solutions  
9 within that space, and so the CAB would like to be  
10 part of those discussions as well.

11 CTA versus City responsibilities.  
12 Improving coordination between the CTA, the City,  
13 and JCDecaux on bus stop maintenance and customer  
14 complaints because we understand that there may be  
15 some challenges there with cleanliness, especially  
16 when it comes to our bus stop maintenance.

17 Mental health resources. We understand  
18 that this is a much bigger problem than the CTA.  
19 But if the CTA and CDPH can work together,  
20 perhaps, you know, working with the team that does  
21 the City's mobile health work, maybe there's some  
22 way to connect and join in the efforts and help  
23 address mental health concerns that impact the  
24 CTA. Those are just some things that we hope to

1 see in the future.

2 And then, finally, back to the chatbot.  
3 We like the chatbot. And so our reviews so far  
4 have been overwhelmingly positive, at least, you  
5 know, just what we understand of it. And so  
6 we're, you know, sharing back that there have been  
7 quick responses to the smoking complaints when  
8 using the chatbot. So we would like to elevate  
9 that as an opportunity for CTA to really continue  
10 to build upon so that complaints can be more  
11 quickly addressed.

12 That is my report for the CAB. And thank  
13 you, all.

14 CHAIRMAN BARCLAY: Thank you for a very  
15 comprehensive report. I know, on behalf of the  
16 Board, we appreciate the work that your Board does  
17 as well as the ADA Committee. It's very helpful  
18 to us to hear those comments.

19 So thank you very much.

20 Any other questions?

21 DIRECTOR JHA: No. Thank you.

22 MS. GREENLEE: Director Requejo.

23 DIRECTOR REQUEJO: Thanks for the  
24 extensive list. And I was particularly worried

1 about that cleanliness situation that was sitting  
2 there for a month, if I understood correctly. Is  
3 that what the members said?

4 MS. RABY: Yes. One of our members  
5 described a situation actually at the Clark and  
6 Lake station where I'm guessing someone threw some  
7 soup on one of the doors leading out of the  
8 station and that soup remained on the doors and on  
9 the floor for a month.

10 And this is a station that's pretty  
11 popular in the Loop. And so it's just really odd  
12 that there hadn't been any attention paid to it in  
13 that time frame.

14 DIRECTOR REQUEJO: Thank you for that.  
15 And this is the type of example that illustrates,  
16 you know, the needs that we have in the system.  
17 And I appreciate your members for keeping CTA  
18 accountable. We would love to figure out to  
19 resolve this issue so it doesn't happen again.

20 And are there areas where you see  
21 particular traction improvement in CTA from the  
22 point of view of your members in particularly  
23 areas where there's improvement in traction with  
24 collaborating with CTA to get to solutions?

1           That was a very extensive list, so I  
2 wanted to figure out what are the top two, three  
3 things where you see traction, again, to better  
4 engage with your committee and get to some of  
5 those solutions.

6           MS. RABY: That's a very good question.

7           I think that we are most excited generally  
8 -- and I don't necessarily want to speak for the  
9 individuals, but just from my understanding, we  
10 are very excited about innovative things that are  
11 coming to play.

12           We are appreciative of the innovations  
13 team and a lot of the new technology that's coming  
14 on board with really helping us to better  
15 communicate with CTA. I think that's probably one  
16 of our biggest concerns. And that really covers a  
17 lot of the things that I shared, just really  
18 having that ease of communication and sharing back  
19 with CTA what's happening in real time.

20           And so I feel like we're getting closer to  
21 that. And we just really want to continue to  
22 build on that with the CTA and offer our feedback  
23 and fully immerse ourselves in that. Because we  
24 see that that is the future and that's really

1 going to help response times to, you know,  
2 decrease.

3 DIRECTOR REQUEJO: And what would it look  
4 like to better connect or connect your committee  
5 with the innovation solutions?

6 MS. RABY: So I will say that Molly Poppe  
7 and her team are very -- they've been very engaged  
8 with us over the time that we've been on the  
9 Board. And she's expressed, you know, being open  
10 to having further conversation and looping us in.  
11 So we do feel like we've -- I mean, there's  
12 definitely room for us to continue to grow in that  
13 space with them.

14 So I think -- but I appreciate how  
15 attentive she is. She and her team, you know,  
16 they check in with us pretty regularly, which is  
17 great.

18 DIRECTOR REQUEJO: That's great to hear.

19 And do you feel your Committee has  
20 currently the resources you need to continue that  
21 collaboration?

22 MS. RABY: I think we probably -- I think  
23 resources is a good question. I think we talked  
24 about this a little bit before.

1           We, as a Board, haven't had the  
2 opportunity to really explore what resources we  
3 would need, like what does that look like for us.  
4 Because we really don't know what that means. I  
5 mean, we're all volunteers. We're, you know, kind  
6 of scattered across the city. And so when we come  
7 together, our time is really tight. And we've got  
8 to try to figure out how to fit in all of these  
9 things into this two-hour time slot.

10           So we haven't had the opportunity to  
11 really dig into what it is that we would need.  
12 And so I think that's a great question and I will  
13 take it back to our Board and see how we can  
14 address that.

15           DIRECTOR REQUEJO: Thank you. I would  
16 love to hear more about, you know, what would it  
17 look like to have a properly resourced Citizens  
18 Advisory Board.

19           I truly appreciate unpaid volunteering  
20 work, but I would love to know more what's  
21 possible, what the statute allows for, what our  
22 budgetary, you know, possibilities are because  
23 this is a lot of work that we're asking you all to  
24 do and want to make sure that we're setting you

1 all up for success and not just as a place to  
2 bring recurring issues to our table without a way  
3 to dig deeper, further engage your members and  
4 your communities too into the work.

5 MS. RABY: Thank you for that. I'm sure  
6 the members of the CAB will greatly appreciate  
7 your consideration.

8 MS. GREENLEE: Director Ortiz.

9 DIRECTOR ORTIZ: Same. Thank you for your  
10 time and your leadership.

11 MS. GREENLEE: Director Eaddy.

12 DIRECTOR EADDY: I just concur with what  
13 she said. You're doing a great job. Very  
14 impressive.

15 MS. RABY: Thank you.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: Yeah. Just wanted to thank  
18 you for your leadership, but, also, bringing these  
19 concerns to light because, you know, we're all  
20 experiencing them. And so it's good to have a  
21 feedback from all perspectives. So appreciate it.  
22 Thank you.

23 MS. GREENLEE: Director Jakes.

24 DIRECTOR JAKES: Yes. I would like to



1 know will her report or will the report from the  
2 Citizens Advisory Board be given to us as she has  
3 read it?

4 MS. GREENLEE: Yes.

5 DIRECTOR JAKES: Okay. Thank you.

6 MS. GREENLEE: Thank you.

7 CHAIRMAN BARCLAY: Thank you very much.

8 Our next item of business on the agenda is  
9 the President's report, which will be given by our  
10 acting president, Nora Leerhsen.

11 PRESIDENT LEERHSEN: Good morning. Thank  
12 you, Chairman and Directors.

13 Before I begin, I also just want to thank  
14 Ms. Raby and Ms. Saltzman for their reports. I  
15 spoke with both of them yesterday. We met  
16 previously, but I wanted to make sure they knew  
17 how much we value their input and the work that  
18 they're doing. I think they're an incredible  
19 resource for us to identify riders' concerns.

20 I think we've seen some themes even across  
21 their reports today coming through that I hope to  
22 address during my time I'm speaking today and in  
23 an ongoing way. So I just want to thank them for  
24 their service and really look forward to continued

1 partnership with them in this work.

2 I wanted to also speak today as I begin  
3 this period of transition in leading the Agency  
4 and let you know a bit of what I'm thinking about  
5 and focused on and working on already since taking  
6 on the role last week.

7 As I had spoken to you, I'm really looking  
8 at this time and focusing on stability as well as  
9 opportunity. I think you don't need to look any  
10 further than the weather plan today to know how  
11 important staying focused on our core function as  
12 the agency is and the massive responsibility we  
13 have to safely carry a million people throughout  
14 the city in a variety of circumstances.

15 So my first focus is, of course,  
16 maintaining that work and keeping management  
17 focused on delivering that service in the way that  
18 we know how to do.

19 I also say stability in achieving -- with  
20 regards to what we've achieved in the last year  
21 with regards to service and maintaining those  
22 gains because I think, as we've seen also  
23 discussed today, service reliability is about  
24 frequency and access.

1           We noticed -- also, Ms. Raby and  
2 Ms. Saltzman also mentioned how service  
3 reliability has to do with accessibility and ADA  
4 concerns as well; it also has to do with security.  
5 It's a core aspect of what we need to maintain.  
6 Our workforce numbers are back, but we need to  
7 work hard to maintain that and continue to grow  
8 throughout the year.

9           I also, though, know that there's a lot of  
10 opportunity during this time. Any change brings a  
11 natural opportunity to look at issues with a fresh  
12 view, to set a tone that is responsive to what we  
13 know riders and stakeholders want to hear from  
14 CTA. So I'm focused on that as well.

15           I'm really jumping at any opportunity to  
16 move CTA forward in a couple key areas. Outreach  
17 and engagement. I've spent my initial days  
18 reaching out to City Council members, elected  
19 officials, key stakeholders and partners, like  
20 Ms. Raby and Ms. Saltzman, to let them know how to  
21 reach me and to make sure they know that we're  
22 here to partner with them during this time and  
23 moving forward. I think that a really important  
24 aspect as well given the current legislative

1 conversation so that people know CTA's priorities  
2 and the work that we're doing and that leadership  
3 is committed and available to discuss those  
4 concerns.

5 I'm also reaching out to employees. We  
6 have a massive organization of over 11,000 people.  
7 And I know a time of transition and new leadership  
8 can cause anxiety and concerns, so I want people  
9 to see me.

10 I've been out across Chicago garage, 77th  
11 garage, Harlem terminal, as well as the new RPM  
12 sites. I want people to know leadership  
13 appreciates them and wants to hear from them and  
14 also just know who I am and know a bit about me as  
15 a person during this period. And that's really  
16 been one of the best parts of this time.

17 Our employees are incredible, savvy people  
18 who know this city and know our issues better than  
19 anybody. I mean, they're riders as well. And I  
20 often say, you know, our riders and customers are  
21 on our system on their way to commute or on their  
22 trip; our employees are on our system for hours at  
23 a time, right? They know deeply the issues that  
24 we're facing and have incredible ideas about how

1 to also come at some of these issues. So I've  
2 really enjoyed those conversations and plan to be  
3 out regularly.

4 And I am focused on the rider experience.  
5 I think maintaining service, achieving the service  
6 levels that we have gives us this opportunity to  
7 look inward at what we know people want to see.

8 We see common themes across people's  
9 experience, around cleanliness, around smoking,  
10 around speaking with the CTA about what they're  
11 seeing and having a way to communicate with us and  
12 send those experiences.

13 And the chatbot you see coming up as  
14 something that people are really valuing. I use  
15 it myself as a regular rider and input what I see  
16 on the system through that mechanism as well. And  
17 we're seeing trends, right?

18 We've had it going for a period, so I've  
19 really asked the team in these initial days to  
20 dive into what we're seeing there. And the  
21 smoking issue does come up, I mean, as a primary  
22 complaint that we're seeing through chatbot and  
23 other forums.

24 And I think, as we've seen talked about

1 today, not all rule violations are created equal.  
2 And I think smoking has an ability to really set a  
3 tone for a rider that is not indicative of what we  
4 want them to see.

5 If you're a CTA employee, I think when you  
6 also see smoking, one of the things that strikes  
7 me is I'm looking at a clean, on time train that  
8 just got a bad reputation because of that smell of  
9 smoke, right? And that's one of the things that  
10 can really frustrate me in addition to, you know,  
11 the poor experience created by that.

12 For that reason, we've looked at what the  
13 chatbot is giving us, for example, and made  
14 improvements even how people can report  
15 information. So it allows you to report what rail  
16 car you're on, but the team also worked with the  
17 security team to have a new way to approach what  
18 station you're approaching, which gives us  
19 information of where people are reporting smoking  
20 in the system on a more regular basis.

21 And what we're looking at now is looking  
22 at deploying resources in a targeted way to those  
23 areas to make sure we are messaging and removing  
24 people who might be smoking, telling them that's a

1 rule violation.

2 And so I'm going to come back to you with  
3 that plan as it develops, but I wanted you to know  
4 that's a focus of mine because we're hearing loud  
5 and clear that we want riders to know we care  
6 about that and that's an important aspect of their  
7 experience.

8 The chatbot also offers really great  
9 information across other categories as well. And  
10 what we're going to begin to work at is a plan  
11 around responding in more real time to what we're  
12 seeing in the chatbot. As you can imagine, that's  
13 very resource heavy. You've got to have people  
14 available to say that something happened, send it  
15 to the right people who can send the right people  
16 there and get them there.

17 But we're putting something in motion with  
18 our control center and with staff to pilot out  
19 some more scenarios where we respond in real time.  
20 And we want riders to know we're doing that and to  
21 report back out on that. So I will be coming back  
22 to you to talk about some more initiatives around  
23 that front as well.

24 Also, our partnerships. And I was happy

1 to hear CDOT's attendance at the ADA Advisory  
2 Committee and I know that came up and I'm happy to  
3 hear some fruitful conversation came from that.  
4 That's key. And it's something I want to work on  
5 and continuing to improve our work with other city  
6 agencies.

7 I think riders understand that we can't  
8 solve major societal issues ourselves, but they do  
9 expect us to work together with the agencies that  
10 contribute to solving those problems and to be a  
11 key player in those conversations. And I want to  
12 meet that expectation and let people know that.

13 You know, the Department of Family and  
14 Social Services is, of course, a key partner with  
15 our unsheltered population on our system. One of  
16 the things I'm working with the team on is  
17 exploring expanding the capacity for beds that  
18 homeless people on our system may need.

19 As you can imagine -- and I think you've  
20 heard before -- you know, that can be a roadblock  
21 to getting people full services that they need.  
22 They may be interested, we've got social service  
23 workers out there talking them, but there may not  
24 be capacity at a shelter. And it's an incredibly



1 frustrating circumstance for everyone involved.

2           So we know that with more funds, we could  
3 potentially expand the number of beds that are  
4 allotted specifically to the CTA outreach efforts.  
5 So I'm having my team look at that to execute that  
6 because I think that's one key way that could  
7 improve the effectiveness of that work, and,  
8 again, have riders know that that issue matters to  
9 us and that we have a responsibility to the people  
10 on our system to work further on that issue.

11           So I'm excited about the time ahead.

12 We've also got some upcoming new service  
13 enhancements that we'll be talking about next  
14 month that will further enhance the reliability  
15 and frequency of our network.

16           I know, also, you know, we have many  
17 audiences at this time, including state  
18 legislators. So part of the reason I'm voicing  
19 this work today is to make sure that people know  
20 we're interested and committed in making these  
21 issues better. And it is my hope that in doing  
22 that they show our work on that and we can be  
23 focused on the funding that we need and not  
24 distracted by other issues or concern that that's

1 not something we're focused on.

2 So that's a little bit of my method in  
3 raising it with you today and keeping you updated  
4 on it. Because these are not ordinary times for  
5 us in many ways and the work that we're doing is  
6 on a stage that matters for our financial health  
7 and our future and I want to make sure people are  
8 aware of that.

9 So I'll stop there for today. I  
10 appreciate it and look forward to talking with you  
11 further.

12 CHAIRMAN BARCLAY: Thank you, Nora, for  
13 your report and for stepping into this role  
14 following Dorval's retirement. Transition in  
15 leadership for an organization this large is  
16 often, you know, difficult, especially when  
17 somebody was there for so many years. We  
18 appreciate your leadership and we look forward to  
19 continuing during this transition period.

20 Thank you very much.

21 PRESIDENT LEERHSEN: Thank you, Chairman.

22 MS. GREENLEE: We'll take comments and  
23 questions from other members of the Board.

24 Director Jha.

1           DIRECTOR JHA: Thank you. I actually  
2 really enjoyed your first week in pictures,  
3 meeting on the rides, I think that's a really good  
4 start. People want to hear from you and  
5 appreciate you being out there and have really  
6 enjoyed those, willing to keep doing that.

7           Thank you.

8           MS. GREENLEE: Director Requejo.

9           DIRECTOR REQUEJO: Same here.

10          Congratulations. Thank you for accepting the  
11 responsibility in such a critical time in transit  
12 for our country.

13           I know some people -- elected officials  
14 don't want us to talk about this, but I want to  
15 talk about gender equity and the importance of you  
16 being our first woman in charge of the Agency  
17 because gender inequity is a problem, it exists,  
18 and should be talked about and addressed.

19           Appreciate the focus on our unhoused and  
20 riders and the emphasize on vulnerable  
21 populations. We haven't talked about this today,  
22 but I'm very proud of the Know Your Rights  
23 campaign to help protect our immigrant population  
24 from the persecution that they're going through

1 right now.

2 And just an overall question on, Nora,  
3 areas where you think there is opportunity to  
4 better work with our riders and our workers, in  
5 particular, to advance some of your priorities.  
6 Especially this year being, again, a complicated  
7 one, I would love to hear what are some of those  
8 specific opportunities to better engage our riders  
9 and our workers in finding solutions, you know,  
10 making decisions together, showing a united front  
11 on some of those core issues.

12 PRESIDENT LEERHSEN: Certainly. And I'll  
13 continue to keep you updated on that. I think on  
14 the worker front, we're excited, actually, on  
15 Monday to be launching an app in which employees  
16 will get communications directly from us.

17 You know, in an agency like ours with over  
18 11,000 people across the city moving at all times,  
19 communication can be an issue. And that's one  
20 step that hopefully will kind of streamline some  
21 information. I was happy to see when I was out  
22 there they were aware of the app and kind of  
23 looking forward to see what it was. That's just  
24 one example.

1           But I think communication is key, Director  
2 Requejo. I mean, we've seen the chatbot get  
3 talked about a lot and improving the customer  
4 complaint system and I'd also say the commendation  
5 system. I think -- I'd love to have a focus,  
6 actually, also on more positive feedback, not  
7 because I don't want to hear the complaints,  
8 absolutely, but just as valuable is knowing what  
9 -- employees in situations that were really  
10 positive for people.

11           And so I think there's a lot of places we  
12 can enhance that two-way communication between us.  
13 And I'll look forward to keeping you updated on  
14 that.

15           DIRECTOR REQUEJO: Yeah. I appreciate  
16 that. And just wanted to point out precisely  
17 because of this, I get a lot of constructive  
18 feedback from riders about things they don't like  
19 and want to change, but I get also a lot of folks  
20 saying how can I help.

21           And I think there's a lot of people who  
22 want to help, have great ideas out there. And I  
23 know we don't have yet the infrastructure to  
24 absorb all of that, so I would love for that to be

1 a priority moving forward and building on the  
2 positive energy that does exist among our riders  
3 and the pride they have on having a system like  
4 CTA that they can call their own.

5 So, thank you.

6 PRESIDENT LEERHSEN: I agree. Yeah.

7 MS. GREENLEE: Director Ortiz.

8 DIRECTOR ORTIZ: Yes. Thank you, again.

9 Congratulations on leading our agency.

10 I want to reiterate Director Requejo's  
11 comment on Knowing your Rights campaign. I think  
12 it was very timely and it was important for all of  
13 us to be a part of that work. So I also want to  
14 congratulate the team.

15 I appreciate you looking at this  
16 opportunity as an opportunity for change and an  
17 opportunity for growth. It's definitely -- any  
18 change provides that opportunity, so I'm excited  
19 to see that you're really taking that on as a way  
20 of thinking about things slightly different or in  
21 your own way of your experience that you have with  
22 the agency.

23 The app was something that we have been  
24 looking for for a long time, whether it was the

1 app or something else, of really being able to  
2 connect with our employees, our team members. And  
3 it's really exciting to be able to see something  
4 that's been brought out so that at least there's  
5 more direct communication, hopefully, it's also a  
6 great way to do two-way communication and being  
7 able to connect in all ways.

8 And then the other thing is on coalition  
9 building and alignment, right? There was a lot of  
10 conversations about how the City and different  
11 departments within the city are very much hand and  
12 hand with the work that we do.

13 So building coalition and constant report  
14 with this agency, maybe individually but also  
15 collectively around them, you know, not every  
16 department talks to the other department  
17 constantly or efficiently. And so it would be  
18 great if we can help kind of address that by  
19 meeting with them, again, individually or as a  
20 group. I believe a lot in collaborations and I  
21 think that's a great space for us to lead.

22 And the other piece is around coalition  
23 building, both with riders, with other elected  
24 officials, with other organizations in terms of

1 this is our CTA and how do we all take ownership  
2 in ways that we can support or we can meet or we  
3 can be part of this awareness of what we need to  
4 be resourced appropriately to provide a great  
5 service.

6 So, thank you.

7 MS. GREENLEE: Director Eaddy.

8 DIRECTOR EADDY: Yes. So I join in  
9 congratulating you, Madam President. And very  
10 optimistic about what you just shared. I loved  
11 those two planks of stability and opportunity. I  
12 think that is the right focus and I do appreciate  
13 you approaching it and connecting the dots, as I  
14 saw it, which are outreach and engagement to the  
15 elected officials.

16 Certainly, nothing is better than going  
17 directly to the workforce, connecting with those  
18 individuals, hearing from them, and then even the  
19 fact that you paid attention to that signals to  
20 them the type of leadership that you will be  
21 providing.

22 Also, with the partnerships with CDOT,  
23 DFSS, certainly all those kinds of things, it's  
24 just connecting the dots as I've heard it. And



1 then, again, being optimistic about our future.

2 So I think that you're laying out a  
3 foundation for yourself and it's going to be very  
4 engaging of others and I think that that's going  
5 to be a major plus.

6 So I wanted to just commend you for your  
7 initial approach and I think connecting those  
8 dots, in my opinion, could not be a better plan.

9 PRESIDENT LEERHSEN: Thank you, Director  
10 Eaddy.

11 MS. GREENLEE: Director Jakes.

12 DIRECTOR JAKES: New President, thank you  
13 so much for what you've done. I was on social  
14 media -- I think it was last week -- and it was  
15 nice to see you out engaging with the employees.  
16 I tend to function by what Theodore Roosevelt is  
17 attributed to saying, that people don't care how  
18 much you know until they know how much you care.  
19 And you showed so much about how much you care  
20 already.

21 And I also appreciate the fact that you  
22 are not walking -- I'm sorry -- I'm at a friend's  
23 house.

24 I appreciate the fact that you are

1 charting your own course. So thank you so much.

2 And looking forward to working thank you.

3 PRESIDENT LEERHSEN: Thank you.

4 CHAIRMAN BARCLAY: Director Lee.

5 DIRECTOR LEE: Hi, Nora. Thanks for the  
6 report and also very much reiterate what everyone  
7 else has said. We're looking forward to working  
8 with you. I'm really encouraged that you're  
9 taking proactive steps to really engage with all  
10 the different stakeholders across the board,  
11 including, you know, the frontline employees.  
12 Because you're right, they ride the system all the  
13 time. They know, you know, so much more about how  
14 we can improve.

15 And I think that it's great that you're  
16 not prioritizing one, you know, group over another  
17 and it's really important to be collaborative.  
18 And I'm looking forward for this Board to work  
19 together with you in this transitional period.

20 So, thank you, Nora.

21 PRESIDENT LEERHSEN: Thank you, Director  
22 Lee.

23 CHAIRMAN BARCLAY: Thank you, Nora.

24 Before we move on, I want to take a moment

1 to thank my fellow board members and staff here at  
2 CTA for participating in our recent retreat --  
3 Board retreat last month.

4 It was a great opportunity for us to step  
5 outside of our regular meeting and to reflect on  
6 the Board's work and assess our performance as an  
7 agency and strategically plan for the future. It  
8 just as importantly allowed us to deepen our  
9 working relationship and get to know each other a  
10 little bit better, both Board members as well as  
11 staff.

12 So I want to commend each of you for  
13 taking a full Saturday, because it was a full  
14 9:00 to 5:00, right, it was a marathon, I think.  
15 But you hung in there and it was a good  
16 opportunity for us to be productive in terms of  
17 planning for the future. So I want to thank each  
18 of you for your efforts.

19 Thank you very much.

20 At this point, the next item on the agenda  
21 is item number 7, executive session. Kent Ray,  
22 it's my understanding that we have an executive  
23 session today.

24 MR. RAY: Yes, Chairman. The Board will

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1 move into closed session pursuant to the Illinois  
2 Open Meetings Act Section 2(C)(1), (11), and (21).

3 CHAIRMAN BARCLAY: I will now entertain a  
4 motion to recess into executive session for the  
5 reasons stated by counsel.

6 DIRECTOR ORTIZ: So moved.

7 DIRECTOR JHA: Second.

8 MS. GREENLEE: It's been moved by Director  
9 Ortiz, seconded by Director Jha that the Board  
10 will move into executive session.

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 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, the  
3 motion passes.

4 CHAIRMAN BARCLAY: Thank you. We will  
5 begin executive session.

6 (Whereupon, the Board entered into  
7 executive session.)

8 MS. GREENLEE: Okay. We are live.

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

11 Georgette.

12 DIRECTOR ORTIZ: So moved.

13 DIRECTOR JHA: Second.

14 MS. GREENLEE: It's been moved by Director  
15 Ortiz, seconded by Director Jha that the Board  
16 return to open session.

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.

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1 CHAIRMAN BARCLAY: Yes.

2 MS. GREENLEE: Director Eaddy.

3 DIRECTOR EADDY: Yes.

4 MS. GREENLEE: Director Lee.

5 DIRECTOR LEE: Yes.

6 MS. GREENLEE: Director Jakes.

7 DIRECTOR JAKES: Yes.

8 MS. GREENLEE: The motion passes.

9 CHAIRMAN BARCLAY: We will now address  
10 Board agenda item 7A, Kent.

11 MR. RAY: Thank you, Chairman. In item  
12 7A, the Board reviewed the closed session meeting  
13 minutes for January 15th, 2025.

14 CHAIRMAN BARCLAY: May I please have a  
15 motion to approve the closed session minutes for  
16 January 15th, 2025?

17 DIRECTOR ORTIZ: So moved.

18 DIRECTOR JHA: Second.

19 MS. GREENLEE: It's been moved by Director  
20 Ortiz, seconded by Director Jha that the closed  
21 session meeting minutes from January 15th, 2025,  
22 be approved.

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 Eaddy.

9           DIRECTOR EADDY: Yes.

10          MS. GREENLEE: Director Lee.

11          DIRECTOR LEE: Yes.

12          MS. GREENLEE: Director Jakes.

13          DIRECTOR JAKES: Yes.

14          MS. GREENLEE: The motion passes.

15          CHAIRMAN BARCLAY: We will now address

16 Board agenda item 7, Board matters. Georgette, do

17 we have any Board matters?

18          MS. GREENLEE: Mr. Chairman, we do not

19 have any Board matters today.

20          CHAIRMAN BARCLAY: Our next order of

21 business is a report from the Committee on

22 Finance, Audit, and Budget.

23          Director Jakes.

24          DIRECTOR JAKES: Thank you, Mr. Chairman.

1           The Committee met earlier this morning and  
2 approved the January 15th, 2025, Committee minutes  
3 and reviewed the finance report.

4           The Committee reviewed one ordinance, an  
5 ordinance authorizing a pilot program agreement  
6 with STV, Inc. for a safety pilot under the  
7 Chicago Transit Authority's Innovation Studio  
8 program.

9           The Committee also reviewed nine  
10 contracts. The Committee placed one ordinance and  
11 nine of the contracts on the omnibus. The  
12 committee approved and recommended for Board  
13 approval one ordinance and nine contracts.

14           This concludes the report of the Finance,  
15 Audit, and Budget Committee. Thank you.

16           CHAIRMAN BARCLAY: I will now entertain a  
17 motion to approve the omnibus.

18           DIRECTOR ORTIZ: So moved.

19           DIRECTOR JHA: Second.

20           MS. GREENLEE: It's been moved by Director  
21 Ortiz, seconded by Director Jha that the omnibus  
22 be approved.

23           We'll take a roll call vote.

24           Director Lee.



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1 DIRECTOR LEE: Yes.

2 MS. GREENLEE: Director Jakes.

3 DIRECTOR JAKES: Yes.

4 MS. GREENLEE: Director Eaddy.

5 DIRECTOR EADDY: Yes.

6 MS. GREENLEE: Chairman Barclay.

7 CHAIRMAN BARCLAY: Yes.

8 MS. GREENLEE: Director Ortiz.

9 DIRECTOR ORTIZ: Yes.

10 MS. GREENLEE: Director Requejo.

11 DIRECTOR REQUEJO: Yes.

12 MS. GREENLEE: Director Jha.

13 DIRECTOR JHA: Yes.

14 MS. GREENLEE: The motion passes.

15 CHAIRMAN BARCLAY: At this point, it's my  
16 understanding that we will not have the  
17 construction report this month.

18 MS. GREENLEE: Mr. Chairman, do you have  
19 someone who is going to make a motion that the  
20 agenda be amended and that the construction report  
21 be deferred?

22 DIRECTOR ORTIZ: I'd like to make a motion  
23 to defer the construction report for our next  
24 meeting.

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1 DIRECTOR JHA: So moved.

2 MS. GREENLEE: It's been moved by Director  
3 Ortiz, seconded by Director Jha that the  
4 construction report be deferred to our next  
5 meeting.

6 We'll take a roll call vote.

7 Director Jha.

8 DIRECTOR JHA: Yes.

9 MS. GREENLEE: Director Requejo.

10 DIRECTOR REQUEJO: Yes.

11 MS. GREENLEE: Director Ortiz.

12 DIRECTOR ORTIZ: Yes.

13 MS. GREENLEE: Chairman Barclay.

14 CHAIRMAN BARCLAY: Yes.

15 MS. GREENLEE: Director Eaddy.

16 DIRECTOR EADDY: Yes.

17 MS. GREENLEE: Director Lee.

18 DIRECTOR LEE: Yes.

19 MS. GREENLEE: Director Jakes.

20 DIRECTOR JAKES: Yes.

21 MS. GREENLEE: The motion passes.

22 CHAIRMAN BARCLAY: Our final order of  
23 business is new business.

24 Georgette, is there any new business?

1 MS. GREENLEE: Mr. Chairman, there is no  
2 new business.

3 CHAIRMAN BARCLAY: Before we adjourn, I'd  
4 like to take a moment to acknowledge a member of  
5 our Board office staff, Janice Irving, who will be  
6 retiring at the end of this month after 28 years  
7 of excellent service to the CTA.

8 Janice has been a great support to my  
9 office, to this Board, and to the employees of CTA  
10 through her administration of the employee welfare  
11 fund and the CTA deferred compensation plans.

12 A lot of Janice's work was behind the  
13 scenes but extremely important to supporting the  
14 needs of our employees, particularly in moments of  
15 difficulty like the loss of a loved one.

16 In addition to that, she provided  
17 administrative support to my office and to the  
18 Board and could always be counted on to quickly  
19 troubleshoot any question, issue, or request  
20 brought -- issue or respond to a request brought  
21 to her.

22 Janice, thank you for your dedicated  
23 service and congratulations on your retirement.  
24 You will be missed and we expect you to be back to

1 plan the Christmas party.

2 So, thank you, Janice Irving for 28 years  
3 of wonderful service here at the CTA.

4 Since there is no further business to come  
5 before the Board, may I have a motion to adjourn  
6 the Chicago Transit Board meeting of February  
7 12th, 2025?

8 DIRECTOR ORTIZ: So moved.

9 DIRECTOR JHA: Second.

10 MS. GREENLEE: It's been moved by Director  
11 Ortiz, seconded by Director Jha that the meeting  
12 be adjourned.

13 We'll take a roll call vote.

14 Director Jha.

15 DIRECTOR JHA: Yes.

16 MS. GREENLEE: Director Requejo.

17 DIRECTOR REQUEJO: Yes.

18 MS. GREENLEE: Director Ortiz.

19 DIRECTOR ORTIZ: Yes.

20 MS. GREENLEE: Chairman Barclay.

21 CHAIRMAN BARCLAY: Yes.

22 MS. GREENLEE: Director Eaddy.

23 DIRECTOR EADDY: Yes.

24 MS. GREENLEE: Director Jakes.

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1           DIRECTOR JAKES: Yes.

2           MS. GREENLEE: Director Lee.

3           DIRECTOR LEE: Yes.

4           MS. GREENLEE: The motion passes.

5           CHAIRMAN BARCLAY: The meeting is  
6 adjourned. Thank you.

7           (Off the record at 12:03 p.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 17th day of February, 2025.



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COURTNEY PETROS, RPR, CSR

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