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Transcript of Board Meeting

Date: August 13, 2025

Case: Chicago Transit Authority Board Meeting, In Re:

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BEFORE THE CHICAGO TRANSIT AUTHORITY BOARD

BOARD MEETING

Chicago, Illinois

Wednesday, August 13, 2025

10:21 a.m. CT

Job No.: 595217

Pages: 1 - 75

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

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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
- MICHAEL EADDY
- MICHELE A. LEE
- ROBERTO REQUEJO
- NEEMA JHA

ALSO PRESENT:

- NORA LEERHSEN, PRESIDENT
- SISAVANH BAKER, DEPUTY 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 August 13th, 2025.

5 Georgette, please call the roll.

6 MS. GREENLEE: Director Requejo.

7 DIRECTOR REQUEJO: Present.

8 MS. GREENLEE: Chairman Barclay.

9 CHAIRMAN BARCLAY: Here.

10 MS. GREENLEE: Director Jakes.

11 DIRECTOR JAKES: Here.

12 MS. GREENLEE: Director Eaddy.

13 DIRECTOR EADDY: Here.

14 MS. GREENLEE: Director Lee.

15 DIRECTOR LEE: Present.

16 MS. GREENLEE: Chairman Barclay, you do
17 have a quorum with five Board members present.

18 CHAIRMAN BARCLAY: Thank you.

19 It was brought to my attention in
20 preparation for today's meetings that Director
21 Neema Jha would be unable to attend in person due
22 to a travel obligation in connection with her
23 employment.

24 May I have a motion that she be permitted

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1 to participate in this meeting remotely?

2 DIRECTOR EADDY: So moved.

3 DIRECTOR LEE: Second.

4 MS. GREENLEE: It's been moved by Director
5 Eaddy, seconded by Director Lee that Director
6 Neema Jha be permitted to participate in the
7 meeting remotely.

8 We'll take a roll call vote.

9 Director Requejo.

10 DIRECTOR REQUEJO: Yes.

11 MS. GREENLEE: Chairman Barclay.

12 CHAIRMAN BARCLAY: Yes.

13 MS. GREENLEE: Director Jakes.

14 DIRECTOR JAKES: Yes.

15 MS. GREENLEE: Director Eaddy.

16 DIRECTOR EADDY: Yes.

17 MS. GREENLEE: Director Lee.

18 DIRECTOR LEE: Yes.

19 MS. GREENLEE: The motion passes.

20 CHAIRMAN BARCLAY: Our next order of
21 business is public comment.

22 Georgette.

23 MS. GREENLEE: Chairman Barclay, we have
24 one public comment. We had a few more. Actually,

1 I think we have two. The first is Ms. Patricia
2 Puentes. I did see her. I do not see her now.

3 And our second public commenter is -- I
4 think I just made up a word -- is Mr. Bradley
5 Matton. Mr. Matton, please come forward.

6 Thank you. I would just remind you that
7 you do have three minutes within which to speak.
8 And your time starts now.

9 MR. MATTON: Thank you. And good morning.
10 My name is Brad Matton. I'm a CTA rider from the
11 West Ridge neighborhood. That's near Peterson and
12 Western.

13 I need functional transit so that I can
14 work downtown safely and get there safely and on
15 time. Today, I want to share with you a couple
16 stories and ask a few questions.

17 Last night, I left my office in the Loop
18 at 7:30 p.m. and didn't get home until 9:22 p.m.
19 A commute that used to take just over an hour now
20 takes 45 extra minutes. It nearly doubled.
21 That's 45 minutes a day that I could be spending
22 with my family at home.

23 Now, the bus driver told me that
24 reconstruction at the Western Brown Line station

1 is forcing the 49B bus to take some long and
2 complicated route to turn around when it used to
3 turn around right at the Brown Line station. The
4 CTA announcement on this says to allow for extra
5 time, but 45 extra minutes, I think we can do
6 better.

7 So my first question for you is can we get
8 more regular service back for the 49B route.
9 Before packing onto a 49B bus last night, I saw
10 multiple near empty 49 buses. Simply extending
11 the route of some of those buses to Howard might
12 be one way to fix that.

13 Next, I'd like to share my experiences
14 with the trains. I try to avoid it, but sometimes
15 I do have to travel during rush hour, and I'm
16 surprised to see people lighting up cigarettes on
17 packed train cars. Now, this shouldn't happen at
18 any hour, but the secondhand smoke exposure risk
19 is amplified at rush hour. Not everyone can
20 easily escape a packed car and dash to the next
21 car.

22 In another recent trip that I made, there
23 was a large and belligerent man who was shouting
24 threatening things and impulsively blowing

1 raspberries. I was two seats away from this guy
2 and somehow get spit on my phone screen.

3 I've got over a decade of experience in
4 Jiu Jitsu, so I personally felt relatively safe.
5 But that's not true for most people. And as an
6 organizer, I've heard from a few women who have
7 shared with me they no longer ride the trains out
8 of fear for their safety.

9 Both of these stories lead to my next
10 question. And without just involving the police,
11 which can make these situations worse, what
12 actions will the CTA take to address smoking and
13 safety on CTA trains?

14 To conclude, I have a couple final
15 questions for the Board.

16 One, do we expect that CTA ridership and
17 call center staffing will be fully returned to
18 prepandemic levels by the end of 2025? Why or why
19 not?

20 And, two, last but not least, we are
21 headed for a \$771 million fiscal cliff at the end
22 of 2025. While I'm hopeful that Pritzker and the
23 General Assembly will save us from this disaster,
24 I would like to hear directly from the CTA what

1 their contingency plan is if we fail to close that
2 \$771 million funding gap.

3 I'd really like to know so that my
4 neighbors and I can figure out what changes we
5 need to make in our lives so we can get to work
6 starting in January.

7 Thank you so much for your time, and I
8 hope to hear back from you on my questions.

9 PRESIDENT LEERHSEN: Thank you,
10 Mr. Matton, for coming the meeting. We talked
11 earlier for a few moments as well. Very important
12 issues you brought up, a diverse set of issues.

13 I would point you to Molly Poppe to talk
14 about the service issue you had, and I apologize
15 for the long ride that you had last evening, as
16 well as the smoking initiatives that we've taken.

17 And I know we've spoken a little bit about
18 the timing on the fiscal cliff and that it's
19 coming as the RTA budget process proceeds, but you
20 can also speak with Tom McKone, our chief
21 financial officer, to hear more about that
22 timeline.

23 Thank you for coming.

24 DIRECTOR JAKES: Thank you.

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1 MS. GREENLEE: Thank you.

2 DIRECTOR JAKES: Did he say call center
3 staff? He said the call center staff, right?

4 MS. GREENLEE: We have plenty of seats. I
5 would just ask those who have joined the meeting
6 to find one.

7 Thank you.

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

12 PRESIDENT LEERHSEN: Thank you, Chairman.
13 And great to be with you all, Directors.

14 It's been a busy month, so I'm excited to
15 walk through some recent developments in
16 accordance with the pillars that I've put forth
17 that shape our work during this period.

18 So being focused on people and the people
19 we serve internally at CTA, our employees, as well
20 as our riders, the CTA chats program was a wild
21 success. We had 18 events. Spoke to nearly 2,000
22 riders across the system. And I know for myself,
23 I went to three of the events, as well I know
24 others attended as well. You just can't beat kind

1 of that symbolism of meeting people where they are
2 as they're getting on and off the train and onto
3 their buses and hearing from them about what's on
4 their mind.

5 We gathered a lot of really good
6 information regarding service frequency being very
7 much valued by our riders across the board and the
8 issues that we know also come up around security
9 and cleanliness. And that really informed the
10 work we do internally to address all those issues.

11 We also saw a lot of excitement about our
12 new stations, the RPM project, which is what I'll
13 be talking about at the end of my remarks, and
14 that people continue to be excited about
15 investment in CTA in new ways.

16 My focus on employees continue as well as
17 the community. The summer offers great
18 opportunities around parades. The Disability
19 Pride Parade Director Lee and I attended and
20 enjoyed very much. The Bud Billiken Parade this
21 pas weekend, Chairman Barclay and Chief of Staff
22 April Morgan, we had a good, very hot, but very
23 exciting time there.

24 On Sunday, I also had the privilege of

1 attending the CTA employee softball league game,
2 two games, in fact, the old school versus new
3 school game as well as the all-star game. I threw
4 out the first pitch at both. Let's just say
5 people value quality at CTA. My first pitch
6 required some intervention and coaching, and my
7 second pitch was much better. But it really
8 captured the spirit of CTA and it was a really fun
9 day and I really want to thank them all for having
10 me.

11 One Summer Chicago program concluded. I
12 know we had them here at our last meeting. Also a
13 huge success. We ended up having over 300
14 students, a record for CTA. And that concluded
15 last week. And we're already to work getting
16 ready for next year. Because I know our staff
17 puts together what I would argue is the most
18 comprehensive One Summer Chicago curriculum in the
19 city in terms of supporting those students and
20 we're really excited about continuing in that
21 program.

22 My field visits continue. And this past
23 month, I also went out purposefully and
24 strategically on the Red Line in the overnight

1 hours from 47th Street to 79th Street and rode the
2 train and spoke with employees on staff there.

3 As you know, we've deployed, in
4 collaboration with the police department, more
5 security resources from Cermak Chinatown to 95th
6 on the overnight hours. And we're seeing positive
7 results in terms of some of the numbers of crime
8 on the Red Line as a result.

9 And I wanted to talk with employees about
10 their experience and the support they're getting
11 as well as working in the heat. It was one of the
12 hottest days of the year that we were out. And I
13 wanted to say thank you and let them know that
14 we're thinking about their experience as we
15 develop policy and investments moving forward.

16 In terms of our focus on partnerships, I
17 testified on July 30th in front of the
18 transportation committee at City Council. Was
19 happy to give updates to City Council regarding
20 our hiring and service delivery across the Board.

21 And unsurprisingly, there was a lot of
22 discussion around our fiscal situation and
23 offerings from aldermen to be part of supporting
24 us in that process. And I've had a few meetings

1 since that hearing in which we've talked further
2 about how they can be good partners during this
3 time.

4 We also announced, just after the July
5 meeting last month, a partnership with the Chicago
6 Police Department in their deployment of a few
7 enhanced, expanded strategic decision support
8 center, which is an exciting advancement in terms
9 of the use of our cameras and technology across
10 the system where you have more police and
11 detectives manning that room than ever and using
12 our cameras to deploy resources in all different
13 ways.

14 We're also really at a point in a couple
15 different subject areas of unprecedented
16 engagement at this agency with stakeholders in
17 various ways. You've been getting updates, the
18 Board, on the pilots in terms of the security work
19 that we're doing.

20 And one of the next big steps in that is a
21 transit community safety workshop that is taking
22 place at the end of this month that has many
23 attendees across various community organizations,
24 law enforcement support, and security experts to

1 all come together to talk about how to design
2 policy that meets the needs of our riders and hear
3 from them about the experiences that they're
4 having.

5 That's in addition to upcoming engagement
6 around the budget in various ways. So you'll
7 see -- after the RTA budget is more crystallized,
8 you're going to see us engaging with budget
9 roundtables as well as stakeholder engagement with
10 regards to the policies that are being discussed
11 more broadly in Springfield.

12 And this is really a new shift in CTA in
13 which I've directed staff to have these meetings,
14 coordinate them, we're getting space to come meet
15 and be in big groups and talk together about these
16 issues and be transparent and open in discussion.
17 And I'm really excited about what's going to come
18 from those discussions across the board.

19 In being performance focused, I always
20 like to give a few ridership updates. There was a
21 good discussion in terms of ridership earlier
22 during our finance report, but just to give a
23 flavor of the health of our system in various
24 ways.

1 Our L system had the biggest week since
2 the pandemic ever in the week of Lollapalooza
3 serving over 3.1 million rides. It was also the
4 first week that the rail system went over 3
5 million rides. This is the second best week
6 overall of the year. We're up ten percent year
7 over year in that week, just to give you a sense
8 of the growth there.

9 The Lollapalooza festival added an
10 estimated 332,000 rail rides from Thursday through
11 Sunday. Adams, Wabash, Roosevelt, Jackson,
12 Dearborn, Harris, those take stations impacted by
13 the festival, saw their ridership double during
14 that time.

15 And I want to say, you know, our system
16 delivered service incredibly well during that
17 period and moved a large amount of people through
18 the system on a very busy Saturday, in particular,
19 in terms of baseball games across the city. It
20 was noted as a really notable busy city day, and
21 our system is what allowed that to happen.

22 We also see really impressive numbers from
23 our new stations. So with the reopening of our
24 four RPM stations and the one-year anniversary

1 from the Damen Green Line, we're seeing this
2 transformative power of new, modern fully
3 accessible stations and that ridership follows
4 those investments.

5 The segment of the Red Line from Wilson to
6 Bryn Mawr, for example, saw 23 percent year over
7 year ridership growth in the second week that they
8 were open.

9 The Berwyn and Lawrence stations saw a net
10 addition of more than 14,000 trips across all
11 stations. And Berwyn and Lawrence have already
12 recovered their share of ridership in the region
13 compared to prepandemic levels.

14 At Damen Green, we celebrated reaching
15 nearly a quarter of a million rides at that
16 station in the first year, which has been visited
17 by nearly 65,000 unique riders.

18 Notably, with Damen, this also
19 demonstrates the power of a new station providing
20 net new mobility across the stations nearby. So
21 California, Damen, and Ashland on the Lake branch
22 are experiencing nearly 20 percent year over year
23 growth in that segment, and Morgan is seeing over
24 13 percent year over year growth.

1 So something I'm going to take a moment
2 just to dive into -- and I'm going to have Molly
3 Poppe come up and provide a little bit more detail
4 on this subject because it was a key announcement
5 in the last few weeks -- was the publication of
6 bus cancelation data that we're having on our apps
7 and transit information.

8 This is a really important step in the
9 discussion of ghost buses, which I know have
10 haunted us, no pun intended, over the past couple
11 years in various ways.

12 Now, the seismic impact on ghost buses has
13 really come from hiring, right? We have hired
14 over 5,000 people in the past two years. We have
15 more bus operators than we did prepandemic.
16 That's really what is helping us keep the schedule
17 in the way that you're seeing ghost buses
18 drastically decrease.

19 But another key movement in that is this
20 transparent sharing of information so that riders
21 aren't seeing the bus disappear on their app.
22 Psychologically, as we all know, this just erodes
23 trust in the information from CTA in a significant
24 way.

1 So I'm really happy to see a step in this
2 direction where if a bus is canceled, riders are
3 made aware of that and they can better trust the
4 information coming their way. And it's also a
5 part of other steps we're taking, and Molly is
6 going to touch on that, that we're soon going to
7 be launching additional reroute information.

8 So when a bus gets rerouted -- and I know
9 our public commenter spoke on that today -- that
10 riders are more empowered beyond the kind of
11 general information that I know was referenced
12 earlier in comments.

13 So, Molly, if you could walk through a
14 couple slides on this. Thanks.

15 MS. POPPE: Molly Poppe, chief planning
16 and innovation officer.

17 So as Acting President Leerhsen mentioned,
18 ghost buses is an impact of a sort of host of
19 different conditions on the street and does really
20 impact how riders feel about our service.

21 And so just a couple of sort of the things
22 that cause ghost buses and how we really started
23 thinking about this work of how do we address the
24 accuracy of bus tracker and really ensure that Bus

1 Tracker and the information that is provided by a
2 bus tracker to other third party apps is accurate.

3 So the things that can cause inaccurate
4 information for riders is a trip cancelation,
5 operator is sick, something happens, and so we're
6 not going to be running that particular bus trip.

7 There's also an improper layover location.
8 So what that means is sometimes we have people
9 parked in our layover stops where our buses are
10 supposed to stop. They park in our bus stops,
11 too.

12 And what happens if an operator and a bus
13 is not able to be specifically in their layover
14 location, you actually will start to see delays in
15 the Bus Tracker. The bus is still coming, but how
16 Bus Tracker views it is that bus has not reached
17 its layover location, it's not ready to start its
18 next run, its next trip, so, therefore, there must
19 be an issue on the bus. So it gives that delay.

20 So that's what you see here with this
21 middle -- this middle screen of what gets
22 displayed to the customers.

23 There's other sort of issues that come up.
24 There's defective equipment, right? Buses break

1 down. And so you see that a bus is broken down
2 and we see that it's on the street running and so
3 there's an assumption that it's coming and it's
4 not.

5 There's also different sort of issues that
6 we do. What we have here is relief time, short
7 turns, fall backs. These are all different ways
8 that we manage street conditions, we manage
9 service on the street. And so these are decisions
10 that bus service management makes to try to
11 restore service. And sometimes what then happens
12 is it can cause inaccuracies in Bus Tracker.

13 So I have two examples here of how
14 customers sometimes see ghost buses, so they'll see
15 delays when a bus is actually coming. And then
16 what also happens is there's no -- those green
17 sort of three radio waves that you see next, that
18 means a bus is actually coming, but what happens
19 when a bus isn't coming is it still counts down
20 because it's counting down towards schedule.

21 And so this right-hand side is what you
22 actually see more often, what customers would see
23 as a ghost bus, is they see a bus counting down
24 toward them via the schedule when there's not

1 actually a bus delivering that service.

2 So planning and innovation, IT, customer
3 communications, operations, a whole host of teams
4 got together and decided how do we start to solve
5 this problem. As Acting President Leerhsen
6 mentioned, hiring is a key focus of this, but we
7 also need to invest in the software and the tools
8 behind it.

9 And so we've been working for the last
10 couple years to launch what's called disruption
11 management. Disruption management is a software
12 tool that is integrated with -- it's our CAD/AVL
13 system. That is our system that manages bus,
14 gives it schedule, gives it all of the stop
15 information, things like that.

16 And what it allows us to do through
17 disruption management is improve communications
18 with riders, it allows us to support service on
19 the street, and it really helps us to address
20 ghost buses and service challenges that we know
21 really frustrate riders.

22 So this is just kind of showing all the
23 work that has happened just on the Bus Tracker
24 side for disruption management. We were on the

1 cutting edge to Bus Tracker back in the early ops.
2 We were one of the first transit agencies to
3 launch it. And, you know, sometimes when you're
4 on the cutting edge, you want to stay on the
5 cutting edge, and that's where we want to be
6 today.

7 And so that's why we've made so many of
8 these investments in Bus Tracker working with
9 disruption management showing this canceled work
10 so that, you know, we were the premier leaders in
11 the early ops, we're going to be the premier
12 leaders again in how agencies should be
13 communicating with their riders about service
14 delivery.

15 So this just really shows all the
16 different work that has happened over the last
17 couple of years, really culminating in the first
18 step of this, which is the canceled work, as
19 President Leerhsen mentioned.

20 So we started launching canceled work in
21 June and July of this year. We started rolling it
22 out by bus garage.

23 What it is is when -- I'll use an example.
24 A bus breaks down. So we have a bus that's broken

1 down on the street. Control center is notified,
2 hey, Bus 1234 is not going to be able to complete
3 its run. It's broken down. Control center then
4 is able to go into our service now and say we're
5 going to cancel run 1234.

6 And so then what shows up to the rider is
7 you actually see this canceled work. So you'll
8 see here a bus was scheduled to come and it's
9 canceled. The reason we do that is twofold. One,
10 people do know the bus schedules. They do know a
11 bus is supposed to be here at 9:05, 9:06. Where
12 is it?

13 And so we're being very transparent with
14 the customers to say, this bus is no longer
15 coming. And then you see below it that run 111 is
16 coming in 8 minutes. So it allows us to both
17 communicate there is a canceled trip, but there is
18 service still coming. And it really allows that
19 level of transparency with the customers.

20 What would be sort of a similar ghost bus
21 is if we just canceled it and we just deleted it,
22 right? People saw it coming and then all of a
23 sudden it, poof, went away. That's not what we
24 want. So that's why we display the canceled

1 information as well so no one has any sort of
2 confusion on what may happen.

3 On the right-hand side is the information
4 that we've given to third-party apps. So we
5 control Bus Tracker. We can't control everybody.
6 But we control the information that we put out.

7 So we have been communicating with app
8 developers who utilize our information to make
9 sure that they understand now how we are
10 delivering canceled work and that they have that
11 information so that then they can do the
12 development work to show this work.

13 And we've given them guidance on either
14 say canceled or cross out the time for customers.
15 We've been very clear we don't want them just
16 deleting it from the app as well. We don't want
17 them causing the confusion. Because what we do
18 know is about 50 percent of users, a little less,
19 use Bus Tracker, but then about 50 percent of our
20 riders do tend to use other third-party apps.

21 So then what's coming next? So we've done
22 canceled work. It's been rolled out across all of
23 our bus garages. We've seen really positive
24 feedback on that. Now, what we have is realtime

1 reroute information.

2 So we did a sort of quiet pilot that is
3 now not quiet on St. Patty's day in order to test
4 out this reroute work.

5 So what happens today before we launched
6 disruption management is when there is a reroute
7 of bus service, we do post paper signs at the bus
8 stops that says this bus is on a reroute and then
9 we do put service alerts in all of our apps that
10 say there is a reroute.

11 But what still happens is because we
12 didn't have the technology tools to cancel the
13 service at a bus stop, you may actually still
14 think a bus is coming. Because a bus -- there is
15 a run happening. There is a bus coming, but the
16 bus is going to be rerouted before it gets to your
17 bus stop. And so we tend to see that a lot.

18 Really, the number 3 is a good example.
19 We see that a lot around Lollapalooza and things
20 like that, is the bus is, you know, coming down
21 the street and instead of continuing on Michigan,
22 it takes that left on Roosevelt. So folks that
23 are waiting in that Michigan area downtown may see
24 a bus coming when it's really not.

1 So with disruption management and what
2 we're doing with the detours, we have sort of --
3 on the left side is an example of the map and what
4 sort of the broad view of what people could see if
5 they go into the map, but what most customers will
6 see is the two here on the right.

7 So the middle one is giving you
8 information on, okay, I am now at the bus stop
9 that is rerouted. And so I can now wait at State
10 and 9th Street and get realtime information of
11 when that bus is going to arrive. So you're
12 getting realtime information on when the bus is
13 arriving.

14 And then same thing. If you're waiting at
15 Michigan and Jackson, which is part of the typical
16 route but is now rerouted, you will now get no
17 services scheduled for this stop at this time and
18 then you see the service alert below it, which
19 then provides you the direction on where to go to
20 the next bus stop.

21 So we've been testing this and we did a
22 pilot on St. Patrick's Day with the support of
23 President Leerhsen of making sure that this really
24 works and that this is -- what she mentioned is,

1 you know, when we're not providing the right
2 information, we can erode customer confidence.

3 We also want to make sure we get this
4 right before we go live. So we've been testing
5 this a lot over the last couple of months. And
6 we're aiming to roll it out for the Chicago
7 Marathon in October. Chicago Marathon is one of
8 the biggest reroute activities that we have in the
9 entire year. It is also one of our highest
10 ridership days, that Sunday.

11 And so we're planning to roll it out where
12 we'll have 30 to 40 bus reroutes that we need to
13 communicate to customers. And so that is our
14 first plan to start rolling this out. And then,
15 after that, we'll be able to continue to roll this
16 out.

17 What's really great about the reroute
18 information is it's not just planned reroutes. It
19 also can be unplanned reroutes. We also know
20 there's scenarios where a water main breaks,
21 there's police activity, whatever it may be. This
22 system is dynamic enough where we can update it in
23 realtime. It doesn't have to be added multiple
24 days in advance.

1 There can be a call into our control
2 center that says, you know, there's a water main
3 break on Michigan, we need to reroute the number
4 3, and that can be done in realtime so customers
5 can be given that information in realtime.

6 So this is just one example of how we
7 continue to invest in Bus Tracker and how we
8 continue to think about communicating with the
9 riders and how that is visually represented to the
10 riders in our Bus Tracker system. And then, also,
11 just being very clear that we do tell third-party
12 developers what we want them to do as well because
13 we don't want them interpreting our information
14 and displaying the wrong information to customers.

15 PRESIDENT LEERHSEN: Thanks, Molly.

16 So that's a key update in our focus on
17 performance.

18 I'd also update you, our frequent bus
19 network investments continue. So we have 12
20 routes that we've put in place so far. And as
21 we've mentioned a few times, ridership is strong
22 on many of those routes. We're seeing that
23 uptick. The J14 is nearly 20 percent growth year
24 over year with the service enhancements and the

1 number 60 Blue Island is 14 percent growth year
2 over year, for example.

3 This Sunday, we'll be launching four more
4 additional bus frequent network routes for a total
5 of 16 routes. So, this Sunday, you're going to
6 start to see enhancements to the number 53
7 Pulaski, number 55 Garfield, number 77 Belmont,
8 and the number 82 Kimball/Homan routes. And we're
9 excited to monitor the delivery of that service as
10 well as track the ridership on those routes as
11 well.

12 And in the final category of our places,
13 nothing kind of speaks more loudly in these past
14 few weeks in that regard than the opening of our
15 four Red/Purple Modernization project stations.
16 So I want to take a few moments to recognize those
17 openings and the efforts behind them.

18 As the Board is aware, the stations
19 officially opened to the public on Sunday, July
20 20th with a ceremonial first ride for the
21 community. The following day, we hosted an
22 official press conference, as I was joined by
23 Board Director Michele Lee and we welcomed Mayor
24 Johnson and a host of elected officials, including

1 U.S. Senator Dick Durbin and others members of the
2 Illinois congressional delegation, state
3 legislators, and others.

4 While Senator Duckworth was unable to
5 attend, I want to say we are always incredibly
6 appreciative of the advocacy of Senator Duckworth
7 and how she got us to that moment in many regards.

8 Since the opening of the stations, the
9 response from the community has been amazing. I
10 attended both day's events. And it was absolutely
11 magical. I think, you know, for many of us, we
12 had high expectations of those events and they
13 were exceeded in the experience of those events.

14 And for me personally, I see the RPM
15 project and I see so much more even in the story
16 of the excitement around those events. You see
17 people reacting to true advancements in
18 accessibility and the power that that has for our
19 riders in that commitment.

20 You see people see investments in transit
21 and what it means to them. You know, we talk a
22 lot about that and do a lot of communications
23 around what transit means to people, and these
24 events really revealed that.

1 You also see kind of a story to me in the
2 health of Chicago overall and the growth of our
3 city and where we're headed and the direction and
4 how that's a strong one.

5 And you also think about Red Line
6 Extension. And when you see those stations open,
7 it's a reminder of the power of what we're going
8 to see with the advancement of that project on the
9 south side.

10 I have the privilege of also knowing and
11 working with committed advocates for accessibility
12 like our own Director Lee, and I also want to than
13 Karen Tamley and Laura Saltzman, the chair of our
14 CTA advisory committee -- ADA advisory committee
15 for being there on that day as well.

16 These tremendous achievements don't just
17 happen. They require a team of dedicated design,
18 construction, and engineering professionals that
19 stay the course year after year to ensure that
20 these beautiful new stations are built flawlessly.
21 They requires scores of talented, experienced
22 people with diverse skill sets from the building
23 trades who do hard work in often difficult weather
24 conditions but whose work is absolutely second to

1 none.

2 And they require community relations and
3 communications staff that remain in constant
4 contact with residents, community leaders, elected
5 officials, media, and many others to ensure
6 information flows to the people who are affected
7 by and who benefit from the work they're doing.

8 I know that through the years of hard
9 work, all of them had in their mind's eyes the
10 glorious celebrations we had last month, and it
11 was wonderful to watch them experience those days
12 firsthand. And I'm really happy to note that we
13 have many of them here with us today.

14 Our RPM team works under the leadership of
15 our chief infrastructure officer, Bill Mooney, and
16 under the day-to-day direction of Grace Ohs, our
17 vice president for the Red/Purple Modernization
18 project.

19 Unfortunately, Grace is unable to join us
20 today, but I want to acknowledge her leadership
21 here and also note that Grace is an indication of
22 a very incredible story that we're proud of here
23 at CTA, which is the story of women in this
24 project and women leaders in this project.

1 CTA is an award winning organization for
2 the leadership of women in the Red/Purple
3 Modernization project. And we are incredibly
4 proud of that and it will go down in history as an
5 achievement of this project as well.

6 So I do want to be clear. These
7 celebrations, these four stations we've opened,
8 the overall success of the project, none of it
9 would be possible without the great work and
10 leadership of our chief infrastructure officer,
11 Bill Mooney.

12 So I want to bring Bill up here. I want
13 to thank him for his efforts to get us to this
14 point and give him this opportunity.

15 MR. MOONEY: You hear from me all the
16 time, right? And you actually got lucky enough to
17 hear from Grace last time. And she's taking a
18 well-deserved vacation this week with her family.
19 And so I appreciate the need for them and this
20 team to do that.

21 We have the team here. And so I asked if
22 they could be here because you often make very
23 kind remarks about the work that we do here and I
24 try my best to portray that back to them, and I

1 won't honestly say I always remember to when I
2 catch up with them, but they don't get the
3 experience hearing it first hand.

4 So I did want to just take a moment and
5 thank them.

6 Let's start back. Andy Gavrilos. Go
7 ahead. Stand up, Andy.

8 Let's go Jason Miller. Joel Villanueva.
9 Let's see. Reddick. Richardson. Noah Arroyo.
10 Guy Bertini. Larry Morse. I'm working back to
11 front so I don't lose people. Carrie Wagner.
12 Dupon Naherse [sic]. Jeff Wilson. Katrina Denny.
13 Graham Garfield.

14 Did I miss anybody?

15 So this is the core RPM team, from my side
16 of the world, who have been living and breathing
17 this, many of which from the very beginning. When
18 it went off on its own world and its own vision,
19 many of them signed up to join the spaceship and
20 weren't sure if they were ever coming back, right?
21 And that's kind of a running joke of this team.

22 But they've lived, they've breathed,
23 they've sweated this, they put their lives on hold
24 at times for this. And whenever you build big

1 construction, it becomes its own thing. I often
2 equate it to a bit of experience.

3 Cam and I spend time running marathons.
4 And we're marathoners. You either take on a
5 marathon and take it on and say, oh, I'm going to
6 do this, I've done it, I've accomplished that or
7 you just get addicted to it and that's all you
8 ever do going forward. You can never think about
9 anything else.

10 And you kind of find that out in the
11 journey, but it takes you down a path. And I am
12 forever grateful for their commitment, their
13 tireless work, the sweaty 90 degree night hours
14 we'd spend transitioning these things with some of
15 the most unique people on our system.

16 And just -- I mean, it was a challenge.
17 And they stepped up. They were willing to take it
18 on. I will say the one thing that was missed and
19 I was reminded of in all the comments we made
20 about this, on time, on budget.

21 This is -- I will put this team -- I will
22 put our program up against anybody in the nation
23 and our ability to deliver a project of this
24 magnitude, complexity, diversity and all they

1 things we asked to do and they delivered it on
2 time and on budget.

3 And while we still have a bit of work
4 we've got to finish up here, we've got to see the
5 finish line. I would ask anybody else in the room
6 who participated in this and supported it because
7 this was a dedicated team, but there was a huge
8 amount of family here that helped us get to this
9 finish line.

10 And the one event we celebrated the
11 following Tuesday was with our internal family.
12 And we came out and we saw the posters in the
13 lobby, everyone got to sign the banner and
14 celebrate with some cake and stuff because it
15 takes a village certainly to deliver this.

16 We had people dedicated day in and day
17 out. Nobody's standing, but there's some people I
18 certainly know that we bothered in the middle of
19 the night that we were out there and other folks
20 that -- Gus and other folks, Tom McKone was
21 involved in the original procurement, right?
22 Veronica was deeply involved throughout this
23 process, Nora as well.

24 I mean, we don't get here without these

1 folks. And, you know, we are taking pictures and
2 laugh right now, but it was a longer, at times.

3 But, truly, their success. I appreciate
4 them.

5 DIRECTOR JAKES: Bill, will this be the
6 RLE team as well?

7 MR. MOONEY: Some of them have already
8 started to transition. So Cammy and Andy work
9 part time RPM, part time RLE. They've been
10 working kind of two hats for a while. And as RPM
11 starts to quietly go away, they will start to go.
12 Some of them rolled into other rolls in the
13 Authority as the needs have changed.

14 One of the things I'll say we do better
15 than anybody, right, is lessons learned. There is
16 not a moment in time in a project, we do them
17 continuously, we do them on a dedicated quarterly
18 cycle, where we learn from ourselves and we build
19 that into the futures of our program. And that's
20 how we get better at delivering these things.
21 That's how we grow our talent.

22 RLE was on its own trajectory and it
23 needed its own team, and so it's growing some of
24 that. But they were not separated from the

1 knowledge base coming from this team. They
2 regularly meet. The RLE team has come up to RPM.
3 They've walked the sites throughout construction.
4 They've tried to learn firsthand.

5 There is a partnership and a unique
6 relationship in that Walsh team, too. Some of
7 that is going to RLE, too. And so there's lessons
8 learned on the contractor side. There's pitfalls
9 we share with each other. There's a lot of, God,
10 I wish we had only thought of this stuff, that
11 hindsight being 20/20 moments. So being able to
12 capture that information and share it in that
13 partnership is huge.

14 You may see some of these other folks.

15 DIRECTOR JAKES: Good. Thank you.

16 PRESIDENT LEERHSEN: Thank you, Chairman
17 and Directors. That concludes my report.

18 CHAIRMAN BARCLAY: Thank you, Acting
19 President Leerhsen, for your report, for
20 highlighting the successes of our summer events.

21 I'd like to take a moment to commend the
22 entire team for their creative partnership and
23 marketing strategies that helped promote our
24 services throughout the summer.

1 Our presence at parades, community
2 festivals, and other public events, like the CTA
3 chats and the RPM grand opening, has been
4 outstanding this summer. These activities not
5 only showcase our service but also reinforce our
6 role as a vital part of the communities that we
7 serve.

8 I especially want to acknowledge my
9 colleagues on the Board who participated in these
10 events, Director Lee, for your participation in
11 RPM grand opening ceremony and the Disability
12 Pride Parade.

13 Director Requejo, for your participation
14 in the RPM ceremonial first ride and the CTA chat
15 series.

16 And Director Eaddy for joining me at Bud
17 Billiken for a breakfast reception this past
18 weekend. It's always meaningful to see our
19 leadership directly engage with the public.

20 The Bud Billiken Parade is a personal
21 highlight for me. Walking in the parade has
22 become one of my favorite traditions as chairman.
23 And it was great to have President Leerhsen join
24 us this year, along with chief of staff, April

1 Morgan.

2 These moments remind us of the power of
3 showing up in our neighborhoods among our riders,
4 alongside the employees who make our service
5 possible every day.

6 Community engagement is not just a feel
7 good exercise. It's directly tied to the work
8 we're doing to secure the legislative and fiscal
9 support needed to provide the transit services our
10 riders deserve. If we want to keep showing up for
11 our communities, we need the funding and structure
12 that allows us to look on our promises.

13 Over the past several weeks, I've engaged
14 in conversations with legislators and stakeholders
15 sharing both the urgency of sustainable fiscal
16 support for public transportation and my concerns
17 about proposed reforms that would negatively
18 impact providing service to the very people we're
19 here to serve.

20 I want to be clear. Accountability is
21 absolutely essential, but it should be
22 strengthened, not sidelined. Local voices, local
23 representation, and local solutions. I think,
24 Bill Mooney, your team is a definite example of

1 local folks working on local problems. And that's
2 very important.

3 In addition to these conversations, I'm
4 also representing the Board on the RTA's ad hoc
5 committee recently commissioned by RTA Chairman
6 Kirk Dillard to bring the chairs of the service
7 boards together to address budget and fiscal cliff
8 issues.

9 I've been encouraged by the thoughtful and
10 respectful dialogue at these meetings. The budget
11 issues are complex. But what gives me hope is the
12 level of commitment to riders that I've seen from
13 every member of that committee.

14 Those same qualities, thoughtfulness,
15 respect, and prioritizing riders' needs, are
16 exactly what we need from every stakeholder and
17 legislator as we work towards a solution in
18 Springfield to address the fiscal cliff.

19 The decisions made in the coming months
20 will have a tremendous impact on our region. Our
21 collective commitment to the people we serve must
22 remain our guide.

23 Thank you, again, to everyone, staff,
24 board members, community partners, and, most

1 importantly, our riders and our frontline
2 employees who made this summer so impactful.
3 Let's carry that same spirit forward into the
4 important work that we must do ahead.

5 At this point, I'd like to open it up to
6 any other board members who want to comment on
7 President Leerhsen's report.

8 MS. GREENLEE: Director Requejo.

9 DIRECTOR REQUEJO: Yes. I wanted to first
10 of all join the celebration of all the people who
11 stood up here.

12 And, Bill, as a resident in the community
13 myself and having gone through the construction
14 process, I know that the people in this room got
15 yelled at and harassed and told many things and
16 opinions for many, many years, and you all get one
17 day to shine. And I'm glad that you got two days
18 to shine. And I hope that you get more days to
19 shine and all that pain is now resulting in happy
20 faces and people who see the work.

21 I'm really happy that you asked the
22 question about the Red Line Extension because I
23 cannot wait to see that first track being laid by
24 this team and people that will join.

1 Second, I want to thank in the Chairman
2 for acknowledging our participation in the chats
3 and the openings of the stations and how important
4 it is, as you said, that we show up and we support
5 the staff and the community.

6 As I was going through the different
7 openings and conversations, I kept wondering, what
8 would it take to make those four stations the norm
9 instead of the exception, right? And what would
10 it take to make every major route 10 minutes or
11 less instead of just those 12, 16? And what would
12 it take to leverage the land adjacent to our
13 stations and bus routes to provide homes and
14 business spaces at affordable rents and to provide
15 home ownership opportunities for our residents,
16 our riders, and our workers?

17 And what would it take to staff our
18 trains, our buses, our stations with customer
19 service assistants, ambassadors, security,
20 artists, performers and small businesses? Because
21 it is those kinds of improvements that people need
22 to see to get on board with our \$1.5 billion need.

23 And I encourage you, Nora and our team, to
24 keep showing us instead of telling us what this

1 looks like, as you've been doing.

2 I've also been following the development
3 of the state legislation. I appreciate the
4 Chairman for opening what's a complicated and
5 difficult conversation. I think there is a lot of
6 good in the pieces that were introduced this
7 spring in the form of sustainable resources of
8 funding initiatives to increase security and
9 provisions to build ETOD, among many others.

10 I know there are suggestions out there
11 about government reforms. And I invite this Board
12 and all boards, RTA, Pace, Metra, to reflect on
13 what are the concerns driving those reforms and to
14 own our part of the problem and of the solution.

15 And, yes, there are technical flaws in the
16 proposals. At this point, I am more interested in
17 stepping back and agreeing first on the values
18 that should drive the three main components of the
19 bills, one, the system our riders and workers want
20 and deserve, two, the funding that will support
21 it, and, three, the leadership and governance that
22 should lead it.

23 And some of those new values are going to
24 be erratically different from those that have been

1 in place for decades. And that is a good thing
2 because the real problem is that the funding cliff
3 is not surprising. The problem is that the
4 funding cliff is a result of decades treating
5 transit as second tier, underfunded, politicized,
6 and peripheral to our regional mission.

7 Our system was poorly patched in 2008 with
8 an insufficient and inequitable funding reform.
9 And in 2019, the system was one crisis away from
10 breaking. And then the pandemic came and we
11 broke. And we're still putting ourselves back
12 together.

13 So to move forward, we must reimagine
14 transit as a shared regional asset, as an
15 opportunity builder, a jobs creator, a wealth
16 multiplier, a cure for our declining health and
17 climate resilience indicators, but, more
18 importantly, as a source of joy and trust and
19 pride. And that means changing. And changing is
20 difficult.

21 Changing from municipal and county silos
22 to regional and statewide thinking. Changing from
23 zero sum gains to collective benefit. And
24 changing from asking where is my slice of the pie

1 to asking how do we bake a bigger pie together.

2 So to clarify, we don't have a joint
3 position as a Board on the pieces of legislation,
4 so I'm making all these points as an individual
5 member of the Board, as a professional in the
6 field, but, more importantly, as a rider.

7 And by the way, today is my 24th
8 anniversary of moving to Chicago and my 24th
9 anniversary of taking the L for the first time, so
10 I'm celebrating.

11 I want to end by saying that in spite of
12 all the controversies, the disappointments, and
13 the doomsday scenarios, I know that we can turn
14 the tide, and I'm encouraged and inspired by how
15 CTA is listening to understand and not listening
16 to respond or to defend.

17 And I have full faith that if we focus on
18 shared values, we'll get the system that we need
19 and we'll fund it at the \$1.5 billion it requires.
20 So I look forward to looking with this Board, with
21 the other boards, the riders, the advocates, the
22 workers, business community, legislators that keep
23 growing the coalition that will make this happen.

24 MS. GREENLEE: Director Jakes.

1 DIRECTOR JAKES: What he said. No.

2 That's it.

3 MS. GREENLEE: Director Eaddy.

4 DIRECTOR EADDY: Yeah. I think I'm going
5 to ditto that.

6 MS. GREENLEE: Okay. Director Lee.

7 DIRECTOR LEE: Just another
8 congratulations to the team. It was just a
9 glorious event for the community, but also for
10 CTA. It's a shining example of why this city is
11 great.

12 And I really, you know, echo all the
13 sentiments that was said about CTA is what makes
14 Chicago a standout city in the nation. And so if
15 we can't continue to fund it, we're going to lose
16 a lot for our city. So I just hope we can
17 continue to move forward and do it in a positive
18 and accessible way and a joyous way.

19 So, thank you. Thanks.

20 MS. GREENLEE: Director Jha.

21 DIRECTOR JHA: No. Just going to echo
22 what everybody else already said. Thank you.

23 DIRECTOR JAKES: Real quick.

24 Director Requejo, what were those three

1 that you said one more time. I want to make sure
2 I lock those in. The three --

3 DIRECTOR REQUEJO: Sure. The three things
4 that I encourage everyone to keep reminding
5 ourselves is that -- and they are very important.

6 But the most important one is the system
7 that we want and deserve.

8 DIRECTOR JAKES: Right.

9 DIRECTOR REQUEJO: And then second to that
10 is how do we pay for it.

11 And the third one is how do we govern and
12 lead it.

13 And these were -- I'm not coming up with
14 these. These were agreed upon as the three main
15 things years ago when the whole conversation
16 started because we knew this was going to happen.
17 Like I said, it was not a surprise.

18 And so what I wanted to encourage
19 ourselves is just to keep focusing those three and
20 look at what values should drive the decisions
21 there and starting with what is it that we need
22 and deserve as a community, as riders, and as
23 workers as a system.

24 DIRECTOR JAKES: Thank you, Director. I'm

1 sorry, Chairman.

2 CHAIRMAN BARCLAY: No. Our next item of
3 business on the agenda is our ADA Advisory Board
4 report, which is to be given by Laura Saltzman,
5 chair of the ADA Advisory Board.

6 MS. GREENLEE: Chairman Barclay, we've
7 been advised that the ADA Advisory Committee will
8 not be reporting out today.

9 CHAIRMAN BARCLAY: Okay. Our next item of
10 business on the agenda is a report by our Citizens
11 Advisory Board, which will be given by Kantaya
12 Raby, the chair of the Citizens Advisory Board.

13 MEMBER RABY: Good morning.

14 So I am Kantaya Raby, the chair of the CTA
15 Citizens Advisory Board. It's really good to see
16 you guys. It's been a little while. I'd like to
17 report on some of the activities that we've been
18 doing, specifically over the last couple of
19 months.

20 We've kind of decided that we would move
21 to meeting on a more frequent basis, so we have
22 been meeting on a monthly basis. So my report
23 will cover from kind of some of the activities
24 we've been doing since March.

1 In March, we met -- most of the meetings
2 -- I'll say this, most of our meetings have been
3 focused on ridership goals for 2025 and, also,
4 learning from several of the CTA teams about what
5 activities the CTA staff is doing in regards to
6 ridership.

7 So the first presentation that we saw in
8 March was about the CTA customer personas and trip
9 journey mapping, which was really interesting to
10 learn about. But we had a really great
11 conversation about that. I'll just give a couple
12 of highlights from that conversation, just
13 understanding some of the key components to the
14 overall rider experience and how CTA can drill
15 down and pay more attention to focusing on bus
16 only lanes so that trips for buses can be much
17 more easier.

18 We talked a lot about curb enforcement to
19 make it easier -- for seniors and those with
20 mobility challenges, to make it easier for them to
21 get to the bus stop and get on the buses.

22 We also talked about some other issues
23 that come up a lot about elimination of delivery
24 trucks parked in bus only lanes, concerns that

1 would involve CDOT, like poor sidewalks and, you
2 know, just accessibility issues and challenges for
3 getting onto the buses.

4 We talked about wayfinding, creating a
5 more universal system around that. And then a lot
6 of these things that we talked about in March
7 actually were addressed in future meetings or
8 discussed in a more -- in a space where we were,
9 you know, workshopping some of these things.

10 We talked a lot about the Ventra app and
11 how to make some upgrades there, specifically
12 around synchronizing schedules, which a lot of
13 those things were discussed earlier today. Molly
14 Poppe and her team have been doing a lot to really
15 help riders to better understand how buses are
16 moving and dealing with ghost buses and things of
17 that nature.

18 So the next presentation we had was on the
19 Innovation Studio update. And so our -- some of
20 the questions that came out of that presentation
21 were, you know, kind of like thinking about AI
22 technology and how that can help with detecting
23 repeat offenses or things of that nature, but,
24 also, being considerate of the fact that AI and

1 the use of AI can be detrimental to communities,
2 especially communities of color where black and
3 brown folks are a lot of times identified in
4 negative ways.

5 We want to make sure that if AI is
6 instituted in this way that we're being conscious
7 of those impacts.

8 The third presentation was on the
9 intergovernmental agreement between CTA and CDOT
10 regarding bus lane enforcement and the safe
11 streets pilot.

12 And so we had a couple of questions
13 regarding -- this is more discussion around the
14 delivery truck issues and whether or not they
15 would receive bigger fines, incorporating the
16 needs of businesses who rely on these delivery
17 trucks.

18 So also kind of thinking about, you know,
19 from the corridor perspective, these businesses
20 that are impacted or need these deliveries to
21 happen, how do you work with the businesses to
22 also make sure that their needs are being met
23 while CTA's challenges are being addressed to make
24 sure that the buses are able to move along their

1 lanes appropriately.

2 And then the fourth item was the Bus
3 Vision and strategic planning update. So we
4 discussed a lot of -- we had conversations around
5 IDOT and CDOT and how they were interacting in
6 those spaces. Specifically, this is more about
7 the bus lane designations and Better Streets For
8 Buses and those items. Sorry. I'm trying to fly
9 through because there's a lot of comments.

10 And then the fifth presentation on that
11 day was about the CTA chatbot, which we all
12 really, really appreciate and we have used
13 ourselves very much while we're on the system. So
14 we're excited that that's becoming a much more
15 robust tool for riders.

16 In May, we talked about the CTA Red/Purple
17 Modernization. So, of course, all of the updates
18 that Bill Mooney shared just now, we were learning
19 kind of about where they were as they were
20 finishing up all of that, which was really, really
21 awesome to see.

22 And then, finally, in June, we learned --
23 we actually did not meet in June. We met in July.
24 And we talked about -- so Molly Poppe presented to

1 us about the ebbs and flow of the frequent bus
2 network, which she just shared with you all just
3 earlier today.

4 So we were, you know, just very much
5 involved in learning and really understanding a
6 lot of the systems that are being put in place to
7 better understand how riders are interacting with
8 the system, which was really, really great to know
9 and we got some good questions there as well.

10 I will say that other items that the CAB
11 is concerned about is, as it was mentioned here
12 earlier, about community engagement. And we
13 really want to be involved in a lot of the kind
14 of, you know, public opportunities to be involved
15 with things.

16 So we've had an opportunity to participate
17 in the Bud Billiken Parade. So two members from
18 the CAB participated in that. And that was Daniel
19 Stanley and Peter Henderson. Unfortunately, I
20 wasn't able to attend and I really wanted to, but
21 I didn't get to this time. Hopefully, next year.

22 But we didn't know about some of the -- or
23 we didn't get invitations to the RPM celebration,
24 so it would be nice if we could also be included

1 in some of those events just because they are very
2 important to us and it would have been nice to
3 receive a formal invitation to attend as the CAB.

4 But those are pretty much our updates. I
5 will also share that in May we did join in with
6 other transit advocacy groups to sign off on a
7 letter to Mayor Johnson and Chairman Barclay in
8 regards for the search for the new CTA president.
9 We were just really sharing this common concern
10 around the hiring process. And we did engage in
11 more deeper conversation around that and just
12 really being involved in the process around that.

13 So we do hope that, you know, as that
14 process continues that, you know, we can be looped
15 in and just make sure that that process is one
16 that allows for a really robust search for the
17 next president.

18 And I think that is all that I have.

19 CHAIRMAN BARCLAY: Thank you, Ms. Raby.

20 Any questions?

21 MS. GREENLEE: Director Requejo.

22 DIRECTOR REQUEJO: I guess just curious as
23 to how can we improve, I guess, the connective
24 tissue between the agency and the committee, not

1 only for these technical things, things like
2 invitations not coming through, but more the
3 overall strategy of outreach to community and,
4 also, how to better involve the committee into the
5 conversations of funding, etc., but our riders
6 have the very first experience and best possible,
7 you know, view of this.

8 So just wondering how this conversation is
9 going to bring all this under an umbrella where
10 things connect better and we are able to truly
11 represent or use your committee to what it should
12 be, which is getting the voice of the riders out
13 there.

14 MEMBER RABY: Yeah. I'm not sure if I
15 have the answer to that. I know that we would
16 love to have a better line of communication around
17 events. And I know that events in the agency
18 happen -- they're kind of siloed, so it's harder
19 to kind of bring it all together into one source.

20 But if there was an opportunity, you know,
21 for us to participate in public engagement
22 activities, you know, we want to at least have
23 some notice -- when you all get notice, we should
24 get notice. If it's something that's appropriate

1 for us to be part of, you know, we should also
2 just be notified and given the opportunity to join
3 in.

4 DIRECTOR REQUEJO: Yeah. And I'm worried
5 about this being a symptom of something bigger,
6 right? I think it's unfortunate, but, to me, it's
7 like is this a symptom of not having a more
8 comprehensive relationship and integration of this
9 committee with the overall outreach and engagement
10 team. Because if that is the case, we need to
11 focus on that. Not just so you don't miss another
12 invitation, but also because we want you all to be
13 at the forefront of all the advocacy that we need
14 to do to get us the funding that we need.

15 MEMBER RABY: Yeah. I would agree with
16 you. We want to be involved. There's members of
17 our board that are, you know, really, really eager
18 to, you know, dig deep and be supportive in those
19 ways, yet, we have not quite figured out the best
20 avenue to do that.

21 PRESIDENT LEERHSEN: Yeah. I can jump in.

22 I mean, so I think -- I don't want to
23 speak -- I know this committee is run by the
24 Board, so I don't want to speak for the Board

1 Office on this, but I can speak from our
2 perspective.

3 I think we've done a good job of this
4 content exchange at meetings. You've gone through
5 a lot of information you're getting from staff and
6 having a good opportunity to comment on. I think
7 what you're seeing probably here is, as I was
8 saying, we have an unprecedented level of
9 engagement we're building out right now and we can
10 do better and will do better of making sure you're
11 involved in that.

12 So we have some upcoming engagement around
13 the security, around the budget, and so we'll make
14 sure you're involved and part of that and that
15 we're working closely with the Board Office on
16 coordinating that. Because I know they coordinate
17 your activities by and large, and that could also
18 be part of the coordination that needs to take
19 place as well.

20 So definitely look forward to that.
21 Really, I want to apologize for not getting an
22 invitation to the RPM event. And we can do better
23 on that and we will. So thanks for raising it
24 here.

1 DIRECTOR REQUEJO: Thanks. And thanks for
2 looking at the root cause of it. Because, I mean,
3 you heard it from Chairman Barclay, that community
4 engagement is central for what we believe in as a
5 Board.

6 And I keep seeing kind of these kind of
7 misses every time you show up. So can we get to
8 the root cause here and make sure that's part of
9 our priority is we really bring you all together
10 and reset a bit the relationship.

11 PRESIDENT LEERHSEN: Absolutely. I think
12 we say root cause, something we're looking at as
13 we build out our budget for next year is we need
14 to build out our team on community engagement and
15 outreach given the extent of what we want to do
16 here at CTA now.

17 And so I think it's getting more people
18 that are thinking about what we might be missing
19 and making sure we're getting everyone at events
20 and are involved that we need to because we're
21 doing more than ever and having the staff to meet
22 that. So that's a first step from where I sit to
23 make sure we're building that out.

24 MS. GREENLEE: Director Jakes.

1 DIRECTOR JAKES: Nothing.

2 MS. GREENLEE: Director Eaddy.

3 DIRECTOR EADDY: Just want to commend you
4 and the entire committee for all that you're doing
5 and really appreciate it.

6 But I guess, also, I was just wondering,
7 is there anything more that you need from us that
8 we could be better partners with you and the
9 efforts?

10 MEMBER RABY: That's a great question.
11 Thank you for asking.

12 I think that we are really excited about a
13 lot of the new things that are coming out of the
14 agency. And we're really happy that we're, you
15 know, briefed on those items.

16 I think it would be helpful if there was
17 just more opportunities for dialogue. We
18 understand, though, you know, there's a lot that
19 goes into the Open Meetings Act and all of the
20 steps around that, but we do want to create space
21 where, you know, some of the concerns from the
22 community can be elevated in a way that is, you
23 know, just better received.

24 I think, you know, we're out there, you

1 know, on the system. And I think that what we're
2 seeing and experiencing and hearing from other
3 folks that we, you know, just talk to in our daily
4 commutes, I think it's important for us to, you
5 know, just have that direct line of communication.

6 And I'm not really -- and, forgive me, I
7 don't know if this is appropriate to say at this
8 moment. But, basically, the hierarchy of things,
9 you know, can we talk to you guys? It's just kind
10 of been a little -- you know, we're not quite sure
11 what can we say, what can we do, who can we talk
12 to, who can we go to.

13 And so just having a little bit more
14 clarity around that and just the process for
15 communicating those things would be very helpful.
16 And then when we do have, you know, desires to,
17 you know, be part of something or, you know,
18 consider -- you know, have some of our ideas
19 considered beyond, you know, the space that we
20 have within our meetings, how do we lift that up?

21 MS. GREENLEE: Director Lee.

22 DIRECTOR LEE: No further questions. Just
23 thank you for your time and commitment and the
24 rest of the board as well. Thanks.

1 MS. GREENLEE: Director Jha.

2 DIRECTOR JHA: No questions. Thank you.

3 DIRECTOR JAKES: Georgette, I'm sorry, I
4 need to circle back based on something you said.

5 When you became Chair, was there a
6 playbook by which you were given to, you know,
7 this is what the Citizens Advisory Board is, these
8 are the people you contact, this is how often
9 things are getting reported, this is who you
10 should report it to?

11 MEMBER RABY: So, I mean, of course we
12 have bylaws. We have -- I don't know if we would
13 have a playbook, per se.

14 DIRECTOR JAKES: It's almost football
15 season for me.

16 MEMBER RABY: I mean, we have -- of
17 course, we rely heavily on Georgette, who has been
18 amazing. She definitely is awesome. And April
19 and everyone who has been really helpful in making
20 sure that we understand, you know, the legalities
21 and, also, just some of the structure.

22 But I think that as we are -- I'm not --
23 you know, the previous CABs are probably different
24 from us, I would say. We're more public facing.

1 We have, you know -- we're wanting to have a bit
2 more agency in this space. And so I think that's
3 where our challenges are is just trying to figure
4 out how much can we push the boundary and how much
5 can we, you know, lean into this opportunity to
6 really make some change and encourage you all in a
7 way that will help ridership across the city.

8 So we are, you know, kind of in this gray
9 area where there's an opportunity. I'm looking at
10 it as an opportunity for us to kind of sit down
11 and possibly, you know, really think about the
12 future of CAB. And that's another reason why we
13 decided to move from meeting bimonthly to meeting
14 on a monthly basis so that we could have more
15 touch points with each other and begin to kind of
16 build that out.

17 When we started this board, our
18 appointments, the first year was really just us
19 learning and downloading a lot. It was like of
20 firehose. We were getting so much information and
21 we didn't have time to really discuss and just
22 understand, you know, what our roles were at that
23 point. It was just, like, just getting -- just
24 understanding how this agency works.

1 And then once we got past that, you know,
2 it was still trying to, you know, figure out how
3 do we move together. And then our terms actually
4 ended in June of this year. So we're still in
5 place until, you know, new appointments are made
6 or, you know, our members resign. But in that
7 space, what are we doing is what we're trying to
8 get at. And how can we be of support to this
9 board and to our fellow riders in making sure that
10 whatever communications need to be made, we are
11 part of that.

12 I think that's where we are right now is
13 really just trying to make sure we solidify what
14 CAB is to CTA, what CAB is to riders across
15 Chicago so that we can be a stronger voice and
16 advocate.

17 And now that we've gotten past the point
18 of doing all of the learning, now it's time to do
19 some action, and that's what we want to do.

20 CHAIRMAN BARCLAY: I just want to add one
21 thing. Because I've sat in that position before
22 and when Chairman Peterson was sitting here and
23 the door was open and he extended it to me. And
24 I'm extending that same door to you.

1 Sometimes things are done at probably the
2 chair to chair level, too. And so I think I've
3 sent you a letter, reached out about meeting and
4 coordinating --

5 MEMBER RABY: Yes.

6 CHAIRMAN BARCLAY: -- and so the door is
7 open at any time to do that. So -- but I want to
8 thank you and commend you for your service as
9 well.

10 Thank you very much. We've got to move
11 on.

12 MEMBER RABY: Okay. Thank you. And I do
13 know we were working on scheduling a time to meet
14 with you. Yeah.

15 CHAIRMAN BARCLAY: Okay. Thank you.

16 Our next order of business is the approval
17 of the minutes of the regular Board meeting of
18 July 9th, 2025.

19 May I have a motion to approve?

20 DIRECTOR EADDY: So moved.

21 DIRECTOR LEE: Second.

22 MS. GREENLEE: It's been moved to approve
23 the minutes from July 9th, 2025.

24 We'll take a roll call vote.

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1 Director Requejo.

2 DIRECTOR REQUEJO: Yes.

3 MS. GREENLEE: Chairman Barclay.

4 CHAIRMAN BARCLAY: Yes.

5 MS. GREENLEE: Director Jakes.

6 DIRECTOR JAKES: Abstain.

7 MS. GREENLEE: Director Eaddy.

8 DIRECTOR EADDY: Yes.

9 MS. GREENLEE: Director Lee.

10 DIRECTOR LEE: Yes.

11 MS. GREENLEE: Director Jha.

12 DIRECTOR JHA: Yes.

13 MS. GREENLEE: The motion passes with five
14 votes in the affirmative and one abstention.

15 CHAIRMAN BARCLAY: Our next item on the
16 agenda is Kent Ray -- Kent's not here. Ms. Baker.
17 I apologize, Counsel. It's my understanding that
18 we have an executive session today.

19 MS. BAKER: Chairman Barclay, we do have
20 executive session today pursuant to Illinois Open
21 Meetings Act Section 2(c)(1), (2), (11), and (21).

22 CHAIRMAN BARCLAY: I will now entertain a
23 motion to recess into executive session for
24 reasons stated by counsel.

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1 DIRECTOR EADDY: So moved.
2 DIRECTOR LEE: Second.
3 MS. GREENLEE: It's been moved by Director
4 Eaddy, seconded by Director Lee that the Board
5 will move into executive session for the reasons
6 stated by counsel.
7 We'll take a roll call vote.
8 Director Requejo.
9 DIRECTOR REQUEJO: Yes.
10 MS. GREENLEE: Chairman Barclay.
11 CHAIRMAN BARCLAY: Yes.
12 MS. GREENLEE: Director Jakes.
13 DIRECTOR JAKES: Yes.
14 MS. GREENLEE: Director Eaddy.
15 DIRECTOR EADDY: Yes.
16 MS. GREENLEE: Director Lee.
17 DIRECTOR LEE: Yes.
18 MS. GREENLEE: Director Jha.
19 DIRECTOR JHA: Yes.
20 MS. GREENLEE: The motion passes.
21 (Whereupon, the Board moved into executive
22 session.)
23 CHAIRMAN BARCLAY: I will now entertain a
24 motion to return to open session.

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1 DIRECTOR EADDY: So moved.

2 DIRECTOR LEE: Second.

3 MS. GREENLEE: It's been moved by Director
4 Eaddy, seconded by Director Lee that the Board
5 return to open session.

6 We'll take a roll call vote.

7 Director Requejo.

8 DIRECTOR REQUEJO: Yes.

9 MS. GREENLEE: Chairman Barclay.

10 CHAIRMAN BARCLAY: Yes.

11 MS. GREENLEE: Director Eaddy.

12 DIRECTOR EADDY: Yes.

13 MS. GREENLEE: Director Lee.

14 DIRECTOR LEE: Yes.

15 MS. GREENLEE: Director Jha.

16 (No response.)

17 MS. GREENLEE: We have four votes in the
18 affirmative. Director Jakes -- Director Jha? I
19 don't see her on Zoom.

20 Director Jakes is here.

21 DIRECTOR JAKES: Yes.

22 MS. GREENLEE: The motion passes.

23 CHAIRMAN BARCLAY: Yes to what?

24 DIRECTOR JAKES: The motion. The motion

1 that's on the motion.

2 CHAIRMAN BARCLAY: Thank you.

3 We will now address Board agenda item 8,
4 Board matters.

5 Georgette, do we have any Board matters
6 today?

7 MS. GREENLEE: Chairman Barclay, there are
8 no Board matters for today.

9 CHAIRMAN BARCLAY: Our next order of
10 business is a report from the Committee on
11 Finance, Audit, and Budget.

12 Director Jakes.

13 DIRECTOR JAKES: Mr. Chairman, the
14 Committee met earlier this morning and approved
15 the July 9th, 2025 Committee minutes and reviewed
16 the finance report. The Committee reviewed three
17 ordinance.

18 One, review of an ordinance authorizing a
19 second amendment to a concession lease agreement
20 for basement space and adjacent property located
21 at 4620 North Broadway in Chicago on the Red Line.

22 Number two, review of an ordinance
23 consenting to the assignment and amendment of a
24 ground lease at 1708 Benson Avenue in Evanston on

1 the Purple Line.

2 Number three, review of an ordinance
3 authorizing a lease between the Authority and
4 Shipbob, Inc. for property located at 120 North
5 Racine Avenue in Chicago.

6 The Committee also reviewed five
7 contracts. The committee placed the three
8 ordinances and five contracts on the omnibus.

9 The Committee approved and recommended for
10 Board approval three ordinances and five
11 contracts.

12 Mr. Chairman, this concludes the report of
13 the Finance, Audit, and Budget Committee.

14 CHAIRMAN BARCLAY: I will now entertain a
15 motion to approve the omnibus.

16 DIRECTOR EADDY: So moved.

17 DIRECTOR LEE: Second.

18 MS. GREENLEE: It's been moved by Director
19 Eaddy, seconded by Director Lee that the omnibus
20 be approved.

21 We'll take a roll call vote.

22 Director Requejo.

23 DIRECTOR REQUEJO: Yes.

24 MS. GREENLEE: Chairman Barclay.

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1 CHAIRMAN BARCLAY: Yes.

2 MS. GREENLEE: Director Jakes.

3 DIRECTOR JAKES: Yes.

4 MS. GREENLEE: Director Eaddy.

5 DIRECTOR EADDY: Yes.

6 MS. GREENLEE: Director Lee.

7 DIRECTOR LEE: Yes.

8 MS. GREENLEE: The motion passes with five
9 votes.

10 I will note for the record that Director
11 Jha, who was attending the meeting remotely, did
12 have to leave the meeting and is no longer in
13 attendance. But we still have a quorum with five
14 members.

15 CHAIRMAN BARCLAY: Our next order of
16 business is the construction report.

17 Georgette, it's my understanding that
18 we're deferring that till next month?

19 MS. GREENLEE: We would love to have a
20 motion to defer the construction report, Chairman
21 Barclay.

22 DIRECTOR EADDY: So moved.

23 DIRECTOR LEE: Second.

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

1 Eaddy, seconded by Director Jha [sic] that the
2 construction report, which was agenda item --
3 which was an agenda item be deferred to next
4 month.

5 We'll take a roll call vote.

6 Director Requejo.

7 DIRECTOR REQUEJO: Yes.

8 MS. GREENLEE: Chairman Barclay.

9 CHAIRMAN BARCLAY: Yes.

10 MS. GREENLEE: Director Jakes.

11 DIRECTOR JAKES: Yes.

12 MS. GREENLEE: Director Eaddy.

13 DIRECTOR EADDY: Yes.

14 MS. GREENLEE: Director Lee.

15 DIRECTOR LEE: Yes.

16 MS. GREENLEE: The motion passes.

17 CHAIRMAN BARCLAY: Our final order of
18 business is new business.

19 Georgette, is there any new business?

20 MS. GREENLEE: Chairman Barclay, there is
21 no new business.

22 CHAIRMAN BARCLAY: Since there is no
23 further business to come before the Board, may I
24 have a motion to adjourn the Chicago Transit Board

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1 meeting of August 13th, 2025?

2 DIRECTOR EADDY: So moved.

3 DIRECTOR LEE: Second.

4 MS. GREENLEE: It's been moved by Director
5 Eaddy, seconded by Director Lee that the Transit
6 Board meeting for August 13th, 2025, be adjourned.

7 We'll take a roll call vote.

8 Director Requejo.

9 DIRECTOR REQUEJO: Yes.

10 MS. GREENLEE: Chairman Barclay.

11 CHAIRMAN BARCLAY: Yes.

12 MS. GREENLEE: Director Jakes.

13 DIRECTOR JAKES: Yes.

14 MS. GREENLEE: Director Eaddy.

15 DIRECTOR EADDY: Yes.

16 MS. GREENLEE: Director Lee.

17 DIRECTOR LEE: Yes.

18 MS. GREENLEE: Chairman Barclay, the
19 motion passes.

20 CHAIRMAN BARCLAY: The meeting is
21 adjourned.

22 (Off the record at 12:01 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 19th day of August, 2025.



COURTNEY PETROS, RPR, CSR

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