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Transcript of Committee on Strategic Planning & Service Delivery Meeting

Date: June 11, 2025

Case: Chicago Transit Authority Board Meeting, In Re:

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BEFORE THE CHICAGO TRANSIT AUTHORITY BOARD

COMMITTEE ON STRATEGIC PLANNING AND SERVICE

DELIVERY MEETING

Chicago, Illinois

Wednesday, June 11, 2025

9:57 a.m. CDT

Job No.: 582102

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Reported by: Kristine Wesner, CVR

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CHICAGO TRANSIT AUTHORITY BOARD MEETING, held
at:

CHICAGO TRANSIT AUTHORITY
567 West Lake Street
Chicago, Illinois 60661
312.681.3137

Pursuant to agreement, before Kristine
Wesner, Certified Verbatim Reporter, and Notary
Public in and for the State of Illinois.

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A P P E A R A N C E S

PRESENT:

- LESTER L. BARCLAY, Chairman
- REV. DR. BERNARD JAKES, Vice Chair
- ROSA Y. ORTIZ, Director
- MICHELE A. LEE, Director
- MICHAEL EADDY, Director
- ROBERTO ROQUEJO, Director

ALSO PRESENT:

- Nora Leerhsen, Acting CTA President
- Georgette L. Greenlee, Board Secretary
- Kent Ray, General Counsel

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P R O C E E D I N G S

MS. GREENLEE: We're going to get started. Thank you for your patience.

DIRECTOR ORTIZ: Good morning.
(Chorus of good mornings.)

DIRECTOR ORTIZ: I'm Rosa Ortiz, and I am the chair of the strategic planning committee. I would like to call to order the June 11th meeting of the Committee on Strategic Planning and Service Delivery.

Georgette, please call the roll.

MS. GREENLEE: Director Roquejo.

DIRECTOR ROQUEJO: Present.

MS. GREENLEE: Director Lee.

DIRECTOR LEE: Here.

MS. GREENLEE: Director Ortiz.

DIRECTOR ORTIZ: Here.

MS. GREENLEE: Chairman Barclay.

CHAIRMAN BARCLAY: Here.

MS. GREENLEE: Director Ortiz, you have a quorum.

I will note for the record that we also have Director Jakes and Director Eaddy in attendance.

1 DIRECTOR ORTIZ: Thank you.

2 Our first order of business is the
3 approval of the September 11, 2024, meeting
4 minutes -- committee meeting minutes.

5 May I have a motion to approve?

6 DIRECTOR LEE: So moved.

7 DIRECTOR EADDY: Second.

8 MS. GREENLEE: Director Roquejo?

9 This is a committee meeting of --

10 DIRECTOR ROQUEJO: Abstained.

11 MS. GREENLEE: -- strategic planning,
12 which is Director Lee, Director Roquejo, Director
13 Ortiz, and Chairman Barclay, so if we could please
14 have our movement and our second movement would be
15 members of the committee, that'd be great.

16 Director Roquejo, would you like to be
17 the second movement?

18 DIRECTOR ROQUEJO: So moved.

19 MS. GREENLEE: Thank you very much.

20 It has been properly moved and seconded
21 that the minutes from September 11, 2024, be
22 approved. We'll take a roll call vote.

23 Director Roquejo?

24 DIRECTOR ROQUEJO: Abstain.

1 MS. GREENLEE: Director Ortiz?

2 DIRECTOR ORTIZ: Yes.

3 MS. GREENLEE: Chairman Barclay?

4 CHAIRMAN BARCLAY: Yes.

5 MS. GREENLEE: Director Lee?

6 DIRECTOR LEE: Yes.

7 MS. GREENLEE: The motion passes.

8 Our next order of business is the
9 review of an ordinance authorizing a route
10 realignment of bus routes No. 53 Pulaski, No. N53
11 Pulaski L, and Number 53A South Pulaski.

12 Molly Poppe.

13 MS. POPPE: Good morning, Directors.

14 (Chorus of good mornings.)

15 Okay. Good morning, Directors. Molly
16 Poppe, the Chief Planning and Innovation Officer,
17 and I am joined by Elsa Gutierrez, the Vice
18 President of Service Planning and Scheduling.
19 We're here today to talk about -- there's actually
20 two different ordinances coming before the
21 committee today. One is for the 53 Pulaski and
22 53 South Pulaski realignment, and another is for
23 the 93 California/Dodge Extension.

24 So first and foremost, I do want to

1 start with what our service goals have been for
2 2025 and, frankly, remain our service goals for
3 2025. We want to focus on creating a consistent
4 and reliable Frequent Network across our services.
5 That is important both to support our existing
6 riders as well as continuing to encourage more
7 riders and more rides.

8 We also want to take a look at new
9 mobility patterns and how people are moving
10 throughout the city and where we can unlock those
11 new rides, and we also want to take a look at
12 persistent service gaps that we see and make sure
13 that our network can continue to evolve to meet
14 where we see service gaps and meet riders where
15 they are. So very specifically today, the changes
16 to the 53 and the 93 are focused on those goals,
17 addressing some service gaps and also reaching new
18 mobility patterns and new riders.

19 So I also am going to take a slight
20 liberty, Director Ortiz, if you will allow me. I
21 want to talk through the Frequent Network very
22 quickly with everyone, and there's also a couple
23 other minor changes that we are doing as well, and
24 so I wanted to just make sure to highlight those

1 as well as part of this conversation. These are
2 not requiring board approval, but they are
3 important changes that will improve the rider
4 experience.

5 So first and foremost, the Frequent
6 Network. We launched eight routes already in the
7 spring of '25. We have another four routes coming
8 on Sunday, June 15th. Those four routes are
9 Madison, Cottage Grove, Cicero, and Chicago
10 Avenue. And as a reminder, the Frequent Network
11 does offer a 10-minutes-or-better service, 6 a.m.
12 to 9 p.m. on the weekdays, and 9 a.m. to 9 p.m. on
13 the weekdays. Service increases on all of these
14 various routes do vary based on how much service
15 is boarding on the route, but what really riders
16 can anticipate is improved service midday,
17 improved service evening, and in weekends.

18 The first route that we're seeking
19 board approval on is a change to the Pulaski
20 corridor. It is a change to how the 53 and the
21 53A work together. Right now, the 53A and the 53
22 meet at 31st and Kaminski. They do provide
23 continuous service from Peterson up on the north
24 to 115th and Springfield on the south, but there

1 is no overlapping coverage where we do see high
2 ridership needs, and there also is, frankly, kind
3 of a weird meeting point, if you will. It doesn't
4 intersect at the Orange Line, and it doesn't sort
5 of provide what we would anticipate -- more that
6 multimodal connection that we do want to see.

7 And as we started to look at this
8 route, what we've noticed is that there's
9 high-performing corridors on either side of this
10 critical west side route on Western, Cicero, and
11 others. And when we look at the through traffic
12 in this area, we actually see it should be closer
13 to 1600, as high as almost 4000 rides through this
14 area rounded by 31st down to about 76th. But what
15 we're seeing on the 53, again, the transfers that
16 we see between those routes, is really only 360.

17 So what we're noticing is this not
18 providing a good connection for our riders and
19 that there is a need to provide better through --
20 better connectivity and better rider input.

21 So what we are proposing to do is
22 extend the 53A. It's still going to start at
23 Peterson. It will come down. It will service
24 Daley College, and then it will lay over at Ford

1 City Hall. This is a 6.5-mile extension to the 53
2 Pulaski, and this is also part of the Frequent
3 Network. So not only are we extending this route,
4 we're also providing 10 minutes or better service
5 through to 76th Street. This provides connection
6 with 18 east-west bus routes, and three rail
7 lines.

8 Also one of the reasons why we started
9 to look at this and tackle this particular route
10 was we heard from Daley College. Daley College
11 reached out to use and they did a survey of their
12 students, and what the students said is a critical
13 barrier for them to get to class was actually
14 transportation. And so we've been working with
15 Daley College in order to extend this route and
16 even talked with Daley College about having our
17 bus layover at their school, so it'd really be
18 like a full door-to-door service. It, ultimately,
19 wasn't going to work for various reasons, but that
20 just gives you the example of how excited Daley
21 College was for this change.

22 The other change that we're making is
23 we are truncating the 53A. So the 53A, instead of
24 extending all the way up to 31st and Kaminski,

1 it's going to have overlapping service from 76th
2 up to the Pulaski Orange Line station, and so that
3 is a 2.5-mile truncation of that route, but it
4 does provide overlap with the 53 and also provides
5 a better spot for individuals to transfer at the
6 Orange Line Pulaski Station.

7 The final change that is coming with
8 this whole -- this whole realignment is we will
9 now have the 82 Kimball/Homan will move into the
10 31st and Kaminski bus terminal. The 82
11 Kimball/Homan, which is right here (indicating) --
12 what happens with the 82 Kimball/Homan is it lays
13 over on the street. That's not a great spot for
14 the operators, not a great spot for the bus. So
15 with the 53 and 53A vacating 31st and Kaminski, it
16 will allow us to have a better layover spot for
17 the operators, better access to bathrooms.

18 With this whole change, we are
19 anticipating an estimated 2000 additional rides,
20 and the cost of this overall extension is factored
21 into the 2025 budget, so it is covered in the 2025
22 budget. The overall cost is estimated for an
23 annual cost of \$3.6 million with these various
24 contributions and the Frequent Network addition.

1 I'm going to keep going on with the 94
2 and the 93 realignment. So what we're also
3 looking to do is address the service gap on the
4 California corridor. This is the second ordinance
5 that is coming before this committee for board
6 approval. Right now, the 93 California/Dodge does
7 end at Kimball Brown Line. It starts up in
8 Evanston around the Davis Purple Line station.

9 What we are proposing to do is close a
10 roughly 2-mile service gap that exists between
11 Kimball and Western. What happens today is
12 individuals have to either transfer at the Brown
13 Line, and then for the 94 California, they may
14 have to make multiple transfers in order to get
15 further north of Addison. And what we are
16 proposing is to send the 93 California/Dodge
17 through Kedzie, so it'll come through Kedzie, it
18 will come down California, and it'll come and meet
19 the Blue Line at Logan Square, and there will be
20 an overlap between the 93 and 94 at Addison
21 between Addison and Belmont.

22 And just to sort of, you know, sort of
23 center you guys a little bit more, right here is
24 where the Lane Tech is, so that's roughly

1 California route comes around.

2 As I mentioned, this closes a service
3 gap on California Avenue that is about 2 miles,
4 and it also facilitates a lot of transfers between
5 various routes and the Blue Line. We have heard,
6 very specifically, from the 33rd Ward as well as
7 top feedback to our customer feedback that this is
8 an extension and a service gap that riders would
9 like us to close, so we're very eager to offer
10 this particular extension.

11 What is also happening as well is the
12 93 currently operates weekday and Saturday
13 service. We will also be adding Sunday service to
14 the 93. This is anticipated to add an additional
15 1000 lines with an annual cost of \$2.2 million.

16 Lastly, I'm going to run through a
17 couple changes that these are not seeking board
18 approval on. They are minor changes, but I think
19 that they are within the conversations that the
20 board has had with -- with the service planning
21 team and with the agency, as well as what we've
22 heard from our riders on the type of service that
23 they want us to provide.

24 So we are extending the No. 4 Cottage

1 Grove for Owl Service, so we will be extending the
2 No. 4 Cottage Grove from 63rd down to 95th Street.
3 This is a 5-mile extension. This also is
4 something that we've heard from our union partners
5 that they would like a layover spot at a station
6 and not on the street. And so this does provide a
7 safe location for our operators to layover and
8 access to a bathroom, as well as closing an
9 important service gap on the south side.

10 This is -- we're also extending the
11 No. 53 Owl Service, so this is also on Pulaski.
12 We're extending the Owl Service on Pulaski.
13 Previously, it stopped just south of the Blue Line
14 Forest Park branch at Harrison. We are extending
15 it down to meet the 62 Archer Owl Service, so it
16 does provide a 5.1-mile extension of that late
17 night service on Pulaski.

18 Lastly, for Owl, we are also extending
19 the 66 Chicago. Previously, the 66 Chicago route,
20 which is our top ridership route in our entire
21 system, it would stop at Pulaski for overnight
22 service. We are extending it about 2.5 miles to
23 complete the entire length of Chicago Avenue and
24 have Chicago Avenue Owl Service end at Austin. It

1 will provide some much-needed service for
2 third-shift workers and people that need to come
3 home or may travel later in the evening.

4 Last three changes that are also
5 coming: We have multiple span changes as well.
6 So span changes is just extending the hours of our
7 service. When we look at span changes, we like to
8 look at what is the productivity of the service
9 and what is especially the productivity of the
10 last hour. And so what we look at is for the
11 No. 18, the No. 147, and the No. 157, we look at,
12 of all 127, 128 routes, how many -- what is that
13 overall productivity? And these do rank in the
14 top of our productivity rate, especially with it
15 even ending around 7:45 or 9 o'clock.

16 So for the No. 18, we are extending
17 that to 10:30 p.m. We think that this is really
18 important, especially for Saturday and Sunday
19 service that did end at 7:45 for this corridor
20 along 16th and 18th Street that has really seen a
21 boom in, you know, late-night activity and for
22 that community as well.

23 The 147, right now, does end at 10:30.
24 We've heard some feedback from individuals who

1 work in Streeterville, especially around the
2 hospitals in Streeterville, that it is hard for
3 them to get home in the evening with ending at
4 10:30. And so we are extending this to 11:30.

5 Also just weird things that exist: The
6 146 and 147 also run on outer DuSable Lake Shore
7 Drive, and they both end at 11:30, and this ends
8 at 10:30. So there's also just a general need to
9 align with our standard service along outer
10 DuSable Lake Shore Drive.

11 And then the last one is the 157,
12 Streeterville/Taylor. It ends at 7:15, which for
13 all of us, as we know, even 7:15, when you're
14 working downtown and trying to get home, that's
15 pretty early. And so what we are looking to do
16 with the 157 and Streeterville/Taylor is extend
17 that to 9:30 on weekdays. The service does not
18 currently operate on the weekends, but something
19 that we have heard from board members is looking
20 at how we can continue to sort of grow that 157
21 route, especially given the communities that it
22 does serve and thinking through how we can expand
23 that. I think one of the areas that we'll
24 consider for 2026 and beyond is looking at

1 potentially weekend service for that route, but
2 that is not what we are doing today. We are just
3 seeking an extension in span of service.

4 So that was all of the service changes
5 that we are making, and while I'm happy to take
6 questions on the two items that you all are voting
7 on, the 53 and the 93, or any other questions you
8 have, I do want to show a map of all of the
9 service changes because I think that that is
10 really important to show just the expansiveness of
11 how we've been thinking about improving service
12 across the system and how all the various
13 communities that will be benefiting from the
14 service changes.

15 DIRECTOR ORTIZ: Thank you, and Elsa,
16 for all of this work. This is just an incredible
17 amount of thoughtfulness and really understanding
18 our system. I know our system has always been
19 traditionally very Loop-centered, and we've heard
20 and seen a lot of requests to making sure that
21 we're almost creating a much broader loop around
22 our city and connecting our north-south/east-west
23 areas.

24 So I really want to congratulate the

1 team on thinking through all of this and really
2 thinking across specifics on even drop-offs and
3 pickups, and where does it run in? Where does it
4 connect? To the broader spectrum of where and how
5 we're helping connect people. So I hear rides,
6 but when I hear rides, I actually hear people --

7 MS. POPPE: Yeah.

8 DIRECTOR ORTIZ: -- so I'm really
9 excited to serve the people that are in these
10 areas and helping their lives be much more -- have
11 an increased quality of life because of our
12 service.

13 MS. POPPE: Thank you, Director Ortiz.
14 And I should say thank you to you, because,
15 actually, when I first took this job about a year
16 ago, a little over a year ago, you had said to me:
17 Look at making a better connection on the west
18 side. We had talked about connecting Blue Line to
19 Orange Line and how we could think about that. So
20 I do want to say thank you to you because that's
21 something that has always stuck in the back of my
22 head as to where we can improve service.

23 And then if you also allow me -- I do
24 want to thank the individuals on my team who have

1 been instrumental in making this happen.
2 Dimitrios Nioras, the senior manager for service
3 planning; Amanda Madrigal, who is a service
4 planner with us; and Trevor Preddy, who is also a
5 service planner. They have been working
6 tirelessly for years to make this a reality.

7 DIRECTOR ORTIZ: Thank you so much. We
8 really appreciate it.

9 Anyone else?

10 MS. GREENLEE: We'll take questions
11 from anyone else on the board.

12 Director Roquejo?

13 DIRECTOR ROQUEJO: Sure.

14 First of all, congrats on this. I'm
15 really pleased not only by the work you are doing,
16 but how you are doing it, and this conversation
17 you had with the college, the unions, et cetera,
18 that is the right way to do it. And I appreciate
19 the amount of time that you're putting into that,
20 connected also with the partnership theme that our
21 acting president mentioned last time we met as one
22 of the priorities for the next few months.

23 A couple questions: One is, when you
24 mention the cost, is that the net cost of what you

1 add, the additional revenue that you're going to
2 receive, or is that just the cost of --

3

4 MS. POPPE: It's just operating cost.
5 So we're just looking at operating cost. It does
6 include with the 53A truncation, so we do remove
7 some operations on the 53, so it does -- it is a
8 net of operational costs, but it is not with the
9 2000 additional rides, what revenue we may get
10 from that.

11 So I know where you're going. To your
12 point, this actually publicly becomes updated,
13 that is -- it's not going to be cost-neutral, but
14 definitely is not going to cost as much as the
15 additional rides.

16 DIRECTOR ROQUEJO: Yeah. I would
17 encourage for the next round of these that you
18 also include what is the additional revenue so we
19 show that, actually, this not only sense from an
20 equity perspective, but also from a business
21 perspective.

22 MS. POPPE: Yep.

23 DIRECTOR ROQUEJO: And then I also
24 appreciate the map, and I wanted to stop and talk

1 about how, in the midst of the narrative that
2 exists right now around potential cuts, et cetera,
3 how important it is that we demonstrate that we
4 are not doing that and, actually, we are
5 improving, adding, you know, offering more this
6 year.

7 I've seen maps circulating out there
8 that are incorrect in this information, so I think
9 it's very important that we get these informations
10 out there through our channels and all the ways
11 possible to counteract any confusions.

12 And even the way you refer to this as,
13 service changes, I worry that that may be
14 understood as: Oh, here come the cuts. So I
15 encourage you to call them improvements or
16 whatever you want to -- to make sure that we are
17 actually sending a message that we are not making
18 any cuts this year.

19 That's all.

20 MS. GREENLEE: Thank you.

21 MS. LEERHSEN: Director, just to add
22 onto that, I think this is going to be a theme
23 throughout our meeting today just kind of
24 discussing the current situation and what that

1 means for us and what it doesn't, but what you see
2 here by what's being present in this committee is
3 the first indication, our 2025 service plan
4 remains in place. So discussions around cuts and
5 potential impacts are all about 2026. We're
6 delivering our commitments to our riders that are
7 in our 2025 budget and which has been approved,
8 and this is evidence of it right here.

9 MS. GREENLEE: Any other questions from
10 any other directors?

11 DIRECTOR LEE: Just a quick comment
12 that I'm excited always to see extended bus routes
13 and especially on weekends because, as we all
14 know, people ride on the weekends as well. So I'm
15 very encouraged by this, and thanks for all the
16 hard work, team.

17 MS. GREENLEE: Director Ortiz, there
18 are no further comments or questions.

19 DIRECTOR ORTIZ: Thank you.

20 May I have a motion to place these
21 ordinances for the 53, N53, 53A, and 93 routes on
22 the omnibus for board approval?

23 DIRECTOR LEE: So moved.

24 DIRECTOR ROQUEJO: Second.

1 MS. GREENLEE: It's been moved by
2 Director Lee, seconded by Director Ortiz that the
3 ordinance be placed on the omnibus for board
4 approval. We'll take a roll call vote.

5 Director Roquejo?

6 DIRECTOR ROQUEJO: Yes.

7 MS. GREENLEE: Director Ortiz?

8 DIRECTOR ORTIZ: Yes.

9 MS. GREENLEE: Chairman Barclay.

10 CHAIRMAN BARCLAY: Yes.

11 MS. GREENLEE: Director Lee?

12 DIRECTOR LEE: Yes.

13 MS. GREENLEE: The motion passes.

14 DIRECTOR ORTIZ: Since there is no
15 further business to come before the committee, may
16 I have a motion to approve the omnibus and
17 recommend the omnibus for board approval?

18 DIRECTOR LEE: So moved.

19 DIRECTOR ROQUEJO: Second.

20 MS. GREENLEE: It's been moved by
21 Director Roquejo, seconded by Director Lee [sic]
22 that the omnibus be approved for board approval.
23 We will take a roll call vote.

24 Director Roquejo?

1 DIRECTOR ROQUEJO: Yes.
2 MS. GREENLEE: Director Ortiz?
3 DIRECTOR ORTIZ: Yes.
4 MS. GREENLEE: Chairman Barclay?
5 CHAIRMAN BARCLAY: Yes.
6 MS. GREENLEE: Director Lee?
7 DIRECTOR LEE: Yes.
8 MS. GREENLEE: The motion passes.
9 DIRECTOR ORTIZ: The motion to approve
10 the omnibus passes -- yes. Next.
11 Since there is no further business to
12 conduct, may I have a motion to adjourn?
13 DIRECTOR LEE: So moved.
14 DIRECTOR ROQUEJO: Second.
15 MS. GREENLEE: It's been moved by
16 Director Lee, seconded by Director Roquejo that
17 the Strategic Planning and Service Delivery
18 Committee meeting be adjourned. We will take a
19 roll call vote.
20 Director Roquejo?
21 DIRECTOR ROQUEJO: Yes.
22 MS. GREENLEE: Director Ortiz?
23 DIRECTOR ORTIZ: Yes.
24 MS. GREENLEE: Chairman Barclay?

1 CHAIRMAN BARCLAY: Yes.

2 MS. GREENLEE: Director Lee?

3 DIRECTOR LEE: Yes.

4 MS. GREENLEE: The motion passes.

5 (Off the record at 10:18 a.m.)

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CERTIFICATE OF REPORTER - NOTARY PUBLIC

I, Kristine Wesner, CVR, 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 proceeding and have no interest, financial or otherwise, in its outcome.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my notarial seal this 19th day of June, 2025.

Kt w



My Commission Expires: July 02, 2025

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