



Dorval R. Carter, Jr.
President



MEETING THE MOMENT

Transforming CTA's Post-Pandemic Future



Belmont Blue Line Station





Garfield Green Line Station

95th Street Station

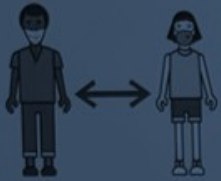


! Help us maintain a healthy travel environment
Ayúdenos a mantener un ambiente sano para viajar



Please wear a mask or face covering

Por favor lleve puesta una mascarilla o algo que le cubra el rostro



Spread out!
Keep 6ft (2m) distance wherever possible

¡A distanciamos!
(aproximadamente 2 m) siempre que sea posible



Move into the car;
don't stand in the doorway

Súbase al vagón; no se detenga en la puerta

cta transitchicago.com/coronavirus

CHI | CDPH



COVID-19 CHANGED PUBLIC TRANSIT

Three guiding principles:

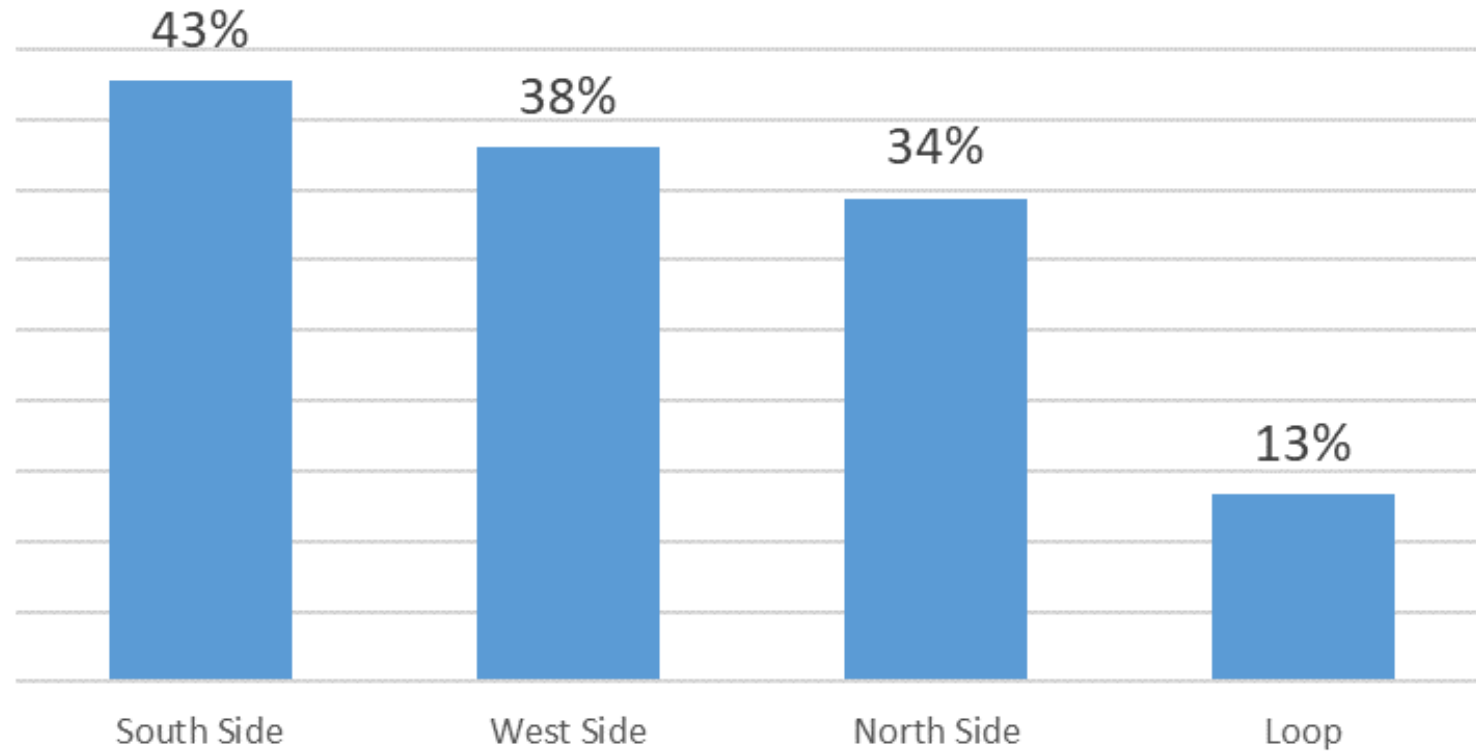
- Provide as much service as possible
- Keep customers and employees healthy
- Remain financially viable



cta transitchicago.com/coronavirus

CHI | CDPH

CTA Bus Rideship-Percent of Normal 2020 June-December







5345



CTA Stepped Up



CTA Stepped Up



CTA Stepped Up



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CTA Stepped Up

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Por favor lleve puesta una mascarilla o algo que le cubra el rostro



**Spread out!
Keep 6 ft distance
wherever possible**

¡A distanciarnos! Mantenga 6 pies (aproximadamente 2 metros) de distancia siempre que sea posible



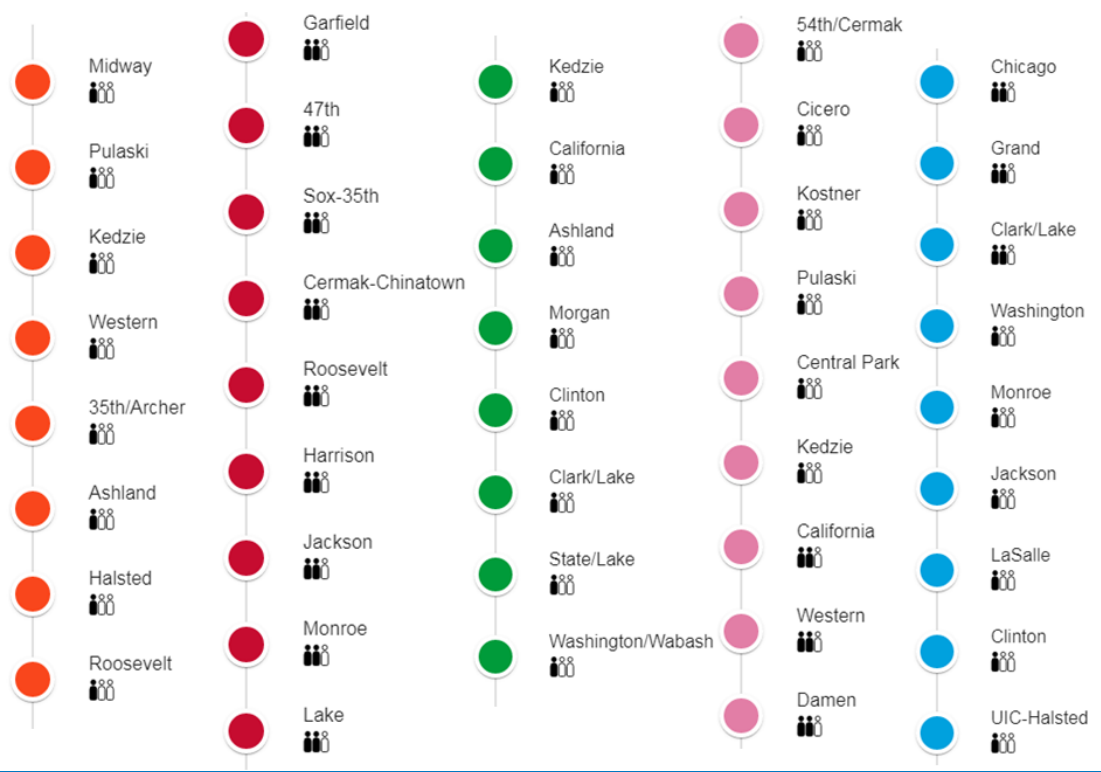
Move down thru car; if crowded, wait for next train

Avance hasta el fondo del vagón; Si está lleno, espere el próximo tren

Learn about steps we're taking to keep you and our employees safe, together—including extensive cleaning, protective gear and more at: transitchicago.com/coronavirus



CTA Stepped Up



CTA Stepped Up



CTA Stepped Up



APTA
AWARD WINNER
Outstanding Transit Agency



Customers are Responding





CTA's frontline employees

The pandemic's unsung heroes

Martha Duran

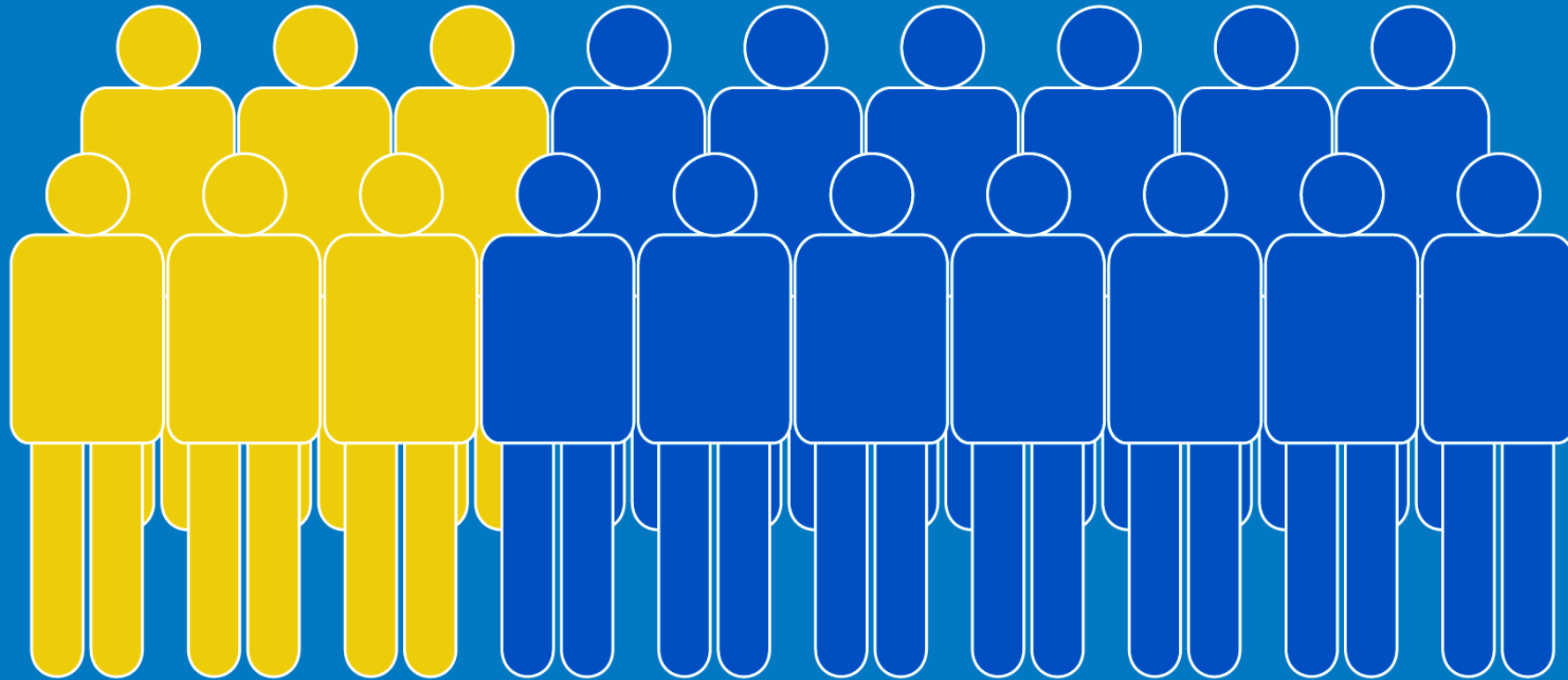
CTA bus operator since December 2019

Arthur Scales

CTA rail operator since 1996



3,500 out of more than 10,000 employees have been affected by COVID-19





THE CHALLENGE OF PROVIDING SERVICE



Bloomberg

CityLab
Transportation

America's Bus Driver Shortage Has Left Transit Systems in Crisis

With the nation's current drivers retiring in large numbers, agencies need to cultivate a new generation of transit operators, a new report says.

HOME / TRANSPORTATION / Bus & New

90.9 wbur
BOSTON'S NPR® NEWS STATION

Public transport use is increasing, but labor shortages persist

INSIDER

HOME / TRANSPORTATION

The US bus driver shortage is 'throwing transit systems into crisis' as big cities struggle to find public transportation hires

**MASS
TRANSIT**

MANAGEMENT

COVID-19 Recovery: Riders are Coming Back but Where are the Drivers?

While the world is learning to live with COVID-19, agencies are struggling to meet new service demands due to an industry-wide labor shortage.

By [Christina](#)
07/27/22 11:02

NEW YORK POST

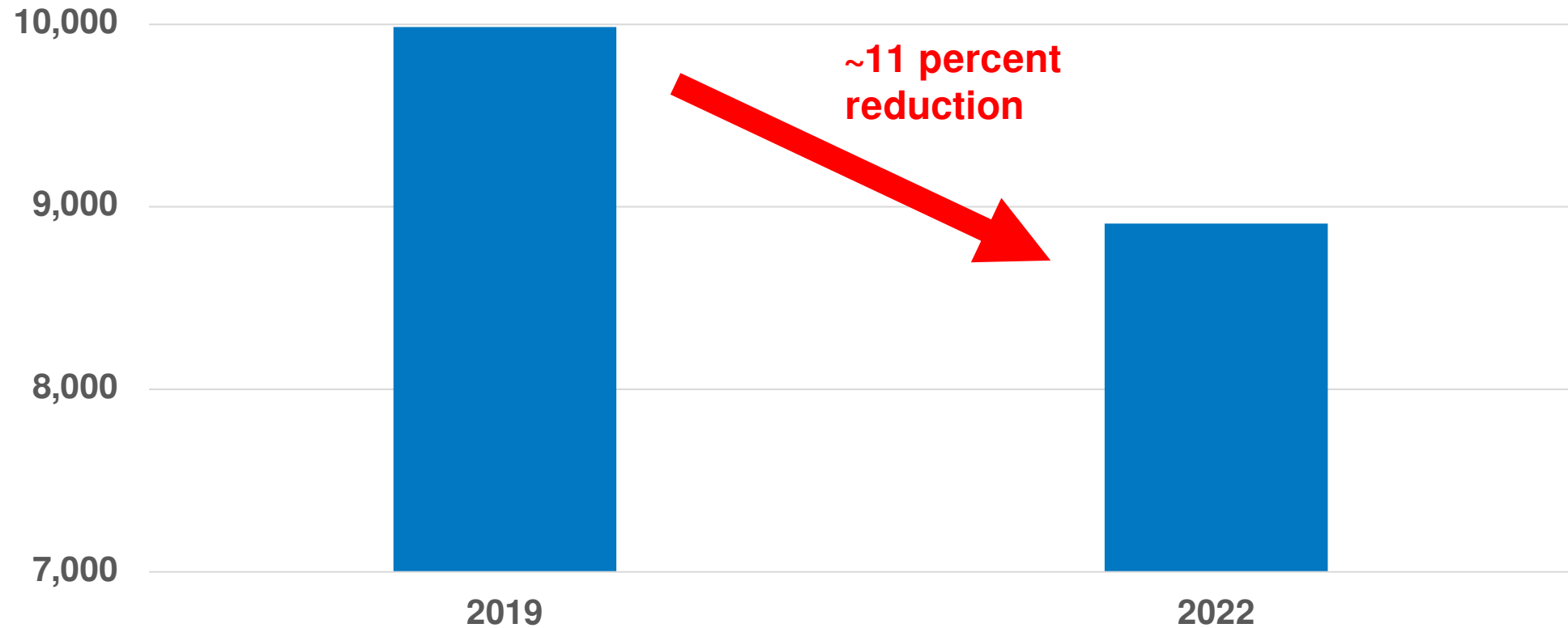
NYC subway, bus service still plagued by delay-causing staff shortages

By [David Meyer](#)

August 7, 2022 | 6:21pm | Updated



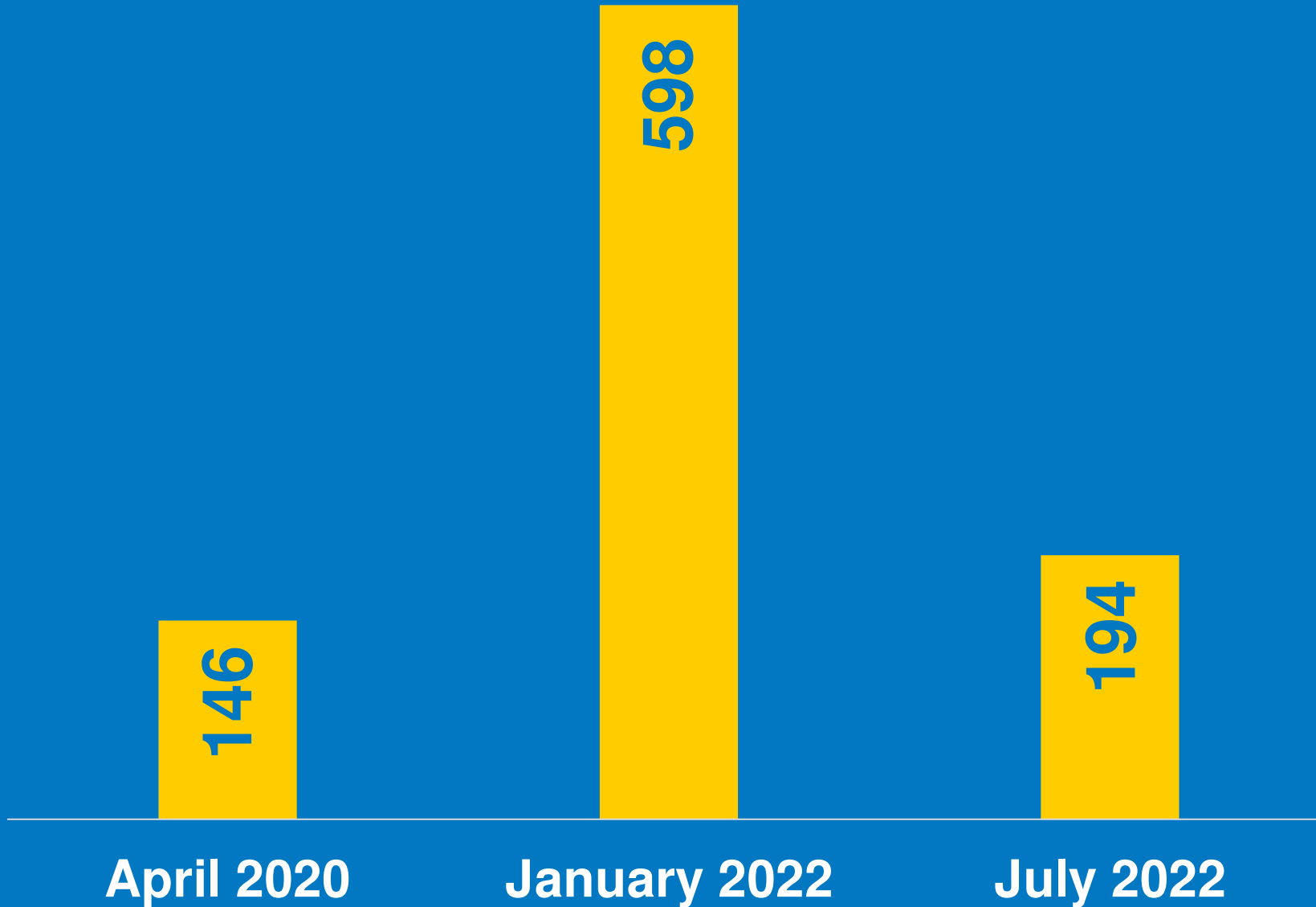
Frontline Employees Pre-Pandemic vs Today



CTA has 1,100 fewer frontline employees, including nearly 890 bus operators



Employee COVID Cases





Meeting the Moment: *Transforming CTA's Post-Pandemic Future*



Deliver **RELIABLE & CONSISTENT** service

Enhance **SAFETY & SECURITY** for riders

Improve **CUSTOMER EXPERIENCE** at facilities

Upgrade tools to **IMPROVE RIDER COMMUNICATION**

Invest in **OUR EMPLOYEES**



Pillar I: Deliver Reliable Consistent Service



I clean it

I fix it

I drive it

T♥gether, we keep the city moving

#PictureYourselfAtCTA

cta




Learn more and apply at www.transitchicago.com/careers



CDL not required to apply


Steer your career with the CTA!



Bus Operator
Hourly Range: \$23.44 – \$36.06

Bus Mechanic
Hourly Range: \$29.82 – \$37.28

We connect people, places and communities!
To view available positions and to apply: transitchicago.com/careers





Full-Time Benefits:

- Starting hourly pay: \$24.27
Top hourly pay: \$37.34
**Must work 46 months to earn top pay*
- Paid Training, including CDL if needed
- Medical, dental, and vision plans
- 401(k), 457, and pension options
- Paid Time Off
- Free transit on CTA and Pace

Now Hiring Full-Time Bus Operators

Apply now at transitchicago.com/careers







Service optimization

To improve scheduled service on every rail line and every bus garage in our system.



Green Line

Morgan

Station Timetable

Green Line Trains

To Harlem/Lake

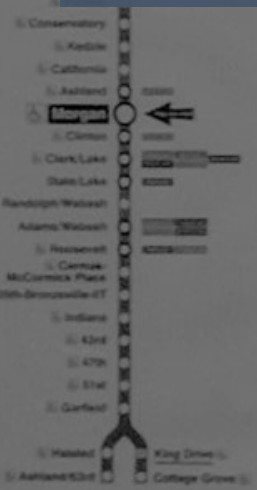
Train	Time	Time	Time
101	7:10	10:10	12:10
102	7:15	10:15	12:15
103	7:20	10:20	12:20
104	7:25	10:25	12:25
105	7:30	10:30	12:30
106	7:35	10:35	12:35
107	7:40	10:40	12:40
108	7:45	10:45	12:45
109	7:50	10:50	12:50
110	7:55	10:55	12:55

Train	Time	Time	Time
111	7:10	10:10	12:10
112	7:15	10:15	12:15
113	7:20	10:20	12:20
114	7:25	10:25	12:25
115	7:30	10:30	12:30
116	7:35	10:35	12:35
117	7:40	10:40	12:40
118	7:45	10:45	12:45
119	7:50	10:50	12:50
120	7:55	10:55	12:55

To Ashland/3rd - Cottage Grove

Train	Time	Time	Time
121	7:10	10:10	12:10
122	7:15	10:15	12:15
123	7:20	10:20	12:20
124	7:25	10:25	12:25
125	7:30	10:30	12:30
126	7:35	10:35	12:35
127	7:40	10:40	12:40
128	7:45	10:45	12:45
129	7:50	10:50	12:50
130	7:55	10:55	12:55

Train	Time	Time	Time
131	7:10	10:10	12:10
132	7:15	10:15	12:15
133	7:20	10:20	12:20
134	7:25	10:25	12:25
135	7:30	10:30	12:30
136	7:35	10:35	12:35
137	7:40	10:40	12:40
138	7:45	10:45	12:45
139	7:50	10:50	12:50
140	7:55	10:55	12:55



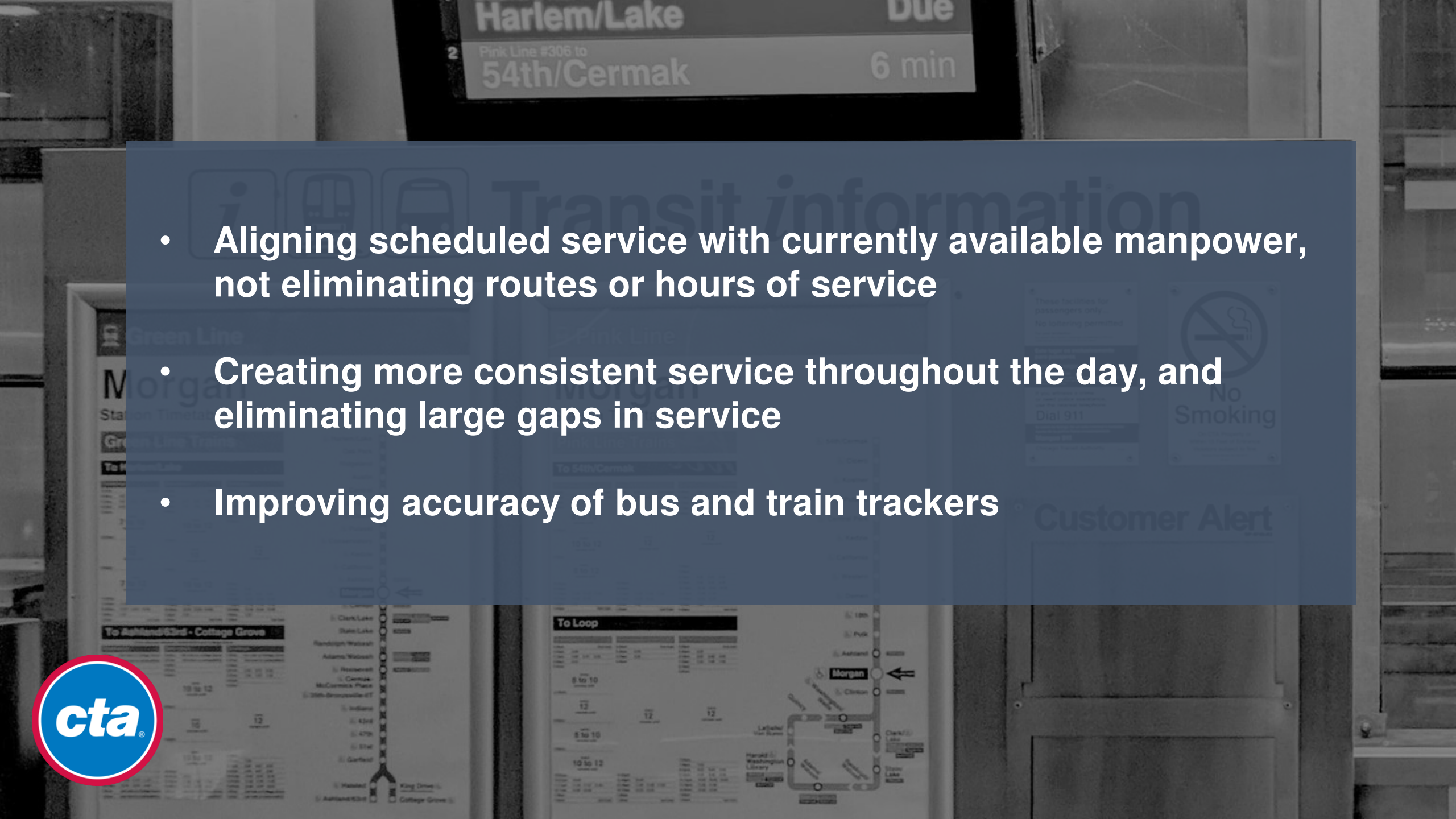
Train	Time	Time	Time
101	10 to 12	12	12
102	8 to 12	12	12

To Loop

Train	Time	Time	Time
101	8 to 10	12	12
102	8 to 10	12	12
103	8 to 10	12	12
104	8 to 10	12	12
105	8 to 10	12	12
106	8 to 10	12	12
107	8 to 10	12	12
108	8 to 10	12	12
109	8 to 10	12	12
110	8 to 10	12	12

Train	Time	Time	Time
111	10 to 12	12	12
112	10 to 12	12	12
113	10 to 12	12	12
114	10 to 12	12	12
115	10 to 12	12	12
116	10 to 12	12	12
117	10 to 12	12	12
118	10 to 12	12	12
119	10 to 12	12	12
120	10 to 12	12	12



- 
- **Aligning scheduled service with currently available manpower, not eliminating routes or hours of service**
 - **Creating more consistent service throughout the day, and eliminating large gaps in service**
 - **Improving accuracy of bus and train trackers**



Harlem/Lake

Due

2 Pink Line #306 to
54th/Cermak

6 min



Transit *information*

Green Line

Pink Line

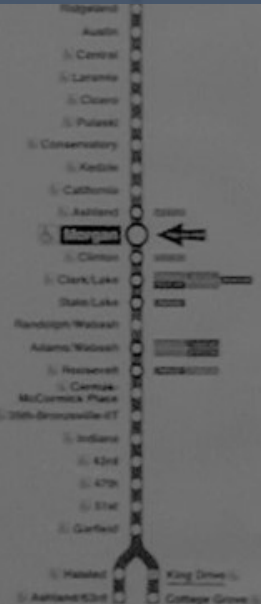
These facilities for passengers only...
No loitering permitted



Customers can reliably and confidently plan their trips

To Harlem/Lake

Time	Frequency	Frequency
7:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		
7:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		



To Ashland/33rd - Cottage Grove

Time	Frequency	Frequency
7:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		
7:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		

To 54th/Cermak

Time	Frequency	Frequency
8:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		
8:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		

To Loop

Time	Frequency	Frequency
8:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		
8:10 AM	10:10 AM	12:10 PM
10:10 AM	12:10 PM	
12:10 PM		



Customer Alert

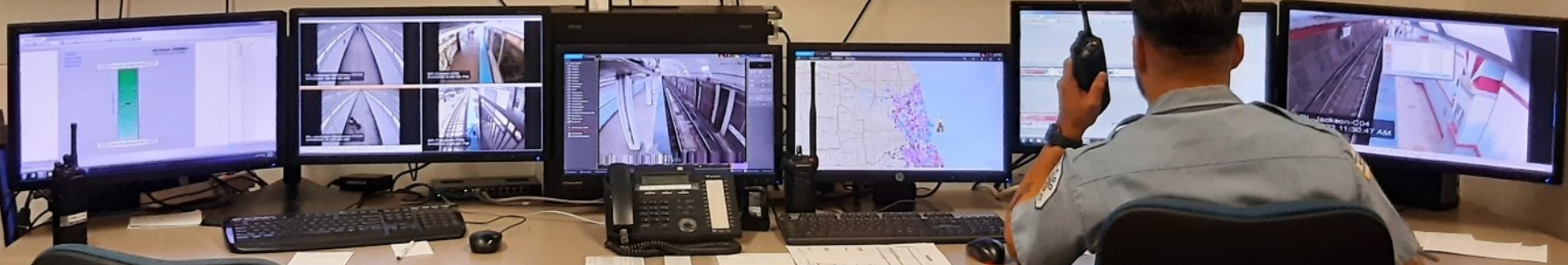


A blue-tinted photograph of a train platform. In the foreground, a security guard wearing a cap and a vest is looking towards the right. In the background, a train is stopped at the platform, and another person is visible further down the platform. The scene is brightly lit, likely by overhead platform lights.

Pillar II: Enhance Safety and Security For Our Riders







Chicago Transit Authority
Rapid Transit Facilities
Downtown



O'Hare

2821

GARDAVOIA
SECURITY

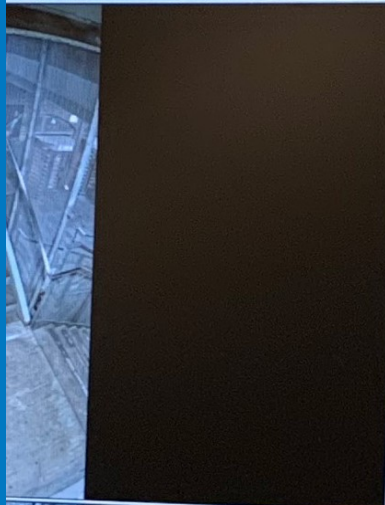
SECURITY

SECURITY





RL-Belmont-C74-B
2022-07-28 06:03:04



RL-Belmont-C77-A
2022-07-28 06:03:04



RL-Belmont-C59-A
2022-07-28 06:03:04









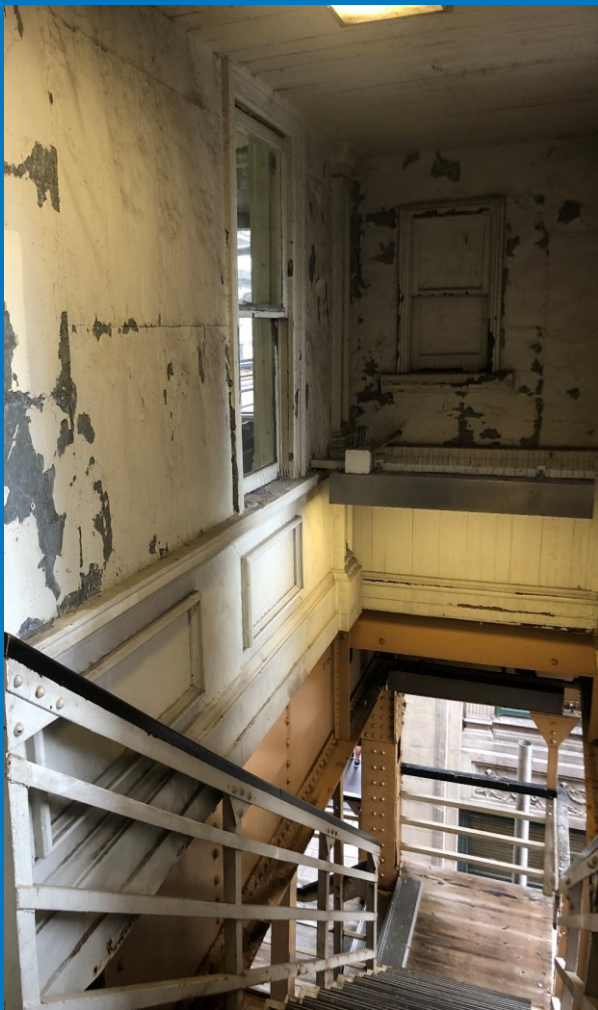
Night Ministry outreach missions





Pillar III: Improve the Customer Experience at our Facilities





Loop station stairwell, before & after



LaSalle/Van Buren mezzanine footbridge, before & after



refresh
& renew



Concrete bench examples on Orange Line, before & after



electric bus



NRT WOODLIFE

NRT WOODLIFE

electric bus



604

M 224203
ILLINOIS



Exact fare required
Driver has NO change

Wheelchair Accessible Bus

sportsworld





GO NOT
← BOARD

Transit Information

Blue Line

Boarding Information

Boarding Information

Boarding Information



ROUTE / DESTINATION

ESTIMATED ARRIVAL / V

66

To Austin

2 MINUT

66

To Austin

2 MINUT

Pillar IV: Upgrade our Digital Tools to Improve Rider Communication

66

To Austin

15 MINUT

66

ustin

16 MINUT



66

21 MINUT



Estimated arrivals

info updated 3:12p (refresh / pause)

Harold Washington Library-State/Van Buren



Alerts

4 3 +

Service at Outer Loop platform

Brown Line #424 to

Kimball

8 min

Brown Line #425 to

Kimball

16 min

Service at Inner Loop platform

Orange Line #719 to

Midway

2 min

Purple Line #513 to

Linden

4 min

Pink Line #314 to

54th/Cermak

6 min

Purple Line #514 to

Linden

8 min

Orange Line #715 to

Midway

11 min

Additional information

Station information



System status snapshot

'L' route status

- Red Line** Special Note
- Blue Line** Service Change
- Brown Line** Special Note
- Green Line** Special Note
- Orange Line** Special Note
- Pink Line** Special Note
- Purple Line** Service Change
- Yellow Line** Special Note

All 'L' alerts: [Current](#) or [Upcoming](#)

Bus routes w/alerts

2	7	9	X9	22
24	29	35	36	37
50	53	56	60	62
63	65	66	72	75
78	81	92	124	125
126	157	171		

All bus alerts: [Current](#) or [Upcoming](#)

Elevator alerts

- Red Line** [79th](#), [Belmont](#), [Jackson](#), [Lake](#), [Roosevelt](#)
- Blue Line** [Jackson](#)
- Brown Line** [Belmont](#)
- Green Line** [Roosevelt](#)
- Orange Line** [Midway](#), [Roosevelt](#)
- Purple Line Exp** [Belmont](#)

All elevator alerts: [Current](#) or [Upcoming](#)

See also: [complete system status](#)

Tip: tap/click on a train to see more info about it

Preferences

[Help & Notes](#) / [Tell us what you think](#)

- real-time arrival

- schedule-based info



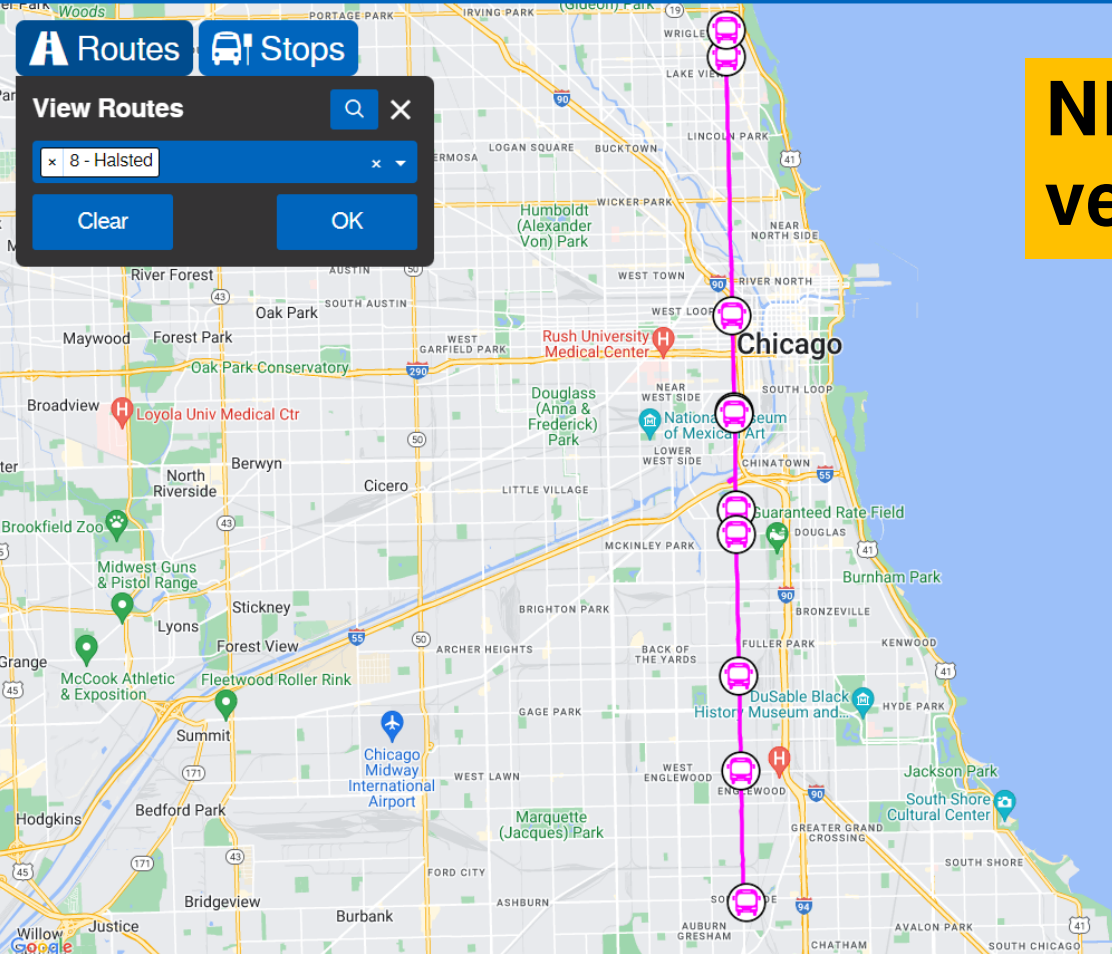
Routes Stops

View Routes

Search: 8 - Halsted

Buttons: Clear, OK

NEW version



FIND BY STOP #: 450 Find

1. SELECT ROUTE 2. SELECT DIRECTION 3. SELECT STOP

Select a Route Map SHOW ALL VEHICLES FOR THIS STOP

Existing version

Madison & Wabash	4:26 PM
Check for #J14 alerts	Check for #56 alerts
ROUTE / DESTINATION	ARRIVAL / VEHICLE #
20 To Austin	APPROACHING 8172
56 To Jefferson Park Blue Line	APPROACHING 8236
20 To Austin	8 MINUTES 8158
60 To Cicero/24th Pl	9 MINUTES 1625
J14 To Washington/Jefferson	9 MINUTES 4317



Pillar V: Invest in our employees



What can YOU do?





Thank you!

 transitchicago.com

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 [The CTA](https://www.facebook.com/TheCTA)

 [@chicagoccta](https://www.instagram.com/chicagoccta)

