

How do I file a complaint?

Chicago Transit Authority

When filing a complaint, please provide as much information about the alleged incident as possible: who, what, where, when and how.

A complaint may be filed with the Office of Inspector General:

By Telephone:

Confidential OIG Hotline
773-CTA-TIME (773-282-8463)

In Person:

567 West Lake Street, 8th Floor
Chicago, Illinois

In Writing:

Chicago Transit Authority
Attn: Office of Inspector General
P.O. Box 641075
Chicago, Illinois 60664-1075

By Confidential Email:

Hotline@CTAOIG.NET

By Fax:

312-681-3797

To obtain additional information or for any additional questions regarding the procurement process, call the Purchasing Department: Henrine Miles 312-681-2660

Become a CTA vendor by registering online at ctavendor.com

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Office of
**Inspector
General
Guide**

for Contractors,
Subcontractors, Vendors
and Suppliers



transitchicago.com

The Office of Inspector General

See Something? Say Something.

The Office of Inspector General is an independent department that was created by the Chicago Transit Board in 1999. The OIG conducts audits and investigations, and performs other reviews of the CTA's programs and operations to increase efficiencies, identify fraud, waste and misuse of CTA resources.

The CTA provides 1.5 million rides each day. In doing so, the CTA purchases many goods and services including, but not limited to, rail cars and buses, parts for rail cars, buses and service vehicles, office supplies and a wide variety of material and services for the construction, maintenance, repair and operation of the CTA. The CTA is committed to a procurement process that fosters fair and open competition, operates under the highest ethical standards and enjoys the complete confidence of the public.

All CTA employees, contractors, subcontractors, suppliers, vendors and agents have a responsibility to assist the Inspector General in combating fraud, waste and abuse. If you believe the CTA can operate more efficiently or effectively, take the time to report your concerns.

What should be reported to the OIG?

- Contract and procurement fraud or collusion involving contracts with CTA suppliers, contractors, employees, subcontractors or vendors;
- Misuse, embezzlement, or theft of funds;
- Bribery or acceptance of gratuities in connection with authorized CTA operations or transactions with employees, suppliers, contractors, vendors or subcontractors;
- Waste or mismanagement of CTA resources; and
- Other unethical or illegal activities involving CTA property, employees, contractors, subcontractors, vendors or suppliers, such as identity theft, check fraud or violation of computer crime statutes.