



Any individual who contacts the OIG can report information openly, anonymously, or confidentially.

By Telephone:

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

In Writing:

P.O. Box 641075
Chicago, Illinois 60664-1075

Confidential OIG Email:

hotline@ctaig.net

Confidential Fax:

312-681-3797

In Person:

567 West Lake Street
8th Floor
Chicago, Illinois 60661-1498

When filing a complaint, please provide as much information about the alleged incident as possible:

Who, What, Where, When & How.

The CTA OIG does not enforce state or federal laws or city ordinances related to criminal activity on CTA property. Criminal activity on CTA property should be reported to the Chicago Police Department Transit Detail and CTA Security Services. Additionally, the CTA OIG does not act as a legal advisor for CTA matters or resolve or mediate disputes between customers and the CTA.

Customer Service disputes can be reported to ctahelp@transitchicago.com or 1-888-Your-CTA (1-888-968-7282).

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

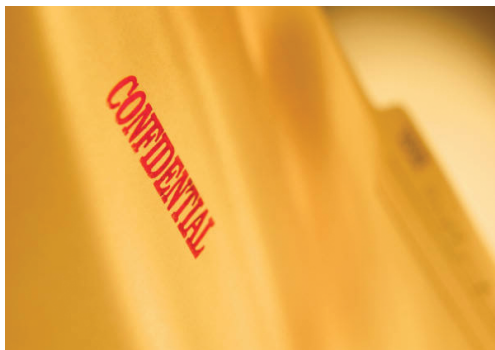
Office of
**Inspector
General**



The Office of Inspector General

The Office of Inspector General was created in December 1999 by Ordinance #99-173 of the Chicago Transit Board. Its purpose is to:

- Identify waste, misconduct, and misuse of CTA resources;
- Ensure efficiency and effectiveness in the administration of its programs;
- Instill integrity in CTA operations by reviewing programs, policies and procedures;
- Investigate conduct and performance either in response to a complaint or on its own initiative;
- Promote best practices; and
- Recommend policies and methods for the elimination of fraud, waste and abuse; and to improve overall management performance.



Suspect it! Report it!

The CTA is serious about Quality Transit Service

If you believe we can operate more efficiently or effectively, or suspect waste, fraud or misuse of CTA resources, please contact our office immediately.

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Whistle Blower Protection

If you disclose or threaten to disclose an act or omission of wrong doing, the CTA is prohibited by law from taking retaliatory action against you. If you provide information regarding a violation of a policy or procedure, rule or regulation, the CTA cannot reprimand, discharge, suspend, demote or deny a promotion or transfer in retaliation.

What should be reported to the OIG Hotline?

- Contract and procurement fraud or collusion involving contracts with CTA contractors, subcontractors, suppliers or vendors;
- Misuse, embezzlement, or theft of CTA property or funds;
- Bribery and acceptance of gratuities in connection with authorized CTA operations or transactions with suppliers, contractors, subcontractors and vendors;
- Employee misconduct, such as misuse of official position and acceptance of unauthorized gifts;
- Conflicts of interest, such as an employee doing business with the CTA under a different name;
- Waste or mismanagement of CTA resources; and
- Other unethical or illegal activities involving CTA property, employees, agents, contractors, subcontractors, vendors or suppliers, such as, identity theft, check fraud, or violation of computer crime statutes.