

**CTA ADA Advisory Committee
Meeting Minutes
Tuesday, January 11, 2021**

Members Present

Committee Members:

Committee Chair: Joe Albritton
Committee Vice-Chair: Michele Lee
Mary Abramson
Adam Ballard
Pamela Berman
Bridget Hayman
Whitney Hill
Robin Jones
Michael Kiser (In and out of meeting due to computer issues).
Howard Wilson

Facilitator: Amy Serpe, Manager, ADA Compliance Programs

CTA Staff: Michael Connelly, Chief Planning Officer

Excused Absence: Lovell Bates (Working)
Nicholas Robertson

Notes:

- The January 11, 2021 ADA Advisory Committee meeting was conducted as a Virtual meeting through the Zoom Platform. The public was able to listen to and/or view this meeting via YouTube.
- Chairman Albritton called the meeting to order at 1:36 p.m.

Roll Call

- Vice-Chair Lee called the roll.
- Meeting members answered when their name was called and stated their affiliations if any.
- Facilitator Serpe explained that Lovell Bates and Nicholas Robertson are excused.

Announcements

- Ms. Jones stated that on Feb. 9, 2021, from 1-2:30 p.m. CST, The Great Lakes ADA Center will host a Webinar explaining the latest Service and other animal Dept. of Transportation (DOT) regulations for airlines as they have recently changed. Visit the ADA Great Lakes website to register and for other information.

Approval of Minutes

- The Meeting Minutes for the October 13, 2020 meeting were sent to all Committee members for review in advance of this meeting.
- Vice Chair Lee asked if anyone had any changes related to the Minutes and there were none. She then asked for a motion to approve the Minutes as submitted.
- Ms. Hayman moved and Ms. Hill seconded the motion.
- Vice Chair Lee called the vote, and the minutes were approved as submitted.

Public Comment

- Vice Chair Lee asked if there would be any Public Comment today.
- Facilitator Serpe stated that there is no public comment.

Customer Service Report

- The Customer Service Reports were sent to all Committee members to review in advance of the meeting.
- Ms. Kate Kennelly, Acting General Manager of Customer Service was available to update the Committee and answer any members' questions.
- Ms. Kennelly reported that, in 2020, there were 740 overall ADA complaints which is down 17% from the previous year. During this last quarter of 2020, there were 113 ADA complaints, a decrease of about 15% from the same period of the previous year.
- She explained that about 30% of the 4th quarter complaints dealt with pass ups at bust stops. The next highest category was reported as discourteous employees at about 29% of received complaints.
- Ms. Hayman asked if there was any correlation between improvement in the number of received complaints and a decrease in ridership due to Covid-19?
- Ms. Kennelly responded that, "... it is pretty standard for complaints to decrease in the fourth quarter and again in the first quarter. I mean we usually tick up as the weather gets better and as the year progresses."
- Customer Service Statistics for the 4th quarter of 2020 are as follows:
 - Total CTA complaints for all three months of Q-4, 2020 (October, November & December 2020), = 3,123 of which 113 (4%) were ADA related complaints.
 - October 2020 complaints = 51
 - November 2020 complaints = 29
 - December 2020 complaints = 33
 - Q-4, 2020 Bus Related Complaints: October = 45, November = 24 and December = 29 totaling 98.
 - Q-4, 2020 Rail Related Complaints: October = 6, November = 5 and December = 4 totaling 15.
 - Q-4, 2020 Total Bus and Rail Complaints Combined = 113: (98 + 15 = 113).
 - During the 3-month 2020 Q-4 period, there were a total of 12 ADA Compliance Complaints which include things such as: *Employee failing to assist customers with disabilities or help with securement of wheelchairs, not complying with ADA rules and fare discrepancies involving passengers identifying as having a disability".
 - Below is a breakdown of ADA related complaint categories for Q-4, 2020 vs Q-4, 2019:
 - Total disability-related complaints for Q-4, 2020 = 113 complaints vs. 205 in 2019. Of that total:
 - ADA Compliance (categories listed above) = 12 in 2020 vs. 23 in 2019.
 - Verbal Abuse/Rude Language totaled 6 complaints in 2020 vs. 7 in 2019.
 - Pass up totaled 37 complaints in 2020 vs. 32 in 2019.
 - Ramps totaled 3 complaints in 2020 vs. 16 in 2019.
 - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 0 complaint in 2020 vs 0 in 2019.
 - Priority Seating issues totaled 2 complaints in 2020 vs. 5 in 2019.
 - Stroller issues totaled 2 complaint in 2020 vs. 8 in 2019.
 - Failure to Kneel Bus totaled 5 complaints in 2020 vs. 4 in 2019.
 - Refusal to allow service animal on board totaled 1 complaints in 2020 vs. 2 in 2019.
 - Failure/Refusal to Deploy Gap Filler totaled 2 complaints in 2020 vs. 5 in 2019.
 - Elevator malfunction complaints totaled 1 in 2020 vs. 8 in 2019.
 - Escalator malfunction complaints totaled 2 in 2020 vs. 9 in 2019.

- Failure to announce stops complaints totaled 0 in 2020 vs. 1 in 2019.
- Accessible Service complaints totaled 0 in 2020 vs. 1 in 2019.
- Touching passenger/equipment/service animal complaints totaled 0 in 2020 vs. 0 in 2019.
- Employee was discourteous totaled 29 in 2020 vs. 67 in 2019.
- Failure to wait for intending passenger totaled 10 in 2020 vs. 15 in 2019.
- Failure to curb bus totaled 1 in 2020 vs. 2 in 2019.

Elevator/Escalator Efficiencies Report

- The Elevator/Escalator Efficiencies Reports were sent to all Committee members to review in advance of the meeting.
- Mr. Lenny Romano, General Manager, Facilities Maintenance was available to answer any questions and presented information regarding upcoming maintenance work.
- Mr. Romano explained that there are 5 escalators down for a longer period of time in order to complete needed repairs/maintenance. Pulaski (Orange Line) anticipated completion is March 13-15. Lake/Randolph was down in October and expected back in service in March. Logan Square, 2 escalators are out and should be back in service in February depending upon acquisition of materials. An escalator at the 95th Red Line Station was damaged and CTA is in the process of receiving proposals regarding repairs. Completion is not known at this time.
- Mr. Romano stated that, "For future [escalator] heavy maintenance we're looking at Cumberland on the Blue Line, Oak Park on the Green Line, Polk on the Pink Line and then Howard on the Red Line. Three of them are planned to start within the first quarter of 2021 and Howard will start roughly around the second quarter of 2021 as well."
- Mr. Romano next presented long-term elevator project information. California and 35th Street Stations on the Green Line and the 55th Street Station on the Red Line are all due to complete in mid to late January. The department is putting together a list of about 5-6 elevators for heavy maintenance in 2021.
- Chair Albritton asked if there is any kind of an anticipated time frame for repairs when an elevator or escalator is down or is time reflected on a case-by-case basis?
- Mr. Romano responded by explaining that, "... We try to get our mechanics or our technicians out on site relatively within that eight-hour day. Elevators generally are addressed within a few hours. Based off the determination of the mechanics or the technicians, that will determine the time frame and the length that the elevator or escalator would -- would be down based off of again case by case what is the needs and -- and the availability of parts and material."
- Vice Chair Lee asked if the maintenance information for elevators and escalators is on the CTA Website to which Mr. Romano said that it is posted.
- At the last meeting Committee members asked about the cleaning schedule at rail stations and particularly related to elevator cleaning.
- Ms. Erin Kleist-Gaynor, Director Strategy and Business Operations was present and explained that, "... So we do get an opportunity to do cleaning of the elevators a minimum of twice -- a minimum of twice a day. So once on the a.m. shift and once on the p.m. shift. In between that we are wiping down all of the buttons and the handrails within the elevators and on the escalators actually at least three to four times per shift. We also do half hour inspections of the elevators during a.m. and p.m. rush which would be between 6:00 a.m. and 9:00 a.m. and between 5:00 p.m. and 7:00 p.m. and then as always if any issues are noticed by either customers or by CTA staff we address them in our power as soon as possible."
- Ms. Hill asked about what chemicals are used to clean the elevators, etc., and if there is a list available for the public?

- Ms. Kleist-Gaynor reported that, “All of the -- I believe all of the CTA chemicals are listed on the CTA's Web site under the Covid cleaning. So I believe that the chemicals are listed there. ... they're all on the CDC's recommended list of appropriate cleaning chemicals.”
- For the 4th quarter of 2020 vs. Q-4 in 2019, the following reflects **ESCALATOR** Efficiencies:
 - October 2020 = 96.41% vs. October 2019 = 96.67% (-0.26%)
 - November 2020 = 95.94% vs. November 2019 = 96.30% (-0.36%)
 - December 2020 = 96.83% vs. December 2019 = 93.08% (3.75%)
- Current **ESCALATOR** Heavy Maintenance (ECD = Expected Completion Date):
 - Orange Line: Pulaski – 3-15-21 ECD
 - Red Line: Lake/Randolph – 3-15-21 ECD
 - Red Line: 95th – ECD TBD
 - Blue Line: Logan Square (2 escalators) – Feb. 2021 ECD
- Future **ESCALATOR** Heavy Maintenance:
 - Green Line: Oak Park– Planned to start Q-1, 2021
 - Red Line: Howard – Planned to start Q-2, 2021
 - Blue Line: Cumberland – Planned to start Q-1, 2021
 - Pink Line: Polk – Planned to start Q-1, 2021
- For the 4th quarter of 2020 vs. Q-4 in 2019, the following reflects **ELEVATOR** Efficiencies:
 - October 2020 = 97.65% vs. October 2019 = 98.39% (0.74%)
 - November 2020 = 97.44% vs. November 2019 = 97.23% (-0.21%)
 - December 2020 = 98.15% vs. December 2019 = 97.28% (-0.87%)
- Current **ELEVATOR** Heavy Maintenance (ECD = Expected Completion Date):
 - Green Line: California – Late January ECD
 - Red Line: 55th Street – Late January ECD
- Future **ELEVATOR** Heavy Maintenance:
 - TBD - None at this time.

Red-Purple Modernization (RPM) Project Including the Belmont Fly-Over Project

- Mr. Jeff Wilson, Director of Community Relations for the RPM multi-year project provided the following project updates.
- Mr. Wilson explained that currently, work is happening on the RPM Bypass area which involves Belmont north to just south of Addison where a bridge is being constructed to separate the Brown, Red and Purple lines traffic from each other. There are sidewalk impacts to Roscoe and Sheffield. There will also be alleyway impacts throughout the project. The RPM team is working closely with the Alderman's office and the impacted community to ensure residents and businesses are aware of the work. Also, the Walsh Construction Company is aware that accessibility needs to be provided on the north and south sides of the sidewalks including appropriate signage and wayfinding for the community.
- Another phase of the RPM project deals with the total deconstruction and rebuild of 4 stations – Lawrence, Argyle, Berwyn and Bryn Mawr. These are all closing as Phase A of the project begins. Only Argyle and Bryn Mawr will have a temporary station for use during the entire renovation. Trains will not be stopping at Lawrence or Berwyn during the project.
- Chair Albritton asked about accessibility at the temporary stations. Mr. Wilson explained that, through 2023, while there will be some limited accessibility features at the temporary stations such as lighting, tactile warning, CSA's to provide assistance, etc., neither of the temporary stations will have any type of vertical access except for stairways.

General Construction Report Updates

- Ms. TaNesheha Marshall, Vice President of Capital Construction presented project updates.

- Ms. Marshall stated, “So I want to provide you updates with our [ASAP] Phase One [program]. As we know, in phase one, four of the ASAP locations are under the RPM [program] The other four will be in our construction infrastructure group.”

“I'm happy to announce that we also have a bonus ASAP program [station] which is the Racine Station so to provide you updates with the five capital constructions we have the State and Lake Station. ... [This] is a CDOT [Chicago Department of Transportation] project but we have been working in close coordination with them as they've designed this right now. They're moving from 15 percent design into 30 percent conceptual design. The design will go on for all of 2021 with a construction start of spring of 2022. This location will be adding eight new elevators and it's also one of our highest ridership locations. So we look forward to working with CDOT on that project.”

“Our next one is the Austin Green Line. We have just secured a general engineering, consulting contractor consultant. They will start -- they will get their NTP this month and they will be designing that location adding a new elevator. Also coordination with CDOT because we will be changing -- currently we have some stairs there, so it is not ADA accessible. So we'll be adding new ramp, new curb cuts and also a wider sidewalk so that you'll be able to access the station and also the elevator. That design will go on all of this year until early next year with a construction start date of spring of 2022.”

“Our bonus ASAP location is our Racine [Station]. We'll be implementing our Congress Station project with that Racine [project which will] start design spring of 2021. And it will continue until spring of 2022 with the construction start of early 2023. At this Racine Station we will reconstruct the -- we will add a new elevator, also reconstruct the stairs that are there and also platform extension.”

“Then we have two other locations along the Blue Line that [are] in the planning phase right now. Design will not start until spring of 2022 with construction starting in spring of 2023. That is the California and Montrose [Stations]. We'll be doing station renovation, updating of lighting, platform improvements, signage and wayfinding.”

“So that is the update for our phase one. Everybody is aware that the ASAP program is a twenty-year endeavor so I'm happy that we're rolling out our phase one.”

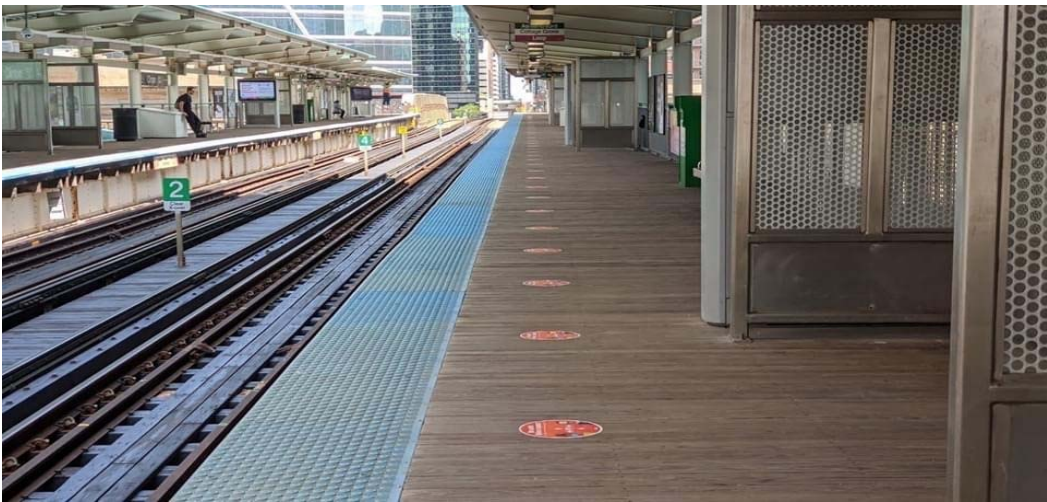
- Chair Albritton asked how CDOT became involved in the reconstruction of the State & Lake Station?
- Mr. Bill Mooney, CTA's Chief Infrastructure Officer was available to provide the following answer. “So we have a long-standing historical relationship with the Chicago Department of Transportation [CDOT] on the legacy structures that are in the downtown area. The great majority of which are actually assets owned by the City of Chicago that the CTA has a right to operate and maintain. As part of the City's contributions to the CTA, they seek capital funding through the federal government or alternative means to support reconstruction of a great majority of the downtown stations. It's kind of a vision plan that they've been doing. So they've upgraded a bunch of subway stations on our behalf as well as Washington and Wabash which was recently done by CDOT and their next project is State and Lake. It -- it's just kind of the long-standing City of Chicago collaborative relationship. ... And CDOT is the arm that builds these things for the City of Chicago.”

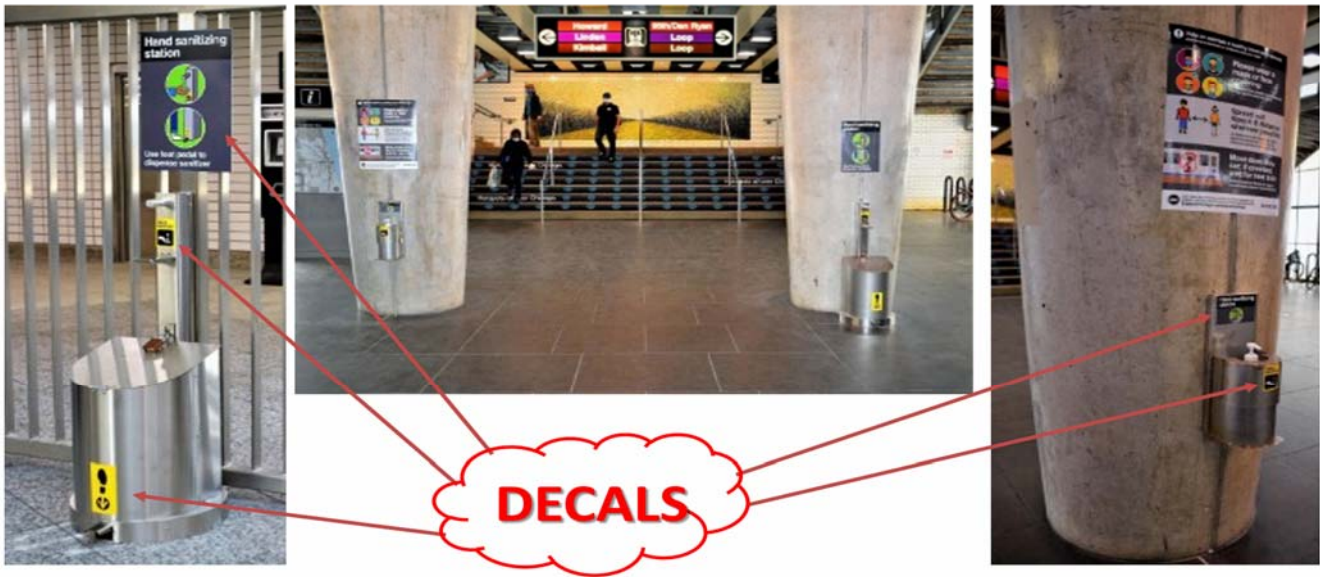
Rail Station Signage

- Mr. Victor Ramirez, Manager Signage and Wayfinding presented *Promoting Social Distancing at CTA Rail Stations with Signage*.
- **Rail Station Signage Includes:**
- New circular floor decals at some stations urging social distancing.
- Decals also:

- Feature the message, “Be safe! Make a space!” in both English and Spanish.
 - Are evenly spaced along all platforms.
 - Are also placed throughout stationhouses near Ventra Vending Machines and in elevators.
 - Expanded signage at stations urging the use of masks when on CTA property or vehicles.
- Below are a few samples of some of the types of posted signs to encourage the wearing of masks and social distancing throughout rail stations.







Hand Sanitizing Stations (two variants) with Instruction Decals



Digital Screens at Rail Stations Display Social Distancing Messages

- Ms. Abramson was concerned about the placement of the Sandwich Board type signs in so far as they could be an obstacle and cause a safety issue for people with visual disabilities.
- Mr. Ramirez explained that, “These are A-frame signs. They’re about two feet by three feet and they’re plastic. And ... they could be moved at any time by staff, you know, in the event of high-capacity of people entering and exiting the turnstiles.”
- Mr. Tony Coppoletta, General Manager of Customer Information who was also present added, “... Just to be really clear on what these specific ones [signs] are, which tend to be placed in prominent locations in unpaid areas. ... We do try to make sure that they’re not in a precarious spot or one that necessarily like obstructs passenger flow. These are really solid, heavy, plastic boards. They don’t have any sharp edges. They’re three feet tall off the ground about and a little over two feet wide. And they’re not the type of sign that is on a -- on a pole or a rod or that has like a floating element with sharp corners that might be something that you’ve experienced in some other places and sounds like what you might be referring to here.”
- Chair Albritton asked if the floor decals had some kind of tactile recognition if someone was using a cane, etc., to which Mr. Coppoletta answered that they do have tactile recognition, as well as the decals by the Ventra machines are blue and the ones on the platforms are orange. Mr. Mooney added that post winter, there will be replacement of decals as warranted recognizing the wear and tear that these elements go through from people walking on them, as well as from weather.
- Ms. Hill asked about the location and types of signs for the hand sanitizer stations available at some rail stations. Mr. Ramirez explained that there are 2 types of sanitizers and signs for each type.
- Ms. Molly Poppe, Chief Innovation Officer who was present explained that, “So we do have the locations listed on the CTA Web site of those hand sanitizer stations and one of the things that I know we talked about at the last Advisory Committee meeting that we are discussing internally is providing more description about where they are. So not just saying they’re in the unpaid area of the 95th Street Station. Being more clear that it’s on the east wall and -- and providing a little bit more direction. So we are having those conversations internally because I do know that was a recommendation that we had discussed last – last Committee meeting.”
- Ms. Hill then asked if there were any known issues related to the use of the decals on any of the narrow platforms in terms of safety, etc. Mr. Ramirez stated that he has not heard of any issues but there are also less people on the platforms these days.
- Ms. Hill then asked if the digital signs at stations were also audible to which Mr. Coppoletta said no but there are similar messages and announcements both at the stations and on the trains delivered through the PA system providing information and reminders such that are printed on the digital signs.

Navigation of CTA’s Website

- Mr. Tony Coppoletta, General Manager of Customer Information provided information related to CTA’s Website, www.transitchicago.com.
- Mr. Coppoletta did provide an on-screen demonstration related to CTA’s Website. Highlights included:
 - Website was redesigned about 3 years ago and launched about 2-1/2 years ago.
 - “The Website starts first and foremost with a little bar at the top. Accessibility as with our old Website is the first link on every page. And this is what gets you very quickly to a section that tells you about the sort of static accessibility features of the system, the permanent features. There’s also a contact link and a search link.”

- “Most people who visit probably never try this but if you start tabbing through the Web site, you'll actually see the links get highlighted. And even additional instructions that tell you how to use the keyboard to navigate menus.”
- “The main sections of the site are plan a trip which takes you straight to the trip planner. We also put a trip planner widget on the homepage. So you can go straight to trip planning. And then travel info is where you're probably going to find a lot of the information that you need when you're riding.”
- “... the accessibility section which you can get to from the top of the page, [is] also linked to inside the site navigation.”
- “It talks a little bit about how much of the system is accessible. It talks about the ASAP program, the All Stations Accessibility Program, and then has information on how to reach us if you have a question or concern. It has information on how to sign up for alerts ... and has detailed information about various things that would be of interest to people in the community of those with disabilities.”
- “I'm going to go back to the homepage though. You'll see it on the right side of this page. There are quick links to probably the most key travel information sections. That will include schedules, fares, maps, alerts, trackers and getting to the Ventra Website to manage your affairs.”
- “And also most pages on the Website have this system status snapshot. And this is where you'll see if there's an alert that affects all routes. You'll see if there's anything affecting service on any 'L' route and that would include delays, disruptions, planned work. If there is a change that we're making with how service operates. Even notes about station entrances ... which we put in the general section of information about routes because that affects all riders, not just those with disabilities.”
- “And then there's a section that shows any bus routes that have active alerts on them meaning currently a reroute or some change to service.”
- “And then the last part of the system status widget is the elevator alerts and this will always show you a list of any station on any line that has an alert that is currently active saying there is an elevator unavailable at one of these stations. ... And that -- that gets updated at least hourly but often much more frequently by our Control Center as that information comes in and should match what you hear on the elevator status hotline if you dial that number or look at other places on our Website that show that.”
- “Now for elevator alerts just to get a little more detail on that, in that little section under the system status box you can click current to see all current elevator alerts and then you'll actually get a full list with complete details about which elevators are affected.”
- “Another place that you can find out about what's happening on your line, let's say you ride the Brown Line and only the Brown Line. From the system status box or if you go to our schedule section, you can jump straight to a page that shows you information about the Brown Line. And that page will also include a list of any alerts that are currently affecting service. You can also, from that page click on any station and learn more about it.”
- “Now back to that question of alerts and so this is where we want to make it easier for you to not have to visit us to learn of something that might affect your trip. From the homepage or even in the footer at the bottom of any page, you'll see a link to sign up to get updates. You can also actually type the word subscribe into the search box and it will give you a certain entry for this.”
- “But we have this service called CTA updates that sends text and e-mail messages for anyone who signs up to get information about elevators that go up and down throughout the day.”

- “And then for different [bus or train] routes that you ride you can sign up specifically for routes that you ride during the times of the week when you ride so you don't get flooded with information that's not necessarily relevant to when you're riding.”
- Mr. Kiser asked about Website usage data. “I'm curious if you have a data or capability of collecting data about the extent to which the Website is used and which things are used most, what parts of the Website are most active? What types of information are people really using?”
- Mr. Coppoletta responded that, “... I do actually get that data and I look at it on a fairly regular basis but off the top of my head I couldn't give numbers. They -- they are impressive. Lots and lots of people visit our Website on a daily basis. The most popular things are certainly train tracker because that's live information and then if there is a disruption, the alert section tends to jump.”
- “We do see during normal times, not pandemic times, that pages like information about the O'Hare station or the Blue Line tend to be very high on the list of what people look up and that of course is because these are gateway places to riders who are unfamiliar with the system.”
- Facilitator Serpe asked Mr. Coppoletta to let people know about alerts on Social Media sites such as Twitter, Facebook and Instagram.
- Mr. Coppoletta did say that there is info on these sites but the most accurate and best place for people to find out about what's going on at any time is the CTA Website.
- Chair Albritton asked if CTA's Website adheres to accessibility standards to which Mr. Coppoletta stated that, “Yeah. We asked our vendor who actually does the development work to -- to not only, you know, follow the IITAA, the Illinois Information Technology Accessibility Act, and the federal -- the federal guidelines for Website accessibility but also to follow the WCAG 2.0 to every extent possible in the design of the site to make sure that we're keeping up with current Web standards and browsers and what -- what those things can do as well as we can and then go back and periodically visit to see if something has changed and see something new we can do to make the site even more accessible.”
- Ms. Hayman said that Access Living has checked out CTA's website and it does well to follow standards. She did have a comment about the boxes on the right side of the home page in terms of needing more contrast. She also thought it would be helpful if the CTA had a statement within its site regarding the types of accessibility the site provides to which Mr. Coppoletta said he would investigate doing this.
- Mr. Coppoletta also invited anyone with suggestions or issues related to the Website to provide feedback either through Customer Service or this Committee.
- Ms. Hill asked if testing related to accessibility of the Website was done on a regular basis to which Mr. Coppoletta said not regularly but when there is a major redesign people can be used. Ms. Hayman pointed out that the ADA Committee can be used in such a capacity and also members know others who can be user testers.
- Vice Chair Lee would be interested in seeing some informational videos on the Website to help people that may not be used to riding the system. Facilitator Serpe stated that the RTA did a series of 6 videos related to general and ridership information for CTA, Pace and Metra and these can maybe be linked to CTA's site.

Budget Update

- Mr. Mike Fitzsimons, Manager CIP Development presented the following update on CTA's Operating Budget and 5-year Capital Plan.
- CTA's 2021 Operating Budget is \$1.645B.
- The budget is dependent upon additional Federal stimulus funding.
- CTA continues to:

- Deliver normal service despite the impact on ridership and revenues due to COVID-19 pandemic.
- Derive efficiencies on budget line items (\$168M since 2015).
- Operate within budgeted expense levels even though COVID-19 increased certain costs.
- *Revenues*
 - CARES funding will be exhausted this year.
 - Additional \$372M of budget balancing actions needed to close the gap.
 - State may further cut revenues.
- *Expenses*
 - Fixed based on service levels (90% of workforce is union).
- CTA has identified over \$168M of budget efficiencies since 2015
 - CTA has also achieved \$330M of budget efficiencies since 2011.
- CTA continues to aggressively manage its budget.
 - Restrict hiring on vacant positions.
 - Seek union concessions.
 - Lock in power costs at historically low market prices.
 - Align capital uses with capital funding sources.
- Historically, CTA has been able to close budget gaps with a fare increase or service adjustments.
 - A fare increase would only generate \$5M/year vs. \$20-25M pre-Covid.
 - Even with recent COVID 19 Aid Funding, dramatic reductions would be needed to close the entire estimated gap of \$372M.
- *2020 Operating Budget Update*
 - CTA forecasts a deficit of \$553.9M for 2020 driven from the impact of COVID-19, which will be funded with CARES Act revenues.
 - CTA's forecasted revenues are \$565M unfavorable to 2020 budget.
 - Fare revenue is lagging budget (\$397M) driven by ridership reduction of 57%.
 - Public funding is lagging budget (\$168M) based on revised marks provided by RTA.
 - CTA's expenses are forecast to be \$7.8 M favorable to budget for 2020.
- *Proposed FY 2021-2025 Capital Improvement Program - CIP*
 - The \$3.4 billion five-year capital budget for 2021-2025 funds rehabilitating rail stations and building new ones, modernizing rail and bus fleets, removing rail slow zones and new technology.
- *Program Size*
 - 2021-2025 CIP is \$3.4B
 - *Funding Sources*
 - The largest source of funding is federal funds - \$1.8B
 - New State Bond and Motor Fuel Tax funding - \$981M
 - CTA will issue \$626.6M in bonds
 - \$137M – Capital SOGR Projects
 - \$310M – Red Line Extension
 - \$179M – Ground Transportation Projects
 - RTA bonds are not contemplated at this time due to the increase in state capital funding
 - *Types of Projects Funded*
 - Major Rail Line Projects (RPM, RLE & YNB)

- Blue Line O’Hare – Power Substations at Barry and Damen, and a new tie house at Canal
- Bus and Rail Fleet Modernization
- State of Good Repair Projects
- Bus Slow Zone Elimination Program
- Stations – ADA Accessibility.
- Servicing Debt
- All Stations Accessibility Program – ASAP
 - Comprehensive 20 Yr. Program to make All Stations vertically accessible – remaining 42 of 145 stations to be made accessible and calls for replacing aging elevators and escalators.
 - Phase One of the Plan is Moving ahead with Planning and Engineering process where a total of Eight Stations are to be made fully accessible.
- *Bus and Rail Fleet Modernization*
 - Bus Rolling Stock
 - Purchase 600 new Standard Buses - Base order of 100 with an option(s) for additional 500 Buses. Contract award December 2020 or early 2021. Buses delivered late 2021.
 - Electric Buses - CIP funds future Order of Up to 70 Buses. While for the funded Purchase of 20 Electric Buses - First six buses in service early 2021. Remaining buses in service 3rd Qtr. 2021.
 - Mid-life overhaul of 100 Artic buses (4300 Series) – Buses placed into service in 2012 are due overhaul. Contract award in Mid-Yr. and work complete 2nd Qtr. 2022.
 - Life Extending Overhaul on 430 Standard New Flyer buses. This work allows for buses to operate in service, until \$’s are available to replace these buses.
 - Capital Maintenance Program that targets work between overhaul cycles.
 - Rail Rolling Stock
 - 7000 Series Rail Cars Base order of 400 and Option of 156 cars are fully funded. Testing of 10 Prototype cars will take place throughout the year.
 - Quarter-Life Overhaul 5000-Series rail cars (714) Phase II. Material contract awarded. Start 2nd Qtr. 2021 thru 2025.
 - Capital Maintenance Program that targets work between overhaul cycles
 - Purchase Four Diesel Locomotives - Contract awarded. In Project Development Phase, delivery of first locomotive anticipated in late 2022.
- Mr. Mike Connelly, Chief Planning Officer who was present added the following. “The only thing I was going to add, Mike mentioned it that in our budget for 2021 we made the assumption that we'd get additional funding. This morning the Federal Register Citation went out that lists how much funding will go to each of the urbanized areas, each of the cities under the new act that was passed. And it looks like they -- the region here will receive 469 and a half million dollars in northeastern Illinois which should go, we feel, a long way towards helping us for our 2021 needs. So it's -- it's very good news with the approval of that act.”
- Chair Albritton asked if routes for the new electric buses have been determined?
- Mr. Connelly replied that, “Those first twenty buses are to operate on the Chicago Avenue route. ... we have two buses that we bought in 2014 that have recently come back from a mid-life overall to add to their charging capacity and those are going into service on the 63rd Street route with the turnaround at Midway. That will happen sometime in the second quarter of 2021 as well. So two of them on the 63rd Street route east and west and then the six pilot buses are

intended to be operated on the Chicago Avenue route as well as the fourteen more that are coming later this year.”

Safety and Plowing Protocols

- Rovaughn General Manager Transit System Safety provided the following information related to snow plowing protocols.
- “If customers were to encounter bus stops that were -- that needed to be shoveled out, they would contact 311 and CDOT would be notified. ... [Each] bus stop has an ID number so the customer can provide that information, in terms of the specific information or they can simply give the cross streets and -- and location in that manner. And once they provide -- once that information is provided to 311, CDOT would be dispatched to take care of that location in terms of clearing it from snow and debris. In terms of rail stations ... If customers were to be on the platform or entering the station and identify a buildup of snow and/or ice that needs to be addressed, they could either notify the Customer Service Assistant [CSA] in the booth in the mezzanine area, or if they observe it on the platform and the Customer Service Assistant was on a different level, they can contact the CTA's customer service number and provide the location or platform they were on or what station they were in and then that information would get disseminated to the route for immediate actions.”
- Chair Albritton, from the Mayor’s Office for People with Disabilities (MOPD) added, “Obviously to get to those bus stops you need clear sidewalks. Basically, the City of Chicago's ordinance says that it's the responsibility to clear the sidewalk as to the resident of their home and business in front of their area. And you can go to Chicago.gov and look under transportation and then find sidewalk snow removal and you'll see the ordinance. ... if there are any issues about that, you can call 311 and report someone like a business not shoveling or if a resident needs some assistance to have their area shoveled they can go through 311 as well.”
- Mr. Connelly also explained that, “Many of the aldermen actually have a local program with their business areas about clearing streets and in some cases they're using SSA money or money that is raised from the business community to help clear the streets.” He suggested that people should contact the alderman in their Community as needed.
- Vice Chair Lee asked what the timeline is if you call 311 for getting an area cleared? Both Mr. Graham and Mr. Connelly thought that most areas would be cleared within a 24 hour period or less.

CTA Service During Covid-19 – Coronavirus Safety Procedures

- Ms. Molly Poppe, Chief Innovation Officer presented an update related to a new Free Mask Dispenser Pilot Program that the CTA is testing on some of its buses.
 - The Pilot Program provides free, disposable face masks on approximately 200 buses serving 20 bus routes, including high-ridership routes such as the #56 Milwaukee, #91 Austin and #77 Belmont Routes.
 - The free face mask dispensers will be installed at the front of the bus, behind the Operator, near where customers board.
 - Each day prior to leaving the garage for service, each bus will be stocked with free, disposable face masks.
 - Although every effort will be made to replenish the dispensers throughout the day, it is possible the masks will run out in the middle of the route.
 - If successful, the pilot will be rolled out to all remaining CTA bus routes and across the rail system
- Ms. Poppe went on to say, “... And this really builds on all of the other work that we've talked about. You saw all of the signage today. This builds on the hand sanitizer that we have at

some key stations throughout the system. This also builds on the Travel Healthy Kit distribution that we've been doing. We distributed 20,000 Travel Healthy Kits in 2020. And we plan to distribute another 10,000 Travel Healthy Kits in 2021. These kits contain a free face mask, hand sanitizer and also what to know when you ride CTA during Covid."

- Facilitator Serpe asked Ms. Poppe how customers access the masks on the buses to which she replied that you pull them down from the bottom of the dispenser similar as to how you grab a paper towel from a dispenser.
- Mr. Kiser asked if there were any customer issues related to mask wearing? Ms. Poppe stated that, at this time, compliance is about 85% of people who do wear their face mask on the CTA.
- Mr. Kiser then asked, "... do operators have any responsibility for prompting people about face masks?"
- Ms. Poppe stated, "So we do not ask our Operators to get into a confrontation with individuals around wearing face masks. We really do put the onus on all of the communication that we have on the vehicles. That's why we've had three or four signs throughout the vehicles around wearing masks. You see the big signs as you get on the buses and trains around wearing a mask that you will see even before you're on the vehicle and we also do have audio announcements playing every ten to fifteen minutes around face masks. So we do not put the Operator in the situation to enforce face masks but we are really aggressive in our messaging so that a customer can't really go too long or can't act like they didn't know that they were supposed to wear a face mask. We are pretty aggressive about that."
- Ms. Hayman asked if the Travel Healthy Kits contained any type of Braille message to which Ms. Poppe replied not at the current time.
- Ms. Hayman then also asked about the accessibility of the placement of the Mask Dispensers on the buses in terms of someone in a wheelchair being able to reach and pull out a mask.
- Ms. Hayman also suggested that all of the accessibility efforts of the CTA in relation to Covid-19 should be put onto CTA's Website within the accessibility areas for people to reference.
- Ms. Hill asked if the Mask Dispensers on buses eliminate any of the accessible seats to which Ms. Poppe explained that they do not impact that seating for people with disabilities.
- Ms. Hill then asked if there were also going to be hand sanitizers on buses. Ms. Poppe said that no, due to the fact that they may cause leakage and then there would be a safety concern as well as who could clean up the mess if the bus is in transit. She did say that the Travel Healthy Kits do have hand sanitizer in them which could help that situation.
- Chair Albritton suggested that Ms. Poppe investigate the use of clear masks for Bus Operators and Rail CSAs to improve communication with people who are Deaf or Hard-of-Hearing. He suggested that perhaps the MOPD might have a resource for these kinds of masks.
- Ms. Lee asked if a customer was having difficulty in grabbing a mask from the dispenser due to poor dexterity, does the Operator have any masks they can hand out. Ms. Poppe replied that at this time, the Operators do not have any masks to distribute. One issue is that there really isn't any place to put masks near the Operator but this may be discussed to see if anything is possible.

ADA Advisory Committee Sub-Committees

- Chair Albritton asked the 3 Sub-Committee Chairs (Funding Advocacy, Safety and Training & Technology and Wayfinding) for any updates.
- Funding/Advocacy Sub-Committee:
 - There were no updates at this time.
- Safety and Training & Technology Sub-Committee:

- Ms. Hayman, Chair of this Sub-Committee said that she has received some e-mails regarding people who were interested in this group and she anticipates having a meeting sometime in February as yet to be scheduled.
- Wayfinding Sub-Committee:
 - Ms. Hill, who is the Chair of this Sub-Committee, stated that about 8 individuals attended a virtual meeting in December. Below are highlights from that meeting.
 - The Chicago Transit Authority's ADA Advisory Committee created a Wayfinding subcommittee to investigate new solutions and innovations that would maximize independent travel for our diverse community of people with disabilities.
 - As the second initiative of the Wayfinding subcommittee, we examined CTA's recent COVID-19 pilots, new signage and Ventra App updates.
 - Over the course of four (4) months, the subcommittee members met, researched and discussed how CTA could modify these recent changes to ensure full accessibility and usability for patrons with disabilities.
 - 'Know Before You Go' could be an informative page on CTA's website and Ventra App geared to inform those with disabilities and other special considerations on what to expect upon arrival and where to locate key points within the stations.
 - Additional Signage for Hand Sanitizer Pilot. Clear instructions and graphics and larger signage.
 - Use color on decals to differentiate signs.
 - Ventra App Wayfinding Subcommittee members user-tested the current Ventra app to explore in depth what, if any, issues occurred while browsing/navigating.
 - Some people felt that the App is not structured for those with cognitive concerns. "On certain pages, wording is complicated and not direct."
 - Recommendations: Training Support and/or online assistance for visitors who are having difficulty with the app/website.
 - For easier screen reader use, optional plain text instructions.
 - Optional page zoom (word magnification).
 - Adjust low contrast and small print.
 - Clear and direct wording with correlated graphics.
 - Option to see the entire train line while scheduling rides.
 - For more information on the ADA Wayfinding Sub-Committee or for a copy of the presentation and subcommittee notes, please email ADAChicagoPublicTransit@gmail.com.

Facilitator's Report

- Ms. Amy Serpe, Manager ADA Compliance Programs and Facilitator of the ADA Advisory Committee provided a brief update from the ADA Unit.
- Facilitator Serpe reminded everyone of the new 2021 Committee meeting dates of April 12, July 12 & Oct. 12, 2021.
- She stated that if anyone needs help with signing up for Alerts, etc., she is available to assist so please call her.
- Committee members will be receiving CTA's Statements of Financial Interest forms which all members of any CTA Committee need to complete and return as they are provided to the Board office. She explained that if anyone needs assistance to complete the form, she is available to help.
- If anyone has any additions for the ADA Unit mailing list entitled Access@transitchicago.com please provide the e-mail contact info.

- Facilitator Serpe stated that she and Mr. Coppoletta will be visiting various rail stations and will check out the decals, signage, etc.
- She also stated that a full write-up of the Ventra machine regarding its configuration – how does the machine look – was done in 2014 and can be found on CTA’s Website.
- Chair Albritton asked when the Ethics training for Committee members will happen to which Facilitator Serpe responded that that training always takes place near the end of the April meeting.
- Mr. Kiser asked if there is any concern regarding possible disruptions during the upcoming Presidential election whatever the results may be.
- Mr. Connelly responded. “That’s a good question, Michael. ... I’ll just preface it by saying we work very closely with the City and Office of Emergency Management. We have constant dialogue with them on an almost daily basis and mostly on a daily basis looking at what’s going on, on the street, looking at potential requests for street closures or activities or disruptions or gatherings of any kind. And then we try to anticipate what’s going to happen with that. Right now, frankly, we don’t anticipate anything major for the election. But that’s right now. And things do change day-to-day. We will certainly keep an eye on it.”
- Mr. Graham added, “Just to piggyback on that in terms of what we’re seeing and what we’re doing. In addition to that our Vice President of Security Kevin Ryan works with the Department of Homeland Security, OEMC, Chicago Police Department and the other agencies in the surrounding suburbs and they do the upgrades. They’re prepared. So we are -- have been preparing with the other agencies and with their internal city groups as well as the federal agencies in case that there is any uproars or unreadiness leading up to the inauguration. ... daily updates [are provided] to the front office as well as to the other respective user group internally. So we are aware of all contingency plans and actions if we have to -- to adjust our service levels or modify our routing.”
- Ms. Hayman asked if all future ADA Advisory Committee meetings could be virtual Zoom meetings as that format is easier for both members and the public to access. Many Committee members also voiced their agreement with this concept and this suggestion will certainly be considered by the CTA.

Old Business

- None.

New Business

- None.

Adjournment

- Vice Chair Lee reminded people that the next meeting will be on Monday, April 12, 2021. She then asked for a motion to adjourn.
- Mr. Kiser moved, and Ms. Abramson seconded.
- A vote was taken by declaration and all approved.
- The meeting adjourned at 4:11 p.m.

Accepted as submitted.

Committee Vote 4-12-21