

CTA ADA Advisory Committee  
Meeting Minutes  
Monday, July 13, 2020

**Members Present**

**Committee Members:**

Committee Chair: Joe Albritton  
Committee Vice-Chair: Michele Lee  
Adam Ballard  
Pamela Berman  
Bridget Hayman  
Whitney Hill  
Robin Jones  
Michael Kiser  
Nicholas Robertson  
Howard Wilson

**Facilitator:** Amy Serpe, Manager, ADA Compliance Programs

**CTA Staff:** Michael Connelly, Chief Planning Officer

**Excused Absence:** Lovell Bates (Working)

**Unexcused Absence:** Gary Walley

**Notes:**

- **The April 13, 2020 ADA Advisory Committee meeting was cancelled due to the Covid-19/Corona Virus.**
- **The July 13, 2020 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.**
- **The public portion of the July 13, 2020 ADA Advisory Committee meeting ran from approximately 1:30 – 3:30 p.m. followed by a closed Executive Session meeting for members only related to CTA Ethics Training also presented through the Zoom Platform.**

**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 was excused as he is working. Gary Walley is unexcused.

**Announcements**

- Ms. Jones encouraged people to check out a national website, ADAanniversary.org which is in celebration of the 30<sup>th</sup> anniversary of the passage of the Americans with Disabilities Act.
- Chair Albritton announced that there will be a virtual celebration for the State's ADA 30<sup>th</sup> anniversary which will have various workshops from the Mayor's Office for People with Disabilities (MOPD), Great Lakes ADA Center, Equip for Equality, etc.
- Chair Albritton also announced that Rachel Arfa is the new Commissioner for the MOPD.

**Approval of Minutes**

- Due to the fact that there was no meeting in April, approval of meeting minutes was in regards to the January 13, 2020 meeting.
- The Meeting Minutes for the January 13, 2020 meeting were sent to all Committee members for review in advance of this meeting.
- Chair Albritton asked if anyone had any changes related to the Minutes and there were none. He then asked for a motion to approve the Minutes as submitted.

- Mr. Kiser moved and Ms. Berman seconded the motion.
- Vice Chair Lee called the role and everyone voted to approve the Minutes as submitted.

### **Public Comment**

- Facilitator Serpe stated that no one had submitted a public comment for this meeting.

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

- Mr. Jeff Wilson, Director of Community Relations for the RPM project provided the following project updates.
- Images of this project and other information can be found on CTA's website, [transitchicago.com/RPM](http://transitchicago.com/RPM).
- Work is being done on the Red/Purple Bypass from Belmont north where a bridge will be constructed to allow Red, Purple and Brown Line trains to pass each other and not intersect. About 95% of the utility work is done and other work related to the bridge construction is in process.
- In 2021 work will begin on constructing new Red and Purple Line tracks. Tracks will be realigned and replaced from Belmont north to Newport.
- Mr. Wilson continued to explain that, "... at the end of 2020, beginning of fall through the end of 2020, we're going to be doing temporary track construction in the Sheffield alley and the Red-Purple Bypass area as well. The temporary track is going to be installed to allow CTA to continue to provide service while we continue to construct the bridge that allows the Brown Line to go over Red."
- Regarding the LBMM (Lawrence to Bryn Mawr) station rebuilds, CTA is in the pre-construction phase. Stage A will begin at the end of this year and work will be on the east half of the tracks and stage B which begins in 2022 will work on the west half of tracks.
- Mr. Wilson stated that it is anticipated that all of the utility work will be done by the end of this year.
- At the end of 2020/beginning of 2021, all 4 stations (Lawrence, Argyle, Berwyn and Bryn Mawr) will be closed. There will be 2 temporary stations constructed at the Argyle and Bryn Mawr locations while this project is in progress. The temp stations will not be vertically accessible however when the project is complete, all 4 stations will be accessible to individuals of all abilities.
- There is going to be Interlocking work being done at Thorndate 24/7 from July 17 – Aug. 16, 2020. There will be noise, etc., during these weeks. There is a public meeting on July 14 to provide information about this work to the community/neighborhood.
- Such project briefings will be held throughout this multi-year project to help answer questions and address the public's concerns. Designers, Contractors and CTA staff will be at these meetings. Continue to check out information on CTA's website.

### **General Construction Report Updates**

- Ms. TaNesheha Marshall, Vice President of Capital Construction presented project updates.
- The stairways at the Blue Line Grand stations have been updated to include high contrast color differentiation to mark the edges of the stairs. Fiberglass plates are used and "... over the next six to nine months, we plan to observe how it performs through the various seasons and based on that performance and feedback from the community about its value, we will work to implement it as a new standard, which will be included in new projects going forward and maintenance retrofits."
- Mr. Bill Mooney, Chief Infrastructure Officer explained that the stair treads now have a high level of contrast which was requested by members of the Blind/Visually Impaired Community. Vice Chair Lee asked what they were like before to which Ms. Marshall explained that the stairs were all one color.

- Ms. Hill asked if any negative feedback has been received about the stairs to which Mr. Mooney replied that not as of yet. Facilitator Serpe commented that she went to the station and saw the stairs first-hand and, "... they're absolutely wonderful."
- Mr. Robertson asked if there was also a difference in texture on the stairs as well as color and both Ms. Marshall and Ms. Serpe confirmed that there is a difference in texture.
- Ms. Marshall went on to report that extensive rebuilt work is being done at Logan Square. One elevator should be completed by August and the second elevator should be done by October.
- Ms. Lee asked for clarification regarding use of the station by a person who uses a wheelchair during this elevator project – if one side is usable if the other is out. Ms. Marshall replied that the station would not be usable until the end of the project (October) because the elevators are on different levels.

### **All Stations Accessibility Program Update**

- Ms. TaNesheha Marshall, Vice President of Capital Construction presented project updates.
- Ms. Marshall explained that, "This strategic plan was published two years ago, July of 2018. So today I will outline some of the advances that we have made since then."
- "As a recap of the background, the ASAP plan includes a description of CTA's proposed station concepts, associated cost estimates, and a phase implementation strategy to add new elevators as well as adding other accessible features to the rail system and to maintain and replace existing elevators in order to ensure continued accessibility. The total cost estimate for ASAP is \$2.1 billion."
- The CTA established a working group using both internal and external personnel to create the strategic plan. "... As different ASAP projects move into design, additional consultants will be brought into the process to help develop and carry out the ASAP plans and goals."
- The ASAP plan breaks out the 42 remaining inaccessible stations into four categories/Phases. Category/Phase 1 includes 8 stations; Phase 2 includes 16 stations in the future; Phase 3 encompasses the 10 stations that are part of the future phases of the RPM project and Phase 4 are the remaining 8 stations that will be part of a Forest Park Branch reconstruction program.
- All 8 phase 1 stations are funded which includes the 4 RPM stations (Lawrence, Argyle, Berwyn and Bryn Mawr) previously presented.
- The Chicago Department of Transportation (CDOT) is handling the State and Lake Station reconstruction as they are advancing the project and procuring a designer.
- The remaining ASAP Phase One stations are Austin Green Line, and Montrose and California stations on the Blue Line. This phase, "... also includes 40 existing elevators to be replaced or rehabbed over five years and the CTA has been able to identify funding sources for 20 of those elevators."
- "I would like to ... talk about what the accessible Austin Green Line stations will deliver to the (Austin and Oak Park) community. This station is one that CTA has prioritized for a recent funding request through Federal and local sources. Together with the Surface Transportation Program shared fund and the new State program and tax increment finance (TIF) funds, CTA was able to secure all required funding for this project. The Austin Green Line station is the \$25.3 million project that addresses accessibility from the street all the way to the station platform and onto to the train. Modifications include the addition of an ADA compliant ramp between the street level and the station house. This requires the build-out of the street-level station entrance in order to accommodate the new configuration."
- "Within the newly reconfigured stationhouse, brand new finishes on the floor, walls, ceilings, new lighting, new curtain wall, and new security cameras will significantly improve the customer experience and create better sight lines as well as improving customer comfort and safety."
- "A new elevator will be added connecting the stationhouse to the platform, ... centered between the two sets of stairs that connect to the platform level."

- “At the platform level, the stairway will need to be narrowed and repositioned within the existing boundaries due to very tight confines. This will allow a wheelchair to safely pass and create the required turning space, but it will also necessitate the removal of the original 1960s escalator that is adjacent to the existing staircase and can no longer be effectively maintained.”
- There will be an auxiliary staircase exit at the east end of the platform at Mason Street related to fire safety requirements. Security cameras and new lighting will be included.
- Currently, proposals for the Designer of Record position are being reviewed by the CTA. “Once the general engineering consultant is selected, design is anticipated to start in October of this year with construction to start towards the end of 2021 and go through quarter one of 2023.”
- The California Blue Line station is another Phase One project. “This station was prioritized for funding requests in both the new State program and the Fullerton Milwaukee TIF district. The California Blue Line station is a \$36-million project. Modifications include the addition of two new elevators. One on both the inbound and outbound platforms as well as other new accessible elements in the renovated stationhouse. The platform will also be widened to allow for a wheelchair to safely pass and accommodate the high volume of riders at this station.”
- “Another station previously mentioned in ASAP phase one is the Montrose Blue Line. This is a \$17-million project, which will improve the station's vertical accessibility including improved sidewalks, crosswalks, and curb ramps, the installation of two new elevators, and other station and platform upgrades.”
- “The design work for both of these projects is anticipated to start next year with construction beginning in 2022.”
- ASAP Phase One also includes the replacement or rehab of 40 elevators – approximately 8 per year over an anticipated 5-year period.
- “The priority method for the elevator replacement program included three needs-based criteria that are indicative of an elevator's overall condition, which was the station ridership, the age of the elevator, and also the total down time.”
- “CTA has identified 18 elevators that will be replaced in the first two years of ASAP funded through the Rebuild Illinois capital program. These include four elevators at Clark and Lake, four elevators at Jackson Red Line, two elevators at Midway on the Orange Line, three elevators at Washington-Wells in the Loop, Western Blue Line on the O'Hare branch and Davis on the Purple line, three elevators at the Loyola Red Line station in Forest Park and the O'Hare station on the Blue Line, two elevators at Cumberland on the Blue Line and Lake on the Red Line.”
- The CTA is always looking for additional funding sources. “... The Western Brown Line station improvement project including the replacement of the two elevators was secured through the Western Avenue North TIF district. The two elevators are being rehabbed at Logan (Square) through the Your New Blue program. CTA has also applied for additional funding from Cook County to replace additional elevators and is continuing to pursue TIF funding to support elevator replacement projects.”
- The remaining Phases of ASAP – 2-4 – each include 5 – 6 of the remaining ASAP stations and, “... also assumes that the Forest Park branch program and the future RPM are constructed within this 20-year time-period.”
- “We're happy to report that due to funding from the Rebuild Illinois capital program, CTA is able to accelerate one of the Forest Park grant stations, which is the Racine station, which will now be completed in ASAP phase one.” ... “We are pleased to report that the Rebuild Illinois State capital program did, in fact, dedicate funding to ASAP among other critical CTA projects.”
- “We would like to thank this group for your support of the Surface Transportation Program block grant that will be applied to the Austin station renovation. CTA will continue to apply for additional funding and to work with our Federal affairs team and elected officials to identify dedicated funding sources for accessibility improvements. We've now seen from our fully funded ASAP Phase One program your ongoing advocacy and partnership drives our progress. Thank you for your time and your commitment to this program.”

- Chairman Albritton asked if Covid-19 had any impact on the ASAP program to which Ms. Marshall replied no, not at this time.
- Mr. Ballard asked about seeing renderings for the Racine Station which is now part of ASAP Phase One. Mr. William Mooney, Chief Infrastructure Officer explained that this project is tied to reconstruction of some track work. “That’s currently looking like we would be out for design towards the end of this year, beginning of next year and it would be 18 months to 2 years thereafter for that construction window. So, it’s a few years off.” He did say that when available the group will be able to see renderings.
- Chairman Albritton asked if the planning Committee is still meeting about ASAP? Facilitator Serpe explained that the Strategic Planning Committee met for a year and developed the initial plan for ASAP. Now that CTA is in the implementation part of ASAP and Phase One is being addressed, the Committee is not meeting at this time but can resume in the future if needed.
- Ms. Hayman would like the CTA to keep in mind that this Committee can be used to help with projects. Both Ms. Marshall and Facilitator Serpe agreed and acknowledged the great support that this Committee and others in the Disability Community provided to help the CTA acquire funding for the Austin Green Line Station project.
- Mr. Kiser raised the issue of odor in the elevators which has a very negative impact on the customer experience. Mr. Mooney acknowledged that this is an ongoing problem and explained, “So three or four months ago, we took to the Chicago Transit Board a new contract to do floors in elevators and the new floor we're going to be using on some of these rehabs is -- it's a poured in sealant floor. So it has no seams. It kind of runs up from the sides. It's a very kind of unique product. So the goal with this is ... the janitors are more easily able to clean it up. It (fluids, etc.), won't soak through the floor or get through the seams. It can be flushed out better. We've also started ... to do some pit cleanings again. ... We have had some impacts with COVID and manpower and some of the restrictions around spacing, but where we go in and we power wash out some of the pits of some of the elevators, especially some of the really bad ones and flushing out those pits and deodorizing those pits makes a big impact on the overall benefit of those units and those smells.” ... “So we are looking at options that are out there and we recognize it is a pretty significant, again, customer experience and we're trying. We're trying. We've had a couple conversations with vendors about other ways to manufacture the cabs so that they drain differently so that they actually are easier to clean in general, but also last longer.”
- Vice Chair Lee asked if there is any kind of fine for misuse of the elevator (public urination, etc.), to which Mr. Mooney replied that it would be covered in CTA’s Code of Conduct and he was not aware of any fine, at this time, as you would first need to catch someone in the act.
- Ms. Hill who is the Chairman of the Wayfinding Sub-Committee asked if there would be any new wayfinding signage used at the Austin Station. As this plan is still in the design phase, additional information can be presented at future meetings.

### **CTA Service During Covid-19 – Coronavirus Safety Procedures**

- Ms. Molly Poppe, Chief Innovation Officer presented the update related to how CTA is addressing service during the Covid-19 Coronavirus.
- Throughout the City’s reopening process, CTA continues to follow public health guidelines and invest in PPE and other protections for employees, as well as our customers.
- CTA’s initial response to the COVID-19 pandemic included:
  - Providing PPE to CTA employees (e.g., facial covers, gloves, hand sanitizer and cleaning products) and instituting many social distancing controls at work locations; and enacting new leave management policies.
  - Continuing to run as much service as possible to support social distancing and transit-dependent essential workers.

- Implementing Bus Crowding Management and social distancing protocols adding extra buses to address occasional crowding on routes.
- Launching rear-door bus boarding while CTA implemented other measures (ended in June 2020).
- Ongoing customer communications and signage on all vehicles and stations to promote social distancing and wearing masks.
- Enhancing CTA's cleaning protocols.
- The CTA has instituted rider capacity limits for buses and rail cars for Phase 4 to include a 15 passenger limit for standard 40' buses and 22 passenger limit for articulated 60' buses and on each train car.
- The CTA is monitoring camera feeds from high-ridership stations to identify potential crowd management situations at platform. When social distancing concerns are identified customer announcements can be made to the platform to encourage social distancing, advise customers to wait for the next train, etc.
- Ms. Poppe explained that the CTA has always had one of the most rigorous cleaning regiments of any US transit agency, "... which I know is something that we all care very much about and as many of you know, CTA had a very rigorous cleaning protocol before COVID. So we clean our buses and trains every day before service, we are cleaning our train stations four times a day, we're disinfecting high-touch surfaces throughout the day, and we're also doing routine deep cleans of stations and vehicles. And this was all pre-COVID-19 and we continue that during the pandemic and what we've done is add additional staff and additional support. We've actually tripled the number of staff that is cleaning the vehicles and doubled the amount of times that our train stations are cleaned. We've also done enhanced cleaning protocols. So we're trying out these electrostatic sprayers for cleaning of our vehicles. We are trying an antimicrobial surface coating on our vehicles, which basically helps to make the cleaning last longer. We're testing UV lights to see how UV light can clean our buses and trains. And then we also have added, as I mentioned, additional workers. We have deployed a mobile kind of SWAT team that power washes the station and then we also have what we call cleaning crews, which are at each terminal and many of our major bus turnarounds and they are doing end-of-line cleaning of rail cars and buses."
- Ms. Poppe explained how the CTA has worked to help customers understand how the CTA is working to enable them to safely resume traveling via its buses and trains.
- She stated that, "... a tips guide that we sent out to all customers as we entered phase three and the tips guide was all about returning to CTA safely. Then we have other signage that we placed throughout the system to enforce the message about wearing a face mask, spreading out and keeping six feet where possible, and then also when you are boarding a bus or train to make sure you're standing away from the doorway and allowing for the flow of traffic if possible. ... So we've got social distancing, what we call, dots. ... orange bright colored dots that are placed on all of our platforms to encourage social distancing. We also have similar dots we've placed around some of the other high-traffic areas, if you will. We've got social distancing signs around our (Ventra machines) and fare gates, our elevators, and (at) other locations like (near) our escalators."
- She went on to talk about buses. "Then we've added multiple signage to the buses and trains. We have signage around masks, spreading out, and social distancing. This signage is also reinforced through our AVAS system (as) we're making audio announcements every 15 to 16 minutes on our buses and rail cars around social distancing and wearing face masks. We're really trying to do everything we can to enforce that message of wearing a face mask and social distancing on the system."
- During the week of June 23, the CTA distributed a couple of thousand "Travel Healthy Kits" to riders that included personal hand sanitizers, face masks and tips for traveling healthy on CTA.

Additionally, Ventra cards have been given to customers to encourage transition to contactless payment. The CTA accepts Ventra cards, contactless bank/credit cards or mobile payment via Apple Pay/Google Pay.

- Ms. Poppe talked about the new Ridership Information Dashboard which, "... highlights the busiest times for a bus route per hour. So individuals who have flexible travel schedules are able to pick times that they want to ride where there may be lower ridership or less crowding. So we provide that by weekday and we also have Saturday and Sunday service. This is for bus right now, but we are expanding it to rail." The CTA is also working on making the Dashboard tool more accessible especially for those individuals who are blind or visually impaired.
- The CTA is also planning for future phases to safely welcome riders back to its system. Additional initiatives include:
  - Exploring new technology investments and data tools.
  - Working with the Chicago Department of Transportation - CDOT on opportunities to establish dedicated emergency bus lanes or "pop up" lanes and other infrastructure improvements.
  - Launching a new Ventra app in fall 2020 with Divvy bike integration.
  - Identifying additional opportunities to engage with our customers about social distancing and wearing masks.
- Ms. Poppe concluded her remarks by stating, "I think none of us really know what the future is going to hold around ridership. So it's something that we continue to have an eye towards the future and thinking about what is going to be the new normal ridership patterns and make sure that we maintain those investments in the communities that have been utilizing us throughout COVID and those commuters who really rely on public transit and make sure we continue to advocate for public transit because I think we all hear the murmuring on the back end about concerns about returning to public transit. So we do want to do all of these investments and continue the confidence individuals have in public transit and also make sure we continue for ongoing funding and ongoing investment in the system."
- Chairman Albritton asked if mask wearing was required or just encouraged to which Ms. Poppe explained that, "... masks are required. It is required under State law and it is also required under the City's municipality – the City's public health guidance. But what I will say is we are not having ticketing or police officers enforcing the masks. We are really doing enforcement through public education. That is very consistent with what the Mayor has said. Enforcement through education. That has been our goal. But masks are required on the system. You just don't see the sort of ticket writing, if you will."
- Vice Chair Lee asked if the Ventra app that will be released in the fall will be accessible to people who are blind or visually impaired. She also wanted to know if the social distancing "dots" on rail station platforms are tactile/detectable by this same community.
- Ms. Poppe explained that yes, the CTA has been working with people with visual disabilities to ensure that the new app is accessible. Regarding the platform "dots" she said that they do have a raised surface and are tactile but was not sure as to the extent to which a cane user could identify them. Mr. Roberson stated that if they were tactile they should be OK.
- Ms. Hill asked about the placement of the "dots" in regards to wayfinding. Ms. Poppe explained that there are blue "dots" by the Ventra machines and in the unpaid and other areas of the stations and on the platforms, there are orange "dots". The platform "dots" are about 3 feet from the tactile warning strips and them 6 feet apart in terms of along the platform for social distancing, as well as safety.
- Ms. Hill then asked if there have been any complaints related to the use of any of the new cleaning solvents the CTA is using. Ms. Poppe stated that, "... our cleaning materials are approved by the EPA and CDC recommended. So we do follow Federal guidelines around cleaning. I'm not aware of any complaints around excessive odors related to the cleaning

products, but we do have a stringent protocol in place that we follow that the EPA and the CDC have recommended and that is what we have been following with all of our cleaning protocols.”

- Ms. Hill’s final question was in regards to the Dashboard app and its accessibility to which Ms. Poppe explained that the CTA has been working with people from the Chicago Lighthouse and others who are blind or visually impaired to ensure the information can be accessed by someone using a screen reader.
- Mr. Wilson asked how social distancing was happening on buses. Ms. Poppe explained that there is both visual and audio signage on buses and Facilitator Serpe stated that she had recently ridden on a bus and that people basically social distanced themselves. She also explained that if anyone needs assistance either on a bus or at a rial station staff still need to provide this support as those rules have not changed.
- Chairman Albritton also asked if the ridership information on the Dashboard is in real-time?
- Ms. Poppe explained that, “It is historic data. It's basically a historic two-week average that we post per route. So we are continuously updating it and we base -- the crowding is based on our current capacity limits. So it's not crowding based on the full passenger limit of the bus, which is anywhere between I think 60 to 70 (people) depending on the bus size, where now we're saying a route may be crowded at this hour based on the 15 to 22 customer capacity limit.”
- Ms. Hill asked if, on the train, the accessible seating areas were occupied and due to social distancing will people still be asked to move to accommodate a customer with a disability. Ms. Poppe explained the, yes, people that need the accessible seating areas will still be able to use them. CSAs and Conductors are still supposed to provide assistance and if they do not, the CTA needs to hear about it.
- Vice Chair Lee asked if people who are not wearing a mask will be asked to get off of a bus or train? Ms. Poppe explained that a customer may be asked to put on a mask (depending on the circumstance) but service is not denied for anyone not wearing a mask. She also explained that the CTA is using a variety of communication tools to let the public know about the protocol but CTA personnel aren’t ticketing customers, etc., as the CTA does not want its staff to be confrontational with customers as this does not always end well.
- Vice Chair Lee did point out that because she uses a wheelchair, if she gets on a bus there is only one area she can sit in and if someone does not have on a mask it makes her more venerable. Ms. Poppe did acknowledge this is a concern and the CTA will continue to look for other ways to help customers follow the established protocols and procedures regarding mask wearing.

### **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 stated, “So far this year, we have logged 494 ADA complaints. We're trending up from last year primarily due to an uptick in the second quarter, which was up 55 percent from the previous period. The biggest driver of this increase was reports of issues that arose while the rear-door boarding was in effect as part of our COVID-19 response. About 59 percent of the complaints logged in this period were attributed to rear-door boarding issues. Primarily these are situations where an employee didn't allow a customer to use a front door when requested or was discourteous when a customer needed to use the door in the front. Other than this, the other main category was passing up passengers. So we have a total of 34 (complaints), which is down from the previous quarter and about even with last year. It's likely that some passengers may have experienced being passed up if that bus was running as drop-off only in an attempt to maintain social distancing and maximizing bus space (capacity limits).

- Chairman Albritton asked how the rear-door boarding complaints were addressed – during training, sent to bus operations, etc. Facilitator Serpe explained that all reported complaints do receive follow-up from bus management/operations. Additionally, she explained that she was part of conference calls that discussed a variety of bus-related issues including rear-door boarding and people with disabilities so that staff was aware of appropriate procedures.
- Ms. Hill asked what happens if a group of people gets passed up due to bus crowding? Facilitator Serpe explained that the CTA does use “follow” buses which can be assigned/added to a route relatively quickly if a route is becoming over-crowded so that people waiting for that bus won’t have a long wait for the next bus.
- Customer Service Statistics for the 2<sup>nd</sup> quarter of 2020 are as follows.\\
  - Total CTA complaints for all three months of Q-2, 2020 (April, May, June 2020), = 4,042 of which 300 were ADA related complaints.
  - April 2020 complaints = 112
  - May 2020 complaints = 108
  - June 2020 complaints = 80
  - Q-2, 2020 Bus Related Complaints: April = 108, May = 102 and June = 75 totaling 285.
  - Q-2, 2020 Rail Related Complaints: April = 4, May = 6 and June = 5 totaling 15.
  - Q-2, 2019 Total Bus and Rail Complaints Combined = 300: (285 + 15 = 300).
  - During the 3 month 2020 Q-2 period, there were a total of 133 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-2, 2020 vs Q-2, 2019:
  - Total disability-related complaints for Q-2, 2020 = 300 complaints vs. 208 in 2019. Of that total:
    - ADA Compliance (categories listed above) = 133 in 2020 vs. 17 in 2019.
    - Verbal Abuse/Rude Language totaled 13 complaints in 2020 vs. 8 in 2019.
    - Pass up totaled 34 complaints in 2020 vs. 35 in 2019.
    - Ramps totaled 12 complaints in 2020 vs. 8 in 2019.
    - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 0 complaint in 2020 vs 5 in 2019.
    - Priority Seating issues totaled 3 complaints in 2020 vs. 6 in 2019.
    - Stroller issues totaled 0 complaints in 2020 vs. 12 in 2019.
    - Failure to Kneel Bus totaled 9 complaints in 2020 vs. 2 in 2019.
    - Refusal to allow service animal on board totaled 3 complaints in 2020 vs. 6 in 2019.
    - Failure/Refusal to Deploy Gap Filler totaled 4 complaints in 2020 vs. 4 in 2019.
    - Elevator malfunction complaints totaled 0 in 2020 vs. 14 in 2019.
    - Escalator malfunction complaints totaled 0 in 2020 vs. 1 in 2019.
    - Failure to announce stops complaints totaled 0 in 2020 vs. 4 in 2019.
    - Accessible Service complaints totaled 1 in 2020 vs. 4 in 2019.
    - Touching passenger/equipment/service animal complaints totaled 0 in 2020 vs. 0 in 2019.
    - Employee was discourteous totaled 75 in 2020 vs. 63 in 2019.
    - Failure to wait for intending passenger totaled 10 in 2020 vs. 22 in 2019.
    - Failure to curb bus totaled 3 in 2020 vs. 5 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.
- “As of right now, there is nothing that is considered an uptick. Everything is still status quo in regards to our elevator comparison for the second quarter. Elevators currently are running at about 96 percent efficient in regards to April, May, and June. In regards to our escalators, our uptime comparison from year-to-date, again, we're looking at about 96 percent across the board. So we have not seen any trends or any upticks or declines here in regard to our elevator-escalators.”
- Mr. Romano went on to state that, “As you heard from TaNesheha, the Logan Square elevator project that's going on right now is through our Facilities Maintenance internal contract with Anderson Elevators. That's currently scheduled to be completed by October. We do have some work going on at Western-Milwaukee on the elevator there. There was some vandalism on the hall doors, which were kicked in. So we're looking to put that elevator back in service by the end of this week. Also on Pulaski on the Green Line, the outbound side, also has an elevator replacement project that has been ongoing. We are expected to put that elevator back in service by the end of this month as well. In regards to escalators, we have quite a bit of ongoing work going on. ... We've used the less crowded platforms in our service to try to modernize or try to bring back some of our escalators that needed some tender loving care. So Montrose on the Blue Line as the work continues with the bridge, we have two escalators that are out of service ... one of them being a construction project that we're bringing back to a state of good repair and the other is being taken out because the bridge is missing. So ... we have some work going on at Garfield Green, some heavy maintenance work as well. Pulaski Orange, Howard on the Red Line, Kedzie on the Blue Line, and Rosemont. So those are some of the escalators that are currently under a heavy maintenance program. All of them are looking to be either completed sometime in the end of July, (in) August, and as late as October.”
- Vice chair Lee asked if elevator/escalator maintenance and project work could be found on the CTA Website to which Mr. Romano said that yes, information is updated daily.
- For the 2<sup>nd</sup> quarter of 2020 vs. Q-2 in 2019, the following reflects **ESCALATOR** Efficiencies:
  - April 2020 = 95.97% vs. April 2019 = 96.0% (-0.03%)
  - May 2020 = 96.25% vs. May 2019 = 95.7% (0.5%)
  - June 2020 = 96.78% vs. June 2019 = 96.8% (-0.02%)
- Future **ESCALATOR** Reconditions:
  - Blue Line: Rosemont – October 2020
  - Red Line: Howard – September 2020
  - Orange Line: Pulaski – August 2020
- For the 2<sup>nd</sup> quarter of 2020 vs. Q-2 in 2019, the following reflects **ELEVATOR** Efficiencies:
  - April 2020 = 95.97% vs. April 2019 = 98.0% (-2.03%)
  - May 2020 = 96.25% vs. May 2019 = 94.8% (1.45%)
  - June 2020 = 96.78% vs. June 2019 = 95.7% (1.08%)
- Future **ELEVATOR** Reconditions:
  - Blue Line: Logan Square – August 2020

### **ADA Advisory Committee Sub-Committees**

- Vice Chair Lee asked the 3 Sub-Committee Chairs (Funding Advocacy, Safety and Training & Technology and Wayfinding) for any updates.
- Wayfinding Sub-Committee:
  - Ms. Hill is the Chair of this Sub-Committee which met several times prior to the Covid outbreak and has had some e-mail contact since March. Ms. Hill hopes to use some of the Wayfinding information explained at this meeting to follow-up with Sub-Committee members.

- Funding/Advocacy Sub-Committee:
  - Mr. Ballard, Chair of this Sub-Committee said that there are no updates at this time.
- Safety and Training & Technology Sub-Committee:
  - Ms. Hayman, Chair of this Sub-Committee had no formal updates but did state that they are seeking additional members and anyone interested can contact her.

### **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.
- She referred to the work being done to the Dashboard tool previously discussed reiterating its accessibility to those using screen readers and others.
- Facilitator Serpe explained that CSA, Rail & Bus Controller and other ADA Trainings are resuming since those trainings were halted during the past several months due to Covid.
- Facilitator Serpe provided information on Paratransit, due-to-the-fact that many people at this meeting or listening to the meeting use this service.
  - All certifications are on hold. RTA personnel are teleworking until Covid-Phase 5.
  - Currently, there are no in-person assessments.
  - New applicants are provided eligibility now and will be assessed when sites reopen.
  - If a Ventra/Paratransit (P-card) is expiring, customers should get a new card in the mail about a month before the expiration date, as long as the address on-file is current.\
  - If someone's current card is expiring and they do not receive their replacement card, call RTA or go on their website – RTAChicago.org under Rider Resources.
- Facilitator Serpe stated that she visited the Blue Line Grand Subway Station in order to see the new stairs which are well defined as previously stated.
- Regarding the Bus Stop Pole Tactile Signage Project, the CTA is preparing to launch the procurement of the signs very soon and updates will follow as they become available.
- Facilitator Serpe indicated that she still needs a few more completed State of Financial Interest Forms as required by the CTA.
- On July 23, 2020 from 3-4:30 p.m., CST there will be an ADA 30 Panel-Transit Accessibility Coast to Coast featuring speakers from several states' transit agencies talking about various accessibility features of their agencies. I was asked to talk about why the CTA established this ADA Advisory Committee and how it is used to assist the CTA in its projects and programs.

### **Old Business**

- None.

### **New Business**

- Ms. Hill asked what the format will be for future ADA Advisory Committee meetings.
- Facilitator Serpe said that there will definitely be an October meeting but is unsure what the format will be (virtual or in-person) at this time.
- Several members stated that they thought the virtual meeting format worked very well and was productive.
- Ms. Hayman asked if there could be some way that members can request additional topics for meetings if they think of something. The Committee agreed that a date will be decided by the Chair, Vice Chair and Facilitator and all members will receive information so that if something comes to mind an e-mail can be sent to any of these 3 people in advance of the next meeting.

### **Adjournment**

- Chairman Albritton noted the next meeting will be Tuesday, October 13, 2020 from 1:30 – 4 p.m. He then asked for a motion to Adjourn.
- Mr. Robertson moved and Ms. Hayman seconded the motion to adjourn the meeting.
- All voted, “Aye,” by declaration and the meeting adjourned at 3.27 p.m.

**NOTE:** Committee members exited this Zoom virtual meeting and re-entered via another link to go through the CTA Ethics Training session which was only for Committee members.

Approved as Submitted  
10-13-20 – ADA Advisory Committee