

**CTA ADA Advisory Committee  
Meeting Minutes  
Monday, April 12, 2021**

**Members Present**

**Committee Members:**

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

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

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

**Unexcused Absence:** Lovell Bates

**Notes:**

- The April 12, 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 You Tube.
- 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 was unexcused.

**Announcements**

- Ms. Jones stated that on April 29, 2021, the Department of Justice (DOJ) will be conducting a webinar with the Great Lakes ADA Center explaining the Amtrak Settlement Agreement related to people with disabilities including how to enroll in the Class. Visit [www.ADA-audio.org](http://www.ADA-audio.org) from 1-2:30 p.m. CST.

**Approval of Minutes**

- The Meeting Minutes for the January 11, 2021 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.
- Mr. Kiser moved and Mr. Robertson 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.

### **Red Line Extension – RLE Project Update**

- Ms. Marlise Fratinardo, Senior Project Manager and Ms. Sonali Tandon, Senior Manager, Strategic Planning Rail presented the Red Line Extension (RLE) Project update.
- Ms. Fratinardo explained that “The Far South Side is the only area where CTA’s rail rapid transit service stops short of the city’s border. As a result, transit trips to jobs, schools, health care, and other needs and opportunities are much longer for Far South Side residents than they are for others in the city.” She then presented highlights of the RLE Project.
  - The project is a 5.6-mile heavy rail transit line extension from the 95th Street Terminal to 130th Street.
  - The CTA will build four new stations at: 103rd Street, 111th Street, Michigan Avenue, and 130th Street (new station location).
  - Stations will be accessible having elevators and escalators.
  - There will be a Park & Ride and bus connections at each new station.
  - The structure is elevated from 95th Street to 119th Street, then at-grade from 119th Street to 130th Street.
- Project benefits include equity, frequent rail service, connectivity, economic opportunity and sustainability.
- RLE supports equity by providing an affordable transit option to underserved communities. The project would improve mobility for transit-dependent residents and people with disabilities.
  - About one-third of the projected trips are expected to be made by transit dependent riders (22% of households in the project area are zero-car households & 27% are zero-car households in the city of Chicago).
  - 16% of residents in the Red Line Extension project area identify as having a disability, compared to the city of Chicago and Cook County at 10% each). The Red Line Extension would help increase access to necessary services and facilities for persons with disabilities.
  - Senior Population (65 and older) in the project area is 17% (versus Cook County: 14% and City of Chicago: 12%)
- Project milestones:

- Preliminary Engineering Consultant (PEC) team that is also conducting environmental review came on board to develop 30% plans and the required environmental documents in February 2020.
- FTA approved the Project's entry into the **New Starts Project Development** (PD) phase of the FTA Capital Investment Grant Program in December 2020.
  - Begins two-year clock to complete environmental and preliminary engineering & other PD requirements.
  - Supplemental Environmental Assessment completed by late 2021.
  - Final Environmental Impact Statement and Record of Decision completed by mid-2022.
- Planned start of construction, 2025.
- Red Line Extension in revenue service by 2029.
- Public outreach will continue throughout the project. Check CTA's website, [www.transitchicago.com/RLE/engage](http://www.transitchicago.com/RLE/engage) for details.
- Ms. Sonali Tandon stated that the, "CTA has also initiated working on a Transit-Supportive Development Plan for the RLE project to encourage economic development with the new transit infrastructure. This plan will integrate transit planning with land use planning and explore the type of development that could be supported by transit in the community. In turn, new development will support transit. We are very excited to partner with the City's DPD and the Cook County Land Bank on this effort, which is funded by a FTA grant."
- Ms. Tandon added that providing a variety of standard accessibility features, as well as investigating other design options will be implemented into each station to promote access and usage for customers of all abilities.
- Ms. Tandon explained that, "The project will affect a total of 226 parcels, not including easements (such as crossing I-57)"
  - 161 privately owned parcels
  - 40 are public agency-owned parcels
  - 25 are railroad owned parcels
  - As design progresses, CTA will be honing in on whether each of these is needed, or if impacts can be avoided or reduced.
- Chair Albritton wanted to know how the previously mentioned statistic of 16% of the project target area includes people with disabilities was determined.
- Ms. Fratinardo replied that data was pulled from the census. "My understanding [is] that it was developed from the American Community Survey, which is a census-related product and I believe since it was from, in between years, I think that was a 2019 update to those numbers. And I do want to note that that was really limited to our specific project area, which, you know, has kind of a unique geography".
- Ms. Hill asked if the disability statistic breaks out the various types of disabilities with numbers. Ms. Fratinardo replied that that level of detail is not included.

## **Government & Community Relations – GCR Report**

- Mr. Sam Smith, Vice President Legislative Affairs and Mr. Bart Ellefritz, Director Federal Legislative Affairs presented the report.
- Mr. Smith reported that, "... what has been unique is that this is the first [state] legislative session with new leadership, especially in the House of Representatives, but fairly new leadership in the Senate as well. And so a lot of folks in our industry are trying to ... figure out legislatively how things will move under new leadership."
- Mr. Smith explained that, "... over 4,000 pieces of individual legislation has been introduced this session."
- The legislation needs to go through a process and there are also committee and chamber deadlines to be adhered to in order for bills to move forward.
- Mr. Smith went on to say that, "But as it relates to CTA, our focus has remained on funding, both operating funding ... that we receive to support the operations, protecting that as best we can and also obviously capital funding that we're also continuing to track and try to protect."
- Mr. Smith added that, "... The good news, if I can call it that, is that from a capital standpoint, funding has remained relatively stable. ... there are still issues, ... related to how State capital, the source of that funding, which has been a motor fuel tax primarily, and how robust that tax is given what has happened with travel habits in the pandemic."
- Mr. Bart Ellefritz began his remarks by thanking the ADA Advisory Committee for all of their help related to acquiring funding for the *All Stations Accessibility Program – ASAP*. He added that President Carter has also been advocating tirelessly for funding that can move the ASAP forward.
- Mr. Ellefritz stated that Senator Tammy Duckworth is a strong advocate for the CTA and accessible transit services.
- He added that, "Her staff is currently, as we speak, putting the finer touches on a piece of draft legislation that would, for the first time ever, create a discretionary grant program that legacy transit systems like the CTA could apply to for grant funding on a project-by-project basis. . . . . So her office is working with a lot of our House members and U.S. House of Representatives as well. It's actually a really good time to be having this conversation, because this year -- Federal transportation programs get reauthorized usually every four or five or six years and this is the year where we're scheduled to do the reauthorization."
- Mr. Ellefritz explained that, "...there's something called an earmark, ... [where] a member of Congress says, I would like a specific amount of money to go for a specific project or a specific use and for the first time in ten years, the Congress is bringing earmarks back. ... there's clearly plenty of feelings about earmarks for and against, but CTA sees that as yet another avenue by which we can try to find much needed resource for this purpose [creating accessible transit services]."

- Mr. Ellefritz then mentioned that, “President Biden last week came out with his new administration infrastructure proposal. It's very big and bold. ... But one thing I would draw this group's attention to is that included in that package, he calls for \$5 billion in accessibility upgrades for legacy transit systems [such as the CTA].”
- He added, “I would also say that in addition to those directed resources, that package also calls for doubling of the existing sources of Federal formula funds that CTA gets on an annual basis, which also is yet another possibility for investing further for accessibility projects.”
- Chair Albritton asked how many legacy systems are there if money is to be earmarked for such transit systems?
- Mr. Ellefritz responded that he did not know a specific number however he would expect that it would include rail systems built before the mid-1970s or '80s. Larger city transit systems such as Chicago, Boston, New York, etc. Projects will most likely also include a wider variety of projects such as things from the bus side as well as from the rail side.
- Chair Albritton said that he was just wondering who CTA’s competition would be in terms of funds to which Mr. Ellefritz stated that, “... in the world of legacy transit systems, CTA is really kind of the national leader in terms of the number of our stations as a percentage of our system that are accessible [103 out of 145 stations, 71%].”
- He added, “... So there's a lot of work to be done across the country, but I don't think that we want to -- we want to pat ourselves on the backs, even through we've made great progress because until we get to a hundred percent, we're not going to be satisfied.”
- Vice Chair Lee asked how the members of the ADA Advisory Committee could best support Mr. Ellefritz and the GCR department.
- Mr. Ellefritz stated, I would say you've done so much work on the front end because without the ASAP plan, I think we wouldn't necessarily even be in a position to put our marker down to say we've taken it upon ourself to do this evaluation and this is where we stand and this is where we want to go. ... So I do think that we will definitely take you up on your offer for help as we move forward and as a few more details come to light. Right now, we talked to our legislators so much about the subject I almost think they don't want to hear from us for a while until they get their ducks in a row. But I appreciate that offer and I do think that there will be opportunities in the future to make those voices heard.”

### **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 the first quarter this year, we logged 129 ADA complaints, which is up 14 percent from the previous quarter, but down 34 percent from the same period last year. These complaints represent 4 percent of all complaints logged, which is in line with recent trends over the last several quarters. . . . . The top issue reported was passengers reporting being passed up at the bus stop with a total of 40 concerns. This is a small uptick, but still fairly typical to normal volume."
- Ms. Hill asked if Ms. Kennelly knew, what causes the pas-ups? Has the bus reached current capacity (Covid) limits or because the bus just doesn't stop for another reason?
- Ms. Kennelly responded that, "... I mean, it's definitely possible that some of these are situations where a customer did not realize the bus was to capacity. We generally ask that question. So we'll ask if the bus appeared crowded, but, you know, when you're standing on the street corner, you can't necessarily see how many people are on that bus. ... But we are very similar to last year [in terms of complaint numbers]".
- Ms. Hayman asked if the overall ridership numbers on buses are going up or are still diminished due to the pandemic.
- Ms. Kennelly stated that there has been some increase in ridership but overall fewer riders than before the pandemic.
- Facilitator Serpe stated that Mr. Michael Connelly will talk about ridership a little later in the meeting.
- Mr. Kiser asked what Bus Operators are instructed to do if the bus is already full?
- Ms. Kennelly explained that, "In general, we do try to signal to customers if a bus is at capacity, you know, prior to passing by, but, typically, operators are required to report if there's a situation where the bus is at capacity, to report that to our Control Center so that they can receive instructions of what to do."
- Ms. Hill asked if there is any way a person can know in real-time if a bus is at capacity? Ms. Kennelly explained that, "Right now there's no real-time information. There is ridership information on the Dashboard. It's on the website. It's not real-time though. It's an aggregate of, I think, two weeks of data, kind of an average crowding level".
- Ms. Hill followed-up in asking if the CTA was going to keep the capacity limits in the foreseeable future, as well as how that information will be communicated to passengers?
- Ms. Kennelly stated that capacity limits have changed a bit over time but is not aware of how long capacity limits will be in place.
- Ms. Bogus would like to see more defined information related to the outcome of a complaint. For example, if there is a bus pass-up complaint, was it related to bus bunching, capacity limits, etc.
- Ms. Kennelly explained that, "... In my department, Customer Service, we don't have that level of detail. So we are really just tracking in our database the

complaints that come in and then we track to make sure we are reporting those to the appropriate departments for handling, investigation, and resolution. So I don't have that level of detail as to what the investigations return.”

- Facilitator Serpe stated that providing that level of detail would need to be looked into as this level of specificity may or may not be easily determined.
- Customer Service Statistics for the 1<sup>ST</sup> quarter of 2021 are as follows:
  - Total CTA complaints for all three months of Q-1, 2021 (January, February & March, 2021), = 3,297 of which 129 (4%) were ADA related complaints.
  - January 2021 complaints = 31
  - February 2021 complaints = 42
  - March 2021 complaints = 56
  - Q-1, 2021 Bus Related Complaints: January = 27, February = 37 and March = 46 totaling 110.
  - Q-1, 2021 Rail Related Complaints: January = 4, February = 5 and March = 10 totaling 19.
  - Q-1, 2021 Total Bus and Rail Complaints Combined = 129: (110 + 19 = 129).
  - During the 3-month 2021 Q-1 period, there were a total of 17 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-1, 2021 vs Q-1, 2020:
  - Total disability-related complaints for Q-1, 2021 = 129 complaints vs. 194 in 2020. Of that total:
    - ADA Compliance (categories listed above) = 17 in 2021 vs. 23 in 2020.
    - Verbal Abuse/Rude Language totaled 5 complaints in 2021 vs. 9 in 2020.
    - Pass up totaled 40 complaints in 2021 vs. 41 in 2020.
    - Ramps totaled 6 complaints in 2021 vs. 10 in 2020.
    - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 0 complaint in 2021 vs 0 in 2020.
    - Priority Seating issues totaled 1 complaints in 2021 vs. 5 in 2020.
    - Stroller issues totaled 1 complaint in 2021 vs. 3 in 2020.
    - Failure to Kneel Bus totaled 5 complaints in 2021 vs. 3 in 2020.
    - Refusal to allow service animal on board totaled 3 complaints in 2021 vs. 1 in 2020.
    - Failure/Refusal to Deploy Gap Filler totaled 4 complaints in 2021 vs. 4 in 2020.

- Elevator malfunction complaints totaled 0 in 2021 vs. 11 in 2020.
- Escalator malfunction complaints totaled 0 in 2021 vs. 5 in 2020.
- Failure to announce stops complaints totaled 0 in 2021 vs. 1 in 2020.
- Accessible Service complaints totaled 2 in 2021 vs. 1 in 2020.
- Touching passenger/equipment/service animal complaints totaled 0 in 2021 vs. 0 in 2020.
- Employee was discourteous totaled 36 in 2021 vs. 57 in 2020.
- Failure to wait for intending passenger totaled 4 in 2021 vs. 13 in 2020.
- Failure to curb bus totaled 5 in 2021 vs. 7 in 2020.

### **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, “Within the Red Purple bypass area of the Red Purple Modernization project, which is immediately north of Belmont, south of Cornelia, we are right now working on the steel erection component and the concrete pour for the bypass itself.”
- The team continues outreach to the community and Alderman Tunney’s office of the 44<sup>th</sup> Ward in regards to public engagement, as well as to inform the community about street or alley closures, parking restrictions, etc., during construction.
- Mr. Wilson added that, “Moving north, we are about to start working on what we call the historic Vautravers building move, ... which is a turn-of-the-Century building located on the corner of Cornelia and Clark that we are moving 35 feet to the west.”
- Mr. Wilson then explained that work will begin related to the 4 LBMM stations (Lawrence, Argyle, Berwyn and Bryn Mawr). “We anticipate entering Stage A in mid-May and Stage A is where we start doing all the heavy prep work and mitigation efforts for both closing the stations of Lawrence and Berwyn and keeping Bryn Mawr and Argyle open by building a temporary station at both of those locations. ... Currently, we’re still working on the utility relocation aspect of it, but we anticipate fully engaged with the Stage A process of LBMM mid-May.”
- Chair Albritton asked what the level of accessibility is going to be at the temporary stations?
- Mr. Wilson responded that there will only be basic accessibility at the temporary stations the same as what we have now meaning no elevators or escalators.
- Facilitator Serpe reminded the group that there will always be the CSAs at the temporary stations, as well as lighting, tactile warning strips, etc. So there will be support for customers who need assistance.
- Ms. Bogus asked how many stations will be accessible after the rebuild to which Mr. Wilson responded that all four of the stations – Lawrence, Argyle, Berwyn



and Bryn Mawr will be vertically accessible and totally rebuilt as brand new stations.

### **General Construction Report Updates**

- Ms. TaNesheha Marshall, Vice President of Capital Construction presented project updates along with Mr. Bill Mooney, Chief Infrastructure Officer.
- Ms. Marshall stated, “ ... Today I will be providing the quarterly update on the All Stations Accessibility Program for phase one. ... ASAP [plan] breaks down the 42 inaccessible stations into four categories. The first of these categories is ASAP phase one, which includes eight stations. Also, we have 16 stations that are in the future ASAP phases, ten stations that will be part of the future phases of the RPM [program], and then the remaining eight stations that will be part of the larger Forest Park Branch Reconstruction Program. ... All eight stations in ASAP phase one are now funded.”
- The Chicago Department of Transportation, CDOT is leading the reconstruction of the State/Lake Station. CTA continues to provide comments on the design which should be completed by 2022 with CDOT scheduling construction after that.
- Ms. Marshall then explained that, “The Austin Green Line station is a \$25.5 million project that addresses accessibility from the street all the way to the station platform and onto the train. Modifications include the addition of an ADA-compliant ramp between the street-level and the station house. Accessible curb cuts, new elevator, and improved signage to enhance pedestrian safety and wayfinding.” There is a designer on record which has started their 30% design process. Construction is expected to start in 2022 with the completed station happening in 2023.
- Ms. Marshall stated, “So we're happy to report that due to funding from the Rebuild Illinois Capital Program, CTA is able to accelerate [the Racine/Loomis Station which is] one of the Forest Park Branch Stations, which will now be completed in ASAP phase one. This project includes reconstruction of the Racine Stationhouse, new elevator, a stair and a platform extension, along with a new ADA-accessible ramp at the Loomis entrance. ... Construction will be during 2023 and 2024.
- Next is, “The California Blue Line station, this is a \$36 million project. Modifications include the addition of two new elevators, station renovation, and increasing the width of the platform to accommodate a wheelchair and also high-volume ridership.”
- Ms. Marshall explained that the, “Montrose Blue Line station is a \$17 million project and will improve the station's accessibility including improved sidewalks, crosswalks, and curb ramps, as well as the installation of two new elevators and other station and platform upgrades. ... This GEC task order is anticipated to be advertised in quarter three of this year. Both of these projects, California and

Montrose, are funded by the Rebuild Illinois and design work is anticipated to start this year with construction beginning in 2023. ... So I'm happy to report that all of our ASAP phase ones are in the design-development stage.”

- Ms. Bogus asked if the 3 Blue Line Stations mentioned (Montrose, California and Racine) will be fully accessible at the end of the project to which Ms. Marshall responded that this is true but won't be complete until about 2024.
- Ms. Bogus also asked about the State/Lake Station and Mr. Mooney explained that the CDOT project is to create the accessible elevated station.
- Vice Chair Lee asked how the ADA Advisory Committee can be involved in providing input into the design process moving forward with the ASAP project.
- Ms. Hill added that she is the Chair of the Wayfinding Sub-Committee and would like wayfinding to also be an element under consideration as plans progress.
- Ms. Marshall stated that she will work to determine how the Committee's input can best be secured into the ASAP process.
- Ms. Bogus then asked if plans would be going through the MOPD/City Buildings review process to which Ms. Marshall responded that yes, plans are reviewed by the City in order to move forward.

### **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 the Facilities Maintenance Department maintains and repairs all elevators and escalators at the CTA. “We completed steel supports, as well as platform replacements in the first quarter. ... We had two stations on the Red Line that had new floors installed on the elevators.”
- In regards to escalators, Mr. Romano stated that there are, “... six modernizations or, as we call them, heavy maintenance [projects] ongoing currently right now. We have an additional four more that will be scheduled for sometime [during the] second, third, and fourth quarters of '21.”
- Chair Albritton asked Mr. Romano to identify the stations that received new elevator floors. Mr. Romano stated, that both elevators at the Fullerton Station on the Red Line had the elevator floors replaced and there are 3 more on the schedule.
- For the 1<sup>st</sup> quarter of 2021 vs. Q-1 in 2020, the following reflects **ESCALATOR** Efficiencies:
  - January 2021 = 97.72% vs. January 2020 = 97.18% (0.54%)
  - February 2021 = 96.24% vs. February 2020 = 95.20% (1.05%)
  - March 2021 = 97.20% vs. March 2020 = 96.47% (0.73%)

- For the 1<sup>st</sup> quarter of 2021 vs. Q-1 in 2020, the following reflects **ELEVATOR** Efficiencies:
  - January 2021 = 98.13% vs. January 2020 = 93.27% (4.86%)
  - February 2021 = 96.21% vs. February 2020 = 97.17% (-0.96%)
  - March 2021 = 97.70% vs. March 2020 = 98.73% (-1.02%)
- Modernization Project Ongoing (Heavy Maintenance) – Note: Completion dates listed are anticipated.
  - Pulaski N (Completed By 4-30-21) Orange Line
  - Spaulding Mz/Pit (Completed By 4-30-21) Blue Line
  - Howard Terminal H North Platform (Completed By 6-25-21) Red Line
  - Randolph Washington SE (Completed By 6-25-21) Red Line
  - LaSalle Clark SOIC St/Con Up (Completed By 6-7-21) Blue Line
  - Lake & Randolph NW (Completed By 6-4-21) Red Line
- Modernization Project Scheduled for Q-2 (Heavy Maintenance)
  - Belmont Mez/Pit – Blue Line
  - Polk Street – Pink Line
- Modernization Project Scheduled for Q-3 (Heavy Maintenance)
  - Oak Park – Green Line
  - Cumberland Mez/Pit N – Blue Line

### Ridership Update

- Mr. Michael Connelly, Chief Planning Officer reported that. “Ridership has maintained well in parts of the CTA system. South and west side bus routes have retained strong ridership and after a dip during the pandemic surge late fall into winter, ridership is increasing slowly and has reached levels comparable to our pandemic high point in October of last year.”
- “At the lowest point last April, system ridership was down 70% from prior year’s levels. The ridership on rail was reduced by about 80%, while ridership on the bus side was only down about 68%. Currently overall system ridership is down about 65% from pre-pandemic levels. Bus ridership is down about 58% and rail is down about 74%.”
- “We have been reaching a system ridership of 500,000 on weekdays in the last two weeks. Pre-pandemic CTA was carrying about 1.4 million riders on an average weekday.”
- “The daily ridership levels are not following the same pattern as our historic weekday profile. There is a very reduced morning peak, and a rise in ridership during the late morning which lasts until late afternoon. This new normal has meant a less demanding peak service pattern, but a more sustained midday to afternoon peak.”
- “CTA shifted our articulated sixty-foot-long buses away from peak hour-long distance express routes, and onto north south or east west heavy arterial routes

to allow more room for social distancing on busy routes. These crosstown routes form a significant basic grid and have been providing needed mobility for our customers.”

- “The return of students to CPS high schools next Monday on April 19 will also serve to increase afternoon ridership.”
- “The lakefront will be open this summer, with the park district already hiring lifeguards. Unlike last summer, CTA will operate our normal beach extension allow for services on the Montrose, North Avenue, 35<sup>th</sup> street, and 63<sup>rd</sup> street bus routes. We expect to see continued ridership growth in a slow but steady rise during upcoming months.”
- Chair Albritton asked why the ridership decrease is greater on rail than on the buses. Mr. Connelly’s opinion is that many rail riders may be teleworking and not needing transportation as frequently as they aren’t going into their offices whereas many bus riders need to commute based on the type of job they have.
- Ms. Hayman would like to know if there are any trends regarding ADA complaints directly related to any specific route. Mr. Connelly said that he would need to see what is possible in determining that kind of data.
- Vice Chair Lee wanted to know if a bus which has capacity limits will still stop and let customers know that the bus is full and no additional passengers can get on. Mr. Connelly said that a sign has been added to alert customers that the bus is full but that many Operators do stop and let people know if the customer limit has been reached.
- Mr. Connelly also explained that there is about a 98% compliance rate with bus customers wearing masks and that the CTA is working on installing the mask dispensers on all buses.
- Capacity limits have increased to 20 riders on a standard 40 foot bus and 30 on a 60 foot articulated bus and on the rail cars.
- Ms. Hill wanted to know if real-time tracking information such as the number of people on a vehicle can be put online or sent to customers? Mr. Connelly reported that, at this time, there is the Dashboard tool which provides information about when a bus or rail vehicle may or may not be busy.
- Mr. Connelly added that the CTA is working with some IT tech experts to determine if specific real-time information can be delivered via a cell providing very specific ridership information to customers however this is a bit more complicated than the Dashboard to develop and will take time to figure out. He explained that there is a very limited Pilot Project that will be worked on for the #79<sup>th</sup> Street Bus Route but this will be a year-long project which will be updated with this Committee as progress is made.

## **Budget Update**

- Mr. Michael Connelly, Chief Planning Officer provided the following update related to CTA’s budget.
- “The CTA budget for 2021 will be balanced by our receiving a boost of \$476 million of funding approved at the RTA Board meeting last month. This funding includes Federal funds from the Coronavirus Response and Relief Supplemental Appropriations Act or CRRSAA (krisa) act which are being used this year to support continued operations of CTA transit services.”
- “Metra and Pace also are receiving the CRRSAA funds and a substantial boost of operating funds this year are being used to increase the funding for continued regional ADA paratransit operations.”
- “You may already know that due to the pandemic, all ADA paratransit trips are being scheduled as individual trips with just one rider in the vehicle at any time. This has driven up the operating costs for this service, and the region funded the ADA paratransit need during this year off the top of the federal funding boost, and then divided the remaining funding for CTA, Metra, and Pace non-ADA paratransit service based on an analysis of critical transit needs areas in the RTA region.”
- “With the recent passage of the American Rescue Plan (ARP) there will be another round of federal operating funding coming to the region in the next few months. The exact distribution between the agencies is still to be determined, but CTA is confident that it will be enough to carry our agency through 2022 and at least part of 2023.”
- “There will also possibly be some form of an Infrastructure bill passed this summer. The administration has introduced a bill called The American Jobs Plan, also referred to as Build Back Better. This should assist CTA with advancing some of our significant projects such as the Red Line Extension, ASAP, and electrification of our bus fleet; as well as addressing a backlog of many unfunded state of good repair needs.”

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

- Chair Albritton asked the 3 Sub-Committee Chairs (Funding Advocacy, Safety and Training & Technology and Wayfinding) for any updates.
- People should also check the CTA Website for descriptions of Sub-Committees, as well as contact information.
- Funding/Advocacy Sub-Committee:
  - At this time, there is no current Chair for this 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 may be scheduling a meeting in May. She will also send out an e-mail later in April to see if others are interested in joining this Committee.
- Wayfinding Sub-Committee:
  - Ms. Hill, who is the Chair of this Sub-Committee, stated that there is no report for this meeting but is planning to hold a meeting most likely in May and will have a report for the July 2021 meeting.

### **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 stated that there will be a familiarization event for the new Electric Buses that Mr. Connelly spoke about. The event will most likely be held at Jefferson Park which is accessible to CTA, Pace and Metra services to encourage attendance. Additional information will be sent out to Committee members and the general Disability Community.
- Committee members were reminded to complete the CTA's Statements of Financial Interest forms which have already been sent to all members. These should be completed and returned by May 1, 2021 as they are then sent to the CTA Board office. She explained that if anyone needs assistance to complete the form, she is available to help.
- Facilitator Serpe reiterated that masks are still required on all CTA vehicles, as well as property and that CTA personnel cannot assist in helping you put on your mask so customers are encouraged to do this prior to riding.
- Facilitator Serpe said that she will be working with the Communications Department to have the six RTA transit videos put onto CTA's Website.

### **Old Business**

- Ms. Hayman asked about the design of the new Electric Buses.
- Mr. Connelly said that the ramp may be a bit different and that is why we are conducting the familiarization event, to get input from the disability community.

### **New Business**

- Chair Albritton asked about "sound" related to the new electric busses pointing out that because they are electric they are quieter and people with limited vision may have difficulty in hearing where they are in terms of traffic flow.
- Mr. Connelly explained that there is additional audio messaging which will assist riders regarding safety, etc. This will also be presented at the familiarization event.

## **Adjournment**

- Vice Chair Lee reminded people that the next meeting will be on Monday, July 12, 2021. She then asked for a motion to adjourn.
- Ms. Hill moved, and Mr. Robertson seconded.
- A vote was taken by declaration and all approved.
- The meeting adjourned at 3:15 p.m.

## **Ethics Training for Committee Members Only**

- Although the public portion of the meeting adjourned at 3:15 p.m., all members needed to remain on the Zoom link to receive the annual Ethics Training from Stephen Wood, CTA's Deputy General Counsel Compliance Policy and Appeals.
- The Ethics training took place via Zoom from 3:20 – 4:20 p.m.

**ajs 6-21-21**

**Final as Amended on 7-12-21**