

**CTA ADA Advisory Committee  
Meeting Minutes  
Monday, January 14 2019**

**Members Present**

**Committee Members:**

Angela Davis (Chairman)  
Melissa Fuller (Vice Chairman)  
Bridget Hayman  
Laura Isaacs  
Michele Lee  
Donna K. Shaw

**Facilitator:**

Amy Serpe, Manager, ADA Compliance Programs

**CTA Staff**

Michael Connelly, Chief Planning Officer

**Excused Absence:**

Amber Smock

**Chairman Angela Davis called the meeting to order at 1:30 p.m.**

**Roll Call**

- Meeting members introduced themselves.

**Announcements**

- Vice Chairman Fuller asked if anyone had any announcements.
- Facilitator Serpe informed the Committee that Ms. April Morgan coming from CTA's Law Department is the new Chief of Staff for the Board Chairman's office.
- Vice Chairman Fuller informed the group that the National Federation of the Blind is sponsoring scholarships. Information and applications can be found on their Website, [nfbofillinois.org](http://nfbofillinois.org).

**Approval of Minutes**

- The *Meeting Minutes* for the October 9, 2018 meeting were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- As there were no corrections to the October 9, 2018 ADA Advisory Committee Meeting Minutes as presented, Chairman Davis asked for a motion to approve the minutes as submitted.
- Ms. Isaacs moved and Ms. Hayman seconded the motion.
- Everyone voted to approve the Minutes as written except for Vice Chairman Fuller who abstained from voting.

**Public Comment**

- Vice Chairman, Fuller called forth the 2 people who had signed up in advance (via a form) to speak first. She added that if after those individuals have finished, other individuals who did not pre-register may speak as time permits.
- Garland Armstrong is concerned that people who are blind or visually impaired can't see if their Ride Free Reduced Fare Program Card is active when they tap it on the bus.
- Heather Armstrong is concerned about the bus islands at the Cumberland and Jefferson Park Bus Terminals that connect to the Blue Line trains as wheelchair users cannot get on the busses in the same place as other passengers. She said there is a steep ramp at Cumberland. Facilitator Serpe reminded her that work is being done at the Bus Terminal at Jefferson Park to address the boarding issue. Work at the Cumberland Terminal is not yet scheduled.
- As there was still time during the Public Comment portion of the meeting, Vice Chairman Fuller asked if anyone else wanted to make Public Comment. One additional person did want to speak.

- Ms. Francy Howard stated that she has generally gotten good service/assistance from Bus Operators, Train Conductors and attendants (CSAs). She stated she prefers to ride in the 1<sup>st</sup> rail car as she feels safer there. She has some difficulty in getting good directions/information when getting off a train and asking for some help so she knows which way to go. She said that sometimes CTA personnel do not provide accurate information.
- Vice Chairman Fuller explained that all rail cars have surveillance cameras for safety and Chairman Davis stated there are emergency buttons in each rail car.

### **Bus Sign Pilot Program**

- Mr. Tony Coppoletta, Manager of CTA External Electronic Communications presented information regarding an enhanced Information Bus Screen Pilot Program that is currently running on a few Route #20 Madison Street buses. Mr. Coppoletta explained that, “... *the purpose of what we're testing is to improve the customer experience by providing some additional real time service information to riders to make taking public transit hopefully easier and more convenient. Our hope is that these new digital screens will make it easier for riders. It includes real time travel information about the next stop as well as a couple of additional stops and estimated arrivals. It has some transfer information, and a really, really important part of this that it's also able to show digitally service in the event of a reroute.*” He also stated that this additional visual information will be especially helpful to individuals who have hearing impairments. He also wanted the Committee to understand that this new screen is in addition to how stops are now being called out and that this service will not change.
- Some of the questions and concerns expressed by Committee members are:
  - Are the screens going to be on all buses and what about the “L”? (Vice Chair Fuller).
  - Where is the best place to sit to see the signs? (Ms. Shaw).
  - What about glare from the bus lights? (Ms. Hayman).
  - What are the colors of the background and print on the signs? (Vice Chairman Fuller).
  - What are the dates of the Pilot Program? (Chairman Davis).
  - Will this replace the flashing express signs that were demonstrated at our last meeting? (Chairman Davis).
- Mr. Coppoletta explained that they will be looking for customer feedback during the Pilot Program. He did explain that the screen background is dark and the print is light for contrast. Also there are 2 screens on each bus, one in the front and the other in the middle of the bus so people in both areas of the bus can see the information. The front lighting on the bus, especially the light behind the screen, can be adjusted to cut down on glare. (Engineers are looking at this issue). At this time, this pilot is just on the #20 Bus Route and not on any of the “L” train cars. At this time, there is no end date for the Pilot Program as testing and gathering feedback is the current main focus of the project.

### **General Construction Report Update**

- Kevin Loughnane, General Manager, Capital Construction presented project updates.
- 95<sup>th</sup> Street Station: “... *I'm happy to announce that on December 31st, we received our occupancy permit from the City; and on January 4th, we had a Mayoral Opening event to open it to the public. So as of January 4th, it has been open to the public for use on the north terminal and south terminal including four elevators, and the pedestrian bridge that stands across from either side so you don't have to walk across 95th Street on the platform. You can go all the way up to the top and go through without any concerns.*”
- Garfield Green Line Station. “... *has been opened. There was an event on January 9th where all the work there has been substantially complete. The elevator and escalators are all in service at this point.*”
- Quincy: “... *also another positive in the middle of December. Quincy was open to the public including the two elevators that make that [station] ADA compliant.*”

- *“Some of the newer projects we've touched on occasionally, ... Belmont and Jefferson Park, those are basically station improvements but especially at Jefferson Park, ... we are improving the ADA accommodations. ... in the bus terminal areas. The north part is currently worked on and the south part will be flipped over next.”*
- Vice Chairman Fuller asked what the passenger overpass is to which Mr. Loughnane explained that it is an enclosed Pedestrian Bridge which goes over 95<sup>th</sup> Street connecting the 2 sides. People do not need to be outside to cross that street. He added that, *“... There also is full access on the platform from the south terminal to the north terminal. There's a walkway that becomes our station platform. So where you would alight the trains, you can either walk down on the platform or go all the way up to the second floor and walk across the Pedestrian Bridge.”*
- Vice Chairman Fuller asked about colors on stair edges, landings, etc., to make them more defined for people with low vision. Mr. Loughnane stated that he and the Engineer and Architect Departments are looking into what materials might work the best for a long-term solution having minimal maintenance and how to put specifications into design criteria.
- When Vice Chairman Fuller asked about current stations, Mr. Loughnane replied, *“Right now, we don't have any current plans at existing stations; but once we determine how we're going to move forward with the design, that will go a long way into helping the current situations.”*
- Mr. Loughnane went on to explain that the issue is to find materials that can stand up to the wear and tear of constant usage. *“... a more vital, long-term solution with minimal maintenance”*. Paint is not a good option as it would fade or get scraped off quite quickly.
- In response to questions from the Committee Chair and Vice Chair Mr. Loughnane said while no specific timeline has been established, he will keep the Committee informed of developments related to the stairway and other way-finding issues.

### **Red & Purple Modernization Program (RPM) Update**

- Jeff Wilson, Director of Community Relations for RPM provided an update on this project.
- Mr. Wilson stated that the Design/Build Contract has been awarded to Walsh Construction.
- The first 4 RPM Stations are Lawrence, Argyle, Berwin & Bryn Mawr. The project also consists of the Belmont Flyover that will ultimately provide faster service on the Red, Purple and Brown Lines as the Brown Line trains will go over the Red and Purple Line trains to help eliminate delays at Belmont.
- The CTA is currently working with Commonwealth Edison and other utilities as there is a utility relocation process which must proceed the construction of the RPM and Belmont Flyover process. Utility work should be complete by the end of summer 2019.
- These first 4 stations within the RPM project are slated to be completed by 2025. At some point, the Lawrence and Argyle Stations will be shut down, however, temporary stations will be built nearby to facilitate passengers while construction is happening. While there may be some accessibility elements at these temporary stations, there will not be elevators. The new, rebuilt stations when completed will have full access including elevators.
- Chairman Davis asked if there would be community meetings prior to station shut-downs, etc., to which Mr. Wilson said that, *“Yes, ... CTA is planning to do several meetings with both the business and the community and with the larger constituents around those four stations that [were] mentioned as well as the Red bypass area. We're in the process of planning those meetings; but in the meantime, what we have been doing is having multiple meetings with the Chambers of Commerce, [and] with the Aldermanic offices, which would be the 46th Ward which is James Cappleman; 48th Ward, Harry Osterman, and 44th Ward, Tom Tunney. All of the elected have been fully engaged in this process as well as the Chambers and the non-profit community.”*
- Ms. Lee asked if the North & Clybourn Station was part of this program to which Mr. Wilson answered not at this time.
- Ms. Hayman asked about general access during the reconstruction phases for all the stations. The Committee will be kept informed as stations close and construction begins. Also, if anyone

encounters any issues such as on sidewalks, etc., CTA's ADA Unit should be notified so that it can be investigated and resolved/improved.

### **Elevator/Escalator Efficiencies Report**

- The *Elevator/Escalator Efficiencies Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Mr. Nicholas Labus, Manager, Facilities Maintenance was available to answer any questions and presented information regarding upcoming maintenance work.
- For the 4<sup>th</sup> quarter of 2018 vs. Q-4 in 2017, the following reflects **Elevator** Efficiencies:
  - October 2018 = 98.2% vs. October 2017 = 97.3% (0.9%)
  - November 2018 = 98.1% vs. November 2017 = 98.2% (-0.1%)
  - December 2018 = 97.7% vs. December 2017 = 98.4% (-0.7%)
- For the 4<sup>th</sup> quarter of 2018 vs. Q-4 in 2017, the following reflects **Escalator** Efficiencies:
  - October 2018 = 96.8% vs. October 2017 = 82.9% (14.0%)
  - November 2018 = 97.8% vs. November 2017 = 87.1% (10.7%)
  - December 2018 = 97.3% vs. December 2017 = 91.4% (5.9%)
- Mr. Labus added information on the following **Escalator** Reconditioning Projects.
  - Madison/Monroe – Red Line, anticipated completion date – February 15, 2019.
  - Monroe/Adams – Blue Line, anticipated completion date – February 20, 2019.
  - 35<sup>th</sup>/Dan Ryan – Red Line, anticipated completion date May 15, 2019.
- Mr. Labus reported, *“Some recent updates [are that] we’ve completed the door refurbishments on the elevators on December 20th. We just got approved for three [more] replacements in our elevators; and by the end of the month, we will have an estimate to modernize ... the elevator on the north end [of the Clark & Lake Station]”*.
- Ms. Shaw again raised the issue related to the 87<sup>th</sup> Street Station as there is only one elevator on the south side entrance. If you are going from the train to an east-bound bus it is convenient but if you need to catch a west-bound bus, you must cross a busy street with no direct stoplight. Ms. Shaw thinks there should be an elevator on both sides of this station and that lighting should be improved as it is not safe.
- Ms. Serpe explained that the City and the Chicago Department of Transportation (CDOT) are responsible for street lights. She added that, at this time, there are no plans to build an elevator on the north side of the 87<sup>th</sup> Street Station.
- Chairman Davis raised the issue that there is an escalator on the west side of Madison & Monroe on Madison that has been out for an extended period of time. Mr. Cozzo had said it was due to a problem getting parts because of the age of the escalator. Chairman Davis wanted to know if this was still true to which Mr. Labus stated that it was.
- Ms. Lee asked how often the online status of elevators is updated?
- Mr. Labus and Facilitator Serpe explained that similar to how people can get immediate bus alerts if things are changing, people can sign up to receive elevator alerts via e-mail on their electronic devices. Texts are not yet available but between the Elevator Phone Hotline which is updated hourly and e-mail alerts which are updated in real time, as well as the Elevator Status Board at rail stations, customers can be kept apprised of changes on any or all of the elevator outages on the various rail lines.
- It was also stated that Mr. Labus provides information to Facilitator Serpe regarding upcoming elevator projects so that an e-mail can be sent via CTA's “Access” mail box prior to elevator shut-downs informing customers of upcoming maintenance projects which can assist with travel planning.

### **Customer Service Report**

- The *Customer Service Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Kate Kennelly, Manager of Customer Feedback Programs was available to answer any members' questions.
  - Total CTA complaints for all three months of Q-4 2018 (October, November and December 2018), = 4,591 of which 187 were ADA related complaints.
  - October 2018 complaints = 81
  - November 2018 complaints = 59
  - December 2018 complaints = 47
  - Q-4 2018 Bus Related Complaints: October = 62, November = 47 and December = 44 totaling 153.
  - Q-4, 2018 Rail Related Complaints: October = 19, November = 12 and December = 3 totaling 34. (153 + 34 = 187 bus & rail complaints).
  - During the 3 month 2018 Q-4 period, there were a total of 53 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 2018 vs Q-4 2017:
  - Total disability-related complaints for Q-4 2018 = 193 complaints vs. 187 in 2017. Of that total:
    - ADA Compliance (categories listed above) = 60 in 2018 vs. 53 in 2017.
    - Rude Operator totaled 40 complaints in 2018 vs. 43 in 2017.
    - Pass up totaled 31 complaints in 2018 vs. 42 in 2017.
    - Ramps totaled 12 complaints in 2018 vs. 10 in 2017.
    - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 7 complaints in 2018 vs 0 in 2017.
    - Priority Seating issues totaled 6 complaints in 2018 vs. 9 in 2017.
    - Stroller issues totaled 11 complaints in 2018 vs. 7 in 2017.
    - Failure to Kneel Bus totaled 8 complaints in 2018 vs. 3 in 2017.
    - Refusal to allow service animal on board totaled 9 complaints in 2018 vs. 4 in 2017.
    - Failure/Refusal to Deploy Gap Filler totaled 4 complaints in 2018 vs. 3 in 2017.
    - Elevator malfunction complaints totaled 1 in 2018 vs. 5 in 2017
    - Escalator malfunction complaints totaled 9 in 2018 vs. 2 in 2017
    - Failure to announce stops complaints totaled 0 in 2018 vs. 0 in 2017
    - Accessible Service complaints totaled 0 in 2018 vs. 0 in 2017
    - Touching passenger/equipment/service animal complaints totaled 1 in 2018 vs. 0 in 2017.
- Vice Chairman Fuller stated that, *"I said it before and I'll say it again, that I believe the service, the customer service that I receive on CTA is outstanding. I don't really have any huge issues or have any problems."* She did go on to ask, *"I did notice on the report that there was a spike in the third quarter of last year with accessible complaints, and it dropped considerably in the fourth quarter. I'm just wondering what corrective measures did you use to bring it down so drastically?"*
- Ms. Kennelly: *"From a customer service department perspective, I have seen that same decrease. ... We do share this feedback regularly and internally with the appropriate departments. It is sort of a seasonal trend. We typically see this volume decrease in the fourth quarter most years. So from my perspective, it seems on trend with what I've seen before. But in terms of what's happening in operations, I would defer to operations."*
- Vice Chair Fuller: *"How involved are you in front line complaints? For example, I called and made a complaint about a driver. Would that get to you at all or is that someone under you who handles that and it kind of stops there?"*

- Ms. Kennelly: *“ It doesn't stop there. Those complaints come in from the phone to Customer Service reps which are in my department. We also take e-mails as well. We'll generally compile all that data and put it together and identify trends and things like that so we can report what types of issues are coming in. . . . We share them with Bus and Operations Management [and the] President's office.”*
- Mr. Mike Connelly (Chief Planning Officer): *“ If I can, just to put a point to how much attention gets paid to that, [complaints], we have a daily flash meeting every morning, every weekday morning, that's convened by the President's Office. In that meeting are bus and rail operations people, as well as customer service, as well as construction, and everyone else. One of the items that's always gone over are the complaints from the day before; what's the trend, what's the individual; what's going on; and what's the follow-up and how many have been rectified within a certain period of time, and how many haven't, and if there are any that need to be followed up on. So it's something that the President's Office pays attention to literally every day. So just to reemphasize to you, I know it is of concern. It is of concern to CTA as well.”*
- Vice Chairman Fuller: *“ I also noticed, too, Mike that the complaints for disability averaged one to two complaints a day, and I thought that was outstanding when you have 1.5 million customers a day and you only have one to two complaints. I think that's pretty good.”*
- Mr. McFarland (General Manager, Bus Service Management): *“ H i, I'm Derrick McFarland. I just wanted to comment on [what] you asked about [regarding] how the complaint process is handled through operations. So customer service complaints [are sent] to the garages. The managers get the complaint. They research the complaint to identify either the bus or the operator. They request a hard drive. Once they request the hard drive, [for] all operators – they get the video. They bring [the] operator in and the operators fill out answers to [the] complaint. They're interviewed at that time after reviewing the hard drive, and operator's statement. We move forward with discipline of the operator or not to discipline the operator according to what the video shows at that time.”*
- Ms. Gwennette Jordan (Vice President Rail Operations) : *“ So the same procedure [is followed] on the rail as well, but there's no audio. So we have to observe what were the actions of the employee in the station with the customer – [and then we] normally call back so they [employee] can respond to the complaint.”*
- Chairman Davis: *“And it would be the customer feedback in Kate Kennelly's group that would do the calling back to the customer?”*
- Ms. Jordan: *“ No. That's the manager who made the initial contact, the one-on-one, with the customer. They get the response.”*
- Ms. Lee's concern is centered on the fact that the public may not know the process for initiating a complaint. Ms. Hayman and Ms. Isaacs echoed her concern.
- Both Mr. Connelly and Ms. Serpe said that the CTA will look at various ways that complaints can and are communicated to the CTA. People do use Twitter and Facebook which is monitored by Mr. Coppoletta, as well as online/e-mail and phone communications.

### **CTA Staff Training Program**

- The following staff formed a panel for the purposes of the discussion:
  - Mr. Derrick McFarland, General Manager Bus Service Management
  - Facilitator Amy Serpe, Manager ADA Compliance Programs
  - Mr. Craig Rogers, Senior Manager Bus Operations Instruction
  - Ms. Geisha Ester, Vice President Training and Workforce Development
- Facilitator Serpe: *“So I do training, maybe once or twice a week since I've been here and I do the disability awareness training. It's generally about a one-and-a-half hour training. The big things that I really talk about are language and laws, etiquette, attitudes, CTA policies, procedures, and practices.”*
- Topics covered.
  - Language (Outdated terms vs. more acceptable language such as “handicap” vs “person with a disability, etc.”)
  - Laws (especially the ADA), as well as FTA and Department of Transportation (DOT) regulations.

- Etiquette (broken down by specific “dos and don’ts for people with physical, visual, hearing, intellectual, learning, mental disabilities and other health-related conditions.
- Attitudes towards people with disabilities.
- CTA Policies, Procedures & Practices including such policies as the pet vs. Service Animal policy, stroller policy, priority seating (we can request people to move but cannot make anyone move), and wheelchair securement (which is up to the individual) policies.
- Beliefs about people with disabilities
  - Where do they come from?
  - How do they affect one’s treatment of people with disabilities?
  - The fact that not all obstacles are obvious (discussion of attitudes).
  - Even people with the same disability have different needs.
  - How access benefits everyone.
- Discussion of various statements. They must decide if “True or False” Some examples of statements:
  - People with disabilities are sick.
  - All people who are Deaf can read lips. This leads into a discussion on how to solve communication difficulties if someone does not hear. (Specific resolutions such as writing things down, using maps, etc.).
  - Does someone who is blind or visually impaired really have a sixth sense? How does one’s focus assist when traveling?
  - Does everyone who has a disability need help?
- Do’s and Don’ts of Disability Etiquette
  - General things such as treat adults as adults, you don’t need to apologize for not having a disability, etc..
  - Discussion regarding various types of disabilities including Physical (wheelchair/mobility device users), Vision & Blindness, Deaf & Hard of Hearing, Intellectual, Learning, Mental Illness & Medical issues.
  - Discussion of mobility devices and CTA rules related to wheelchair securement being an option left up to the user, ramp usage (anyone may request it), etc.
  - Also what Bus Operators/CSAs cannot do such as walk someone across a street. (Staff is not allowed to leave their vehicle or station).
  - Demonstration of the Sighted Guide Technique for a customer who is blind or visually impaired or anyone who requests physical assistance in getting to the platform, etc.
- Disability Laws
  - What life was like before and since passage of the Americans with Disabilities Act.
  - Why access is so important especially as it relates to transportation.
  - International Symbol of Accessibility & what it means.
  - Five Titles of the ADA.
  - Definition of Disability.
  - Visible and invisible disabilities.
- Explanation of the various Fare Cards and reduced fare rates specific to people with disabilities and seniors:
  - Disability “D” Fare cards for mainline/fixed route users who pay a reduced fare.
  - “Paratransit” “P” Fare card holders allowing the Personal Assistant of a person with a Paratransit Card to also pay a reduced fare.
  - Ride Free “F” Fare card holder may also have a legal Paratransit card whereby a Personal Assistant rides for a reduced fare.
  - Senior “S” Fare card for anyone age 65 and over pays a reduced fare.
- Discussion related to respect & attitudes towards and about people with disabilities.

- Language – People First Language - Outdated vs. Say Instead. (Examples: handicap vs. person with a disability; mentally retarded vs. intellectual disability, etc.).
- CTA Accommodations for Employees & for the Public
  - Extensive discussion of what specific types of accommodations the CTA has on its buses, rail cars and at its bus stops and rail stations.
  - Walk a mile in someone else's shoes: – What has CTA done to accommodate... someone with a broken leg, someone who is blind, someone who has a cognitive disability, etc. – list types of accommodations on CTA buses, trains, train stations, etc. NOTE: students receive lists of accommodations and are told to look for all of these things as they start their shift so they will be able to better answer questions from customers.
- Order of Priority Seating: it is explained that CTA personnel should be asking people to vacate the Priority Seating areas but cannot force anyone to move. *We can request, we cannot require people to move.*
  - People who use wheelchairs or other mobility devices.
  - People with disabilities who do not use wheelchairs.
  - Seniors without disabilities.
  - Expectant mothers.
  - People with strollers. NOTE: If the stroller is used as a mobility device (pediatric stroller) for a child with a disability, the stroller may stay in the Wheelchair Securement/Priority Seating Area.
  - People with small children.
  - Everyone else.
- Policies & Procedures – Specific SOPs – Highlighted include:
  - Service Animals vs. Pets
  - Boarding & Alighting – Ramp users first on /last off
  - Priority Seating Order (Request not Require)
  - Strollers – must be folded as bus/rail car becomes crowded or if a person with a disability, especially a wheelchair user needs the Wheelchair Securement or Priority Seating areas.
  - Practice what to say when asking people to move.
  - Reasonable Modification of a Policy (Example: While employees may not handle someone's personal belongings even if told to do so by the customer, they may assist in tapping a person's fare card if that card is visible such as hanging around their neck or attached to their wheelchair. The same thing for helping someone put cash into the bus or Ventra machine. If the cash is in someone's hand and the person asks for assistance inserting it, staff may assist).
- Concerns & Complaints from Disability Community. Specifically discuss such things as bus pass ups, bus and train boarding and alighting issues, cannot locate CSA even when the assist button is pushed, rail gap filler issues such as not knowing how to use it, getting help upon request, being asked if assistance is needed for someone with a visible disability, bus operators or rail personnel that don't request people to move from the Priority Seating areas, bus or rail failure to make stop and other announcements, overall poor attitude or staff rudeness.
- Book referrals such as *To Ride the Public's Buses, No Pity, Nothing About Us Without Us, Reflections from a Different Journey: What Adults With Disabilities Wish All Parents Knew* etc.
- ADA Manager contact info
- Ms. Ester: *'Before we go forward, Amy gave us a good overview of what we cover in training, but I do want to step back and speak to you how we get to the training materials. So we work in partnership, with other departments in the organization that will be affected by the training, as well as Amy. So whether we're developing training for CSAs or our*

*Bus Operators or if we're looking at facilitation, we make sure that we're partnering with all of our stakeholders, and Amy being one of them, before we even develop content that just aren't front line employees. The other thing that we partner with that Amy is a part of, and she brings that perspective, is our Standard Operating Procedures [SOP] Committee. So before we release SOP standard operating procedures, there's a Committee that reviews it and gets feedback from the areas of responsibilities or areas of interest and know that Amy sits on those Committees as well. So we're always looking to improve our content, improve our curriculum, and we do that on a regular basis and we make sure that we have all the stakeholders."*

- Chairman Davis asked, in follow-up to a Public Comment that was made during the October meeting that an individual using a power chair was having difficulty with Bus Operators who did not know how to appropriately secure his wheelchair. She asked how that issue was resolved and how are staff trained in so far as securing a wheelchair?
- Mr. Rogers: *" I can handle those questions. . . . Subsequent to hearing about the situation of Mr. Camacho earlier, that situation was forwarded to us [Bus Instruction]. So we addressed it from a training perspective in two ways. One, we had a short-term plan that we enacted immediately in that all Operators who are senior that are undergoing any type of training involving a bus, that they would get refreshing and re-instruction with regard to wheelchair security and assisting customers in that regard. So in addition to the initial training and refresher training, which I'll answer in a minute, the first part was again short-term, all training involving the bus, we would re-instruct our Operators. We're looking forward this year to rolling out and partnering with the community as some point a much larger campaign of all our Operators with regard to the securement in those areas. So with regard to the refresher training, Operators are refreshing -- again we have new Operators on the premises all the time. So refreshing is offered every two years. So every other year, they are refreshed; and they do wheelchair securement, assisting customers with disabilities is part of that training as well."*
- Chairman Davis asked if there was some sort of material that Bus Operators have that explains how to secure a wheelchair?
- Mr. Rogers explained that the Operators have information and SOPs that they are encouraged to keep with them. There are also online staff materials. *"So the operators have access to the information in case they're not carrying a large book, they can specifically get that type of information in case they're having difficulty remembering that because we do understand it's a large volume of information. With regard to the question in terms of how -- this is a great question by the way -- with regards how they secure mobile devices. Because there are a variety of different devices, the Operators are basically trained through the years how to secure the device itself, the customer, and the wheels of the mobile device. So, for example, I believe in Mr. Camacho's situation, he had a power wheelchair that could not be secured through the typical locking mechanisms that are on the bus. So in those instances, the Operators are trained that they have to, No. 1, ask the customer again, do they need assistance; and once the customer responds, ask how. So if they are securing a mobile device that cannot be secured the conventional way, then it's incumbent upon the Operator to receive direction from the customer as to where to secure the device via the straps on the frame of the wheelchair. Never on something that could be detached such as an armrest, leg rest, or wheels, et cetera. So again, the operators ask the customers where to secure the device and take direction from the customer at that time."*
- Ms. Lee asked for clarification in regards to, *"... If I send a complaint in and say this Operator doesn't know how to strap in my chair, will they automatically get like a refresher course or do they have to wait for the two years?"*
- Mr. McFarland responded, *"If an operator just doesn't know how to properly secure the mobile device, that is sent to our Manager. The Manager brings the Operator in, and then at that point, they would be sent to the Instruction Department. They get the SOP or whatever they need to get the knowledge they need to properly secure the wheelchair."*
- Ms. Hayman asked if there was an ADA section within the SOPs to which Mr. Rogers replied that there are specific SOPs related to disability issues including wheelchair securement.
- Ms. Hayman suggested that the training materials are broad based to which Facilitator Serpe asked what kinds of information did she feel was missing in regards to assisting people with disabilities. No specifics were offered but Ms. Hayman feels that the Committee should have access to CTA's training materials.
- Ms. Estes pointed out that SOPs are reviewed on a 3-year cycle and many departments are involved in their construction. Facilitator Serpe also added that the Law Department reviews

materials and also has a representative on the SOP Committee. Training books and other materials are proprietary.

- Ms. Hayman commented that some of the complaints such as pass ups or rude operators deal with behavioral issues.
- While Facilitator Serpe agreed with this observation, she also pointed out that in terms of discipline, there are various Unions and Union regulations which govern what the CTA can and cannot do in terms of discipline. And even when such discipline occurs, confidentiality comes into play and specifics regarding a discipline resolution cannot openly be shared.
- Ms. Isaacs asked if the CTA every used “mystery shoppers” to help assess if staff is in compliance with various policies.
- Facilitator Serpe, as well as Mr. Connelly explained that, “Yes” there are people who report both ADA and safety violations. And there is a full-time employee who is a wheelchair user for this job. Also, many staff provide feedback regarding compliance including both Serpe and Connelly and others as they are aware of the policies and practices related to assisting customers with disabilities.
- Some Committee members stated that although they have visible disabilities they are not asked if they need assistance.
- Chairman Davis commented that not everyone follows the Code of Conduct in terms of staff interacting with the public. She noted that there are differences in how situations are handled from station to station as expressed during previous meetings. She provided the example of sometimes some Bus Operators ask people in Priority Seating to move for someone with a disability and sometimes they don’t say anything.
- Facilitator Serpe pointed out that there are about 4,000 Bus Operators and people don’t always do what the training designates them to do. This is not an excuse but reality. There are also times when something might be happening on the road and the Bus Operator isn’t responding to a customer with a disability who is just entering the vehicle. She encouraged people that need assistance to also ask for it and if they don’t get it, that definitely needs to be reported and investigated.
- Vice Chairman Fuller pointed out that Pace has some rules that the CTA does not and enforces those rules especially related to strollers being folded prior to boarding.
- Both Mr. Connelly and Facilitator Serpe pointed out that the CTA policy or rule was put in place by top management in an effort to accommodate as many customers and varied situations as possible. While strollers can be in the Priority Seating area if not crowded, they should be folded if the seats are needed by someone with a disability. At this time, that is CTA’s Stroller Policy or rule. Any changes would need to come from upper management.
- Ms. Estes pointed out that there were a couple of different issues related to training including content development, training personnel regarding policies and procedures and enforcement related to if those procedures are followed.
- Chairman Davis stated that she had a great experience the first time she asked for someone to assist her at a rail station. She received the appropriate help at both ends of her trip. However, the next 2 times she needed help from the CSA no one showed up to assist her.
- Ms. Jordan again explained that, *“The normal procedure is that the CSAs or CSRs are contacted by the Communication Power Control Center to expect your arrival at the station at a particular time. So that person is supposed to go up the platform and assist you as to whatever your need, [such as] to alight or to exit the station, or either to utilize the gap filler to exit the train. Either or. But they’re notified by radio.... The information is generally given to control via radio, and if it’s a station [that is] a short distance, then they go off the radio and communicate that information that there’s a customer approaching your station, will arrive at your station at this particular time and requires assistance.”*
- Mr. Connelly stated, *“The only thing that I was going to comment on, there is a Call Button to call the CSA to the platform level. If you arrive and there’s nobody there,”*
- Ms. Jordan added, *“Yes, there is. And the operators can assist you as well.”*

- It was also explained that the call buttons are located in both the paid and unpaid areas of a station. Near the face of the CSA booth/Kiosk facing the fare array and on the Platform near the outside of the wind screen/shelter.
- Chairman Davis suggested that maybe other people can assist with trainings from outside of the CTA and Ms. Jordan pointed out that the individuals doing the trainings are unionized and there are some restrictions regarding who can train front line employees. She explained that, *“When we develop content, we use subject matter experts and those people come from our Operations area, ... so we can definitely consider thinking about asking Operations who's your star CSAs or Operators who can give us insight as we continue to update material.”*
- Mr. Connelly pointed out that several CTA front line personnel were recognized at a recent Board meeting as providers of exemplary service so the CTA does recognize those individuals.
- Ms. Lee and Ms. Hayman inquired as to what real life experiences staff have in terms of interacting with people with disabilities.
- Ms. Serpe explained that she shares a variety of stories and scenarios taken from real-life experiences that people with disabilities have had. Ms. Ester added that role play is used and that new Bus Operators and other staff go out on runs with seasoned personnel to not only learn about the route but also to experience accommodating a variety of customers which includes people with various disabilities.
- Ms. Shaw raised the concern of communicating with individuals who are Deaf or Hard of Hearing or DeafBlind. Responses from Facilitator Serpe, Ms. Estes and Mr. Rogers explained that staff is first of all taught to respect all customers. Bus Operators and others are taught to write out information either on paper or even in the air if paper is not available. Maps are used and as needed, tactile communication (writing in someone's hand) may also prove useful for someone who is DeafBlind.
- Facilitator Serpe admitted that communication is sometimes difficult and is open to hearing what other methods might be used. She did explain that at no time is an Operator, CSA or other front line staff able to text. Cell phone use is prohibited.
- Ms. Isaacs asked what would happen if someone on a bus was having a mental breakdown what would the Bus Operator do? Would they call the police? Facilitator Serpe responded that if the Bus Operator became aware of the issue, they would contact the Control Center. It would depend on the circumstance in terms of whether the Police were called or an ambulance, etc. The Bus Operator is responsible for the safety of all passengers so the incident is reported to Control and then the appropriate intervention is initiated.
- Ms. Lee expressed concern over reporting someone such as a Bus Operator as she has to take the same bus every day and is concerned about retaliation.
- Mr. McFarland explained that the staff person does not know who called in the complaint as there are times when the CTA receives third party complaints. They are interviewed by their Manager and they are coached, as well as disciplined to encourage them to provide excellent customer service.
- Ms. Jordan added that employees also receive certificates for providing good service and are recognized in other ways.

### **Facilitator's Report**

- As this meeting was running late, Amy Serpe, Manager ADA Compliance Programs only provided a brief update from the ADA Unit.
- Fourteen applications were received in answer to the call for new ADA Advisory Committee members. Five new members are needed to replace those individuals whose terms were up. The new members, selected by the Board Chairman's office should be in place by the April meeting.

### **Old Business**

- Facilitator Serpe reported that, at this time, text message updates on a Ventra card are not available. There is an app that can be downloaded and will provide information on one's account such as it is almost out of money.
- Chairman Davis would also appreciate information about the budget during the April meeting especially for the new members.

### **New Business**

- Vice Chairman Fuller was interested in an ASAP program update. The annual ASAP Program updates are scheduled to be provided at the July 8, 2019 meeting.
- The Committee will receive CTA's Ethics training at the April meeting.
- The Chairman and Vice Chairman would like information on what is required under the ADA for transportation and how the CTA exceeds some of those requirements.
- The Committee would like to see ridership data related to people with disabilities.

### **Adjournment**

- Chairman Davis noted the next meeting will be Monday, April 8, 2019 from 1:30 – 4 p.m.
- Chairman Davis asked for a motion to adjourn. Ms. Fuller moved to adjourn the meeting and Ms. Hayman seconded the motion. All voted, "Aye," and the meeting adjourned at 4:33 p.m.

ajs 4-5-19 Approved by Committee 4-8-19