

**CTA ADA Advisory Committee
Meeting Minutes
Monday, July 9 2018**

Members Present

Committee Members:

Pierre Bance
Angela Davis (Chairman)
Melissa Fuller (Vice Chairman)
Bridget Hayman
Michele Lee
Christina McGleam
Susan Riley
Donna K. Shaw
Amber Smock
Allen West

Facilitator:

Amy Serpe, Manager, ADA Compliance Programs

CTA Staff

Michael Connelly, Chief Planning Officer

Excused Absence:

Laura Isaacs

Chairman Angela Davis called the meeting to order at 1:31 p.m.

Roll Call

- Meeting members introduced themselves.

Announcements

- Edwin Rodriguez has resigned this Committee.
- Ms. McGleam reminded everyone about the Access Chicago event sponsored by the Mayor's Office for People with Disabilities This free event will be at Navy Pier on Thursday, July 19th from 9 a.m. to 4 p.m.
- Ms. Smock announced that in July 2020 the National Association of the Deaf will be in Chicago and she feels this provide a great opportunity to show them how visually accessible the CTA system is.

Approval of Minutes

- The *Meeting Minutes* for the April 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 April 9, 2018 ADA Advisory Committee Meeting Minutes as presented, Chairman Davis asked for a motion to approve the minutes as submitted.
- Vice Chairman Fuller moved and Mr. West seconded the motion.
- Everyone voted to approve the Minutes as written.

Public Comment

- Chairman Davis again reviewed the new procedures for Public Comment, that they would take place in the beginning of the meeting and that people should sign up in advance (there is a form) and after those individuals have finished, other individuals who did not pre-registered may speak as time permits.
- Allan Mellis stated that he is, "... a *Community Leader for over 40 years, and a Public Transportation Advocate.*" He wants to know when the CTA will release the All Stations

Accessibility Program (ASAP) report which was supposed to be released in 2017. *“Since that announcement of that plan, the CTA has announced major improvements to the Belmont and the Grand Avenue Blue Line Stations. However, neither the very attractive upgraded Belmont station, nor the upgraded Grand Avenue station will provide disabled access. ... The developer of the project adjacent to the Grand Avenue Blue Line station said he would set aside part of the building to allow for elevators for CTA disabled access. The CTA did not accept that offer.”* He went on to say that he has heard that funding is not available to provide elevators/access and that there are technical issues involved. He wants to see financial information within the ASAP. *In closing, I have testified before the Chicago Plan Commission, that when developers are taking advantage of the Transit Oriented Development zoning bonuses, they should have to pay into a transit fund to help pay for CTA infrastructure including station upgrades and additional trains.”*

- Mr. Connelly responded to Mr. Mellis that the ASAP report should be coming out within the month. *“And I will say that the Grand Avenue Station, you mentioned the building that had offered to allow CTA to put its footprint for the elevator in the building, doing further engineering it was determined that that's not the right location, it's not the right corner for the elevator to come because of a 5-foot sewer line that runs between that corner and the tubes. It would be more suitable to put the elevator on one of the other quadrants or one of the other corners of that intersection. So it is something that we looked at, and we appreciate the developer offering it, but it's not feasible for us from an engineering standpoint to use that elevator location for that station.”*
- Garland Armstrong is concerned about the bus islands at both the Cumberland and Jefferson Park Stations as wheelchair users cannot get on the busses in the same place as other passengers. He wants all the bus islands to be accessible to everyone.
- Scott Figved is concerned that taxis and other vehicles block bus lanes especially at the Loop Link near Ogilvie Station. This causes problems for people who need to board busses, especially for individuals who use mobility devices. His second point deals with issues at the Jefferson Park Station. Bus boarding is often an issue because people who use mobility devices need to board at a different location than others and sometimes busses do not stop to board someone in a wheelchair. Also, the Customer Service people who are at the Jefferson Park Station are often not at all helpful to customers with disabilities who request assistance. They are also rude in their response to customers. And lastly, he is wondering if the community is aware that the 50th anniversary of the Special Olympics will be celebrated in Chicago meaning many more people with disabilities will be visiting. He is concerned about services being available to meet the demand of crowds.
- Mr. West who is with the Chicago Park District's Special Recreation Program stated that people are aware of the project and that Ms. Serpe is going to bring up additional information in her report. Facilitator Serpe added that there was a big article over the weekend in the Chicago Sun Times newspaper and she will comment more about this in her upcoming Facilitator's report.
- Ms. Fuller asked Mr. Figved what specific things the Customer Service people don't do at Jefferson Park and Mr. Figved responded that they are often in the kiosk and not paying attention to people and even if you knock on the door you are ignored.
- Ms. Davis was following-up regarding taxis and other vehicles in the Loop Link lanes to which Facilitator Serpe stated that CTA Supervisors do ticket these vehicles when spotted.

- Ms. Riley stated that she was not even aware that there were Customer Service people at Jefferson Park and agreed with Mr. Figved regarding that there are sometimes issues in boarding a bus if you use a wheelchair. Mr. Connelly stated that beginning this year into the next, the Jefferson Park Bus Terminal will be updated and all the bus islands will be accessible so all customers can board from the same place.

Updates and Changes at the CTA

- Mike Connelly, provided updates regarding a couple of staff position changes at the CTA.
 - He is now assuming the role of Chief Operating Officer of Service Planning and Carole Morey is now the Chief Operating Officer of Infrastructure. Mike will still be attending the ADA meetings.

Budget and Finance Department Report

- Michele Curran, Vice President Budget and Capital Finance provided budgetary information to the Committee.

“Good afternoon, Members of the Committee. I’m Michele Curran, Vice President of Budget and Capital Finance. Thank you for the opportunity to meet with you this afternoon. I’m here to give you an overview of the CTA budget. Each year CTA proposes – each year CTA proposes two budgets to the Board of Directors, the Operating Budget and the Capital Budget. First, we’ll talk about the Operating Budget.

The 2018 Operating Budget is \$1.514 billion, which is 9.7 million lower than the 2017 budget. With this budget CTA did not cut service, but it was the first base fare increase in nine years. CTA receives its revenues from two primary sources, system generated revenue and public funding. System generated revenue is generated by CTA and is primarily fare revenue, but it also includes advertising and concessions, investment income, statutory contributions from the City and County, State subsidies for reduced fare riders and other revenue, such as, the new ride-hailing fee, parking, rentals, et cetera. System generated revenue accounts for 47 percent of total operating revenues.

Public funding is received from the State through RTA or the City. Public funding includes sales taxes, the real estate transfer tax or RETT, which comes from the City, public transportation funds or PTFs, which is a match on sales tax. And public funding accounts for 53 percent of the total operating revenue. The 2018 budget was especially challenging because it included State operating funding cuts of \$33 million.

The next slide shows CTA’s operating expenses which include labor, material, fuel, power, purchase of security services, provisions for injuries and damages and other expenses. Other expenses include contracts, debt service for capital projects and pension obligation bonds, utilities and other such categories. Labor, as you might imagine, is our largest expense category making up 69 percent of total expenses.

Moving on we also budget for our capital projects. CTA’s 2018 to 2022 five-year Capital Improvement Program or CIP is 2.7 billion. The primary source of funding is Federal funds. The State also has historically provided approximately 200 million per year in funding, but they haven’t approved a capital funding program since 2009. CTA and RTA also issue bonds to fund capital projects. Some of the types of projects that we fund include transformative capital projects like the Gateway Station, Red/Purple Modernization and Your New Blue, better customer amenities, such as, ADA accessibility, wider stations and canopies and maintaining and improving our existing infrastructure and modernizing our bus and rail fleet and investing in our track, rail stations and other facilities.

So the next slide is a listing of some of our major capital projects, which we have several going on. We have the major modernization program such as Red/Purple Modernization [RPM], Your New Blue [YNB] and the Red Line extension. There are also many station projects that are ongoing or have recently been completed. And we’re also investing in our fleet by buying new buses, including electric buses and railcars, as well as overhauling some of our existing fleet.

This concludes the presentation. I’d be happy to answer any questions you may have.”

- Ms. Smock asked if CTA had any projections regarding expenses for the next couple of years such as for labor, etc.
- Ms. Curran stated that labor would have some increases due to the wage agreements. *“We do not expect a fare increase or service adjustments within that next budget, but the budget book does have some additional information about the two-year plan.”*
- Ms. Smock was especially interested in funding sources that can be used for projects that increase accessibility.
- Ms. Curran responded that, *“As I mentioned we haven't had a State capital program for ten years or nearly ten years, which has really constrained our ability to fund additional capital projects. So we're working, you know, we're going downstate asking for funding all the time. But as I mentioned, to fill in some of those gaps CTA has issued bonds, RTA issues bonds on our behalf to try to keep some of those projects moving forward.”*
- Ms. Fuller asked what a *“hailing fee”* is to which Ms. Curran explained that this is in relation to the ride sharing services such as Uber, Lyft, etc. She explained that the City has a ride share tax and that the CTA gets part of that money.

General Construction Report Update

- Kevin Loughnane, General Manager, Capital Construction presented project updates. (Robert Wittmann, Vice President of Capital Construction who has previously been presenting to this Committee has left the CTA.)
- Mr. Loughnane stated that, *“... starting off with the 95th Terminal. As of the last quarterly meeting, the south terminal opened on April 14th. From that point on we are currently working on items in that terminal and have progressed to shutting down the north terminal, and currently we are doing demolition of that facility. Looking forward to the rest of the quarter, we will complete the demolition and also start the structural steel installation to start with the new north terminal coming, and that completion will be by December of this year.*
On to ground line signals. An ongoing statement I believe is in signal cables continues, installation of foundation and structural steel for the final relay house is currently in progress and installation of house and new signal is upcoming in the next quarter.
For the Quincy Station, glass and metal panels for the elevator towers are in progress of being installed. Elevator walkway concrete pour was completed on the east and west side of the station. Station housework is ongoing, including electrical conduit installation and installing mezzanine ceiling.
For IMD Paulina and Ogden Station housework continues. Ogden elevator foundation work has been completed. Elevator installation work is ongoing currently. Rehab work on the platform is also ongoing.
A new construction project I don't believe that has been listed prior is Garfield Station on the green south. This work began early this quarter. This is a resonation to the overall station and surrounding areas. Current work is site excavation and installation of lighting and security equipment. Construction completion for this project is scheduled for January of 2019.
I'll take any questions if anyone has any.”
- Mr. West asked for clarification regarding the north side of the 95th Street Station. He wanted to know if demolition would be done by December or will the station be completed by the end of December?
- Mr. Loughnane responded that, *“The station will be opened by the end of December. Demolition will be completed by this quarter -- actually, this month.”*

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. James Kissane, General Manager of Facilities Maintenance presented the Elevator/Escalator statistics.

- For the 2nd quarter of 2018 vs. Q-2 in 2017, the following reflects **Elevator** Efficiencies:
 - April 2018 = 98.1% vs. April 2017 = 99.3% (-1.2%)
 - May 2018 = 98.6% vs. May 2017 = 99.2% (-0.6%)
 - June 2018 = 97.4% vs. June 2017 = 98.7% (-1.3%)
 - Mr. Kissane also explained that the elevator door refurbishing project should wrap up by the end of this year. This should improve efficiencies due to the newly redone or replacement of doors.
- For the 2nd quarter of 2018 vs. Q-2 in 2017, the following reflects **Escalator** Efficiencies:
 - April 2018 = 97.5% vs. April 2017 = 98.2% (-0.7%)
 - May 2018 = 96.8% vs. May 2017 = 97.4% (-0.6%)
 - June 2018 = 97.0% vs. June 2017 = 96.0% (1.0%)
- Mr. Kissane added information on the following **Escalator** Reconditioning Projects.
 - Chicago – Red Line (Up Escalator), anticipated start date – Fall 2018.
 - Logan Square (near Kedzie) – Blue Line (Up Escalator), anticipated start date – Winter 2018.
- Mr. West asked about the broken escalator within the Red Line Station on the west side at Madison and Monroe (facing Madison). Mr. Kissane explained that this is one of the oldest escalators in the system and that parts are no longer available. It is more cost effective to replace rather than repair some equipment. Mr. West asked if it was going to be rebuilt now along with an elevator to which Mr. Kissane explained that this is related to capital finance and funding. The State is not proving all of the funding needed for some of these maintenance projects.
- Ms. Smock asked what is the average age of the escalators and elevators to which Mr. Kissane stated that it varies such as some are brand new such as at the Wilson Station versus the escalator at the North & Clybourn Station which was built in the 40's.
- Ms Lee asked what is the quickest/most efficient way for a customer to report an elevator or escalator outage?
- Mr. Kissane stated that most complaints go through e-mails from the Customer Service or ADA Departments. He added that he has mechanics addressing issues during the week from 7 a.m. to 10:30 p.m. and also crews working all weekends. Elevator maintenance is working 24/7.
- Chairman Davis asked for clarification regarding the escalator to which Mr. West referred. She wanted to know if it would be repaired soon? Mr. Kissane stated that it would be out until funding is made available to replace it.

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 presented the 2018 2nd quarter statistics regarding disability-related Customer Service complaints.
 - Total CTA complaints for all three months of Q-2 2018 (April, May & June 2018), = 4,761 of which 202 were ADA related complaints. This is up slightly from Q-2 in 2017 which had 188 ADA related complaints.
 - Q-2, 2018 Bus Related Complaints: April = 51, May = 46 and June = 59, totaling 156.
 - Q-2, 2018 Rail Related Complaints: April = 12, May = 18 and June = 16, totaling 46. (156 + 46 = 202 bus & rail complaints).
 - During the 3 month 2018 Q-2 period, there were a total of 202 ADA Compliance Complaints which include things such as rude operator, pass up, ramp issues, stroller

issues, refusing boarding with a legitimate service animal, failure to kneel bus, AVAS (announcements), priority seating, gap filler, elevator and escalator issues and touching passenger, service animal or personal equipment (if not requested to assist).

- Below is a breakdown of ADA Compliance Issue complaint categories for Q-2 2018 vs Q-2 2017:
- Total disability-related complaints for Q-2 2018 = 202 complaints vs. 195 in 2017. Of that total:
 - ADA Compliance** = 75 in 2018 vs. 67 in 2017
 - Rude Operator totaled 51 complaints in 2018 vs. 49 in 2017.
 - Pass up totaled 33 complaints in 2018 vs. 36 in 2017.
 - Lift/Ramps totaled 5 complaints in 2018 vs. 11 in 2017.
 - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 2 complaints in 2018 vs 3 in 2017.
 - Priority Seating issues totaled 11 complaints in 2018 vs. 7 in 2017.
 - Stroller issues totaled 2 complaints in 2018 vs. 5 in 2017.
 - Failure to Kneel Bus totaled 10 complaints in 2018 vs. 7 in 2017.
 - Refusal to allow service animal on board totaled 3 complaints in 2018 vs. 4 in 2017
 - Failure/Refusal to Deploy Gap Filler totaled 2 complaints in 2018 vs. 2 in 2017
 - Elevator malfunction complaints totaled 6 in 2018 vs. 3 in 2017
 - Escalator malfunction complaints totaled 0 in 2018 vs. 1 in 2017
 - Failure to announce stops complaints totaled 1 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
 - **NOTE:** **ADA Compliance category includes complaints such as employee failing to assist customers with disabilities or help with securing of wheelchairs, not complying with ADA rules and fare discrepancies involving passengers identifying as having a disability.
- Both Vice Chairman Fuller and Ms. Smock had questions regarding how many CSAs are posted at each rail station, as well as what type of training do CSA's receive? Ms. Kennelly stated that the Customer Service Department is not in charge of the CSAs.
- Facilitator Serpe explained that all CSAs go through a comprehensive, multi-week training. She provides the ADA & Disability Awareness training component for new CSAs, plus any CSA that needs to go through retraining, approximately every 2 weeks as part of the overall multi-week training program. The 1-1/2 hour training deals with general ADA and disability awareness issues such as appropriate language, etiquette, laws, etc. There is also time spent on specific CTA policies and procedures established to accommodate customers with various disabilities. She explained that the CTA has a new General Manager for Rail Customer Service who handles all CSA related complaints. Ms. Alexander, along with the ADA Unit and Customer Service Department do meet to discuss both specific and general type complaints. Additionally, all CSA related complaints are investigated and disciplined in accordance with CTA and Union regulations.
- Mr. Percy Fry, General Manager for Rail Operations who was present, stated that each rail stations has one CSA and some busier stations such as by the airports, 95th Street, etc., have more than one.

- Ms. Lee asked if Bus Operators also receive disability-awareness training to which Facilitator Serpe replied, “Yes”.
- Ms. Smock, Ms. Hayman and the Committee would like more information on CTA’s overall training process for CSAs, Bus Operators, Rail Personnel etc. Facilitator Serpe responded that this topic can be covered more fully in an upcoming meeting.
- Ms. Smock also pointed out that there is a connection between appropriate staff/customer interaction and safety which was previously discussed in detail at the last ADA Committee meeting.
- Mr. West stated that his concern is on busses where, even though there are seats available, people stand in the front in the narrow part of the bus and block people from boarding and exiting.
- Ms. Davis asked if it was a rule that people had to sit down to which Facilitator Serpe stated that, no, this is not a rule. She added that since Bus safety was going to be on the agenda at the next meeting these and other issues can be discussed. She encouraged members to contact either the Chairman, Vice-Chairman or herself regarding comments or questions that they would like to see addressed.
- Mr. West then stated that on 2 occasions dealing with the #J-14 and #20 Bus Routes that the Bus Operators said they needed to announce that there was a service dog on board the bus and they did this at each stop before any passenger got on. He asked if this was a new rule to which Facilitator Serpe responded that, no, there is no such rule. She also asked Mr. West to provide specifics if this should ever happen again so the incident can be investigated and resolved.

Facilitator’s Report

- Amy Serpe, Manager ADA Compliance Programs presented updates from the ADA Unit.
- 4 Committee member terms will expire at the end of October 2018 (these individuals have each served a total of 4 years, (2, 2-year terms) and now must cycle off the Committee for at least 2-years before they can reapply for membership.
 - The members are Pierre Bance, Christina McGleam, Suzen Riley and Allen West.
 - There is also a 5th spot that will be available due to the fact that Edwin Rodriguez resigned.
 - The CTA will be soliciting new members prior to the January 2019 meeting.
- The CTA will have a resource table and Instruction Bus available at both AccessChicago on July 19th at Navy Pier and at the Disability Pride Parade on July 21st at Daley Plaza.
- The Mini CTA Bus will be in the Parade and anyone interested in riding in the bus is welcome. (Ms. Davis, Ms. Fuller and Ms. Shaw said they may be interested).
- Also announced was the Special Olympics 50th Anniversary event taking place on July 21st from 1-7 p.m. at Soldier Field. There will be many activities and an evening concert for which tickets must be purchased. There is on-line information about the festivities. Mr. West also stated that there will be a free shuttle bus provided by the Chicago Park District Special Recreation Department to bring individuals from Daley Plaza to Soldier Field following the Parade resource fair.
- Familiarization Tours will again be arranged for the Washington/Wabash Rail Station most likely in September. These events due require voluntary support from experienced O&M Instructors so arrangements must be made.
- Facilitator Serpe is working on establishing a dedicated page on CTA’s Intranet site where specific information can be posted for staff related to ADA policies and procedures.

Additionally, she will continue with visits to bus garages and rail terminals to talk directly with staff in relation to specific types of complaints and resolutions.

- Lastly, it was pointed out that there are still Committee members who have not completed the mandatory CTA Statement of Financial Interests form. This needs to be done annually and turned into the CTA Board Office.

Old Business

- Ms. Smock wants to know how the Committee can amend the By-Laws. She wants language added to the current By-Laws which provides the process by which the Committee members can amend them.
- Mr. Connelly explained that the concept of this Committee is that the CTA Board Chairman's office established this Committee as an advisory only Committee. The Chairman's office decided the Committee structure, number of members and other criteria. Currently it is only the Chairman's office that can change any of the language within the By-Laws.
- Ms. Smock then recommended that the continuation of safety discussion that will happen in October should not only involve the police department but also discuss what happens when someone is just having a meltdown and in crisis but the police may not be the correct people to call. What is the process for assisting these kinds of customers or situations?

New Business

- Chairman Davis and other members would like more specific information regarding CTA trainings for CSA, bus and rail personnel.
- Ms. Fuller wants to know how the CTA budget fits into the RTA Regional budget and how that affects ADA and accessibility issues.

Additional Discussion

- Ms. Shaw just had a question regarding how do you know if your Ventra Card is expiring? Facilitator Serpe explained that there are 2 dates on the card – one in the front part that has the Ventra logo and one on the back which has the Reduced Fare Program designation – Ride Free, Disability or Paratransit. Those dates should both be checked. Also, the RTA sends out the new cards providing the address they have on file is the individual's current address. Anyone with questions needs to contact the RTA directly as they handle all of the Reduced Fare program type cards.
- Based on the length of some of the upcoming discussions such as bus safety, police involvement, etc., it was suggested that the 2 general reports – Elevator/Escalator Efficiencies and Customer Service (CS) – received for each meeting should still be sent out in advance of each meeting and if any Committee member has anything specific they want covered in relation to the reports they should contact the Chairman, Vice Chairman or Facilitator prior to the meeting so that the information can be relayed to the CS Department and a succinct response can be delivered at the meeting. It was pointed out that this process will cut down on time in terms of reading any of the stats at the meeting and will save time needed for the larger scale discussions.
- Chairman Davis asked for a motion to do the above for the next meeting. Ms. Fuller moved and Ms. Hayman seconded the motion. All voted, "Aye".

Adjournment

- Chairman Davis reminded the members and audience members to pre-register for Public Comment to ensure a place as a speaker.

- Chairman Davis noted the next meeting will be Tuesday October 9th as Monday is Columbus Day and a holiday for many.
- Chairman Davis asked for a motion to adjourn. Ms. Fuller moved to adjourn the meeting and Ms. Riley seconded. All voted, "Aye," and the meeting adjourned at 3:08 pm.

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