



# UPTOSPEED

UPDATES FOR BUSINESS AND COMMUNITY



AMERICAN PUBLIC TRANSPORTATION ASSOCIATION

**2021**

Outstanding Public  
Transportation  
System Award

Chicago Transit Authority

**2021**

Outstanding Public  
Transportation  
Manager Award

President Dorval R. Carter, Jr.



## Top Transit Agency in North America

The hard work and dedication of our CTA family throughout the pandemic has earned us top industry honors! This year, we received the highest honors in the North American public transportation industry: the Outstanding Public Transportation System Award and the Outstanding Public Transportation Manager Award, from the American Public Transportation Association (APTA).

The system award recognizes our unprecedented modernization and efforts in recent years, plus our unwavering commitment to provide service during the COVID-19 pandemic, which impacted every transit agency in the nation.

APTA represents more than 1,500 public- and private-sector organizations in North America, and more than 90 percent of people using transit in the U.S. and Canada ride APTA member systems. This is the first time in APTA history that one agency has received the top awards for outstanding system and manager in the same year. It also marks the first time since the inception of APTA's award program in 1983 that we have earned either of the two top awards.



Throughout the summer, we've continued to welcome new and returning customers to our buses and trains. Whether riding CTA buses and trains as part of a weekday commute, or traveling to Cubs or Sox games, running errands or visiting friends and family, we're happy to once again be a part of your daily routines and getting you where you want to be.

## Safety of CTA

The safety of you and our employees is our number one priority and we work closely with the Chicago Police Department (CPD), which provides law enforcement services for our bus and rail systems. Overall crime on our system is very low, and is down more than 30 percent this year. We and CPD continue to pursue strategies to reduce that number even further.

Though trending in a positive direction, we continue to pursue strategies to reduce crime even further. While crime does occasionally occur on our buses and trains—as it does anywhere else in the city—overall, the CTA is a safe environment, and we’re working every day to make it even safer.

Uniformed and plainclothes officers are deployed across the system every day: in stations, on trains and on buses.

We also deploy private security guards who work in teams of two and are deployed throughout the system: in stations, trains and at major bus-rail transfer points. These teams are tasked with enforcing quality of life infractions

(e.g. sleeping on trains, panhandling, smoking, etc.) and act as additional eyes and ears on the system.

Additionally, in 2019, CPD launched a new Strategic Decision Support Center (SDSC), dedicated to preventing and solving crimes committed on CTA and in the Central District. SDSC has access to real-time train platform video. We also have one of the largest security camera networks of any US transit agency: more than 33,000 cameras on buses, trains and in stations.



## Refresh & Renew

This year, we have also expanded and accelerated our Refresh & Renew program to improve rail stations, as part of our “When You’re Ready, We’re Ready” campaign. Under the Refresh & Renew program, we are accelerating our existing rail station revitalization program with more than 125 stations scheduled to receive improvements in 2021. The scope of work being performed will vary by location, but can include:

- **Deep clean power washing of all surfaces (all locations)**
- **Painting (all locations)**
- **Lighting upgrades**
- **Improved platform amenities**
- **Renewal of finishes and fixtures**
- **Utility and plumbing line repairs**
- **Removal of outdated fixtures and equipment**
- **Permanent repair work**
- **Updating of old/damaged signage**
- **And more!**



We look forward to seeing you on the system soon! Please remember that regardless of vaccination status, you need to wear your mask when traveling aboard our buses and trains or whenever you are in a station. With just that simple act, we help protect one another and move one step closer to ending the pandemic.



For more information, please visit [CTA's COVID-19 response website](#) and the [dedicated business toolkit](#) where employers can find infographics and brochures to share with their employees.