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Transcript of Finance, Audit, and Budget Committee Board Meeting

Date: April 9, 2025

Case: Chicago Transit Authority Board Meeting, In Re:

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1 BEFORE THE FINANCE, AUDIT, AND BUDGET COMMITTEE

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6 BOARD MEETING

7 Chicago, Illinois

8 Wednesday, April 9, 2025

9 9:36 a.m. CT

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Conducted on April 9, 2025

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1 Board Meeting, held at:

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CHICAGO TRANSIT AUTHORITY

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567 West Lake Street

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Chicago, Illinois 60661

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(312) 681-5019

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Before Brianna Bramlett, Certified Electronic

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Reporter in and for the State of Illinois.

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A P P E A R A N C E S

BOARD MEMBERS:

LESTER L. BARCLAY, CHAIRMAN

REV. DR. L. BERNARD JAKES, VICE CHAIRMAN

ROSA Y. ORTIZ

MICHAEL EADDY

ROBERTO REQUEJO

NEEMA JHA

ALSO PRESENT:

GEORGETTE GREENLEE, SECRETARY

NORA LEERHSEN, ACTING PRESIDENT

KENT RAY, GENERAL COUNSEL

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P R O C E E D I N G S

MS. GREENLEE: Good morning. I think we're ready. We are all in our places.

Director Jakes?

DIRECTOR JAKES: Are we --

MS. GREENLEE: We are on.

DIRECTOR JAKES: We are streaming?

MS. GREENLEE: Although I haven't heard the little recording --

AUTOMATED VOICE: Recording in progress.

DIRECTOR JAKES: Good morning, everyone.

IN UNISON: Good morning.

DIRECTOR JAKES: You know, we go through this every month. Good morning, everyone.

IN UNISON: Hi.

DIRECTOR JAKES: I would like to call to order the April 9th, 2025 meeting on the Committee of Finance, Audit, and Budget.

Georgette, would you please call the roll.

MS. GREENLEE: Director Requejo?

DIRECTOR REQUEJO: Present.

MS. GREENLEE: Director Ortiz?

DIRECTOR ORTIZ: Here.

MS. GREENLEE: Chairman Barclay?

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1 CHAIRMAN BARCLAY: Here.

2 MS. GREENLEE: Director Jakes?

3 DIRECTOR JAKES: Here.

4 MS. GREENLEE: Director Jha?

5 DIRECTOR JHA: Here.

6 MS. GREENLEE: Director Jakes, you do have
7 a quorum.

8 DIRECTOR JAKES: We were advised prior to
9 the meeting today that Director Eaddy would be unable
10 to attend this meeting in person due to a work
11 commitment. The Chair will entertain a motion to
12 permit Director Eaddy to participate in this meeting
13 remotely.

14 DIRECTOR JHA: So moved.

15 DIRECTOR ORTIZ: Second.

16 MS. GREENLEE: It's been moved by Director
17 Jha, seconded by Director Ortiz. We'll take a
18 rollcall vote.

19 Director Jha?

20 DIRECTOR JHA: Yes.

21 MS. GREENLEE: Director Jakes?

22 DIRECTOR JAKES: Yes.

23 MS. GREENLEE: Chairman Barclay?

24 CHAIRMAN BARCLAY: Yes.

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1 MS. GREENLEE: Director Ortiz?

2 DIRECTOR ORTIZ: Yes.

3 MS. GREENLEE: Director Requejo?

4 DIRECTOR REQUEJO: Yes.

5 MS. GREENLEE: Director Jakes, the motion
6 passes.

7 Can we please admit Director Eaddy into the
8 meeting remotely? IT team, do we have him?

9 UNIDENTIFIED SPEAKER: They're having
10 difficulty at the moment. They're not here.

11 MS. GREENLEE: Director Jakes, we will let
12 you know when Director Eaddy is here.

13 DIRECTOR JAKES: All right. Thank you.
14 Our next order of business is the approval of the
15 Committee minutes of March 12th, 2025.

16 May I have a motion to approve?

17 DIRECTOR JHA: So moved.

18 DIRECTOR ORTIZ: Second.

19 MS. GREENLEE: It's been moved by Director
20 Jha, seconded by Director Ortiz that the minutes from
21 March 12th, 2025 be approved and submitted. We'll
22 take a rollcall vote.

23 Director Requejo?

24 DIRECTOR REQUEJO: Yes.

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1 MS. GREENLEE: Director Ortiz.
2 DIRECTOR ORTIZ: Yes.
3 MS. GREENLEE: Chairman Barclay?
4 CHAIRMAN BARCLAY: Yes.
5 MS. GREENLEE: Director Jakes?
6 DIRECTOR JAKES: Yes.
7 MS. GREENLEE: Director Jha.
8 DIRECTOR JHA: Yes.
9 MS. GREENLEE: The motion passes.
10 DIRECTOR JAKES: Our next order of business
11 is the finance report.
12 Tom McComb?
13 MR. MCCOMB: Morning, Chairman.
14 Morning, directors.
15 DIRECTOR JAKES: Morning.
16 MR. MCCOMB: Tom McComb, chief financial
17 officer. Give me one moment to share the monthly
18 report.
19 Okay. I am going to provide financial
20 results for the month of February and then also year
21 to date for the first two months of the year. So
22 we'll start with system-generated revenues.
23 What you can see here, fare and passes were
24 down relative to budget and down to last year as

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1 well. That was driven by a little bit lower
2 ridership than we anticipated in the month of
3 February, and that showed up in our lower fare and
4 pass tolls for the month. That was mostly offset by
5 positive returns on the non-fare box side of things.

6 We have solid investment income and
7 investment returns. They are generating that
8 additional non-fare box revenue, 2.3 million positive
9 to the budget. So overall total system-generated
10 revenue for the month was down just about 500,000 for
11 the month, up a tiny bit to what we were at last
12 year.

13 When we added it to the year-to-date
14 numbers, you can see the impact of February on the
15 fare and pass totals. So those carried forward
16 because January was relatively flat to budget. You
17 can see that's offset by the additional non-fare box
18 income from that investment category. So total
19 system-generated revenue for the year up 1.8 million
20 to budget, 3.3 million positive to last year.

21 On the expenses side of things, we have a
22 little bit of timing in the month of February. So on
23 the labor side of things, we had additional payment
24 as a result of one of the collective bargaining

1 agreements that was signed last year. That showed up
2 in February. That offsets the positive variance that
3 we had for the month in January. Material positive
4 to budget, that's due by lower usage than budgeted
5 for. So we have a little bit lower parts -- vehicle
6 parts usage primarily due to the newer vehicles that
7 we have. Right? More new buses, more new rail cars.
8 So that's driving that material use a little bit
9 lower.

10 Fuel positive to budget, that's because we
11 got a better price. We were able to lock in a better
12 price at the end of last year. (Indiscernible), that
13 will even out over the next couple of months, and
14 we'll see we're even for the year.

15 Security services, back on budget. I noted
16 last month, we had positive variance, that that was
17 going to come down in the month of February. And
18 that's what we'll see here for security services. So
19 right on budget there.

20 Other expenses, positive variance due to
21 timing. I'll go to the next page. You'll see there
22 the other expenses. This is year to date. Pretty
23 much right on budget with what we have for our
24 contractual services there. We carry forward

1 everything.

2 We see the remaining negative variance to
3 the -- in the power category. I do expect that to
4 even out in the coming months on a year-to-date
5 basis. The rest of these are pretty much on budget
6 or slightly positive to budget.

7 On the public funding side of things, I'm
8 going to go through three slides. We're going to
9 start with the monthly results. So these are the
10 collections we have for the most recent month for
11 each of our public funding sources. The most notable
12 one there is sales tax.

13 Sales tax kind of drove the 4.3 million
14 favorable to budget on our public funding for our
15 monthly collections. We're finishing out 2024. So
16 2024 public funding results here show 17.6 million
17 favorable to budget. That's due entirely to the
18 positive results from that sales tax funding that we
19 have. That's offsetting the negative that we had in
20 the real estate transfer tax coming in. That was
21 about 14 million under budget.

22 But overall public funding, 17.6 million
23 favorable to budget for 2024. And then so far in
24 2025, we're 7.7 million favorable to budget on the

1 public funding side of things for those streams that
2 have come in so far this year.

3 Then the commodities side of things. We
4 made one purchase in the month of February, and that
5 was to fix a little bit more of our diesel fuel. So
6 you can see there that fixed forward purchase is now
7 70 percent of our anticipated volume. For 2026, we
8 took advantage of the dip in pricing on the forward
9 pricing there to lock in more of that fuel.

10 Chairman, that concludes my report. I'm
11 happy to answer any questions.

12 DIRECTOR JAKES: About two years of a dip
13 in February. Has anyone identified what is
14 happening? I mean, I have some ideas of what I think
15 is happening. But, you know, you all are the one
16 that deal with the day to day.

17 So has there been any thoughts about that?

18 MR. MCCOMB: Yeah. Are you seeking
19 specifically about the fare and pass revenue?

20 DIRECTOR JAKES: Right.

21 MR. MCCOMB: Yeah. So like I said, driven
22 entirely by ridership, and I'm happy to have Molly
23 join me if she wants to talk a little bit about some
24 of what they're seeing. But slow down in ridership

1 in February. It's particularly cold, and we know the
2 weather has an outsized impact on ridership. So that
3 may be a lot behind it.

4 But, Molly, feel free to add to that.

5 DIRECTOR JAKES: And I'm glad you said that
6 because I was thinking, I said, Well, the past couple
7 of Februarys, it hasn't been, like, bone-cold brutal
8 like it normally is.

9 MR. MCCOMB: Right.

10 DIRECTOR JAKES: Molly, where you at?

11 MS. POPPE: Yeah. Tom clearly listened
12 when I talk about ridership. We do think it is
13 primarily driven by weather. We did have two
14 particular weeks of very cold weather in February.
15 And also, what we've noticed as well is when you have
16 very cold weather, warm, very cold weather, warm,
17 kind of that, like, juxtaposition against people,
18 they're like, I'm just going to drive for a while or
19 I'm just going to not do some things.

20 And what we also noticed as well is where
21 we do see lower revenues on our limited-use tickets
22 are one days that are sold at rail stations. And
23 those are primarily used for events or people just
24 riding for one-off activities. So when it's cold, we

1 do know that that has an impact.

2 We're going to continue to look at our
3 ridership trends as we move through the rest of the
4 year. But what I would note is why we feel pretty
5 good for the rest of the year is our St. Patrick's
6 Day ridership was actually 10 percent or 30,000 rides
7 above where we were in 2019. So we had more riders
8 on St. Patrick's Day for the parade this year than we
9 did before COVID. And that's a good indicator that
10 when people have something to do and it's good
11 weather, they will ride and they will use CTA.

12 DIRECTOR JAKES: Yeah, I was wondering
13 if -- and I don't want to stay here long. But when I
14 look at the calendar, there's really nothing
15 happening in Chicago in February. So I wonder if
16 that played a part in it. You know, January is New
17 Year's; you have that group. You still have people
18 that come in from out of town in January, but
19 February. So I was just wondering if that plays a
20 part in it as well.

21 MS. POPPE: It can play a part. But what
22 we have also seen is while there's not, you know,
23 those big events like Lollapalooza or NASCAR or some
24 of those, we've seen that with the recent opening of

1 the Damen Green Line Station as well as improved bus
2 service, we are outperforming our ridership at the
3 United Center. So United Center, there's Bulls
4 games, there's Black Hawk games during that. And
5 we've been outperforming this year than we did last
6 year from a ridership perspective.

7 And so that's where we're going to continue
8 to look, how do we capitalize on those events that
9 are happening, not just the big events but some of
10 those sporting events and see how we can make sure we
11 capture all those riders and then work to transition
12 and make sure that those individuals come back and
13 ride us more.

14 DIRECTOR JAKES: Good. Yeah, when the CTA
15 buses are outside the United Center, the Bulls win,
16 so keep one out there. But thank you, Molly.

17 MS. POPPE: Yep.

18 DIRECTOR JAKES: Thank you, Tom. I have no
19 further questions.

20 MS. GREENLEE: We'll take questions from
21 other members of the board.

22 Director Requejo?

23 DIRECTOR REQUEJO: Yes. We talked about
24 this a little bit with our briefings. And while I

1 don't want to discount the role of the weather, I
2 think there are other reasons behind this, in part
3 because we've been lagging behind our sister agencies
4 in other cities.

5 So one of my hypothesis, too, in addition
6 to the weather could be our communication strategy in
7 re-engaging the customer that may not be quite ready
8 yet to come back. I would love to hear more about
9 what are some of the communications and engagement
10 strategies coming up.

11 MS. POPPE: Yeah, so something that we
12 talked about around re-engagement and how we start to
13 work with having more communications and more
14 marketing to our riders, for St. Patrick's Day
15 specifically, we did some very targeted activities
16 and targeted digital marketing. So we were looking
17 at where people lived and pushing them and reminding
18 them to take CTA for the parade. And I think that
19 was a big driver of why we saw higher ridership at
20 the parade.

21 We've also been doing some digital and
22 targeted marketing around the Kennedy construction.
23 So the Kennedy is going to be shut down for the
24 remainder of the summer and fall. I think they hope

1 that they get open as quickly as possible, but we are
2 working with our partners at IDOT to target people
3 who are typically drivers and try to get them to ride
4 more. Those are more tactile efforts. Those are
5 looking at where can -- where are we having service,
6 where is there activities, where's there disruption to
7 other modes, and how can we capitalize? And we've
8 been working on a lot of those tactical activities.

9 And then we've also been starting to think
10 through and develop a longer-term marketing strategy.
11 And that also involves the strategic plan and
12 ensuring that we're marketing around the strategic
13 plan and engaging folks around what's the future of
14 CTA and what they would like to see. And then we
15 also have different other touch points that are going
16 to be happening.

17 We have the Frequent Network that we've
18 talked about that has been driving ridership. That's
19 both a comm strategy, but that's also just a service
20 strategy. And so what you and I had discussed is
21 we're improving service on the Frequent Network, and
22 we need to make sure people are aware of it and
23 they're understanding the benefits. So those are
24 some of those key touch points.

1 But I would say as we start to look towards
2 the rest of the year and think about how do we turn
3 and take some of the tactical marketing efforts that
4 we've done and turn it into a more global comm
5 strategy, we are looking towards the summer and
6 looking towards a more consistent marketing of how do
7 we make sure we continue to market around special
8 events and continue to have that conversation with
9 riders that, You may be comfortable taking us for the
10 Bulls game or for a special event, but hey, we're
11 here all the time, and trying to push and engage
12 directly with those riders to understand that they
13 can come and ride with us more.

14 But I do plan, as we continue to go through
15 the rest of the year, have more updates on sort of
16 our overall global marketing strategy and continue to
17 have that conversation with the Board about what else
18 we can do.

19 DIRECTOR REQUEJO: Thank you. I think
20 those efforts to connect specific events or
21 situations like the Kennedy are really effective, and
22 I applaud of the team doing that. And what I've been
23 lacking is more of a message for folks who left CTA
24 and haven't come back yet because they see narratives

1 out there or depictions of our system that are not
2 the most positive. And some of them fair. Some of
3 them are unfair. And issues like cleanliness,
4 frequency, and security.

5 I haven't seen those addressed in a more
6 global message to Chicago saying, Hey, we're doing
7 better and this is how we're doing better. So I
8 would encourage you all to consider what those
9 messages would look like and what kind of update we
10 need to do above and beyond the, you know, one-offs
11 or events and infrastructure.

12 MS. POPPE: Yeah, and I would note, too,
13 for -- we have had individuals who have left the
14 system and haven't come back. But what we really do
15 see is we have the same number of active member cards
16 on the system today as we did pre-COVID, but we see
17 they're riding about four to five times less in a
18 given month.

19 And so that is what we're really looking
20 at, is we used to see them riding 6, 8 times, 10
21 times. I think it went all the way up to 14 was sort
22 of our average. Now we're seeing more like 10 times
23 a month. And so when you miss that delta of four,
24 that is where we kind of talk about where we're at

1 from a ridership perspective.

2 And so, yes, there are people we've lost
3 that we need to get back, but we also need to figure
4 out how do we turn that dial of, You're back a little
5 bit, we're seeing you sometimes, how do we get you
6 from being a sometimes or infrequent writer to a
7 frequent writer so that we can continue to capitalize
8 on those.

9 So yes, a hundred percent hear you. And it
10 is something we're thinking about.

11 DIRECTOR REQUEJO: Excellent.

12 MS. LEERHSEN: And I would just echo
13 Director -- the conversation here. I think that
14 question of how do we get those people that are
15 coming for special events and coming back to keep
16 coming is giving them a good experience, right, in
17 that. So I think looking a lot at the factors that
18 we know are impacting people's experience: service,
19 reliability, cleanliness, security.

20 We know what people want. And I agree with
21 you that I think there's an opportunity now to kind
22 of bring together a lot of efforts under one umbrella
23 so that people can follow what we're doing across
24 many fronts and the impact that it's making and the

1 successes that we're having because we -- it's a
2 heavy lift to kind of address the perception of CTA
3 and improve people's understandings of the work that
4 we've done and where we still have room to improve
5 and the work that we're doing in those areas.

6 So I think it is time and it's a good
7 moment to kind of bring those together under a larger
8 campaign of sorts. And that is something we're
9 talking about, and we'll keep you updated on.

10 DIRECTOR REQUEJO: Great. Thank you.

11 MS. GREENLEE: All right. Director Ortiz?

12 DIRECTOR ORTIZ: Yes. Thank you for that.
13 At our briefing as well, I asked a couple questions
14 about just federal funding and how we're leveraging
15 that and/or how are we planning for scenarios. If
16 you'd like to share a little bit of that, I think
17 that would be helpful.

18 MR. MCCOMB: Yeah. So the federal funding
19 that we have is primarily for our capital program,
20 right. And we have both formula funds and
21 discretionary funds in the capital program. We have
22 not experienced any change yet with respect to the
23 grants that we have in place, either the executed or
24 the awarded ones.

1 We have been talking to other transit
2 agencies across the country because I know that the
3 FTA and DOT have said that they're looking at all of
4 their grant programs, right? They're looking at
5 what's been awarded but not obligated yet. We still
6 see them moving forward. So we still see grants
7 moving forward that have been awarded, moving towards
8 that phase where they do get obligated. They're
9 obviously under the review process. They have not
10 indicated anything back to the CTA that any of our
11 funds are particularly at risk.

12 But, you know, we certainly are keeping a
13 close eye on everything and sort of have identified
14 sort of where we need to move grants forward in the
15 process to make sure that they get executed so that
16 those funds are in place by the time we want that
17 work to, you know, start. We will definitely keep
18 you abreast, right, as we do hear more. And
19 obviously, the entire industry is interested in sort
20 of the new -- kind of what comes out from DOT around
21 their funding programs as well. Federal government's
22 undergoing their budgeting process right now. We're
23 all paying a lot of attention to that. And obviously
24 working with APTA and the other organizations that

1 are lobbying for transit across the country to
2 emphasize the importance of these programs and how
3 they do fit with the criteria of the current
4 administration.

5 DIRECTOR ORTIZ: Thank you.

6 MS. GREENLEE: Chairman Barclay?

7 CHAIRMAN BARCLAY: Ms. Poppe, what specific
8 initiatives are we making to capture those who are
9 going to be frustrated by, you know, the Kennedy this
10 summer?

11 MS. POPPE: Yeah, so from a marketing
12 perspective, we have digital marketing that we're
13 doing, target marketing to folks that are in that
14 area that we know take the Kennedy or are in the
15 community surrounding the Kennedy. So there's
16 targeted marketing. We're doing some marketing
17 around our park-and-rides as well, so letting people
18 know they can drive halfway. Especially if they live
19 further out, they can drive and then park at one of
20 our park-and-rides along the blue line.

21 And then what we also are doing is we're
22 adding service to the blue line. So we are adding
23 additional service on the O'Hare branch to support
24 more riders. There's going to be more service in the

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1 a.m. and p.m. piece, as well as more service on the
2 weekends, on Saturdays and Sundays. And that will go
3 into effect on April 20th. So we're taking a sort of
4 twofold approach: how do we market and make sure
5 people know, and then also how -- to Acting President
6 Leerhsen's point, how to make sure they have a good
7 experience. So we're adding a little bit more
8 service there to help address those loads.

9 CHAIRMAN BARCLAY: Thank you.

10 MS. POPPE: Yeah.

11 MS. GREENLEE: Director Jha?

12 DIRECTOR JHA: No further questions. Thank
13 you.

14 MS. GREENLEE: And Director Jakes, Director
15 Eaddy has joined us.

16 Director Eaddy, do you have any questions
17 for Tom McComb or Molly Poppe regarding the finance
18 report?

19 DIRECTOR EADDY: Well, I raised some things
20 during the briefing, and I do apologize for my late
21 arrival. But I did raise some things during the
22 briefing, and Tom addressed that, in light of what
23 the tariffs and those sorts of things might impact
24 the materials and fuel. And he spoke to that. If he

1 chooses, he could restate it.

2 But I also raised up about the St.
3 Patrick's Day, and knowing that it represented high
4 ridership, were there any takeaways or lessons
5 learned, best practices that we could employ to
6 continue that increased ridership? And Molly did
7 speak to that. She can choose to restate it.

8 MS. POPPE: Yeah. Thank you, Director
9 Eaddy. I talked about this a little bit as well.
10 You know, what we really learned from the St.
11 Patrick's Day targeting, and we've gotten better over
12 time in that St. Patrick's Day, is a culmination of
13 efforts that we did last summer to now is really
14 thinking about that targeting of how we do targeted
15 social media and target communications on our
16 different digital channels.

17 And then we also did some very specific
18 station activations, which was also fun where we had
19 activities happening at the station encouraging
20 people to come to CTA, come get a green pin to help
21 show their St. Patrick's Day pride and CTA pride. So
22 we really did learn that.

23 We learned also that email marketing is
24 effective in different avenues. And so those are

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1 things that we've honed and worked on over time and
2 we'll continue to build and improve on throughout the
3 year.

4 MS. GREENLEE: Director Jakes, there are no
5 pending questions.

6 DIRECTOR EADDY: Thank you.

7 CHAIRMAN BARCLAY: Okay. Thank you, Molly.
8 Thank you, Tom.

9 Agenda item number 4 is the review of an
10 ordinance amending ordinance 024-143 approving the
11 Fiscal Years' 2025 through 2029 Capital Improvement
12 Program.

13 MR. MCCOMB: Great. Thank you, Chairman.

14 So this Fiscal Year 2025 to 2029 Capital
15 Improvement Plan Amendment proposes to repurpose,
16 rebuild Illinois' state bond funds from projects at
17 ordinary completion. Project balances and savings
18 will be reprogrammed into the Forest Park
19 Modernization Phase 1 project and the California Blue
20 Line Station ASAP project.

21 Funds are now available from the following
22 projects. The new non-revenue rail facility; the
23 Harlem Station bus bridge on the Blue Line; Blue Line
24 Traction Power, Barry, Damen and Canal; Lake Street

1 Bridge crack renewal; and the facilities improvement
2 Desplaines Railyard track upgrades; and Harlem Yard
3 water tower removal. Approving this CIP this -- the
4 current CIP totals to \$6,959,691,463. This amendment
5 proposes to increase that CIP by \$23,438,742.

6 We're able to do this because CTA continues
7 to make great progress in advancing state Rebuild
8 Illinois capital projects. I know you'll hear more
9 about these highlights of these projects during the
10 construction report. The Rebuild Illinois funds are
11 available from the projects nearing completion with
12 budget savings, as I mentioned before. Those Rebuild
13 Illinois funds are now being provided to the next
14 phase of projects in construction or nearing
15 construction, which are the Forest Park Rebuild Phase
16 1 project and the California Station Blue Line ASAP
17 project.

18 We continue to make great progress in
19 utilizing our available capital funds and advancing
20 our next projects, which is why we're asking for your
21 approval of this CIP amendment. I'm happy to answer
22 any questions.

23 CHAIRMAN BARCLAY: No, I have no questions,
24 Tom.

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1 MS. GREENLEE: Director Requejo?

2 DIRECTOR REQUEJO: No questions.

3 MS. GREENLEE: Director Ortiz?

4 DIRECTOR ORTIZ: None.

5 MS. GREENLEE: Chairman Barclay?

6 CHAIRMAN BARCLAY: No question.

7 MS. GREENLEE: Director Jha?

8 DIRECTOR JHA: No questions.

9 MS. GREENLEE: Director Eaddy?

10 DIRECTOR EADDY: Yeah, I just wanted to
11 make a statement to commend the staff management for
12 certainly the completion of the project as they've
13 done and the availability of those contingency
14 dollars that are being utilized in new ways. So I
15 just wanted to commend the group for that. I think
16 that was just good fiscal management.

17 MR. MCCOMB: Yeah, thanks, Director Eaddy.

18 And I know our chief infrastructure officer will
19 describe those projects in more detail. But these
20 funds are available because we were on time and on
21 budget with the other projects, and we're actively
22 spending that state capital money.

23 MS. GREENLEE: Director Jakes, there are no
24 further questions.

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1 DIRECTOR JAKES: May I now have lead to
2 place this item on the omnibus for Board approval?

3 DIRECTOR JHA: So moved.

4 DIRECTOR ORTIZ: Second.

5 MS. GREENLEE: It's been moved by Director
6 Jha, seconded by Director Ortiz, that this be placed
7 on the omnibus for Board approval. We'll take a
8 rollcall vote.

9 Director Requejo?

10 DIRECTOR REQUEJO: Yes.

11 MS. GREENLEE: Director Ortiz?

12 DIRECTOR ORTIZ: Yes.

13 MS. GREENLEE: Chairman Barclay?

14 CHAIRMAN BARCLAY: Yes.

15 MS. GREENLEE: Director Jakes?

16 DIRECTOR JAKES: Yes.

17 MS. GREENLEE: Director Jha.

18 DIRECTOR JHA: Yes.

19 MS. GREENLEE: Director Eaddy?

20 DIRECTOR EADDY: Yes.

21 MS. GREENLEE: Director Jakes, the motion
22 passes.

23 DIRECTOR EADDY: Yes.

24 MS. GREENLEE: Thank you, Director Eaddy.

1 You may now proceed to agenda item number
2 5.

3 DIRECTOR JAKES: Agenda item 5 is the
4 review of an ordinance authorizing a co-promotional
5 trade agreement with the City of Chicago through its
6 Department of Cultural Affairs and special events for
7 2025.

8 Tom?

9 MR. MCCOMB: Great. Thank you. My final
10 item for this morning. Tom McComb, again, chief
11 financial officer. Today I present for your
12 consideration a co-promotional trade agreement with
13 the City of Chicago's Department of Cultural Affairs
14 and Special Events, or DCASE. We have been doing
15 this co-promotion with DCASE or its predecessors
16 since 1992.

17 The total trade value of this year's
18 co-promotional agreement is \$817,500. This
19 co-promotional agreement covers 15 DCASE programs and
20 events taking place in 2025. This includes events
21 like the Chicago Gospel Music Festival, Chicago Blues
22 Festival, Taste of Chicago, and the Chicago Air and
23 Water Show, as well as smaller events and public
24 awareness campaigns.

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1 DCASE will promote CTA at each of these
2 programs and events in various ways, including on
3 signage at events, in email newsletters, and with
4 travel information on the event websites. CTA will
5 be invited to have a dedicated space at one Maxwell
6 Street Market, Daley Plaza Farmer's Market, Taste of
7 Chicago, Air and Water Show, one DCASE program at
8 Millennium Park. CTA may also use dedicated space at
9 the Taste of Chicago, the Air and Water -- and the
10 Air and Water show to feature the community bus.

11 In exchange, CTA will provide unsold,
12 interior car cart space on bus and rail trains for
13 DCASE to promote its programs and events.

14 I'm happy to answer any questions you may
15 have.

16 DIRECTOR JAKES: No questions, Tom.

17 MS. GREENLEE: Director Requejo, any
18 questions?

19 DIRECTOR REQUEJO: (No audible response).

20 MS. GREENLEE: Director Ortiz?

21 DIRECTOR ORTIZ: I appreciate the
22 partnership. Thank you.

23 MS. GREENLEE: Chairman Barclay?

24 CHAIRMAN BARCLAY: No questions.

1 MS. GREENLEE: Director Jha?

2 DIRECTOR JHA: Can you talk a little bit
3 about any additional strategies like -- well, you
4 talked about it, in terms of St. Patrick's Day. Is
5 it kind of moving the same contract year over year,
6 or are you providing any additional mandates in terms
7 of how they can partner with you to come up with
8 additional strategies or channels in terms of how
9 we're getting promoted through them?

10 MR. MCCOMB: Yeah. And you'll recognize
11 that this is not the only co-promotional agreement
12 that we bring before you, right?

13 DIRECTOR JHA: Yeah.

14 MR. MCCOMB: You've seen it for the
15 marathon; you've seen it for other events as well.
16 So really one part of the strategy is to access as
17 many of those co-promotional opportunities as
18 possible because DCASE is going to reach an audience
19 that we can't necessarily reach. And we want to make
20 sure that we're in every channel that they're using
21 to reach that audience, which is why we've noted here
22 something that's additional that's been added in
23 recent years is something like the community bus,
24 right?

1 We didn't have a community bus, you know,
2 several years ago. Now we do have a community bus,
3 so we're asking for space at these events for this
4 community bus so, again, we can touch more of the
5 audience that this is touching.

6 So two parts to the strategy. One is as
7 many co-promotional agreements as we can put in
8 place, especially with valued partners. And then two
9 is making sure that we're maximizing the channels
10 that they have to reach their customers and utilizing
11 the assets that we have to leverage with what -- how
12 they're reaching their customers.

13 And a lot of this recently is getting us on
14 site, right, getting that community bus at the Air
15 and Water show. Think of how many people that's
16 going to touch. So that's how it's been capitalized.

17 DIRECTOR JHA: I think kind of highlighting
18 some of the changes as part of that contract would be
19 beneficial just from a purely outsourcing versus
20 co-building together efforts. So if you can provide
21 any additional details on some of your contracts or,
22 you know, kind of how you were thinking about
23 co-promoting would be helpful.

24 MR. MCCOMB: Yeah, and I'll mention another

1 one too. We did one with the Field Museum where we
2 were able to get free access for all of our
3 employees, right, as part of our co-promotional to
4 sort of encourage employee engagement as part of
5 that. You may be seeing that --

6 DIRECTOR JHA: I remember that a couple of
7 years ago.

8 MR. MCCOMB: Yeah, you see that we're
9 having our employee appreciation later this month.
10 Right. So it's kind of relevant now because that was
11 one of the benefits is we kind of get that corporate
12 membership in exchange as part of this advertising
13 exchange. So again, it's kind of leveraging the best
14 of what we both have to offer.

15 DIRECTOR JHA: Thank you.

16 MR. MCCOMB: You're welcome.

17 MS. GREENLEE: Director Eaddy?

18 DIRECTOR EADDY: No questions.

19 MS. GREENLEE: Thank you.

20 Director Jakes, there are no further
21 questions.

22 DIRECTOR JAKES: May I now have lead to
23 place to item on the omnibus for Board approval?

24 DIRECTOR JHA: So moved.

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1 DIRECTOR ORTIZ: Second.

2 MS. GREENLEE: It's been moved by Director
3 Jha, seconded by Director Ortiz, that this be placed
4 on the omnibus for Board approval. We'll take a
5 rollcall vote.

6 Director Requejo?

7 DIRECTOR REQUEJO: Yes.

8 MS. GREENLEE: Director Ortiz?

9 DIRECTOR ORTIZ: Yes.

10 MS. GREENLEE: Chairman Barclay?

11 CHAIRMAN BARCLAY: Yes.

12 MS. GREENLEE: Director Jakes?

13 DIRECTOR JAKES: Yes.

14 MS. GREENLEE: Director Jha?

15 DIRECTOR JHA: Yes.

16 MS. GREENLEE: Director Eaddy?

17 DIRECTOR EADDY: Yes.

18 MS. GREENLEE: The motion passes. Director
19 Jakes, you may now proceed to agenda item number 6.

20 DIRECTOR JAKES: Agenda item 6 is the
21 review of an ordinance authorizing an amendment to an
22 intergovernmental agreement with RTA, Metra, and PACE
23 for the Regional Day Pass pilot program.
24 Molly Poppe?

1 MS. POPPE: Hello. And I apologize. I
2 introduced myself the last time. I'm Molly Poppe.
3 I'm the chief planning and innovation officer. I'm
4 here to seek favorable consideration from the Board
5 for an amendment to the Regional Day Pass
6 intergovernmental agreement. This is an amendment to
7 the IGA that this Board approved last summer.

8 Specifically, this amendment addresses a
9 few simple changes needed to ensure that the IGA
10 aligns with how the fare product will be purchased
11 and utilized. Regional Day Pass will continue to
12 provide riders with a seamless one-day fare product
13 for use on CTA, Metra and PACE. And we have been
14 working with our partners to launch this new pass,
15 and we're on track for a successful launch in the
16 very near future.

17 And I also forgot to introduce my
18 colleague, Nicholas Krohne, vice president of fare
19 systems.

20 Any questions?

21 DIRECTOR JAKES: Nicholas?

22 MR. KROHNE: Nicholas Krohne, vice
23 president of fare systems.

24 DIRECTOR JAKES: Good. Thank you. I have

1 no questions.

2 MS. GREENLEE: Director Requejo?

3 DIRECTOR REQUEJO: First of all,
4 congratulations because this is the type of
5 collaboration that we want to see. And a couple
6 things. One, if you were to say in one sentence to
7 our customers what this is about and how it's going
8 to benefit them, what would you tell them?

9 MS. POPPE: Frictionless regional transit
10 experience.

11 DIRECTOR REQUEJO: More specific to the
12 benefit. For the regular transit user, what does
13 this mean?

14 MS. POPPE: I thought you wanted me to be
15 succinct.

16 DIRECTOR REQUEJO: Yes, but tell
17 them what's to going to benefit them in terms of
18 their wallet.

19 MS. POPPE: It is a reduced fare, combined
20 CTA, Metra and PACE pass where you can ride on all
21 three of those transit agencies as much as you want
22 for 24 hours.

23 DIRECTOR REQUEJO: For 9.50?

24 MS. POPPE: For 9.50 on the weekends, and

1 then \$10 during the week.

2 DIRECTOR REQUEJO: Throughout the region?

3 MS. POPPE: Throughout the region,
4 everywhere you want to go.

5 DIRECTOR REQUEJO: Wonderful. Thank you.
6 And then more specific to the conversation that was
7 taking place in Springfield around funding, one of
8 the requests from legislators is more collaboration,
9 more coordination among the different transit
10 agencies.

11 What else is in the pipeline for -- to meet
12 the needs for increased collaboration among agencies?

13 MS. POPPE: Yeah, there's a couple things
14 on fares, and then there's other service-related
15 projects as well. On fares, the Regional Day Pass
16 builds on the Regional Connect Pass, which was the
17 monthly version. We launched that back in 2023. We
18 also plan to move forward this year with a new mobile
19 app. And that will be coming to the Board.

20 We do want to start to look at how we can
21 create more seamless experience, more seamless travel
22 and trip planning throughout the region. That will
23 cover CTA, Metra, and PACE. And so that's another
24 sort of digital experience that we're working on from

1 a collaboration and trip planning perspective.

2 And then on the converse side, on the
3 service side, CTA and PACE have been working
4 together. We both have different visioning studies
5 that are looking at our bus service and are looking
6 at our overall service plans around bus. And so
7 we're coordinating with PACE around what service
8 they're looking at, where our service is, how we can
9 better align our service.

10 So those are two sort of key points that I
11 have right now. Additionally, we're working with
12 Cook County and Metra on an infill station study. So
13 we're looking at where we may be missing rail
14 stations along our various branches, both Metra and
15 CTA. And so looking to see where we can fill those
16 gaps in.

17 And then, you know, we have the regular
18 service plan that we do every quarter where we look
19 at how we can improve our service. And one of the
20 things that we've been taking a closer look at is how
21 does our service align with Metra service? How do
22 our bus lines, who come in and specifically stop at a
23 station, make sure that we're not like 10 minutes off
24 when that Metra train is coming in because Metra is

1 less frequent than we are. So making sure that we
2 hit where we can be at that train station to pick up
3 those riders.

4 So those are our sort of -- there's the
5 day-to-day stuff that I would say we do all the time,
6 which is the service planning. And then we really
7 have these key strategies around fare systems and
8 around trip planning and then also on the service
9 side. And then longer term, we have started really
10 active conversations about thinking how our fares can
11 work even better together. So we've been working
12 with Metra and PACE about how we should be looking at
13 the Ventra system and how we can improve the Ventra
14 system to allow for more Metra integration and CTA
15 and PACE integration across our fares.

16 DIRECTOR REQUEJO: Great.

17 MS. POPPE: And that's longer term. That's
18 not something that you'll hear about, you know, going
19 live, you know, tomorrow. But that is something that
20 we are in active conversations with, and we will
21 continue to come back to the Board and talk about
22 that work.

23 DIRECTOR REQUEJO: That's great. And the
24 more we do to communicate that to the legislators,

1 the better. Is the ultimate vision that one day
2 we'll be able to have one app to move us across the
3 region seamlessly from Metra to PACE to CTA to our
4 transit, to all those things?

5 MS. POPPE: To divvy to -- you know, we
6 want to -- we really want to think about mobility in
7 the region as a whole and look for an experience that
8 allows for that more seamless digital integration for
9 all mobility. So, yes, the long-term vision is that
10 you would have a true seamless, integrated fare
11 system and fare network that would allow people to
12 have that integration and that experience.

13 And what I would say is what we have today
14 does combine -- the app does combine CTA, Metra and
15 PACE. Metra has a proof-of-payment ticket. CTA and
16 PACE have a tap-on and tap-off. And so what we're
17 looking at is how do we make sure that we're being
18 cognizant of how each transit agency needs to
19 function but the customer doesn't need to know that;
20 the customer doesn't have to have that understanding.
21 We should be working that on the back end to make
22 sure that it is easy for the customer and that they
23 don't have to sort of understand those differences or
24 navigate those differences.

1 DIRECTOR REQUEJO: Great. The pilot starts
2 when?

3 MS. POPPE: Very soon, Director Requejo.
4 We've been doing some testing. It's all looking
5 pretty good. But very soon, you -- the Board will be
6 the first to know when I have a specific launch date.

7 DIRECTOR REQUEJO: All right. Understood.
8 I would suggest for when the pilot starts, it would
9 be helpful to have some sort of presentation to the
10 Board and the public as to what would it take to
11 arrive to that future where we have one app, one
12 system to go across all the town in just one day, any
13 day, on the system. Thank you.

14 MS. POPPE: Absolutely. Yeah.

15 MS. LEERHSEN: I would add, Director, I
16 mean, you're absolutely right. This is a key
17 component of the conversations in Springfield. So
18 the launching of the state pass is well timed in that
19 regard in terms of what it provides and the symbol it
20 is of our commitment to this and our interest in
21 this.

22 I have been voicing -- just so people
23 understand, CTA has actually been the leader
24 regionally on this front. We do not need to be

1 convinced of the value of these efforts and moving
2 towards -- in this direction. Absolutely not.
3 Right? We've been at the table and would encourage
4 even further engagement from everyone in the region
5 on this issue.

6 DIRECTOR REQUEJO: Thank you.

7 MS. GREENLEE: Director Ortiz?

8 DIRECTOR ORTIZ: Thank you. Share all the
9 comments and specifically how we're articulating it
10 so that people understand that it's a fabulous move.
11 So thank you for all your work on that.

12 MS. GREENLEE: Chairman Barclay?

13 CHAIRMAN BARCLAY: I echo my colleagues.
14 Thank you. This is good work. It's a move in the
15 right direction to quell some of the concerns that we
16 hear in Springfield. And I think this is an exciting
17 initiative. And we're looking forward to hearing
18 more about it.

19 MS. GREENLEE: Director Jha?

20 DIRECTOR JHA: I don't want to repeat
21 anything. But, Molly, the sentence that you came up
22 with, I think you need to start socializing that as a
23 branding statement.

24 MS. POPPE: Yeah.

1 DIRECTOR ORTIZ: Especially adding the cost
2 at the end, revised, to create sentence.

3 MS. POPPE: Yeah.

4 DIRECTOR JHA: And thank you for thinking
5 on your feet on that.

6 MS. POPPE: I thought he wanted three
7 words, but I gave four.

8 DIRECTOR JHA: No, I think a sentence is
9 good, especially with the cost in it. So let's take
10 that.

11 MS. POPPE: Yeah, absolutely.

12 MS. GREENLEE: Director Eaddy?

13 DIRECTOR EADDY: Yes. And I stated during
14 the briefing, this is a great value add and
15 especially that area around the 24-hour card use
16 versus expiring at 3:00 a.m. I think the riders will
17 see that to be a pretty good advantage. So good
18 work. Thank you very much.

19 MS. POPPE: Thank you, Director.

20 MS. GREENLEE: Director Jakes, there are no
21 further questions.

22 DIRECTOR JAKES: May I now have lead to
23 place this item on the omnibus for Board approval?

24 DIRECTOR JHA: So moved.

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1 DIRECTOR ORTIZ: Second.

2 MS. GREENLEE: It's been moved by Director
3 Jha, seconded by Director Ortiz, that this item be
4 placed on the omnibus for Board approval. We'll take
5 a rollcall vote.

6 Director Requejo?

7 DIRECTOR REQUEJO: Yes.

8 MS. GREENLEE: Director Ortiz?

9 DIRECTOR ORTIZ: Yeah.

10 MS. GREENLEE: Chairman Barclay?

11 CHAIRMAN BARCLAY: Yes.

12 MS. GREENLEE: Director Jakes?

13 DIRECTOR JAKES: Yes.

14 MS. GREENLEE: Director Jha?

15 DIRECTOR JHA: Yes.

16 MS. GREENLEE: Director Eaddy?

17 DIRECTOR EADDY: Yes.

18 MS. GREENLEE: The motion passes.

19 Director Jakes, you may now proceed to
20 agenda item number 7, purchase and/or sales award
21 recommendations.

22 DIRECTOR JAKES: Our next order of business
23 today is the review of contract number A-1, which is
24 a contract award for transit operations. No

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1 questions.

2 MS. GREENLEE: Director Requejo, any
3 questions?

4 DIRECTOR REQUEJO: No questions.

5 MS. GREENLEE: Any questions from any other
6 members of the Board?

7 Director Ortiz?

8 Chairman Barclay?

9 Director Jha?

10 DIRECTOR JHA: No.

11 MS. GREENLEE: Director Eaddy?

12 DIRECTOR EADDY: No question.

13 MS. GREENLEE: Director Jakes, there are no
14 further questions. You may now proceed to contract
15 number B-1.

16 DIRECTOR JAKES: B-1 contract today is a
17 contract award for infrastructure. No questions.

18 MS. GREENLEE: Questions from other members
19 of the Board? Director Requejo?

20 DIRECTOR REQUEJO: No questions.

21 MS. GREENLEE: Director Ortiz?

22 DIRECTOR ORTIZ: No.

23 MS. GREENLEE: Chairman Barclay?

24 CHAIRMAN BARCLAY: No questions.

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1 MS. GREENLEE: Director Jha?

2 DIRECTOR JHA: No questions.

3 MS. GREENLEE: Director Eaddy?

4 DIRECTOR EADDY: No questions.

5 MS. GREENLEE: Director Jakes, there are no
6 questions. You may not proceed to contract number
7 E-1

8 DIRECTOR JAKES: E-1 is a contract award
9 for communications. No questions.

10 MS. GREENLEE: Director Requejo, any
11 questions?

12 DIRECTOR REQUEJO: No questions.

13 MS. GREENLEE: Director Ortiz?

14 DIRECTOR ORTIZ: No. Thanks.

15 MS. GREENLEE: Chairman Barclay?

16 CHAIRMAN BARCLAY: No questions.

17 MS. GREENLEE: Director Jha?

18 DIRECTOR JHA: No questions.

19 MS. GREENLEE: Director Eaddy?

20 DIRECTOR EADDY: No question.

21 MS. GREENLEE: Director Jakes, there are no
22 further questions. You may now proceed to contract
23 numbers G-1 through G-3.

24 DIRECTOR JAKES: G-1 through G-3 are

1 contract awards for technology. No questions.

2 MS. GREENLEE: Director Requejo?

3 DIRECTOR REQUEJO: Yes. And I think for
4 transparency reasons, we'd love to hear more about
5 what the contract includes. And it's my
6 understanding that part of the contract includes an
7 expansion of the ZeroEyes technology, which is
8 related to our security systems, which is an issue of
9 concern for a lot of riders.

10 So could you tell us more about the
11 different elements of the IT and particularly the
12 ZeroEyes expansion?

13 MS. GALLAGHER: Yes, absolutely. Caroline
14 Gallagher here, your chief technology officer.

15 THE REPORTER: Sorry. Can you repeat your
16 name?

17 MS. GALLAGHER: Caroline Gallagher.

18 THE REPORTER: Caroline Gallagher.

19 MS. GALLAGHER: Your chief technology
20 officer.

21 And Director Requejo, I think we're
22 referring to the Carahsoft contract?

23 DIRECTOR REQUEJO: Uh-huh.

24 MS. GALLAGHER: That is a contract that is

1 really a blanket purchase agreement. Carahsoft is a
2 reseller of IT products and services. And we've been
3 using it to streamline our procurement. We do a lot
4 of small cloud-based procurements. And so it's a
5 very efficient process, and we leverage the savings
6 of the pricing in state.

7 So some of the pilots that we've been doing
8 are improvements to our employee communication
9 platform. We've done a FOYA pilot for a
10 request platform for 911 and various others. And one
11 of the premises we've been expanding is the ZeroEyes
12 pilot. And I'll let Kevin respond to that
13 (indiscernible).

14 MR. RYAN: What is it specifically you need
15 to know?

16 DIRECTOR REQUEJO: I would like to know
17 more about what the results of the pilot have been
18 and what makes you comfortable spending \$1.2 million
19 for ZeroEyes.

20 MR. RYAN: So --

21 MS. GREENLEE: If we can just have
22 introductions for the record, please.

23 MR. RYAN: Kevin Ryan, vice president of
24 security. So currently, there's been approximately

1 82 detections made on the system, of around 10 actual
2 lethal or determined to be firearms. Of those recent
3 ones, there's been six arrests. We're very happy
4 with the system in that it detects the exposed
5 weapons quickly. We get a dispatch notice in under
6 two minutes, most of the time. It simultaneously not
7 only goes to us but to OEMC, the Chicago Police
8 Department, public transportation, SDSC room, which
9 is the ability then to pull up the cameras
10 immediately and start looking at exactly what's going
11 on.

12 The reason I really preferred ZeroEyes over
13 other companies was they are not relying a hundred
14 percent on AI to make a determination. AI makes the
15 detection, but they send it to a control center where
16 former military or law enforcement look at the
17 pictures and determine -- make a determination or a
18 determination on what type of weapon that is and send
19 it out.

20 If it's determined to be a law enforcement
21 weapon or a toy or it's sent is a FYI through an
22 email, we get the picture, we know what's going on.
23 We monitor it. We react to it as needed. And if
24 it's determined to be a probable firearm, it's sent

1 immediately to 911, CPD, and us. It comes over on an
2 app and also on a desktop system.

3 So all that combined, we're happy with the
4 follow up by them, the verification, the
5 notifications that are coming out. Pretty happy with
6 it. And like I said, recently six arrests. Those
7 are six guns taken off the system. One arrest was
8 actually a person -- an armed robbery in practice.

9 DIRECTOR REQUEJO: Great. Thank you for
10 the detail. And if we were to approve this
11 extension, what would that look like in terms of
12 coverage?

13 MR. RYAN: It would be up to 1,500 cameras
14 in the system. We would deploy it out, number one,
15 based on historical crime data, current crime data as
16 well, where we're seeing weapons surrounding
17 area -- the area stations that would be affected by
18 surrounding area of weapon issues, weapon-related
19 violence, and then obviously homeland security and
20 critical infrastructure locations.

21 DIRECTOR REQUEJO: Okay. And the pilot was
22 already checking for that, the station area
23 surroundings too, right?

24 MR. RYAN: A couple of them, yes, were

1 selected for that reason.

2 DIRECTOR REQUEJO: Sounds good. What are
3 plans to inform folks that this technology is up and
4 running and will be implemented throughout the
5 system?

6 MR. RYAN: We're talking with the
7 president's office and our communications office to
8 develop a policy. Obviously, from my point of view,
9 from the security point of view, I don't want
10 specific locations noted, but I do want the public to
11 know that we're using it. And I do want the public
12 to know when we get success stories because I want
13 people that are thinking or wondering if they're
14 going to bring guns on the CTA to know we're going to
15 find out about it and the police are very good at
16 arresting them, so.

17 DIRECTOR REQUEJO: Great. Thanks.

18 MS. LEERHSEN: Now that we've seen the
19 success, right, which was a key component to kind of
20 monitor how this would be implemented and what we
21 would see, what I want the public to know are the
22 specifics, but I also want them to know that we are
23 innovative, looking at state-of-the-art technology to
24 approach security, not just all the traditional

1 methods that you always hear. And I want our
2 employees to know that. I think they're also a key
3 to understanding this technology and what we're
4 seeing from it.

5 So looking forward to, again, making that
6 part of that larger umbrella discussion of lots of
7 tools that we're using across many fronts on our
8 system.

9 DIRECTOR REQUEJO: Great. And connected to
10 the prior conversation, this is also another issue
11 that is not only important for our riders and
12 employees but also for legislators to know that there
13 is improvements. It's important to communicate.

14 We just approve a contract for
15 communication. So I would encourage you all to have
16 those consulting firms to help communicate all this
17 progress and also address some of the concerns like
18 Kevin just mentioned, that this system has a human
19 that checks for potential errors and detection.
20 People may not know that.

21 So thanks for the explanation.

22 MS. GREENLEE: Director Ortiz?

23 DIRECTOR ORTIZ: Yes. Thank you. I think
24 I've shared often about not just doing punitive

1 approaches. Will there be more signage so that
2 people know this is the city of Chicago? There's
3 been a lot of great efforts to encourage no guns on
4 the street. There still are. In the federal
5 government, there's obviously changes.

6 So if there are other ways also to inform
7 the riders that no guns are allowed in the system,
8 that would probably be really helpful to just, again,
9 encourage people to know that they are not. And also
10 encourage and remind people that they shouldn't have
11 weapons on our system -- on the system.

12 So I would encourage, if you haven't
13 already done so, to make sure that we're coordinating
14 signage accordingly or other methods of
15 communications so that people understand that to
16 begin with.

17 MR. RYAN: There is current signage out
18 about firearms. We are in discussions. We've raised
19 the issue of possibly putting out a little bit more
20 of the detail about ZeroEyes being on the system as
21 well.

22 DIRECTOR ORTIZ: Yeah. So I've seen them.
23 I've seen the signage, but it's not like people are
24 looking for it. Right? Sometimes things need to be

1 a little bit more in your face to be able -- for
2 people to actually take it in and understand it.

3 MR. RYAN: Understood.

4 MS. GREENLEE: Chairman Barclay?

5 CHAIRMAN BARCLAY: No questions. Thank
6 you.

7 MS. GREENLEE: Director Jakes.

8 DIRECTOR JAKES: One. I was not a fan of
9 ZeroEyes when we talked about it last year. After
10 the presentation yesterday, I'm fully on board
11 because I was able to see what it could do and how it
12 was able to zero in on crimes that were happening in
13 real time and crimes that had happened, which helps
14 the police because, you know, it's one thing to say
15 we want to help law enforcement capture the bad
16 people, okay, but not give you the room to put the
17 systems in place in order to do so.

18 So, you know, I'm glad that it is working
19 out the way it's working out. And I understand what
20 my colleagues are saying, but I also understand
21 that -- signage is definitely important. But from
22 the town -- side of town I come from, the ones who
23 are going to commit crime could care less about the
24 signs. So I guess there has to be a balance there

1 because, no, I don't believe it's in -- that we want
2 to let everybody know, well, you know, this is where
3 ZeroEyes is, and if you go on 79th Street onto Dan
4 Ryan, this ZeroEyes is going to pick you up if you
5 have a weapon. Well, then, I'm just going to go on
6 63rd, you know.

7 So that's all I have to say about that. I
8 think it's working. And I'd like to hear how it
9 works next year when we talk about it again.

10 DIRECTOR ORTIZ: On that -- yeah. Can I?

11 MS. GREENLEE: Sure.

12 DIRECTOR ORTIZ: Yeah, so maybe just for
13 clarity. I wasn't talking about signage on the
14 camera. I'm right here. I'm speaking more to the
15 broader umbrella communications that Director Requejo
16 was talking about earlier about how do we communicate
17 to all riders that our system is safe, that we're
18 very much taking forward action on not just, you
19 know, instituting some systems that are already in
20 place but enhancing the ones that are working well.

21 So it's a much broader communication
22 strategy than the signage. And you know, yes, people
23 who are prone to do negative actions, perhaps will
24 likely still do them. But it's a broader message

1 overall about how we're thinking about our system and
2 how we're keeping it safe across our entire system.

3 DIRECTOR JAKES: I agree with you. I'll
4 agree with you on that.

5 MS. LEERHSEN: And key to this discussion
6 too, to some of the point you just raised is about
7 our cameras. We've been talking for years about our
8 investment in 33,000 cameras and touting that, and we
9 have an extensive camera system that we spend a lot
10 of work maintaining and, you know, strategically
11 installing. We could get the critique,
12 understandably, that some of its best work is after a
13 crime has already been committed. We get very strong
14 photos, and that works with arrest.

15 But this is a proactive use of those
16 cameras, which has been, you know, something we've
17 really wanted to be focused on for a long time. It's
18 been a long time coming to get a really good story
19 about proactive use of the cameras. And I think
20 that's a key component to letting people know also
21 about the infrastructure. And we talk a lot in
22 Springfield about efficiencies and good use of
23 investments. Right? And this is building on a big
24 investment we've had for many years.

1 It's also related to the Chicago Police
2 Department's Strategic Decision Support Center, the
3 use of the cameras there. But I think we also need
4 to tell a camera story, which is also, you know, a
5 proactive, preventative measure to remind people of
6 that infrastructure we have.

7 DIRECTOR JAKES: Couldn't we use a public
8 service announcement like -- kind of like no smoking
9 that we use AI to identify and detect weapons and
10 just remind people?

11 MR. RYAN: Yeah. Sure. I believe there
12 is some announcements about cameras. And there was a
13 big push to put signage on the buses as well for the
14 bus cameras. But we could look at that as well.

15 MS. GREENLEE: Director Jha?

16 DIRECTOR JHA: Yeah. No question. But
17 couple of things. I think, one, around the
18 prevention. I think the stories about prevention
19 needs to be told, not just that we think that this is
20 going to prevent but, like, the six arrests. I think
21 those are good stories to share with the public to
22 say that if that didn't happen, what could happen.
23 Right? And I think we're not seeing those stories.
24 And then the second thing I would say, and

1 we talked about this in the briefing, is I think we
2 need to think about, and this is very specific to the
3 technology contracts, what's the next best action?
4 Right. I think we need to -- we can be shortsighted
5 to limiting the benefit of new tech to just address
6 the issues of the past. And a lot of times when we
7 talk about benefits of technology, we hear repeatedly
8 that, you know, just maintenance or keep the lights
9 on.

10 And I think we need to expand that to think
11 about, you are spending this much money on tech.
12 You're not thinking about the holistic benefit that
13 it's going to bring that's going to set CTA up for
14 the next 10, 20, 50 years to come. So just how do we
15 get the most from the tech that we are bringing and
16 create a system that allows us to get the ROI that we
17 deserve from these investments.

18 And I think the big part of that is having
19 the people to support what technology is bringing as
20 insights and having those to then do the things that
21 we need to do. For example, someone sees something
22 in the system, the technology can capture it, but if
23 you don't have the people to address these problems,
24 then what good is that technology?

1 So I would like to -- you know, when you're
2 talking about benefits of these contracts, expanding
3 new technologies, and bringing these innovative
4 ideas, we really need to think about the future, and
5 the benefit needs to articulate that in terms of what
6 are we going to get out of it, the investment. And
7 it's not enough to just say that it's going to solve
8 the problem that we've been having in the past, but
9 really expand and say, what investments are you going
10 to make on the people side of it, on the training
11 side of it.

12 And so I think we need to think
13 holistically when we're spending good amount of money
14 here. So I would really want to see some of those
15 articulated plans that addresses those and not just,
16 you know, we're bringing new technologies. Great.
17 So what?

18 So not a question, but you know, I'd love
19 to see some of the plans around that and how you guys
20 are thinking about, you know, setting up for the
21 future.

22 MS. GALLAGHER: I do want to reassure you,
23 Director Jha, that when we do involve a new
24 technology, we work with the departments involved.

1 And in the first phases of the project, we identify
2 subject-matter experts in those departments, plus
3 what the ultimate business process is going to be for
4 this new technology to be a part of because as we
5 know, technology is always part of a business
6 process, and oftentimes that does include adding
7 resources to departments, right, to take advantage of
8 it.

9 I think one good example is the disruption
10 management effort that we've been working on with our
11 control center and bus supervision. We've added
12 resources in those areas that we're training up now
13 so that they can use that technology in their
14 processes they're managing, the buses on the streets.
15 And when they get those detours or reroutes, there's
16 somebody there that can actually put that into the
17 system and so that that can happen.

18 We've also worked with Kevin and his team,
19 and I think he's added some folks in the control
20 center as a result of some of the security
21 technologies that we've implemented.

22 MR. RYAN: The control center is an ongoing
23 project, but it's -- to get to your point, it's
24 putting people in place to react to the -- with the

1 information coming in. It's not just ZeroEyes.

2 ZeroEyes, like --

3 DIRECTOR JHA: Yeah, it's like -- I think
4 overall, it's not this --

5 MR. RYAN: It's the chatbot.

6 DIRECTOR JHA: Yeah.

7 MR. RYAN: You know, being able to respond
8 to the chatbot in somewhat of a real-time manner
9 makes the -- it makes it more relevant, so.

10 DIRECTOR JHA: Yeah. All I'm saying is I
11 don't think there's been enough investment in the
12 people aspect of it to make sure that, you know,
13 your -- if there's a problem, you have to be solving
14 the problem as well. And there's a lot of emphasis
15 on the problem, not a whole lot on the solving part
16 of it.

17 And I think it's great that you have KPIs
18 to say, oh, I detected 500 things, but what did you
19 do with it? And so we need to start publishing some
20 of that, We got 500, we were able to address 10
21 percent. So then there's actually a goal for your
22 team to say, Hey, we are at 10 percent, can we get to
23 20, can we get to 30?
24 I mean, that's more I guess tactical. But

1 without, like, putting some benchmark or a bar that
2 you want to meet, like, I think that's what I keep
3 missing in the briefings. Like we talk a lot about
4 problems, but we are not showing the results with
5 specific KPIs to say, I solve 5 problems out of 500.
6 So at least we know where we stand in the
7 benchmarking to say we can do better or this is good
8 enough and we are okay staying here.

9 So we just need to start thinking from a
10 holistic perspective versus, like, piecemealing the
11 problem. All right. I'll stop.

12 MS. LEERHSEN: No, Director. I just
13 wanted to acknowledge, and I think you're also saying
14 forward looking, right, not just --

15 DIRECTOR JHA: Yeah.

16 MS. LEERHSEN: -- the stuff that's right in
17 front of us. Put the staff on that. I think that's
18 what you're hearing with the initiatives we have.

19 But what I'm also hearing from you, and it
20 makes me think a lot about the Springfield
21 legislative conversation too, where we talk a lot
22 about what could we do with the appropriate level of
23 funding. We talk a lot about service. And sometimes
24 that's not the audience to talk about administrative

1 staff. But there's a point to be made about when you
2 ask us to be innovative and broad and make a larger
3 impact, that does bring administrative back-office
4 resources too, right?

5 And I think this offers an opportunity to
6 tell a story to explain that, and that to make
7 investments in technology, you also have to build up
8 resources from a people perspective. And that's
9 funding as well.

10 DIRECTOR JHA: Yeah. And just last thing
11 is, like, what is the opportunity cost? What are you
12 losing by not doing this? You have a high tech. You
13 could have gotten 10 things out of it, but because of
14 inaction, you are losing. So there's some cost in
15 here of, you know, the opportunities that's been
16 missed that we're not articulating from -- on a
17 dollar perspective.

18 And I think that message needs to go back
19 to Springfield is like, you already -- I mean, you
20 know, the cost is low in terms of the benefit that
21 you're getting out of it. And we're not articulating
22 that because we're so focused on the problems. We're
23 not looking at holistically, if we invest in X, we
24 could get 10X. We need to start thinking about the

1 10X part of that, of what these investments can give
2 the agency, which I see missing.

3 MS. GREENLEE: Director Eaddy?

4 DIRECTOR EADDY: Yes. As I was visiting
5 with the document around the ZeroEyes gun
6 detection -- and certainly, I appreciate the fact
7 that this will be able to identify, as I see here,
8 the true positives, and I seen the number of
9 incidents and certainly the arrest. And you have to
10 help me understand how all this plays together, that
11 law enforcement is -- are engaged, and then I see the
12 area of non-lethal.

13 Now, I'm going to tell you what's kind of
14 bleeding into my question with -- certainly coming
15 from the community, understanding incidents that have
16 occurred, and safety for the riders is vitally
17 important. When a communication is sent out and law
18 enforcement receives it or I engage, and you have to
19 tell me exactly how that plays out. When there's a
20 sighting of something non-lethal, what is their
21 response? Is there a communication that is sent?

22 And the thing that I'm concerned about is,
23 there has been incidents when law enforcement is
24 engaged and there is not maybe clarity around if what

1 is perceived that a person may have, is it a true
2 positive or is it a non-lethal? And sometimes there
3 has been incidents when maybe the person has had
4 something non-lethal but law enforcement may engage
5 them very aggressively. And then that comes to be a
6 matter after the fact.

7 So please help me to understand how that
8 all plays out after that incident that might be a
9 non-lethal, but it is handled as a true positive? Or
10 maybe that never will occur. Help me.

11 MR. RYAN: Well, I can't say it would never
12 occur. If it looks like a real gun, it would be sent
13 out as a probable firearm. But what does happen,
14 what I said, the big reason we went with ZeroEyes was
15 the human interaction and analysis of the pictures.

16 So in the presentation I showed you were
17 several examples where we saw that it was obviously
18 most likely a -- not a firearm. Those are not sent
19 in the same manner. They are not sent directly to
20 the desktop or the app and sent out with a -- as a
21 lethal. They are sent out as a probable non-lethal,
22 and 98 percent of the time, there is no response
23 because we can clearly tell it's a Nerf gun or a
24 squirt gun.

1 If there's, like, a -- they're causing a
2 disturbance, it's a different type of response.
3 We're sending people out to respond to a disturbance,
4 not some -- a man with a gun or a person with a gun.
5 So the two different disturbances -- two different
6 ways of responding. Like I said, most of the time,
7 we don't respond to the non-lethals. They're just
8 sent out as more of an information, This is what
9 popped up on the system. And that's it.

10 The lethals are sent out in a -- likely
11 lethals, I should say, are sent out in a completely
12 different form. They're sent out with a priority
13 message, like a-man-with-a-gun call. So, you know,
14 the police get a picture of exactly what ZeroEyes
15 saw, what we see. And they also, don't forget, are
16 most likely pulling up those cameras immediately to
17 get more context so the officers are going in with
18 more context.

19 Does that kind of answer your question?

20 DIRECTOR EADDY: Yeah. I mean, I -- yeah.
21 And I guess we're all trusting in that human element
22 that that person will make that decision and make
23 that determination, you know, because they're there
24 in real time.

1 But I was just wondering about the original
2 communication that is sent out, and is that, you
3 know, kind of vetted? Does it go through a filter of
4 sort? Because I would hate for something to go out
5 as true positive or (inaudible) positive, and in all
6 reality, that's -- it was a non-lethal.

7 MR. RYAN: Well, okay. Yeah.

8 DIRECTOR EADDY: And it could even -- it
9 could play out a fatality. So that's my concern.
10 It's about safety and and what these signals or
11 communications, what do they prompt the folks that
12 will be sent out to do?

13 And that's basically it. It's about safety
14 of individuals.

15 MR. RYAN: Yes. Like I said, I can tell
16 you from experience, training police officers get,
17 just because -- it's reacted to like a man with a gun
18 call coming in through 911, a citizen saying there's
19 a man with a gun. This actually has more
20 information. It shows you what's going on. But the
21 police officer still has to make a determination.

22 And that's what happens. Now, the vetting
23 comes in play with ZeroEyes, with their control
24 center making an assessment of what they can see, and

1 that is sent out. And like I said, it is the
2 non-lethal, likely non-lethals are sent in a
3 completely different manner. And the police
4 know -- the police are getting the same message that
5 we are, that ZeroEyes has determined this is probably
6 not a lethal weapon, a firearm. And they make an
7 assessment as well.

8 But like I said, we aren't -- 98 percent of
9 the time, it's not something we respond to because
10 it's not -- number one, it's not a crime. It's not
11 causing a disturbance unless, like I said, they're
12 causing a disturbance. The likely firearm responses,
13 still the officer, it's -- they are not taking that
14 as gospel. You know, they're taking that as, This is
15 the information we have, we're going out, we're
16 responding, we're -- and when you get on scene, you
17 have to assess what's in front of you.

18 There's a lot of people that carry replica
19 of firearms out there that are doing robberies.
20 That's a very dangerous game to play because you've
21 got what looks like a real gun. Not just police
22 interacting with you. There's a lot of concealed
23 carry holders out there nowadays. So if you're
24 riding around playing games with fake guns, you may

1 run into real problems.

2 But there is two -- a couple, three, layers
3 of professionals looking at what's coming out. So we
4 aren't overreacting, and we're giving the police
5 officers the most information that we can give them
6 when they're responding instead of just the old 911
7 call. And the one thing to keep in mind, you know,
8 Well, this is just as good as 911. Well, if
9 somebody's standing on a platform and somebody pulls
10 out a gun, I don't know too many people who are going
11 to pull out their phone and call 911 with a guy with
12 a gun next to them. They're going to wait until
13 they're a block or two away or they can get out of
14 there.

15 This is coming through -- this is eyes and
16 ears immediately coming through. The technology I
17 think is really superior. It really locks in. And
18 the response time, ZeroEyes says under three minutes.
19 In reality, it's been under two minutes that we get
20 the notification. So it's actually actionable to the
21 police department.

22 And the six arrests that were done, it took
23 six guns off the street. One was in the process. He
24 had just stuck up two people, and the police officers

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1 got on the scene and locked him up and got him
2 charged with two counts of armed robbery. So it's
3 mitigating some -- what could be a violent crime.

4 DIRECTOR JAKES: Georgette?

5 MS. GREENLEE: Director Eaddy --

6 DIRECTOR EADDY: Thank you. I appreciate
7 it. Thank you very much. Just wanted to raise that
8 point.

9 MR. RYAN: Yes, sir.

10 DIRECTOR EADDY: What was that?

11 MS. GREENLEE: Nothing. Nothing.

12 DIRECTOR EADDY: Thank you.

13 MS. GREENLEE: And, Ms. Gallagher, I
14 don't -- I know that -- were we on contract G-1, G-2,
15 G-3? Carahsoft?

16 MS. GALLAGHER: We were on G-1.

17 MS. GREENLEE: G-1?

18 Director Jakes?

19 I guess, are there any questions about
20 contract -- do you want to introduce contracts G-2
21 and G-3? Do we have questions about contracts G-2 or
22 G-3?

23 Director Requejo?

24 DIRECTOR REQUEJO: No questions.

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1 MS. GREENLEE: Director Ortiz?
2 DIRECTOR ORTIZ: None.
3 MS. GREENLEE: Chairman Barclay?
4 CHAIRMAN BARCLAY: No question.
5 MS. GREENLEE: Director Jakes?
6 DIRECTOR JAKES: No questions.
7 MS. GREENLEE: Director Jha?
8 DIRECTOR JHA: No questions.
9 MS. GREENLEE: Director Eaddy?
10 DIRECTOR EADDY: No question.
11 MS. GREENLEE: Thank you. There are no
12 further questions.
13 DIRECTOR JAKES: Since there are no further
14 questions on the contracts, may I have lead to place
15 the six contracts on the omnibus?
16 DIRECTOR JHA: So moved.
17 DIRECTOR ORTIZ: Second.
18 MS. GREENLEE: It's been moved by Director
19 Jha, seconded by Director Ortiz, that the six
20 contracts be placed on the omnibus. We'll take a
21 rollcall vote.
22 Director Requejo?
23 DIRECTOR REQUEJO: Yes.
24 MS. GREENLEE: Director Ortiz?

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1 DIRECTOR ORTIZ: Yes.

2 MS. GREENLEE: Chairman Barclay?

3 CHAIRMAN BARCLAY: Yes.

4 MS. GREENLEE: Director Jakes?

5 DIRECTOR JAKES: Yes.

6 MS. GREENLEE: Director Jha?

7 DIRECTOR JHA: Yes.

8 MS. GREENLEE: Director Eaddy?

9 DIRECTOR EADDY: Yes.

10 MS. GREENLEE: The motion passes.

11 DIRECTOR JAKES: Since there's no further
12 business to come before the Committee, may I have a
13 motion to approve the omnibus and recommend the
14 omnibus for Board approval?

15 DIRECTOR JHA: So moved.

16 DIRECTOR ORTIZ: Second.

17 MS. GREENLEE: It's been moved by Director
18 Jha, seconded by Director Ortiz, that the omnibus be
19 recommended for Board approval. Will take a rollcall
20 vote.

21 Director Requejo?

22 DIRECTOR REQUEJO: Yes.

23 MS. GREENLEE: Director Ortiz?

24 DIRECTOR ORTIZ: Yes.

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1 MS. GREENLEE: Chairman Barclay?
2 CHAIRMAN BARCLAY: Yes.
3 MS. GREENLEE: Director Jakes?
4 DIRECTOR JAKES: Yes.
5 MS. GREENLEE: Director Jha.
6 DIRECTOR JHA: Yes.
7 MS. GREENLEE: Director Eaddy?
8 DIRECTOR EADDY: Yes.
9 MS. GREENLEE: The motion passes.
10 DIRECTOR JAKES: And finally, may I have a
11 motion to adjourn?
12 DIRECTOR JHA: So moved.
13 DIRECTOR ORTIZ: Second.
14 MS. GREENLEE: It's been moved by Director
15 Jha, seconded by Director Ortiz, that at the Finance,
16 Audit, and Budget Committee Meeting for the CTA Board
17 be adjourned for April the 9th. We'll take a
18 rollcall vote.
19 Director Requejo?
20 DIRECTOR REQUEJO: Yes.
21 MS. GREENLEE: Director Ortiz?
22 DIRECTOR ORTIZ: Yes.
23 MS. GREENLEE: Chairman Barklay?
24 CHAIRMAN BARCLAY: Yes.

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1 MS. GREENLEE: Director Jakes?

2 DIRECTOR JAKES: Yes.

3 MS. GREENLEE: Director Jha?

4 DIRECTOR JHA: Yes.

5 MS. GREENLEE: Director Eaddy?

6 DIRECTOR EADDY: Yes.

7 MS. GREENLEE: Director Jakes, the motion
8 passes.

9 DIRECTOR JAKES: All right. Then we're
10 done. Thank you. Take a five-minute break before we
11 begin.

12 (Off the record at 10:49 a.m.)

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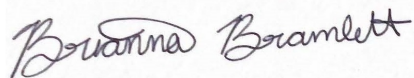
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or otherwise, in its outcome.



BRIANNA BRAMLETT,
NOTARY PUBLIC FOR THE STATE OF ILLINOIS

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BONNIE TORREZ, CET-1213

April 16, 2025

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