Dorval R. Carter, Jr.  
President
MEETING THE MOMENT
Transforming CTA’s Post-Pandemic Future
Belmont Blue Line Station
COVID-19 CHANGED PUBLIC TRANSIT
Three guiding principles:
- Provide as much service as possible
- Keep customers and employees healthy
- Remain financially viable
CTA Bus Rideship-Percent of Normal
2020 June-December

South Side: 43%
West Side: 38%
North Side: 34%
Loop: 13%
CTA Stepped Up
CTA Stepped Up
CTA Stepped Up
CTA Stepped Up
Help us maintain a healthy travel environment
Ayuídemos a mantener un ambiente sano para viajar

Please wear a mask or face covering
Por favor lleve puesta una mascarilla o algo que le cubra el rostro

Spread out! Keep 6 ft distance wherever possible
A distanciarnos! Mantenga 6 pies (aproximadamente 2 metros) de distancia siempre que sea posible

Move down thru car; if crowded, wait for next train
Avance hasta el fondo del vagón; si está lleno, espere el próximo tren

transitchicago.com/coronavirus

CTA Stepped Up
CTA Stepped Up
APTA AWARD WINNER
Outstanding Transit Agency
Customers are Responding
CTA’s frontline employees
The pandemic’s unsung heroes
Martha Duran
CTA bus operator since December 2019

Arthur Scales
CTA rail operator since 1996
3,500 out of more than 10,000 employees have been affected by COVID-19
THE CHALLENGE OF PROVIDING SERVICE
America's Bus Driver Shortage Has Left Transit Systems in Crisis

With the nation's current drivers retiring in large numbers, agencies need to cultivate a new generation of transit operators, a new report says.

Public transport use is increasing, but labor shortages persist

The US bus driver shortage is 'throwing transit systems into crisis' as big cities struggle to find public transportation hires

COVID-19 Recovery: Riders are Coming Back but Where are the Drivers?

While the world is learning to live with COVID-19, agencies are struggling to meet new service demands due to an industry-wide labor shortage.

NYC subway, bus service still plagued by delay-causing staff shortages

By David Meyer
August 7, 2022 | 6:21pm | Updated
CTA has 1,100 fewer frontline employees, including nearly 890 bus operators.
Employee COVID Cases

- April 2020: 146 cases
- January 2022: 598 cases
- July 2022: 194 cases
Meeting the Moment: Transforming CTA’s Post-Pandemic Future
Deliver **RELIABLE & CONSISTENT** service

Enhance **SAFETY & SECURITY** for riders

Improve **CUSTOMER EXPERIENCE** at facilities

Upgrade tools to **IMPROVE RIDER COMMUNICATION**

Invest in **OUR EMPLOYEES**
Pillar I: Deliver Reliable Consistent Service
Together, we keep the city moving
#PictureYourselfAtCTA

Bus Operator
Hourly Range: $23.44 – $36.06

Bus Mechanic
Hourly Range: $29.82 – $37.28

We connect people, places and communities!
To view available positions and to apply: transitchicago.com/careers
Full-Time Benefits:

- Starting hourly pay: $24.27
  Top hourly pay: $37.34
  *Must work 46 months to earn top pay

- Paid Training, including CDL if needed

- Medical, dental, and vision plans

- 401(k), 457, and pension options

- Paid Time Off

- Free transit on CTA and Pace

Now Hiring Full-Time Bus Operators

Apply now at transitchicago.com/careers
Service optimization

To improve scheduled service on every rail line and every bus garage in our system.
• Aligning scheduled service with currently available manpower, not eliminating routes or hours of service

• Creating more consistent service throughout the day, and eliminating large gaps in service

• Improving accuracy of bus and train trackers
Customers can reliably and confidently plan their trips.
Pillar II: Enhance Safety and Security For Our Riders
Night Ministry outreach missions
Pillar III: Improve the Customer Experience at our Facilities
Loop station stairwell, before & after

LaSalle/Van Buren mezzanine footbridge, before & after

Concrete bench examples on Orange Line, before & after
### Pillar IV: Upgrade our Digital Tools to Improve Rider Communication

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<th>Route / Destination</th>
<th>Estimated Arrival / Time</th>
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<tr>
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Pillar V: Invest in our employees
What can YOU do?
Thank you!

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The CTA
@chicagoccta