

March 13, 2024. Chicago Transit Board Regular Meeting Minutes.

Noticed for 10:00 a.m. Commenced at 10:15 a.m.

AGENDA: The posted agenda for the meeting is available at www.transitchicago.com, “Chicago Transit Board”, “Meeting Notices, Agendas, and Minutes”, (03/13/2024) (Regular Board Meeting), “Agenda”.

The meeting was called to order by Chairman Lester Barclay at 10:15 a.m.

There was a roll call vote.

ROLL CALL: Directors: Lester L. Barclay (Chairman), Neema Jha, Michele Lee, Johnny Miller and Rosa Ortiz were in person.

Director Rosa Ortiz stood, and the Chair recognized her. She moved that Director Jakes be permitted to attend the meeting remotely in as he is absent due to a work conflict. The motion was seconded by Director Miller. There was a roll call vote and the motion passed unanimously.

PUBLIC COMMENTS: Chairman Barclay then advanced the agenda to Public Comments. One public comment was made by Isaac Campbell.

Following Mr. Campbell’s comment, President Carter directed him to connect with the Government Affairs Department of CTA for assistance with the shelter at a bus stop that he uses regularly.

CITIZENS ADVISORY BOARD 1ST QUARTER REPORT: Rob Johnson, Vice Chairperson of the Citizens Advisory Board gave the report of the CAB’s 1st Quarter activities. The CAB recently met on March 8, 2024. There were two presentations made to the CAB. The first was made by Brian Steele, the Vice President of Communications. He covered in great detail the work of the Communications team in the areas of:

- CTA Safety & Security Presentation & Discussion: Nancy-Ellen Zusman, the Chief Safety and Security Officer for the CTA along with key members of her team gave an in-depth overview of CTA’s Safety and Security Department. The CAB Vice Chairperson noted that the CAB members were particularly interested in the interaction between the Chicago Police Department (CPD) and the Chicago Transit Authority. It was also informative that

there is a “transit detail,” which is housed within CPD and that the security detail is reliant on the coordination of resources within CPD.

- Some of the CTA Board members had questions for discussion for Rob Johnson.
- CTA Communications Department: Rob Johnson also reported that the CTA Vice President of Communications Brian Steele gave an in-depth presentation on the CTA’s communication strategies and goals. Mr. Johnson mentioned that one of the discussion topics that was raised following the presentation was how CTA’s Communications Department interacts with various stakeholder groups to get necessary information out about planned closures and service reroutes.
- On behalf of the CTA Board of Directors, Chairman Barclay thanked Rob Johnson for giving the report and requested that he extend appreciation to the Citizens Advisory Board. He stated that the CTA Board really appreciates the collaboration.

PRESIDENT’S REPORT:

President Carter presented his report:

- President Dorval Carter requested that Tom McKone give a report on CTA’s efforts in Employee Engagement. Tom McKone invited Leticia Nieto, the CTA Human Resources Employee Engagement Coordinator. The presentation addressed the following topics:
 - Status for Employee Engagement:
 - 36% of employees have been at the CTA less than 5 years.
 - 55% have been at CTA for less than 10 years.
 - 2,107 employees started Jan 2023 or later.
 - 1,600 Bus Operators, CSA, Flaggers, Bus Mechanics etc.
 - Overall employee satisfaction increased in 2023.
 - Management support, recognition and engagement continue to be key factors for employee satisfaction.
 - 2024 Goals for Employee Engagement:
 - Promote and enhance CTA culture help enrich the CTA Employee Experience.
 - Improve employee satisfaction via engagement and recognition programs.
 - Reduce outward attrition, improve retention, and promote internal growth opportunities.
 - Support management engagement.

- Engagement Strategies:
 - Quarterly Engagement Tours
 - Employee Spotlights
 - Years of Service Recognition
 - Cultural Heritage Month Celebrations
 - Interactive Demonstrations
 - Employee Networking Events
 - Employee Graduations
 - Career Fairs/Panels
 - Days of Service
 - Newsletter
 - Employee Resource Groups
 - Perks of the Ride Benefits
 - Employee Recognition Programs
 - Digital engagement
 - Wellness Activities

The Chairman of the Board and the President of the CTA commended the Employee Engagement Team for their stellar efforts at engaging the community.

Director Neema Jha requested that the team keep good metrics when launching these programs like attendance and the number of activities that CTA is sponsoring.

She also stated that she thought it was important to be rooted in the effectiveness of the program. She encouraged the staff to be data driven – and that the CTA do what the employees want versus what we think the employees want.

Director Rosa Ortiz and Director Johnny Miller also commended the Employee Engagement Team.

Director Michele Lee requested that the Employee Engagement Team not only focus on sponsoring celebrations but also help employees advance their careers at CTA by creating opportunities for them to gain new certifications and accreditations.

EMPLOYEE RECOGNITION CEREMONY:

The following employees were then recognized by President Dorval Carter, Chairman Lester Barclay and the Transit Authority Board for consistently performing excellent work and receiving the most customer commendations over the past year:

1. Bonita Humphrey, Customer Service Representative
2. Sharicee Hogan-Meeks, Customer Service Representative
3. Alisa Turner, Customer Service Representative
4. Daniell Moore, Rail Janitor
5. Billy Lane, Rail Janitor Apprentice

6. Brandon Burica, Bus Operator, Bus Operations
7. Elliott Dejan, Bus Controller, Control Center
8. Barshica Lyons, Bus Operator
9. Michael Toomey-Beckert, Bus Operator, Bus Operations
10. Elexa McCracklin, Bus Operator, Bus Operations - **14 Customer Commendations*

- That concluded the presentation of President Dorval Carter with the assistance of Tom McKone, Chief Administrative Officer and Leticia Nieto, HR Director of Engagement, Marketing & Outreach

MINUTES: Chairman Barclay asked for a motion to approve the regular Board meeting minutes from February 14, 2024. After being moved by Director Miller and seconded by Director Jha, the minutes were approved with six (6) votes in the affirmative.

EXECUTIVE SESSION: CTA's General Counsel Kent Ray explained that it was necessary for the Board to move into closed session pursuant to the Illinois Open Meetings Act, Section 2C, Subsections 2, 11 and 21.

Chairman Barclay requested a motion to recess into Executive Session for the reasons stated by Counsel.

Director Miller so moved, and the motion was seconded by Director Jha.

The motion passed unanimously following a roll call vote. The Board recessed to Executive Session at 11:20 a.m.

The Board returned to Open Session at 11:40 a.m.

Chairman Barclay requested a motion to return to Open Session. Director Miller moved that the Transit Board move back into Open Session and the motion was seconded by Director Jha. The motion passed unanimously by a roll call vote.

The next item on the agenda was Item 6A which was the review and adoption of the Closed Meeting Minutes from February 14, 2024. Director Miller moved that the minutes be adopted as submitted. The motion was seconded by Director Lee. The motion passed unanimously by a roll call vote.

BOARD MATTERS: Chairman Barclay asked whether there were any Board Matters. Secretary Greenlee advised that there were no Board Matters.

COMMITTEE ON FINANCE, AUDIT AND BUDGET: The Finance, Audit, and Budget Committee interim chair Director Jakes presented the report. The committee reviewed the monthly Finance report and approved the March 13, 2024, FAB committee minutes. Director Jakes stated that all Committee agenda items, listed on the Board agenda, were presented, reviewed, discussed, and recommended by the Committee, for Board approval. Director Jakes stated that all the approved committee items, 3 ordinances and 12 contracts, were placed on the omnibus for approval by the Board. Director Jakes concluded his report.

Chairman Barclay asked for a motion to approve the omnibus as stated by Director Jakes.

After being moved by Director Miller and seconded by Director Jha, the motion was approved with five yes votes.

All approved March 13, 2024, Board ordinances are available online, at www.transitchicago.com, "Chicago Transit Board", "Board Ordinances", Ordinance numbers 024-028– 024-042.

CONSTRUCTION REPORT: The Construction Report was given by Bill Mooney, IV, Chief Infrastructure Officer. He was joined by JuanPablo Prieto, Director of Diversity Programs.

CONSTRUCTION REPORT: The Construction Report was presented and can be found at: <https://www.transitchicago.com/board/presentations/>

NEW BUSINESS: None

MOTION TO ADJOURN: Chairman Barclay asked for a motion to adjourn the March 13, 2024, Chicago Transit Board meeting. After being moved by Director Miller and seconded by Director Lee, the motion was approved with six (6) yes votes and the meeting was adjourned at 12:00 p.m.

APPROVED: _____


Secretary of the CTA Board of Directors

Date: _____

