

# Make your voice heard: Take action by November 14 to call for a CTA budget that focuses on the needs of riders and operators!

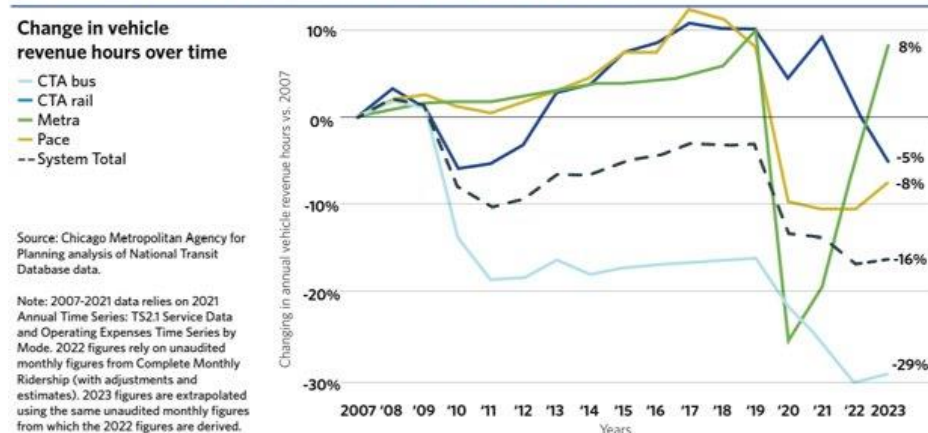


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## OPTIONAL TALKING POINTS TO USE IN YOUR COMMENTS

- Overall
  - Other major cities, including NYC, DC, and Seattle, have returned to pre-pandemic transit service levels.
  - The CTA, however, has reduced service by 24 percent since 2020 and has seen a staggering 29 percent decline in bus service since 2007.
  - Such reductions in service do not align with city and state goals of positioning Chicago and Illinois as leaders in mobility and equity.
  
- Labor
  - Metra and Pace have both expanded service, but the CTA has not outlined the steps it will take to return to 2019 service levels in 2024 or even 2025.
  - CTA currently has the capacity to train only 120 rail operators annually, which is insufficient against the attrition rates. In fact, only 40 operators have been trained as of August this year.
  - We are advocating for the CTA to escalate its training capacity to 300 rail operators yearly to promptly enhance service levels. We want to see 10 rail operator training classes per year with 30 people in each (and eventually 40).
  - Where is the commitment from CTA to renew the attractive sign-on bonus for bus operators?

**Figure 10. Overall transit service levels had fallen even prior to COVID-19**



- Service
  - A bold vision and investment are needed to win back riders and save CTA from fiscal cliff.
  - It is going to be difficult to head to the Illinois General Assembly in 2024 looking for new revenue streams to prevent the fiscal cliff if CTA is not investing in training enough operators to meet greater levels of service in order to win back riders.
- Accessibility, capital projects - housing/bus priority infrastructure
  - Prioritize eTOD and build out a team to collaborate with Department of Housing, CDOT to build affordable housing and bus priority infrastructure
  - Given several CTA stations/stops are not ADA accessible because of components being out of service with “TBD” repair dates, how will the proposed budget address these stops with unidentified timelines for repair, so riders can understand when ADA standards will be met at all CTA stations?
- Public input and engagement
  - Stress the need for increased public engagement and the development of a dedicated engagement team.
  - Highlight the Treatment not Trauma initiative as a priority of the current mayoral administration, advocating for the inclusion of a transit ambassador program within the pilot program addressing mental health crises without police intervention.



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