



Welcoming you back to CTA



A Message from President Carter

The Chicago Transit Authority has an important responsibility: to provide the healthiest, most comfortable travel environment for all our customers and employees. We never stopped running since the start of this pandemic, and we will continue to be here for all your travel needs in the future.

Every day, we take that responsibility very seriously—doing everything we can to provide the essential transit services on which our region relies.

We wanted to take a moment to highlight all the ways CTA is making transit healthy and safe and ready for your return:

- We remain acutely focused on keeping our trains, buses and stations **clean and sanitized**. Vehicles and stations are cleaned every day, multiple times a day, with an emphasis on high-tough surfaces. We've tripled our workforce resources dedicated to cleaning vehicles and doubled the cleaning frequency of our stations.

- We have maintained the **highest level of service possible to maximize social distancing** on trains and buses.
- The ventilation systems on CTA buses and trains are **designed to provide frequent circulation and filtering of air**.
- We have distributed **free masks and hand sanitizer** to promote a healthy riding environment.
- We have created new **tools, resources and signage** to keep everyone safe.

The pandemic has challenged Chicago, but CTA has responded and maintained our commitment to providing essential service for everyone who needs it. As you prepare to return to your normal routines, we want you to know that CTA will be there for you. **When You're Ready, We're Ready** to welcome you back aboard.



Sincerely,

Dorval R. Carter, Jr.
President, Chicago Transit Authority

Cleaning

CTA has one of the most rigorous cleaning regimens of any US transit agency. Throughout the pandemic, we have been very focused on keeping our stations and on our vehicles clean and sanitized.

Rail car / bus cleaning

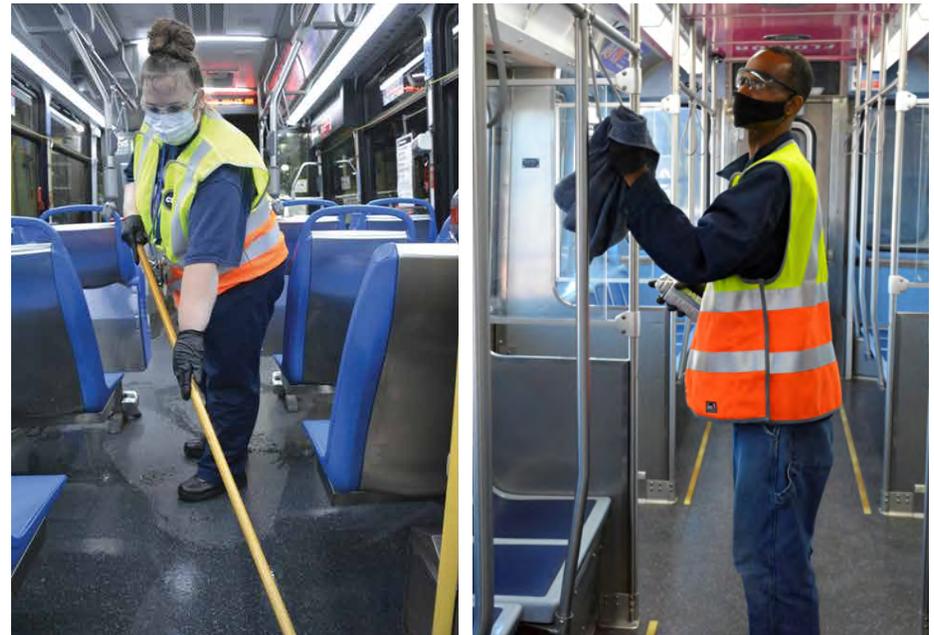
We are dedicating more people and equipment to cleaning and disinfecting than ever before. We clean CTA buses and trains before service every day, and while they are in service throughout the day. We have also introduced Railcar Refresher crews to clean every time our trains reach the end of the line and before returning to service.

Station cleaning

We have also increased cleaning and sanitation efforts at rail stations. High touch surfaces are disinfected multiple times a day. We've introduced new mobile cleaning SWAT teams to expand powerwashing at rail stations across our system.

We've also introduced new cleaning technologies.

- Electrostatic sprayers apply cleaning solution as a mist, supplementing existing deep-cleaning measures to clean vehicles more efficiently and thoroughly.
- Anti-microbial surface products prevent bacteria, viruses, and liquids from sticking to treated surfaces on vehicle interiors for an extended period of time.



Vehicle ventilation

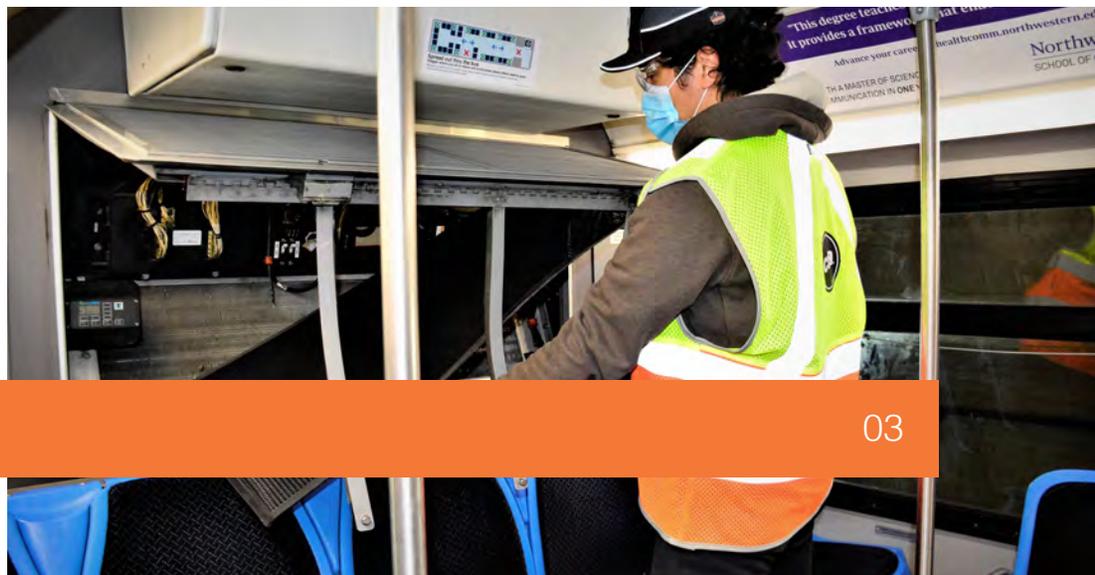
The ventilation systems on CTA buses and trains are designed to provide frequent circulation and filtering of air. The systems recirculate air while mixing in outside air: bus and rail doors are opened frequently throughout a trip as passengers board and exit at rail stations and bus stops, allowing outside air to regularly circulate throughout the vehicles.

Rail car ventilation

On a rail car, the full volume of air is filtered by the HVAC system more than once per minute, using MERV-8 rated filters, which are replaced every two to three weeks.

Bus ventilation

On a bus, air is filtered at least 50 times per hour on a standard 40-foot bus, and at least 70 times an hour on a 60-foot articulated bus.



Maintaining service

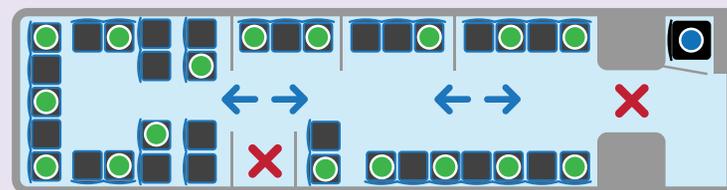
Throughout the pandemic, we have maintained the highest level of service to minimize crowding and allow riders to spread out on buses, trains and station platforms.

We operate more than 22,000 bus trips and more than 2,300 train trips each weekday.

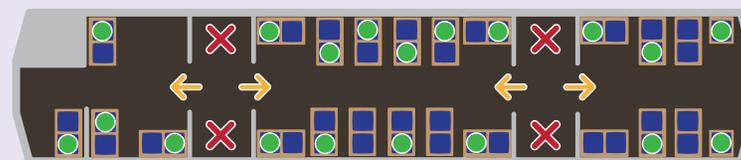
In conjunction with Chicago Department of Public Health, we established capacity limits for our fleet to ensure riders can spread out safely:

- **36 passengers per rail car**
- **25 passengers per bus (standard)**
- **36 passengers per bus (articulated)**

As the City and State continue to amend its reopening guidelines, we will adjust our capacity limits accordingly.



If a bus becomes too crowded, it will run express and drop off customers only. We have added buses on select routes to avoid crowding, and run longer buses where possible.



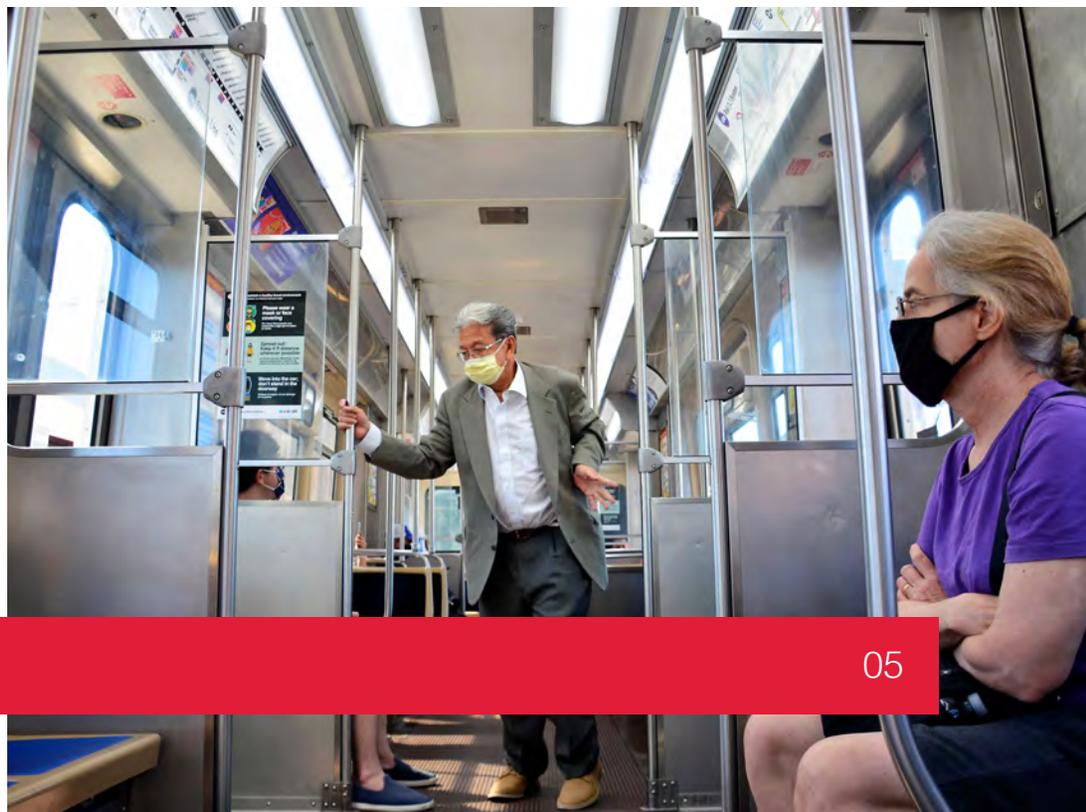
On the rail side, we use our cameras to monitor high-ridership stations—and if we see a platform become too crowded, we make announcements to remind customers to practice social distancing. If trains become too crowded, we ask customers to wait for the following train.

Face mask requirement

CTA personnel actively engage with customers on complying with the federal mask mandate. The Transportation Security Administration (TSA) and the Federal Transit Administration (FTA) require all passengers on transit vehicles or at transit stations wear a mask over their nose and mouth at all times.



- **Free, disposable face masks are available** on board every bus and at all rail stations for customers without a mask or in need of a new mask.
- We have added **thousands of signs and decals** on buses, trains and platforms telling customers to wear a mask properly and make space for fellow riders.
- We play an **audio announcement every 10 to 15 minutes** on all vehicles and station platforms reminding customers to comply with federal mask mandate.



Tools, resources and signage

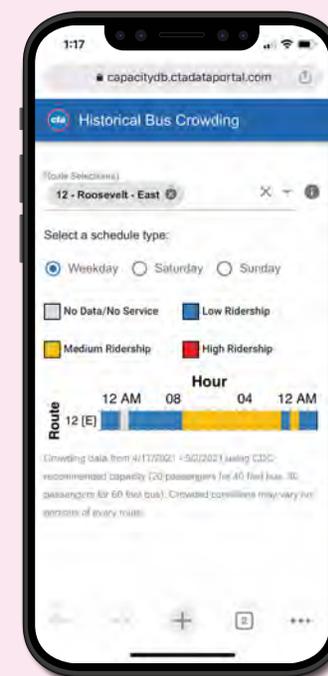
To help provide a healthy, comfortable commute, we've launched new tools to inform customers of possible crowding conditions and provide resources to help customers travel healthy.

- We have added **70,000+ signs, social distancing decals, and audio announcements** on buses, trains and platforms.
- We have distributed **more than 25,000 "Travel Healthy" kits** with reusable face masks, hand sanitizer, and healthy riding tips.
- We've installed **PPE vending machines** at high ridership stations across the system. The new vending machines contain hand sanitizer, disposable face masks, sanitizing wipes and disposable gloves.

Ridership dashboard

To help customers make decisions about the best time to travel, we've created an interactive, mobile-responsive **ridership dashboard** with historic bus and rail crowding information by route/line, direction and hour. With this tool, riders can adjust their travel times and routes based on anticipated crowding.

Access the dashboard at transitchicago.com/coronavirus/dashboard.



Continuous investments

CTA not only focused on investments to keep customers healthy and safe, but also identified new, modern transit investments and innovations to improve the customer experience for years to come.



Next generation railcars

The new 7000-series railcars began testing in Spring 2020. The railcars feature a host of customer amenities and new technologies that make them one of the most modern railcars in the United States. They will serve customers on the Blue Line.

Electric buses

Six electric buses began service in Spring 2020 on the #66 Chicago Avenue route. Along with lower bus emissions that improve air quality for everyone, the buses will provide a smoother, quieter ride – producing noise levels equivalent to a human conversation – as well as new overhead passenger information screens to show real-time travel information and other service information.

Red and Purple Line Modernization (RPM)

CTA continues to move forward with its transformational \$2.1 billion Red and Purple Modernization (RPM) project which includes major station and track reconstruction between approximately Lawrence and Bryn Mawr stations.

New Ventra app

In Fall 2020, CTA along with our partners at Metra and Pace launched a completely redesigned Ventra app with brand-new look, customer-friendly features and cool improvements like the Ventra Card on iPhone and the Ventra Card on Google Pay (coming soon).

What riders can do

We all play a role in riding CTA safely to ensure we have a healthy and comfortable riding environment. Here is what riders should do.

- Properly **wear a mask** as required by federal and state mandate
- **Wash your hands** frequently and use hand sanitizer—before and after travel
- **Keep your distance.** When you ride, please spread out and stagger seating to avoid crowding on vehicles.
- When you see crowding, **move to another rail car** or **wait for the next bus or train.**
- **Utilize Ventra** or another form of contactless payment
- **Limit interaction** with high-touch surfaces
- **Don't eat or drink** on vehicles or at stations
- Allow **extra travel time**

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