

Meeting of the RTA Board of Directors

August 17, 2023

Welcome! Meeting Starts at 9 a.m.

Meeting Agenda: rtachicago.org



1. Call to order

Pledge of allegiance



RTA Board of Directors meeting

2. Roll call
3. Approval of minutes

4. Public comment



5. Executive Director's report



Legislative update



Today's agenda



6. Information items

6a. Update on the activities of the RTA Transit Access Citizens' Advisory Board



6b. Presentation on the Mobility Services Department Program Enhancements



Enhancements to the ADA Paratransit Certification Program and the RTA Fare Programs

Goals

- Modernize and simplify processes for customers resulting in easier program access
- Increase customer satisfaction
- Create operational efficiencies
- Reduce paper waste
- Contain costs of program operations



ADA Paratransit Certification Program

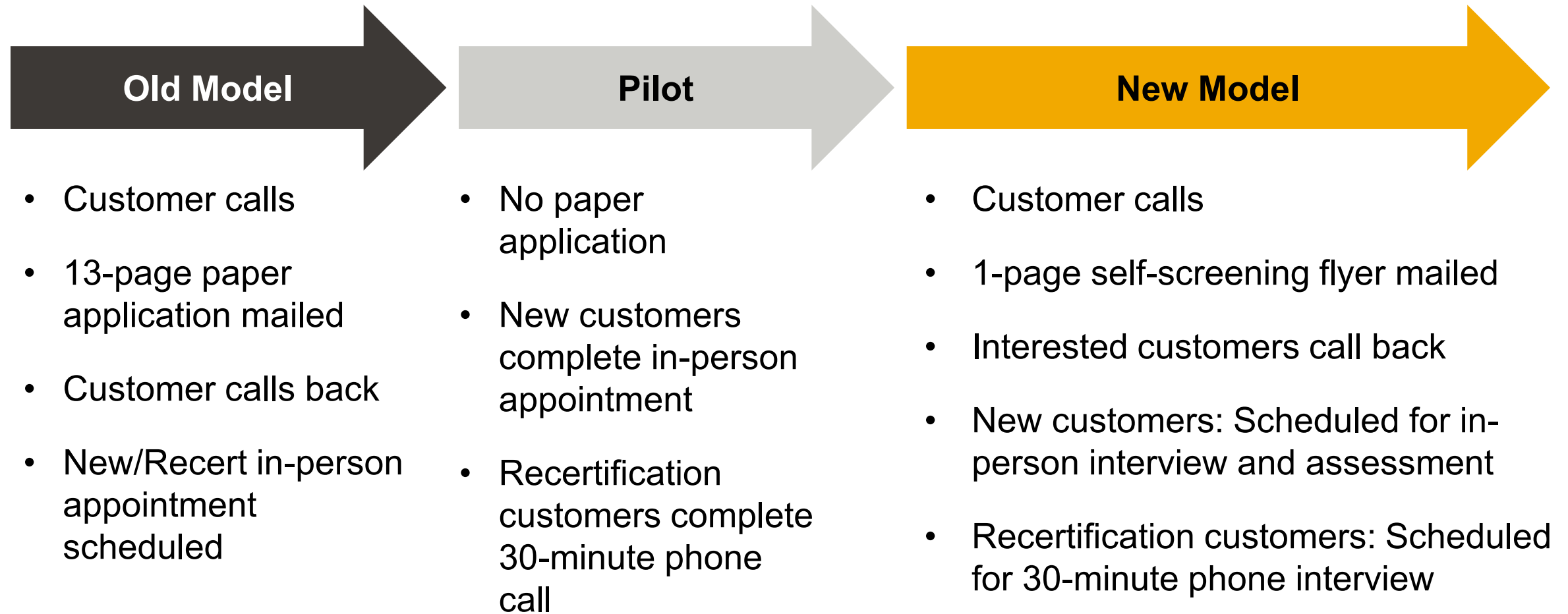


ADA Paratransit overview

- Fixed route accommodation for individuals with disabilities that impact their ability to use fixed route
- Pace operates ADA Paratransit service
- Eligibility is based on an individual's functional ability to use transit, not on an actual medical diagnosis
- RTA determines eligibility using an interview and functional assessment model
- 56K eligible customers
- 18K applicants per year



ADA Paratransit Certification: A fresh approach



ADA Paratransit Certification pilot outcomes

- 5,680 pilot participants from February through May 2023
- Cost reductions based on number of participants served:
 - Mailing Expenses- Original model: \$26,696 – Verses pilot model: \$4,089
 - Cost of ADA paratransit site trips averted: \$233,040 (assuming \$80 round trip)
 - Total Cost Savings: **\$255,647 over 4 months (\$64K per month)**
- Average wait time for appointment:
 - Old model: (September-December 2022): Average of 28 days
 - Pilot: Average of 10 days for In-Person (new applicants) and 8 days for phone appointments (recertification applicants)
- Average time from applicant's initial inquiry call to date of certification decision:
 - Old model: (Oct-Dec 2022) 76 days
 - Pilot: 50 days
- No changes to the percentages of people found eligibility for any type of eligibility category



Benefits of new approach

- Very positive customer feedback
- New approach reduces customers' perceived barriers to continued program access
- New approach resolves issues with lost mail that results in multiple customer calls to request a new application.
- Shorter wait times for customers to get an appointment
- Quicker (but still accurate and consistent) certification decisions
- Significant cost savings to RTA



RTA Fare Programs



RTA Fare Programs overview



- RTA determines eligibility for both fare programs
- Customers can apply by mail using a paper application, in-person at one of 62 locations across the region, or through our new online portal- fares.rtachicago.org
- 263K eligible customers

New: Fare Programs online

fares.rtachicago.org

Welcome to RTA Fare Programs Online

On this portal, you can do the following:

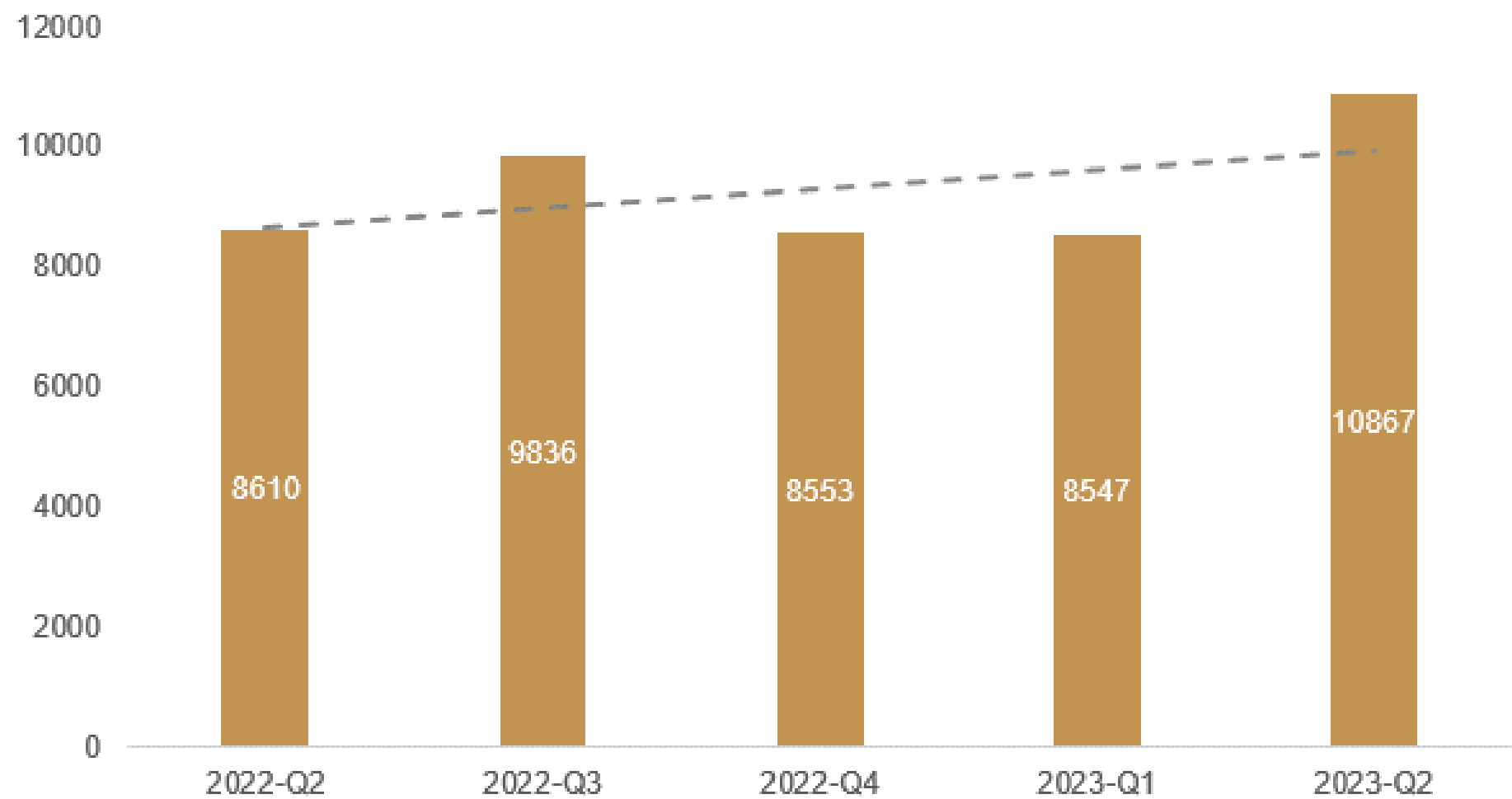
- Replace your lost/stolen or damaged Ride Free, Reduced Fare, or ADA paratransit permit card
- Apply for the Ride Free Program for low-income adults over the age of 65 or low-income people with disabilities
- Apply for the Reduced Fare Program for adults over the age of 65 or people with disabilities
- Renew your expiring Ride Free or Reduced Fare permit card

Click next to begin

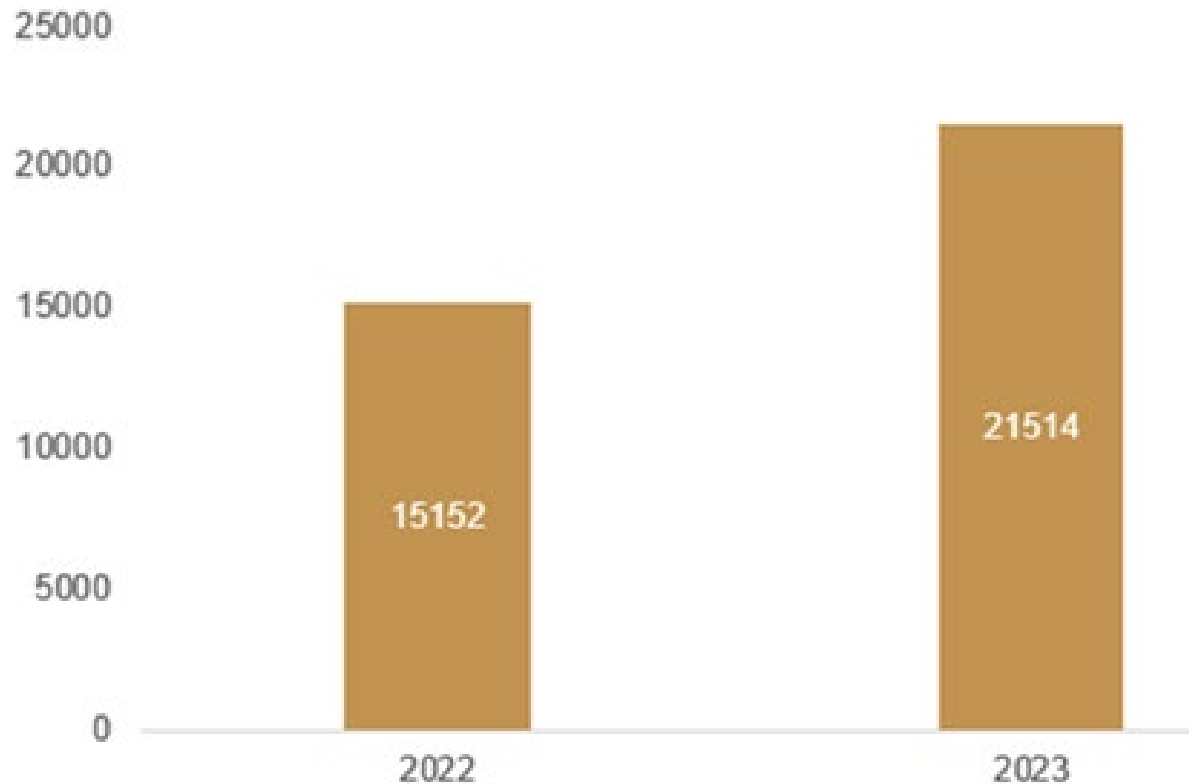
NEXT



Fare Programs online portal - performance



Fare Programs online portal - performance



- Use of the site continues to grow
- January - June 2022 - 15,152 applications processed
- January - June 2023 - 21,514 applications processed
- In total over 55K applications have been processed in the portal to date



Customer feedback

“The portal is very convenient!”

“It is easy to use!”

“I didn’t have to waste time traveling somewhere to request a permit replacement, I could do it from my home.”

“I thought I was going to have to go to the RTA office or do this by mail.”

“I liked that I could apply on my phone and just upload pictures of needed documents and my photo!”



Portal benefits

- Over \$156K in savings so far in reduced printing, fulfillment, and mailing costs
- Shorter processing time
- Very convenient for customers, can apply from anywhere
- More secure than mailing documents and photos
- Customers can upload pictures from their phone rather than paying for a passport photo to be taken
- No lost mail or lost completed application
- Walk-in customer service and paper applications continue to be available for those who are unable to apply online
- A more modernized process overall



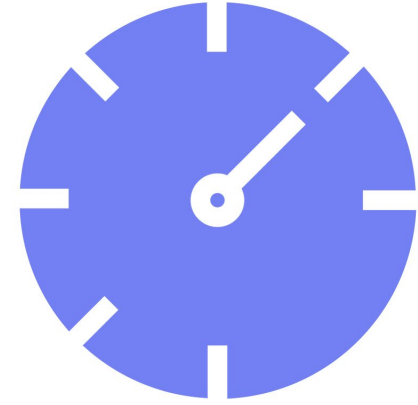
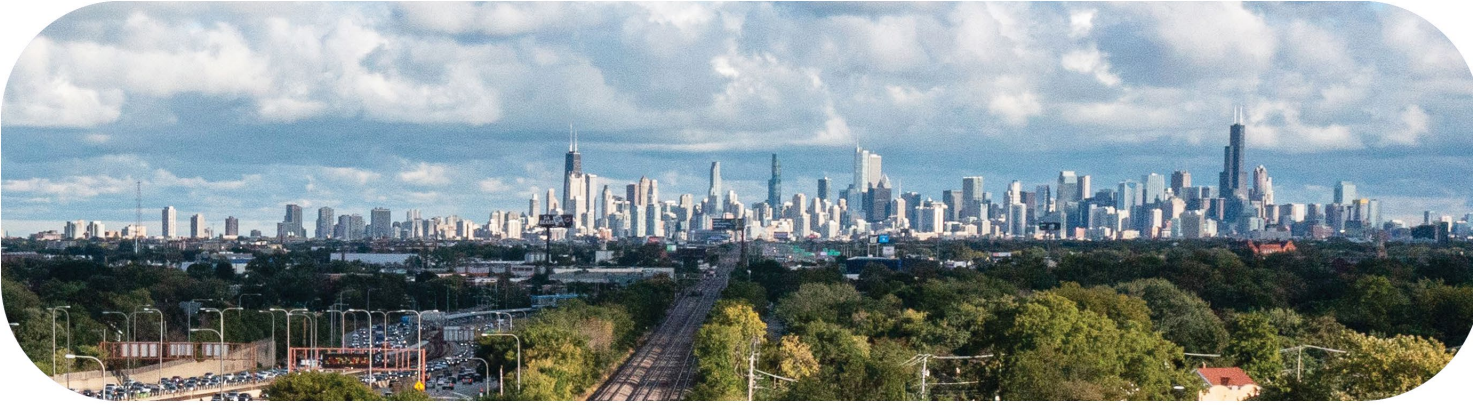
Questions?



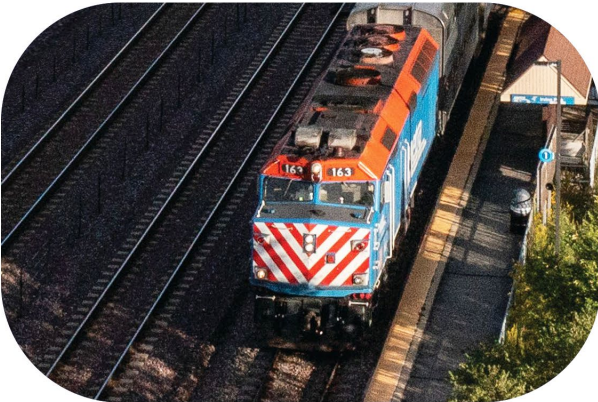
6c. *Transit is the Answer* update



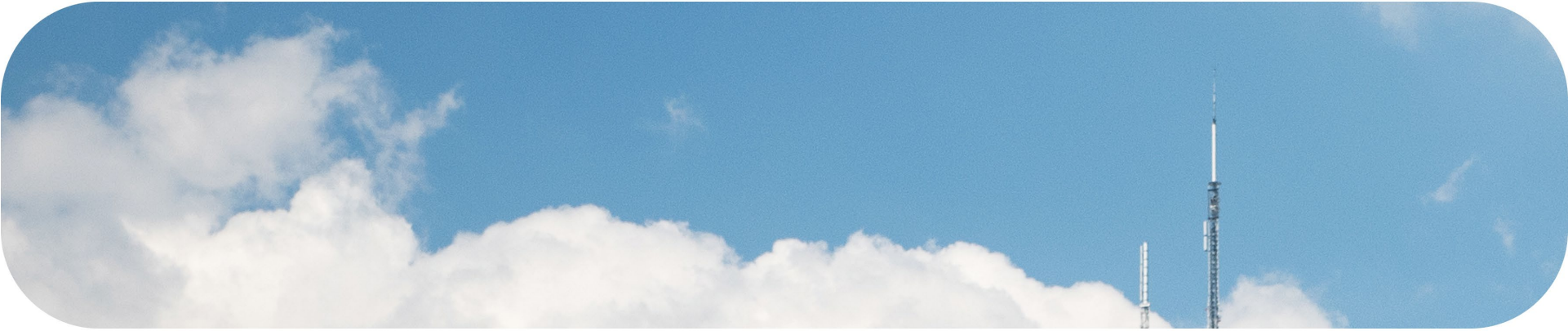
INTRODUCTION



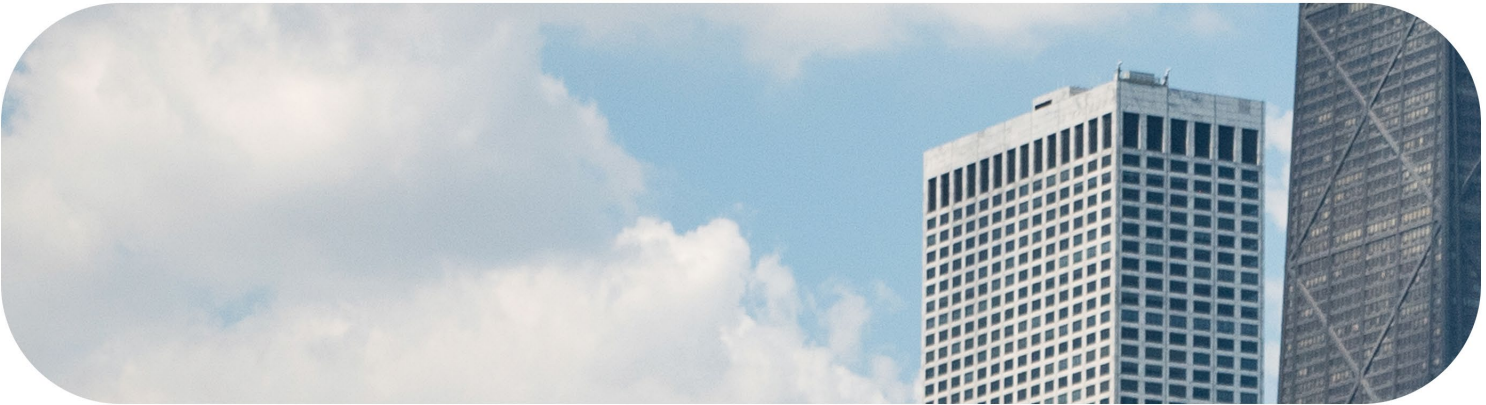
PERFORMANCE



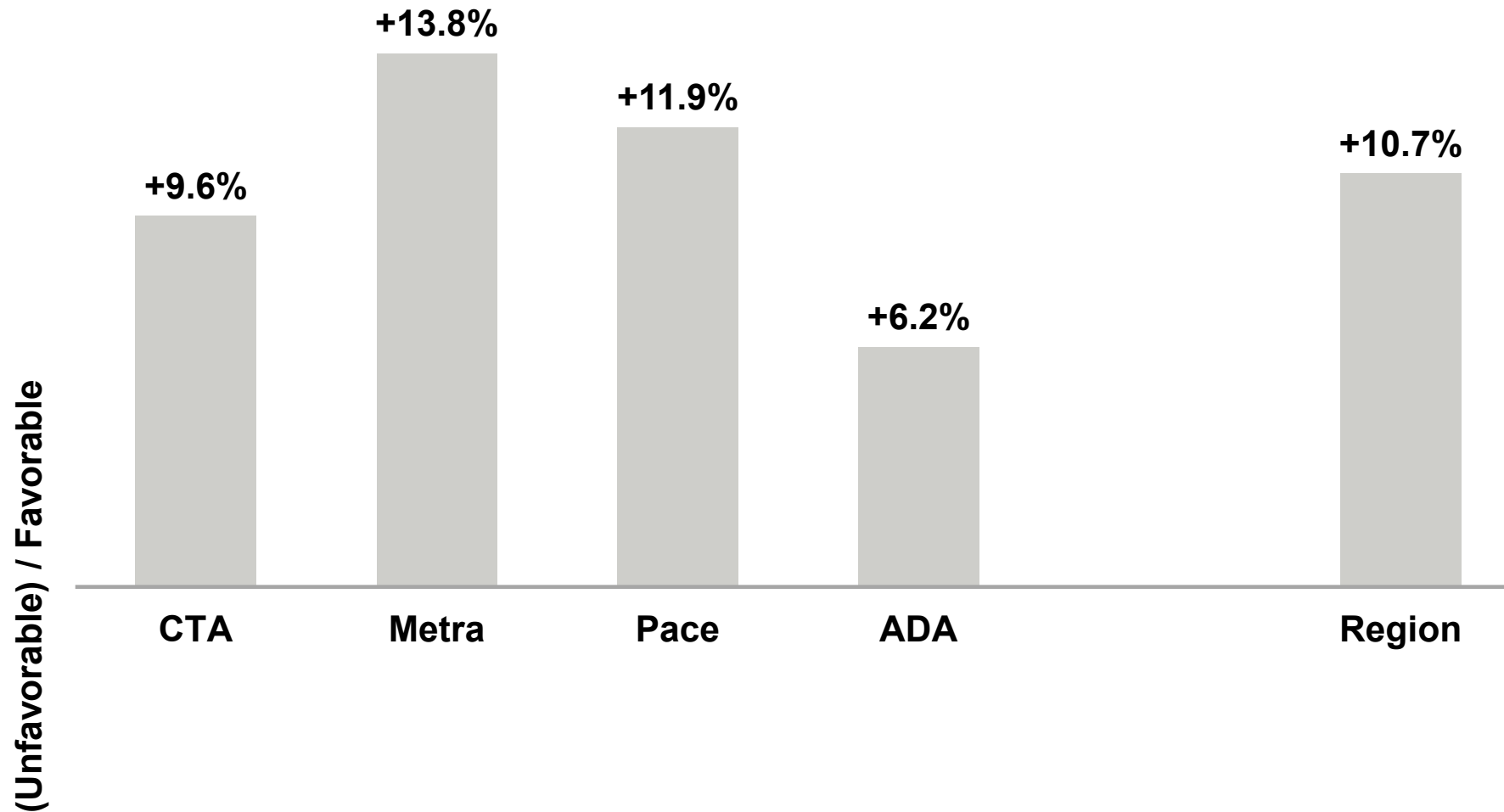
MEASURES



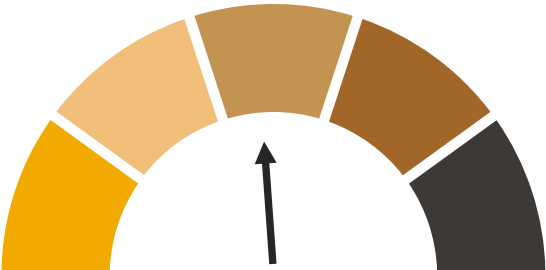
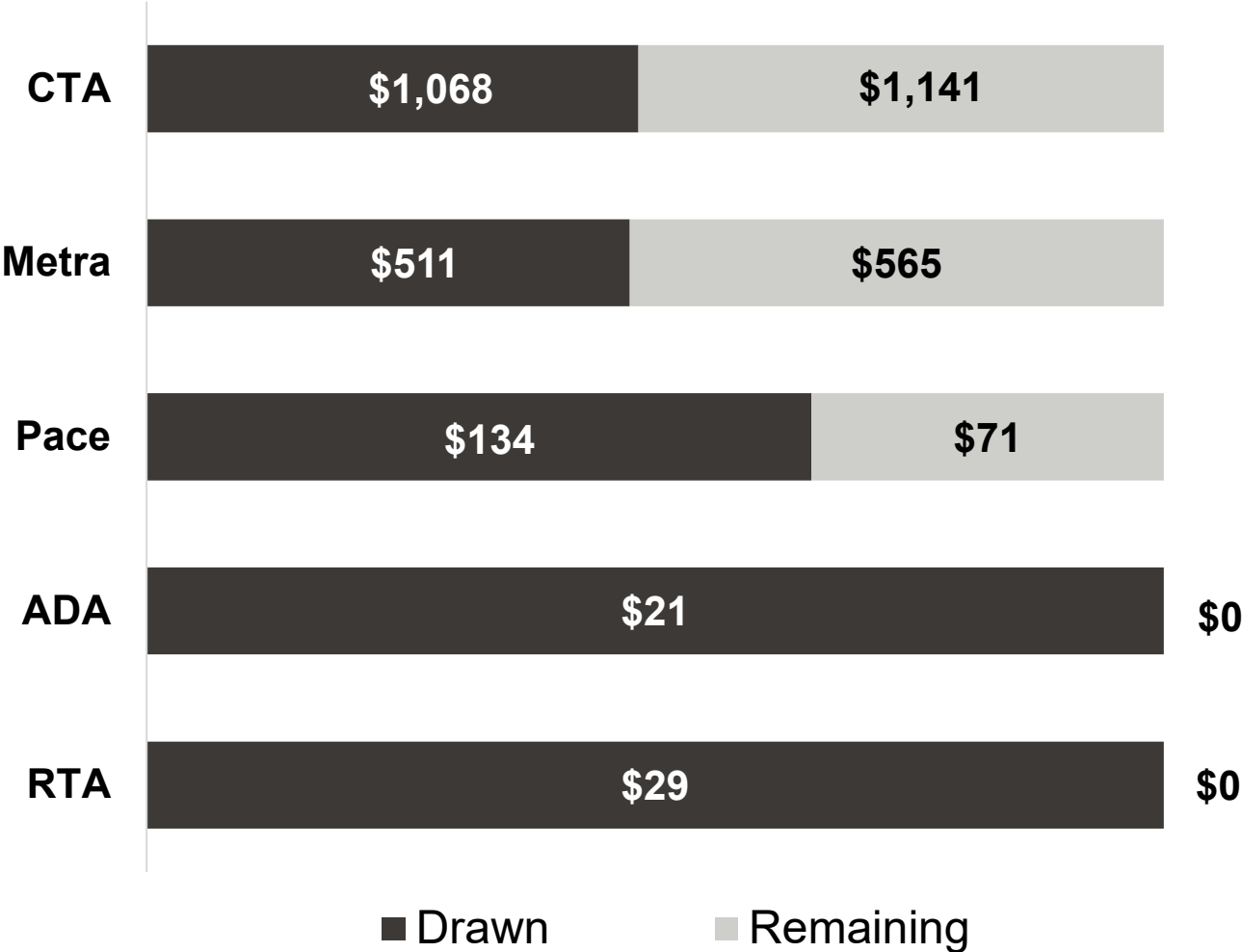
FINANCE



Operating deficit variances from budget YTD through June



Relief funding drawn (in millions)



Region Total
Drawn = 49.8%

\$1.763B
of
\$3.540B



Peer region drawdown comparison

Agency	Total Award (billions)	% Drawn (as of mid-2023)	Expected Cliff Year	Projected Gap (millions)	Gap as % of Budget
MBTA (Boston)	\$2.0	100%	2025	\$404	16%
RTA	\$3.5	49%	2025-2026	\$730	19%
MTA (New York)	\$16.0	100%	2025	\$2,500	15%
SEPTA (Philly)	\$1.4	79%	2025	\$240	15%
LA Metro	\$2.9	100%	2025	\$400	20%
BART (San Fran)	\$1.6	84%	2025	\$300	30%
WMATA (DC)	\$2.9	73%	2025	\$738	33%

Legislative action addressing fiscal cliffs

- Over 70% of large agencies in APTA survey responded they are likely to experience a fiscal cliff in next 5 years.
 - Average shortfalls for large agencies = 10-30% of operating budgets
- Three significant funding packages for transit at the state level:

- California
- New York
- Minnesota

Agency	Deficit	Fiscal cliff year
LA Metro	\$400M	2025
BART	\$300M	2025
MTA	\$2.5B	2025
Metro Transit	\$102M	2027

Revenue sources

- Payroll tax increase (NY)
- Casino license fees, annual tax revenue (NY)
- New regional sales tax (MN)
- Retail delivery fee (MN)
- Repurposed capital funding, ability to flex to operations (CA)
- Cap and trade funds (CA)

Agency commitments

- Transit Accountability Framework (CA)
- Fare hike reduction (NY)
- Efficiencies (NY)
- Earmarked pilot programs and specific service/safety improvements (NY)
- Transit Rider Investment Program (MN)

Takeaways

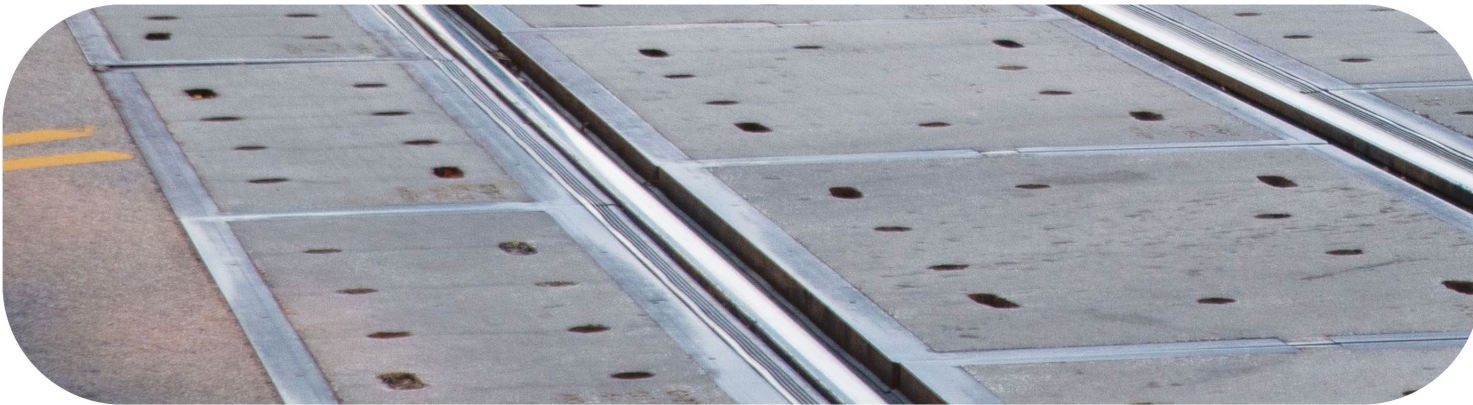
- State legislatures understand the value of transit.
- Solutions range from short-term measures to sustainable revenues.
- Bold ideas for revenue options paired with agency commitments that align with broader goals of policymakers.

Government Affairs update

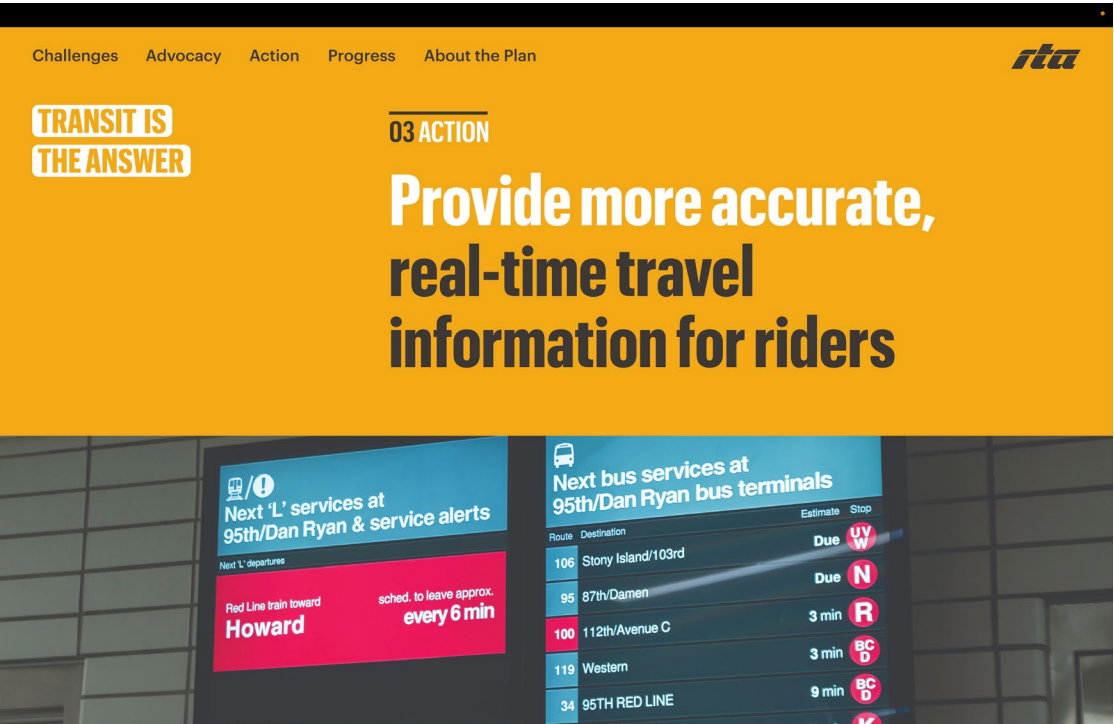
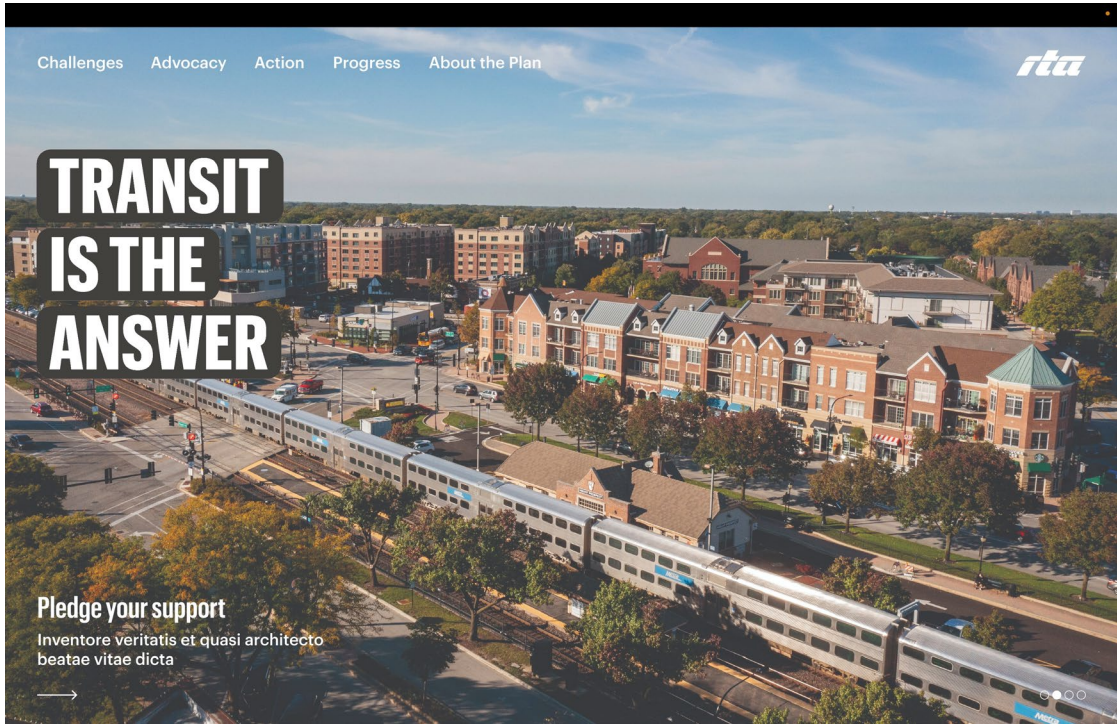
- Outreach Update
 - 16 meetings to date, including leadership
- Presentations/Engagements
 - Civic Federation
- Legislation Signed – Developing Implementation Timelines
 - Transit Omnibus (P.A. 103-281)
 - Transit Benefit Program (P.A. 103-291)
 - Continuation of benefits (P.A. 103-241)
 - Blue-Ribbon Commission on Transportation (P.A. 103-461)



ENGAGEMENT



Advocacy website launching soon



Promotional video campaign, new social media platforms

- Two new social media channels (Threads, TikTok)
- Multi-week video campaign featuring coalition members and staff discussing items from Advocacy and Action Agendas
- Promote new website, plan, and bring attention to ongoing implementation
- Leading up to paid campaign coming this Fall



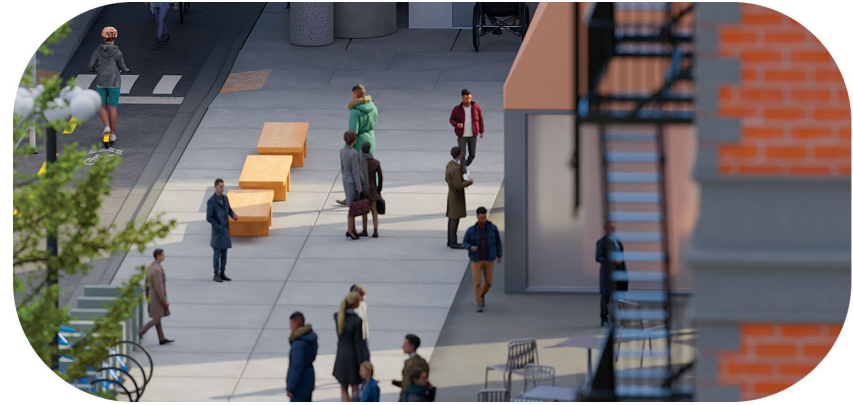
who don't need to drive

rta

Second *Transit is the Answer* coalition meeting

- Safety and security summit input from coalition members and other stakeholders
- 100 attendees for 90-minute virtual discussion
- Refined format based on feedback from first meeting
- Working group members from plan development are committed to attending coalition events
- New stakeholders find meetings useful





PROJECT UPDATE



Transit is the Answer **commitment**

RTA and the Service Boards will work together to convene a cross-sector and cross-regional public safety and security summit to facilitate information sharing and explore holistic solutions to the challenges affecting transit, including advocating for further funding.



Mayoral transition report



- Transit Safety Recommendations:
 - Enhance safety, security, and cleanliness at stations and on buses and trains with new programs and personnel, such as a transit ambassador initiative.
 - Partner with RTA and transit operators to host a cross-sector safety summit that includes social service providers and identifies holistic solutions to safety, security, and cleanliness issues.
 - Respond to non-violent emergencies and mental health crises on public transportation through humane, “treatment-not trauma” responses.

RTA is not a bus or rail operator, but we have a role to play

- RTA's role is to lead on addressing regional problems for transit. Transit safety impacts the riders and communities we serve across all three operators.
- Everyone deserves to feel safe on transit.
- We can't expect to close our funding gap without ensuring core riders and operators can safely use the system.
- We don't have all the answers, and we know we can't address these issues alone.

Customer and stakeholder input

- Throughout the plan development process personal safety and security consistently mentioned as top concerns.
- "Make the transit system safer and more secure for everyone" ranked most urgent action item among stakeholder survey respondents.
- 2023 has brought a reduction in serious crime on CTA and improvements in customer satisfaction – yet challenges remain.
- RTA panel survey shows service reliability and facilities improvements (i.e. lighting) have an impact on rider's perception of personal safety.

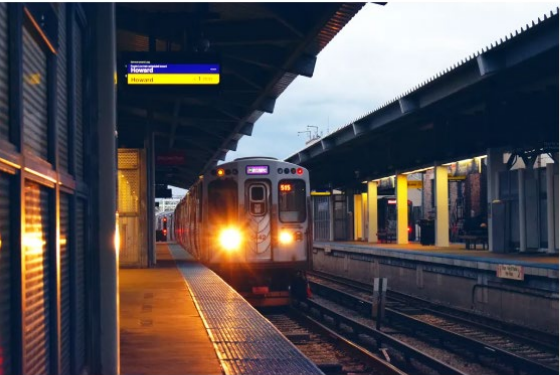
Media coverage and perception

NEWS & POLITICS

Anatomy of an intervention

When a problem of discomfort becomes a problem of safety on the CTA, community violence disruption can be a powerful tool.

by **Katie Prout**
July 12, 2023



For as long as there's been public transportation in the city, Chicagoans have been having conversations about how it's functioning (or not), who it's for, and public safety.
Credit: Kirk Williamson

MOTHERBOARD
TECH BY VICE

'They Just Need a Safe Place to Be:' How Public Transit Became the Last Safety Net In America

The surge in homelessness on transit systems creates a conundrum for agencies used to the old way of doing things.

By **Aaron Gordon**

May 4, 2023, 11:22am [Share](#) [Tweet](#) [Snap](#)

Cities Want to Return to Prepandemic Life. One Obstacle: Transit Crime.

Crime rates on trains and buses are up in some of the nation's biggest cities, one more barrier for downtowns trying to rebound.

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CBS NEWS CHICAGO

Violent crime is spiking along the CTA train system: A look at the numbers



BY ELLIOTT SAMOS, SHARDA GRAY, MICHELE YOUNGERMAN
UPDATED ON: OCTOBER 13, 2022 / 10:32 AM / CBS CHICAGO

[f](#) [t](#) [v](#)

Strategies from other regions

- **Direct Support:** Create spaces linked to transit stations where people experiencing homelessness can access food, showers, laundry, etc.
- **Transit Ambassadors:** Increasing non-police presence on vehicles with personnel to assist riders
- **Social Service Partnerships:** Deploy social workers and mental health experts in non-violent situations
- **Station Activations:** Activating space in and around transit stations with musical performances, art, etc.



What we heard

- Personal safety and the perception have a real impact on people's willingness to ride.
- Increased human presence on transit and in stations via transit ambassadors
- Activating space in and around stations with visual and performing arts
- Advocating for larger policy solutions to address homelessness such as Bring Home Chicago

Questions, comments & next steps

- Continued engagement with city of Chicago, Chicago Community Trust, Elevated Chicago, the Service Boards, and coalition members
- Formation of summit planning group
- Safety and Security Summit Event (late 2023 or early 2024)
- Coming out of the summit event: commitments, strategies, partnerships to implement

7. Action items

7a. Resolutions certifying financial results – Second Quarter 2023



7b. Ordinance establishing estimates of funding amounts available to the Service Boards for the 2024-2026 Operating Budgets, the required Recovery Ratios for 2024, and the preliminary 2024-2028 Capital Program funding amounts

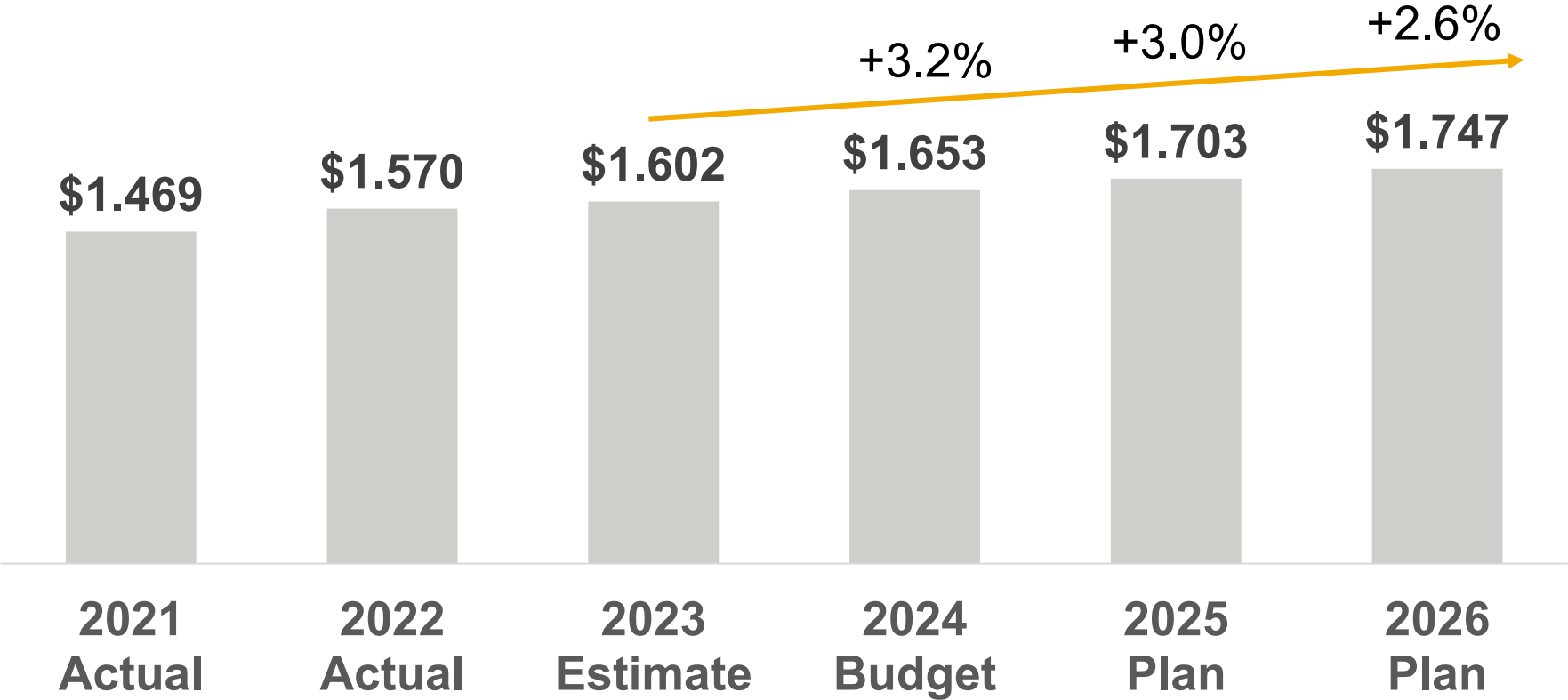


Operating funding considerations

- RTA Act requires funding amounts for upcoming year to be established by September 15th
- Service Boards develop budgets utilizing the funding amounts set by the RTA Board
- RTA funding will combine with federal relief funding and system-generated revenue to support operating expenses



RTA Sales tax forecast (in billions)



Additional operating funding assumptions

- State FY 2024 budget includes:
 - PTF at full 30% match of sales tax and RETT
 - Reduced Fare Reimbursement = \$19.064M (8.5% increase)
 - ADA Paratransit funding = \$9.108M (8.5% increase)
 - ASA/AFA = \$115.2M



Proposed RTA operating funding (in millions)

	2023 Budget	2024 Proposed	\$ Change	% Change
CTA	\$1,044.0	\$1,095.9	+\$51.8	+5.0%
Metra	\$523.6	\$560.4	+\$36.8	+7.0%
Pace	\$213.3	\$227.5	+\$14.3	+6.7%
ADA Paratransit	\$225.9	\$236.0	+\$10.0	+4.4%
Debt Svc and JSIF	\$79.7	\$79.7	+\$0.0	+0.0%
RTA Agency	\$36.3	\$38.4	+\$2.2	+6.0%
Total	\$2,122.8	\$2,237.9	+\$115.1	+5.4%

Includes sales tax, PTF, and RETT.



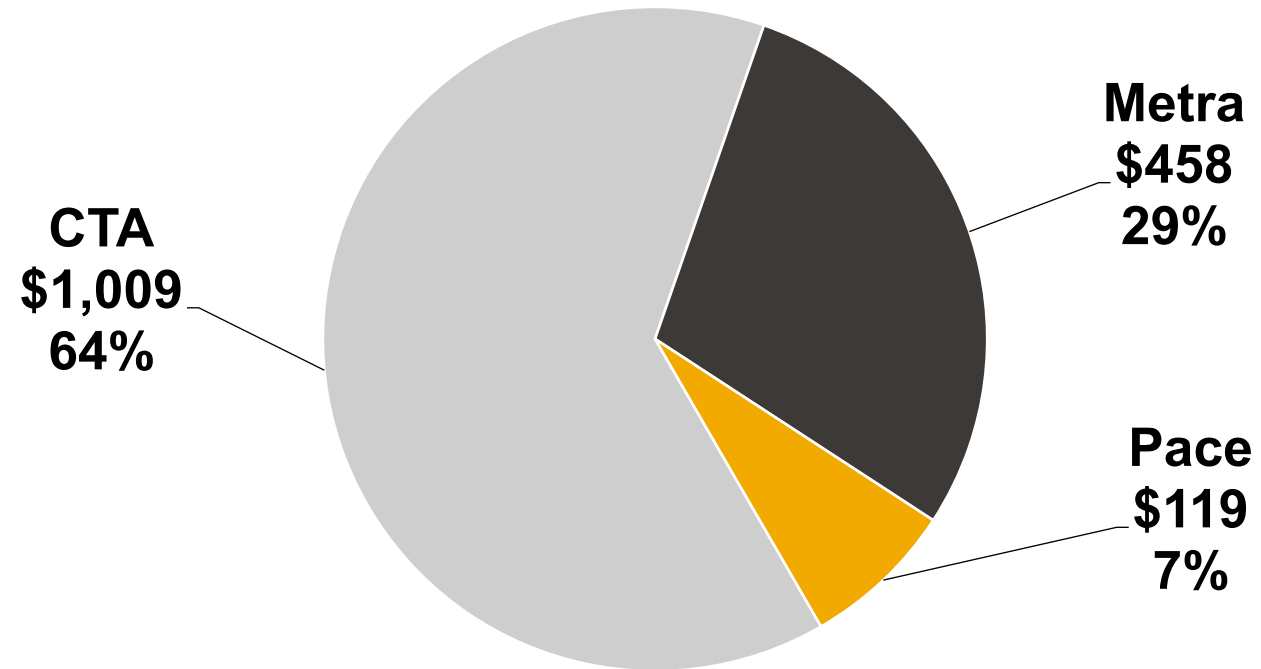
System-generated revenue recovery ratios

	2022 Actual	2023 Requirement	2024 Proposed
CTA	53.7%	42.0%	42.0%
Metra	39.7%	39.0%	39.0%
Pace	19.6%	17.0%	17.0%
ADA Paratransit	9.0%	7.5%	7.5%
Region	44.6%	37.0%	37.0%

2024 Capital Program by funding source

Funding Source	2024 Capital Funding	%
Federal Formula	\$741M	47%
Federal Discretionary	\$161M	10%
State	\$227M	14%
RTA	\$130M	8%
Service Board/ Local	\$327M	21%
Total	\$1.586B	100%

2024 Capital Program allocation (in millions)



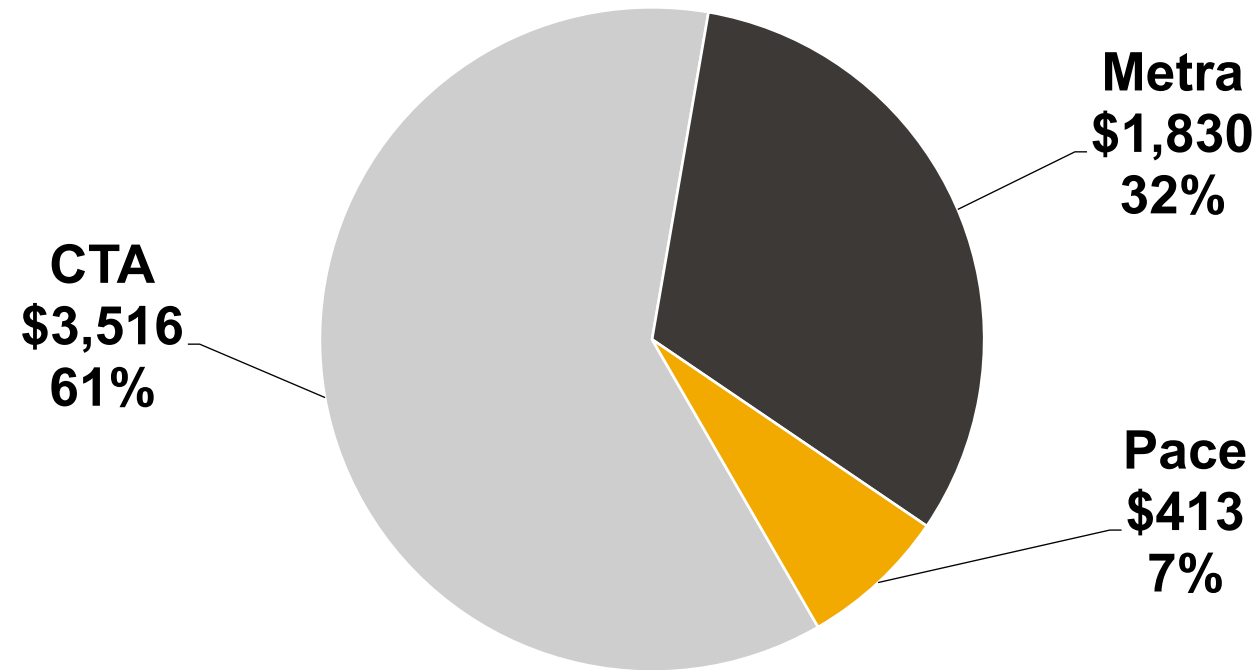
Total: \$1.586 billion

2024-2028 Capital Program by funding source

Funding Source	2024-2028 Capital Funding	%
Federal Formula	\$3,782M	66%
Federal Discretionary	290M	5%
State	1,217M	21%
RTA	143M	2%
Service Board/ Local	326M	6%
Total	\$5.758B	



2024-2028 Capital Program allocation (in millions)



Total:\$5,759 billion

Funding allocations

Funding Source	2024	2025	2026	2027	2028
Federal Formula	\$741M	\$749M	\$756M	\$764M	\$772M
State - Paygo	\$227M	\$235M	\$243M	\$252M	\$260M

2024 Budget calendar

- May 18 Board Adoption of Budget Call
- Early July Release of Preparatory Funding Amounts
- Jul 14 Service Board Submittals of Capital Funding Estimates
- Aug 4 Preliminary Capital Funding Amounts Released
- Aug 17 RTA Board Considers Adoption of 2024-2028 Funding Amounts
- Sep 29 Early Deadline for Capital Projects Draft (Exhibit G)
- Oct 13 Deadline for Service Board Budget Submittals to RTA
- Oct/Nov Service Board Budget and Capital Program Public Hearings
- Nov 15 Statutory Date for Service Board Adopted Budget Submissions
- Nov 16 Service Boards Present Budgets at RTA Board Meeting
- Nov/Dec RTA Regional Budget and Capital Program Public Hearings (date TBD)
- Dec 14 Budget and Capital Program Considered for Adoption



7c. State Legislative Consulting Services Contracts



7d. Ordinance authorizing a contract amendment for the provision of networking equipment and related services



7e. Ordinance authorizing a contract amendment for voice and data services



7f. Approval of travel expense reimbursement(s)







8. New business

Adjournment

The next meeting of the RTA Board of Directors is scheduled for Thursday, September 14.

Stay connected

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