



TO: [REDACTED] National Transportation Safety Board
FROM: [REDACTED] Chicago Transit Authority [REDACTED]
DATE: February 24, 2023 [REDACTED]
RE: Post-Incident Activities (RRD22LR012)

The intent of this memorandum is to provide the National Transportation Safety Board (NTSB) with an update on the Chicago Transit Authority's (CTA) post-incident activities related to investigation RRD22LR012.

CTA has taken steps to ensure that its Customer Service Assistants (CSAs) and Customer Service Representatives (CSRs) fully understand the importance of complying at all times with CTA's rail safety policies. CTA has instituted an additional training requirement for CSAs and CSRs. CSA/CSRs are required to participate in a mandatory refresher training program. The program provides CSA/CSRs with a review of existing rules, policies, and procedures and includes CTA Rail Safety Training modules. The program allows CTA to assess CSA/CSRs' knowledge retention while also creating a platform for communication of any new organizational information. CTA requires CSA/CSRs to complete the refresher training every two years in order to maintain their job classification.

On November 28, 2022, CTA began the refresher training initiative. The objective of the initiative was to bring all CSA/CSRs into compliance with the two-year cycle as soon as practicable. At this time, all of the existing CSA/CSRs who were identified as requiring the initial implementation of the refresher training have now received it.

CTA's Agency Safety Plan (ASP) will be modified to include the CSA/CSR refresher training requirement, which will be reflected in the "Competencies & Training" section of the next ASP revision.

Lastly, CSA/CSRs will also be issued a physical certification card upon completion of their initial new hire training which will indicate, among other things, an expiration date commensurate with when the CSA/CSR will be due for their refresher training. They will then be issued a replacement refresher certification card upon completion of subsequent refresher trainings. Similar to other positions in the Operations Department, the card will signify their completion of the required training necessary to maintain their job classification.

CSA/CSRs will be required to possess their card and carry it with them while they are performing their job duties. As a matter of course, managers perform routine rules compliance checks. The protocols and checklist forms associated with the rules compliance checks have been modified to include the requirement that, among the other safety assurance activities, managers will check that CSA/CSRs physically possess the appropriate and unexpired CTA-issued certification or refresher card at the time of the compliance check.

In addition to the compliance checks, the CTA electronically tracks all refresher training due dates, which will further enable CTA to ensure that all its CSA/CSRs receive refresher training every two years.