



Revised Security Enhancement Plan

Submitted March 10, 2026

Executive Summary

The Federal Transit Administration (FTA) issued a letter dated December 19, 2025 (Letter) requesting that the Chicago Transit Authority (CTA) revise the Security Enhancement Plan it submitted on December 15, 2025, in response to FTA Special Directive No. 25-3, Notice No. 1.

The FTA Letter directs CTA to submit a Revised Security Enhancement Plan that (1) includes significantly increased crime reduction targets and (2) demonstrates that proposed security personnel enhancements are sufficient to achieve the revised crime reduction targets in CTA's Plan resubmission.

CTA has created this Revised Security Enhancement Plan (Revised Plan) that:

- **Significantly increases crime reduction targets** from baseline levels.
- **Increases overall law enforcement staffing by 75%** over baseline levels.
 - Adds more of both Chicago Police Department (CPD) Public Transportation Section and CPD Voluntary Special Employment officers.
 - Introduces a new law enforcement resource onto CTA's rail system: Cook County Sheriff's Police Officers (CCSPO).

With the increase in law enforcement resources, this Revised Plan includes three new types of law enforcement missions. These missions strategically deploy officers during specific timeframes, at locations where analysis of the National Transit Database (NTD), as well as CPD's data, has identified high levels of crime. The deployments are designed to regularly connect with front-line workers along corridors with higher crime or security concerns, and others designed to be a concentrated and frequent presence of multiple uniformed police officers that are highly visible and actively engaging with riders to deter crime, disturbances, and CTA code of conduct violations.

This Revised Plan, grounded in well-accepted mitigation standards and techniques by the public transit industry as recently reported in the Transit Cooperative Research Program's TCRP Research Report 258: *Mitigation Strategies for Deterring Transit Assaults*, was created in collaboration with the CPD, which is at the core of CTA's comprehensive, multi-layered security efforts, as well as the Cook County Sheriff's Office.



Table of Contents

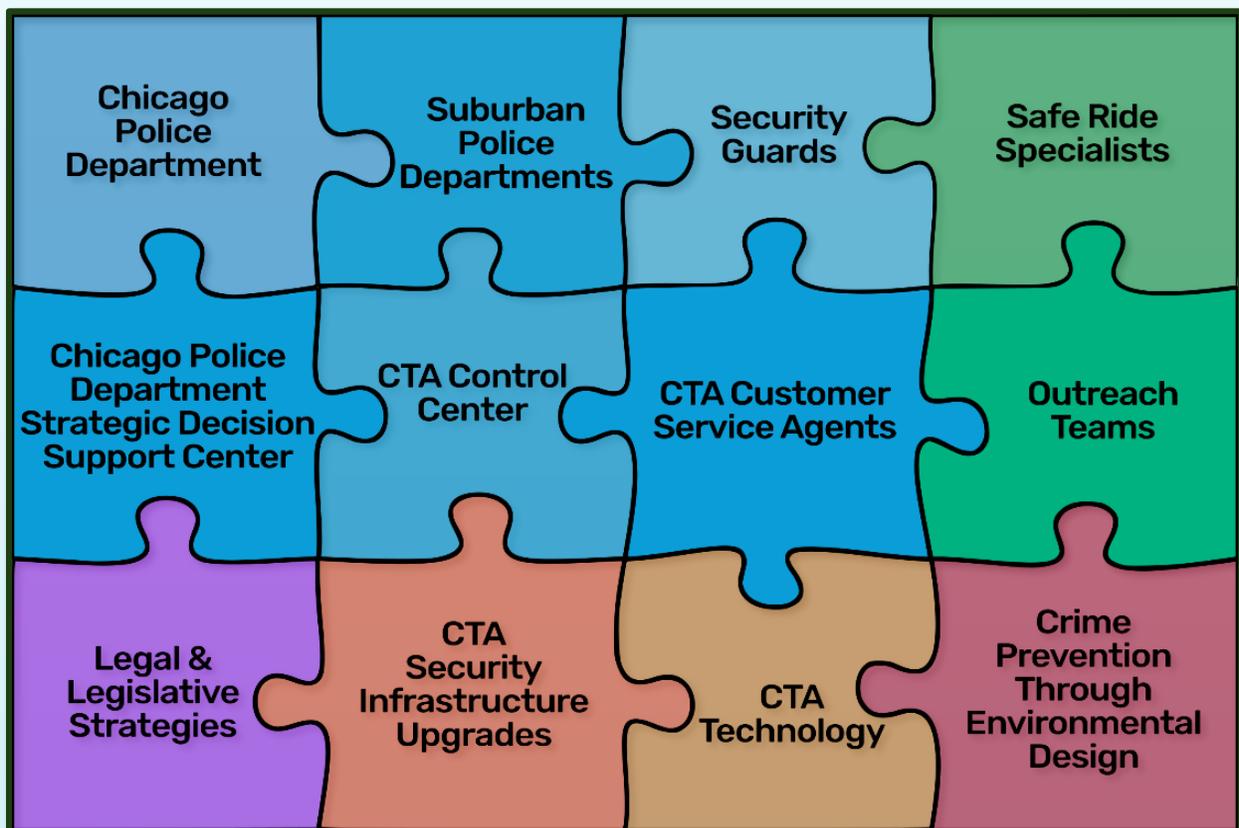
Background: CTA’s Multi-Layered Security Approach	4
Revised Law Enforcement and Security Staffing Surge Plan	5
Law Enforcement Resources	6
Update: Initial Results of Staffing Surge.....	7
Increased Reductions in NTD-Reportable Crime Categories.....	8
Explanation of Revised Plan’s Effect on Targets	9
Security Enhancement Strategy Visualized	10
New Data-Driven Rail Initiatives	11
New Data-Driven Bus Initiatives	14
Other New Initiatives	16
Ongoing Initiatives in Revised Plan	18
Notable Legislative Update.....	19
Project Safe Neighborhoods	20
Appendix A: Ongoing Initiatives	21
Law Enforcement and Security	21
Non Law Enforcement Resources.....	22
Technology	23
Physical Infrastructure	24
Fare Evasion	26
Transit Worker Security	26

Background: CTA's Multi-Layered Security Approach

CTA employs a multi-layered approach to security, grounded in well-accepted techniques in the public transit industry.¹ At its foundation is the longstanding and strong partnership with CPD, which provides law enforcement on CTA by patrolling the system, issuing citations for violations of the CTA Code of Conduct rules, conducting a variety of proactive targeted missions in coordination with CTA, and investigating crimes. These efforts are further supplemented by additional officers from police Districts across the city.

Layered upon this foundation is the targeted deployment of contracted security guards, strategic use of CTA's camera network and technologies, enhancement and upkeep of the environment on CTA via cleaning and infrastructure upgrades, partnerships with key organizations, and innovative strategies to enhance the travel experience for riders.

Below is an illustration of the various layers that comprise CTA's overall security plan.



¹ Joan Hudson et al., Transit Cooperative Research Program, *Research Report 258: Mitigation Strategies for Deterring Transit Assaults* 68 (2025) [hereafter *TCRP Mitigation Strategies*], <https://www.nationalacademies.org/publications/29204>.

Revised Law Enforcement and Security Staffing Surge Plan

On December 15, 2025, CTA submitted a Security Enhancement Plan that increased the Chicago Police Department (CPD) Voluntary Special Employment Program (VSEP) by 67% and increased CTA's Private Security K-9 Forces by 9%.

CTA's Revised Plan increases law enforcement staffing in **three** ways. Specifically, the Revised Plan:

- Increases **CPD Public Transportation Section** staffing by 34%. *This category of law enforcement is newly-added to the Surge Plan.*
- Further increases **CPD Voluntary Special Employment Program** staffing beyond the increase submitted in the December 15th plan, resulting in levels that are double the baseline VSEP amount.
- Introduces a new law enforcement resource onto CTA's rail system: **Cook County Sheriff's Police Officers (CCSPO)**. With this plan, officers from the CCSPO will provide 4,400 average monthly hours on CTA.

The Revised Plan increases overall law enforcement presence on CTA's rail and bus system by 75% in response to the FTA's Special Directive, as illustrated below.

Updated Staffing Surge Plan	Baseline* Avg Monthly Hours	Updated Surge Avg Monthly Hours	Increase
CPD Voluntary Special Employment Program (VSEP)	17,285	34,416	100%
CPD Public Transportation Section	21,023	28,223	34%
Cook County Sheriff's Police Officers (CCSPO)	0	4,400	N/A
Total Law Enforcement	38,308	67,039	75%

* To demonstrate the full extent of CTA's response to the December 8th FTA Special Directive, the baseline numbers in this chart represent the staffing levels that existed prior to the receipt of the December 8th FTA Special Directive.

Notes:

- Not shown on this chart are increases to K-9 security staffing, which remain at elevated levels per the original surge plan provided on December 15, 2025.
- The increases in law enforcement staffing levels on this chart are depicted in hours, as requested by FTA Directive No. 25-3.

Law Enforcement Resources

Chicago Police Department

The CPD provides law enforcement for the CTA through its Public Transportation Section and VSEP, and is supplemented with officers from police Districts across the city, as well as crime deterrence tools and strategies.

Below are more details for each of the various CPD personnel and law enforcement initiatives on CTA:

○ CPD - Public Transportation Section

The CPD Public Transportation Section is a police unit dedicated to CTA that includes uniformed, plain clothes, and undercover officers responsible for patrolling CTA rail stations, trains, and buses 24 hours/day.

○ CPD - District Police

CPD also uses officers from every police district across the city to conduct checks on CTA, and in many cases, they are the first to respond to 911 calls from CTA.

○ CPD - Voluntary Special Employment Program (VSEP)

As a supplement to CPD Public Transportation Section and District officers, CTA funds the CPD VSEP, which allows police officers from CPD to patrol the CTA on their days off.

○ CPD - Strategic Decision Support Center (SDSC)

The SDSC is a CPD-staffed technology center that integrates data and information from various systems, including cameras, and radio transmissions. It serves as a collaborative hub for CPD officers, detectives, and intelligence analysts.

The SDSC allows CPD personnel access to a network of thousands of CTA cameras across the transit system, alongside the City of Chicago's street cameras. CPD officers assigned to the SDSC monitor and track active and ongoing incidents, as well as assist detectives in identifying and locating offenders that commit crimes on the public transit system.² The technology in the SDSC also provides CPD with the ability to disseminate critical intelligence to officers working in the field. In some cases, officers are notified of incidents before 911 calls even come in, allowing them to respond quicker and more efficiently.

Cook County Sheriff's Office

The Cook County Sheriff's Office (CCSO) is a state-certified police force in the State of Illinois, whose officers are charged with patrolling unincorporated areas of Cook County, as well as assisting various police departments in the county with police operations, among other law enforcement activities. They have jurisdiction throughout all of Cook County, and will be deploying law enforcement resources on the CTA system.

Beginning June 1, 2026, per the recently passed Northern Illinois Transit Authority Act (NITA Act), the CCSO will lead the NITA Law Enforcement Task Force, a multijurisdictional task force comprised of local law enforcement agencies.³ The task force is charged with developing data-driven policing strategies, intelligence-sharing procedures, and other initiatives meant to improve public transit safety in the metropolitan region.

Update: Initial Results of Staffing Surge

CTA appreciates the FTA's concern for safety and security on CTA. Provided below is a summary of recent activity related to increased law enforcement presence on the system and the resulting decrease in crime that has occurred as a result. Such preliminary information is an indication that the current security staffing surge plan will help support the revised crime-reduction targets.

Increase in Law Enforcement Activity

For the period of January 1, through the end of February 2026, the number of recorded law enforcement checks on CTA has gone up 21%, and arrests have increased 10%, as compared with the same period in the previous year.

Reduction in Crime Following Surge

When comparing the period since the start of the surge (December 19, 2025) through the end of February 2026, with the same period in the previous year:

- Overall crime on CTA has fallen 9%.
- Crime on CTA's rail system has fallen 9%.
- Violent crime on CTA's bus system has fallen 19%.

Reduction in Complaints Following Surge

When comparing the first whole month following the surge to the previous month (January 2026 to December 2025), CTA reports the following:

- Systemwide security complaints dropped 7%.
- Risk of violence complaints dropped 17%.

Increased Reductions in NTD-Reportable Crime Categories

As required by the FTA’s letter to CTA on December 19, 2025, regarding Special Directive No. 25-3, under this Revised Plan, CTA has set new reduction targets in incidents across applicable NTD-reportable categories, shown in the chart below.

Targeted Reductions in NTD-Reportable Crime Categories										
Monthly Average Over 6 Month Period		Jan [†]	Feb [†]	Mar	Apr	May	Jun	Jul	Aug	Sep
Major Assaults Against a Transit Worker	8	3	12	7	6	5	4	3	2	1
Non-Major Assaults Against a Transit Worker*	77	61	48	42	37	35	33	31	29	28
Transit Worker Assault Total	85	64	60	49	43	40	37	34	31	29
Customer Assaults	19	16	25	17	15	13	11	9	7	6
Homicide	0.7	1	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0	0
Bomb Threat	0	0	0	0	0	0	0	0	0	0
Chemical / Biological / Nuclear / Radiological	0.7	0	1	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0
Robbery	0.7	1	1	0	0	0	0	0	0	0
Suspicious Package	0	0	0	0	0	0	0	0	0	0
Vandalism	0	1	0	0	0	0	0	0	0	0
Other	0.7	0	0	0	0	0	0	0	0	0

* The baseline monthly average for this category is now based on the same March 2025 to August 2025 timeframe as all other categories on this chart. This change did not affect the baseline average, which remained the same (77). The timeframe for this category differed from the others in CTA’s Dec 15 plan because it was the only category for which more recent data was publicly available.

[†] The numbers in these columns are what CTA has reported to NTD. They are currently under review by NTD and are not yet publicly available, except for Non-Major Assaults Against a Transit Worker for January (61), which NTD has made public.

Upon receipt of FTA Directive No. 25-3, CTA immediately took concrete action, creating and implementing a Security Enhancement Plan that has already shown tangible results:

- **Transit worker assaults were down 25% in January 2026, and down 29% in February 2026** when compared to the monthly average of the most recent six-month period of NTD-verified data published as of December.
- **Serious crime was down 8% in January 2026, and down 12% in February 2026** when compared to the same months the year prior.
- **Property crime was down 25% in January 2026, and down 44% in February 2026** when compared to the same months the year prior.

These trends, in combination with further-increased resources, and both new and ongoing security initiatives, inform CTA’s assertion that the resources as outlined in this Plan are reasonably sufficient to achieve the targets as outlined above.

CTA welcomes further collaboration with FTA to establish specific compliance and crime mitigation targets that align with historical FTA guidance under the SMS framework mandated by 49 U.S.C. § 5329(b)(2) and (d) and implemented through 49 CFR Part 673.⁴

⁴ See 5 U.S.C. § 706.

Explanation of Revised Plan's Effect on Targets

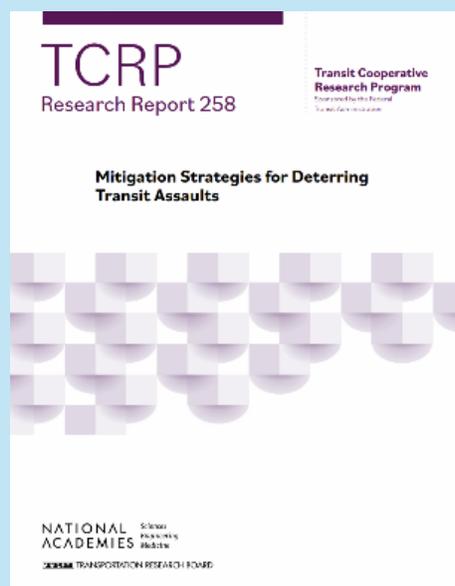
FTA has requested that CTA describe with specificity how its security staffing surge plan levels will support its revised crime-reduction targets, and also demonstrate how the proposed security personnel enhancements are sufficient to achieve the revised targets.

Adopting a data-driven approach to introduce systematic and targeted interventions is critical to achieving lasting crime reduction.⁵ CTA's Plan uses this approach to ensure the deployment type, location, and scale of law enforcement resources are appropriate to effect a reduction in the occurrence of crime on CTA to achieve the targets.

CTA regularly analyzes NTD-reportable incident data; CPD crime data; intelligence updates from numerous law enforcement sources; Control Center incident data; customer feedback submitted through the Customer Service department, the CTA Chatbot,⁶ and surveys; and meetings and surveys with front-line employees; and ridership data.

As the vast majority of NTD-reportable crimes reviewed occurred along a few dozen locations and corridors, the law enforcement and security surge strategically targets the specific areas where physical assaults against transit workers are most likely to occur.

The surge also provides additional resources to target specific locations and timeframes where overall crime, beyond NTD-reportable incidents, is higher. These deployments are in addition to ongoing stationary posts and missions that were already being carried out by the baseline law enforcement and security resources.



In 2025, the Transit Cooperative Research Program, which is sponsored by the FTA, published a report titled *TCRP Research Report 258: Mitigation Strategies for Deterring Transit Assaults*. This report was developed through extensive research and serves as a guide for transit agencies to address and reduce assaults on passengers and transit workers. The report provides transit agencies with practical strategies, best practices and industry standards to help agencies prioritize and implement safety measures. Overall, this report serves as a guide for transit agencies of all sizes addressing safety and security on their system, and thus played a role in helping craft the various initiatives outlined in this Revised Security Enhancement Plan.

⁵ *TCRP Mitigation Strategies*, at 59.

⁶ See, *infra*, CTA Chatbot Tool for Engaging with Customers, at 24 (detailing the CTA Chatbot tool and functions)..

Security Enhancement Strategy Visualized

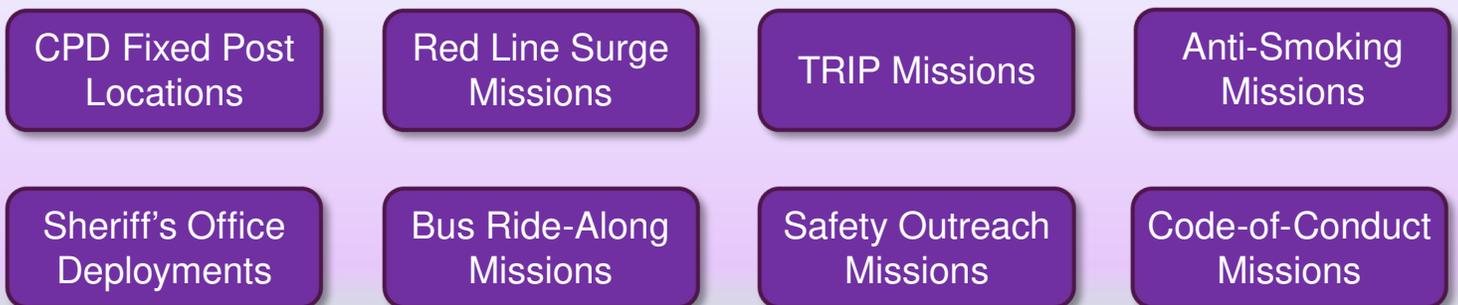
Information Sources



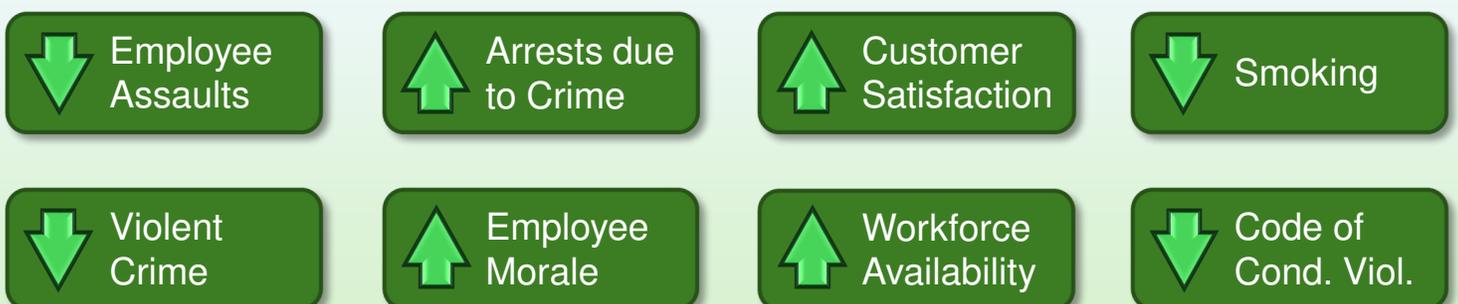
Data Analysis



Informed Deployments



Projected Outcomes





New Data-Driven Rail Initiatives

The CTA is a regional transit system that serves the City of Chicago and 35 suburbs, moves over one million riders daily, and provides 87% of the public transit trips in the six-county Chicago metropolitan area.

CTA's rail system is comprised of 8 rail lines with stations in the City of Chicago and 7 suburbs.

What the Data Shows

While the rail network is extensive, analysis of recent data shows that:

- More than 60% of serious crimes occurred on rail, and more than half of these occurred on trains along specific corridors.
- About 40% of crimes on rail occur in the late-night hours.
- 8 consecutive stations on one rail line are among the top 10 rail locations with the most late-night crime.

Impact on Targets: With additional law enforcement resources, new missions have been launched, with special attention paid to those rail locations with high reported crime incidents and security concerns based on NTD and CPD crime data. This substantial increase in law enforcement presence is expected to significantly reduce crime and increase riders' and employees' sense of safety on the system.

For example, **over 300 new CPD TRIP missions this year** (described in detail below) have been conducted since their launch on January 21, 2026.

Since the surge, overall crime on CTA's rail system has fallen 10%.

Because CTA does not employ an internal police force, the following partnerships with local Chicago, suburban, and Cook County law enforcement are crucial strategies to effectively lower instances of transit crime.⁷

New Data-Driven Initiatives

○ Cook County Sheriff's Office Police Deployment on CTA

Beginning in March 2026, Cook County Sheriff's Officers (CCSO) will be deployed onto CTA's rail system in coordination with CPD. This additional layer of law enforcement will further amplify the ongoing work of CPD. Specifically, this deployment will consist of:

○ A "Transit Response Unit" comprised of 10 officers tasked with specific missions to address criminal activity on the CTA rail system. The focus of these missions will be data driven in an ongoing manner, responsive to trends and issues at CTA.



○ 10 additional officers assigned to key locations throughout the system and deployed at rail stations with a higher number of security-related incidents or crime for an additional layer of law enforcement coverage.

○ **Transit Rider Interaction Program ("TRIP") Missions** – In January 2026, CPD launched new daily TRIP missions for an immediate and consistent increase in the physical presence of uniformed law enforcement officers on the rail system. The amplified presence of law enforcement aims to deter and more readily respond to illicit and criminal behavior at stations and on trains, while augmenting the sense of safety among transit workers and CTA riders.



Since their launch in January, **more than 300 TRIP missions have been conducted**, and at least 14,400 law enforcement personnel hours have been dedicated to these strategic deployments targeting corridors with high instances of security-related incidents or complaints. These **missions are primarily focused on lines with the highest number of crimes, disturbances, or CTA code of conduct complaints**: the Blue, Red, and Green Lines. The Blue and Red Lines run overnight service. The Green Line runs parallel to the Blue Line along one end of the branch, only about a mile away, and similarly, runs parallel to the Red Line along the other end of the branch – thus subject to the same security concerns reported on the Blue and Red Lines.

TRIP missions are designed to be high visibility, high presence, structured deployments based on incident and crime data, where law enforcement teams of at least 6 to 8 officers engage CTA transit workers and riders at rail stations and on trains. Upon arriving at a rail station, officers engage with station personnel to assess any security concerns. Officers then proceed to line up on the platform and engage with the operator of each arriving train to inform them that they plan to conduct a train inspection. Each officer, or pairs of officers, board separate rail cars to check the entire train for any security issues. During their inspection, officers also engage passengers to find out if there are any issues on the train that police should address. CPD then takes appropriate law enforcement measures to address any issues observed or reported, including, but not limited to, stopping the behavior, issuing a citation, removing unruly individuals from the train, or making an arrest if a crime is committed. Officers repeat this process for each incoming train for the duration of their mission, usually around 60 minutes at each station. After completing a mission, officers ride a train to another station for their next TRIP mission.

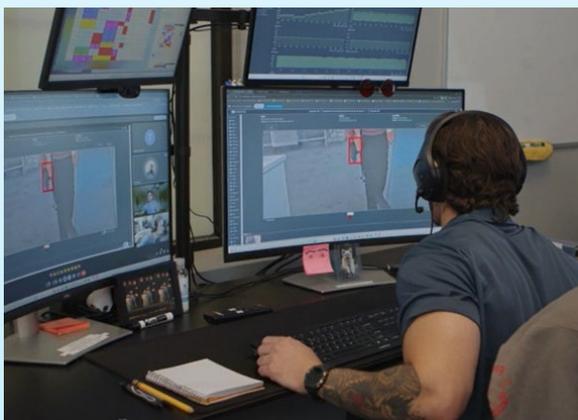
Since the surge that provided the resources for these TRIP missions began, rail crime is down 10%.

○ **Fare Evasion Mitigations: High-Barrier Fare Gates Pilot**

Alongside the Americans with Disabilities Act (ADA)-compliant fare gates, CTA has tripod turnstile fare gates across most of its rail station entrances that are staffed with rail station personnel. At auxiliary station entrances that are not staffed, CTA has high-barrier fare gates to prevent fare evasion.

CTA is currently in the process of identifying station entrances that have a high number of fare evasions where CTA can explore the use of high-barrier fare gates in place of the standard tripod turnstile. The goal is to decrease fare evasion, and the risk of fare-evasion related disputes or altercations with rail station personnel.⁸

○ **AI-powered Gun Detection Technology Expansion**



Over the past six months, CTA has been expanding the use of AI-powered gun detection technology to over 1,500 cameras across all stations within Chicago. Since it was rolled-out, this new system has identified 54 instances of illegally-brandished firearms at CTA stations, resulting in 21 arrests.

New Data-Driven Bus Initiatives

The CTA has a comprehensive bus system comprised of 127 bus routes that serve the City of Chicago and 35 suburbs.

What the Data Shows

While the bus network is vast, analysis of recent data shows that:

- Less than half of the serious crime on CTA occurs on buses – and when it does, it usually occurs along less than 15% of CTA's total number of bus routes along specific stretches of those routes.
- Approximately 85% of transit worker assaults occur on buses.
- Out of 127 routes, three averaged one or more physical transit worker assaults *per month*, and 19 incurred two or more physical transit worker assaults *in total* for the six-month period of May to October 2025.

Impact on Targets: With additional law enforcement resources, CPD is **doubling the number of bus missions conducted**. These missions **focus on specific corridors** with increased security incidents, including transit worker assaults. This increased deployment is expected to significantly reduce the number of transit worker assaults.

Since the surge, violent crime on buses has decreased by 23%.

New Initiatives Based on This Data

○ Bus Ride-Along Missions

With the recent increase in CPD resources, in February 2026, CPD formalized its Bus Ride-Along missions program, making them part of what is now a comprehensive and proactive program where CPD officers are deployed daily to ride buses to deter crime on the CTA's bus system.

These missions are conducted along routes with the highest number of security incidents based on NTD and CPD crime data, security concerns as raised by bus operators, and the highest reports of fare evasion. Data shows that the routes with the highest number of security incidents and concerns are also those with high fare evasion. Therefore, the targeted deployment of security resources to these routes is expected to address multiple issues.

○ Bus Safe Corridor Missions

CPD has also launched new Bus Safe Corridor missions, which enable police to engage with more bus operators along targeted corridors. During these missions, CPD officers are deployed to bus stops along bus corridors identified through bus operator feedback, customer complaints, and reported crime data.

The goal of Bus Safe Corridor missions is to increase law enforcement presence at bus stops to make riders feel safe while they wait for a bus. Officers will engage and check on bus operators and their passengers as the bus makes a stop at the deployment location, and let bus operators know where along their route they can expect to see police on a regular basis so they can report issues on their buses.



○ Exploring Full-Span Protective Barriers

Over the years, CTA has continued to refine the design of the protective barriers on its buses by using stronger materials and increasing the span of the Lexan partition. These barriers have proven increasingly effective at reducing the frequency and severity of operator assaults. However, these barriers do not span the *entire* width of the operator's area. As such, CTA is exploring the feasibility of further enhancing the protection offered by these barriers on its upcoming bus procurements, by further extending the partition to span the full width and height of the operator's area.

○ Enhanced Bus Signage and Audio Announcements Regarding Required Fare



Feedback from bus operators and the labor union indicates that transit worker assaults on buses are often the result of fare disputes. To reduce the number of bus operator assaults, CTA is in the process of adding new bus signage that would be strategically placed to ensure the required fare is clear and highly visible as riders board a bus. CTA will also add “fare required” audio announcements as the bus doors open to complement and reinforce the new signage.⁹ Ensuring the required fare is clearly-communicated to boarding customers is intended to reduce the need for bus operators to remind customers of the required fare, which can sometimes result in disputes that risk escalating to altercations.

Other New Initiatives

○ Centralized CTA Crime Investigation Process

Historically, investigations of crimes on CTA have been carried out by different detectives depending on where those crimes occurred. This approach often makes it difficult to identify repeat offenders, and to efficiently compile the full criminal history of those individuals. In turn, this can result in less severe consequences during the adjudicative process.

Over the next 60 days, CPD will transition to one consolidated group of CPD detectives conducting investigations for all crimes on CTA, regardless of where on the system they occurred.¹⁰ This will ensure that repeat offenders are properly identified, and that the entirety of their criminal history plays a role in the adjudication of their cases.

○ Increased Transit-Oriented Criminal Convictions in Collaboration with the Cook County State's Attorney

CTA is working closely in collaboration with the Cook County State's Attorney's Office and CPD to increase transit-oriented convictions. The Cook County State's Attorney's Office continues to enhance its operations and protocols to proactively and vigorously prosecute transit-oriented crimes. This includes additional training for its prosecutors and law enforcement personnel, on nuanced methods and processes specific to crime occurring on public transit, as well as developing efficiencies to transmit information and evidence.

○ Increased Funding for Shelter Beds Dedicated to Unhoused on CTA

Through an intergovernmental agreement with the Chicago Department of Family and Support Services (DFSS), \$1.65M will be provided by CTA to support a five-fold increase in the number of available beds reserved specifically for the unhoused on CTA. This is in addition to the outreach and support services CTA is already providing to the unhoused.

Not only do shelter beds provide unhoused individuals with an alternative to sleeping on CTA, but they also provide a stable foundation from which they can engage in the necessary services and support to end their homelessness, increasing the chances of a successful transition.



○ Safe Ride Specialists

To maintain a safe and positive transit experience for all, law enforcement and security resources are supplemented by initiatives, through a variety of partnerships, that assist persons on CTA who are experiencing homelessness and/or mental health issues.

In 2026, CTA is piloting two models of Safe Ride Specialists: Crisis Intervention Specialists and Violence Interrupters. These are specialized resources with the appropriate training to engage with riders exhibiting mental health issues or other disruptive behaviors, de-escalate situations, and refer and transport them to social services and programs. This additional type of resource may help reduce the likelihood of combative interactions between these individuals and front-line employees.

As part of this process, in August 2025, CTA held its first-ever Transit Community Safety Workshop where law enforcement, other security experts, transit advocates, mental health and social service professionals, and community-based organizations came together to offer their input and expertise as CTA worked to develop the Safe Ride Specialists concept.



In December 2025, CTA issued two Problem Statements through its Innovation Studio. CTA's Innovation Studio is a program through which innovative solutions are solicited to improve the customer experience, enhance operations, and address safety and security challenges. The two problem statements released seek solutions for addressing the issue of people on CTA who are unhoused or who may be experiencing a mental health crisis, or instances of groups of youths congregating and creating a disruptive environment. CTA anticipates having the Crisis Intervention Specialists and Violence Interrupters pilots in place by the second quarter of 2026. These pilots complement the outreach and services already being provided to persons on the CTA who are unhoused or suffering from mental or other social health issues, and which are described in further detail under the *Continued Initiatives* section of this Plan.

○ Fare Evasion Mitigations: Refining the Data

CTA continues to focus on finding new ways to better track and effectively mitigate fare evasion. As such, CTA is now integrating Automated Passenger Counter data from its bus fleet in its calculations of fare evasion, which allows for a more granular analysis of fare-evasion trends across all bus routes, down to specific times of day. On the rail system, video audits are being performed to generate more accurate estimates of fare evasion at the branch level. In both cases, this more detailed data will allow CTA to better-determine where and when to deploy resources to combat fare evasion, and to better-understand their effectiveness.

○ **Fare Evasion Mitigations: Fare Card Inspection Missions**

In 2026, CTA is launching fare card inspection missions to uncover the use of free, reduced, or other entitlement fare media by someone other than the authorized holder and revoke the entitlement if the eligible user is allowing the inappropriate use of the fare media.

○ **Ongoing Initiatives in Revised Plan**

See **Appendix A** for details on each of these initiatives.

○ **Law Enforcement and Security Missions**

- Contracted Security Guard Services
- CPD Safety Outreach Missions
- CTA and CPD Code of Conduct Missions
- CTA and CPD Anti-Smoking Missions
- CPD Anti-Terrorism Surge and Operational Package (Opak) Deployments
- CTA and CPD Rail Surge Missions
- CTA Fare Enforcement Missions

○ **Quality of Life Missions**

- Partnership with the Chicago Department of Family and Support Services (DFSS)
- Partnership with the Chicago Department of Public Health

○ **Technology**

- Cameras
- Gun Detection Technology
- CTA Chatbot Tool for Engaging with Customers

Physical Infrastructure

- Protective Barriers for Bus Operators
- Silent Alarms on Buses
- Camera Monitors in Rail Station Attendant Booths
- Railcar Passenger Intercom Units
- Improved Americans with Disabilities Act (ADA) Fare Gates
- Open Elevator Pilot
- Cleaning

○ **Fare Evasion**

- Best Practice Research and Collaboration: MIT Fare Evasion Working Group

○ **Transit Worker Security**

- Joint Labor Safety Committee
- Employee De-Escalation Training



Notable Legislative Update

Effective June 1, 2026, the Northern Illinois Transit Authority Act (NITA Act) establishes a coordinated, regional law-enforcement and safety framework designed to address violent crime, quality-of-life concerns, and rider safety across the metropolitan transit system, which includes CTA. At the core of this structure is the multijurisdictional NITA Law Enforcement Task Force, led by the Cook County Sheriff's Office and including the Chicago Police Department, Metra Police, Illinois State Police, and other local law enforcement agencies. The Task Force will be charged with deploying data-driven policing strategies, intelligence-sharing, hotspot enforcement, and focused deterrence efforts, while also integrating diversion programs and partnerships with social-service providers to address mental health crises and homelessness. The Act also mandates formal reporting and recommendations to guide the potential transition to a permanent sworn-officer crime-prevention model. Per the NITA Act, the NITA Law Enforcement Task Force will prepare recommendations by December 1, 2026.

In parallel, the Act creates the Office of Transit Safety and Experience and a standing Coordinated Safety Response Council to institutionalize regional oversight, establish systemwide safety standards, and develop a long-term incident response and crime-prevention strategy. These entities are responsible for integrating law enforcement, transit ambassadors, and social-service providers into a unified response framework, defining jurisdictional standards, and aligning training and use-of-force policies. The Act further mandates deployment of technology, real-time safety reporting tools, environmental design improvements, and the implementation of a Transit Ambassador Program to supplement sworn enforcement with trained, unarmed personnel.



Project Safe Neighborhoods

Last year, the CTA partnered with the Office of the United States Attorney for the Northern District of Illinois for their expansion of Project Safe Neighborhoods (PSN)—a federally funded, nationwide initiative that brings together federal, state, and local law enforcement and other stakeholders to identify the most pressing violent crime problems and develop comprehensive solutions to address them. It was the first time PSN was deployed on a mass transit system.

This effort laid the foundation for a collaboration that helped lead to the apprehension of Lawrence Reed, following his violent attack in 2025 against a rider onboard a CTA train.



CTA Acting President Nora Leerhsen joined Andrew S. Boutros, United States Attorney for the Northern District of Illinois, and Chris Amon, special agent in charge of the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives in Chicago, at a press event regarding federal domestic terrorism charges against Reed. In a news release, the US Attorney's Office noted that "valuable assistance was provided by the Chicago Transit Authority."¹¹

¹¹ Press Release, U.S. Att. Off. N. Dist. Ill., *U.S. Attorney's Office in Chicago Charges Man with Federal Terrorism Offense for Allegedly Setting Passenger on Fire on Chicago Train* (Nov. 19, 2025), <https://www.justice.gov/usao-ndil/pr/us-attorneys-office-chicago-charges-man-federal-terrorism-offense-allegedly-setting>.

Appendix A: Ongoing Initiatives in Revised Plan

Law Enforcement and Security

○ Contracted Security Guard Services

CTA contracts with unarmed security guards, including K-9 security teams. CTA deploys guards across multiple locations every day to patrol stations, trains, buses, and other work facilities; serve as additional eyes and ears on the system; and report incidents that require police or paramedics. In 2025, CTA also started using guards for targeted missions in partnership with CPD, such as anti-smoking, code of conduct, and bus missions.

○ CPD Safety Outreach Missions

Through their affinity teams, CPD conducts Safety Outreach missions, a community-oriented policing approach designed to engage riders across the CTA system, provide them with tips for smart transit travel, and promote the “see something, say something” campaign encouraging riders to report any suspicious activity.¹² **Through the end of 2025, CPD conducted more than 1,000 Safety Outreach missions, which is a 237% increase over the same period in 2024.**

○ CTA and CPD Code of Conduct Missions

In March of 2025, CTA launched daily Code of Conduct missions. CTA has a longstanding, publicized Code of Conduct, and these missions enforce existing expectations of passenger behavior.¹³ These missions are conducted by CTA's private contracted K-9 security teams in partnership with CPD. The missions take place every weekday from 6:00am to 2:00pm along corridors most prone to code of conduct violations based on customer feedback data. Common violations include interfering with CTA services, occupying more than one seat, smoking, and illicit or lewd behavior. A total of 205 Code of Conduct missions took place in 2025. **Systemwide complaints to CTA Customer Service of peddling, panhandling, and soliciting have dropped by 37% in 2025 compared to 2024.**

○ CTA and CPD Anti-Smoking Missions

In 2026, CTA is increasing the Anti-Smoking missions from two per week to three per week. Like the Code of Conduct missions, these missions were also launched in March of 2025 to focus on addressing smoking on CTA – a top complaint from riders. The missions are conducted by CTA's K-9 security teams, with support from CPD, at locations based on data provided by riders via customer feedback channels including the CTA Customer Service Call Center and the CTA Chatbot. A total of 62 Anti-Smoking missions took place in 2025. **As a result, smoking complaints reported to CTA Customer Service dropped by 15% in 2025 compared to 2024.**

¹² *TCRP Mitigation Strategies*, at 33.

¹³ *TCRP Mitigation Strategies*, at 53-54.

○ CPD Anti-Terrorism Surge and Operational Package (Opack) Deployments

Funded by Department of Homeland Security grants, CPD deploys anti-terrorism and Opack teams to patrol the CTA system, prioritizing stations such as those with high passenger density, in the subway, and in the central business district. Deployments include Anti-terrorism, Explosives Detection K-9, and Mobile Explosives Screening teams.

○ CTA and CPD Rail Surge Missions

In April of 2025, a CPD and CTA K-9 security surge was implemented nightly along a stretch of the Red Line with frequent disturbances overnight, especially in the summer. This corridor has 8 of the top 10 rail stations with rail crime occurring during the overnight hours – which is 40% of all rail crime. **Since the surge of CPD officers and K-9 teams, there has been a 15% decrease in crime along the targeted corridor.**

○ CTA Fare Enforcement Missions

CTA also works to deter and reduce fare evasion through the strategic deployments of security resources at sites that have observed higher fare evasion rates. As a result of improvements to unpaid fare counts and audits, CTA now has more granular data it can use to deploy security resources in more targeted ways to address fare evasion at rail and bus locations where it is high. As a result of these efforts CTA's fare evasion remains significantly below its peer agencies.

○ CTA Ridership Suspension

In accordance with a 2024 law, CTA has a ridership suspension program where CTA pursues suspensions of riders for specific conduct.¹⁴ This conduct includes assault, battery, criminal sexual assault, and public indecency, as those terms are defined in the Illinois Criminal Code. CTA shares information regarding suspended riders with local law enforcement, contracted security companies and key personnel in order to enforce the suspensions.

Non Law Enforcement Resources

○ Partnership with the Chicago Department of Family and Support Services (“DFSS”)

Through an intergovernmental agreement (IGA) with the DFSS, CTA funds outreach to the unhoused on CTA to connect and transport them to social services, shelters, and stable/permanent housing programs. Two social service organizations contracted by DFSS on behalf of CTA, with relevant expertise including mental health and substance abuse support, provide services daily across three shifts on the Blue and Red Lines, which are the two rail lines in service 24 hours a day.

Mobile outreach teams offer case management and support services such as substance use disorder support, healthcare, connections to shelter and/or housing, and basic necessities that allow outreach workers to successfully engage clients to accept services.¹⁵ Since the inception of the IGA in 2023, **over 300 shelter placements have been facilitated through dedicated referral pathways for immediate low-barrier shelter, and over 200 people have moved to stable or permanent housing.**

In 2026, CTA is expanding its partnership with DFSS to fund a pilot that reserves 30 shelter beds so people have a place to go if found sheltering on CTA.

○ **Partnership with the Chicago Department of Public Health**

CTA also has a partnership with the Chicago Department of Public Health (CDPH) for additional outreach to the unhoused seeking shelter on CTA. CDPH funds The Night Ministry to conduct outreach two nights a week at the Blue and Red Line terminals to also connect people with social services and housing. The addition of social and housing services, and basic necessities being made available at rail line terminals helps incentivize continuous riders to comply with alighting the train when asked without incident.

In addition to providing social services at the end of the line, CTA recently added a police kiosk on the platform of the Forest Park Blue Line rail terminal station for local police of the Village of Forest Park to staff and have a presence on the platform.

Technology

CTA also leverages a variety of technologies to deter and aid in the investigation of crimes that occur on or near its properties.

○ **Cameras**

CTA boasts one of the most extensive security camera networks among U.S. transit agencies, which now includes nearly 39,000 cameras across all buses, trains, rail stations/platforms, and other facilities. CTA's network of cameras offers live feeds that are available to CTA's Security Department, CTA's Control Center, the City of Chicago's Office of Emergency Management (OEMC), and CPD's Strategic Decision Support Center. The cameras are used to identify and respond to suspicious or criminal activity, as well as to investigate reported crimes.

Given the vast coverage provided by the network of cameras across the CTA and its vehicles, CTA cameras have aided police in successfully arresting and charging offenders for crimes committed both on and off CTA property.

○ **Gun Detection Technology**

In 2024, CTA began piloting a proactive Artificial Intelligence (AI)-based technology (ZeroEyes) that leverages CTA's security cameras to specifically monitor for the presence of firearms and provide alerts to police, OEMC, and the CTA Control Center whenever they are brandished. The pilot was initially implemented at 26 of CTA's 146 rail stations, and CTA is now in the process of expanding this technology across the remainder of its rail stations in the city of Chicago.¹⁶

If a brandished firearm is detected, an image is automatically sent to the ZeroEyes Operation Centers, which are staffed by military and law enforcement veterans for human verification. The ZeroEyes staff then verifies whether or not the object detected is a true brandished firearm. If a firearm is detected, local law enforcement is notified of the threat with related details and images, often within one minute of the system having made a detection.¹⁷

○ **CTA Chatbot Tool for Engaging with Customers**

In 2024, CTA launched the CTA Chatbot – a digital tool on CTA's website that allows riders to report non-emergency matters such as smoking or cleanliness issues, among other things. Since its launch, CTA has experienced large success with the public's awareness of this tool, and over 106,000 conversations have been initiated by riders.¹⁸

Responses from customers via the Chatbot are driving several new customer experience initiatives at CTA, such as ongoing Anti-Smoking and Code of Conduct missions being led by CTA security teams and supported by CPD. For example, real-time information from the Chatbot has been used by CTA's Control Center to make targeted announcements that ask the riders not to smoke on CTA, or to deploy nearby security guards to respond to the matter.

Physical Infrastructure

○ **Protective Barriers for Bus Operators**

All CTA buses are equipped with a barrier that encloses the operator's driving area to enhance operator safety while behind the wheel. In recent years, CTA has been upgrading these barriers across its bus fleet with stronger, more resilient materials designed to better withstand forceful impacts without breaking or shattering.¹⁹

○ **Silent Alarms on Buses**

CTA buses are equipped with a silent alarm that, when pressed by a bus operator, automatically provides CTA's Control Center personnel with access to a covert microphone on the bus to listen to audio from the bus in real-time.

¹⁶ *TCRP Mitigation Strategies*, at 37, 39.

¹⁷ The TCRP Report commissioned by the FTA cites to CTA's ZeroEyes pilot program as an example of best practices when applying Advanced Weapon Screening Systems to prevent violent crime in a transit setting. *TCRP Mitigation Strategies*, at 40-41.

¹⁸ *TCRP Mitigation Strategies*, at 30, 38.

¹⁹ *TCRP Mitigation Strategies*, at 27.

○ **Camera Monitors in Rail Station Attendant Booths**

CTA recently completed the installation of new security camera monitor displays in every rail station attendant booth across all 146 rail stations. This allows station personnel to monitor, from their booth, live feeds from various security cameras within their assigned station.

○ **Railcar Passenger Intercom Units**

Inside each of CTA's 1,500-plus railcars are Passenger Intercom Units (PIUs), which allow riders to press a button and instantly speak with the train operator. Riders can use the PIUs to report issues requiring immediate attention or to request ADA assistance.

On CTA's newer generation railcars—the 5000-Series and 7000-Series—when riders activate the PIU, cameras within their railcar are activated and provide a real-time view via displays within the rail operator's cab.²⁰ This allows the operator to quickly assess and report initial incident details to CTA's Control Center who can then dispatch emergency services before the operator exits the motor cab to further assess the incident.

○ **Improved Americans with Disabilities Act (ADA) Fare Gates**

CTA recently made a \$2.3M investment to replace all of its ADA fare gates with new high-barrier gates that are ADA compliant, have an improved locking mechanism with more reliable hardware, and the exit button is more difficult to reach from the unpaid side. **So far, CTA has seen a 10% reduction in fare evasion through these types of gates.**

○ **Open Elevator Pilot**

To prevent vandalism or other illicit activity in system elevators, CTA recently launched a pilot that keeps rail station elevator doors open when not in use to increase visibility.²¹ The pilot is being conducted to determine if leaving the doors open prevents illicit activity from occurring in elevators, reduces work orders for elevator maintenance, and increases elevator availability for riders with limited mobility. Since the launching of the pilot, CTA station personnel have reported fewer incidents in and around the elevators and fewer elevator failures.

○ **Cleaning**

Maintaining a clean and comfortable travel environment is an important subcomponent of CTA's broader security and safety strategy, as reflected in its rigorous cleaning regimen. Over the past two years, CTA has increased rail station and rail car cleaning personnel by 26%, enabling expanded daily cleaning activities and more frequent overnight power washing at all 146 rail stations.

²⁰ *TCRP Mitigation Strategies*, at 36.

²¹ *TCRP Mitigation Strategies*, at 22.

In 2026, CTA is adding more personnel for targeted vehicle cleaning campaigns based on customer feedback received through CTA's various customer engagement platforms.

Fare Evasion

○ Best Practice Research and Collaboration: Peer Agency Fare Evasion Working Group

In addition to CTA's recent efforts of mitigating fare evasion, CTA continues to play an active role in conversations with peer agencies across the U.S. to discuss strategies, share best practices, and explore new options for addressing fare evasion.

Transit Worker Security

○ Joint Labor Safety Committee

CTA has a Joint Labor Safety Committee (JLSC) composed of equal members from the Amalgamated Transit Union (ATU) and CTA management representatives. The JLSC presents a forum for union and management to connect and participate in setting safety performance targets for safety performance measures that fall under the National Public Transportation Safety Plan (NSP), including those relating to transit worker assaults.

In 2026, CTA is creating a multi-departmental task force to:

- Track and analyze major incidents.
- Assess incident root cause and contributing factors, and develop mitigations.
- Formalize processes for support provided to front-line employees who are victims of major assaults.
- Expand, increase, and formalize front-line engagement for related exchanges and feedback.

○ Employee De-Escalation Training

A new, customized de-escalation training program was recently created for CTA's front-line transit operations personnel to develop and practice key skills and strategies to help prevent interactions from escalating into conflicts. CTA leverages a combination of videos, group discussions, scenarios, and interactive group activities as part of program training, which allows participants to learn and practice strategies for defusing potential conflict situations. The goal of this training is to empower front-line employees with effective tools, techniques, and scenario-based learning.²²

Training under this new program began with CTA bus operators 2024. In 2025, the training was expanded to CTA's rail station personnel – Customer Assistants and Customer Service Representatives.