

From: Shannon Gedo <Shannon.Gedo@cityofchicago.org>
Sent: Wednesday, April 24, 2024 1:49 PM
To: Richard Superfine <Richard.Superfine@cityofchicago.org>
Subject: Recap of work travel trip

Hi Mr. Superfine:

I hope this email finds you well and I apologize that this email recap is so late. I was reminded by a colleague who recently traveled for City/ work purposes that I was supposed to email you to recap any travel completed as a City employee!

I was invited to join a work trip in my role as a project manager on the Homeless Services team since I manage a homeless services outreach program in partnership with the Chicago Transit Authority and two DFSS-funded homeless outreach teams that provide support, services and shelter to unhoused people on the Red and Blue Lines in the City. As a result of my management role, I was invited by CTA to attend and participate in a two-day Peer Exchange event between 3 transit authorities, Chicago Transit Authority (CTA), NY's Metropolitan Transit Authority (MTA), and the Southeastern Pennsylvania Transportation Authority (SEPTA) and their partnering organizations (including City-officials like myself and service providers working on Homeless Outreach).

The Peer Exchange started in NYC on 08/14/23 and ended in Philadelphia on 08/15/23. The Chicago team (CTA and myself) started our first day of meetings at the NY Metropolitan Transportation Authority (MTA) Office in Manhattan, NYC to learn more about MTA's homeless outreach efforts and data analysis to drive their programs and work on the NYC trains. After a full day of meetings, the CTA team, the MTA team and myself took an Amtrak train to Philadelphia the evening of Monday, 8/14/23. The next day, 08/15/24, we met at the SEPTA headquarters and went on a tour around Philadelphia visiting SEPTA train stations to see their efforts with homeless outreach and to hear from homeless outreach service providers in the field. We then returned to the SEPTA Headquarters in downtown Philadelphia for a few hours of presentations by SEPTA staff including their End of the Line Security and Cleaning team and the SEPTA Homeless Outreach Director. We ended the day by visiting the Hub of Hope, a low-barrier drop-in center for unhoused people located in the downtown area under one of the transit lines. We had a quick debrief back at the SEPTA office to wrap up the two days of information sharing prior to us getting dropped off by the SEPTA team at the airport.

My travel expenses were reimbursed/ paid for by Pivot Strategies LLC, the consulting firm that provides strategic guidance and technical assistance to different transit authorities including SEPTA and CTA on their homeless outreach efforts and transit operations. Pivot Strategies helped organized the Peer Exchange with the three transit authorities and their partnering organizations.

Please let me know if you have any other questions or need any additional information!

Best regards,
Shannon

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