26-CTSO

The Northern Illinois Transit Authority (NITA), formerly the Regional Transportation Authority, was created by the Illinois General Assembly and Governor JB Pritzker to make transit across northeastern Illinois work for riders as one regional transit system. NITA is seeking to fill a critical role with the newly formed **Chief or Director, Transit Safety Officer** position for the **Safety & Experience** department. The Chief or Director, Transit Safety Officer, Office of Transit Public Safety & Experience (OTPSE) provides strategic leadership and oversight for NITA's region wide transit safety system. This senior leadership role reports to the Executive Director and ensures compliance with statutory obligations, establishes regional safety standards, and coordinates interagency partnerships. This role oversees programs that center the experiences and needs of transit riders and communities while also supporting both rider and worker safety. This position is responsible for advancing a unified regional safety strategy in close collaboration with law enforcement, social service partners, and the Coordinated Safety Response Council.

NITA sets regional fares, service standards, and schedules across the Chicago Transit Authority (CTA), Metra, and Pace; plans and funds regional capital investment; and oversees the performance and finances of the three Service Boards serving riders across Cook, DuPage, Kane, Lake, McHenry, and Will counties.

As of September 1, 2026, NITA has expanded authority under Public Act 104-0457. People who join NITA now will help build the systems, policies, and partnerships that shape regional transit for years to come.

Accountabilities include but are not limited to:

Regional Safety Strategy

- Lead the development and implementation of a regional transit safety strategy in partnership with the Service Boards (i.e., CTA/Pace/Metra) and Coordinated Safety Response Council.
- Assist with developing NITA's strategic plan, annual budget, and five-year capital program by ensuring that safety and security priorities are accurately represented.
- Establish and maintain regionwide safety standards for NITA and the individual service boards and oversee their consistent implementation and enforcement.
- Develop and oversee a regionwide safety technology strategy that identifies operational needs, establishes investment priorities, and promotes interoperability across NITA and the Service Boards.
- Ensure safety standards for the design and maintenance of physical public facilities are maintained to promote safety.
- Develop and maintain accessible, user-friendly channels for transit riders to report safety matters or threats in real time for prompt notification to law enforcement or other appropriate emergency responders.

Governance, Reporting & Compliance

- Produce all legislatively required reports on rider and worker safety. Develop dashboards and publish public-facing updates on safety trends.

- Lead data collection and analysis to monitor safety performance and trends to guide decision making.

Interagency Coordination

- Collaborate with regional law enforcement agencies, social service providers, and other relevant governmental and nongovernmental entities within the Coordinated Safety Response Council.
- Support and oversee intergovernmental agreements related to safety and crime prevention funding and cross-agency coordination.
- Manage partnerships with agencies specializing in health and human services including, but not limited to homelessness outreach, mental health support, substance abuse, and other rider assistance functions.
- Develop protocols and operational plans for large-scale events affecting transit (such as major festivals, events, etc.) in coordination with local law enforcement and emergency management agencies.
- Develop protocols and crisis response plans to respond to regional emergencies, such as weather or civil unrest.
- Enhance operator safety standards, including protocols for operator assault prevention and integration of protective equipment.
- Oversee the transit ambassador program.
- Foster a work culture that's focused on achieving measurable objectives by coaching staff, strengthening interagency relationships, and supporting your team. Supports the Agency's Equal Employment Opportunity policies, goals, and objectives.
- Perform other related duties as required or assigned.

The ideal candidate must have the following:

- The knowledge, skills, and abilities equivalent to the completion of a Master's Degree in Criminal Justice, Public Administration, Sociology, Psychology, Forensic Science, or a related field required.
- Transportation safety certifications preferred.
- A Chief must have more than ten (10) years' experience in public safety and law enforcement and a Director must have seven to ten (7 – 10) years' experience in public safety and law enforcement is required. Must have served in a supervisory capacity at a law enforcement agency and reported directly to their Executive Director.
- Demonstrated success managing large, cross-functional teams, and emergency preparedness systems.
- Experience in transit operations and transit security is preferred.
- Demonstrated ability to collaborate across law enforcement, social services, or public transit entities.
- Experience managing safety programs, emergency response systems, or large operational teams.
- Familiarity with data driven safety frameworks or performance management systems.

Skills:

- Strategic leadership: Capable of setting clear vision and direction, motivating teams, and guiding complex initiatives to achieve organizational goals.
- Policy development and regulatory alignment: Experienced in crafting, implementing, and evaluating policies to ensure compliance with local, state, and federal safety regulations.
- Equity-centered service philosophy: Committed to ensuring that safety programs and services are accessible, fair, and inclusive for all community members, particularly underserved populations.
- Change management: Skilled in guiding teams through transitions, aligning stakeholders, and effectively communicating change.
- Interpersonal: Ability to build trust, navigate differing perspectives, and develop productive working relationships across diverse internal, governmental, and community stakeholders.
- Communication: Ability to communicate complex information clearly and effectively, both verbally and in writing, to diverse internal and external audiences.

NITA offers a highly competitive benefits package:

- Pension plan or 401(k) salary match provided by NITA at no cost to you
- 401(k) and/or 457 plan options
- Hybrid work environment and flexible work schedules
- Transit benefits to support your commute
- Twelve paid holidays and one floating holiday
- Competitive personal leave package
- Parental leave
- Medical/Dental/Vision/Life/AD&D Insurance/Pet Insurance
- Flexible Spending Account
- Tuition reimbursement
- Gym membership discount
- Public Service Loan Forgiveness (PSLF)
- Employee Assistance Program

A Chief role typically offers salaries near $187,068 and shall consider a Director tier for candidates who fit the director role typically at salaries near $141,450. NITA offers competitive salaries with the possibility of a higher offer for highly qualified candidates. (The final scale of the classification for this position will be based upon the selected candidates demonstrated experience and qualifications.)

For more information about NITA, visit our website at https://nita.illinois.gov/.

To apply online: Select Sign-In and enter your username and password for your account or create an account by selecting "Register" and completing the "New Account Registration" information.

For assistance during your application process (e.g., password login, errors, attaching documents), please contact us at: humanresources@nita.illinois.gov.

An Equal Employment Opportunity/Affirmative Action Employer

Certain provisions of the revolving door restrictions contained in 5 ILCS 430/5-45 apply to this position. As a result, the employee should be aware that if offered non-NITA employment while employed at the NITA, or within one year immediately after ending NITA employment, the employee may be required to notify the Office of the Executive Inspector General for the Agencies of the Illinois Governor ("OEIG") or may be subject to a fine.

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