PRESIDENT'S REPORT August 12, 2009



Budget/Furloughs



- Cost control
- Fiscal discipline
- Deferring pay raises



Furloughs

\$2.9M savings



Unauthorized Radio Transmitter



Key CTA Personnel

Operations Control Center Safety and Security



Investigative Partners Joint Terrorism Task Force - OEMC - CPD - FBI - FCC

Personal Electronic Device Policy

Zero Tolerance Policy

- Cell phones
- MP3 players
- PDAs
- Ear pieces
- DVD players
- Portable video games





CTA to fire employees caught using cell phones on duty

New policy also applies to other personal electronic devices to a set of the set of the

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No texting, no phones for CTA rail workers

Zero-tolerance policy hans personal electronic devices while they're on the job

By See Million Lake

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Deep Clean Initiative

CURRENT STATE



FUTURE STATE

- Expanded, professionalized inspection process
- Coordination to deliver customer facing results
- Dedicated cleaning and auditing schedule
- Results-oriented efforts
- Established baseline

Employee Development Program

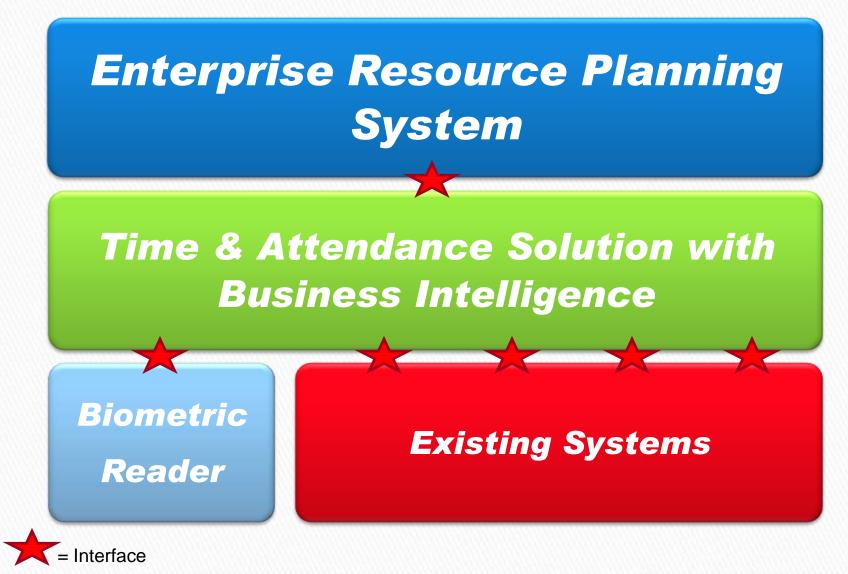
360 Skills Assessment

Placement in Employee Development Program

Feedback and Recommendation

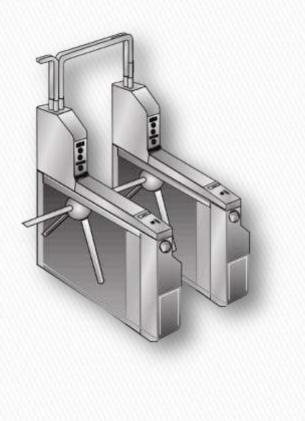
New Time and Attendance Solution

Make better use of existing data and reduce paperwork





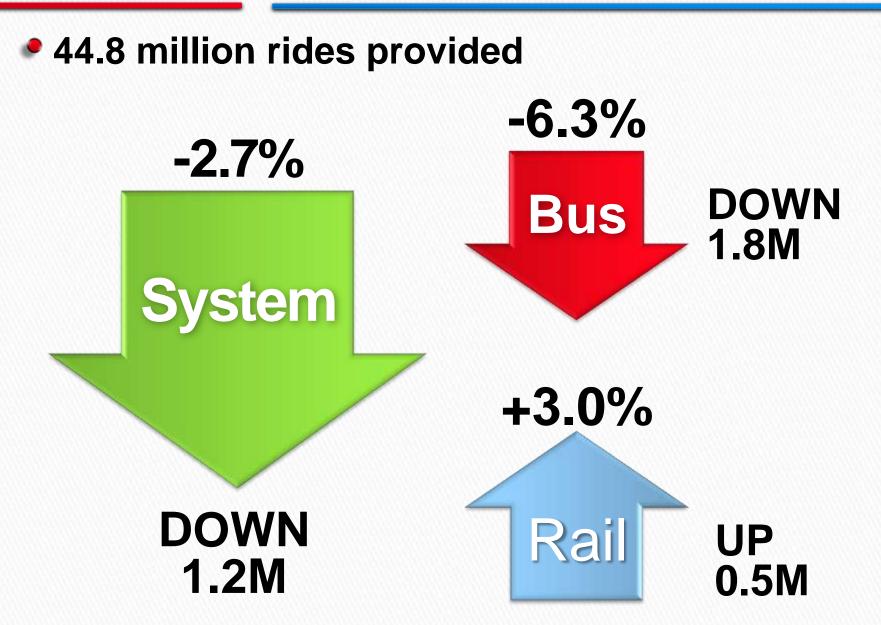
RIDERSHIP REPORT







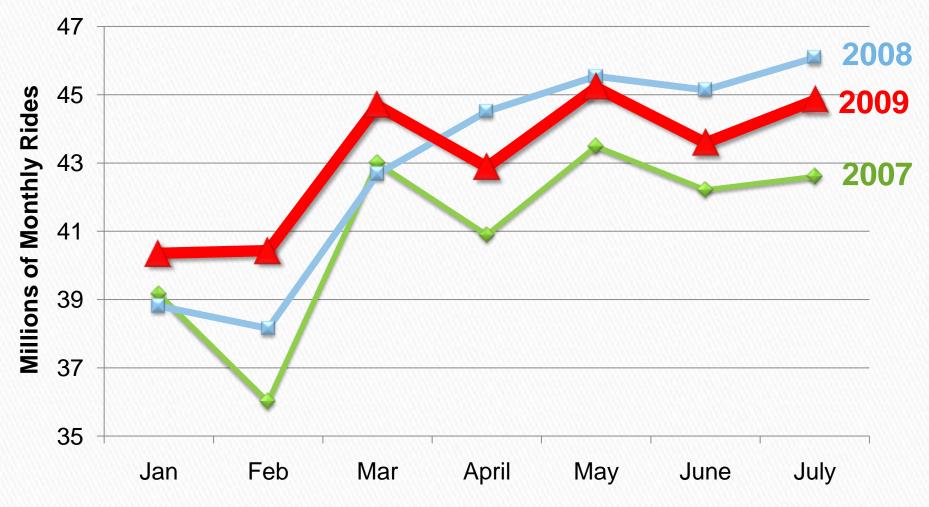
July 2009 Ridership



Change and Percent Change data are adjusted for calendar differences.

Month-by-Month Ridership, 2007-2009

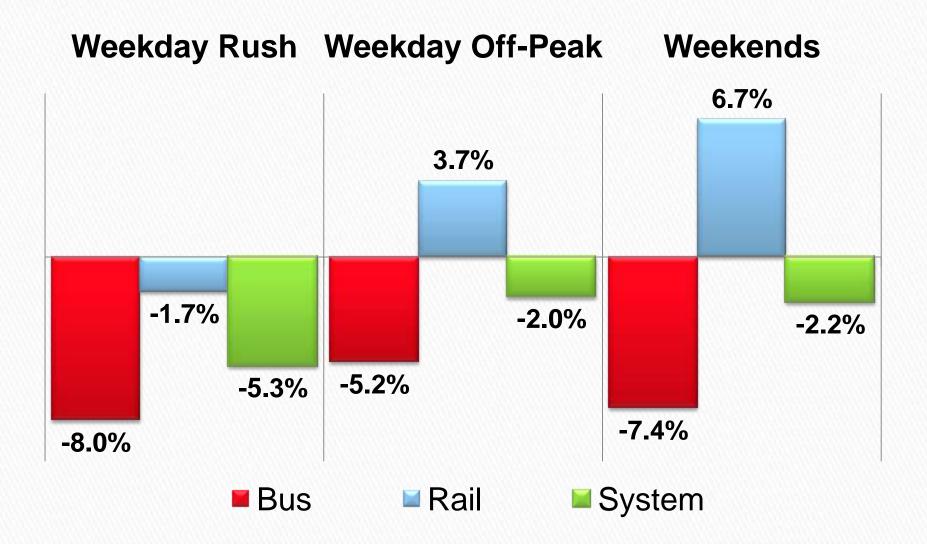
Ridership still outperforming 2007



Data are adjusted to account for calendar differences.

July Ridership, Change by Time Period

Loss of commuters hurting rush hour

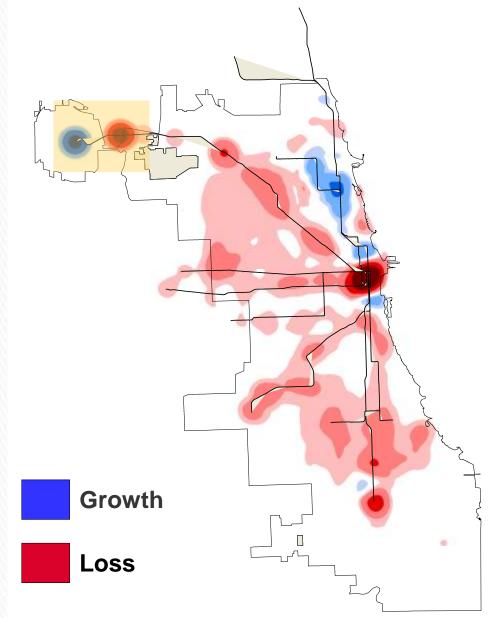


Ridership Changes by Geography

Down in the majority of the service area

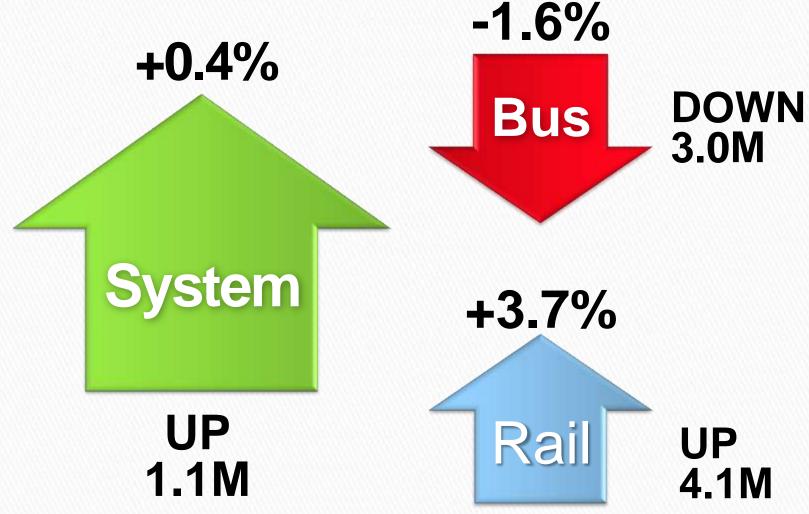
- South and West-Northwest sides are the most deeply impacted
- North side along the rail system is only significant growth zone
- Blue Line, Rosemont to O'Hare, was closed for 2 weeks in July 2008

CHANGE IN WEEKDAY RIDERSHIP BUS/RAIL COMBINED July 2009 vs. July 2008



Year-to-Date Ridership, Through July





Change and Percent Change data are adjusted for calendar differences.