



CTA President's Report - Remarks
June 2010 Board Meeting

Two weeks ago, Chairman Peterson and I joined Mayor Daley to announce a major milestone in our efforts to enhance safety and security. Every CTA rail station now has one or more security cameras installed and networked.

All will be fully equipped with multiple cameras by the end of this year.

Having cameras at every station is a valuable tool, both for security purposes and from an operations perspective as well. Real-time video is available to CTA's Control Center and can assist in the event of a service disruption.

These new cameras are high definition, which is the latest technology available, and have the ability to zoom in on specific areas.

Both the Chicago Police Department and the Office of Emergency Management and Communication may gain a clearer picture of an emergency situation and can respond accordingly.

The CTA is committed to putting the tools in place to increase the safety of its customers and employees, and reaching this milestone is a step in the right direction.

Memorial Day weekend marked the unofficial start of summer and with that CTA began its beach service on Saturday.

CTA provides weekend and holiday service to area beaches on the #63 63rd, #72 North and the #78 Montrose bus routes from Memorial Day weekend through Labor Day.

In addition, the summer schedules for the #10 Museum of Science & Industry, the #124 Navy Pier and the #130 Museum Campus bus routes all began on Saturday.

CTA provides convenient, affordable and air-conditioned service throughout the summer.

This week, we began relocating readers for Chicago Cards to the front of the farebox on CTA buses.

Moving the Chicago Card target will streamline boarding and allow the bus operator to better serve customers.

Relocating the target allows operators and customers to more quickly resolve questions.

Last week it was necessary to temporarily remove the 5000-series prototype rail cars from service so that engineers can install and test a modification to the braking system. The prototypes were most recently tested on the Green Line.

Bombardier, the rail car manufacturer, has been working on a modification that will improve the operation of the brakes.

Although the test trains have not experienced any failure, under certain conditions a component was found to be affected by vibrations, which over time could result in a temporary loss of friction brake.

Once the adjustment has been made, the rail cars will be tested out-of-service before resuming testing again on the Green Line in a few weeks.

We test the cars for many months to allow our engineers to gauge the performance of the prototypes against a number of variables. We want to be sure the cars perform satisfactorily in all weather conditions and under the normal wear and tear they'll experience on our system.

We don't plan to move ahead with delivery of the remaining cars until all of the mechanisms have been satisfactorily tested and evaluated.

This week commemorative farecards issued in honor of the 2010 Cubs versus White Sox crosstown series are available.

The limited edition cards are being dispensed from farecard vending machines at all CTA rail stations for as long as supplies last.

In addition, commemorative posters will be distributed at the CTA Red Line station near the ballpark during each series.

We encourage riders and baseball fans to get their farecards and posters while they can and to take advantage of the convenience of CTA service when traveling to and from the games.

We continue to focus our efforts on cleanliness throughout the system.

Specifically, at rail stations, deep cleans are currently occurring at two stations per day and this summer that will increase to three stations per day.

Deep cleaning focuses on power washing, stainless steel polishing and making sure the small details are addressed.

This is a strategic shift on how CTA addresses work and cleanliness at stations.

The goal is to improve the customer experience at CTA rail stations, which can mean anything from repairing a broken door, performing a detailed cleaning or applying a fresh coat of paint.

Today's agenda includes an experimental Convention Pass designed to encourage the use of CTA by people attending conferences and trade shows at McCormick Place.

The City of Chicago attracts more than 11 million visitors each year who are attending conventions and conferences.

A pass designed specifically for conventioners builds on CTA's successful U-Pass and Visitors' Pass programs and introduces the benefits of using transit to a group that may not be familiar with CTA.

In addition, it will help attendees reduce the cost of travel. CTA trains and buses are an economical option when compared to taxis in the city.

The pass will make it easy for convention goers to travel around the City and help the CTA increase ridership and revenues.

The C-Pass will begin as an experiment to allow CTA to evaluate the pass and make adjustments

CTA's planning staff are working with rail and bus operations to finalize the service plan for the July 4th Holiday.

Because fireworks displays will now be more neighborhood oriented, adjustments are being made to our service plan to accommodate the new locations.

Additional details will be made available later this month, as we determine what service we'll need to provide to get everyone to and from their Independence Day destinations.

Later this week a new entrance will be opening at the Cermak-Chinatown station on the Red Line.

Located on Archer Avenue, the entrance will serve as the primary entrance for customers while the main entrances on Cermak are reconstructed and the station is made accessible.

When the main entrances reopen, the entrance on Archer will remain as an auxiliary entrance for additional convenience.

This project is another example of how federal stimulus funds are being put to good use for CTA customers.

Thank you, and this concludes my report.