

PRESIDENT'S REPORT

January 20, 2010

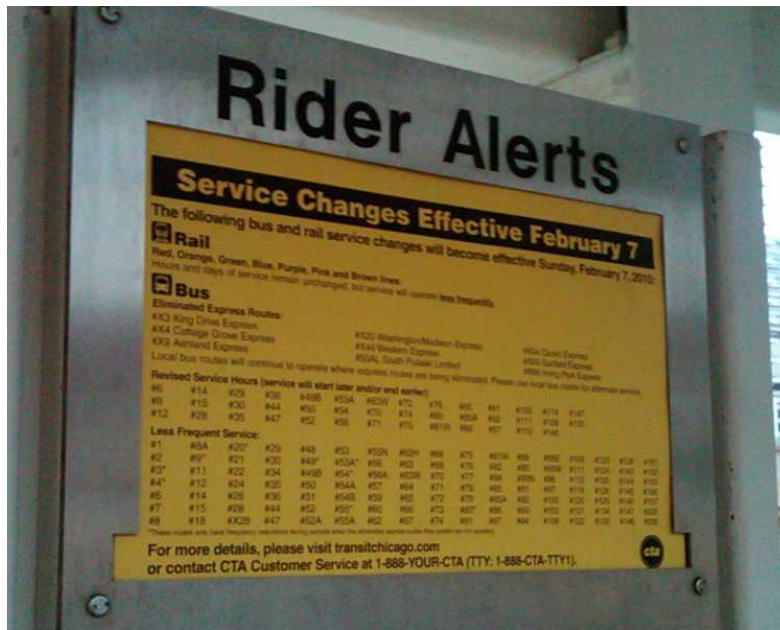






SERVICE REDUCTIONS

- Nine (9) express bus routes eliminated
- Service less frequent on 119 bus routes and seven rail lines
- Service hours shortened on 41 bus routes



Service Changes Effective February 7

The following bus and rail service changes will become effective Sunday, February 7, 2010:

Rail

Red, Orange, Green, Blue, Purple, Pink and Brown lines:
Hours and days of service remain unchanged, but service will operate less frequently.

Bus

Eliminated Express Routes:

| | |
|---------------------------------|-----------------------------|
| #X3 King Drive Express | #53AL South Pulaski Limited |
| #X4 Cottage Grove Express | #X54 Cicero Express |
| #X9 Ashland Express | #X55 Garfield Express |
| #X20 Washington/Madison Express | #X80 Irving Park Express |
| #X49 Western Express | |

Local bus routes will continue to operate where express routes are being eliminated. Please use local bus routes for alternate service.

Revised Service Hours (service will start later and/or end earlier):

| | | | | | | |
|-----|-----|------|------|------|------|------|
| #6 | #29 | #49B | #63W | #76 | #91 | #119 |
| #8 | #30 | #50 | #70 | #80 | #92 | #126 |
| #12 | #35 | #52 | #71 | #81W | #97 | #146 |
| #14 | #36 | #53A | #72 | #85 | #103 | #147 |
| #15 | #44 | #54 | #74 | #85A | #111 | #155 |
| #28 | #47 | #56 | #75 | #88 | #112 | |

Less Frequent Service:

| | | | | | | | |
|------|------|-------|------|------|------|------|------|
| #1 | #21 | #49B | #57 | #72 | #86 | #106 | #136 |
| #2 | #22 | #50 | #59 | #73 | #87 | #108 | #143 |
| #3* | #24 | #51 | #60 | #74 | #88 | #111 | #144 |
| #4* | #26 | #52 | #62 | #75 | #90 | #112 | #145 |
| #6 | #28 | #52A | #62H | #76 | #90N | #119 | #146 |
| #7 | #X28 | #53 | #63 | #77 | #91 | #120 | #147 |
| #8 | #29 | #53A* | #63W | #78 | #92 | #121 | #148 |
| #8A | #30 | #54* | #64 | #79 | #93 | #122 | #151 |
| #9* | #34 | #54A | #65 | #80* | #94 | #123 | #152 |
| #11 | #35 | #54B | #66 | #81 | #95E | #124 | #155 |
| #12 | #36 | #55 | #67 | #81W | #95W | #125 | #156 |
| #14 | #44 | #55A | #68 | #82 | #96 | #126 | #157 |
| #15 | #47 | #55N | #69 | #84 | #97 | #129 | #205 |
| #18 | #48 | #56 | #70 | #85 | #100 | #134 | #206 |
| #20* | #49* | #56A | #71 | #85A | #103 | #135 | |

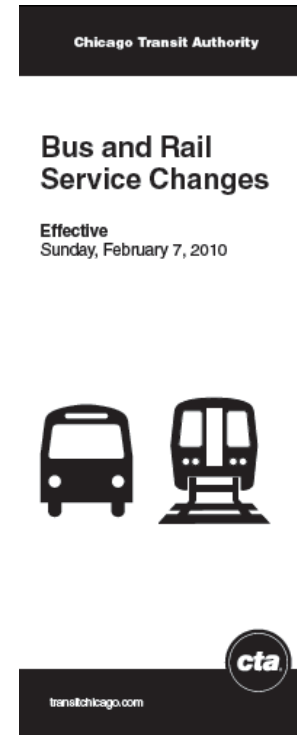
*These routes only have frequency reductions during periods when the eliminated express routes they parallel are not operating.

For more details, please visit transitchicago.com or contact CTA Customer Service at 1-888-YOUR-CTA (TTY: 1-888-CTA-TTY1).



COMMUNICATING WITH RIDERS

- Customer alert posters
- Digital displays and other electronic signage
- Audio announcements on bus routes
- Brochure with specific service information



The Future of Public Transit is in All of Our Hands

Let's Make it Work Together



- Due to recent service modifications, your waiting time on trains or buses may be extended
- Where nine express routes have been eliminated, there is still local service on those routes
- Some bus routes will now end service between 10:30 p.m. -12:30 a.m.

For a detailed list of Bus and Rail service changes, please go to transitchicago.com or call CTA Customer Service at 1-888-YOUR-CTA (TTY: 1-888-CTA-TTY1).

06JUN15
Remove by 2010





BROWN LINE CAPACITY EXPANSION COMPLETED





RIBBON CUTTING AT FULLERTON STATION





\$530M PROJECT COMPLETED ON TIME & ON BUDGET



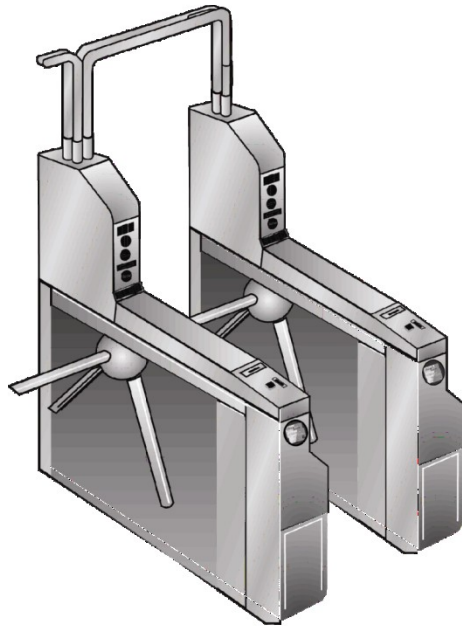
***New entrance
at Archer is
under
construction***



CERMAK RED LINE STATION WORK UNDERWAY

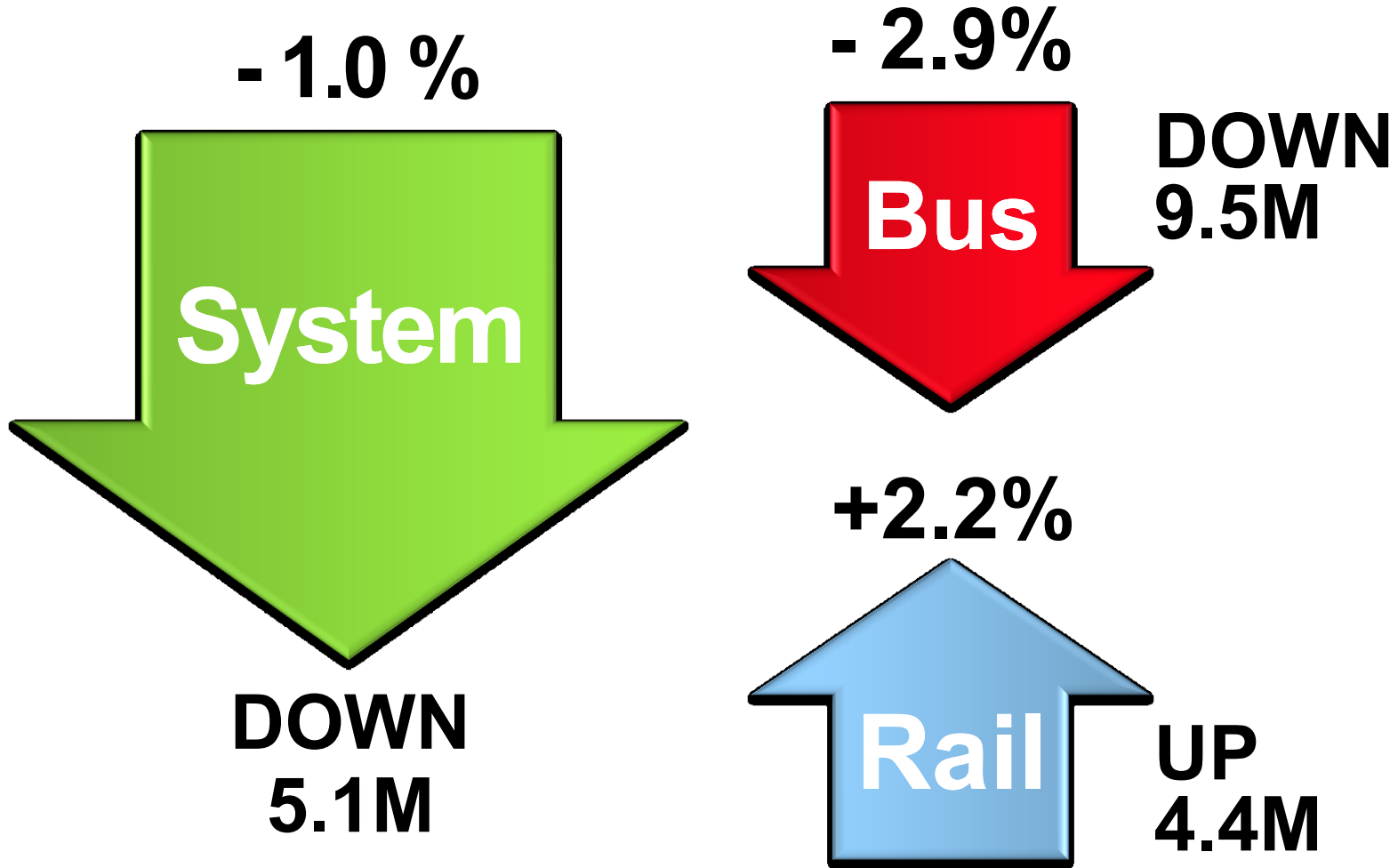


RIDERSHIP REPORT



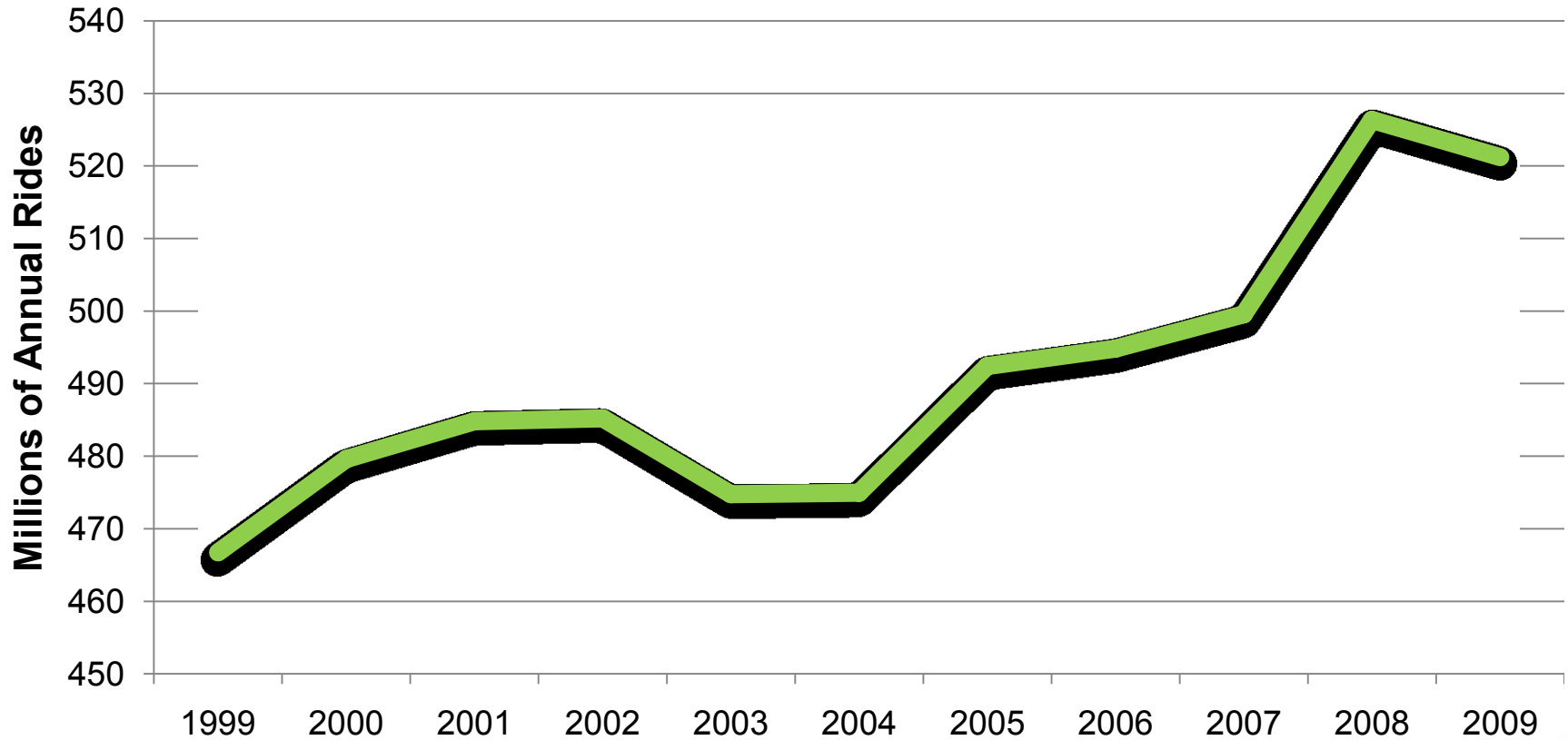
ANNUAL 2009 RIDERSHIP

- 521.2 million rides provided in 2009
- Down for the year, yet better than projected



CTA RIDERSHIP OVER THE DECADE

- Ridership has grown 11.7% since 1999
- Bus is up 6.6% and Rail has increased 21.7%
- Weekend ridership has grown by 28%



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