

3-TRACK UPDATE

With the Board's approval on March 30, 2007, CTA implemented 3-track operation in the Clark Corridor on April 2, 2007. It is our pleasure to give the Board a brief update of our experiences to date.

Two weeks prior to implementation of 3-track, there was a concentrated effort to communicate with our customers. CTA Information Specialists provided specific service alternatives at public hearings and station platforms for our rail customers. Information was provided for supplemental buses, and CTA requested that customers "leave early, leave late, or alternate" service to other rail lines or buses in order to meet their travel needs during the busiest portion of the a.m. and p.m. rush hour periods.

As a result of the extensive planning that was done prior to the start of 3-track, many additional CTA employees were trained and available to assist customers in answering questions and to, address any issues that might arise during operation of the reduced capacity within the Clark Corridor. We are pleased to report that our customers responded favorably. Many customers moved their travel times to the fringe of the rush, switched to bus service, or both. Rail customer loads have declined by roughly 20 percent in the morning rush and by 1/3 in the afternoon rush.

Rail ridership on the north side decreased from an average of 123,000 per day in March 2007 to 106,000 with the start of 3-track operation. As Chicago public school students

returned in the second week of the project, ridership increased system-wide and increased at north side rail stations. By April 10th, ridership at north side stations exceeded the March average. However, the number of customers remains below pre-construction levels but has steadily increased.

Bus ridership reflected a larger than expected shift in the Lake Shore corridor routes. The #11 Lincoln/Sedgwick experienced significant ridership increases (40-45%) as expected with the supplemental service accommodating additional customers. The #22 Clark experienced substantial ridership increases (+2,000) on what was already a very heavily used route. Lakeshore corridor ridership also increased significantly, particularly on the #147 Outer Drive Express (+30-35%) and #148 Clarendon/Michigan Express (+85%).

During the three weeks since implementation, service has gone well with few delays although there were a few instances where the first train was unable to accommodate all the waiting customers. This was during the height of peak service. Generally, we have been able to accommodate those customers on the following trains. When other delays occurred, there was a concentrated effort by CTA employees to route around the delay and restore service quickly in order to minimize the inconvenience to our customers. We will continue to be vigilant and work quickly to resolve issues as they arise.

Complaints have been minimal during this time period. Travel times have generally been good. We want to thank the many Operations and support personnel for assisting us in this very important service initiative in order to make it a successful one for our customers.

I would be pleased to answer any questions.