



**President's Report**  
**November 7, 2007**



# Civic Consulting Alliance & Private Partners



- **CTA received at least a firm a month donating pro bono services**
  - **Some firms have donated more than one team**
- **2007 contributions should be in excess of \$2 million**

# Civic Consulting Alliance & Private Partners



## **Booz Allen: Performance Management launch:**

- Establish metrics, targets, and improvement opportunities across operating units for *safe, clean, on-time, courteous, and efficient*

## **IDEO: Customer communication**

- Identify specific actions and general themes for improving communication, from the perspective of different profiles of riders

## **Deloitte: Rail of the Future & Construction Mgmt.**

- Develop principles for improving existing rights of way, based on proven and emerging technologies globally, and compare these costs to those of maintaining the current system
- Introduce best-practice and private-sector organizational structures for construction management



## **Katzenbach: Bus Cleanliness**

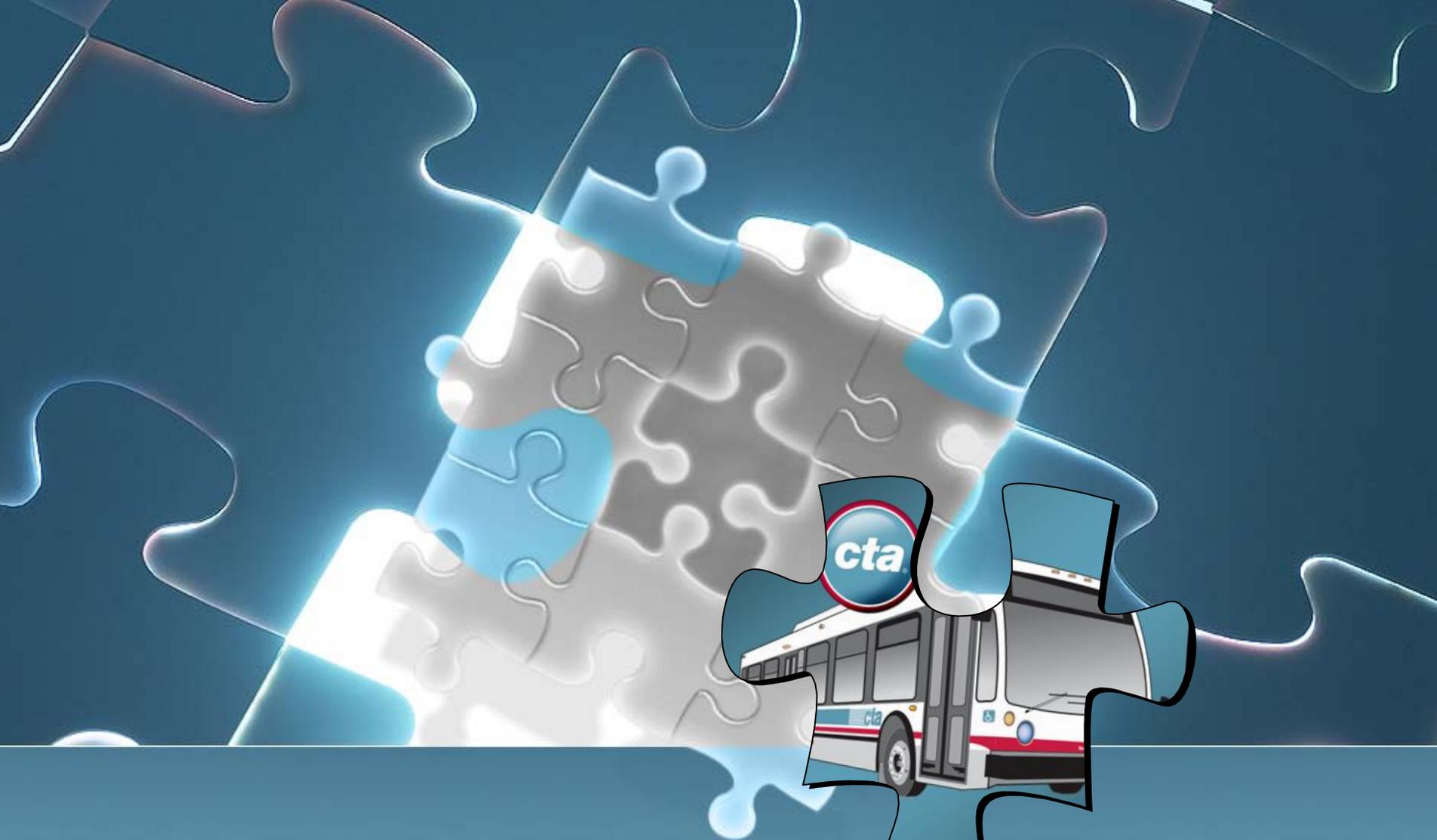
- Increase bus cleanliness with new staffing model, processes, and tools

## **Huron: Control Center**

- Simplify and standardize how the Control Center responds to a common disruption (rail door malfunction) in order to improve rail reliability and set a standard for accountability across Control Center operations

## **McKinsey: Turnaround Plan & Bus Maintenance**

- Size and sequence the major initiatives needed to increase ridership substantially and eventually position CTA as a model transit agency
- Apply lean transformation techniques to improve the effectiveness and efficiency of bus maintenance



# Lean Bus Operations

# Objectives



## 1. Improve bus availability

- Improve reliability through revised maintenance strategies
- Optimize use of resources

## 2. Reduce garage maintenance costs

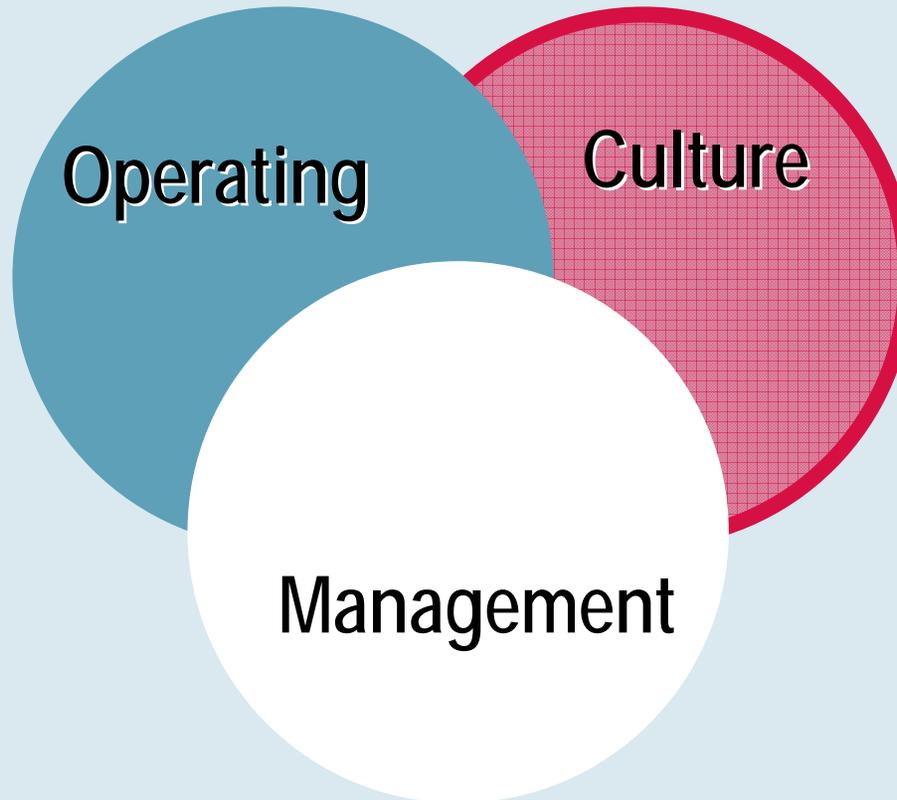
- Reduce amount of repair work through better preventive maintenance
- Increase efficiency in maintenance work execution

## 3. Reduce Bus Breakdowns

# The Focus



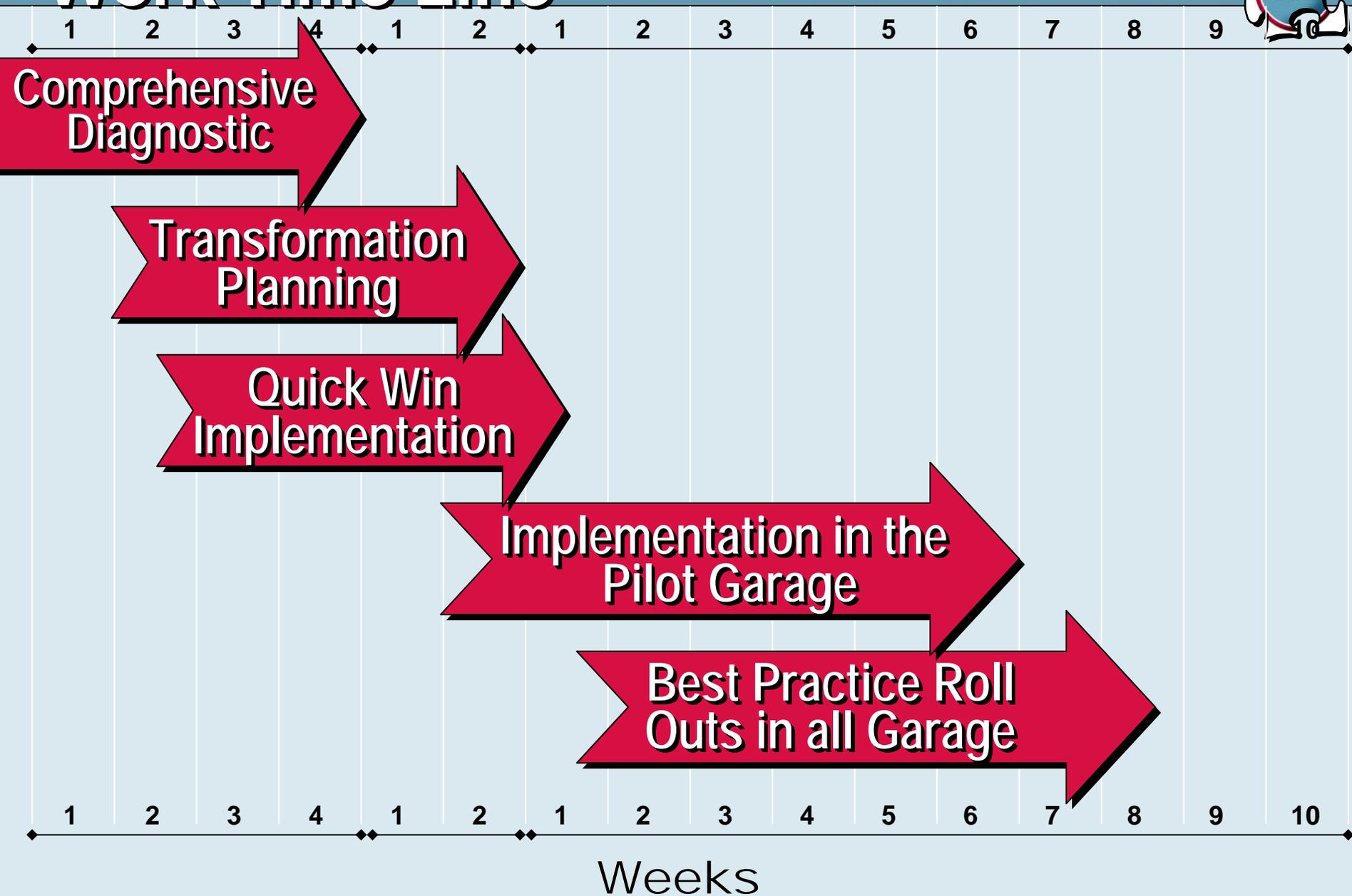
How can we improve our processes & methods?



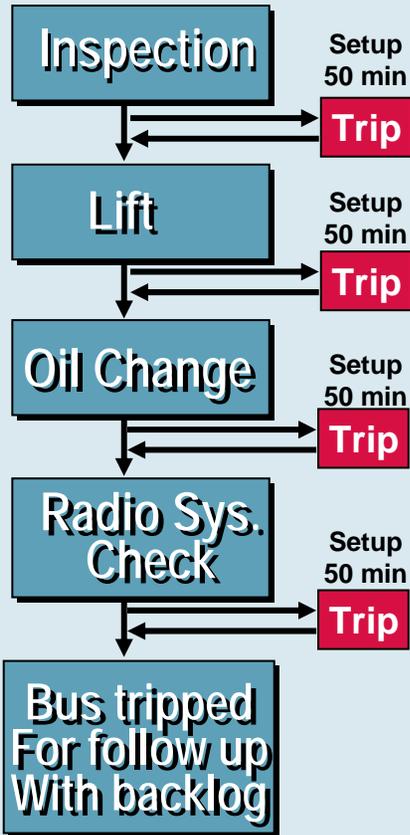
Which cultural elements/habits are critical to success?

How can leadership provide better support?

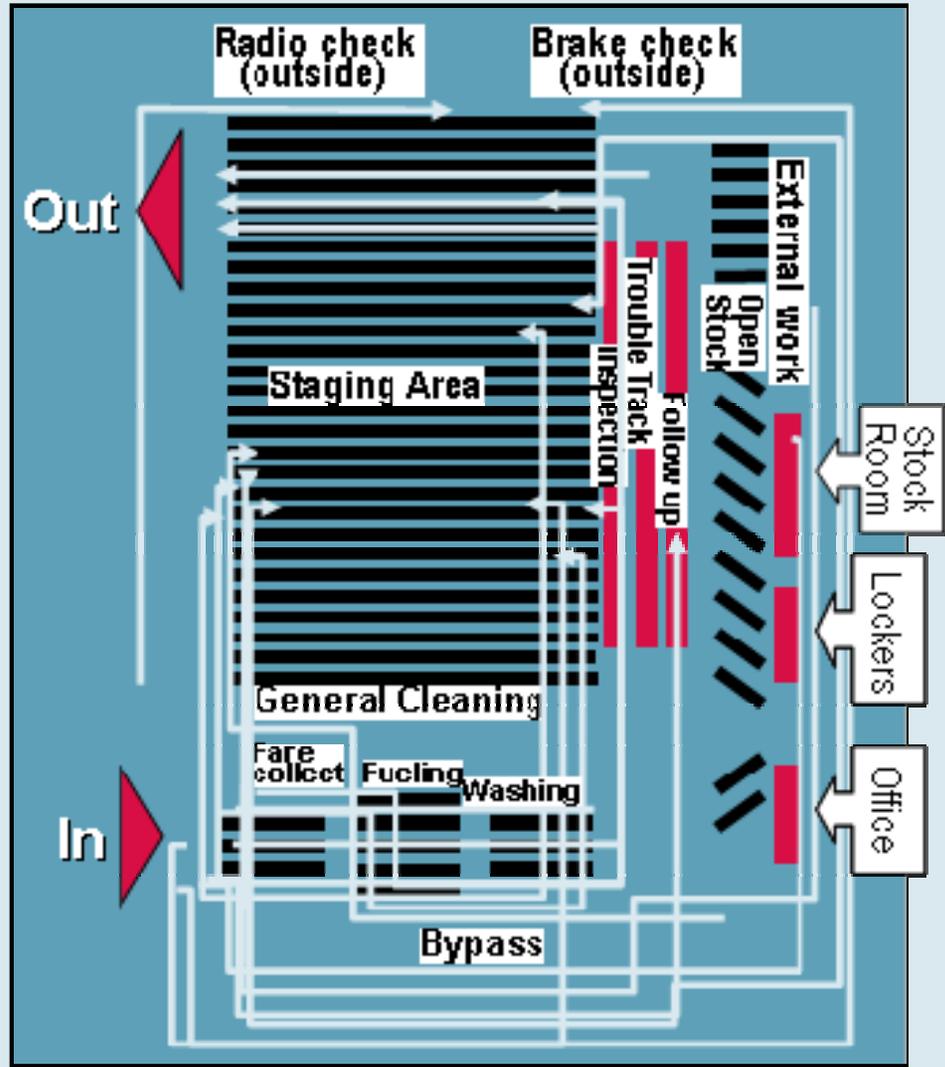
# Work Time Line



# Reconfigure Bus Workflow

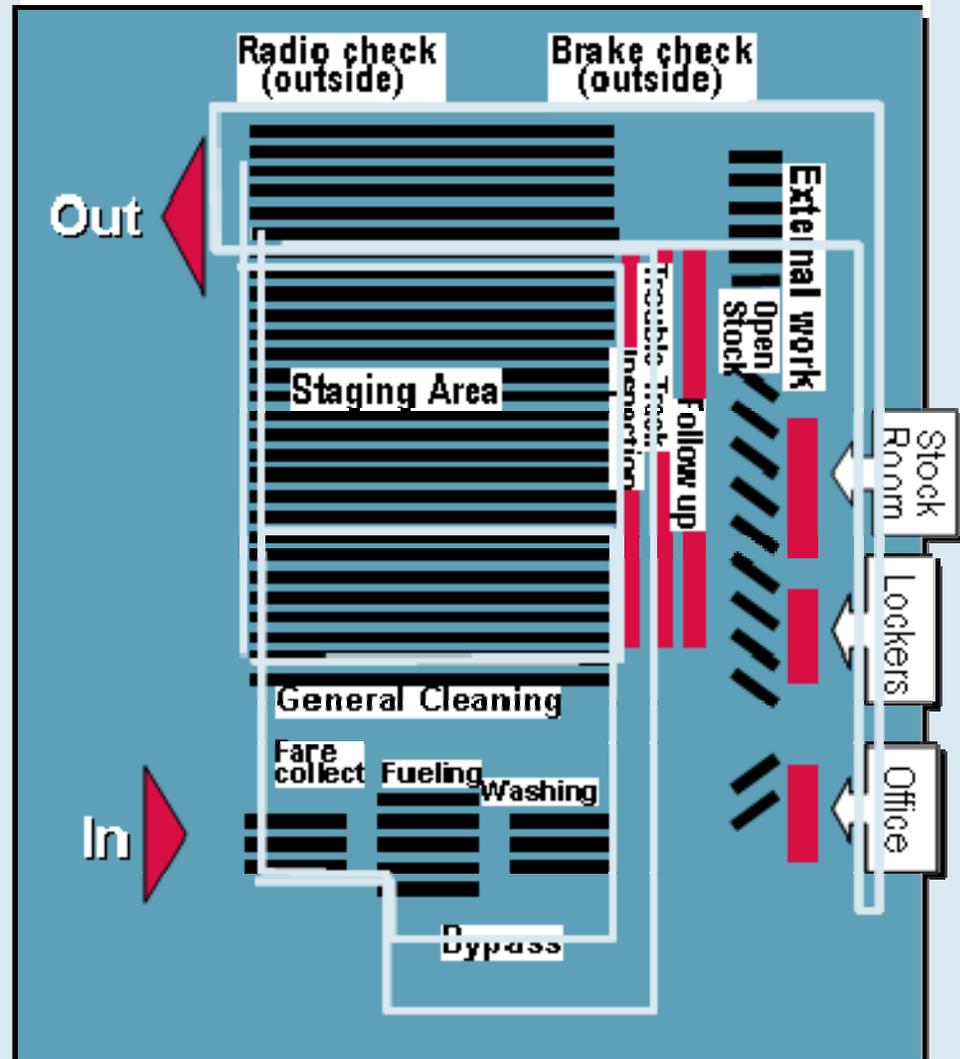
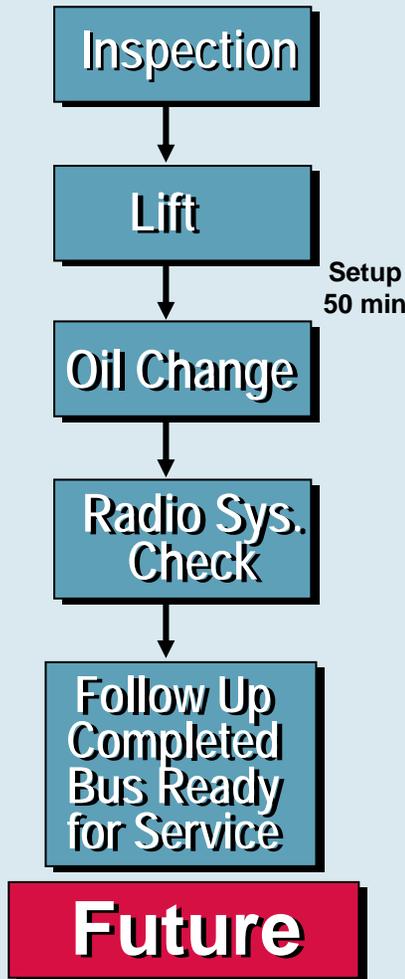


**Current**

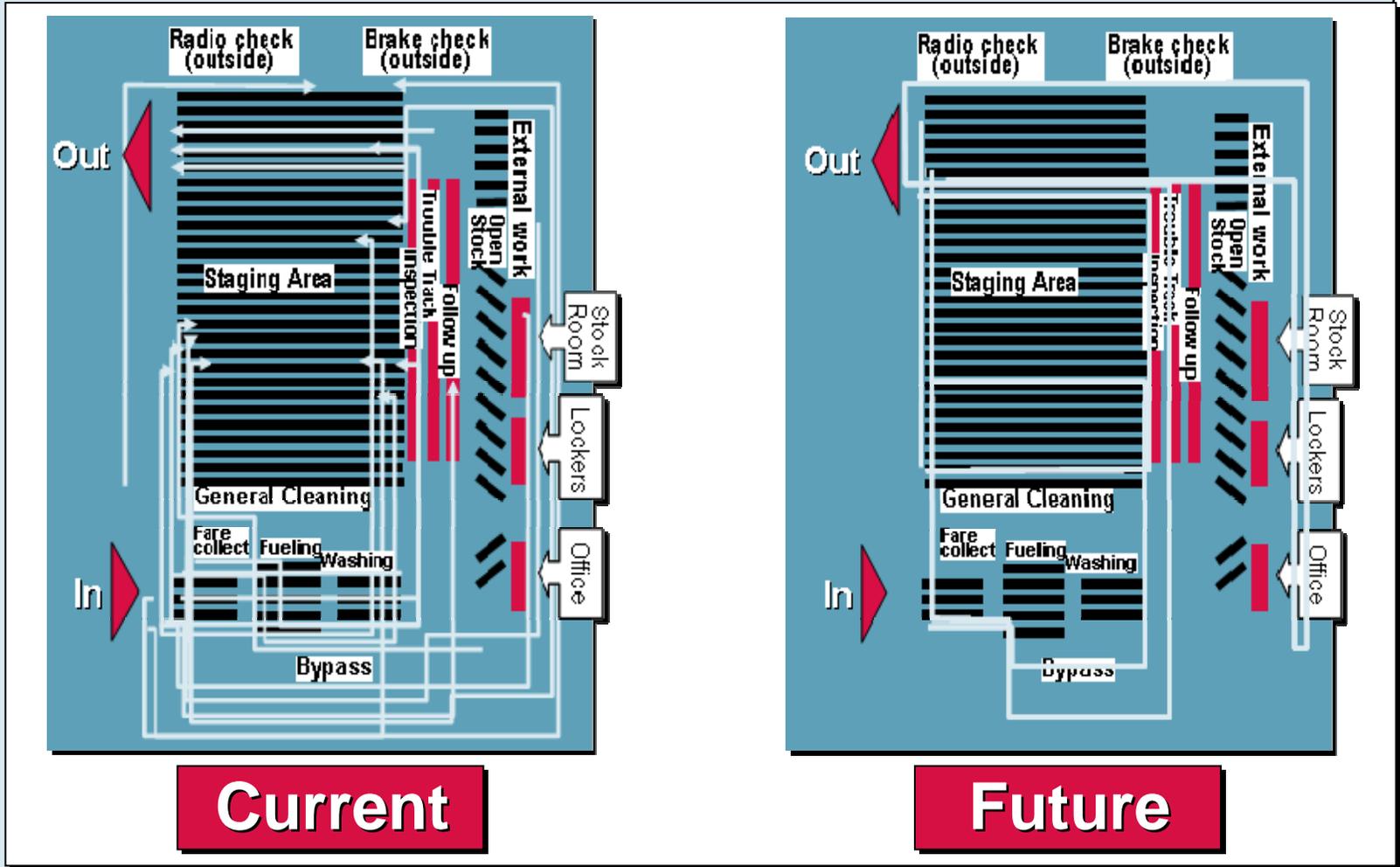


**Mechanic's Path** 

# Grouping PM Tasks Into a Line



# Reconfigure Bus Workflow



**Current**

**Future**

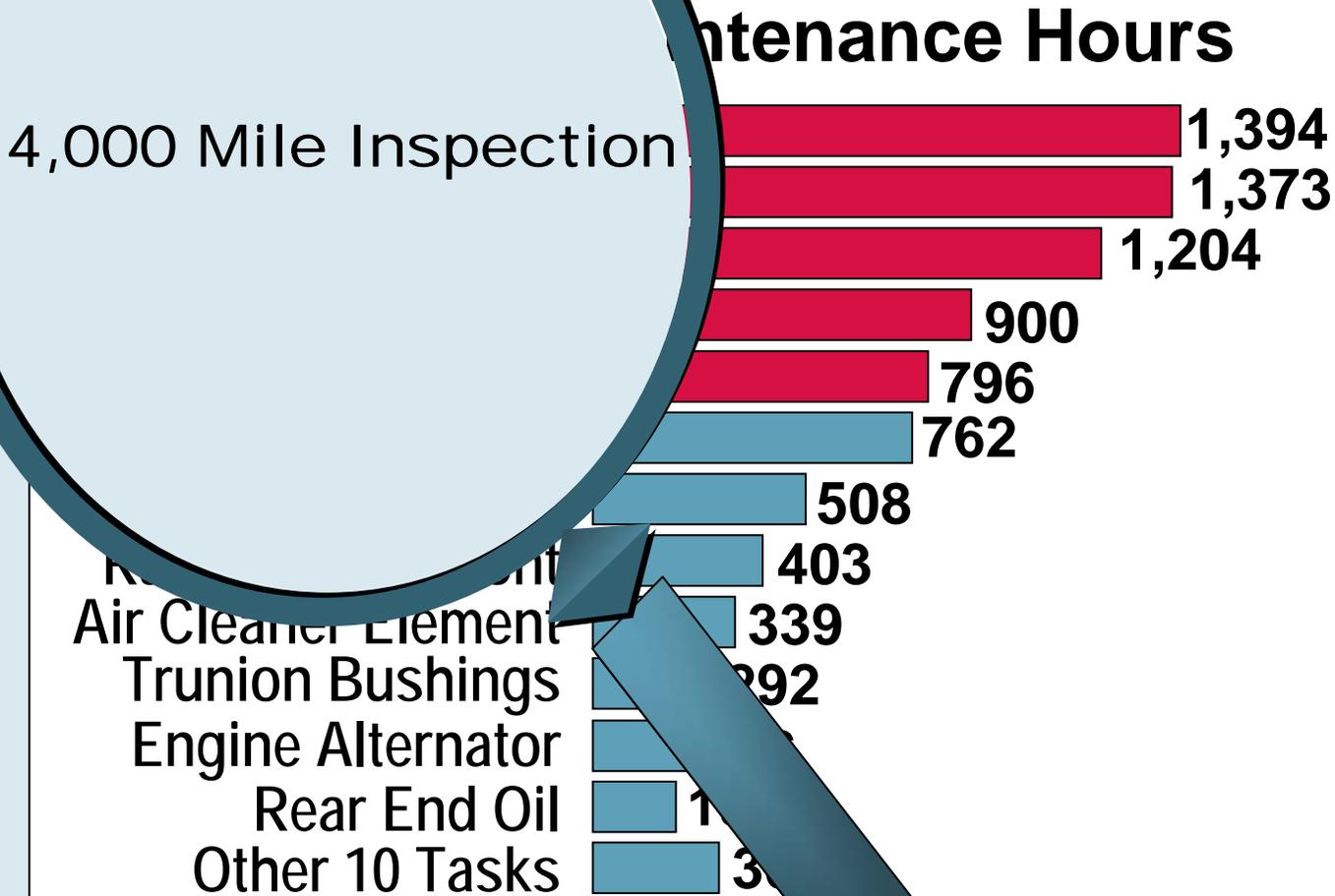
- Steps Eliminated: 4 Trips
- Time Saved: 200 Mins.

— **-100 %** → 0 Trips  
— **-75 %** → 50 Mins.

# Most Frequent Tasks Efficiency



- Top 5 tasks for 63% of PM hours

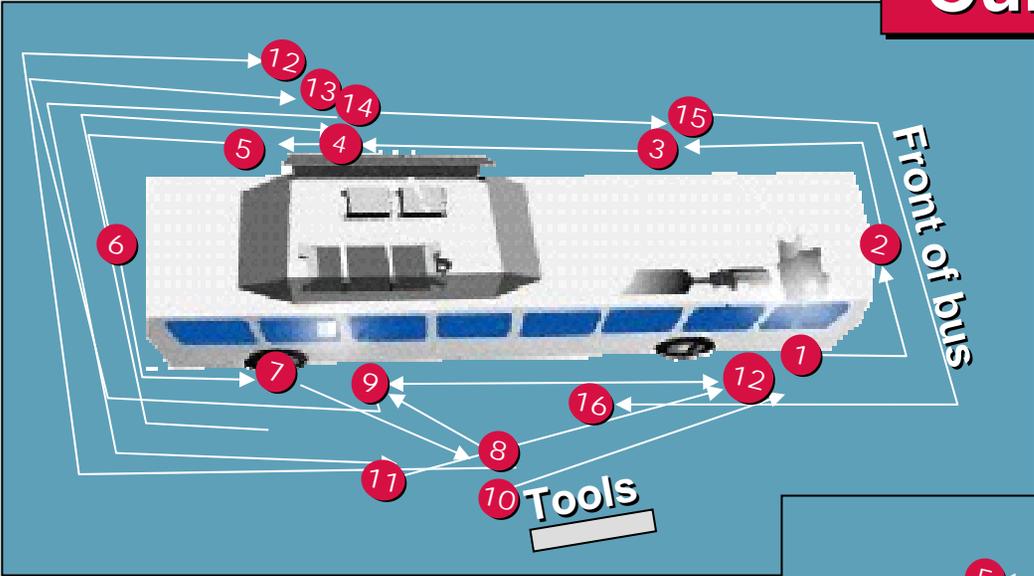


- 25% of time can be saved by using a similar approach for all of top 5 tasks

# 4,000 Mile Inspection



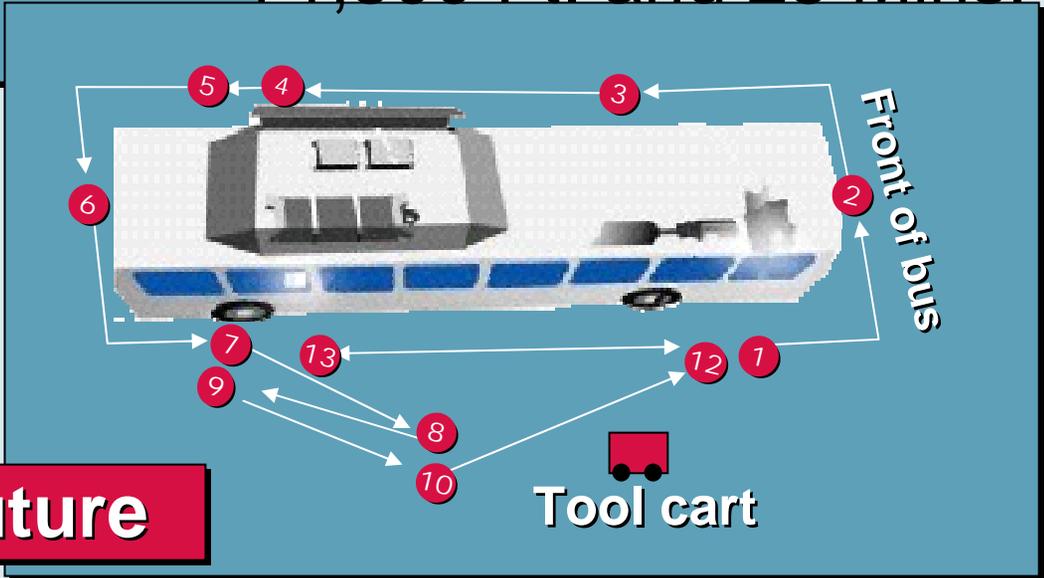
## Current



1,500 Ft. and 25 Mins.

3,280 Ft. and 45 Mins.

## Future

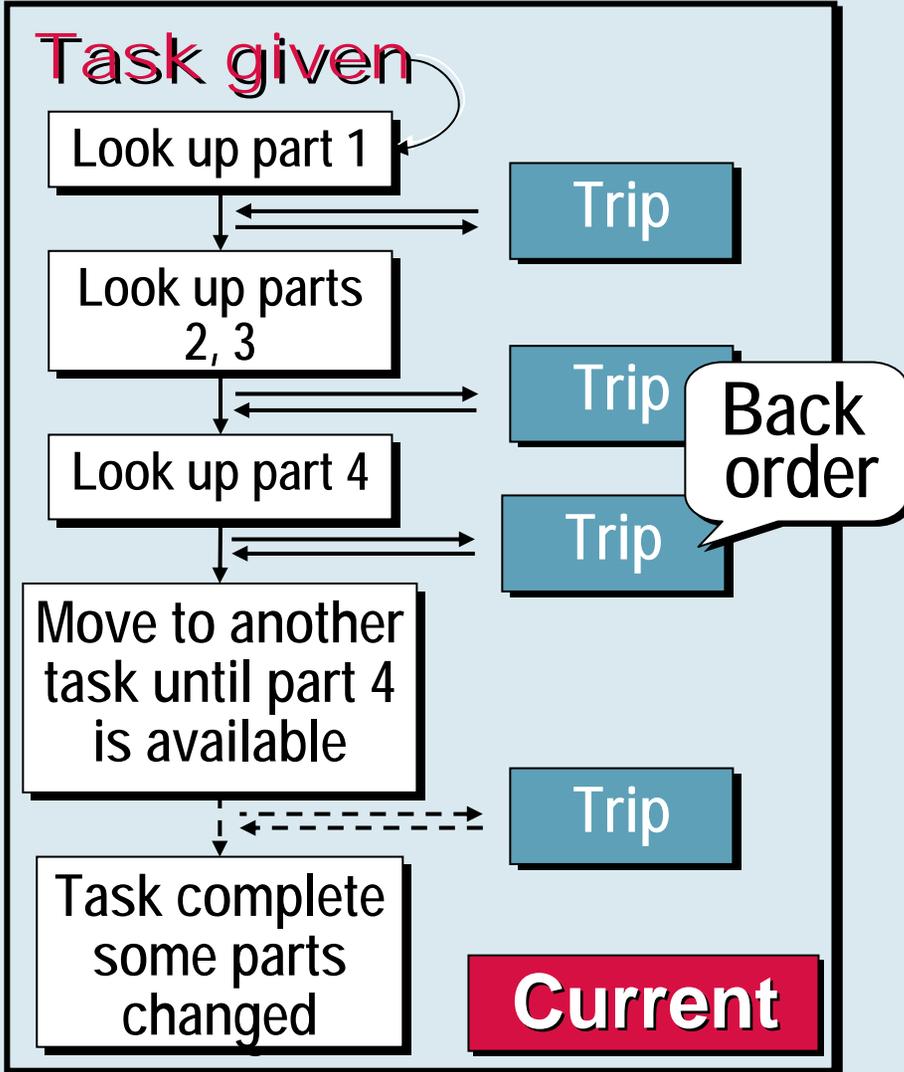


Tool cart

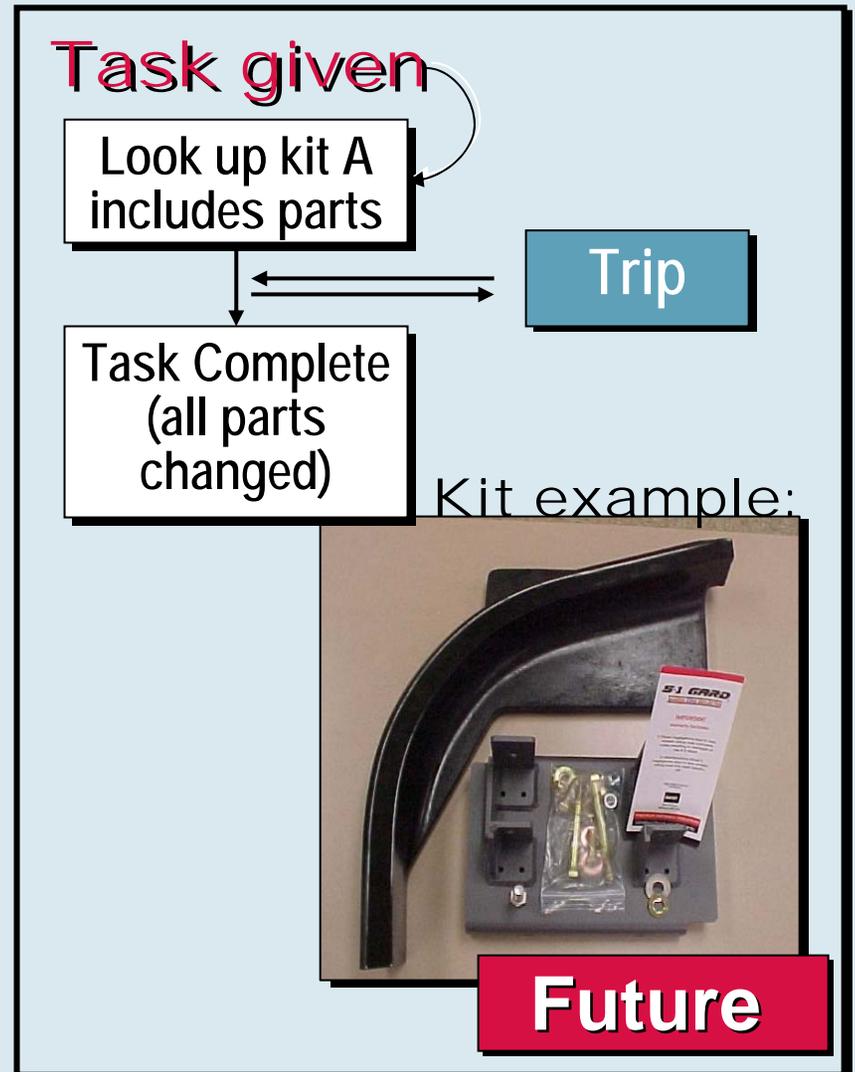
# Kitting



- Could involve multiple trips to the window



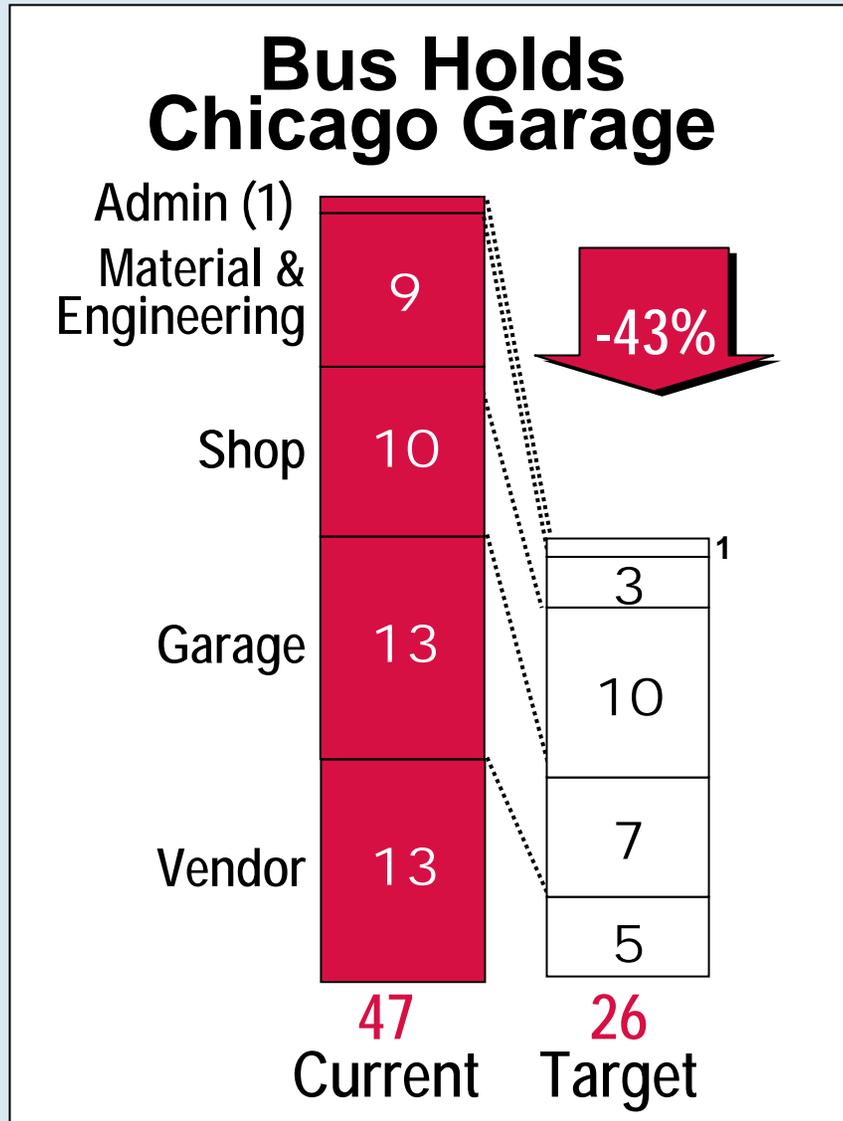
- Process involves 1 trip for each task



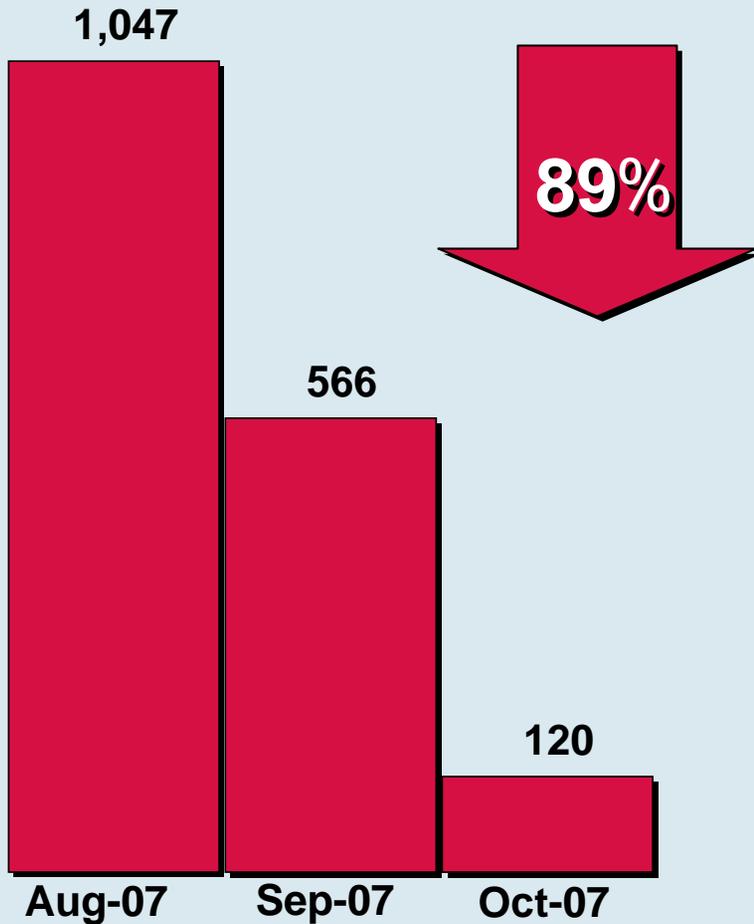
# Increased Bus Availability Can Generates \$



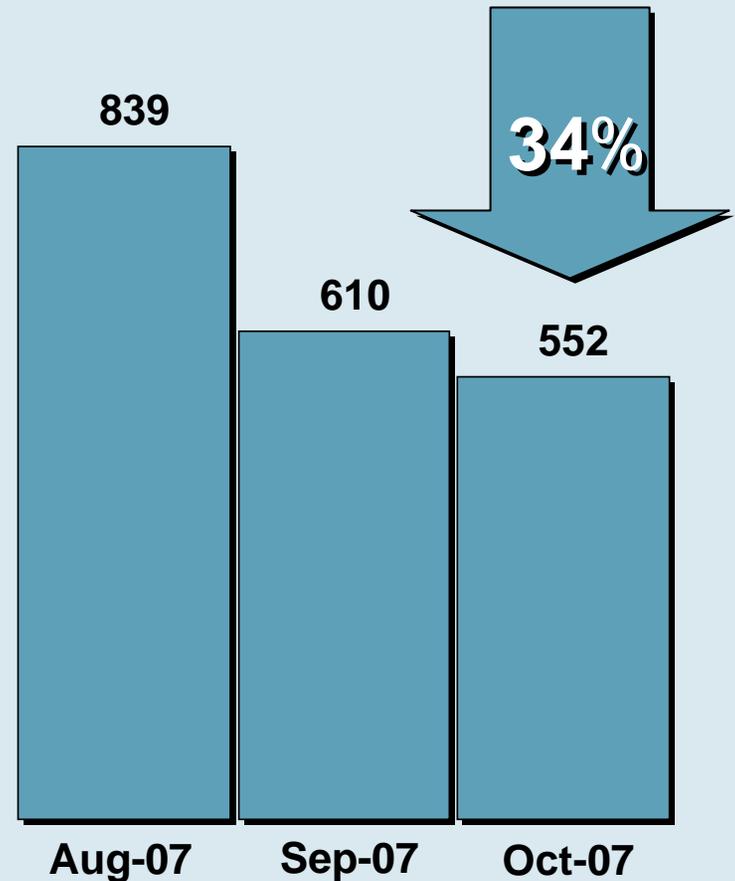
- Reducing Holds by 43% could enable retiring/replacing 21 buses



# Bus Runs Held In

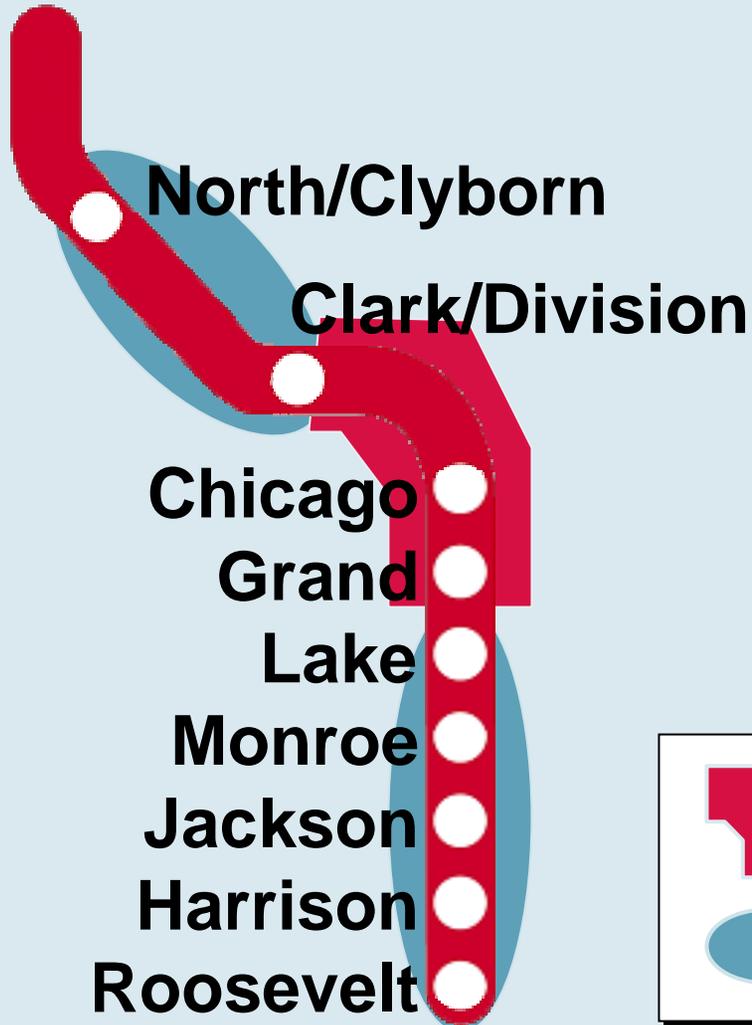


**For Equipment**



**For Manpower**

# Red Line Slow Zones



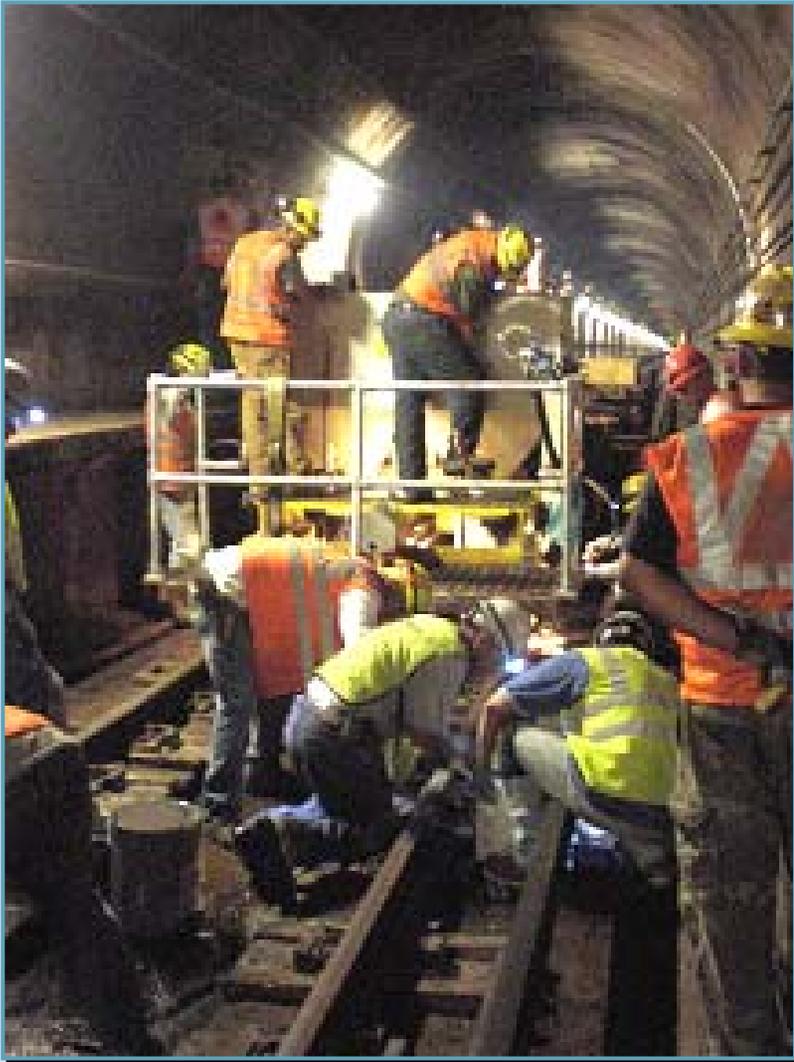
	Complete December 2007
	Complete December 2008

# Red Line Slow Zone

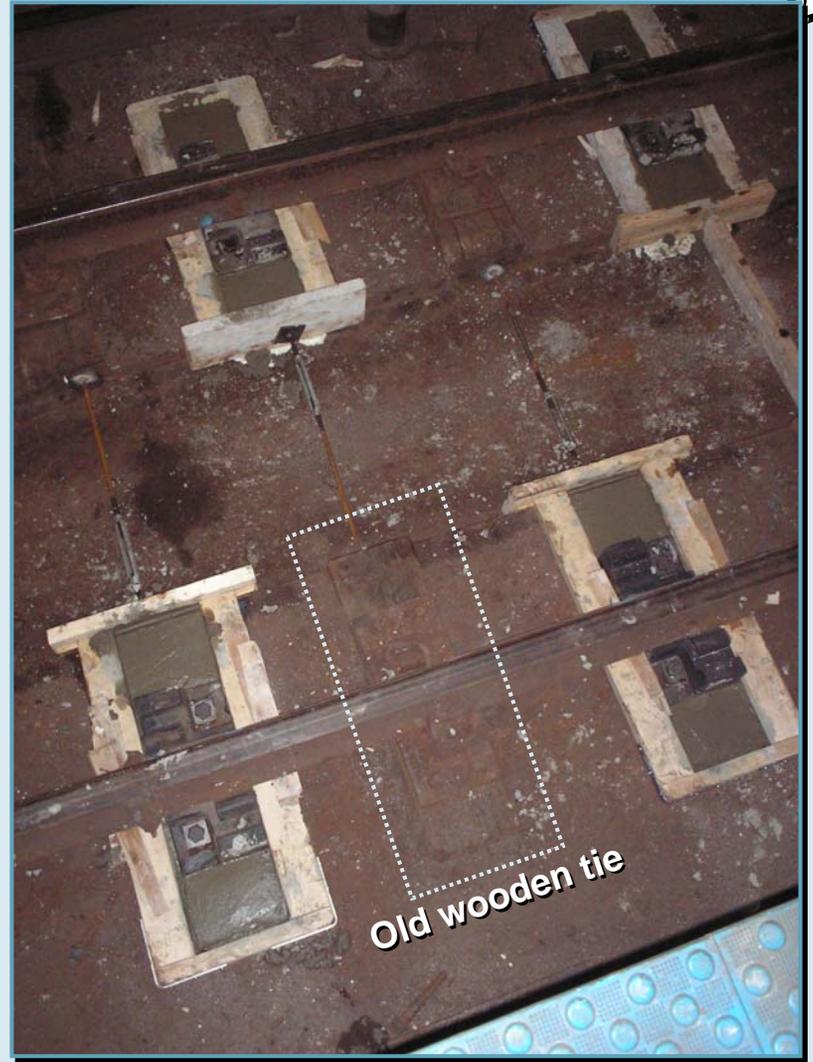


Concrete molds ready for pouring

# Red Line Slow Zone



Crews pouring concrete



Concrete half-ties curing in their molds

# Red Line Slow Zone



Crews performing finishing work on half-ties



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