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:
#X0 King Drive Express
#X4 Cottage Grove Express
#X6 Ashland Express
#X01 Garfield Express
#X020 Washington/Madison Express
#X40 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):

- Red
- Orange
- Green
- Blue
- Purple
- Pink
- Brown

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

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

- Strategically deployed information specialists
- Expanded Customer Service center hours on February 6 and 7
- Signs at all CTA bus stops
- Information on cable TV via the city’s municipal channels and Cook County’s channel
- Outreach to elected officials and community organizations

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 bus frequently.

**Bus**
- Unlimited Express Routes:
  - #23 King Drive Express
  - #24 Cottage Grove Express
  - #90 Amundsen Express

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

Revised Service Hours (service will start later and/or end earlier)
- #1, #5, #16, #27, #30, #36, #52, #77, #81, #85, #109, #110, #119, #147
- #6, #13, #30, #40, #50, #54, #70, #74, #80, #90A, #143, #111, #128, #136, #155
- #102, #136, #197, #252, #306, #319, #328, #330, #336, #397, #412, #416

Less Frequent Service:
- #1, #23, #24, #36, #50, #54, #55, #56, #58, #60, #66, #70, #74, #76, #80, #86, #90A, #100, #109, #110, #119, #147, #155
- #6, #28, #29, #50, #52, #55, #73, #80, #86, #90A, #100, #109, #110, #119, #147, #155
- #1, #23, #24, #36, #50, #54, #55, #56, #58, #60, #66, #70, #74, #76, #80, #86, #90A, #100, #109, #110, #119, #147, #155
- #6, #28, #29, #50, #52, #55, #73, #80, #86, #90A, #100, #109, #110, #119, #147, #155
- #1, #23, #24, #36, #50, #54, #55, #56, #58, #60, #66, #70, #74, #76, #80, #86, #90A, #100, #109, #110, #119, #147, #155

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

09/JH15
Remove by 2010
Brown Line Capacity Expansion Completed
Ribbon Cutting at Fullerton Station
$530M Project Completed On Time & On Budget

All Brown Line stations are now accessible
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

System: DOWN 5.1M (-1.0%)  
Bus: DOWN 9.5M (-2.9%)  
Rail: UP 4.4M (+2.2%)
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%
PRESIDENT’S REPORT

January 20, 2010