PRESIDENT’S REPORT

January 14, 2009
DIGITAL ADVERTISING DISPLAYS
Mayor Daley introduces the new digital screens at a Press Conference at the 47th Street Station

Phase I Roll Out Begins
8 Stations to Follow in Phase I

- 47th Street Red Line
- 8 more stations to follow in Phase 1
  - 18th Street Pink
  - 79th/Dan Ryan Red – South
  - 35th/IIT Green – South
  - Sox 35th/Dan Ryan Red – South
  - Roosevelt Orange/Green
  - Addison Red – North
  - Davis Purple
  - Howard Red/Yellow/Purple

- Features next train arrival and other service information
- Generates $100+ million in advertising revenue over 10 years
- Funds will be reinvested in service delivery
DIGITAL SIGNAGE ON PLATFORMS
Customers can view next train arrival information before they pay.
12 New Routes on January 26th

- 3 – King Drive
- X3 – King Drive Express
- 4 – Cottage Grove
- X4 – Cottage Grove Express
- 22 – Clark
- 36 – Broadway
- 49B – North Western
- 82 – Kimball/Homan
- 92 – Foster
- 93 – California/Dodge
- 96 – Lunt
- 97 – Skokie
Subway Exits Upgrades

- Total of 47 subway emergency exits addressed
- Project cost - $12 million
- 4 locations, completely gutted exit structure
  - Concrete patches/repairs
  - Lighting (2 emergency back-up systems)
  - Signage
Exits Before and After

Rusted handrails
Exit Opening Before and After
Night-Glow Paint
Bus Maintenance Safety Scaffolding
CURRENT ACCESS TO BUS ROOF
CURRENT ACCESS TO BUS ROOF
CURRENT ACCESS TO BUS ROOF
NEW SAFETY SCAFFOLDING
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NEW SAFETY SCAFFOLDING
RIDERSHIP
526.4 million rides in 2008

- System: UP 26.8 Mil. (5.4%)
- Bus: UP 18.9 Mil. (6.1%)
- Rail: UP 7.9 Mil. (4.1%)
**Bus System: 6.1% Growth in 2008**

- **2008 Bus System:** 328.2 million rides

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growth</td>
<td>0%</td>
<td>0%</td>
<td>10%</td>
<td>6%</td>
<td>9%</td>
<td>11%</td>
<td>11%</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
<td>4%</td>
<td>-3%</td>
</tr>
</tbody>
</table>
### Bus System: 6.1% Growth in 2008

- **Top 10 Routes Annual Ridership Gain**

<table>
<thead>
<tr>
<th>ROUTE</th>
<th>RIDE INCREASE</th>
<th>RIDE INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>#8 Halsted</td>
<td>876,871</td>
<td>14%</td>
</tr>
<tr>
<td>#151 Sheridan</td>
<td>837,814</td>
<td>13%</td>
</tr>
<tr>
<td>#22 Clark</td>
<td>818,262</td>
<td>12%</td>
</tr>
<tr>
<td>#66 Chicago Ave</td>
<td>754,087</td>
<td>11%</td>
</tr>
<tr>
<td>#147 Outer Drive Exp</td>
<td>736,402</td>
<td>15%</td>
</tr>
<tr>
<td>#36 Broadway</td>
<td>593,046</td>
<td>11%</td>
</tr>
<tr>
<td>#49/X49 Western</td>
<td>582,669</td>
<td>6%</td>
</tr>
<tr>
<td>#9/X9 Ashland</td>
<td>489,705</td>
<td>5%</td>
</tr>
<tr>
<td>#72 North Ave</td>
<td>434,825</td>
<td>8%</td>
</tr>
<tr>
<td>#12 Roosevelt</td>
<td>422,187</td>
<td>10%</td>
</tr>
</tbody>
</table>
2008 Rail System: 198.2 million rides

- Jan: -2%
- Feb: -3%
- Mar: 6%
- Apr: 4%
- May: 3%
- Jun: 3%
- Jul: 4%
- Aug: 8%
- Sep: 7%
- Oct: 7%
- Nov: 4%
- Dec: 4%
## Annual Ridership Gain by Rail Line

<table>
<thead>
<tr>
<th>ROUTE</th>
<th>RIDE INCREASE</th>
<th>GROWTH IN 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Line</td>
<td>2,212,846</td>
<td>6%</td>
</tr>
<tr>
<td>Brown Line</td>
<td>485,148</td>
<td>4%</td>
</tr>
<tr>
<td>Green Line</td>
<td>529,534</td>
<td>5%</td>
</tr>
<tr>
<td>Orange Line</td>
<td>142,980</td>
<td>2%</td>
</tr>
<tr>
<td>Pink Line</td>
<td>482,767</td>
<td>12%</td>
</tr>
<tr>
<td>Purple Line</td>
<td>240,291</td>
<td>8%</td>
</tr>
<tr>
<td>Red Line</td>
<td>2,003,829</td>
<td>3%</td>
</tr>
<tr>
<td>Yellow Line</td>
<td>120,501</td>
<td>21%</td>
</tr>
<tr>
<td>Loop Elevated</td>
<td>1,168,875</td>
<td>6%</td>
</tr>
</tbody>
</table>
Growth has been strongest in corridors served by rail, including nearby and feeding bus routes.

West and near-northwest sides did very well on crosstown bus routes.

O’Hare was the only significant market loss in 2008.

CHANGE IN RIDERSHIP: BUS/RAIL COMBINED

2008 vs 2007

Average Weekday Through Fall
Slight decrease. Bus and rail mixed.

- System: DOWN 0.1 Mil. (0.3%)
- Bus: DOWN 0.7 Mil. (2.8%)
- Rail: UP 0.6 Mil. (4.0%)
Peak period ridership decreased but off-peak still growing.

Weekday Rush
-3.9%
3.0%
-1.2%

Weekday Off-Peak
-0.7%
4.5%
1.1%

Weekend/Hol.
-2.6%
5.7%
0.2%

Bus
Rail
System
“Big Gaps” Between Buses

Gaps between buses of double their headway and/or 15 minutes, decreased by 31% since September 2007.
Buses arriving within 1 minute or less of the bus in front of them has decreased by 24% since September 2007.
Trains came within 1 minute of their scheduled arrival 82+% of the time, a 6.5% improvement over this time last year.
Trains came within 1 minute of their scheduled arrival 83+% of the time, a 4% improvement over this time last year.
183,000+ ft. removed since Oct. 2007
Defects in the bus announcement equipment has declined by more than half
Overdue bus preventative maintenance jobs have been reduced by 45% since Oct. 2007.
EFFICIENT
Mean Miles between rail defects rose by 30% since last year
After perfecting data collection efforts, strategies to address specific problems will be more effective.
Bus runs held in due to defective equipment have all but disappeared.
78% of the hold-ins occurred on 12/26 when drivers had trouble getting to work and buses had trouble getting out of the garages.

118 of the 152 manpower availability incidents occurred on Dec. 26th.
Despite a continually aging rail fleet and a challenging winter, rail car defects decreased by 4.1%.
3-Track Completion
3-Track Time Line

Trains share 1 track at Belmont/Fullerton (March 30, 2008)

3-track complete at Fullerton (Nov 22, 2008)

3-Track COMPLETE (Dec 31, 2008)

Belmont track 3 & 4 in service (March 30, 2008)

Fullerton track 3 & 4 in service (January 25, 2008)

3-Track START (April 2, 2007)
FULLERTON STATION
Belmont Station Looking South from Clark Tower

3-Track Complete
New Escalator Safety Feature
Newly Installed Escalator at 95th/Dan Ryan Station

Lighted Stairway Promotes Safety
Newly Installed Escalator at 95th/Dan Ryan Station

**Lighted Stairway Promotes Safety**