

PRESIDENT'S REPORT

January 14, 2009



CHICAGO TRANSIT AUTHORITY



DIGITAL ADVERTISING DISPLAYS





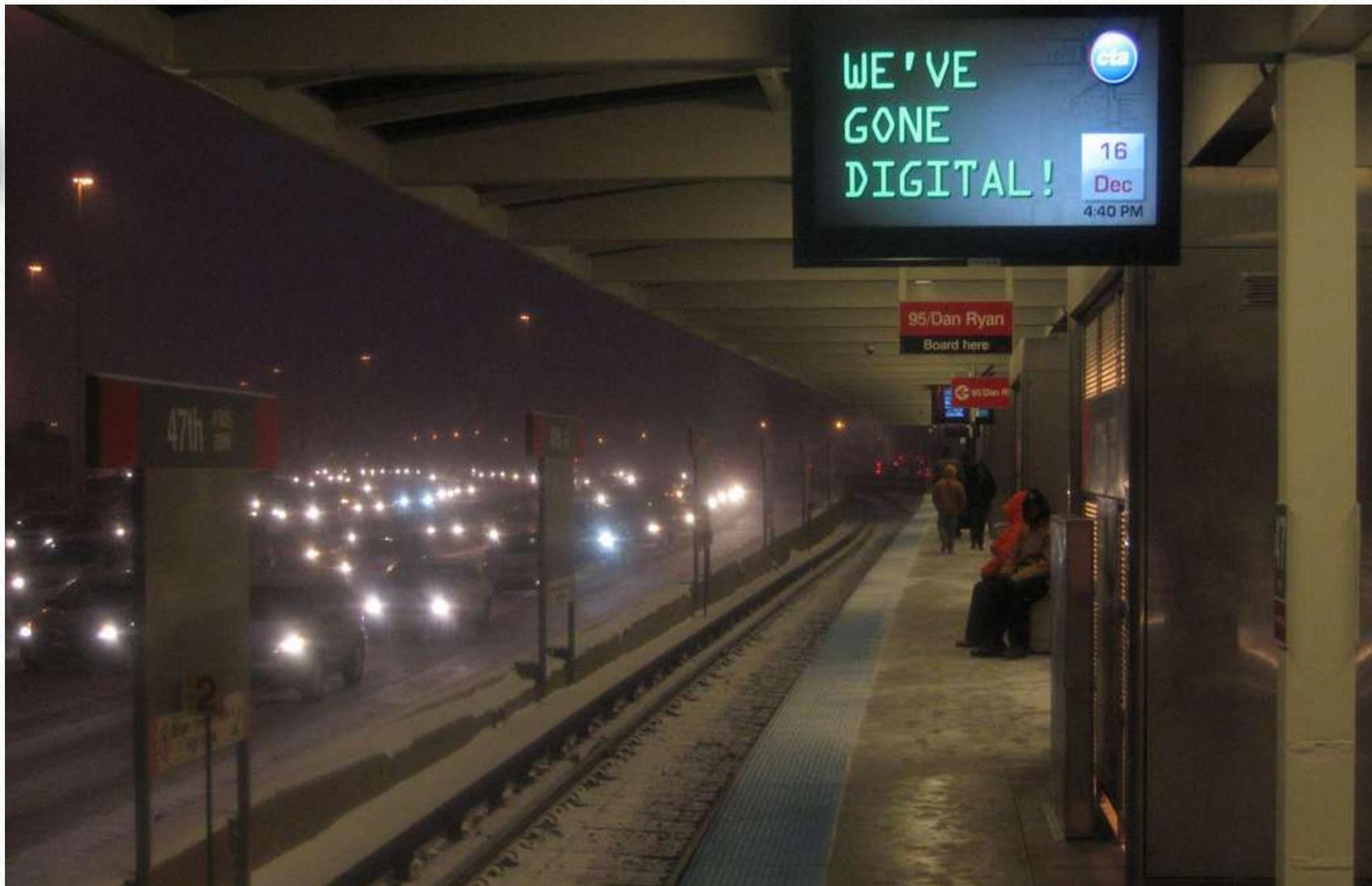
Mayor Daley introduces the new digital screens at a Press Conference at the 47th Street Station

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**

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DIGITAL SIGNAGE ON PLATFORMS

Next Train Arrival

- Customers can view next train arrival information before they pay



BUS TRACKER CONTINUED ROLL OUT



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**

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EMERGENCY

EXITS

REPAIR



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**



Rusted handrails

EXITS BEFORE AND AFTER

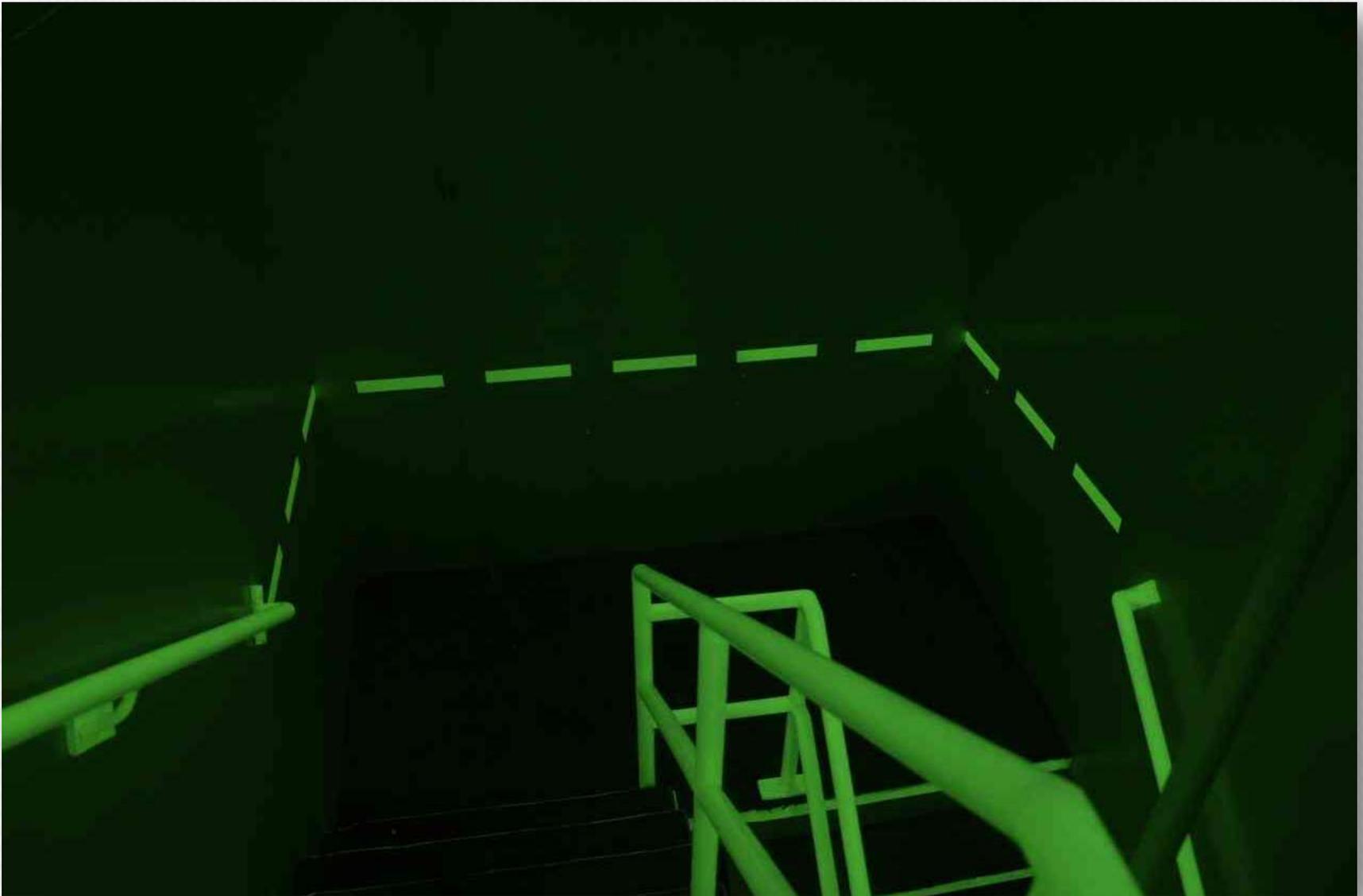


STAIRS BEFORE AND AFTER



EXIT OPENING BEFORE AND AFTER

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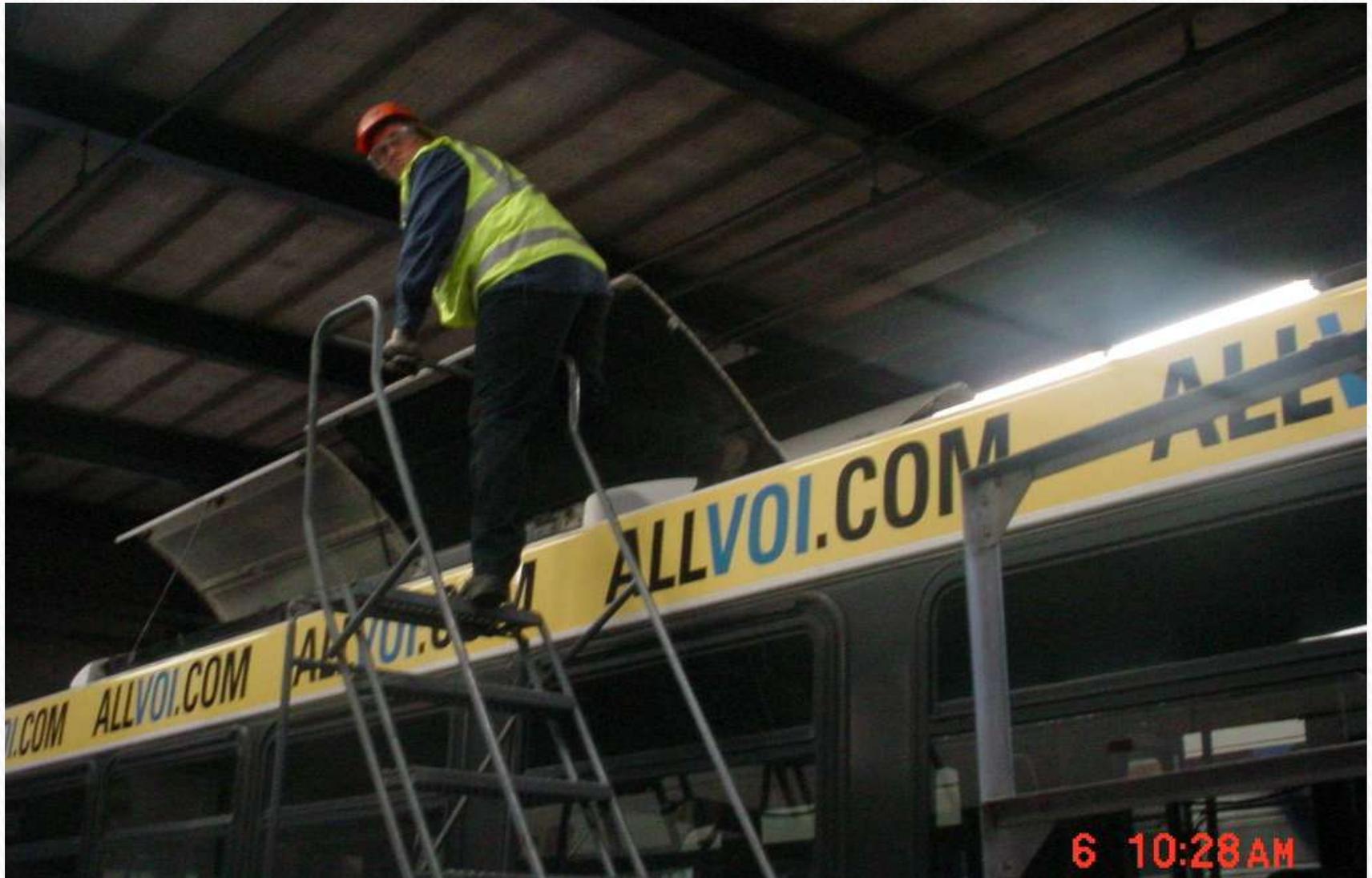


NIGHT-GLOW PAINT

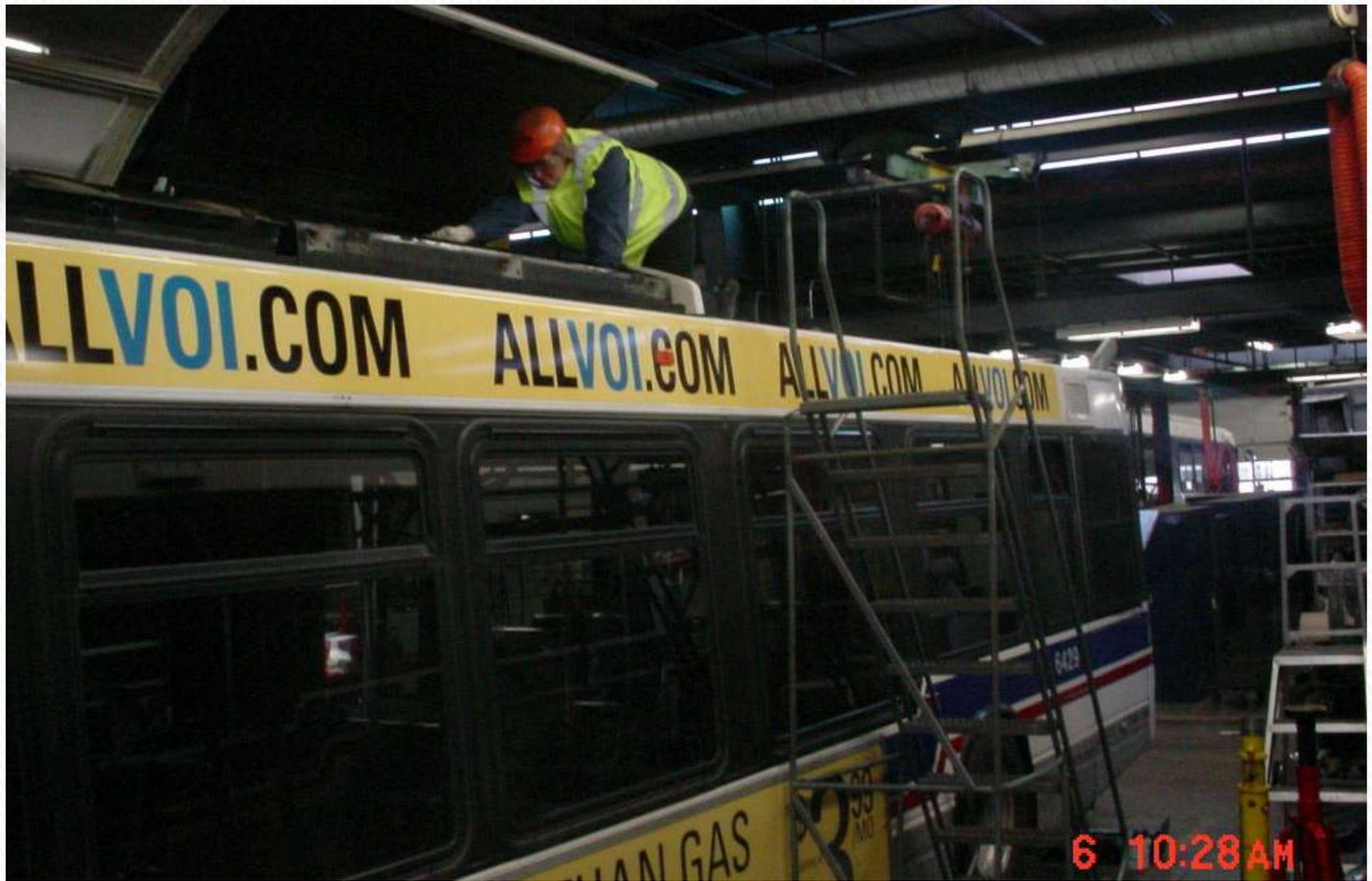


***BUS MAINTENANCE
SAFETY
SCAFFOLDING***

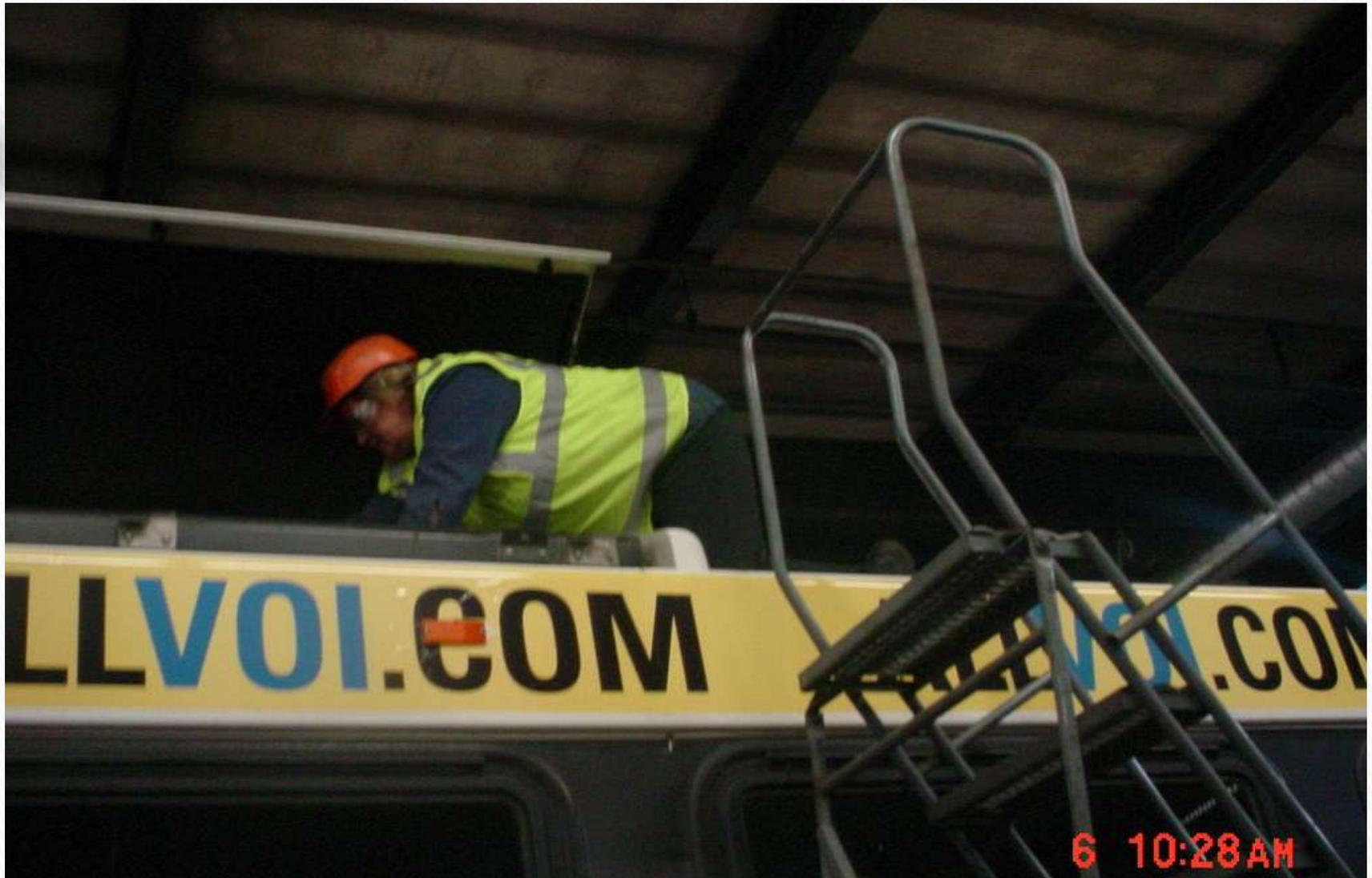




CURRENT ACCESS TO BUS ROOF



CURRENT ACCESS TO BUS ROOF



CURRENT ACCESS TO BUS ROOF



NEW SAFETY SCAFFOLDING



NEW SAFETY SCAFFOLDING



NEW SAFETY SCAFFOLDING

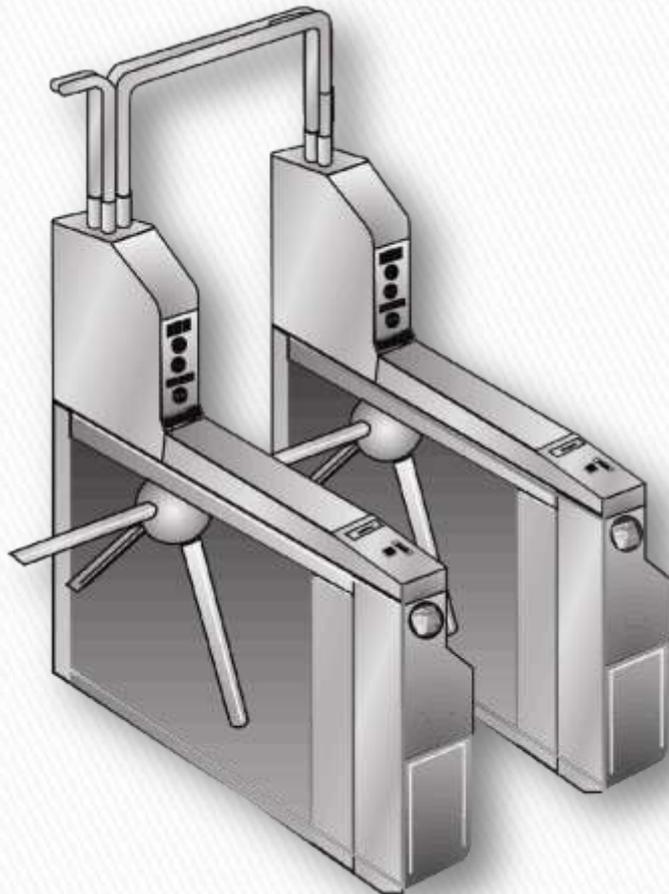
The logo consists of a black circle with a white border, containing the lowercase letters 'cta' in white. This circle is positioned on a vertical bar that is red at the top and blue at the bottom, with a black border on the right side.

cta

***PERFORMANCE
MANAGEMENT KEY
METRICS FOR 2008***



RIDERSHIP



2008 ANNUAL TOTALS

- 526.4 million rides in 2008

5.4%

System

UP
26.8 Mil.

6.1%

Bus

UP
18.9 Mil.

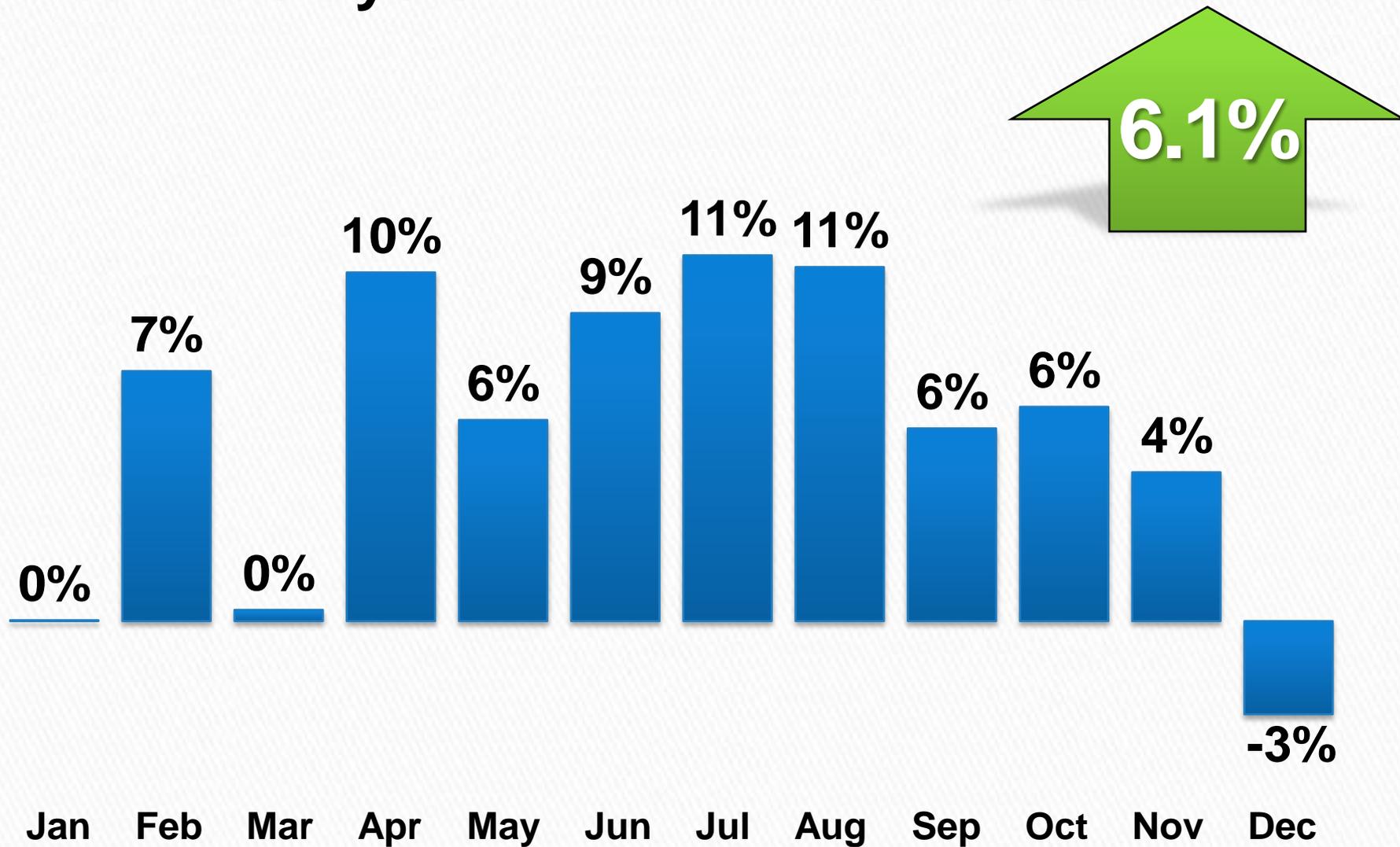
4.1%

Rail

UP
7.9 Mil.

BUS SYSTEM: 6.1% GROWTH IN 2008

- 2008 Bus System: 328.2 million rides



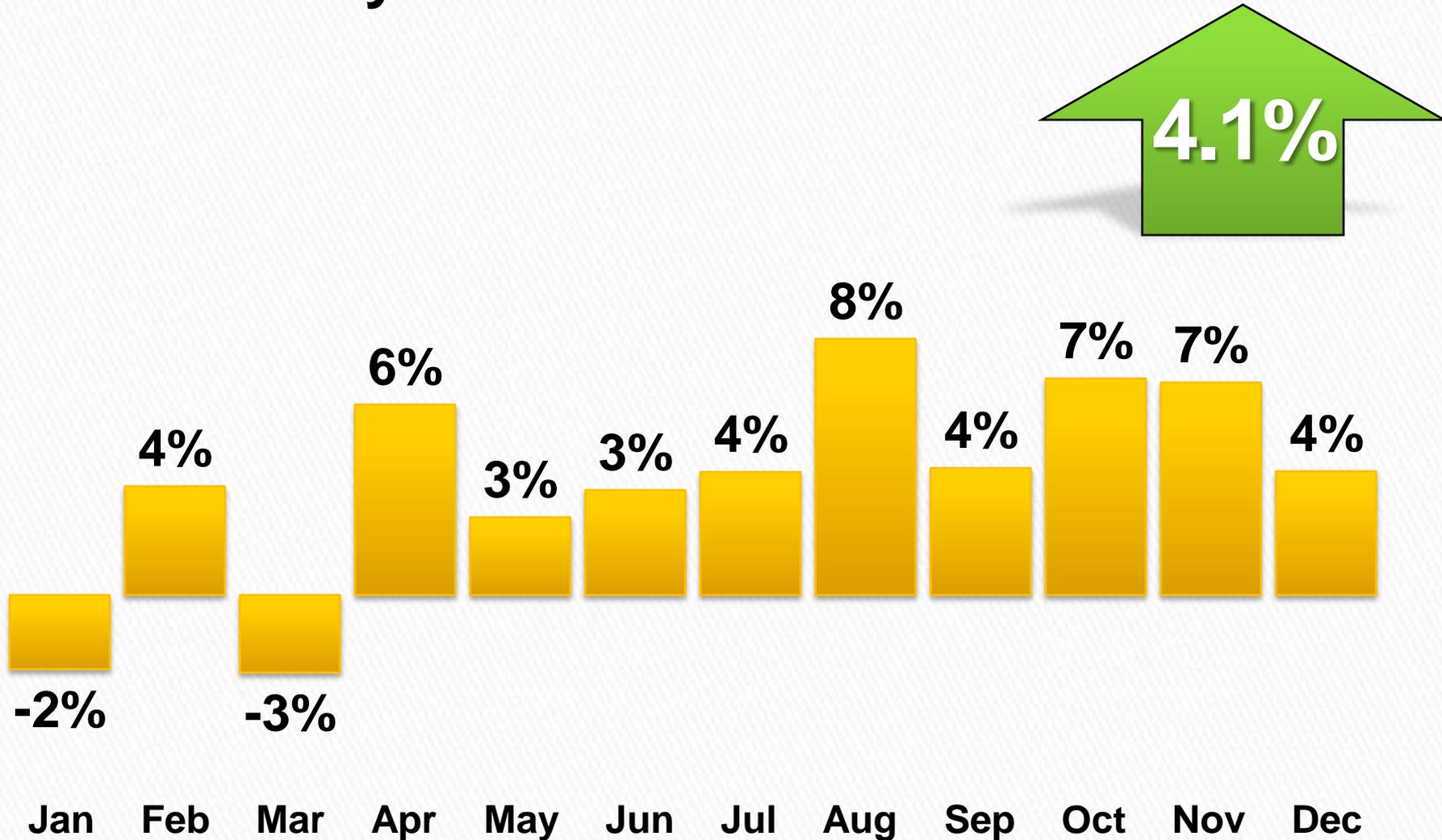
BUS SYSTEM: 6.1% GROWTH IN 2008

- **Top 10 Routes Annual Ridership Gain**

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

RAIL SYSTEM: 4.1% GROWTH IN 2008

- 2008 Rail System: 198.2 million rides



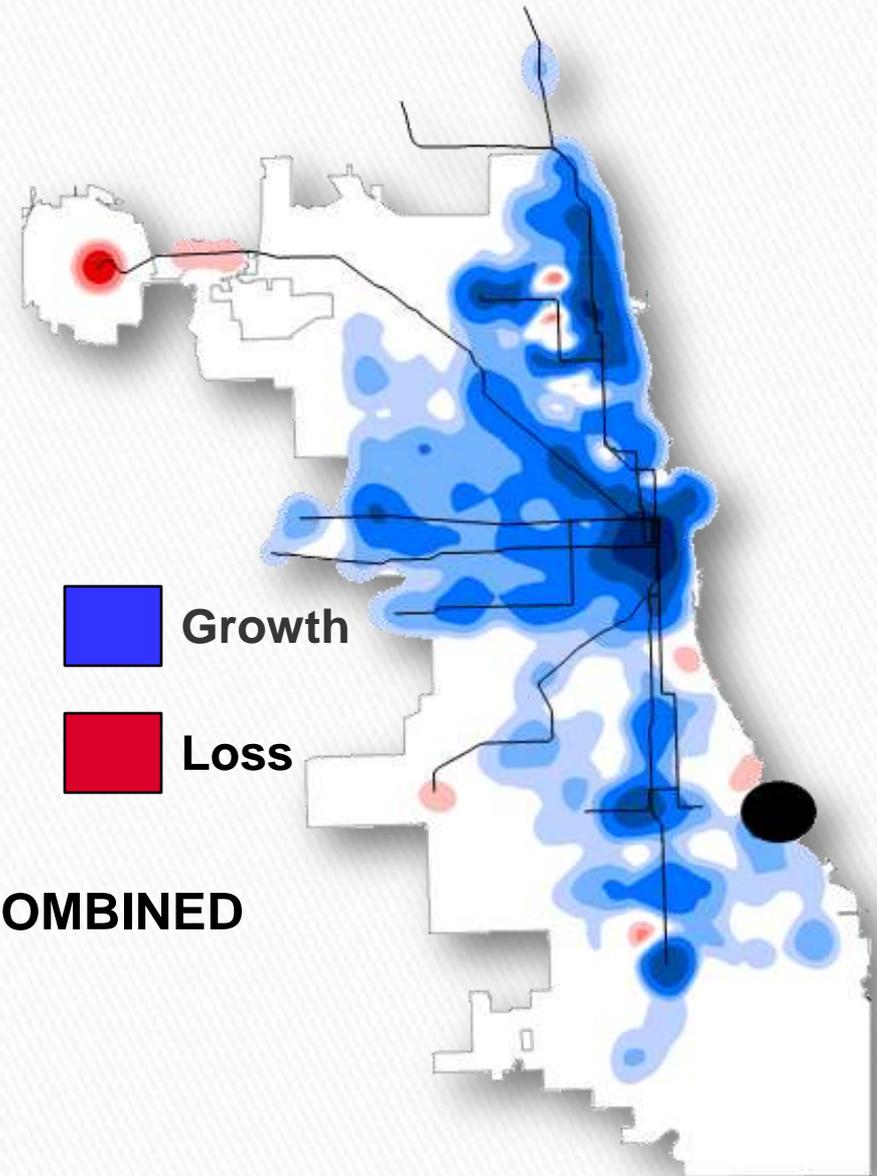
RAIL SYSTEM: 4.1% GROWTH IN 2008

- Annual Ridership Gain by Rail Line

<i>ROUTE</i>	<i>RIDE INCREASE</i>	
Blue Line	2,212,846	6%
Brown Line	485,148	4%
Green Line	529,534	5%
Orange Line	142,980	2%
Pink Line	482,767	12%
Purple Line	240,291	8%
Red Line	2,003,829	3%
Yellow Line	120,501	21%
Loop Elevated	1,168,875	6%

RIDERSHIP GROWTH ACROSS THE AREA

- 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

DECEMBER RIDERSHIP

- Slight decrease. Bus and rail mixed.

0.3%

System

**DOWN
0.1 Mil.**

2.8%

Bus

**DOWN
0.7 Mil.**

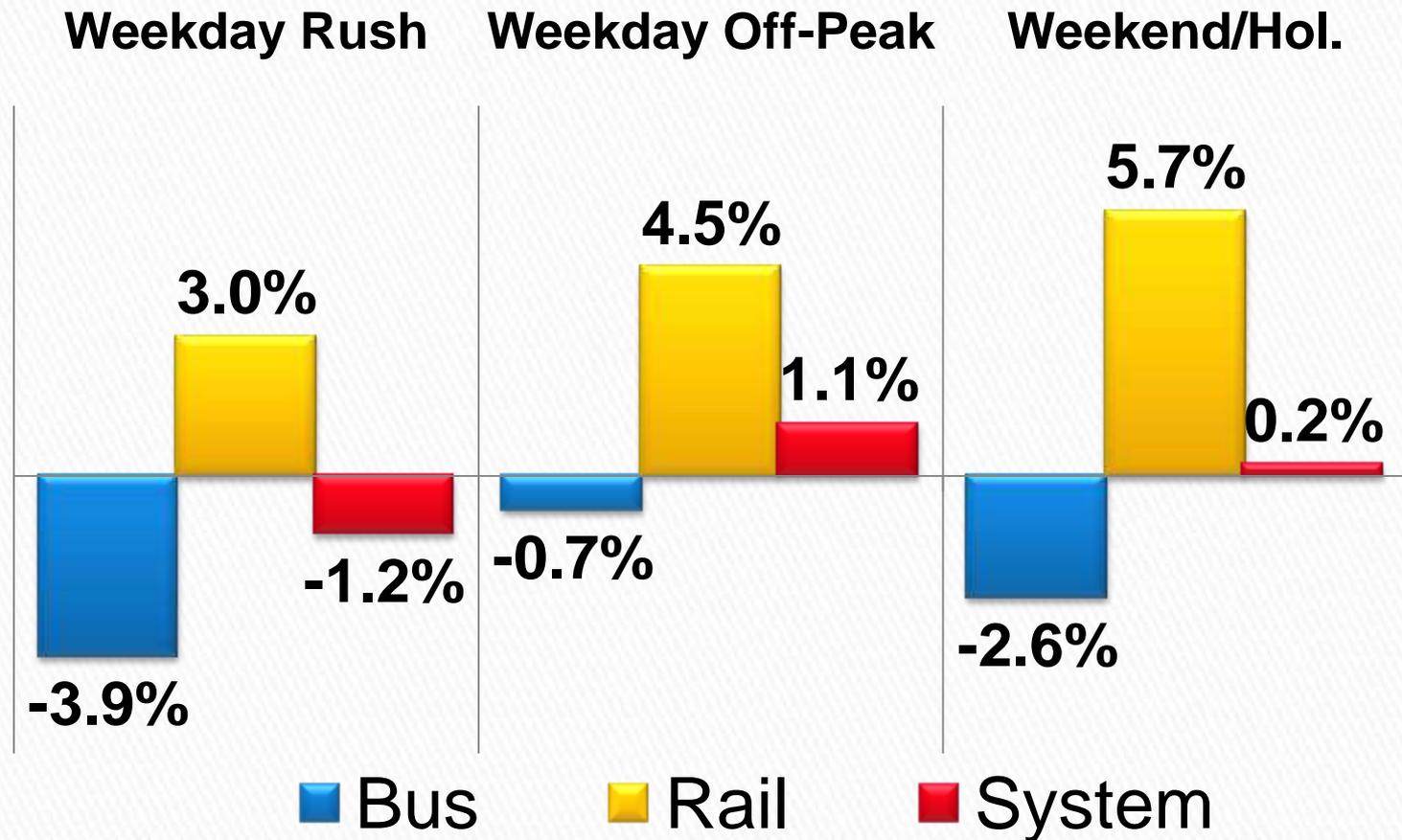
4.0%

Rail

**UP
0.6 Mil.**

DECEMBER RIDERSHIP BY TIME

- Peak period ridership decreased but off-peak still growing.



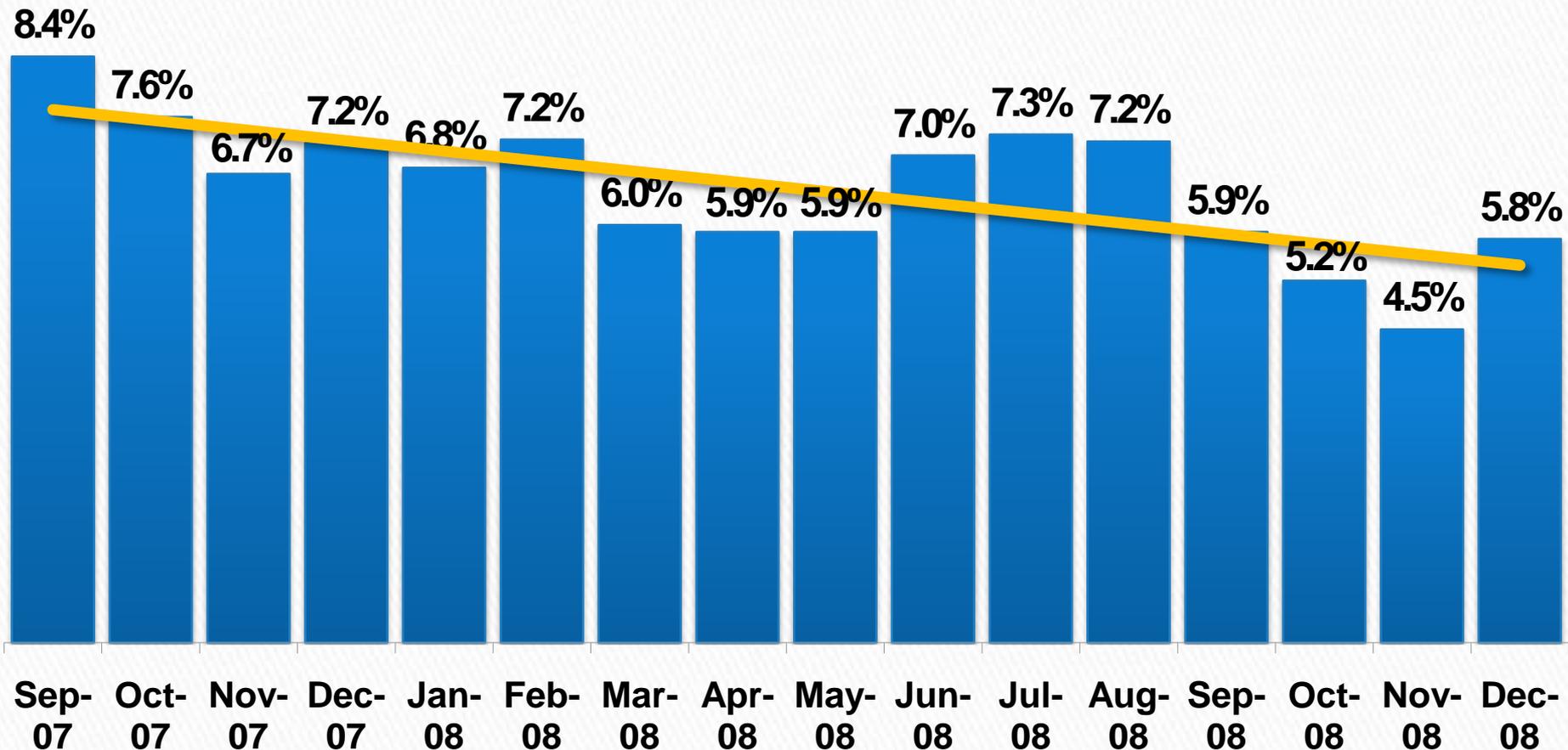
ON-TIME

cta



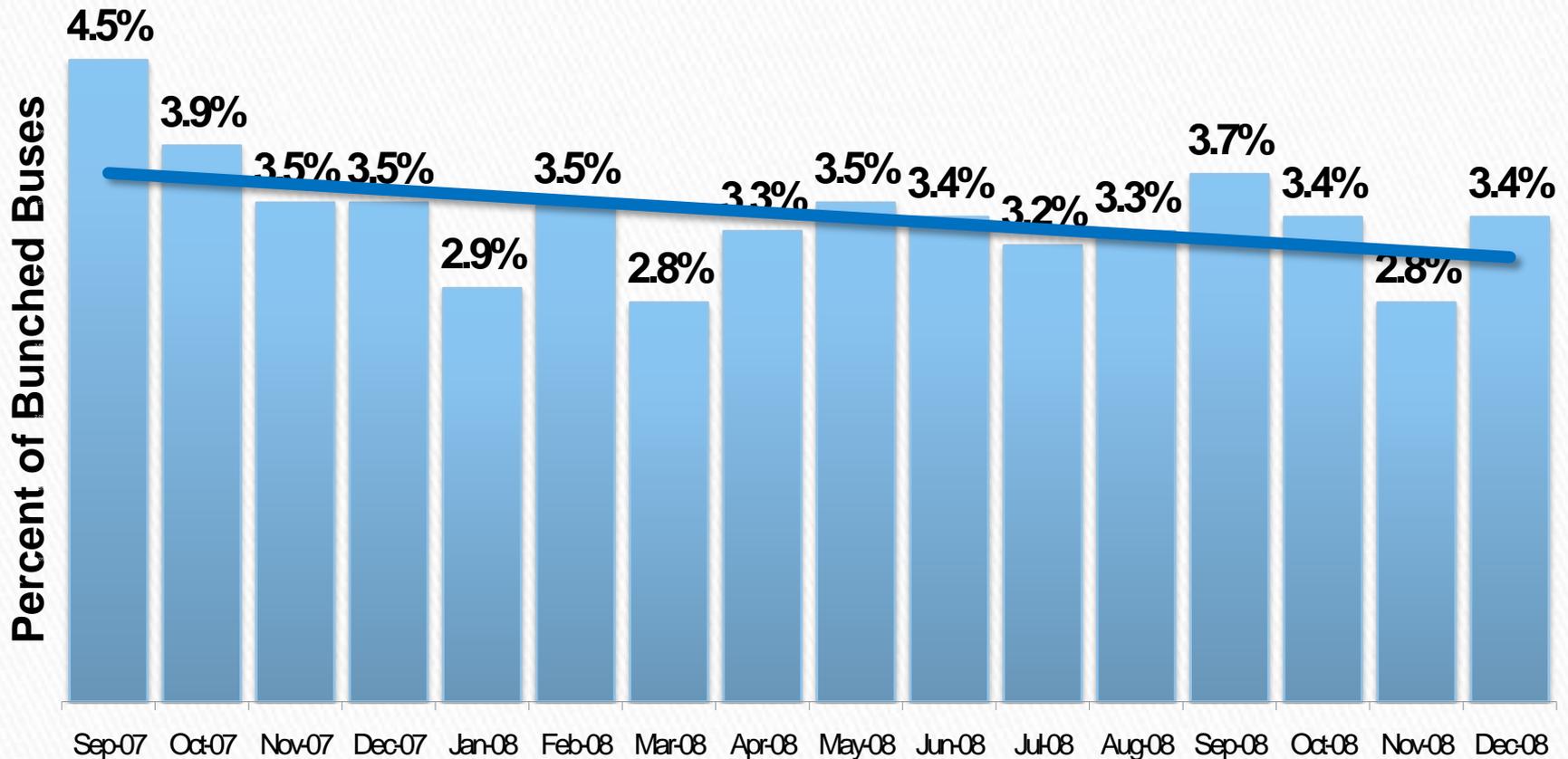
“BIG GAPS” BETWEEN BUSES

- Gaps between buses of double their headway and/or 15 minutes, decreased by 31% since September 2007



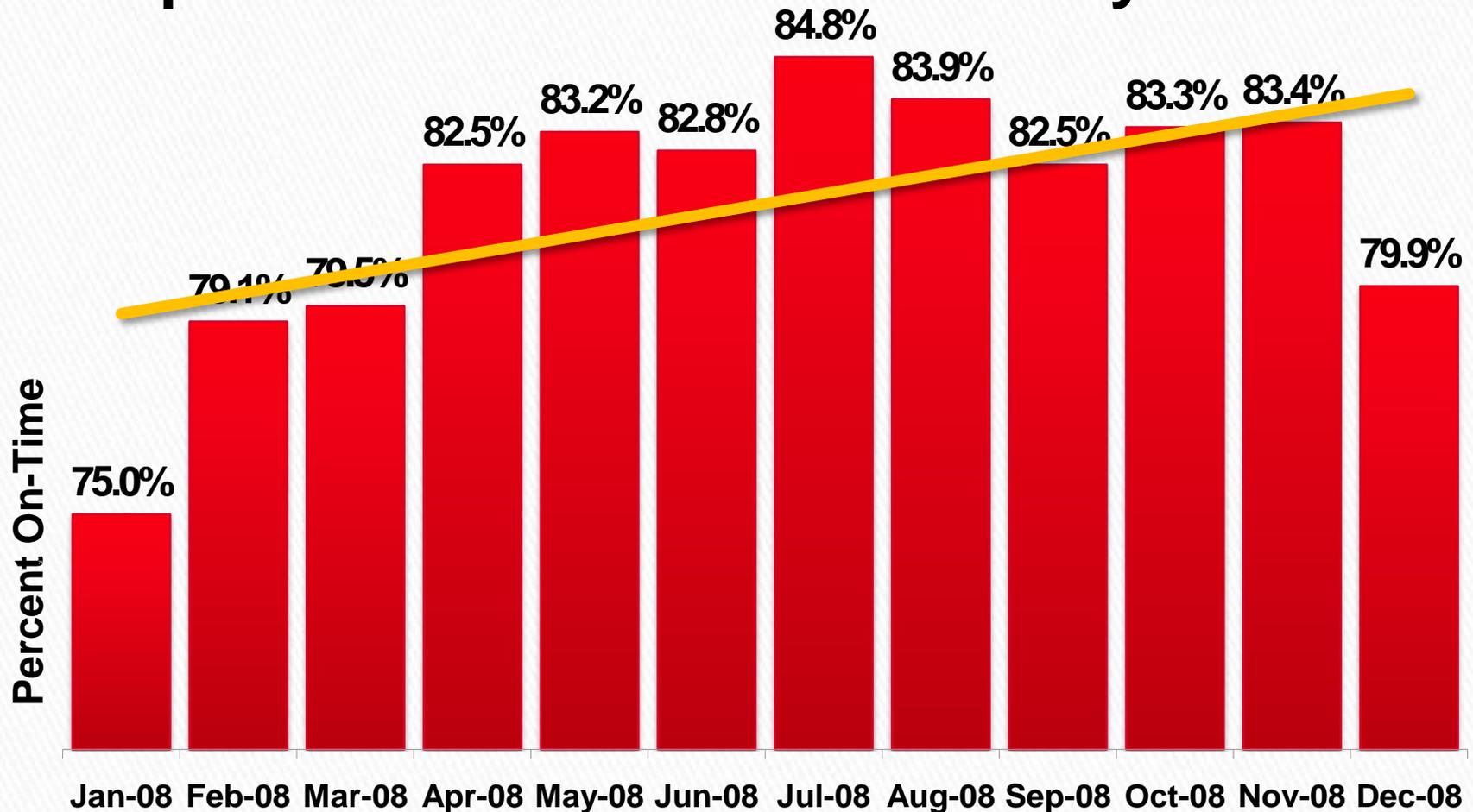
BUS BUNCHING

- Buses arriving within 1 minute or less of the bus in front of them has decreased by 24% since September 2007



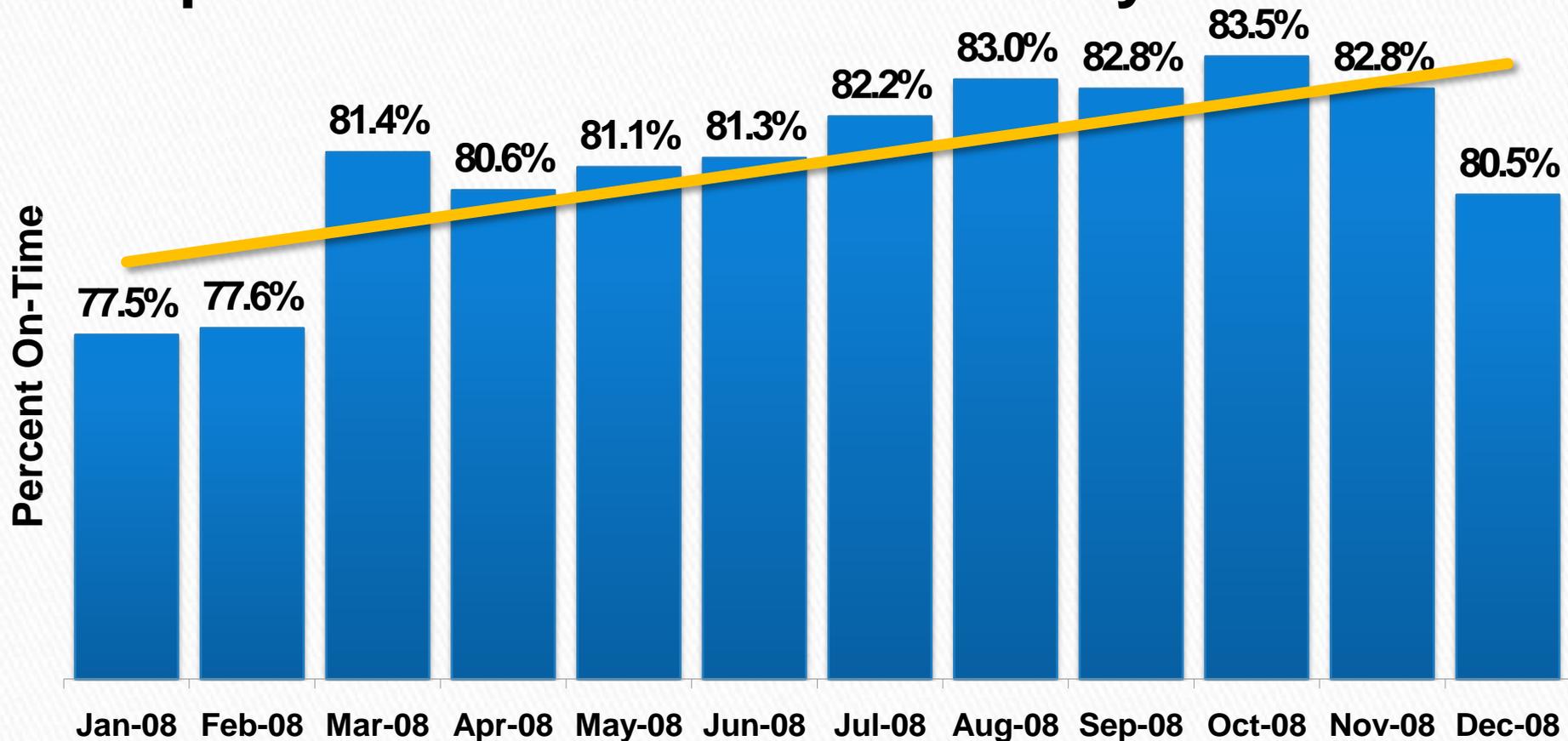
ON TIME RAIL ADHERENCE: AM RUSH

- Trains came within 1 minute of their scheduled arrival 82+% of the time, a 6.5% improvement over this time last year



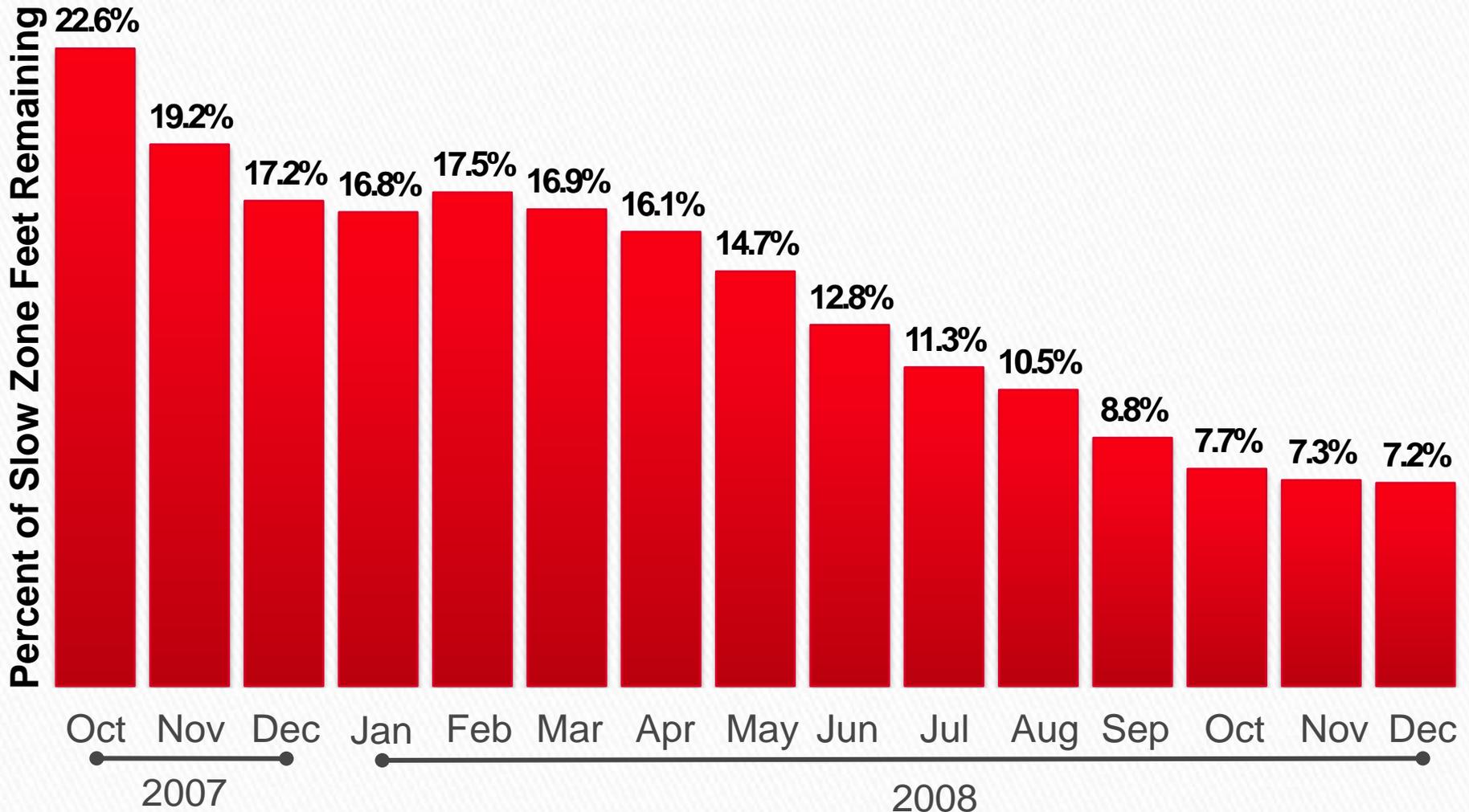
ON TIME RAIL ADHERENCE: PM RUSH

- Trains came within 1 minute of their scheduled arrival 83+% of the time, a 4% improvement over this time last year



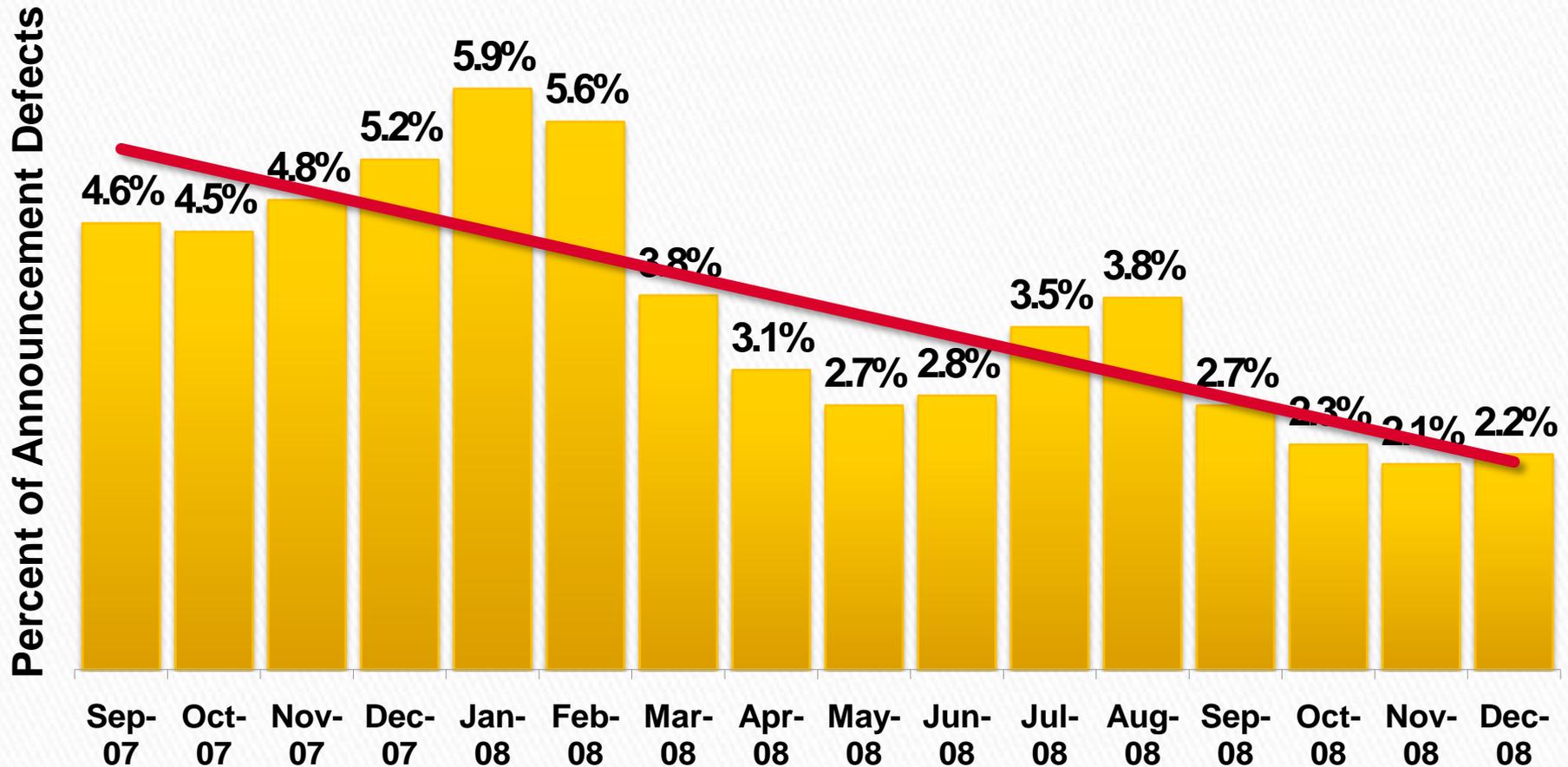
SLOW ZONE REMOVAL

- 183,000+ ft. removed since Oct. 2007



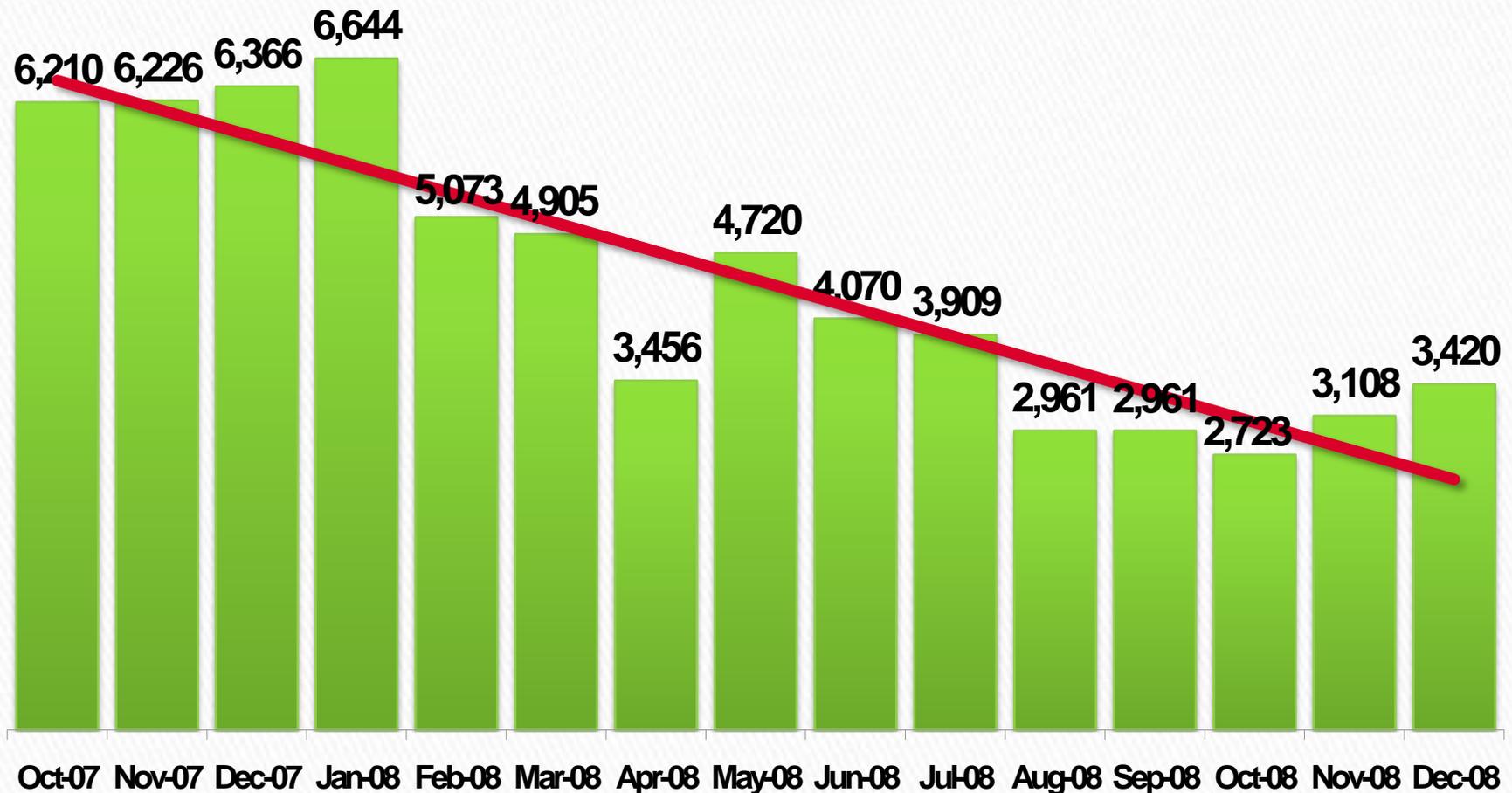
BUS ANNOUNCEMENT EQUIP. DEFECTS

- Defects in the bus announcement equipment has declined by more than half



OVERDUE BUS PREVENTIVE MAINTENANCE

- Overdue preventative maintenance jobs have been reduced by 45% since Oct. 2007



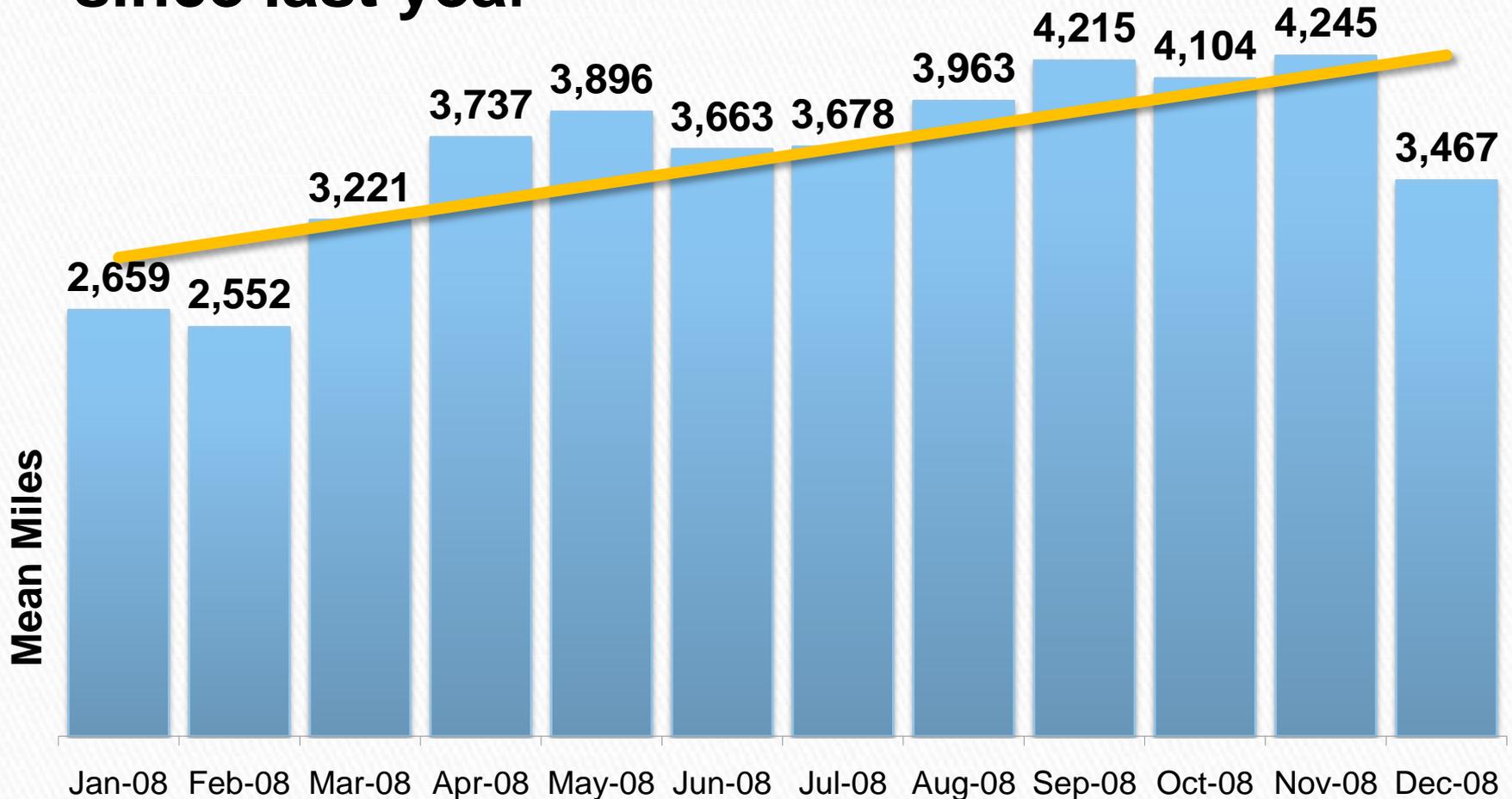


EFFICIENT



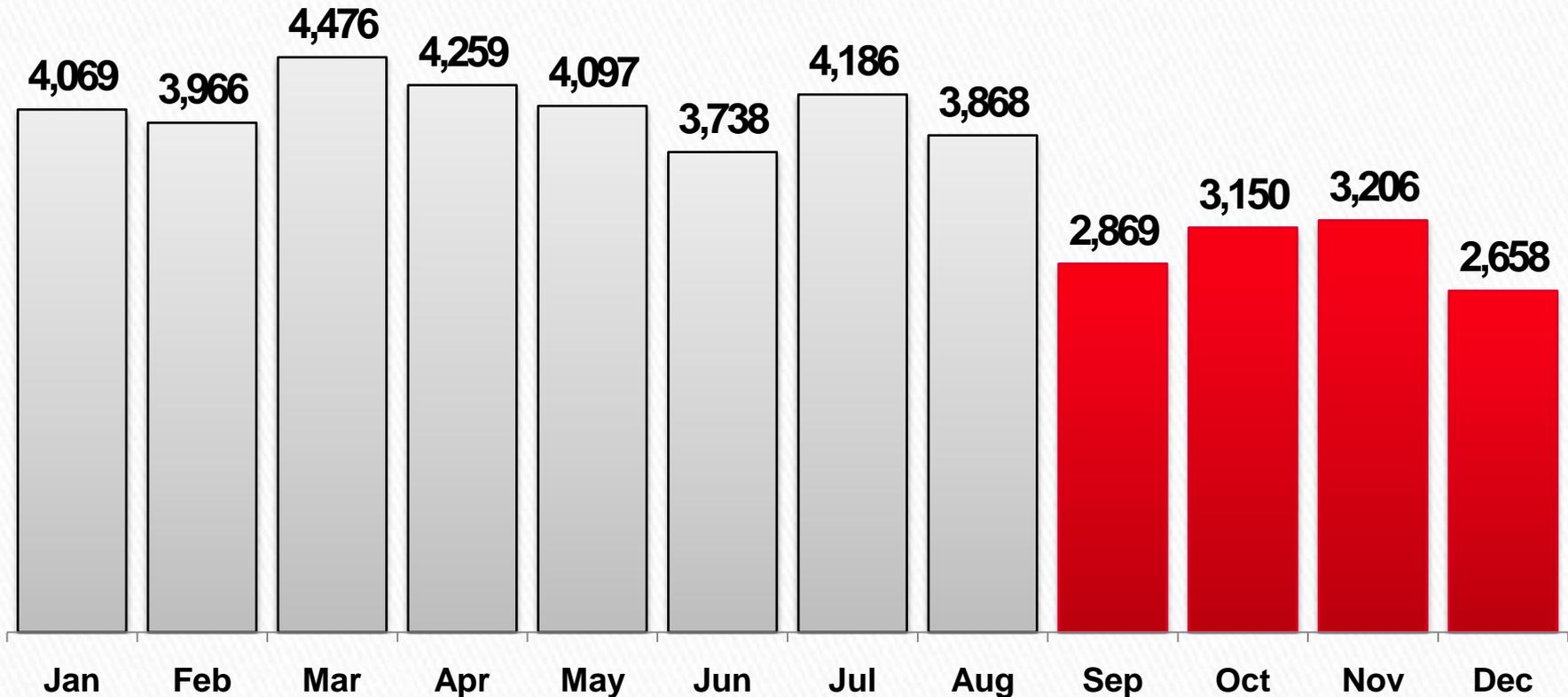
MEAN MILES BETWEEN RAIL DEFECTS

- Mean Miles between rail defects rose by 30% since last year



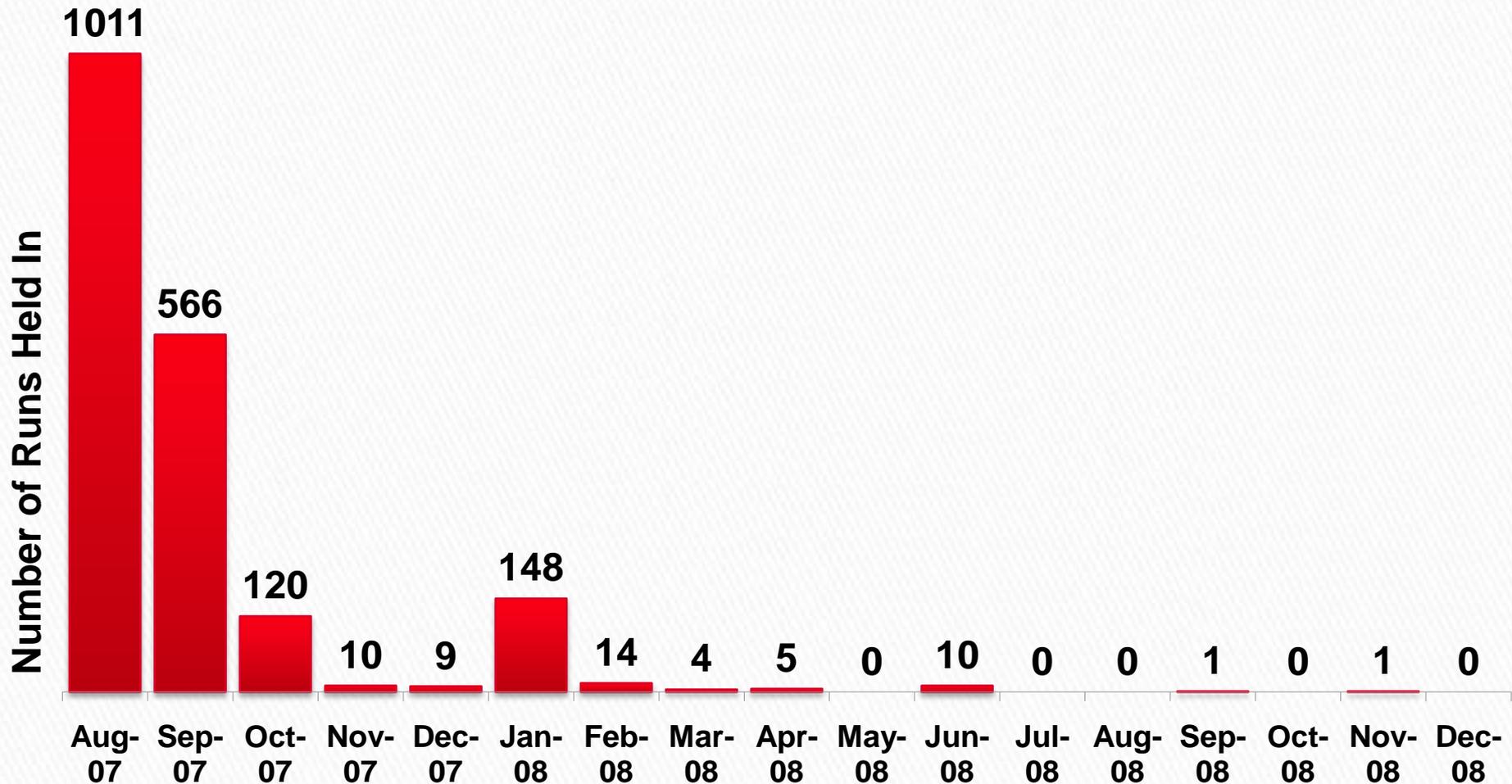
MILES BETWEEN BUS SERVICE DISRUPTION

- After perfecting data collection efforts, strategies to address specific problems will be more effective



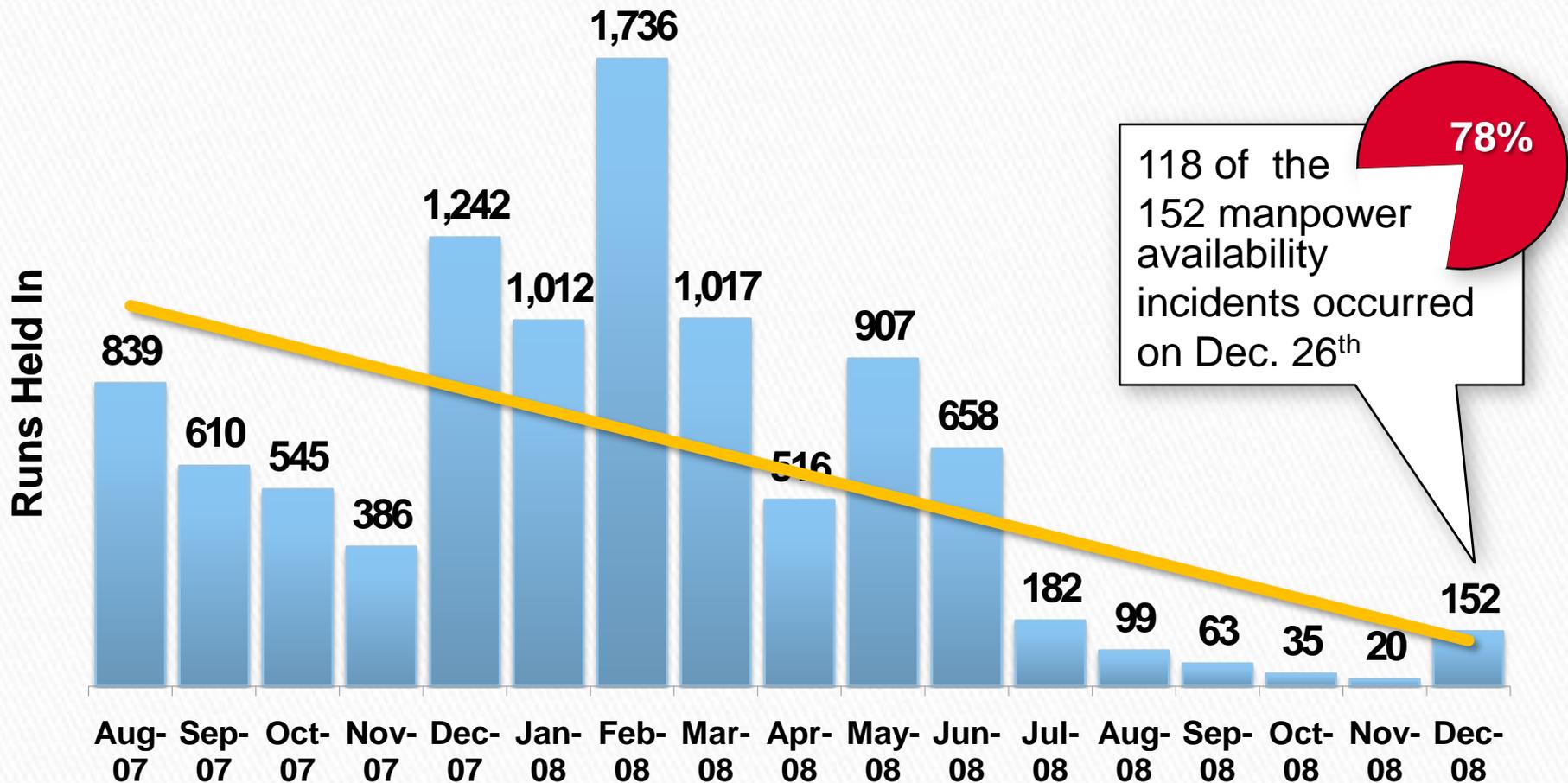
BUS RUNS HELD IN DUE TO EQUIPMENT

- Bus runs held in due to defective equipment have all but disappeared



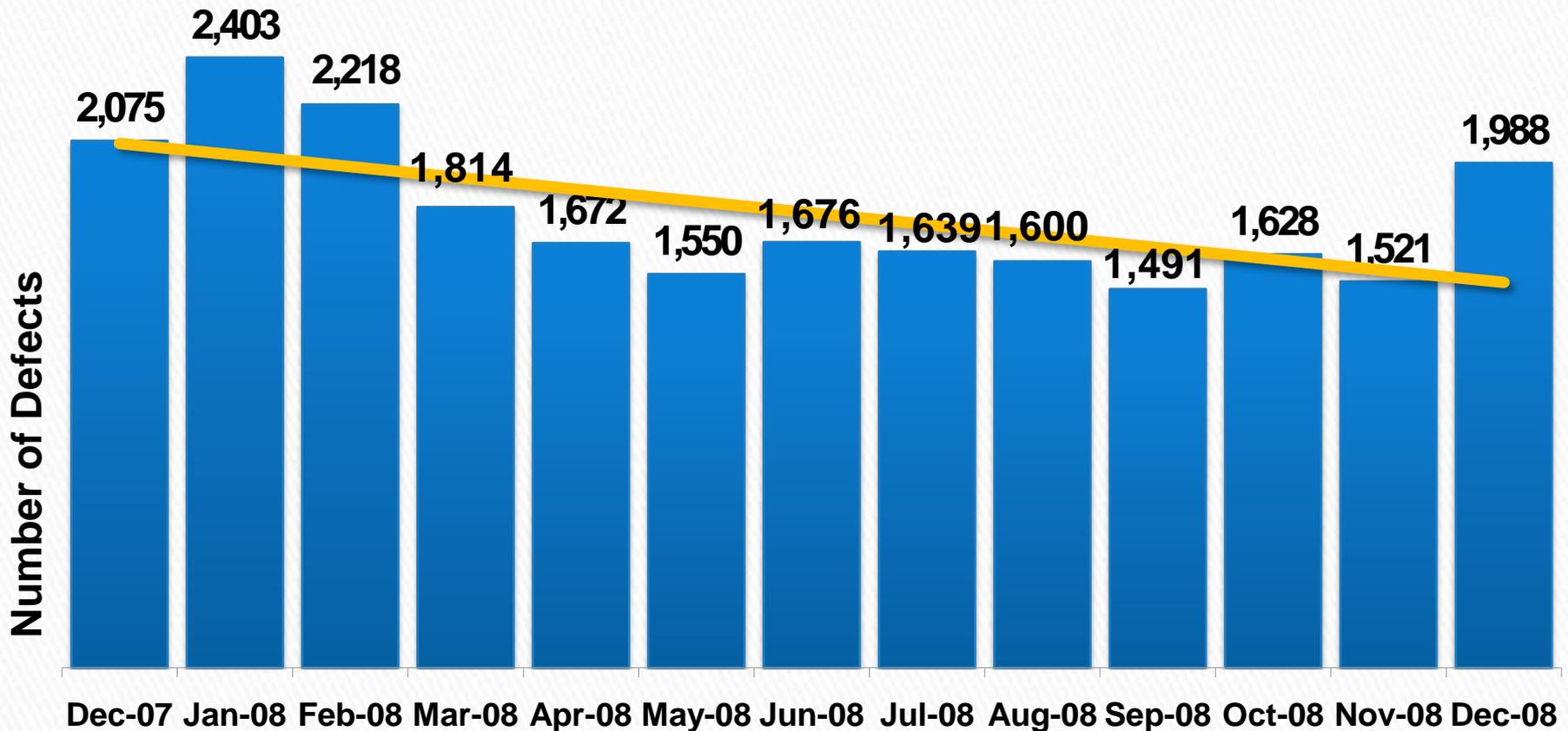
BUS RUNS HELD IN DUE TO MANPOWER

- 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



RAIL CAR DEFECTS

- 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)

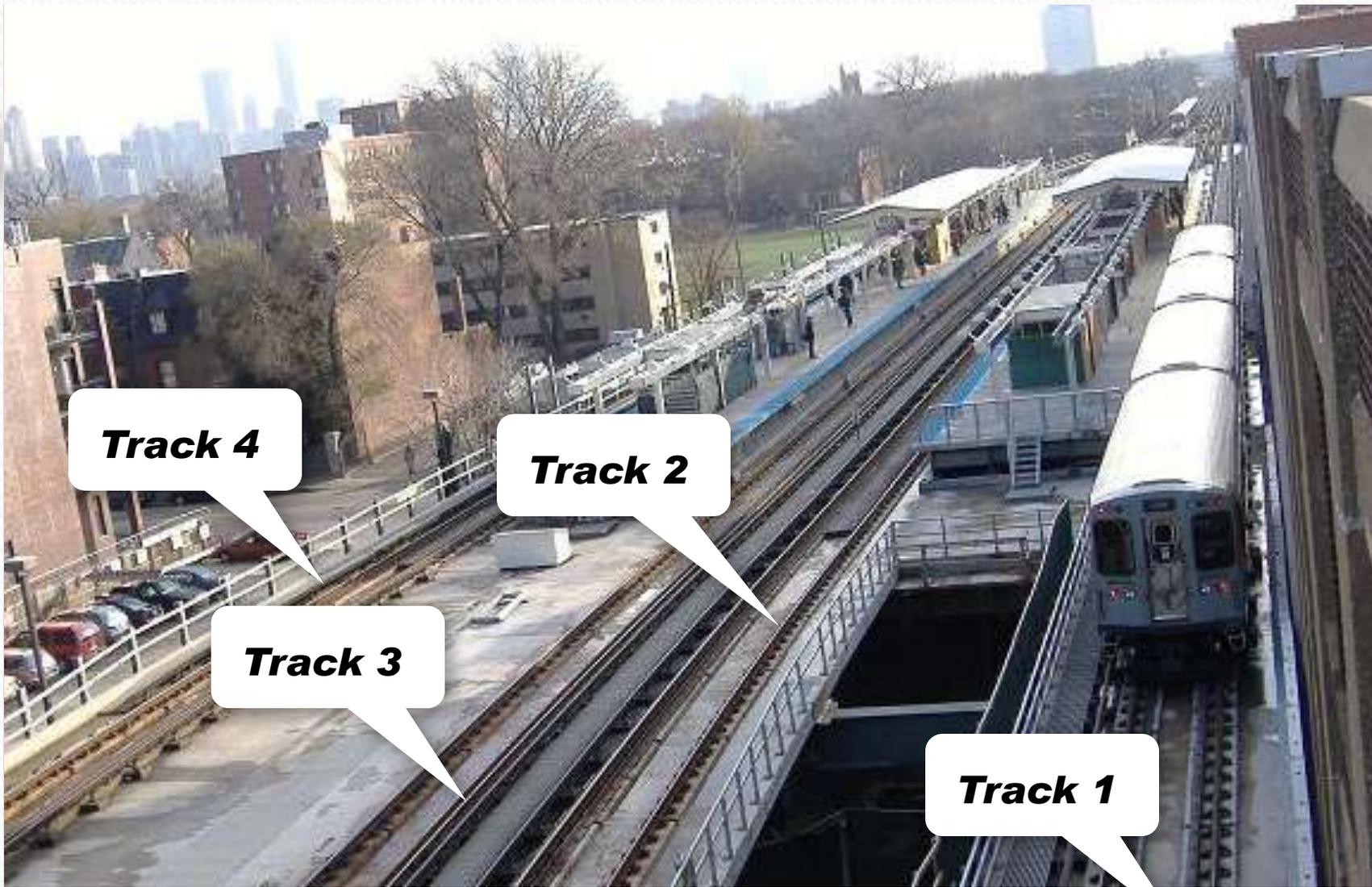
Belmont track 3 & 4 in service
(March 30, 2008)

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

3-Track START
(April 2, 2007)

Southbound

Northbound



Track 4

Track 2

Track 3

Track 1

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

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