President’s Report
August 12, 2009

Chicago Transit Authority
Budget/Furloughs

- Funding losses
- Cost control
- Fiscal discipline
- Deferring pay raises
- Furloughs

$2.9M savings
Unauthorized Radio Transmitter

Key CTA Personnel
- Operations
- Control Center
- Safety and Security

Investigative Partners
- Joint Terrorism Task Force
- OEMC
- CPD
- FBI
- FCC
Personal Electronic Device Policy

• Zero Tolerance Policy

• Cell phones
• MP3 players
• PDAs
• Ear pieces
• DVD players
• Portable video games
Deep Clean Initiative

CURRENT STATE

FUTURE STATE

- Expanded, professionalized inspection process
- Coordination to deliver customer facing results
- Dedicated cleaning and auditing schedule
- Results-oriented efforts
- Established baseline
Employee Development Program

360 Skills Assessment

Placement in Employee Development Program

Feedback and Recommendation
New Time and Attendance Solution

- Make better use of existing data and reduce paperwork

**Enterprise Resource Planning System**

**Time & Attendance Solution with Business Intelligence**

**Biometric Reader**

**Existing Systems**

= Interface
RIDERSHIP REPORT
July 2009 Ridership

- 44.8 million rides provided

System DOWN 1.2M -2.7%

Bus DOWN 1.8M -6.3%

Rail UP 0.5M +3.0%

Change and Percent Change data are adjusted for calendar differences.
Month-by-Month Ridership, 2007-2009

- Ridership still outperforming 2007

Data are adjusted to account for calendar differences.
Loss of commuters hurting rush hour

Weekday Rush  Weekday Off-Peak  Weekends

-8.0%  -5.3%  -5.2%  3.7%  -2.0%  -7.4%  6.7%  -2.2%

Bus  Rail  System
Ridership Changes by Geography

- Down in the majority of the service area
  - South and West-Northwest sides are the most deeply impacted
  - North side along the rail system is only significant growth zone
  - Blue Line, Rosemont to O’Hare, was closed for 2 weeks in July 2008

**Change in Weekday Ridership**

**Bus/Rail Combined**

July 2009 vs. July 2008

**Growth**

**Loss**
Ridership continues to be positive

**System**
- **Bus**
  - Down 3.0M
  - -1.6%
- **Rail**
  - Up 4.1M
  - +3.7%
- **UP**
  - 1.1M
  - +0.4%

Change and Percent Change data are adjusted for calendar differences.