

PRESIDENT'S REPORT

February 10, 2010



SERVICE REDUCTIONS IMPLEMENTED

- Effective Sunday, February 7, 2010
- Service reduced and employees laid off





NO MAJOR DELAYS OR OCCURRENCES





Manage service changes by planning your trip!



You can receive
bus arrival info via
email or text message.

Bus Tracker by text
delivers your bus
route's estimated
arrival times directly
to your cell phone or
subscribe today to
have them delivered
to you via email.

go to ctabustracker.com to learn more.



BUS TRACKER USE HAS INCREASED





**Hundreds of
CTA staff
& volunteers
on the street**



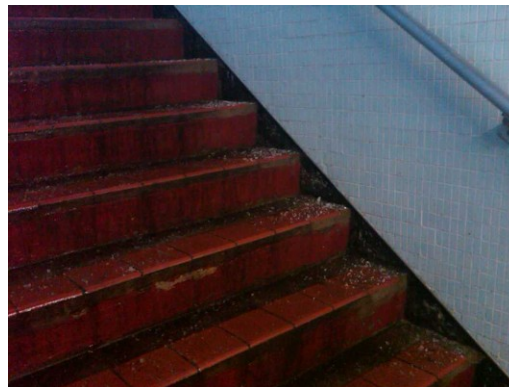
**Thousands
of calls
answered**



CTA STAFF KEEPING CUSTOMERS INFORMED



WINTER PLANS IN EFFECT



NEW ATM CONTRACT

- \$4.7M expected additional revenue over five-year term
- Expansion from 52 to 77 ATM locations
- ATMs to be spread throughout our system
- Convenient for both customers and employees



NEW RAIL CAR FINANCING

- Bonds to be issued to complete purchase of new rail cars
- 406 new cars will improve our fleet and service





CAMERA EXPANSION PLANS ANNOUNCED





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