



***Moving the Throttle Forward:
CEO 100-Day Report***

June 10, 2011



Today

- Our Journey – Making Progress
- Our Doctrine – Metra's Character
 - Values, Mission, Goals, and Vision
- The Roadmap to Excellence
 - Value inspired, metric driven = continuous improvement
 - A World Class Metra
 - Some touch points
 - Your role

We are making progress...

ORGANIZATIONAL ISSUES

Management Self-Assessment of Senior Staff	<u>✓</u>
Fiscal 2012 Initiate Pay for Performance	<u>IN PROGRESS</u>
Classification/Compensation Study	<u>IN PROGRESS</u>
Employee Non-Contract Handbook Revisions	<u>IN PROGRESS</u>
Revamp Five-Phase Succession Plan	<u>IN PROGRESS</u>
Develop Risk Assessment/Audit/Controls	<u>IN PROGRESS</u>
Updated High Level Organizational Chart	<u>✓</u>
Publish Detailed Organizational Chart	<u>IN PROGRESS</u>
Review Peer Agencies & Update Metra Policies	<u>IN PROGRESS</u>
RFP for Non-Contract Class/Comp Study	<u>IN PROGRESS</u>
Reach Out to Employees for Cost Savings Ideas	<u>✓</u>

We are making progress...

PROCESS, HIRING, PROMOTIONS

Competitive Process in Place for All Positions



Well-Defined Budget Process for 2012

IN PROGRESS

Manual Time Entries Reviewed by Managers



Analysis of High-Overtime Groups

ON-GOING

METRA POLICE

Review Overtime Policies for Vacancies

ON-GOING

Review Metra Police Organization Structure

IN PROGRESS

We are making progress...

INFORMATION TECHNOLOGY

RFP to Replace Current Financial Systems IN PROGRESS

Biometrics Installed in Engineering Facilities ✓

Evaluate Timekeeping at Other Facilities IN PROGRESS

COMPENSATION & BENEFITS

Health & Pension Plan Reviews IN PROGRESS

Health & Wellness Program Ideas TBD

Extend Blackman Kallick for Phase III IN PROGRESS

DISCIPLINE/ETHICS

Train Managers on Progressive Discipline IN PROGRESS

Leniency Reinstatements Reviewed by CEO ✓

Ethics Compliance Training & Reinforcement IN PROGRESS

We are making progress...

LEADERSHIP

Hire Chief Financial Officer	<u>IN PROGRESS</u>
Hire Capital & Strategic Planning Officer	<u>TO BOARD</u>
Hire General Counsel	<u>IN PROGRESS</u>
Hire Senior Director of Legislative Affairs	<u>IN PROGRESS</u>
Hire Marketing & Communications Officer	<u>TBD</u>
Hire D/ED Administration	<u>TBD</u>
Hire Senior Director of Labor Relations	<u>TBD</u>

STRATEGIC PLANNING

Evaluate Non-Police Vehicle Fleet Usage	<u>IN PROGRESS</u>
Strategic/Capital Plan Review & Update	<u>IN PROGRESS</u>
Update Mission Statement, Goals, Core Values	<u>IN PROGRESS</u>

We are making progress...

EXTERNAL RELATIONSHIPS

Legislators	✓
County Chairs	✓
Springfield and Washington DC	✓
City Managers	✓
Chamber of Commerce	✓
Aldermen & City Council Members	✓
Citizen's Advisory Board	✓
RTA and CTA Reach Out	ON-GOING
ALL Stakeholders	ON-GOING

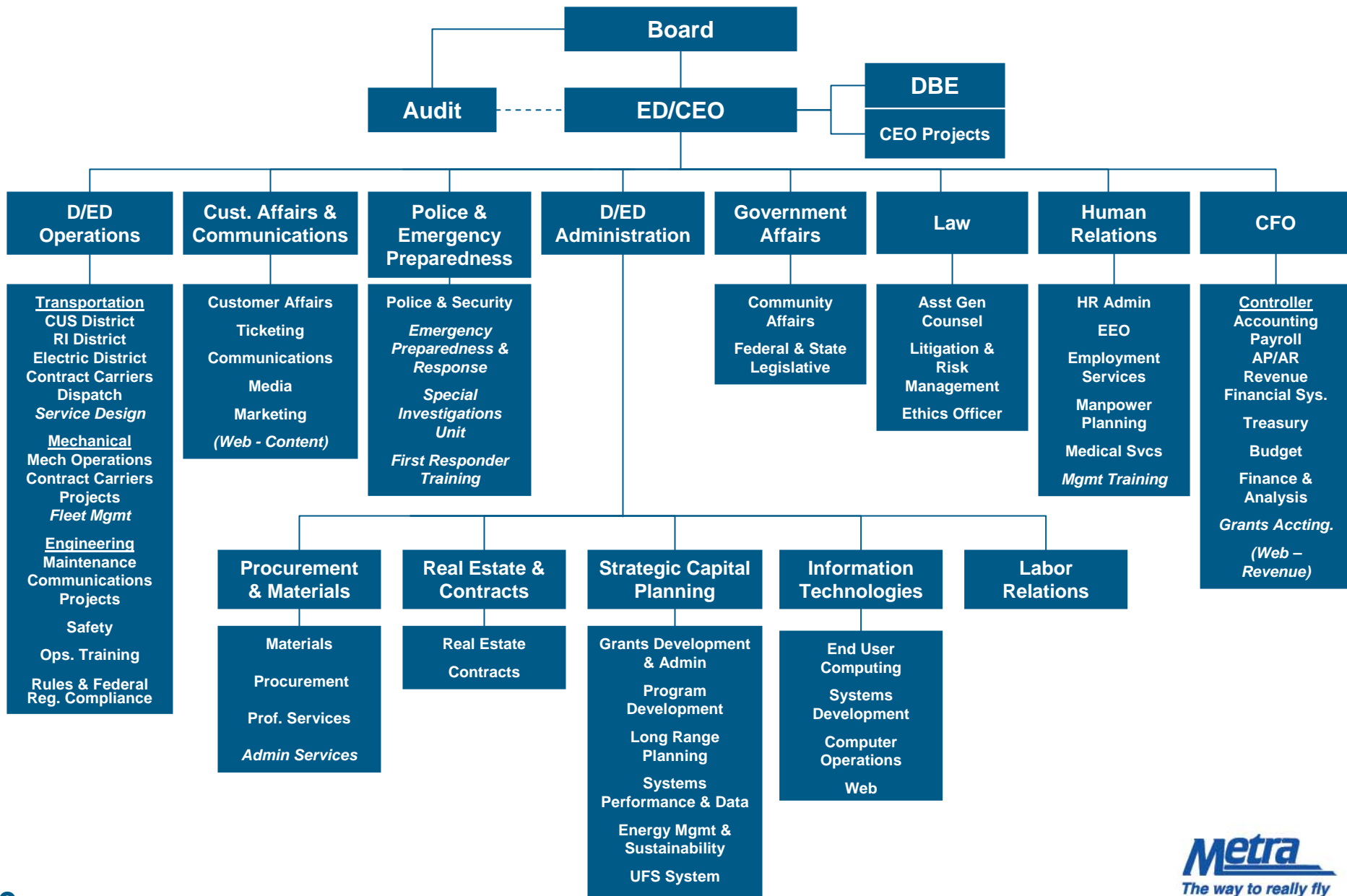
We are making progress...

CUSTOMER OUTREACH

Quiet Cars	✓
Make A Wish	✓
Customer Survey	✓
E-Alerts	✓
Twitter	✓

EMPLOYEE OUTREACH

Line Employee Meetings	✓
Supervisor Meetings	✓
547 Employee Meetings	✓
Cliff Notes (Bi-Level)	✓
Interviewed Employees About Morale	✓
Message from CEO to Employees	✓



Our Doctrine: Metra's Character



Our Values

How we act...

- In collaboration and respect with stakeholders
- With financial, ethical and personal integrity



Our Values

How we act...

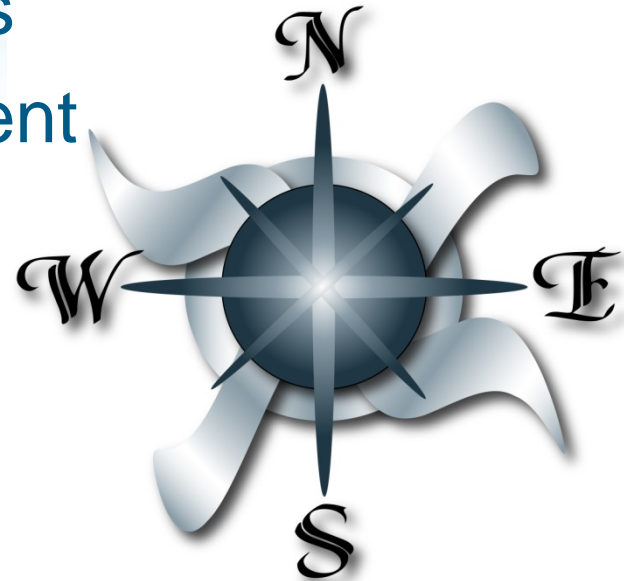
- Transparently,
communicating



**openly
and
honestly**

Our Values

- How we work...
 - Safety – our “North Star”
 - Focusing on our customers and creating value for all stakeholders
 - Caring for our environment



Our Values

- How we create value...
 - Engaging our employees
 - Optimizing our financial and physical resources
 - Measure and evaluate our processes regularly



Our Mission & Vision

We need to re-fresh our Mission and our Vision at a future Board Workshop.

The Roadmap to Excellence

Leadership by Example

Sense of Urgency

Strong Safety and Employee Focus

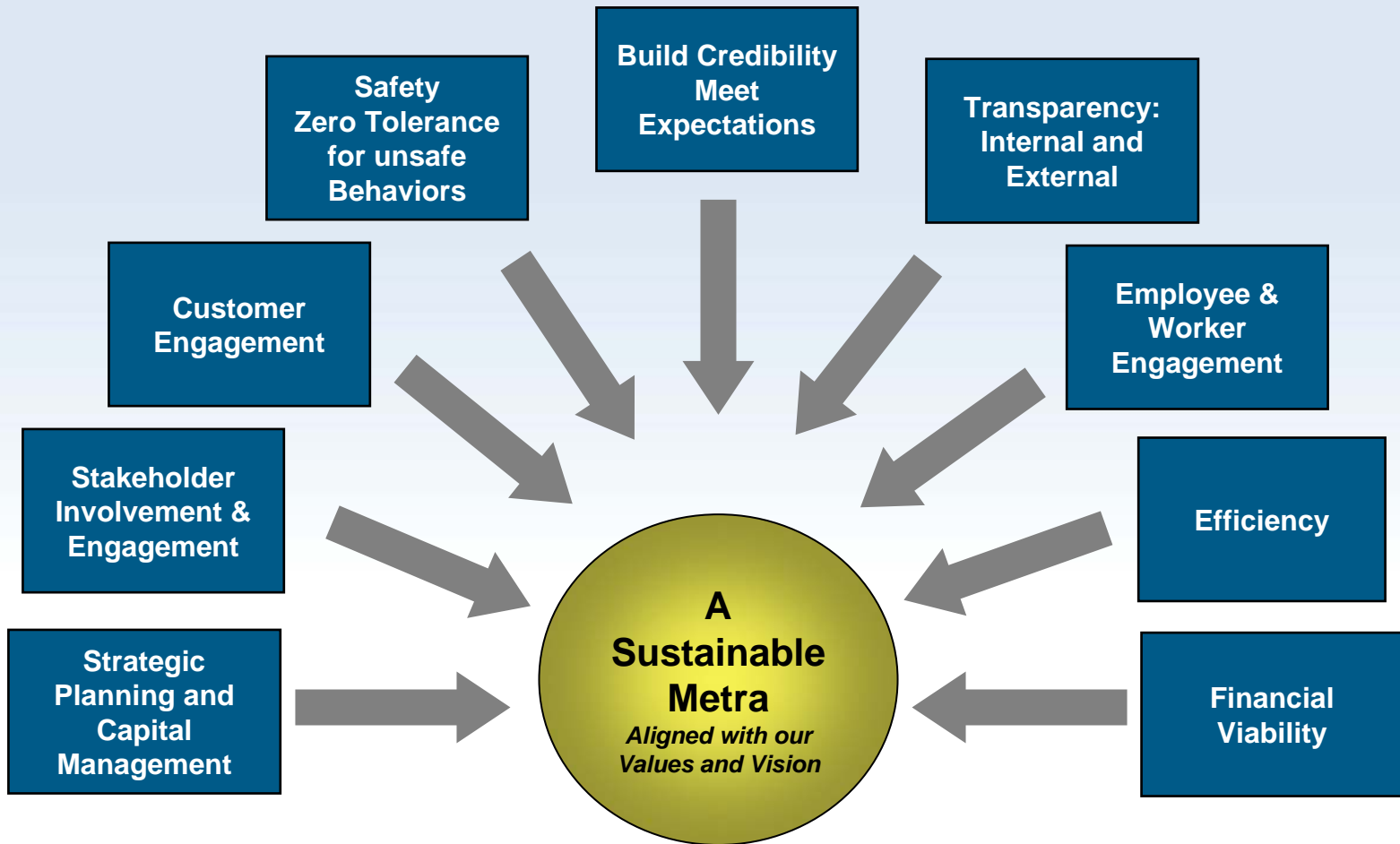
Value Inspired and Metric Driven

Board Engagement and Governance

Values & Metrics

- **Safety**
- **Operational Excellence**
- **Financial Accountability**
- **Customer Engagement**
- **Employees**
- **Community Engagement**
- **Environmental Stewardship**

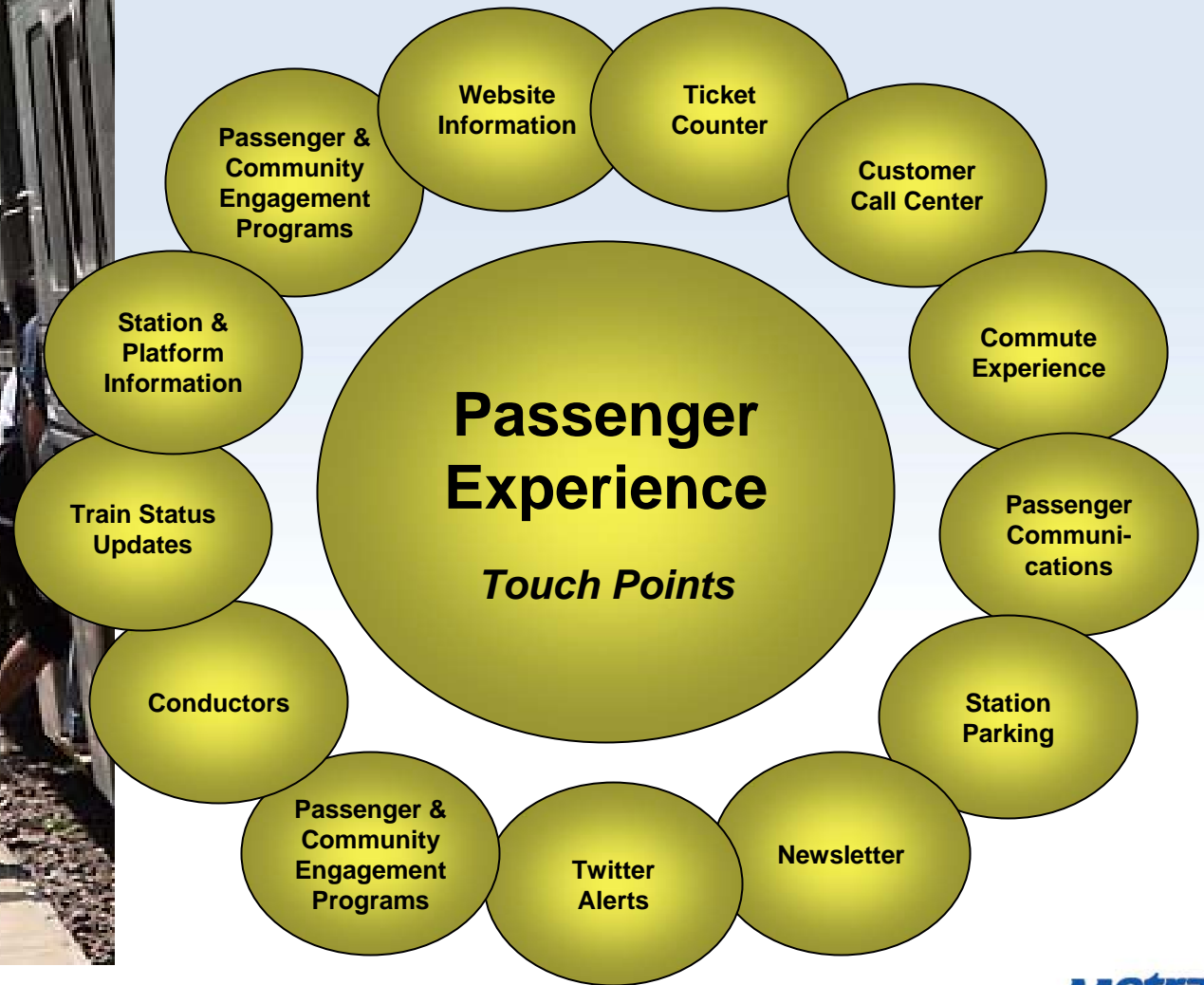
Key Ingredients for a World Class Metra



Social Responsibility



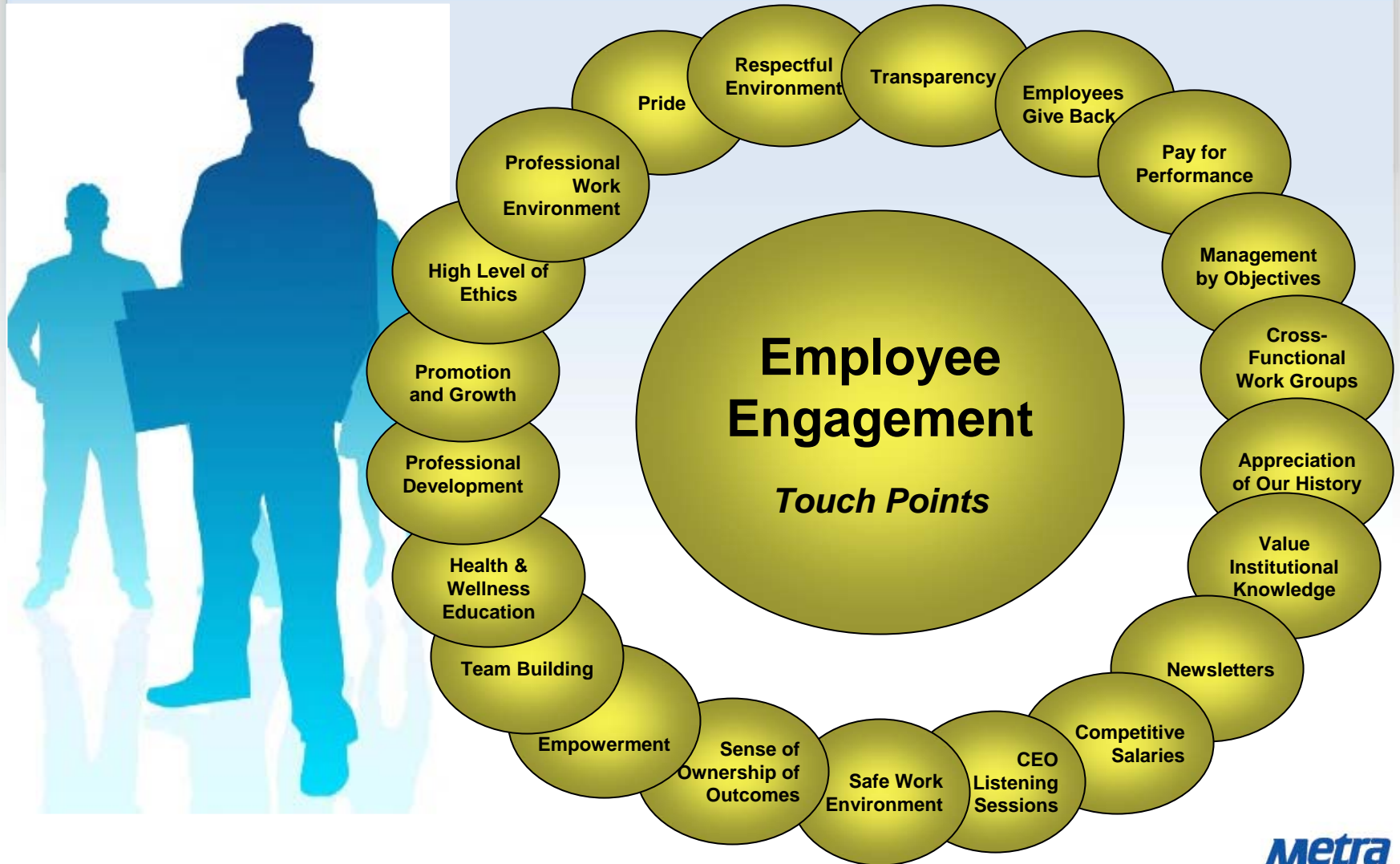
The Passenger Experience



Community Engagement



Employee Engagement



The Metra Board



“ We are moving from looking back in the mirror to looking forward to the track ahead.”