



*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

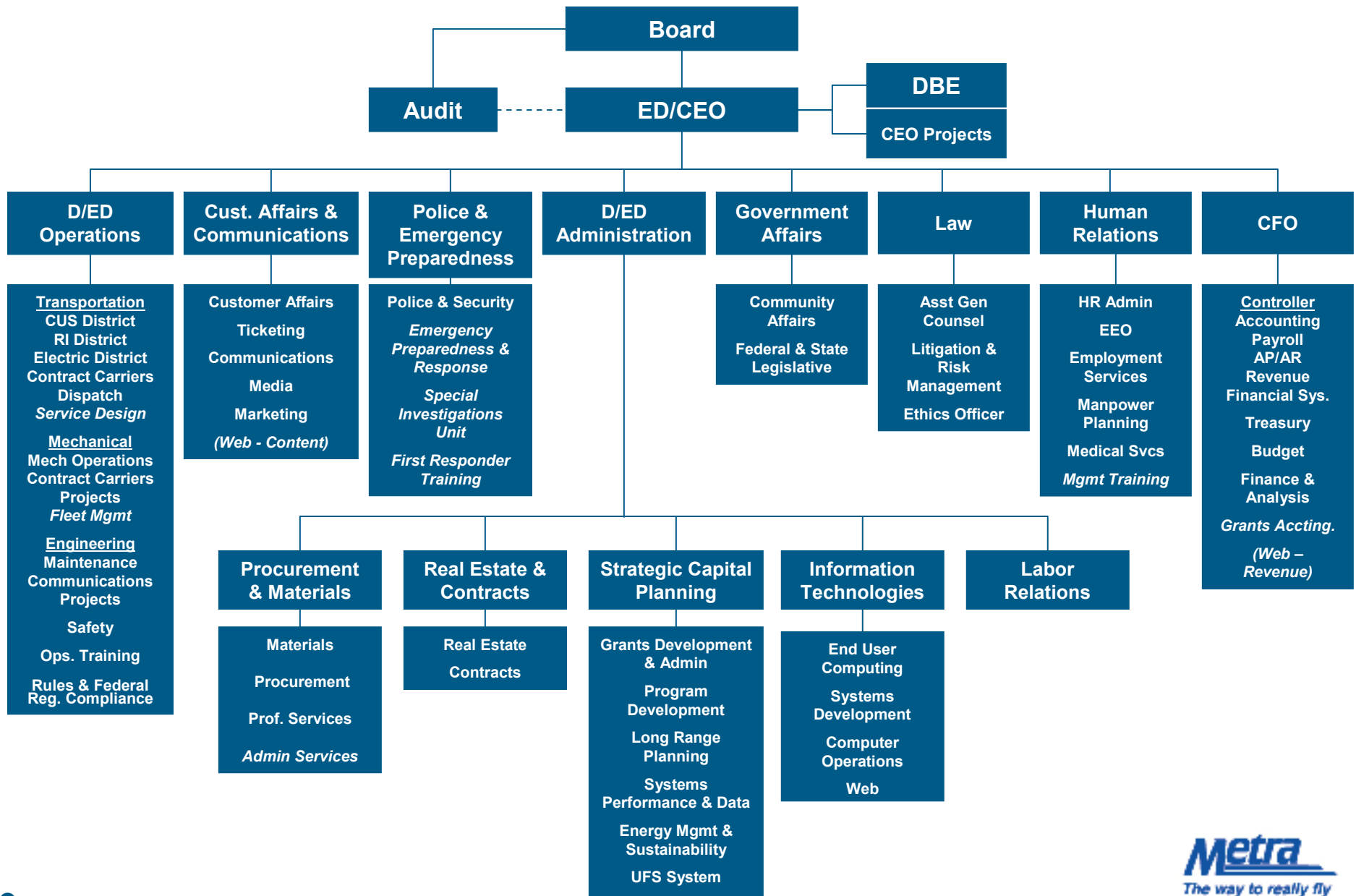
We are making progress...

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...

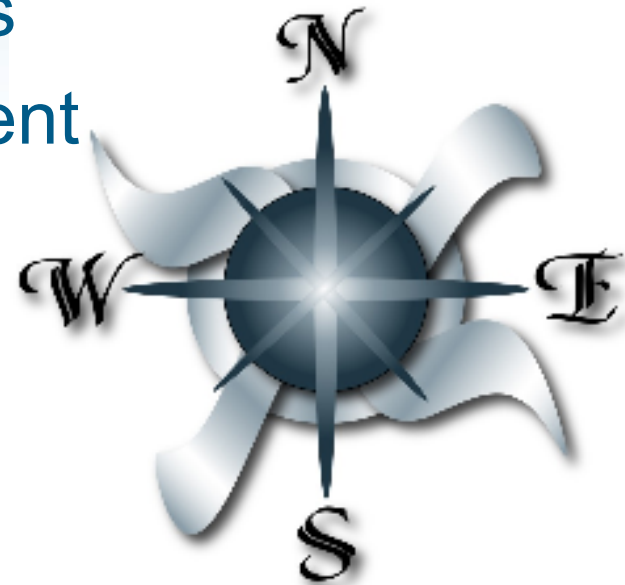
- Transparently,
communicating



**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

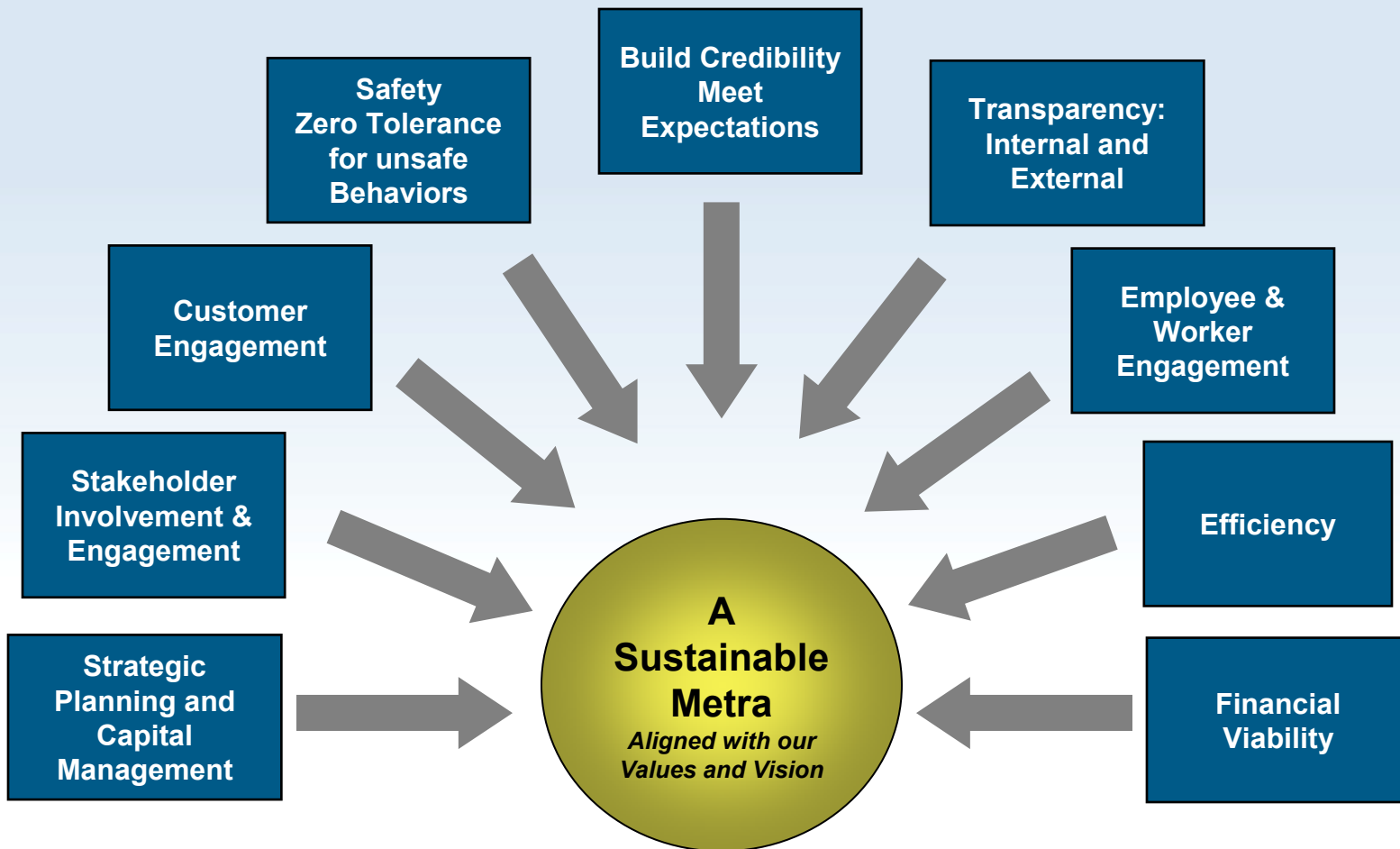
Value Inspired and Metric Driven

Board Engagement and Governance

Values & Metrics

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

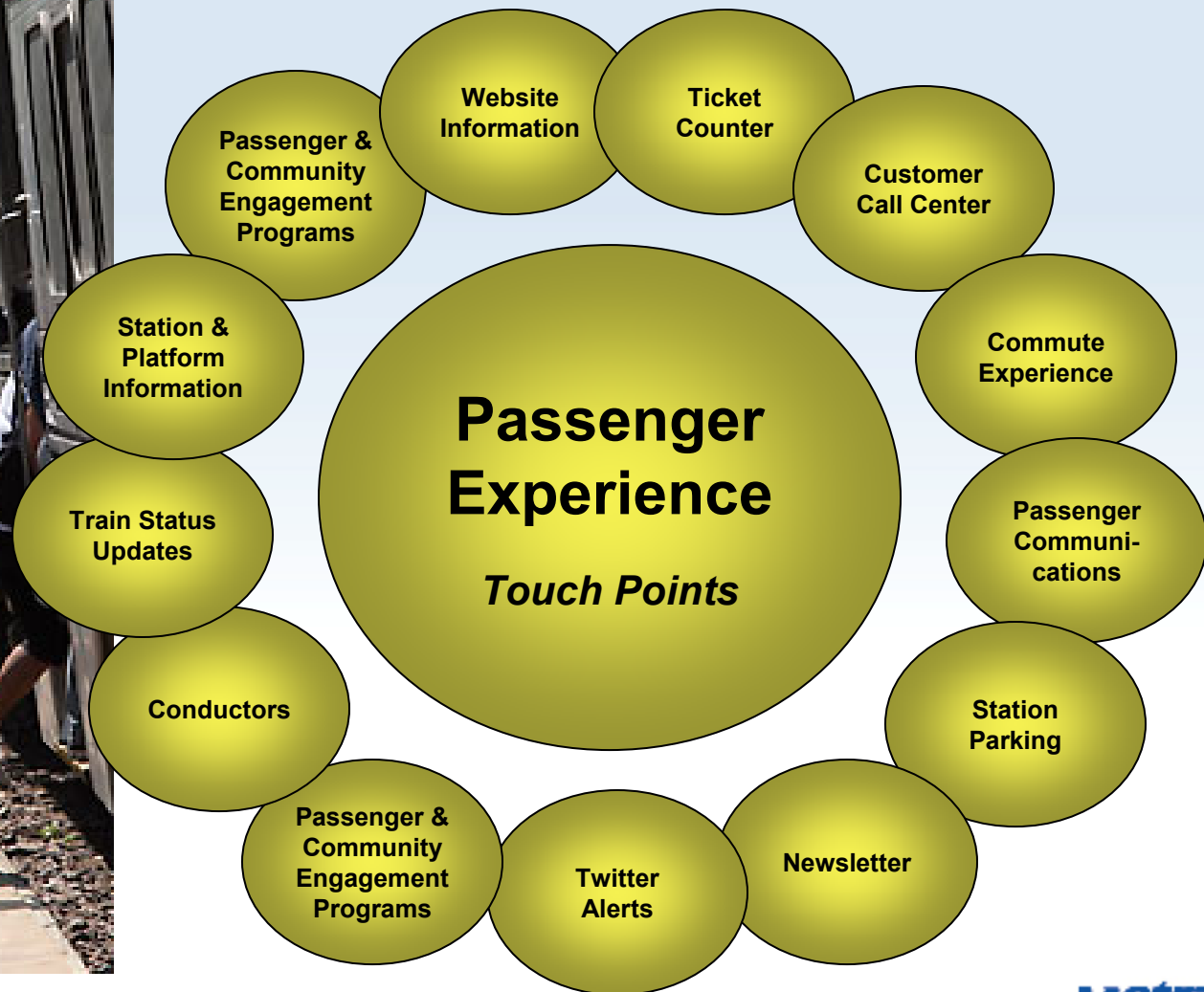
Key Ingredients for a World Class Metra



Social Responsibility



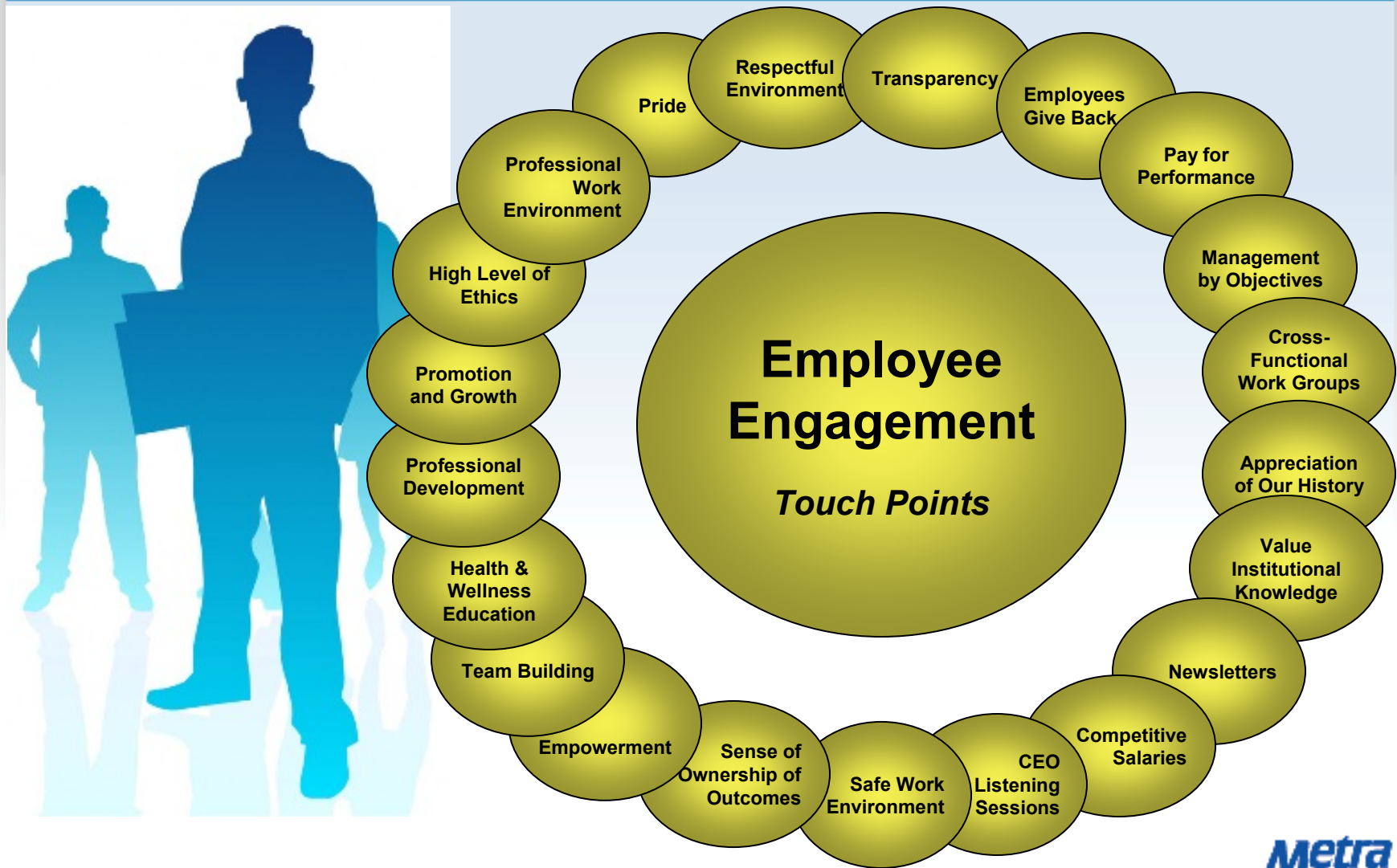
The Passenger Experience



Community Engagement



Employee Engagement



The Metra Board



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