

News Release

CTA to Offer Customers Electronic Service Alerts

August 18, 2005—Chicago Transit Authority customers will soon be able to subscribe to CTA service alerts delivered electronically via e-mail. Today the Chicago Transit Board approved a contract for the purchase and implementation of an electronics subscription service that will automatically e-mail to cell phones and other wireless devices customized service alerts directly to customers.

“This service will greatly enhance the CTA’s ability to keep our customers informed,” said Chicago Transit Board Chairman Carole Brown. “One of the most important things CTA can do is to provide customers with timely and accurate information about our service. Providing service information via e-mail to mobile devices will help improve our customers’ ability to plan their trips on CTA.”

This e-mail subscription program has been successfully implemented by 38 government agencies across the United States. The CTA expects to launch the e-mail alert program by early next year.

“Our goal is to provide uninterrupted service to our customers, but they understand that on occasion there may be an unexpected service delay and all they want is to know about it when it happens so they can plan accordingly,” said CTA President Frank Kruesi. “For customers who do not have immediate access to traffic reports or the CTA’s web site before they head out to catch their bus or train, this service will be invaluable.”

Once in place, customers will be able to visit the CTA web site at www.transitchicago.com and set up their own customized e-mail alerts based on their specific service interest.

A three-year, \$88,874 contract with GovDocs, Inc. of St. Paul, Minnesota was approved to implement and maintain the e-mail subscription service.

###