



NEWS AND VIEWS FROM AROUND THE CTA

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CTA Is Looking For More Than A Few Good Grads

While many people are celebrating decades of employment at the CTA and others have retired, new people are coming on the scene. Like our many long-term employees, new employees recognize that the CTA offers many enriching career opportunities.

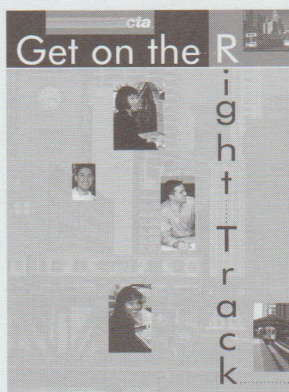
Over the last couple years, an aggressive recruitment of college interns has taken place. Instead of selecting interns from those who submit resumes to Personnel Services and then placing them in departments at random (as was done in years past), the focus has become to aggressively recruit interns with specific educational backgrounds and place them in the appropriate departments. Our summer '98 interns were recruited from schools that included: Northwestern University, DePaul University, Illinois Institute of Technology, University of Illinois-Chicago, University of Chicago.

The internship program ties in with CTA's recent efforts to fill entry-level, full-time positions with new college

graduates. According to Employee Services Vice President Tom Czech, "To keep the CTA thriving, it's crucial that we attract the best and the brightest. We're

looking for people with great ideas – those who can think outside the box."

Two of the interns that were seniors last year graduated and took full-time positions in the CTA's Service Planning department – Catherine Quinn and Peter Godard. Quinn, a graduate of University of Illinois-Chicago, says, "I really enjoyed the work I was doing here as an intern – ridership data analysis and planning routes. It completely relates to



Cta Recruitment Brochure

my master's course work in urban planning. And everyone here is very friendly and helpful." Godard, a University of Chicago graduate, says, "My major was public policy. I really wanted to work in transportation, and in a public agency. My internship experience here was great – I liked the people I worked with in my department, so I decided to stay."

The Personnel and Employee Services departments have been working continually to plan, schedule and organize a number of recruiting junkets to college campuses. On February 15th, Personnel Services General Manager Geri Tapling, as well as Managers Pete Lebron and Pat Reilly, went to Northern Illinois University to scope out soon-to-be graduates. Recruiting continued throughout the month and included stops at University of Illinois-Chicago, Loyola, and Notre Dame. Recruiting will continue throughout the year in the Midwest, and will eventually blossom into a nationwide effort.

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CTA Moves Maintenance Training & Development to IIT Facility

CTA rail, bus and facilities maintenance training and development have moved to a new home on the Near South Side campus of the Illinois Institute of Technology (IIT). As part of an effort to save costs and add convenience, CTA maintenance training has been moved from the Hawthorne facility at 4545 W. Cermak to IIT-owned buildings at 3100 and 3125 S. Federal that were once used for research purposes by the American Association of Railroads.

Railroad tracks built into the floor of what is being called the West Building at 3100 S. Federal are ready-made for housing the 2200, 2400 and 2600-series

cars that are used in training maintenance personnel. Here newly hired car repairers, servicers and trades people can gain expertise with every aspect of the equipment they're likely to work with at terminal shops or at the Rail Car Heavy Maintenance Shop at Skokie.

The East Building, at 3125 S. Federal, has become CTA's base for bus and facilities maintenance training. Nine buses can be accommodated inside the structure, where trainees can familiarize themselves with the maintenance needs of each bus series in the fleet. Facilities maintenance training includes instruction for trackmen,

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In a recent letter, Carol J. Koshmider wrote:

I am writing this letter to bring one of your employees to your attention. That employee is bus driver, badge no. 33922 [Terry Kline, Forest Glen Garage] who was driving one of the shuttle buses during the recent weather-related problem between the Jefferson Park and O'Hare stations on the Blue Line. [Terry] was very professional and courteous while being bombarded by passenger inquiries and remarks, which at times seem to be very nasty and sarcastic.

The transit problems that resulted from the severe weather caused a very stressful situation not only for the transit riders but also for the CTA employees. The CTA, in my opinion, handled the situation the best way possible. I believe that much of the confusion and frustration on the part of the transit riders was due to the unknown. Communication between CTA and the transit riders needed to be more vocal because at times service updates were not available.

On a personal note, I had a two-hour commute to the loop on Tuesday morning, but with the problems that became apparent during news reports, I feel that this was no big deal. I was worried about my trip back but had confidence that the CTA would be able to get me to my destination.

Again the service that [Terry] provided was very outstanding. Her positive, helpful attitude made the commute on the shuttle bus bearable. She is truly an asset to your company.

Going Places

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News & Views

"Operation Clearview" is Underway

As a part of CTA's "Operation Clearview" initiative, installation of new vandal resistant glass windows has begun on 461 buses from the Forest Glen and Archer Garages. Replacing existing bus windows that have been defaced with etching or are broken, the new windows are covered with Vandal Shield® film that when defaced can be removed, taking graffiti with it, and then replaced overnight, leaving the actual glass undamaged. From bus operators reporting graffiti to the CTA employees responsible for installing the film, it will take an all-out team effort to make this initiative work.

Installation of the new windows is expected to be completed in the spring at the two pilot garages. From there, the contractor will begin on 1,405 buses from the remaining six bus garages, including Chicago Avenue, Kedzie Avenue, North Park, 74th Street, 77th Street and 103rd Street. Buses from two garages at a time will be fitted with new glass windows until the project is finished.

"Operation Clearview" also includes fitting the buses with digital cameras to record vandalism on the buses. The recordings may be used as evidence to prosecute individuals who deface CTA buses. Complete installation of cameras on buses from Archer and Forest Glen garages will

take approximately three months.

Each year, the CTA spends \$1 million to replace etched and broken windows on its fleet of buses. Through "Operation Clearview", CTA is taking an active stand against vandalism. It reinforces our ongoing efforts to keep our fleet and facilities looking good. Riders also benefit from the massive cleaning effort that began last summer which includes power washing, painting and re-lighting CTA subways. In addition, the number of crews used to scrub and sanitize vehicle interiors is being increased this year. Funding has also been committed to equip all bus garages with washers to clean vehicle exteriors.



Forest Glen Garage Bus Repairer Frank Torres smooths a sheet of newly applied Vandal Shield® film.

CTA's Desktop Strategy

Typically CTA departments have a plethora of different Personal Computer vendors and product lines installed. In terms of annual maintenance, underpowered equipment, outages due to old hardware, or lack of immediate replacement parts, this can be costly. As a result, the CTA has launched a \$3.2 million program that will replace all non-compliant Personal Computers and replace and/or upgrade all local area networks and servers used by CTA departments. The development of this program encompassed a survey of requirements sent to department heads to determine the current status of their

departments Personal Computer workstations.

Specific schedules for installation including individual tasks for each system/department are currently underway. The schedule has been ranked by most critical department based on the status of the department's workstations, the applications that are run by, or are being developed for that department. CTA's Management Information Systems (MIS) Department will supervise the installation. All existing units that are not Year 2000 compliant will be replaced by December 31, 1999.

Co-Promotions Boost Awareness

CTA is involved in a number of co-promotions to boost awareness of CTA service to special events and sporting venues.

Now in its second year, CTA's partnership with the Chicago Bulls has helped boost awareness of the #19 Stadium Express. The Bulls do a direct mailing of our #19 timetable to all season ticket holders, and we also have a full-page ad in their program book. The timetable also shows the new Blue Line connection to United Center through the newly reopened automated Damen Avenue entrance/exit at the Medical Center station.

A similar promotion has started this year with the Chicago Blackhawks with an ad in their program book, an advertisement in a special newspaper promotional section, and direct mailing to their season ticket holders. As parking is expensive, and buses are waiting for customers after each game, CTA is the smart way to get there and back. During the first 25% of the current Blackhawks season, the number of riders per game on the #19 Stadium Express has increased 22% in comparison to the previous 1997-1998 season.

Participation in promotions supports CTA's ongoing efforts to maximize logical opportunities that can positively effect ridership.

We're also working with the Today's Black Woman Expo to be held at McCormick Place from March 5-7. Working with radio station V-103 FM, CTA is getting a booth at the expo to

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Rolling through the Years

Please join us in congratulating CTA employees who are celebrating special anniversaries in March.

35 Years

Ronald Baker March 2
Communications/Power Control,
General Manager

30 Years

Joseph Garcia March 19
Forest Glen Garage, Bus Operator
Bobby Hobbs March 27
77th St. Garage, Bus Service Supervisor II
Melvin Jackson March 10
North Park Garage,
Manager Transportation-Bus
Charles Johnson March 27
Archer Garage, Bus Operator
Jose Madrigal March 17
74th & Wood Garage, Bus Service
Supervisor II
Hershel Smith March 17
77th St. Garage, Bus Operator
James Schultz March 12
System Maintenance, Bus Repairer
Ronald Wardlow March 19
Rail Station Appearance,
Janitor (Rapid Transit)

25 Years

Alphonso Austin March 4
Chicago Avenue Garage, Bus Operator
Jose Aussin March 22
Brown Line, Switchman
Issac Bailey March 14
77th St. Garage, Bus Operator
Carl Barefield March 1
Blue Line, Conductor
George Bell March 19
Management Information Systems, Remote
I/O Equipment Operator

25 Years

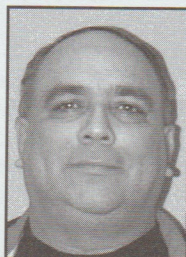
Robert Benson March 1
Power & Way Maintenance, Electrical
Maintainer Specialist
James Bork March 18
Warehouse Operations,
Inventory Control Coordinator
Fred Caldwell March 28
Kedzie Garage, Bus Operator
Chester Colbert March 15
Brown Line, Rapid Transit Operator
Angelo Contraveos March 4
Facilities Maintenance, Machinst (Building)
George Ellison, Jr. March 29
Red/Yellow/Purple Lines, Switchman
James Flores March 4
North Park Garage, Bus Serv. Supervisor II
Clarence Golden March 18
Forest Glen Garage, Bus Operator
Ossie Graham March 13
Green Line, Customer Assistant
Billy Hall March 14
103rd St. Garage, Bus Operator
Melton Harris March 18
Kedzie Garage, Bus Operator
Edward Janz March 28
Brown Line, Car Repairer "A"
Dorothy Johnson March 6
Orange Line, Customer Assistant Supervisor
Veronica Kelly March 6
Customer Service, Switchboard Operator I
Michael Karijolic March 28
Blue Line, Car Repairer "A"
Ann Lewandowski March 19
Warehouse Operations, Order Control Clk. II
Frank Locascio March 20
74th & Wood Garage, Engine Washer

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1st Place

Jose Medina: 1998 Rail Round-Up Cleanliness Champion

In order to qualify in the Cleanliness competition, Jose Medina, Car Servicer (54th Shop) and his fellow competitors were required to take a written exam based on the CTA General Rule Book, the Safety Rule Book, and



Jose Medina

posted general bulletins. Contestants who made it to the final competition were judged on their skills in events that included controlling a stream of water from a high pressure washer, rolling a liquid-filled container through a path of obstacles, and removing graffiti from a painted panel.

Geoffrey Zommer: 1998 Rail Round-Up AFC Technician Champion

As a Revenue Equipment Lineman, Geoffrey Zommer (Revenue Equipment Technology) is trained to quickly diagnose



Geoffrey Zommer

problems with and repair the Automatic Fare Collection (AFC) equipment that is located throughout CTA's rail system. As the first winner ever of the AFC Technician event (first introduced during the 1998 Rail Round-Up), Geoffrey had the fastest time in troubleshooting and correcting problems with a rail station turnstile that was specially rigged with several defects for the competition.

CTA Is Looking

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To aid in Personnel's recruiting efforts, the Communications department created an attention-getting color brochure. It explains why taking a job with the CTA is a good career move, and features photographs of actual employees busy at work.

Lebron says, "While Personnel receives about 200 resumes a day, many of the applicants don't have the proper educational training we're seeking. So to find the right people, we've got to reach out to students and share with them the great career opportunities that CTA offers."

CTA Moves Maintenance & Development to IIT

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signal maintainers, substation attendants, and crane and tow truck operators. Training in the handling of hazardous materials will also be held here.

Moving to IIT is providing a triple bonus for CTA. The new facility is better suited for transit-oriented training; its location near Green and Red Line 'L' stations makes it easy to reach from throughout CTA's service area; and the transfer of other functions formerly housed at Hawthorne to existing CTA locations allows the agency to reduce the amount of its leased space from 115,000 to 45,000 square feet, thereby saving almost \$465,000 a year.

Co-Promotions

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distribute maps and information. The public is being encouraged to ride CTA to the Expo through radio spots and print ads and ads on CTA buses.

Cirque Ingenieux at the Shubert Theatre downtown (March 16 - 28) represents another opportunity to encourage ridership. CTA will put up car cards that advertise the show. In return, the theatre will mail flyers to 6,000 theatre subscribers encouraging them to take CTA to the show. The same message will also be carried via radio tags, mentions in newspaper ads, and flyers in show program books.

Participation in such promotions supports CTA's ongoing efforts to maximize logical opportunities that can positively affect ridership.

Changing Gears

CTA Brochures Updated

Several major brochures have been revised to reflect recent changes to CTA fares, service improvements, and other matters. All of the brochures described below are expected to become available to the public by the end of this month. For brochures, customers can visit CTA's Merchandise Mart office, the RTA office at 11 S. Wells, send a request by mail or call 1-888-YOUR-CTA or the RTA Travel Information Center at 836-7000. A supply of brochures will also be distributed to CTA rail stations and garages as appropriate.

- The Blue Line Guide and Orange Line Guide now include updated information on expanded Visitor Pass sales outlets, later weekday evening service on the Brown Line, and several new hotels.
- The Rush Shuttle Buses brochure details the partnership between CTA and Metra, providing \$1 shuttle service between the Loop and downtown Metra stations during morning and evening rush.
- The "New Rider's Guide", first used in conjunction with CTA's

Welfare-To-Work workshops, now has the latest fare information. It includes a "Trip Planner" panel to help new customers plan their journeys.

- The RTA Reduced Fare Permits brochure also features updated fare information.
- The revised Visitor Pass Guide shows the latest sales outlet locations which include Visitor Pass vending machines at CTA's O'Hare, Rosemont, Cumberland, and Midway rail stations.
- CTA also worked with Metra to revise the "Metra/CTA Connections" brochures - there's one for each Metra terminal downtown. Metra prints these for distribution at their stations.
- The CTA route map is also being updated and will be available within a month.

For a complete list of all current CTA brochures, contact Nicole Morris in the Communications Department at ext. 3325.

Rolling Through The Years

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25 Years

Caruso Lockett	March 14
North Park Garage, Bus Serv. Supervisor II	
William Mandeldove, Jr.	March 7
Forest Glen Garage, Bus Operator	
Hector Medina	March 21
Archer Garage, Bus Operator	
Sam Monsour	March 11
Quality Assurance, Purchasing File Clerk	
John Moore, Jr.	March 20
Warehouse Operations, Sr. Combination Clk.	
Richard Pawlowski	March 28
Orange Line, Car Repairer "A"	
Hattie Peterson	March 4
Capital Investment, Program Adm. Clerk	
Fritz Petzold	March 4
Engineering and Technical Services Rail, Sr. Industrial Engineer (Rail)	
Frederick Ragsdale	March 8
74th & Wood Garage, Bus Operator	
Samuel Ramos	March 28
Forest Glen Garage, Bus Operator	

Leslie Randall	March 14
74th & Wood Garage, Bus Operator	
Donald Raschka	March 15
Blue Line, Rail Clerk II	
Johnny Riouse	March 21
77th St. Garage, Bus Operator	
Michael Schleyer	March 20
Forest Glen Garage, Bus Operator	
Cornelio Soto	March 25
North Park Garage, Bus Operator	
David Sudduth	March 15
Red/Yellow/Purple Lines, Manager Maintenance - Rail	
Andy Vargas	March 18
Forest Glen Garage, Bus Operator	
Floyd Vick	March 4
Forest Glen Garage, Bus Operator	
Thomas Walton, Sr.	March 21
77th St. Garage, Bus Operator	
Robert Williams, Jr.	March 11
Chicago Avenue Garage, Bus Operator	
Ruthie Williams	March 6
Green Line, Customer Assistant	
Michael Young	March 19
Management Info. Systems, Rail Data Analyst	