

Going Places

NEWS AND VIEWS FROM AROUND THE CTA

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Pre-recorded Rail Announcements Send A Clear Message

All CTA rail operators will soon be speaking with a single voice. At least, that's what it will sound like to customers when the CTA's pre-recorded announcement system is activated. Through mid-July, an Operator's Control Unit (OCU) had already been installed on each of more than 300 rail cars. The Red, Purple and Yellow Lines are expected to begin using the new system late this year. Other lines will follow as soon as all cars on the line are equipped with OCUs.

A \$5.4 million contract with Meister Electronics, of Tampa, Florida, calls for OCUs to be installed on all 1,190 cars in the CTA fleet by early next year.

The purpose of the new system is to improve the quality and consistency of spoken messages while relieving rail operators of the need to make routine station and public service announcements. The voice used in the system is that of a professional voice recorder.

The recorded messages are digitized and compressed before being put into memory and loaded into a card which is part of the on-board communications equipment.

Messages for all rail lines are loaded into cards for use in every OCU. The selection of messages for a particular line is made by the operator while logging onto the system at the start of each trip. Once a train leaves the terminal until it reaches the other end of the line, the operator never has to pop in a lozenge or try to clear a sore throat. The system takes care of just about every situation. All the operator has to do is push the appropriate button.

Operating buttons on the OCU include a scroll function to move through a list of messages. These include the "door" (closing) message, the "next" (station) message, and a menu of special messages. Another button activates the exterior speakers. Key pads attached to the door controls on both sides of the cab allow the operator to control the announcement system from any working position.

The pre-recorded announcement system has sufficient memory to handle all current CTA station names, public service announcements and incident announcements, and has space for expansion. In emergency situations, operators can override the system and make announcements directly.

As part of this project, all cars will be equipped with an intercom system that will allow passengers to communicate directly with the operator.



CTA Chairman Valerie B. Jarrett is pictured with Spirit of Chicago Award recipients Jackie Washington and Laura Miller.

A CTA Customer Is Born

On a daily basis CTA employees use teamwork to provide customers with on-time, clean, safe and friendly service. Last June, an unusual kind of teamwork was called for when Bus Operator Laura Miller (Badge #6088, 77th Street Garage) and Bus Controller Jackie Washington joined forces to provide a type of service not usually associated with the CTA.

Miller was operating a #3 King Drive bus northbound on King Drive when a pregnant woman boarded with three children at 51st Street. No sooner had the woman paid her fare she than announced, "I don't think I'm going to make it."

Miller called the Control Center for assistance. Two female passengers

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New Automated Entrance at 35th Street
Green Line Station

THANK YOU

Joyce Pellicore of Elgin wrote:

Recently, two fellow teachers and myself came into Chicago to plan and run through a field trip for our students next fall. We began our trip on the Blue Line at O'Hare. We had lots of questions and concerns. Luckily for us, Customer Assistant Melvin Davenport (Badge #20287, Blue Line) was of immense help. He was friendly, polite and very informative. At the same time, there were also other customers seeking his help. He aided us all with a smile and courtesy. You can be very proud of this gentleman. I wish we could have him as our guide in the fall.

Dollars And Common Sense

Each summer, the Budget Department staff burns the midnight oil to prepare the CTA's financial plan for the following year. One of the initial steps in the process requires the Budget team to evaluate the needs of CTA departments from previous years to develop a baseline figure for each departmental budget for the year 2000.

Departments participate in the preparations by reviewing their individual preliminary budgets and, if necessary, by requesting adjustments through an in-house budget hearing process. Approved adjustments will then be included in the budget document which is scheduled to be made public in mid-October. The Chicago Transit Board will then vote on the document at the November 1999 board meeting.

The entire process will ultimately

yield a 1,000-page document that details the intake and allocation of nearly \$800 million dollars in operating funds. This year a new computer program will help to facilitate this entire process.

It might be a good idea to be nice to the following people, since they can make the difference in your year ahead: Senior Vice-President of Budget and Capital Finance Dennis Anosike, Comptroller Lynn Sapyta, Budget Manager Alain Avigdor and Budget Analysts Fernecia Austin, Kiaton Ly, Joe Rosen, John Sahn, and Ingrid Walter.

News & Views

United Train Takes Off

CTA Executive Vice President of Customer Service, Facilities, and Development Jack Hartman, United Airlines Vice President – Midwest Region Glenn Wright, and CTA Vice President of Communications Noelle Gaffney cut the ribbon on the newly "wrapped" United Airlines train. The outside of this eight-car Blue Line train features the Chicago skyline and United destinations around the world. The inside advertising space is dedicated to a photo montage of United's philanthropic work.



CTA President Frank Kruesi and Alderman Ed Burke visit the new lot.

New Park And Ride Lot Spells Relief

Last month, a new park and ride lot opened along the Orange Line at the Kedzie/49th Street Station. The lot has 160 spaces available and includes a direct walkway to the Kedzie Station and buses. Customers can park all day for \$1.50.

Going Places

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Edeana Rollins
c/o CTA Communications
Merchandise Mart, Room 730
P.O. Box 3555
Chicago, IL 60654

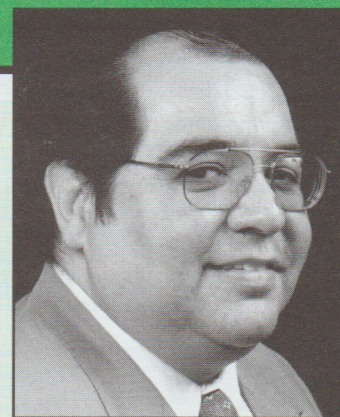
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or fax comments to: (312) 664-8936.

Behind The Wheel

Proper Training

Rosalio "Jay" Garcia won the City's 1999 Cathy Ostermann Award in the category of Outstanding Public Service Employees. As the Manager for Bus Instruction, Jay supervises the administration of training programs for bus personnel that includes: administration of certification, re-certification, accident evaluation, and employee safety and performance programs.

Since joining the CTA as a bus operator in December 1969, Jay has held several positions over the years, such as Bus Supervisor and Controller, that serve him well in his current position. He evaluates new equipment and makes recommendations for necessary changes to equipment and/or procedures to enhance safety conditions. As Manager of Instruction, Jay's expertise has been instrumental in bus accident reductions and improved safety.



Rosalio "Jay" Garcia

Rolling through the Years

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

47 Years

Mary Lyall August 20
Accounting Operations,
Control Clerk III

35 Years

Henry Saffold August 13
Blue Line, Rapid Transit Operator

30 Years

James Arnoux August 22
Rail Heavy Maintenance,
Foreman, Electrical Workers

Joseph Burch August 29
Blue Line, Rapid Transit Operator

Oley Dennis August 20
Communications/Power Control,
Agent Controller II

Jeffrey Jankus August 29
Bus Heavy Maint., Painter Foreman

Robert Kaese, Sr. August 29
Forest Glen Garage, Bus Servicer

Abdul Khan August 29
Red/Yellow/Purple Line, Switchman

Edwin Mahan August 8
Red/Yellow/Purple Line,
Rail Terminal Supervisor

Alexander Olsansky August 15
Finance/Comptroller,
Accounting Clerk III

David Owen August 22
Red/Yellow/Purple Line,
Towerman

30 Years

Robert Rayford August 22
Orange Line, Rapid Transit Operator

Edward Tribue, Jr. August 22
Red/Yellow/Purple Line,
Subway Platform Customer Assistant

Gloria Warren August 27
Orange Line, Customer Assistant

James Williams August 1
Facilities Maint., Machinist Foreman

25 Years

Ulyesses Adams August 23
Training & Instruction, Rail Instructor II

Robert Arellano August 16
Power & Way Maintenance,
Trackman II

George Athemeliotis August 7
Green Line, Customer Assistant

Patricia Baker-Smith August 26
Claims, Claims Law Disposition Clerk

Robert Byrd August 8
North Park Garage, Bus Operator

Robert Caswick August 19
Reprographics,
Reproduction Coordinator

Robert Causey August 28
Power & Way Maintenance,
Signal Foreman

Phillip Cheatham August 22
Archer Garage, Bus Operator

Victor Collazo August 1
Forest Glen Garage, Bus Operator

25 Years

John Curran August 7
Power & Way Maintenance,
Ironworker Helper

Casper Elder, Jr. August 2
Red/Yellow/Purple Line,
Towerman

Andrew Ford August 12
Forest Glen Garage, Bus Operator

Thomas Fritz August 28
Bus Heavy Maintenance, Tire Repairer

Gladys Fronczak August 12
Chicago Avenue Garage, Bus Operator

Ellice Garner August 5
Training & Instruction,
Bus Instructor II

Jorge Gonzalez August 26
Forest Glen Garage, Bus Operator

Martha Hallock August 19
Purchasing, Buyer

Clinton Hannah August 5
77th Street Garage, Bus Operator

Thomas Hendricks August 28
Warehouse Operations,
Stockroom Clerk (Bus)

Paul Hernandez August 23
Brown Line, Rapid Transit Operator

Lawrence Jackson August 23
Red/Yellow/Purple Line, Yardmaster

Ronald Jolla August 9
Orange Line, Rapid Transit Operator

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Rolling Through The Years

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25 Years

Elva Lett August 19
77th Street Garage,
Administrative Analyst - Bus

Lydia Lewis August 12
Training & Instruction, Bus Instructor II

Aurelio Mariduena August 19
North Park Garage, Bus Operator

Tyrone May August 16
Blue Line, Rapid Transit Operator

John McEnaney August 2
Orange Line, Switchman

Barbara Mitiu August 19
Accounting Operations,
Control Clerk III

Phyllis Montgomery August 1
Archer Garage, Manager
Transportation - Bus

Aaron Morris August 7
Bus Heavy Maintenance,
Bus & Truck Mechanic

Betty Ramel August 5
Customer Service,
Sr. Switchboard Operator

Michael Reynolds August 26
Treasury, Customer Assistant

Lawrence Ryan August 7
Warehouse Operations,
Inventory Control Coordinator

George Shaw August 16
Red/Yellow/Purple Line,
Rapid Transit Operator

Terry Sims August 19
Forest Glen Garage, Bus Operator

Edward Smith, Jr. August 8
Archer Garage, Bus Operator

Cornell Springs August 8
74th Street Garage, Bus Operator

Robert Storc August 28
Forest Glen Garage, Bus Repairer

Geraldine Taylor August 26
Treasury, Money Handler III

Marsha Toguri August 13
Rail Heavy Maintenance,
Office Operations Specialist

Dennis Turczak August 28
System Maintenance,
Communications Technician

Irma Wesley-Smith August 15
103rd Street Garage, Bus Operator

James White August 26
Forest Glen Garage, Bus Operator

Alfonso Williams August 12
103rd Street Garage, Bus Operator

Changing Gears

CTA Scores With Bears Service

Beginning with August pre-season games, CTA will run the #128 Soldier Field Express from Ogilvie Transportation Center (NorthWestern) and Union Station downtown direct to Soldier Field. Fare for this non-stop, express service is \$1. Buses run every few minutes starting about 2 hours before the game.

At Ogilvie, board westbound on Madison; at Union Station, board eastbound on Jackson or southbound on Canal. Soldier Field can also be reached by #12 Roosevelt and #146 Marine-Michigan buses, and it's a short walk from the Roosevelt stations on the Red, Green and Orange Lines.

Fly CTA to the Air & Water Show

This very popular show will take place on August 21 and 22 at North Avenue beach between 9 a.m. and 4 p.m. Extra buses will operate on routes #22 Clark, #36 Broadway, #72 North, and #151 Sheridan. The Red Line's Clark/Division

station is also convenient to the lakefront. Also, the #121 Navy Pier Express will run between Union Station, Ogilvie Transportation Center, and Navy Pier from 10 a.m. to 6 p.m., every 10 to 12 minutes.

#130 Grant Park Treasures Bus Runs Through Labor Day

This route is CTA's summer connection between downtown Metra stations (Ogilvie, Union, and LaSalle) and the museum campus/lakefront. It runs weekends and

holidays from mid-May until Labor Day, which is Monday, September 6. Service is every 15 minutes from 9:35 a.m. (10:35 a.m. Sundays/Holidays) until 6:00 p.m.

New Automated Entrance At 35th Street Green Line Station

An additional entrance for Transit Card and pass users has opened at 34th Street for the 35th/Bronzeville/IIT station on the Green Line. The

new entrance, which was previously an exit, is within the IIT campus. It's just an 8 minute ride to downtown on the Green Line from 35th Street.

CTA Customer Is Born

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helped make the expectant mother comfortable on the bench seat behind the operator. Luckily, Miller's Control Center contact was Jackie Washington, a 25-year CTA veteran and father of three, who had attended the births of his own children.

Lending his personal experience, Washington offered Miller his advice on how to prepare for the delivery. Besides having her ask the remaining passengers to clear the bus, Washington walked Miller through the procedures he had learned, right up to making sure

the baby was breathing properly. Moments later the baby arrived, and paramedics were on the scene to take mother and daughter to nearby Provident Hospital.

On July 21, the CTA board presented the Spirit of Chicago Award to both Laura Miller and Jackie Washington for their teamwork and compassion in an emotional and stressful emergency situation. As hospital attendants noted at the time, "the CTA really delivers."