

Going Places

NEWS AND VIEWS FROM AROUND THE CTA

SEPTEMBER 1999 • VOL. 4, NO.8

Transit Shopping

Fun, fashionable and functional are words that can all be used to describe CTA's New Gift Express Program.

Beginning October 1, transit fans everywhere can buy specially designed CTA themed merchandise that includes T-shirts, baseball caps, token cufflinks, silk ties, silk scarves, and much more.

Just in time for holiday shopping, the program offers gifts for everyone and every occasion – over 25 items to choose from.

The program is open to CTA customers, employees and retirees. Purchases can be made in person, by fax and over the phone during business hours at CTA headquarters in the

Merchandise Mart. Plans are underway to make merchandise available to order via the Internet at CTA's Web site.

To make a purchase:

In Person:

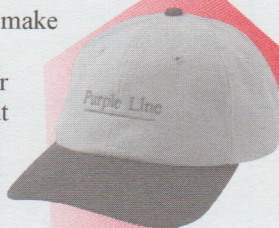
See Andrea Lyles in Market Development and Special Events, Merchandise Mart Plaza, Room 734. 9:00 a.m. to 4:00 p.m. (weekdays, Monday – Friday)

By Fax:

Fax your order to 312-661-0568 (For Credit Card Orders Only)

By Phone:

Call Andrea Lyles at 312-664-7200, extension 3066 (For Credit Card Orders Only)



Select items from the CTA New Gift Express Program will be sold throughout Chicagoland, including the City of Chicago Store, Four Seasons Hotel, Ritz Carlton Hotel, the Chicago Architectural Foundation Store, Store at the Cultural Center and Accent Chicago. CTA merchandise will also be featured in the Skymall catalogue which is available on major U.S. airlines inside passenger seat pockets.



A CTA Gift Express

catalogue will be distributed to all CTA employees beginning with the October 8th payroll.

Catalogues will also be mailed to all CTA retirees. The best part is that CTA employees and retirees are eligible to receive a 20% discount on all merchandise!

Spread the word about the CTA Gift Express. Market Development and Special Events will be happy to send a catalogue to a friend.

CTA Service Passes Test of Heat and Power Failures

Customers learned that CTA really had the "right stuff" when it faced the twin tests of oven-like heat late in July and a massive downtown-area power failure on August 12. Strong leadership and the determination by employees to keep trains and buses moving regardless of conditions made CTA service a success story everyone could be proud of.

During the four-day heat emergency that ended August 1, CTA worked with

the city and other agencies to serve the special needs caused by extreme temperatures. Some 37 buses were sent to where they could be used as cooling centers by the elderly and others who were particularly vulnerable.

While some trains were slowed at times due to power losses for switches and street-level crossing gates (on the Brown Line), service for the most part was maintained at regular intervals. The

continued on page 4

Inside

A View From The Seats	p.2
In Memoriam	p.2
News and Views	p.2
CTA Day at Museum Campus, Juvenile Diabetes Walk, 1999 Roadeo & Round-up Winners	
Rolling Through The Years	p.3
Our Very Own Star	p.3
Changing Gears	p.4
U-PASS Enrolls Six New Colleges, Extra Jazz Fest Service, #19 Service Resumes, Extra Celtic Fest Service	

K. Smith of Ambler, PA wrote:

Recently, I was traveling with a colleague on business in the Chicago area. When we entered the CTA Cumberland Station, I was trying to figure out how to use your ticket system. Without my asking for help, Juan Rodriguez (Badge No. 9066) came to the rescue and provided directions and assistance.

He was very friendly and helpful and was willing to spend several minutes with us during the busy evening rush hour. First, in my fifteen years of transit travel, I have never been offered such assistance before! Mr. Rodriguez is an asset to CTA and should be commended on his commitment to customer service.

Bravo to CTA and the City of Chicago!

In Memoriam

Our condolences go out to the family and friends of David E. Christner, who died accidentally this past month. Mr. Christner had been at the CTA since 1978, most recently as a Switchman out of Harlem and Lake on the Green Line.

Going Places

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

News & Views

CTA Day at the Museum Campus

On Sunday, September 26, 1999, all CTA employees and their families are

invited to spend the day at the Museum Campus located on the lakefront. Employees with proper identification and their families (up to five family members per employee) will receive free general admission at the Adler Planetarium, Shedd Aquarium and the Field Museum for the entire day. The museums will be open from 9:00 a.m. through 4:00 p.m.

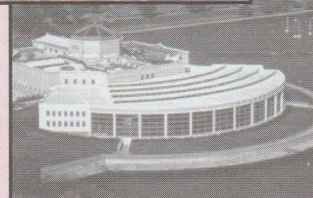
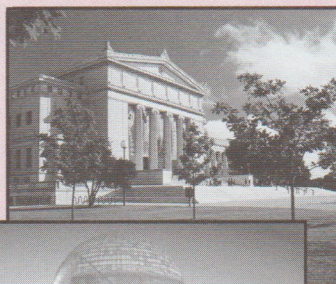
Once inside, special, limited exhibit admission tickets will be available at

the rate of two tickets for the price of one ticket (50% discount) for:

- Shedd Aquarium's Oceanarium and Seahorse Exhibit
- Adler Planetarium's Star Rider Theater
- Field Museum's Underground Adventure

In the coming weeks, you will receive detailed information with your payroll checks.

All employees will be required to present their CTA Employee Identification Card upon arrival.



Juvenile Diabetes Walk '99

CTA employees are making tracks to cure juvenile diabetes! Our goal is to form a team with at least 250 volunteers walking to raise over \$15,000.

All employees, family and

friends are encouraged to join the CTA Team for the Walk on Sunday, October 10th. Registration will be held this month. Please see your Manager or Kim Kerr at (312) 664-7200, ext. 3443 for more details.

1999 Rodeo and Round-Up Winners Announced

The finalists of the 1999 CTA Service Delivery Bus Rodeo and Rail Round-Up were joined by their families and fellow CTA employees at a banquet on August 20. The banquet marked the announcement of the 1999 grand prize winners in each competition. The champions listed below will be profiled in upcoming issues of *Going Places*.

And the winners are:

Bus Operator Champion:
John J. Durnell (Archer Garage)

Rail Operator Champion:
Michael Sheehan
(Midway Terminal)

Bus Maintenance Team Champions:
Richard Dolan, Bryan Hedstrom,
Jeffrey Braswell
(North Park Garage)

Rail Maintenance Team Champions:
James Perkins, Daniel Keller,
Eugene Jolliss (Rosemont Shop)

Rail Cleanliness Champion:
Reginal Crosby (South Section)

Rail Customer Assistant Champion:
Theodore Allison
(Midway Terminal)

AFC Technician Champion:
Geoffrey Zommer
(901 W. Division)

Our Very Own Star

The Voice

"By any chance, are you in commercials?"

"Hey, I've heard your voice before!"

These are the types of comments that greet Ann Wright at work these days. Wright, a rail operator working out of Forest Park, starred in the CTA's recent radio commercial. The commercial's producer was impressed

by her voice as she made announcements on the Blue Line, and recruited her to re-create her role for radio.

According to Wright, she and the two professional "voices" took eight takes over the course of a morning to get the sound "just right." She said, "I was so surprised to get the call, and then I was so impressed with the whole process of recording a commercial. This was a once in a lifetime experience."

Ann Wright



Rolling through the Years

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

35 Years

Terrence Reilly September 28
System Maintenance, Manager, Utility

30 Years

Trelwa Ashton September 5
Red/Yellow/Purple Line, Switchman

Sandy Clemons September 5
Blue Line, Yardmaster

James Daugherty September 5
Communications/Power Cont., Manager

Franklin Hall September 12
Green Line, Rapid Transit Operator

Frank Holton, Jr. September 24
MIS, Senior Systems Analyst (SD)

Robert Lamont September 22
Power & Way Maintenance,
B Electrician (Substation Maintenance)

James McGaughy September 12
Green Line, Rapid Transit Operator

Dennis Micek September 17
Blue Line, Car Repairer "A"

James Plomin September 2
Green Line, Manager, Maint. - Rail

Robert Rychlee September 29
Facilities Maint., Foreman B Electricians

Hanif Shakir September 25
77th St. Garage, Bus Serv. Supervisor II

Frank Smith, Jr. September
Forest Glen Garage, Bus Operator

Elaine Stokes September 3
Red/Yellow/Purple Line, Cust. Assistant

Ernest Tucker September 12
Blue Line, Switchman

Martha Turner September 10
Blue Line, Manager Transp. - Rail

30 Years

Monroe Williams September 11
103rd Street Garage, Bus Operator

25 Years

Dyane Allen September 16
Kedzie Garage, Clerk II (Bus)

Gregory Andrews September 4
Blue Line, Manager Maintenance - Rail

Ronald Broughton September 25
74th & Wood Garage,
Manager Maintenance - Bus

Beverly Catherine September 9
Customer Serv., Call Center Supervisor

Tomas Cintron September 12
North Park Garage,
Bus Service Supervisor II

Barbara Collins September 9
Green Line, Customer Assistant

Edward Cook September 27
Red/Yellow/Purple Line, Yardmaster

Linda Corona September 16
Torts, Tort Litigation Coordinator

Paul Cracco September 25
77th Street Garage, Engine Washer

Victor Davila September 5
North Park Garage, Bus Operator

Guiseppe Demma September 25
Red/Yellow/Purple Line, Car Servicer

Constantino Estrada ... September 26
Archer Garage, Bus Operator

Mary Fryar September 27
Comm./Power Control, Controller II

Anselmo Garcia September 5
Archer Garage, Bus Operator

25 Years

Richard Guinn September 11
Training & Instr., Training Specialist

James Hurley September 23
Rail Stat. Appearance,
Escalator Serviceman

Arthur Jarnegan September 11
Brown Line, Yardmaster

Stephen Keippel September 4
Warehouse Op., Sr. Combination Clerk

John Kilstrom September 18
Engineering & Technical Services Rail,
Equipment Technician III

Gerald Krue September 26
74th St. Garage, Bus Operator

Rosie Lofton September 27
Green Line, Rail Clerk II

Francisco Martinez September 20
Brown Line, Rapid Transit Operator

Wilbert Matthews September 27
Red/Yellow/Purple Line,
Rapid Transit Operator

Glenn McCarthy September 11
Blue Line, Rail Maintenance Terminal
Office Clerk

Michael Minervini September 11
MIS, Manager Automated Systems

Jesus Montalvo September 25
Brown Line, Car Repairer "A"

Guido Mrzena September 11
77th St. Garage, Garage Assistant Foreman

Philip Murnane September 4
Bus Engineering & Technical Services,
Quality Improvement Technician II

continued on page 4

Rolling Through The Years

continued from page 3

25 Years

James Mutnansky September 4
Bus Heavy Maint., Machinist Foreman
Anthony Parrillo September 23
Eng. & Tech.Serv. Rail, Project Analyst
James Paski September 4
103rd St. Garage, Bus Repairer
Lena Phillips September 20
MIS, Sr. Systems Analyst (SD)
Reginald Price September 20
Red/Yellow/Purple Line, Switchman
Luis Rivera September 3
Forest Glen Garage, Bus Operator
Martin Rodriguez September 11
Chicago Avenue Garage, Bus Servicer
Russell Stephens September 25
77th St. Garage,
Garage Assistant Foreman
Jose Tanchez September 27
Blue Line, Rapid Transit Operator
Michael Tucki September 27
Comm., Photo Lithographer/Composer
Phillip Wong September 25
Forest Glen Garage, Bus Repairer

CTA Service Passes Test

continued from page 1

heroic efforts of maintenance personnel to keep trains running during this period cannot be overstated.

On August 12, power outages in downtown Chicago darkened stations in both subways, affected signal systems and disrupted switching for Brown, Green and Orange Line trains at Van Buren and Wabash. Fortunately, DC power was never cut, so trains in both subways and on the Loop 'L' were able to keep moving, though at slower speeds than normal due to the signal and switching problems.

Darkened subways caused the most concern. What was required and achieved was the quick mobilization of volunteers and extra customer assistants with flash-lights to staff darkened subway stations and help customers find their way on and off trains safely. Train crews were ordered to proceed with caution. A command center was established at the Control Center for bus, rail and maintenance operations. At the same time, rush period service was stepped up to take care of the surge of customers who were leaving downtown early. It was all in a hectic day's work for CTA, but one that was appreciated by customers.

Changing Gears

U-PASS Enrolls Seven New Colleges

Six new colleges have signed up to participate in the U-PASS program for the 1999-2000 school year. Collectively, the schools represent 12,000 students that can potentially generate 2.78 million more rides on our system annually.

The new schools that have

enrolled this year are: The School of the Art Institute, Columbia College, Dawson Technical Institute, Illinois Institute of Technology (undergraduates), Illinois School of Professional Psychology, Malcolm X College and Richard J. Daley College.

New Turnstile Software Scheduled for Installation at State/Lake

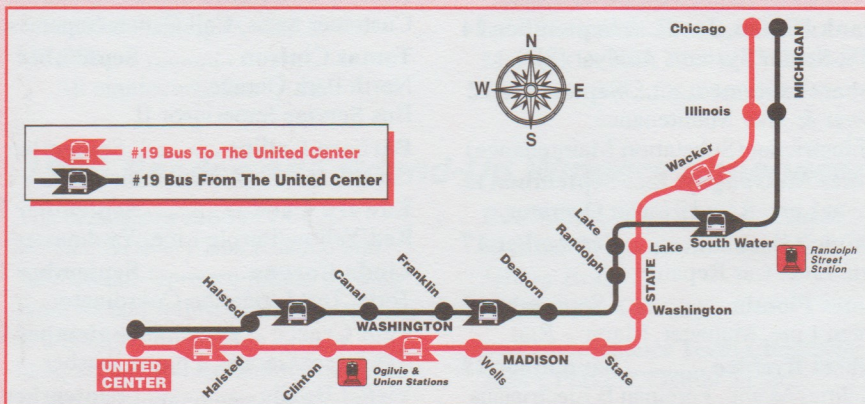
Plans are underway to install new software in the turnstiles at State/Lake to make transferring between the elevated station and the Red Line Subway station more convenient. Once installed, the new software will allow customers with CTA Transit Cards or Passes to transfer between

lines without a transfer being deducted from their card. Customers who pay their fare in cash (at the beginning of their trip) instead of by Transit Card or Pass will have to pay an additional full fare when transferring between the elevated and subway trains at State/Lake.

Shoot and Score with the #19 Stadium Express

This popular service resumes on September 11 for the 1999-2000 Bulls/Blackhawks season. Service starts with the first Blackhawks pre-season game and will continue

through April 9 (later if either team makes the playoffs). Due to Michigan Avenue construction, this service has been re-routed (see inset).



Additional Service for Celtic Fest, September 18-19

One extra bus each for the #6 Jeffrey and the #62 Archer routes will be staged southbound on Michigan and Jackson for the two-day event. An extra bus will also be added to the

#56 Milwaukee, #146 Marine Michigan and #151 Sheridan routes. The buses will be staged northbound at Michigan and Jackson.