

## News & Views

### News & Views 2

- Good News Choir
- CTA 2002 Calendar
- CTA Holiday Snapshots

### People on the Move 2

- CTA Welcomes New Employees

### Employees Count 3

- South Shops Employee Recognition
- Control Center PAC Awards
- O'Hare Terminal Public Safety Award

### Rolling through the Years 3

- January 2002 Anniversaries

### Changing Gears 4

- December Rail Improvements

from Around the CTA

## CTA Celebrates Banner Year with Efforts to Rebuild System and Improve Services

The Chicago Transit Authority had a banner year in 2001 as the agency embarked on an aggressive strategy to rebuild its system and implement service improvements to promote continued rider-ship growth.

"The CTA had a very successful year," said CTA Chairman Valerie B. Jarrett. "Thanks to the leadership and staunch support of Mayor Richard M. Daley, Governor George Ryan and his Illinois FIRST program and other Illinois lawmakers, we were able to bring projects to fruition that support our commitment to provide quality and communities."

In September, the CTA broke ground on its largest capital improvement project ever, the \$482.6 million renovation of the Cermak (Douglas) Branch of the Blue Line.

The project, which will take four years to complete, will offer a faster commute for customers and provide eight fully accessible, upgraded stations.

The agency also completed renovations at 26 rail stations throughout its system as part of a rail station improvement program designed to extend the useful life of the facilities and make them more attractive to customers and more convenient to customers with disabilities.

CTA President Frank Kruesi said, "Meeting the needs of our customers is what the CTA is all about, and we found a number of ways to do that this year by investing in our facilities and implementing the kinds of service improvements that lead to long-term reliability and increased customer satisfaction."

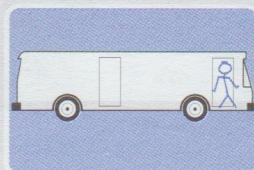
To ensure CTA customer needs will be met for years to come, the agency announced new service standards for the first time in 11 years and approved a variety of measures to provide more efficient bus and rail service.

*Continued on page 4*

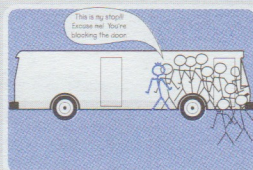
## CTA Debuts Customer Courtesy Campaign

The CTA will soon launch a *Don't Be Jack* customer courtesy advertising campaign. The theme, *Don't be Jack* is a play on the 1930s -1960s illustrated series "Dick and Jane." While humorous in its delivery, the campaign conveys an important message that educates CTA customers on how their behavior on CTA buses and trains, and on CTA property can impact other customers and ultimately service.

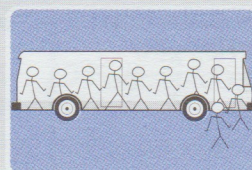
### Don't Be Jack ... Move To The Back!



See Jack board.



See Jack stop the pack.



Don't be Jack, move to the back!

**Moral of the story:**  
Moving to and exiting at the back gets us all to our destinations quicker



**cta**  
take it.

The *Don't Be Jack* campaign includes a series of car cards that will be posted throughout our system. The first will be posted on buses. The theme "Don't Be Jack, Move to the Back" will encourage customers to move to the back of the bus when seating is not available and to exit through the rear

doors. The goal is to prevent delays in service that can result when customers standing in the front of the bus refuse to move back, or when customers exit through the front door. Both actions make it difficult for customers to board the bus quickly, which cause delays in service.



# News & VIEWS

## Good News Choir Spreads Joy

The Good News Choir, which is comprised of CTA and Ameritech employees who work at the Merchandise Mart, has been on the go since reuniting in September. In memory of those who lost their lives in the September 11 tragedy, the choir presented a concert on November 16, 2001.

In December, the choir spread holiday cheer at the Magnificent Miles Lighting of the Trees, the One of a Kind Show at the Merchandise Mart and the Chicago Avenue garage holiday party. Just before Christmas, the choir performed with the Bankers Life and Casualty Choir at the Merchandise Mart.

If you are interested in becoming a part of this great choir, contact Rita Richardson at 312-664-7200, ext. 3496.



In solidarity with Americans around the world, the Good News Choir wore American Flag pins during their concert to remember those lost on September 11.

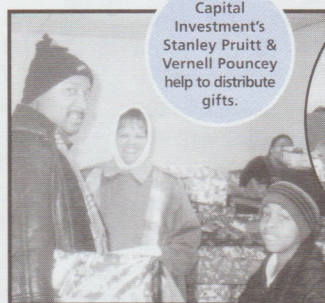
Going Places is published monthly by the Chicago Transit Authority Communications and Marketing Department, ©2001. All rights reserved.

Send comments or article submissions to: Edeana Rollins c/o CTA Communications and Marketing, Merchandise Mart, Room 730, PO Box 3555, Chicago, IL 60654  
Phone (312)664-7200, x8447, fax (312) 664-8936, or email comments to: [www.transitchicago.com](http://www.transitchicago.com)



## CTA SNAPSHOTS

For the last three years, various CTA departments have come together to spread holiday cheer to hundreds of underprivileged children through annual holiday gift drives. On December 20, 2001, Property Accounting, Financial Review, Grant Accounting, Capital Investments and DBE & EEO presented toys and gifts they had collected to four organizations: Ida B. Wells (youth study), Delano Child Parent Center, Mother's House and F.C.H.N. Mission.



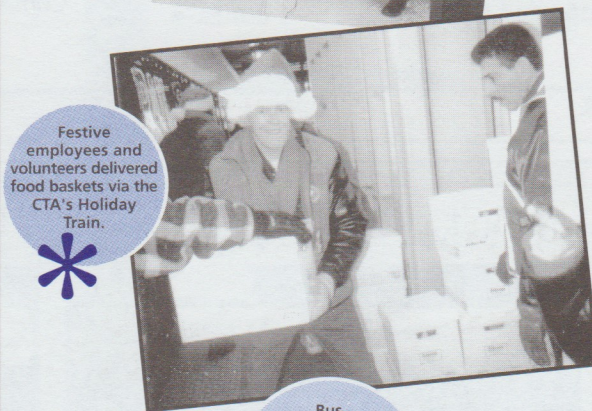
Capital Investment's Stanley Pruitt & Vernell Pouncey help to distribute gifts.



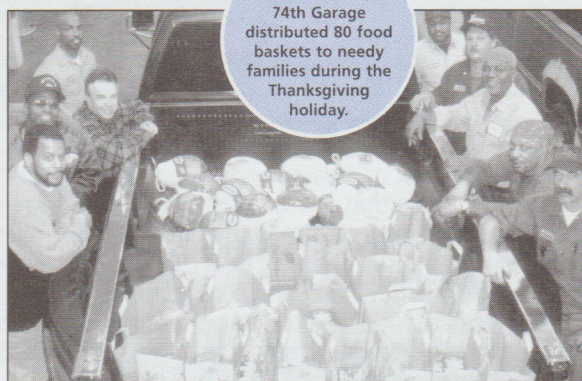
Michele Wilson, Grant Accounting and Debra Mansker, Property Accounting put some finishing touches on the packages.



The Chicago Avenue Garage Choir sang holiday favorites at the Garage's annual Christmas Celebration.



Festive employees and volunteers delivered food baskets via the CTA's Holiday Train.



Bus Maintenance, 74th Garage distributed 80 food baskets to needy families during the Thanksgiving holiday.

## PEOPLE on the move

*Congratulations to the following employees on their recent appointments:*

**Letitia (Letty) Close** was recently appointed Acting General Manager of the Government and Community Relations Department, replacing Kevin Thompson. She was promoted from the position of Senior Government and Community Relations Officer.

**Michael Connelly** has joined the CTA as Manager of CIP Development in the Capital Investment Department. He comes to the CTA with a wealth of knowledge and experience in transit and capital program development. Most recently he was the General Manager of Blacksburg Transit in Blacksburg, Virginia.

**Eugene Jendrach** has been appointed Policy and Programs Manager in the Employee Relations Department. Eugene has over 30 years of experience at the CTA and has held positions in Human Resources, Maintenance, Transit Operations and Employee Relations. He brings extensive knowledge of CTA's policies and procedures and experience to the position.

**Diane Traxler** was recently promoted to Manager of Contract Administration and Interpretation in the Employee Relations Department. Diane has 20 years of experience within the department, having worked in both the Contract Administration and Grievance/Arbitration sections. She possesses a comprehensive knowledge of all functions of Contract Administration and extensive experience with the collective bargaining process at the CTA.

## 2002 Calendar

CTA's Year 2002 historical calendars have been printed and distributed to CTA work locations according to arrangements made by the appropriate vice president for each CTA work location.

CTA employees will each receive one 2002 calendar free of charge at their respective work locations. Retirees can obtain a calendar by writing the Publications Department in Room 730 of the Merchandise Mart. Others can purchase calendars by sending a check or money order to the CTA Publications Department, Room 730, Merchandise Mart Plaza, P.O. Box 3555, Chicago, IL 60654. All checks and money orders must be made payable to the "Chicago Transit Authority."



# Rolling through the Years January 2002

## 44 YEARS

**Richard Smith, Jr.**  
**January 23**

Green Line,  
Rail Service Supv. II

## 40 YEARS

**Robert Kinney**  
**January 15**

North Park Garage,  
Bus Operator

## 38 YEARS

**Jonathon Harris, Jr.**  
**January 23**

Blue Line, Switchman

## 37 YEARS

**Donald Bruno**  
**January 22**

Graphics and Design,  
Transit Technician V

## 35 YEARS

**Willard Douglas**  
**January 6**

Green Line, Rapid  
Transit Operator

**Howard Freeman**  
**January 16**

Kedzie Garage, Bus  
Transportation  
Manager

**Paul Jankowski**  
**January 10**

Wayside  
Maintenance, Signal  
Maintainer I

## 30 YEARS

**Gregory Babicz**  
**January 28**

Motor Shop,  
Electrical Workers  
Foreman

**Kenneth Brucker**  
**January 12**

Central Warehouse,  
Warehouse Worker I

**Thaddeus Nykiel**  
**January 26**

Claims, Claims  
Representative

**Clarence Turner, Jr.**  
**January 27**

103rd St. Garage  
Bus Operator

**Willie Williams, Jr.**  
**January 13**

74th Garage,  
Bus Operator

## 25 YEARS

**Hercules Auza**  
**January 4**

Utility Repairs,  
Electrical Worker

**William Babilonia**  
**January 28**

Brown Line,  
Rapid Transit Operator

**Jorge Bolanos**  
**January 19**

Vehicle Wiring,  
Electrical Worker

**Philip Bosi**  
**January 28**

Kimball Maintenance,  
Car Repairer 'A'

**T. Aurchie Brown**  
**January 20**

77th Garage,  
Bus Operator

**Bienvenido Costes**  
**January 31**

Motor Shop,  
Electrical Worker

**James Donnelly**  
**January 31**

Motor Shop,  
Electrical Worker

**Levorne Hardrick**  
**January 27**

Kedzie Garage,  
Bus Operator

**Barbara Jackson**  
**January 28**

Brown Line, Rail Clerk III

**Joyce Jordan**  
**January 31**

Archer Garage,  
Bus Operator

**Maerine Lowe**  
**January 28**

Red, Purple & Yellow  
Lines, Rail Clerk II

**Alfred Mann**  
**January 28**

Green Line, Rapid  
Transit Operator

**Michael Melendrez**  
**January 31**

Body C, Carpenter 'A'

**Wilburn Milner, Jr.**  
**January 24**

Chicago Avenue  
Garage, Bus Operator

**Robert Moreno**  
**January 11**

Mechanical Maintenance,  
Machinist (Bldg.)

**Richard Pitts**  
**January 20**

77th Garage,  
Bus Operator

**Luis Porres**  
**January 26**

Chicago Avenue  
Garage, Bus Repairer

**Anthony Raso**  
**January 28**

Blue Line, Switchman

**Charles Rowe**  
**January 26**

Rail Stockrooms,  
Stockroom Clerk II

**Rodrigo Silva**  
**January 18**

Blacksmithing  
& Welding, Blacksmith  
& Welder

**Luis Valenzuela**  
**January 21**

North Park Garage,  
Bus Operator

**Jesse Vargas**  
**January 27**

Mechanical Maintenance,  
Machinist Foreman



### Control Center PAC Award Winners

On December 11, 2001, the "Positive Action Controller" (PAC) winners for November 2001 were honored at the Control Center.

The three PAC winners were Rail Controllers Marc Reaux, Stephanie Hodges and Jeff White. The deserving winners were honored for service above and beyond the call of duty.

### South Shops Employee Recognition Program Award Ceremony

On Thursday, December 13, the South Shops Employee Recognition Program held their quarterly awards ceremony. Four deserving employees were honored with certificates in these areas:

#### "Above and Beyond the Call of Duty" (on the job)

**Winners:** Maria D'Amore, Charlene Rakauskas, John McVady

**"Excellence Outside of the CTA" Winner:** Brenda Malone

### O'Hare Terminal Wins Public Safety Award for 1st Quarter 2001

Public safety awards are given to CTA facilities such as bus garages and rail terminals for achieving the best safety record each quarter. Congratulations to the O'Hare (Blue Line) Terminal for winning the Public Safety Award for the 1st quarter of 2001. This marks the fourth time in CTA history that a rail terminal has won the award four quarters in a row.

During the four quarters, trains operated by O'Hare personnel traveled 8,685,476 miles without a traffic accident, and carried 24,136,135 customers without a passenger accident.

O'Hare Terminal employees have another award to add to their growing collection.



### CTA's 2001 Holiday Train Transports Yuletide Cheer and Santa

The Chicago Transit Authority got into the holiday spirit with the 2001 version of its popular Holiday Train. The six-car train was decorated with 35,000 lights. Interiors of the cars were decked with bows, garland, and red and green lighting. The train also featured a flat car that carried Santa and his reindeer as well as other decorations.

The train was the handiwork of CTA Rail Operations employees who work at the Skokie Shops facility. About 175 employees work or volunteer on some aspect of the train from the initial planning to decorating and staffing various Holiday Train events.

The Holiday Train ran weekends from December 1-23, between 2:00 p.m. and 8:00 p.m., and made all stops at stations along the Blue, Red, Purple, Green, Brown and Orange Lines.



## CTA Celebrates

*Continued from page 1*

In rail operations, the CTA added more frequent weekday service on the Purple, Red, Blue, Yellow and Brown Lines, and more frequent weekend service on the Orange and Brown Lines, to reflect the surge in ridership on these lines. The agency also opened the new Conservatory-Central Park Drive station on the Green Line.

On the bus side, the CTA made service improvements on 10 bus routes, and approved permanent weekday bus service on the #169 69th/UPS Express route which serves the United Parcel Service facility in southwest suburban Hodgkins.

Fleet upgrades have been ongoing as well, with the CTA retiring older buses, bringing new, standard-size Nova buses into service and increasing the number of air conditioned buses in its system. To date, the CTA has purchased 309 Nova buses, and brought the percentage of air conditioned buses to 87%, up from less than 50% last summer. The agency has almost completed mid-life rehabs on its 2600 Series rail cars. To date, 466 of the 598 2600 Series rail cars have been rehabbed, 462 of which have been put back out on the rails for service.

The CTA recently made 31 additional bus routes accessible and implemented an elevator status line to help customers with disabilities better plan their trips on the CTA rail system. Customers can access the line 24-hours-a-day, seven-days-a-week to learn which elevators have been taken out of service. Currently, 92% of CTA buses and 80% of CTA bus routes are accessible. On the rail side, 44% of CTA stations are accessible.

This year also marked the expansion of a number of existing CTA programs. The CTA expanded the hours of its Bikes on Trains program to seven days a week and implemented the Bikes on Buses pilot program this summer. The CTA extended its University Pass (U-PASS) program to full-time summer students and added the University of Illinois at Chicago. As a result, U-PASS has grown to 54,000 participating students at 26 schools, making it the largest program of its kind in the nation.



# Changing Gears

## Rail Service Improvements

*The following rail service improvements became effective on December 17, 2001.*

### **More frequent Blue Line service weekdays, 10:30 a.m. to 2:30 p.m. Effective Monday, December 17, 2001**

Trains will operate every 7½ minutes between O'Hare and the Loop. Trains will operate every 15 minutes between Forest Park and the Loop, and 54th/Cermak and the Loop.

### **More frequent Brown, Red and Yellow Line weekday service MIDDAYS and EVENINGS — Effective Monday, December 17, 2001**

**Brown Line:** Trains will operate every 10 minutes between 9:30 a.m. and 1:00 p.m.

**Red Line:** Trains will operate every 7½ minutes from 10:00 a.m. to 2:30 p.m. and 7:30 p.m. to 10:30 p.m.

**Yellow Line:** Trains will operate every 12 minutes from 9:30 a.m. to 3:00 p.m. and every 15 minutes from 8:00 p.m. to 10:00 p.m.

### **Extended Purple Line Hours**

Purple Line Express rush hour service will begin one hour earlier in the morning and end one hour later in the evening.

Following is a schedule of the new rush hour times.

#### **TO DOWNTOWN:**

##### **Extra Morning Service**

**From Linden**

**Arrive Merchandise Mart**

**5:24 am (First am express)**

**6:05 am**

**5:42 am**

**6:23 am**

**5:57 am**

**6:38 am**

**6:11 am**

**6:52 am**

##### **Extra Evening Service**

**From Linden**

**Arrive Merchandise Mart**

**5:43 pm**

**6:24 pm**

**5:58 pm**

**6:39 pm**

**6:13 pm**

**6:54 pm**

**6:28 pm (Last pm express)**

**7:09 pm**

#### **TO LINDEN:**

##### **Extra Morning Service**

**From Merchandise Mart**

**Arrive Linden**

**6:17 am (First am express)**

**6:55 am**

**6:35 am**

**7:13 am**

**6:50 am**

**7:28 am**

**7:05 am**

**7:43 am**

##### **Extra Evening Service**

**From Merchandise Mart**

**Arrive Linden**

**6:36 pm**

**7:15 pm**

**6:51 pm**

**7:30 pm**

**7:06 pm**

**7:45 pm**

**7:21 pm (Last pm express)**

**8:00 pm**