

Surface Service

• MAGAZINE •

VOLUME 17

JUNE 1940

NUMBER 3





HERE THEY ARE—THE BOWLING CHAMPIONS

The best bowling team in the entire Surface Lines system is pictured here. The team is from Limits depot and after winning the North Section title they tromped Seventy-seventh for the system's honors. From left to right, they are, Captain Edward Wilberschied, Henry Wilson, Frank Schulte, Rudolph Mikulicic and George Kornacki.

Surface Service Magazine

A Monthly Publication by and for Chicago Surface Lines Employees

VOL. 17

JUNE, 1940

No. 3

Urge Use of Safety Shoes

**Shoes Would Avert Accidents At Small Cost,
Says Safety Supervisor**

By WILLIAM PASCHE

Supervisor of Accident Prevention

A study of accidents affecting members of the Track Department has clearly shown that many of the accidents caused by falling objects could be averted by the use of the comparatively inexpensive safety shoes. In checking over the records of the department, we find that five out of six accidents caused by falling objects, such as tools, rails, paving blocks and similar heavy things, happen to the toes or the feet of track workers.

Those who have never suffered from toe injuries may be inclined to minimize such accidents, but they are among the most painful. That is why we caution against them and urge the use of safety shoes. Since the first of the year employees have lost 247 days of work. Those work days would not have been lost if the employees had been wearing the safety shoes.

Increase In Accidents

Safety shoes with heavily re-inforced toe caps are sold at many stores throughout the city at exceptionally reasonable prices. By wearing them many shop and track men can save themselves from painful injuries and from the loss of full wages through enforced layoffs.

The toe injuries to men in the Track Department have given cause for concern but there are other factors which also affect the safety of our men. Though there was a decrease of 12 per cent in injuries to track employees in 1939 as compared to 1938, the decrease does not appear to be continuing in the 1940 records. From January

to May there was an increase of 15 per cent in the number of accidents to employees. Lost time due to injuries during the period totals 991 man-days. (A man off for one day is a man-day.)

Safety Goggles Prove Worth

This year to date there has been an increasing number of track workers struck by automobiles. Such accidents, of course, are frequently serious. In many cases it has been found that the worker stepped directly into the lane of traffic. Every track man should be especially alert when going from the car tracks to the curb and back again. Open track work frequently forces automobiles into a special section of the street where they travel in a direction opposite to that usually travelled. It is important that workers look in both directions in an effort to avoid being struck by automobiles.

The manner in which the track workers have observed the precaution of wearing safety goggles has been most satisfactory. Almost two and one-half years have elapsed since we have had an accident in which an eye was lost. Had it not been for the safety goggles, however, it is probable that many eyes would have been lost. There have been quite a few cases

in which the lens of safety goggles have been cracked without injury to the employee's eyes. The importance of the glasses is also emphasized in another way. Our records tell of several severe eye injuries caused by flying specks or chips of one sort or another have gotten in employees' eyes while they were cleaning their safety goggles.



Supervisor of Accident Prevention William Pasche discusses accident prevention with superintendents and foremen of the Track Department. Superintendent of Track and Roadway H. C. Kelly is seated behind Mr. Pasche.

The value of the safety goggles cannot be over estimated.

I would like to caution against the improper handling of tools. There have been accidents involving air hammers but they have happened while the hammer was being taken out for work or being put away after work. Simple care, it seems, would eliminate such accidents. In another instance an operator dropped an air hammer on his toes. He was not wearing safety shoes at the time and the resulting injury caused him to lose 49 days' time.

Watch Your Tools

Improper handling of tools was also apparent in another accident in which a man's arm was broken by an electric drill. The employee had tried to *tighten the bit while the drill was running.*

All the precautionary measures an individual employe may take, however, are often nullified by the actions of a fellow worker. Paving stones tossed in the direction of the curb frequently injure other workers. One worker was injured because a truck backed up instead of pulling forward while he was unhooking the welder trailer. In many instances workers suffer injury through no fault of their own.

In these days, when almost everyone drives an automobile at some time or another, the streets are particularly hazardous. Unceasing vigilance should be practiced. Only through such care can we guard against the traffic hazards.

The Track Department has established a most commendable safety record through the years. I hope track employes will continue on the path they have started. They should bear in mind the fact that accidents harm not only individuals, for often the whole family suffers.

HOT WEATHER HINT

Dr. Leeming Tells How To Keep Well

Dr. John Leeming, Medical Counsel for the Chicago Surface Lines, took the first heat wave of the summer as an occasion to offer some helpful suggestions on the subject of how to keep well during the heat of the summer.

A big help, said the Doctor, is the proper use of salt and all workers should know its value and the proper method of using salt during hot weather.

Salt, said the Doctor, has a great affinity for water and, when taken into the system, it helps to retain the proper amount of water in the blood. Few people are aware of how much water is thrown off by the skin in the act of sweating on a hot day. It is the profuse sweating when exposed to excessive heat that produces a feeling of depression and, at times, muscular cramps and heat strokes. These results can be largely prevented by a simple and harmless method.

This is the method according to the doctor: Dissolve a quarter teaspoonful of common table salt in a half or three-quarters of a glass of water and drink it. Do this three or four times a day—say with meals and at bedtime. You may, with perfect safety, increase the dose to one-third teaspoonful when the temperature during the day climbs to 90°, or above.

This prescription, said Dr. Leeming, will

prove very beneficial. It will do no harm to use salt in small doses of one-fourth teaspoonful once or twice a day throughout the summer, but when very hot weather occurs and the thermometer reaches 85 and above, a greater use of salt as suggested will prove of benefit.

"HE IS AN AMERICAN"

And One of the Best—We're Glad to Say

The May issue of SURFACE SERVICE MAGAZINE carried an editorial entitled "He Is An American," which first appeared in the New York Sun. In brief, the editorial recited the many blessings we enjoy in a war-torn world. After enumerating a number of the things we enjoy and should cherish, the editorial concluded with the statement:

"He should struggle to preserve his Americanism with its priceless privileges.

"He is a fortunate man.

"He is an American."

At least one Surface Lines man read that editorial with real appreciation. Here are his words:

"In the last magazine I read the editorial 'He Is An American.' It reminds me of the time I came here. The second day I was in Chicago my brother-in-law took me downtown to get my first papers. He couldn't tell me what it was about because I did not understand the American language. Finally he found a man who could tell me what it was all about.

"Well, after I had been here long enough for us to be able to converse together he said to me, 'Otto, you can stay in this country as long as you want to without taking out your papers, but you cannot come around my house. If the country where you make your bread and butter is not good enough for you to take out your papers, go back where you came from!'

"I know full well that he meant what he said. It is too bad that everybody is not given the same advice."

(signed) Otto Dahl, Devon.

FRIENDS FETE MRS. HOLGER

Popular Token Checker Leaves Company

Mrs. Ruth Holger was guest of honor at a delightful surprise dinner party at "Younkers" given by her friends and co-workers of the Treasury, Token and Building Departments on May 31. Ruth's mother, Mrs. Ford, and Ruth's husband, Harold Holger, were guests at the party and greatly enjoyed the expressions of good wishes for Ruth in her new job of house-keeping.

An orchid corsage and a beautiful Belgian linen banquet cloth was presented to Mrs. Holger by the toastmaster, Capt. U. G. Lee, and his inimitable manner of address brought forth rounds of applause.

Among those present were Edward Bole, Clarence Grube, Clarence Hosang, Mr. and Mrs. Martin Garrity, Mrs. Kingsley, Captain and Mrs. Lee, Isabell McGinnis, Mrs. McCormick, Mr. and Mrs. M. V. Morton, Josephine O'Connell, Jimmie Norton and Mrs. Thierkauf.

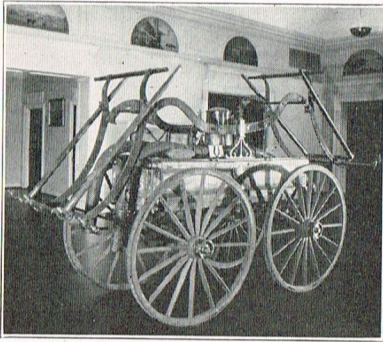
Know Your City

Historical Society Has Exhibits of The Old Chicago and the New

By RUTH S. JOHNSON
Editorial Assistant

Timely exhibits at the Chicago Historical Society make this an appropriate season for the whole family to visit the museum.

"Pa" will be interested in the new display of the famous bat used by "Gabby" Hartnett in the game which won the National League pennant for the Cubs in 1938. "Gabby's" catcher's equipment and a baseball autographed with the names of the Cubs team are also on exhibit.



The Earliest Fire Engine

"Ma" can chuckle over the wedding gowns of the last hundred years while listening to tunes played by an antique music box. This special exhibit can be seen only until July.

The kids will get a real thrill from the history lessons to be learned the easy way—by viewing fascinating scenes and settings of the development of America and the city of Chicago.

For 84 years the Chicago Historical Society has been collecting and preserving historical material and has made it available to all Chicagoans. In its attractive home at North avenue and Clark street is housed the most modern museum of its kind today. The relics are not kept in dreary glass cases but are placed in reproductions of original settings.

The dramatic story of America's early explorations and history are shown in various period rooms. First of these is the Spanish exploration room of the fifteenth century, containing objects and mementos of Columbus' day.

Remember Paul Revere?

Paul Revere's house is accurately reproduced and is typical of the American home of 1775. Over the door hangs a reproduction of Paul's signal lantern used to warn against the advance of the British. The living room is inviting, with its fireplace, candlelight, and table set with the utensils of that day.

As the French established the first settlement in Illinois and explored the Great Lakes region, their influence on American history is shown in a French Exploration Room.

The Senate Chamber of the old Congress Hall in Philadelphia is reproduced at the museum. The priceless gold and crystal chandelier in this room is admired by all visitors. Costumes actually worn at Washington's in-

augural ball are shown on models, and there is even some tea from the Boston Tea Party, preserved by a gentleman who later pioneered to Chicago.

Mount Vernon Relics Shown

A bit of Mount Vernon is seen in the Washington room, which houses authentic relics associated with George Washington and his family. His desk, marble clock, hunting rifle, and other objects are properly placed in the parlor adapted from the one in Mount Vernon.

Other American historical rooms introduce the period of the new republic (1800-30), the westward expansion and gold rush, the Civil War and the Victorian era. The Victorian room is an adaptation of a parlor of a Chicago home on Michigan avenue prior to the fire.

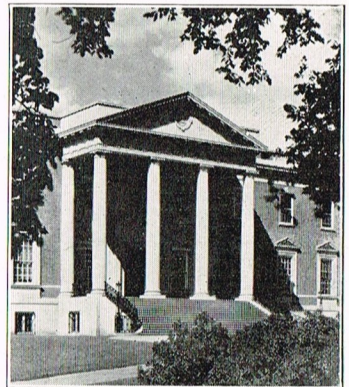
Complete and fascinating Chicago exhibits are housed in five rooms in the museum. One of the most interesting is the Chicago Fire Room, devoted to relics of the Chicago fire. In the center of the room stands the city's first fire engine, which was drawn and pumped by hand. Eight large dioramas give a bird's-eye view of the rise of Chicago from an Indian village to the great industrial center of today. Visitors can light the dioramas and set in motion various mechanical devices.

For transportation-minded folks, there is a carriage room which contains vehicles of all kinds, including sleighs and carriages of the old days.

Lincoln Rooms Popular

With the growing interest in Lincoln collections, the Society's three Lincoln rooms, which house the most complete collection in the middle west, hold great attraction. The reproduction of the parlor in the Lincoln home in Springfield, Illinois, is arranged just as it was when the room was in use. There is an authentic reproduction of the room where Lincoln died, and the bed and some of the fixtures are from the original bedroom. The Lincoln Hall contains some of his clothing and articles of furniture which Lincoln used.

There are many fine miscellaneous exhibits in other rooms of the museum. An outstanding one is in the



The Historical Society

American City Print Room, which displays prints of American cities during the past three centuries. These prints were the "newsreels" of the last century and they now have artistic and historical value—as well as being highly amusing.

Costumes Are Interesting

The costume gallery shows actual costumes of prominent Chicago women from 1835 to the present time, and figurines of women who have been active in the city's civic and cultural life are also shown.

The museum library contains 75,000 books and pamphlets relative to American history, and particularly on the history of Chicago and the middle west.

The museum is open weekdays from 9:30 A. M. to 5 P. M. and on Sundays from 1 P. M. to 5 P. M. Admission is free on Monday, Wednesday and Friday; the admission fee is 25 cents on other days. Children are always admitted free when accompanied by adults.

KEEPING 'EM ROLLING

Lawndale Takes Lead In May Figures

Lawndale depot moved from third to first place in the keep 'em rolling figures for May by rolling up an average of 19,800 miles per pull-in, an increase of 87.8 per cent. Division moved into second place with an average of 12,070 miles per pull-in, an increase of 15.5 per cent. Burnside, the leader in the April figures, brought up in third place with an average of 11,463 miles per pull-in, a decrease of 5.9 per cent.

Changes in the standings dropped Devon from second to fifth place, Kedzie from seventh to tenth and shoved North Avenue from ninth to eleventh.

Seven stations showed decreases while nine stations bettered the record of the previous month.

Individual records follow:

Rank	Carhouse	Zero Days	Miles Per Pull-In	Pct. Inc. or Dec.
1.	Lawndale	14	19,800	87.8
2.	Division	10	12,070	15.5
3.	Burnside	6	11,463	5.9*
4.	Archer	4	10,843	25.4
5.	Devon	1	9,372	12.8*
6.	Seventy-seventh	2	9,267	12.1
7.	Sixty-ninth	—	7,674	7.0
8.	Cottage Grove	3	6,969	15.8
9.	Armitage	7	6,579	8.0
10.	Kedzie	—	5,995	21.1*
11.	North	—	5,403	14.5*
12.	Elston	4	5,339	1.6*
13.	Lincoln	2	5,249	6.4*
14.	Noble	4	5,178	9.8*
15.	Blue Island	4	4,704	16.6
16.	Limits	4	4,345	3.5

*Denotes decrease

Carhouse records for the past six months:

Carhouse	May	Apr.	Mar.	Feb.	Jan.	Dec.
Lawndale	1	3	2	5	4	9
Division	2	4	3	1	2	2
Burnside	3	1	8	9	9	4
Archer	4	5	4	6	1	1
Devon	5	2	1	4	3	3
Seventy-seventh	6	6	6	3	7	8
Sixty-ninth	7	8	7	2	5	6
Cottage Grove	8	11	9	8	6	7
Armitage	9	10	5	7	11	11
Kedzie	10	7	10	10	8	5
North	11	9	11	11	10	14
Elston	12	14	12	13	13	10
Lincoln	13	13	14	15	12	13
Noble	14	12	13	12	14	12
Blue Island	15	16	16	16	15	15
Limits	16	15	15	14	16	16

WHAT DO YOU KNOW?

Test Your Trolley Sense—Our Own Quiz Program

1. The Surface Lines employs approximately 10,000, 15,000 or 20,000 persons.
2. How many car stations are there? 16, 18, 20?
3. The first horse car line began operation on State st., Dearborn st., or Randolph st.?
4. This was in what year? 1849, 1859, 1869, or 1879?
5. The last horse car line was operated on State st., Dearborn st., or Randolph st.?
6. This was in what year? 1900, 1903, or 1906?
7. How many Streamliners did it take to equip Madison st.? 79, 83, or 91?
8. The trackless-trolley bus originated in Chicago, Berlin, or London?
9. How many miles of track in the Surface Lines system? 910, 1,010, or 1,110?
10. How many street cars does the Surface Lines own? 1,652, 2,659, or 3,659?

Score 10 points for each question.

A score of 90 or 100 is excellent. 70 or 80 is good. 50 or 60 is fair. Less than that, maybe you're working for the wrong company.

ANSWERS

1. 15,000.
2. 16.
3. State st.
4. 1859.
5. Dearborn st.
6. 1906.
7. 83.
8. Berlin.
9. 1,110.
10. 3,659.



DONATION GIVEN RED CROSS

Through the generosity of Surface Lines employees the Red Cross drive for funds was aided materially. In this picture Auditor C. W. Meyer tenders a check for \$9,500 to Miss Theodore Bremner (left) and Mrs. James E. Hoffman. The \$9,500 is a preliminary donation which is expected to increase when additional employees have an opportunity to contribute.

Lawndale Wins Courtesy Contest

Superintendent Hall Calls For More Courtesy For Passengers

Lawndale depot had the best courtesy rating of all stations for the period from May 1, 1939 to April 30, 1940, according to figures just released by Superintendent of Transportation W. A. Hall. Lincoln, Elston and Blue Island trailed in the next three places. Division and Devon were at the bottom of the courtesy listing released by Mr. Hall.

"Courtesy," said Mr. Hall, "or rather the lack of it—discourtesy—should not be the problem it is. We are making a determined drive to cut down on the discourtesy complaints that come to this office."

In commenting on the situation Mr. Hall likened Surface Lines trainmen to retail store salesmen and said that the salesman in a store must present the goods he sells so that they appeal to the customer.

"It is not enough merely to show the goods," said Mr. Hall. "The salesman should treat the customer in a way that will leave him well satisfied with his visit to the store and with the knowledge that he will be appreciated and similarly treated when he returns."

Must Sell Service

"Chicago Surface Lines trainmen occupy the same relative positions in the Surface Lines organization that clerks do in a retail store. They are selling the only commodity in which the Surface Lines deals—transportation service. It is their duty not only to see that the passengers get a safe ride to their destinations, but also to have them leave the car feeling that their contact with the employees of the company has been pleasant—or at least not unpleasant."

"No one," said Mr. Hall, "would continue to patronize a store, no matter how well he liked the quality of the goods offered for sale, if he found the clerks discourteous and unwilling to wait upon him. It may not always be possible for riders to quit using the street car whenever they are dissatisfied with the service, but it is certain that if public good will

is destroyed by discourtesy on the part of the Surface Lines trainmen, it will not be long until people will find some other means of local transportation."

"Courtesy is good business. By the same token discourtesy is bad business. As long as we are all engaged by the Surface Lines it is important that we enjoy good business. Thus it is important that we practice the principles of common courtesy in all dealings with the public."

Build Good Will

"Discourtesy occasionally is the result of thoughtlessness on the part of the trainman or failure to give sufficient consideration to the proper treatment of different types of passengers. Observation and a little effort will aid the trainman materially in dealing with passengers and in building up the most valuable asset any business concern can have—public good will."

Mr. Hall made it perfectly clear that transportation officials realize that many of the discourtesy complaints against trainmen are wholly unjustified but that many of the complainants do have good reason for the "kicks" they make.

"Our employees," said Mr. Hall, "must train themselves to be on the alert to give the proper kind of service to every type of street car passenger. The conductor or motorman who refuses to answer questions courteously is guilty of gross discourtesy and neglect of duty."

"It is my firm conviction that the great majority of our men are courteous and that they do their duty willingly and cheerfully. There are, however, a certain number who do few things right. They are in the minority but their disservice gives a black eye to the efforts of all the others. We are looking forward to some exceptional improvement by this latter class."

The courtesy standing as released by Mr. Hall follows:

STANDING OF STATIONS IN COURTESY CAMPAIGN

May 1, 1939 to April 30, 1940, Inclusive

Based on Total Number of Passengers per Complaint

	Discourtesy	Passing Up	Transfer	Quick Starting	Total	Commendations
1. Lawndale	26	25	39	3	93	27
2. Lincoln	31	22	35	5	93	14
3. Elston	24	16	30	3	73	17
4. Blue Island	24	20	34	6	84	10
5. Armitage	35	25	48	1	109	13
6. Sixty-ninth	93	67	82	16	258	37
7. Burnside	37	25	35	3	100	38
8. Noble	18	23	30	2	73	14
9. Kedzie	76	93	111	10	290	75
10. Cottage Grove	77	63	48	5	193	77
11. Seventh-seventh	122	148	113	24	407	91
12. Archer	91	116	117	15	339	34
13. Limits	37	39	49	8	133	16
14. North	163	158	198	22	541	63
15. Division	45	46	42	11	144	23
16. Devon	134	111	132	13	390	76
Total	1033	997	1143	147	3320	625

SURFACE SERVICE MAGAZINE

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CHICAGO

Volume 17

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No. 3

William H. Bromage Editor

Hollis F. Peck Associate Editor

CAPSULE COMMENT

"The management may build and struggle hard to render efficient service, but in the final analysis, such efforts are in vain unless the motormen and conductors who contact the public build up good-will by being efficient, courteous public servants."

That statement was contained in a recent letter sent the Chicago Surface Lines.

Who is there to dispute it?

VALUABLE DOCUMENT

Tucked away carefully somewhere in your home is a printed sheet of paper that should mean much to you. This sheet of paper is your Group Life Insurance Certificate.

It represents valuable protection for your folks—protection that the Surface Lines makes possible through this company's Group Insurance Plan. It is a symbol of your assurance that should the unexpected happen, your family would not be without funds.

You are right in keeping this important document in a safe place with other valuable papers. You should be sure, too, that your family knows where it is and what it provides. Are you, yourself, still familiar with it? Perhaps it would be a good idea for you to look it over again to remind yourself of the insurance that is conveniently provided for you.

While you are looking it over, make sure that it is up to date so far as the beneficiary is concerned. This is very important. Is the person whom you originally named still the right one? There have been cases in which

an insured person has forgotten to change the name of the beneficiary when marriage, the death of the person first named, or similar events made this change desirable. Troublesome results have sometimes followed. Be sure your certificate is up to date. If such a change is necessary, it is an easy one to make. See your foreman or stationmaster about it.

SELLING—SIGHT UNSEEN

In the selling game it is forever stressed that a good appearance is most important. And this is always true—a salesman must sell himself before he can sell his product, and a neat appearance is a major point in his favor.

But in this world of telephone transactions, we are without the selling point of a fine appearance and our voice must do the selling.

What does your telephone voice convey?

Does it say that you're in a hurry and the sooner this telephone talk is over the better you'll like it?

Does it say that it's a hot day and that you *could* sound happy if your work-day schedule permitted you to sit comfortably in the ball park instead of sticking at the job?

Does it say that you're a genius but the world has not yet recognized it and you're tied to a job beneath your talents?

A hurried, unhappy, colorless telephone voice reflects unfavorably on you and on the company.

A pleasant, even and obliging voice says that you want to build a favorable impression for your company and for yourself—and that's just what you'll do.

President Walter Draper of the Cincinnati Street Railway, in commenting on the recent purchase of 26 new, modern-type street cars, is quoted as follows:

"The use of street cars is going to be continued as far as we can see for a long enough period to justify the purchase of new and modern equipment in order properly to handle this part of our business. What the future may have in store for us we cannot, of course, foretell, but even if the trend to buses should continue, we must still maintain, for a long time to come, an efficient plant for carrying passengers in cars on rails."

Discourtesy a Problem

Transportation Officials Express Concern Over Increasing Number of Complaints

Transportation officials expressed concern this month as they studied the courtesy and complaints records. Their concern was caused by the ever-increasing number of complaints which have marred the courtesy records for some months.

During May, 1940, there were 563 complaints as against 474 recorded for the same month a year ago. Much of that increase, officials said, was traceable to complaints against discourteous actions on the part of trainmen.

On the brighter side of the picture were the letters of commendation directed to trainmen who, in one way or another, performed special little acts that were appreciated. There were 49 commendations received during May, an increase over the 37 received during the same month a year ago.

One of the most glowing of the commendatory letters praised Supervisor Harold E. Harris of Sixty-ninth. He found and returned a valuable wrist watch and then declined offers of a reward. Mrs. Milton M. Goldblatt, 7022 South Halsted street, wrote to praise him.

A small boy who went to a baseball game with his instructor became lost after the game. His father, W. D. Gardner, 5401 Lake Park avenue, credits his safe return to Conductor William L. Brown, badge No. 3862 of Burnside, as well as to other unidentified employees.

Helps Blind Man

Conductor James Wenham, Jr., badge No. 1334 of Cottage Grove, was praised for numerous courtesies in a letter from H. Victor Keane, 118 East 20th street.

Frank Boland, 4138 West Madison street, wrote with praise for the actions of Motorman Michael Lynch, badge No. 1501 of Kedzie, whom he saw helping a blind man in boarding.

A rosary lost on a street car was found by Conductor Anthony J. Bruchauer, badge No. 2836 of Seventy-seventh, who returned it to the rightful owner, Genevieve L. Scanlon, 5052 West Washington boulevard.

The manner in which Conductor Ernest Muchow, badge No. 5722 of North Avenue, called streets and performed the other duties of a capable conductor was observed by Miss Jennie R. Gourley, 5520 Iowa street, who wrote in praise of Muchow.

Josephine Plazyk, 4328 North Mason avenue, commended Conductor Roy P. Hansen, badge No. 3546 of Armitage, for returning a package which had been left on the car. "A considerate act of this kind not only improves the company's public relations but also inspires faith in human nature," said Miss Plazyk.

Small Child Aided

Help extended to a sick child caused William Mueller, 2204 West North avenue, to write in praise of Conductor Rod Codner, badge No. 5952 of Burnside.

Praise for calling streets distinctly was directed to Conductor August E. Backhaus, badge No. 6646 of Devon, in a letter from Elizabeth Joyce, 336 West Armitage avenue.

The kindly, efficient manner in which Motorman John C. Werdell, badge No. 7687 of Devon, handled his passengers was noted by Harold F. Zink, 4848 West 63rd street, who commended him.

Motorman Bartholomew J. Costello, badge No. 8831 of Cottage Grove, was commended for the manner in which he handled his car. The commendation was directed by S. F. Titus, 4300 Drexel boulevard.

An autoist driving behind a street car was delayed for a period during which she missed two traffic signal changes. Instead of complaining, the autoist, Miss J. M. Sauter, 176 West Adams street, wrote to praise Conductor Daniel Burns, badge No. 9376 of Kedzie, whom she saw helping an old and feeble woman to alight from the car and then to the safety of the sidewalk.

W. E. Esler, 6241 North Oakley avenue, praised Conductor Charles Laska, badge No. 9392 of Archer, for holding his car to permit making connections at a transfer point.

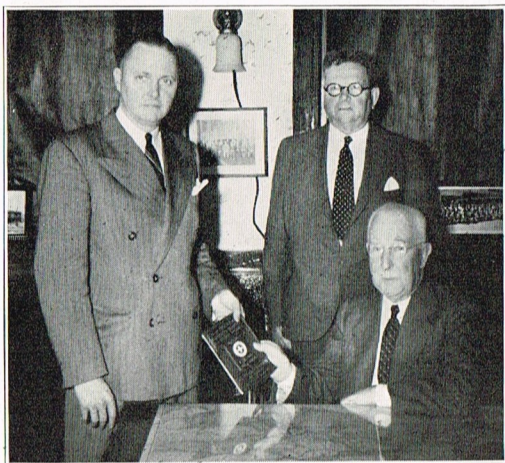
Conductor Benjamin Burgett, badge No. 9848 of North Avenue, was commended for the help he gave an elderly blind man. The letter was from Mrs. J. Thoma, 831 North Trumbull avenue.

Mrs. Alice M. Pfeiffer, 2407 North Springfield avenue, thanked Conductor George J. Gleason, badge No. 9862 of Lincoln, for advancing a fare. Mrs. Pfeiffer repaid the fare with interest and commended Gleason for his action.

TROLLEY SPARKS



"If I ever have to use a gun, I hope it's one like that, dear!"



SAFETY AWARD FOR SHOPS

Superintendent of Shops and Equipment H. H. Adams (seated) receives a safety plaque from George Traver of the Greater Chicago Safety Council. The plaque was won by the West Shops in an inter-plant contest. Assistant Superintendent T. H. Shaughnessy stands in the rear.

EMPLOYEES RELIEF FUND

May, 1940

The Surface Lines Employees Relief Committee received 17 applications for relief during the month of May. After investigations were made 10 of these were approved for assistance. There were 253 active cases on the relief rolls at the end of the month, 16 having been removed by death or other causes.

Including the \$13,127 spent during the month of May, a total of \$1,463,082 has been paid out of the Surface Lines Employees Relief Fund for assistance of employees since the organization of the committee.

OBITUARY

Deaths on the System from May 1, 1940 to May 31, 1940

Transportation—Armitage: Andrew Superkoski, employed May 24, 1910, died May 17, 1940.

Burnside: Archie Patno, employed May 15, 1895, died May 26, 1940.

Cottage Grove: Charles J. Reeder, employed February 26, 1902, died May 9, 1940; Patrick F. Waters, employed April 21, 1891, died May 29, 1940.

Devon: Frank C. Rawls, employed May 20, 1929, died May 17, 1940.

Elston: James Joseph Pizinger, employed January 27, 1920, died May 14, 1940.

Kedzie: Matthew Priban, employed January 2, 1908, died May 27, 1940; Thomas Quinn, employed May 21, 1913, died May 4, 1940.

Noble: David F. Hayes, employed March 9, 1905, died May 4, 1940; Andrew P. Johnson, employed August 25, 1902, died May 28, 1940.

North: Albert E. Cadogan, employed April 6, 1888, died May 12, 1940; Frank William Kurk, employed February 5, 1929, died May 10, 1940; Dana J. La Frana, employed April 2, 1924,

died May 14, 1940; Henry Stephan, employed August 2, 1906, died May 8, 1940; Louis Wieringa, employed April 7, 1920, died May 9, 1940.

Seventy-seventh: Leonard M. Morrison, employed July 21, 1913, died May 15, 1940.

Sixty-ninth: Cornelius Quinlan, employed September 19, 1918, died May 16, 1940.

Electrical—Charles C. Cox, employed October 7, 1907, died May 24, 1940.

Shops and Equipment—Blue Island: James Murphy, employed July 5, 1903, died May 2, 1940.

Lawndale: Harry Henry Keller, employed April 3, 1909, died May 13, 1940.

Lincoln: Antonio Donato, employed October 6, 1911, died May 9, 1940.

South Shops: John A. Larson, employed July 21, 1915, died May 16, 1940; Rudolph Weber, employed July 18, 1918, died May 7, 1940.

West Shops: Ignatz T. Kuta, employed December 4, 1922, died May 27, 1940.

Utility—Fred A. Schoenberg, employed April 3, 1908, died May 3, 1940.

Track—Charles Krauser, employed May 1, 1923, died May 26, 1940; Tony M. Perisin, employed January 1, 1925, died May 31, 1940; Peter Pipia, employed March 27, 1924, died May 20, 1940; Richard R. Williams, employed April 5, 1916, died May 31, 1940.

NEWS OF THE INDUSTRY

England Increases Street Cars In War Time

Street railway companies in England are enjoying a rejuvenation due to war conditions. The shortage of gasoline and fuel oil have greatly restricted the use of motor buses and many systems are restoring abandoned street car routes where the rails and cars are usable. In describing this revival, *Modern Transport*, a British publication, gave the background of the decline of the street car and said, "because in the early days the tramways made considerable profits they were drawn on to support other municipal departments, particularly electricity undertakings, the assistance being usually by ways of excess charges for current. . . . The tramway has therefore suffered not so much from its inherent defects as from lack of imagination; in many cases financial strictures left no alternative but substitution by bus or trolley bus to secure lower capital charges. . . . The modern cars in service at Sheffield, Leeds, Liverpool, Sunderland, Edinburgh, Glasgow or Aberdeen show that in favorable surroundings tram cars can hold their own in the public esteem. . . . The only respect in which we would like to see further progress is in the direction explored by the highly successful Presidents' Conference Car in the United States, Canada and Australia; with its attractive acceleration and retardation rates and the rubber-cushioned wheel, making for additional comfort and greater silence, the latter amenity being particularly important."

Too Bad

First Soldier: "You look sad, Bill. What's the matter?"

Second Soldier: "Well, I've sent my girl two letters a day ever since I enlisted and now she has married the postman."

Departments and Divisions

Accident Investigation and Legal

Saturday, May 18, was the seventy-sixth birthday anniversary of Patrick Hayes, inquest



Mr. and Mrs. Patrick Hayes

man for the companies for over forty years. A party in honor of the occasion was held at the home of his daughter, Mrs. E. H. Burns, 7325 North Oakley

avenue. Monday, May 20, was the golden wedding anniversary of Mr. and Mrs. Hayes, and the formal celebration of the anniversary was combined with the birthday party. A high point in the celebration occurred when Mr. and Mrs. Hayes were presented with a wedding anniversary gift from Mr. Hayes' fellow-employees.

Open house was held at Mr. Hayes' home, 6119 Champlain, on Monday afternoon and evening, and many of the department employees took advantage of the opportunity to drop in and extend congratulations and best wishes to the "Newlyweds."

Miss Joan Comiano made her appearance in the world on May 11 at the Presbyterian hospital, boasting of six pounds and nine ounces. It took almost a week to get her proud daddy, Philip Comiano, one of our brief writers, down to earth again. Congratulations came thick and fast, as did the cigars and candy.

Miss Margaret Harte was sporting a beautiful diamond engagement ring when she came to work on Monday morning, May 27. The lucky man is William Malloy, and as far as we have been able to find out, he got her to accept it on Saturday, May 25. As yet he has not been able to get her to set a date for the wedding.

Accounting

We are all hoping for the speedy recovery of Miss Agnes Samek, who is now convalescing at home from an operation. During her absence she has been remembered with flowers and other gifts.

It is with sadness that we mention the loss of Miss Betty Suhr's father, who passed away on May 10. The employees of the accounting division extend to the members of the family their deepest sympathy.

Cupid visited the department recently and chose Miss Charlotte Muhlhofer of the trip sheet analysis division as his "target." Consequently, her many friends are offering good wishes since she received her engagement ring.

Stalford stables in La Grange, Illinois, was

selected by a large group of our office force on Tuesday Night, May 21, for the start of a horseback ride—topped off with cider and doughnuts and a real old-fashioned barn dance.

"Many happy returns of the day" were extended to Dorothy Genz, Viola Wachtel, Letitia Knabe, Helen Wallace, Arthur Bresin, Edward J. Mark and Ross Carley, all of whom celebrated birthdays during the last month.

Electrical

Vacation days are here again. Charles Schwertfeger of the downtown office has returned from his annual trip to California. Charley says he knows of no finer country.

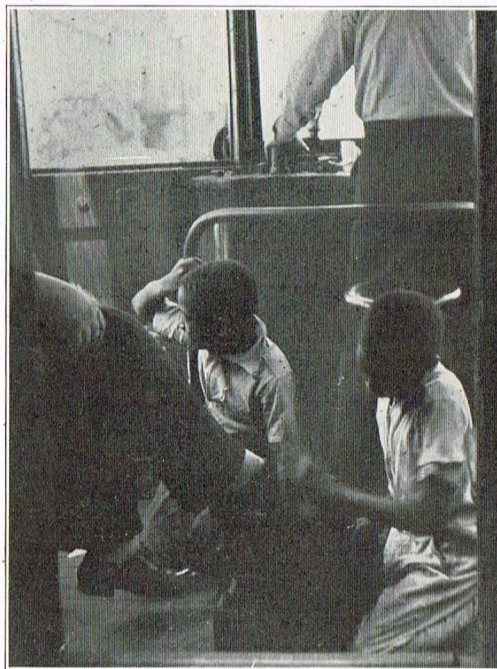
We all mourn the death of one of our old timers, Charles Cox, chief operator at Broadway substation. Charley died May 24 shortly after reporting for work. Our sympathy is extended to his family.

We are blushing over an error in last month's notes. Wallace Nelson is a brother, not a son of George Nelson.

Henry Bauer, of the downtown office, one of our grand old men, celebrated his 77th birthday on May 31. Congratulations, and may your celebrate many more birthdays.

Chester Matuszewski will have been married about a week when this magazine is issued. Chester married the sweetest girl in the world, Miss Dorothy Elizabeth McCarney, on June 8. A reception was held at the Hotel Sherry. Congratulations and best wishes to you.

William Jones, superintendent of substations,



Here! What's this? Looks like a combination shoe shining parlor and a gambling joint. Isn't that a crap game at the left?

No—guess not. Just two dusky passengers acting up in a fashion that should have been stopped by the train crew.

"Taint right but it makes a nice human interest picture doesn't it? It was snapped on a Stony Island car southbound on a summer Sunday afternoon.

is back on the job again after a few weeks' illness. His return proves again that you can't keep a good man down. We're surely glad to have him back.

Billy.

Engineering

We welcome James Newkirk, recently employed in the track department as assistant engineer.

The air of uneasiness, which pervaded in the offices at Clark and Division streets while the twin subway tubes were being constructed in Division street making necessary the bracing of the Division street side of the building, has passed and all is normal again.

The long-talked-about Buick has arrived, and is it a "honey"? Ask the man who owns one—Harry Leaders.

T. E. McCarthy, the squire of Beverly Hills, has joined the ranks of the leading horticulturists. His petunia beds are considered the most beautiful in the community by those who have seen them.

Harry Hitchins decided he was old enough to take up the old game of golf. Has anyone got a second-hand set of clubs?

John L. Ruzich, track department sailor, has spent the past few week-ends getting his yacht in seaworthy condition for the races to be held this summer on the lake.

If anyone wants to secure detailed information about baseball, particularly the Chicago Cubs, see Frank Peterson.

The outside forces are looking forward and making plans for their coming vacations.

Roy Caul of the track department reports having a nice time on his vacation in Michigan.

To Michael and Thomas Donohue of the track department we extend sincere sympathy in the loss of their mother, who passed away on May 17.

Schedule and Traffic

Glenn Crump deserted the bachelor ranks on May 11, when he and Alice Mackenzie exchanged wedding vows at Bethany Presbyterian church. Everyone joins in wishing the newly-weds luck and happiness throughout a long married life. The cigars and candy were enjoyed. We wonder whether Glenn now has a good used bowling ball for sale.

Expressions of sympathy are extended to Edward Hill, whose mother passed away on May 14.

Art Stahl has about decided to give up raising vegetables unless he can convince Erven Guy to rig up his newly purchased camera to take a picture of the vandals who uprooted all the nice seedlings of which Art was so proud.

L. C. Dutton.

Shops and Equipment

South Shops: John A. Larson, car repair department, passed away on May 16, after a long illness. To his bereaved family and relatives we extend sincere sympathy in their sorrow.

Cottage Grove: Everyone is glad to hear that Foreman Meyers, who has been home sick for the past two months, is recovering rapidly and expects to be back with us soon.

Having just returned from his belated 1939 vacation, Dick McCormick reports having accomplished quite a Herculean feat—the com-

plete interior decoration of his home.

To James Russell, who has been off sick for some time, we offer our wishes for a speedy recovery and hope to have him in our midst soon.

69th Street: To Tony Zemaitis we offer congratulations upon the marriage of his lovely daughter on May 25. Assisting in the kitchen were "Chef" Alex Stankus, "Dish Washer" Joe Bernasky and "Dish Dryer" Bill Slavinkas.

During the recent milk "lull," Sam Von-Huben purchased a goat and says the only trouble he has with "Nannie" is keeping her from eating his automobile.

77th Street: An all star baseball team from 77th Street and the South Shops defeated Archer Repair by 5 to 4, behind the stellar pitching of Art Weyrich. Joe Porten and Ralph Short, led the attack with three hits each.

Archer: Archer Repair lost its first game to 77th Street Repair, plus several South Shop stars, by 5 to 4. Archer, however won the second game by 15 to 11. Ralph Short, 77th manager, says 77th was fortunate in winning the first game.

Al Kasmauskas, "Windy," hopes to have mastered the art of pitching by 1950.

The 77th L. & A. Club defeated Archer Repair by 20 to 2. What a game!

Anybody wishing to play Archer Repair just pick up a phone and give us a ring.

Elsie S. Frank.

West Shops: West Shops softball team beat Western Auto Supply Company 11 to 6 the evening of June 4. This is the first of a series of games to be played in conjunction with the Herald-American softball tournament. E. L. Coates and Joseph Bednarik starred for the winners. Edward Erdman is manager.

Sympathy is extended to the families of Antonio Donato, car cleaner at Lincoln; Ignatz Kuta, laborer, machine shop, of the West Shops; and James Murphy, watchman at Blue Island, who passed away last month, and also to Henry Shippers, paint shop, at the West Shops, in the death of his wife on June 2.

Sympathy is extended to the family and many friends who mourn the loss of H. H. Keller, day foreman at Lawndale, who died on May 13, following an operation. Mr. Keller was with the Surface Lines since April 3, 1909.

Lillian Hultquist.

Transportation

Several employees of this office have been set aside, for a short duration we hope, through illness.

Perl A. Greene is now at home recuperating from an operation performed a few weeks ago.

Supervisor Edward Hanson of the Central Division is confined to his home by illness.

Supervisor John T. Philpott has just returned to work after spending some time at Billing's Memorial hospital.

Leonard Pennie of the Central Division spent his vacation somewhere in Michigan. Leonard knows where the big fish are.

Frank Matthews spent his vacation in the Big City seeing the World's Fair and the champion New York Yankees take a trouncing by the Chicago White Sox. The latter occurrence proves that miracles do happen.

Andy.

Around the Car Stations

Archer

Motorman Edward Buergermier is the proud father of a baby boy born April 27, who answers to the name of Robert. Both father and son are doing nicely.

Our chief clerk, Bernard J. Malloy, who has been confined to his bed with a serious attack of heart trouble for the past month, is reported to be on the road to recovery. The boys of Archer extend their best wishes.

Deepest and sincere sympathy is extended to Conductor Elbridge M. Humphrey on the death of his wife, who died on May 3.

Joe Durkin, our night clerk, who has been confined to his home and the hospital for several months, is again back on the job looking as well as ever. The boys are all glad to see him back.

Motorman Walter Klipstein was quite honored on the front page of the Southtown Economist on Sunday, May 26, with an article on his son Donald, six years old, who is credited with having a mind beyond that of the ordinary boy of that age. He received an I. Q. superior group rating of 153 in a standard Board of Education test and is considered virtually a child prodigy. Not only to son Donald, but to the mother and father, we extend congratulations.

The mother of Conductor Cyril Harris passed away on Saturday, May 25, and was buried on Tuesday, May 28. The boys of Archer extend their deepest sympathy.

Our Executive Board Member Tom J. O'Rourke is again confined to Mercy hospital. Our latest report is that he is much improved and is expecting to be home within two weeks. Best wishes for your speedy recovery.

Motorman Steve Schmidel has quite recently purchased a new Ford auto. Steve says she rambles right along and expects to have many week-end trips.

Motorman J. E. Harneson, who has been on the sick list for several months with heart trouble, was seen around the depot which shows improvement. J. E., the boys wish you the best of luck and a speedy recovery.

Chuck Rone, our utility clerk, first on the list for vacations, has just returned home from a trip east to New York. While he reports his vacation as O. K., the weather man didn't do well by him.

Conductor Tom M. Walsh, who quite recently took upon himself a wife, has now purchased a new Plymouth sedan.

Conductor William R. Tock is again the proud father of another girl, born May 6. This makes William the proud father of two sons and two daughters. Congratulations!

Dusty.

Armitage

Vacation Notes: Impatience got the best of Carl Skie. Rather than wait for his regular vacation period he secured a leave of absence to visit his mother in Washington, D. C., before Congress adjourned. Ray Gabrielson has

gone to help Dad do the spring plowing. We do not expect any photos of himself in costume, regretfully. Albert Koglin, after spending the winter in California, returned to work with loads of vim, vigor and stories. Ask him to show you the clipping from the "Wahoo Gazette" extolling his prowess as a seasoned and expert snow-fighter. Bob Peterson started off the office vacations. His trip to Yellowstone was enjoyable, but the sight-seeing there was limited to views of the park from the hotel windows.

Carl Jorgensen attended a picnic recently and was joshed into entering the horse-shoe pitching contest and astonished his circle of friends by winning a cocktail shaker set. We always credited him with possessing a master's degree in bull pitching, entirely overlooking his other capabilities—for which apologies are offered.

Fred Schrack has proved that he can hold a secret well, but things will out. Early in May he decided two can live as cheaply as one and so acquired a wife.

New arrivals have brightened the homes of Bill Rohwedder, Chesty Warmbrun, George Mokate and Stanley Wiese. Congratulations to all.

Clarence Bruhn is convalescing from an emergency appendicitis operation at Garfield Park hospital. A visit to cheer him up will hurry his return.

Many and varied are the means of rendering satisfactory service to our patrons. The pro-



This pretty little miss—Roan Lyman—is looking eagerly forward to summer's fun. Roan is the daughter of Motorman Roy Lyman of Archer depot.

fuse thanks received by Edward Arnold somewhat compensated for his most recent good deed. A young lady on the verge of tears reported that someone had stolen her overnight case while riding on his car. This being a rush trip, Ed was unable to help her then. The car had travelled about one mile when he observed a man alighting from the front platform of his car carrying a case and hurrying down the street. Immediately the story of the young lady came to mind and he dashed off after the man and caught him almost a block away, retrieving the case. I said "somewhat compensated" since at this writing he has not yet regained his breath. Yes, sir, when better service is given, Eddy will be right up there with the leaders.

Gone from our midst is George Fisher, for many years a janitor at this depot. George passed away suddenly after a short illness.

Chief.

Blue Island

Conductor Bernard Considine toured to Florida and reported a wonderful trip.

Conductor William Wilson and his wife spent their vacation visiting several Wisconsin resorts, where they camped and fished and had a very enjoyable time.

Receiver John M. Johnson, at this writing, is undergoing a series of X-ray treatments at the Lutheran Deaconess hospital and will appreciate a visit from anyone who can spare the time.

Our deepest sympathy is extended to Chief Night Clerk Nick Hodan on the death of his father June 2.

Motorman Joseph Klickman is the proud grandfather of a grandson born May 22.

Recently Conductor Emil Vlach was relieved at 14th and Damen and noticed the wreck wagon clearing a delay. Arriving at 18th street he saw that two autos had collided and blocked the track. Vlach immediately ran to 14th street and brought the wagon to the scene thereby eliminating a delay to service on the Damen avenue line. For this act he is to be congratulated.

Our good wishes are extended to the softball players. We believe with a little effort they can get back into the winning streak again. Show us what you can do, fellows.

Any good news regarding your vacations or anything else will be appreciated by the writer.

C. P. Starr.

Division

Mr. and Mrs. John Scriven, parents of Motorman William Scriven, celebrated their 50th wedding anniversary on May 14. Many friends and relatives attended the party in honor of the occasion.

Motorman Aron Swensen and his wife held open house for over 40 couples on May 22, when they celebrated their silver wedding anniversary.

Conductors Frank Imbs and John Mullins are still on the sick list. Motorman Charles Pendola has returned to work after being off for six weeks with pneumonia.

Motorman Albert Lamberti reports that his daughter is now home from the hospital after a serious throat operation.

"Artie-W."

Lawndale

Whenever any fellows have car or motor trouble they always hunt up Motorman Bruback. He always seems to be able to solve their problems. Bruback must have his LaFayette wrapped up in cellophane because we hear all about it but we never see it.

Lawndale softball team played two games to date and were victorious in both, having beat Seventy-seventh and Cottage Grove by decisive scores.

The men from the Lawndale repair department have lost a great friend in the passing of Harry Keller.

Motormen Patrick Farrell, Jake Kelner and Anton Zalewski returned from Canada with a trailer-load of fish. They were last seen on Memorial Day, in front of the station, peddling fish at five cents per pound.

Sympathy is extended to Conductor Willie Johncock in the loss of his entire home by fire.

Conductor Herbert Schomer is still in the market for large-size dogs.

Come out Sunday mornings and see the 1940 softball winners, with "Zeke" Daly as the new manager in an old suit.

Summertime Safety Slogan—Watch out for hit and run bicycle drivers; the casualty list already has one member.

Cee Kay

Limits

What a bowling team we have and are we proud of them! Not being content with winning the cup for the north division, they kept right on going and won the William Quinlan trophy by beating Seventy-seventh for the championship of the city. They also entered the state championship and took first and second prize in that. Congratulations, boys, for the wonderful showing.

On May 11 the stork brought a daughter to Conductor Henry Holtz. Mother and daughter are doing nicely.

Congratulations to Motorman Frank Schulte and Conductor Walter Schwarzer. Both were married during the month.

Motorman Ernie Miller just came back from Florida with a beautiful suntan. That man certainly does some traveling.

E. A. Davis.

Noble

The softball season opened on Sunday, May 12, with Noble depot, last year's champions, playing Armitage depot at their field at Homer and Campbell. Noble defeated Armitage by a score of 15 to 11.

Sunday, May 26, the team traveled out to Hines hospital where they were to play North avenue depot. The weather was unsettled so the North avenue team decided to stay home. Some of the former baseball stars of about 20 years ago who were out to root for the team made up a scrub team and played the regulars and showed them that there was a little life in them yet. The outstanding feature of this game was the brilliant hitting and fielding of Conductor Eddie Schultz, who in future games will substitute for our regular third baseman, John Janish, when he is unable to play.

Watch the bulletin board for notices of the ball games to be played and come out to support the team. Although they have been de-

feated twice this year, they will make a good showing before the season is over.

Motorman Michael Taylor was again confined to Hines hospital but returned home on May 27. After a short rest he expects to return to work.

Motorman Lawrence Bennett was taken down with scarlet fever on May 10, and was confined at the County hospital. His condition is much improved and he expects to return to work shortly.

Operator Walter Moews, who has been off sick since February, is also confined at the County hospital and would appreciate a visit from some of the boys.

Sympathy is extended to the family of Operator David Hayes who died on May 4 after a short illness.

Sympathy is also extended to Conductor Thomas Smith in the loss of his wife, who died on May 21, after a lingering illness.

Sympathy is extended to the family of Motorman Andrew P. Johnson, who died on May 28. Motorman Johnson was inactive since September, 1934, when illness forced him to retire.

Conductor Jack Rusnak and wife spent their vacation at their favorite fishing grounds, Hayward, Wisconsin, and returned with a big musky. They have pictures to prove that they really did some fishing while there.

Conductor Jack Campbell spent his spring vacation in the southland around Atlanta, Georgia, and his only remark on returning was, "Some peaches!"

Ed. Devine.

Seventy-seventh

With vacations coming up again, we are looking for someone to tie the fish story Motorman Charlie Hill turned in several years ago. His was the kind you can't argue about because he produced the fish.

A lot depends on whether you are going in for size or volume. Conductor Christopher likes volume. When the smelt are running in Wisconsin that's where you will usually find him, and when he tells his fish story, it runs into the hundreds—the fish, we mean.

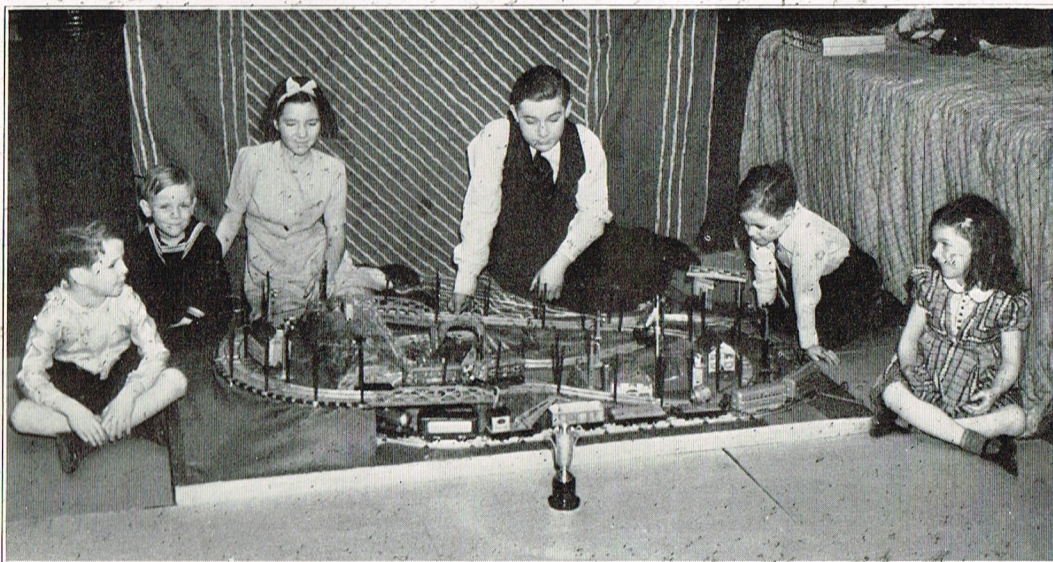
Fishing is all right, if you don't mind getting wet feet. Motorman Walter Bayer does mind wet feet, though, so his hobby runs along a different line. In fact, it's a railroad line; a miniature one. Walt is just naturally handy and patient, and the result is plenty of rolling stock for his line and lots of fun.

June may be just plain vacation time to some folks, but to Clerk Ernie Pottenberg, it means wedding bells. His fiancée, Bernice Rapfa, seemed to like June too, so it's all set.

Clerk Dick Bohlin married Dorothy Chester in Davenport, Iowa, last month. Congratulations to the young couple.

Sympathy is extended to the following men on death in their families: Motorman Joseph McDonnell, his wife; Motorman J. B. Smith, his brother; Conductor George and Motorman J. J. Becic, their sister; Conductor P. McCann, his son; Motorman E. A. Meske, his brother, and Conductor R. A. Evers, his brother.

Walter F. Story.



THESE YOUNGSTERS FOLLOW DADDY'S FOOTSTEPS

The model electric street railway system pictured above is a prize winner and the youngsters grouped about it might be termed "chips off the old block" for their fathers are all Surface Lines employees. The model railway was built by Robert Anderson and recently won second prize in a hobby show sponsored by Marshall Field & Co. The prize was a \$10 merchandise certificate and the small cup which may be seen in the foreground.

From left to right in the picture above are Jackie Ludmann, Marvin Anderson, Jeanne Ludmann, Robert Anderson, Craig Simmons, and Doris Anderson. The Ludmanns are the children of Oscar Ludmann of the Accident Investigation Department, the Andersons are the children of Ernest Anderson of the Electrical Department and Craig Simmons is the son of P. N. Simmons of the Accident Investigation Department.



NEVER A DULL MOMENT

There's never a dull moment on the Surface Lines system since subway construction started. These views were taken in the vicinity of Clybourn and North avenue. The inset shows how a long line of automobiles hamper North avenue service east bound. The larger picture shows some of the causes of the congestion.