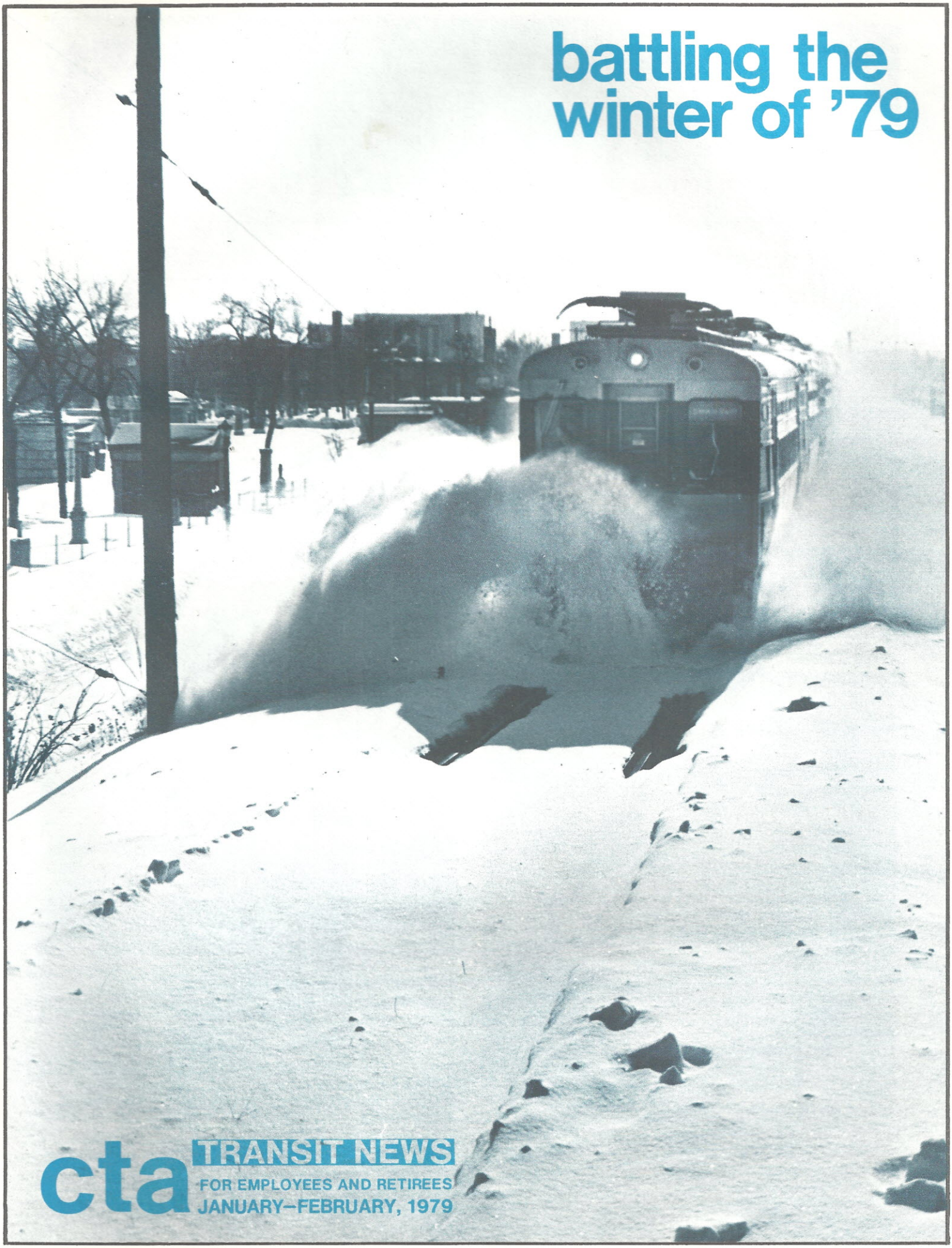
battling the winter of '79



cta TRANSIT NEWS
FOR EMPLOYEES AND RETIREES
JANUARY–FEBRUARY, 1979

battling the winter of '79

front cover:

Train plows drifts on Evanston branch on Jan. 16, with Bruce Anderson, Assistant Superintendent, Rail Service, in charge. Anderson was a member of one of 18 trouble-shooting teams of the Transportation Department.

Photos in this edition by CTA Photographic Section: Art Tonner, Supervisor; Bert Cadney, Mike Hoffert, Eric Blakely, Julius Brazil, John Granahan, and Mike Tucki.

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Extra copies of this special edition are available at $1 each through CTA Public Affairs Dept.

"This was the worst storm catastrophe ever to occur in Chicago. It was like fighting a war on 50 fronts at one time, and every day we had to fight the battles again."

George Krambles, Executive Director, CTA Board Meeting, Feb. 7

TRANSIT NEWS is publishing this special edition—"Battling the Winter of '79"—by combining the January and February issues.

It is a unique chapter in Chicago's transit history that can best be told with pictures.

Two things made this winter different from all others, particularly for the Chicago Transit Authority and its more than 2,000,000 daily riders of the bus and rapid transit systems.

record snowfall

There was a record snowfall—a season total of 88.4 inches. And there was hardly any melting.

By the end of January, which was the worst month, the accumulation of snow amounted to more than 47 inches.

Most of the time it was very cold, with a record of 19 below zero on one of the days. It was not until the last few days of February that the weather began to moderate. As late as the first day of spring, March 21, remnants of snow and ice were still evident in the city and suburbs.

blizzard Jan. 13

The biggest problems began when 20.7 inches of snow fell during the weekend of Friday evening to Sunday, Jan. 12 to 14. Most of that snow—16.5 inches—fell on Saturday the 13th.

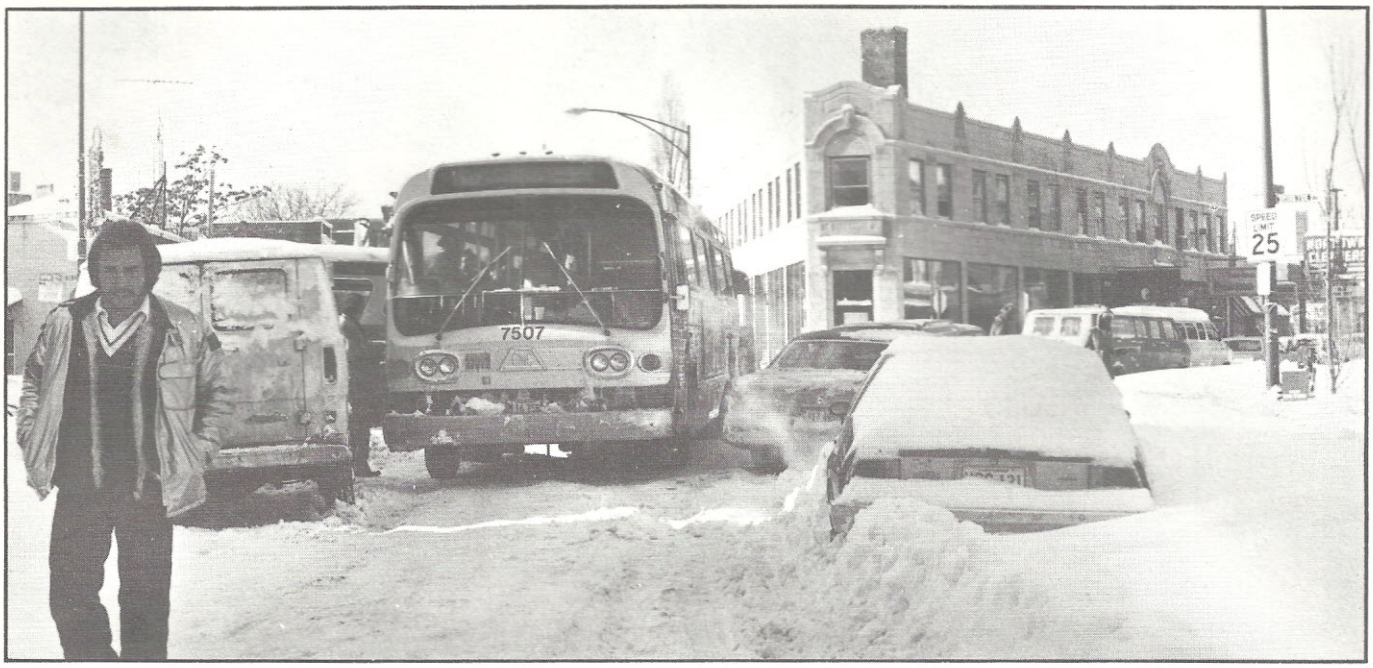
For the CTA and its riders, the problems were compounded by subsequent snowfalls, of lesser but still significant amounts. (For example, photographs on pages 8 and 9 show how the Skokie Swift route, after having been cleared of the Jan. 13 snow, was snowed in again when 9.4 inches fell on Jan. 23 and 24.)

At Board meeting Feb. 7, Chairman James J. McDonough thanks CTA employees for their untiring efforts during the emergency. Other Board members are Ernie Banks, James P. Gallagher, Lawrence G. Sucsy, and Mrs. Mathilda Jakubowski.

At the CTA, the whole thrust was to keep the trains and buses moving, regardless of conditions. No thought was given to shutting the systems down, as has been done in other cities in winter emergencies.

riding increases

The importance of the continued CTA operations was shown by the fact that, despite the disruptions and irregularities in service and the unavoidable inconveniences to riders, there were significant increases in riding.



On far north side at Rogers and Greenview avenues, Jan. 16.

During the four weeks ended Jan. 27, when conditions were at their worst, riding on the CTA totalled 50,900,000 rides. This was 2,000,000 rides greater (or 4 per cent) than the riding in the comparable January period of 1978.

In these four weeks, 1,400,000 more rides were taken on CTA buses and 600,000 more rides on rapid transit trains. Much of the increase occurred during the rush periods. On the rapid transit system, the increase in riding occurred despite the fact that, after the Jan. 13 snowfall, there were considerably fewer trains in service because of weather damage to cars.

motorists turn to cta

Many of the additional CTA riders were persons who normally drive but whose cars were snowbound. At the same time, the CTA temporarily lost some of its regular riders, such as elderly persons who did not go out because of the weather and students who stayed home when schools were closed on the worst days.

In February, riding on CTA buses continued to show an increase, which amounted to 1,600,000 more rides (or 3 per cent) in a four-week period. Riding on the rapid transit system was slightly less than a year earlier, but about 9 per cent higher than in February of 1977.

All of the CTA's more than 2,100 scheduled buses were in operation, and no bus routes were suspended. Bus service was slow and irregular, largely because of the narrowing of streets and traffic lanes because of the parking of automobiles. CTA officials worked closely with the city's "snow command" in the big job of clearing arterial streets.

bus radios invaluable

The CTA's new two-way radios for buses proved their worth, especially in comparison to the situation of a blizzard in late January of 1967. In the '67 emergency, when there was no communication with buses, as many as 1,100 buses were stranded for many hours in snow throughout the city. Several days went by before many of them could be located. In this winter's emergency, with the two-way radios, no more than 75 buses were snowbound at any one time; and these were quickly freed.

For the rapid transit system, winter problems actually began in December when there were four severe ice storms that damaged motors and controls. In the past, there had usually been only one major ice storm every other winter.

On Dec. 31, a snowfall of 7.6 inches filled CTA tracks to the top of the rails. This snowfall was followed by a very cold spell, which caused the dry snow to be whipped up like a blizzard under the cars as the trains moved along.

extra long trains

When the big snowfall occurred on Jan. 13, all trains were running with extra cars; but when the level of snow reached the motors, it stopped operations on the Skokie Swift and Evanston branches; the outer ends of the Ravenswood, Lake, Congress (Eisenhower median strip), and Douglas routes; and north from Wilson avenue on the North route where four tracks are on embankment right-of-way to the Howard terminal.

These are portions of the right-of-way that are on embankment, at ground level, or in open cut. Thirty-six miles of track in these areas (18 per cent of service track miles) were covered by snow drifts three to four feet high.

The low point in the amount of line running occurred during a 12-hour period between early morning and early afternoon on Jan. 14, but even then 71 per cent of the route mileage continued in operation.

Enough of the deep snow was cleared to restore some service in the snowbound areas within a few days. The snow was so deep in some places that, after the plowing and shoveling, the tracks and third rail appeared like ribbons at the bottom of trenches.

snowed in again

With nowhere for new snow to go except across the rails, a lesser snowfall on Jan. 23 again stopped operations on most of the ground level and embankment tracks. A third snowfall of 4 inches on Jan. 27 again threatened operations on these tracks.

To keep routes open, CTA trains were kept out on the

NOTE: Photo on page 13, top, courtesy Chicago Sun-Times.

Ernie Banks, CTA Board Member, shown here at Kedzie garage on Jan. 17, visited many CTA locations during the emergency.

lines, pushing their way through snow. This meant that some of the snow actually was plowed by the car motors. As a result, snow was forced into many parts of the equipment which, with a normal heavy snow accumulation, would be a foot or two above the snow. Damage was caused to motors, generators, brakes and other parts.

At one point, more than half of the 890 cars needed to provide normal weekday rush-period service were disabled and could not be used. The shortage of cars because of storm damage made for long intervals between trains and overcrowding.

salt damages cars

In addition to snow and ice, salt splashing over from traffic lanes damaged the electrical motors of trains operating in expressway routes. This problem was especially severe on the Dan Ryan route.

Many cars from other routes, including most of the CTA's newest cars, were switched to the Lake-Ryan route to keep service going. But most of these cars were disabled in short order by the salt and ice problem.

On Jan. 29, this problem became so acute that it appeared doubtful that there would be enough cars to run the Lake-Ryan service at all. A hazardous situation also had developed at the inner stations on these routes because the trains already had been filled to capacity at the beginning of the trips. Trains were being stalled by riders forcing their way in and out of cars. Some riders were jumping on and off moving trains, and riding outside between cars. To keep any trains moving, it became necessary at times to skip some stations.

Largely because of the shortage of cars, the Evanston Express service from that suburb to downtown Chicago was suspended from Jan. 15 to Feb. 9. Service was maintained by the Evanston shuttle trains with a transfer to the North-South route.

shops work 'round the clock

The availability of cars improved as Skokie Shop and other CTA shops worked around the clock with two 12-hour shifts every day to repair motors and other damaged equipment. Utilizing every known facility in the country, the CTA also shipped motors for repair to an outside shop in the Chicago area and to shops in St. Louis, Cleveland, and Pennsylvania.

Much damage was done to doors because of the crowds of boarding passengers. Snow and ice which became jammed in switches and guard rails resulted in considerable damage to tracks. There were some partial derailments because of storm conditions, but fortunately no one was injured.

icing a constant threat

Icing of the third rail was a constant threat throughout the emergency. An unusually large number of blades were used up for the sleet scrapers on trains. A method of spray-

CTA Chairman James J. McDonough and Thomas A. Whibbs, General Superintendent of Plant Operations, Toronto Transit Commission, opened initial meeting of APTA task force on rail transit snow and ice emergencies. Whibbs is task force chairman.

At Skokie Shop, traction motor cases are inspected by Buford J. Screws, Illinois Central Gulf, Chicago; Steve Teel, UMTA, Washington; Matthew Coyle, CTA Supervisor, Skokie Shop; William O. Adams, UMTA, Washington, and Frank Vukovics, CTA, Motor Line Foreman.

ing de-icing chemical on the third rail was developed by the CTA.

The CTA's experiences in battling the winter of '79 led to the creation by the American Public Transit Association of a special task force on rail transit snow and ice emergencies in snow-belt cities of the United States and Canada.

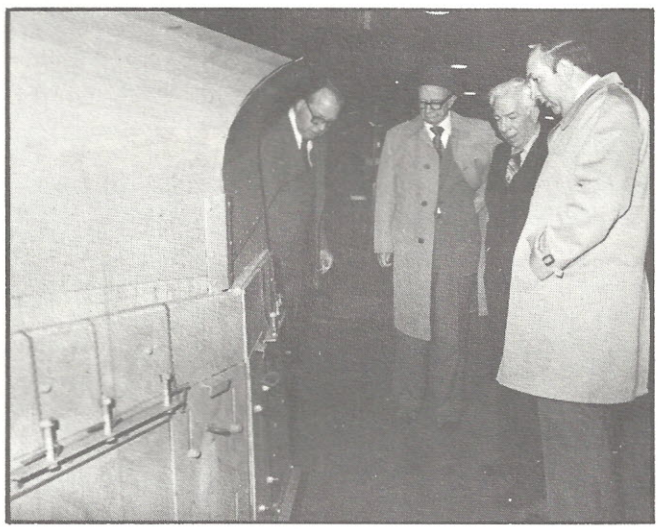
transit industry task force

Creation of the APTA task force was requested by the CTA at the suggestion of James J. McDonough, CTA Chairman and immediate past APTA Chairman. The request was indorsed in a resolution by the Chicago City Council.

Impetus for the creation of the task force also came after a snow storm on Feb. 19 crippled transportation systems in Washington, D.C., and other eastern cities.

"The purpose of the task force is to examine ways and means of coping with extraordinary snow and ice conditions and maintaining essential rail transit and commuter services in snow-belt cities," said Harold L. Fisher, Chairman of APTA and Chairman of the Metropolitan Transportation Authority, of New York City.

Robert Flowers, CTA Superintendent, Rail Shops and Terminals, shows sleet scraper blade to APTA task force members David J. McDonald, SEMTA, Detroit; G. L. Wright, San Francisco Municipal Railway; William H. Miller, PATH, New York; James F. Elder, PATCO, Camden, N.J., and Robert E. Parkinson, GCRTA, Cleveland.



New CTA snow plow is examined by Robert M. Coultas, APTA, Washington; Leo J. Cusick, RTA, Chicago; C. A. Waelde, MBTA, Boston, and James Pankonen, CTA Director, Vehicle Maintenance.

"An important part of the work by the special task force also will be to make recommendations for the future," he said.

Thomas A. Whibbs, General Superintendent of Plant Operations of the Toronto Transit Commission, was appointed Chairman of the task force.

16 systems represented

Among those named as members were expert representatives of 16 public transportation systems and representatives of the Urban Mass Transportation Administration and the Transportation Systems Center, both of which are part of the U.S. Department of Transportation.

Meeting in Chicago on March 19 and 20, the task force set June 30 as a deadline for a preliminary report on new methods and technology for fighting snow and ice on rail systems. In addition to recommending immediate changes, Whibbs, the chairman, said the task force would issue a final report in October and would make recommendations for long-range improvements and research and development programs in relation to winter emergencies.

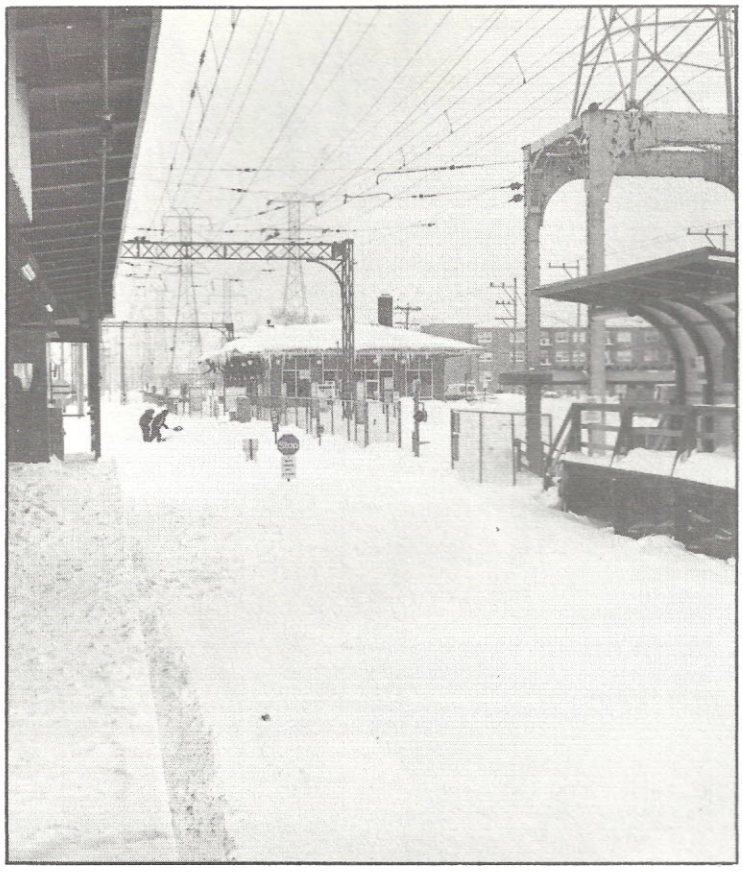
storm on the system

On the embankment right-of-way of North route, Jan. 19.

At Bryn Mawr station on North route, Jan. 24.

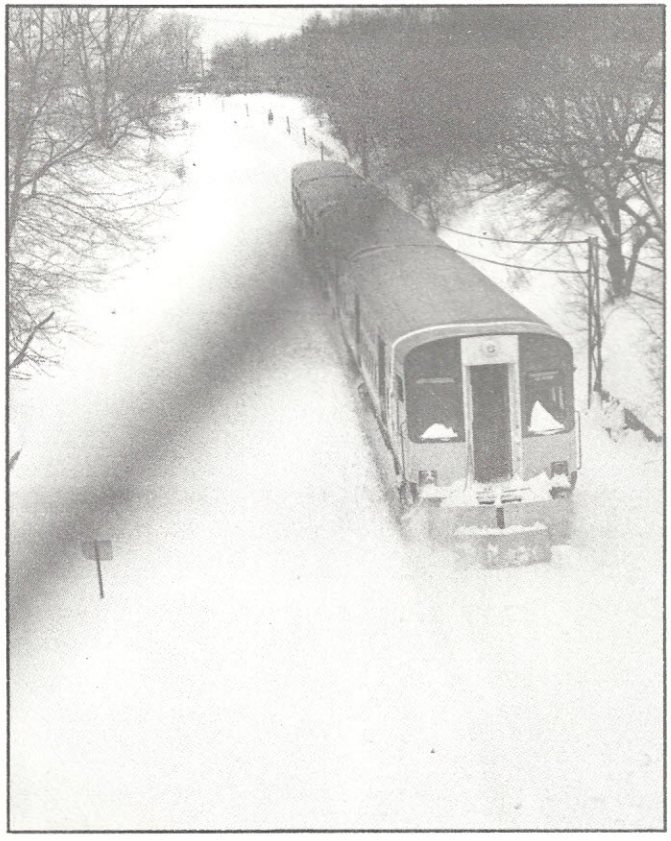
North from South Boulevard station on Evanston branch, Jan. 16.

Davis station on Evanston branch, Jan. 24.

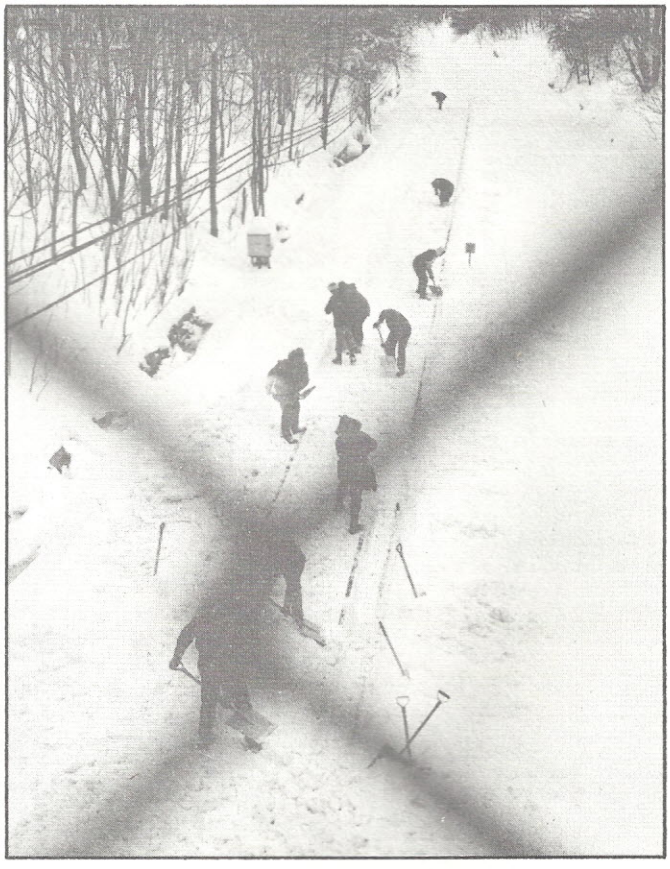


Dempster terminal on Skokie Swift, first snowed in Jan. 13.

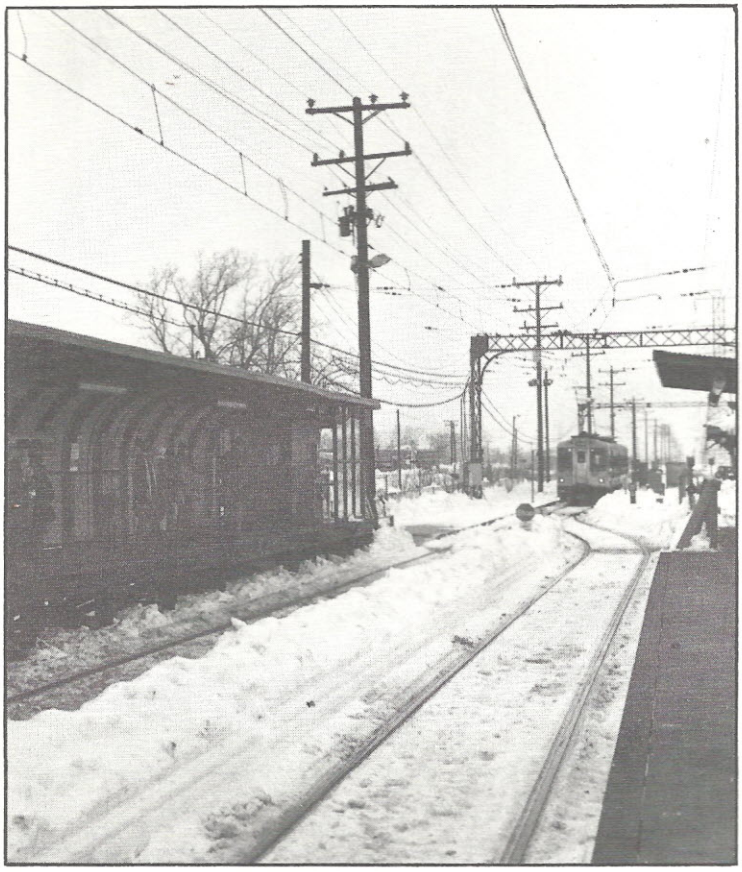
Skokie Swift at Niles Center road, Jan. 15.



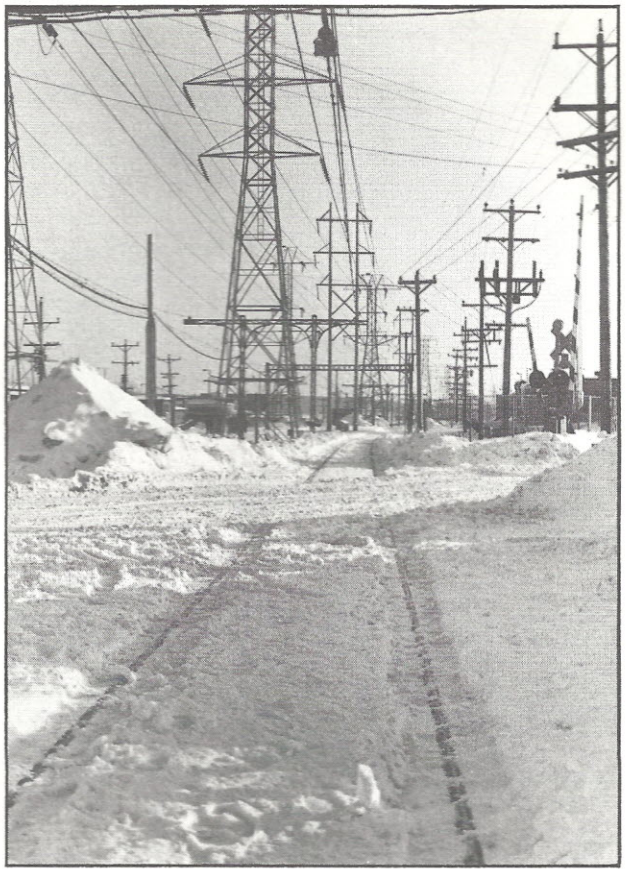
Train with new plow on Skokie Swift near Asbury avenue in Evanston, Jan. 15.



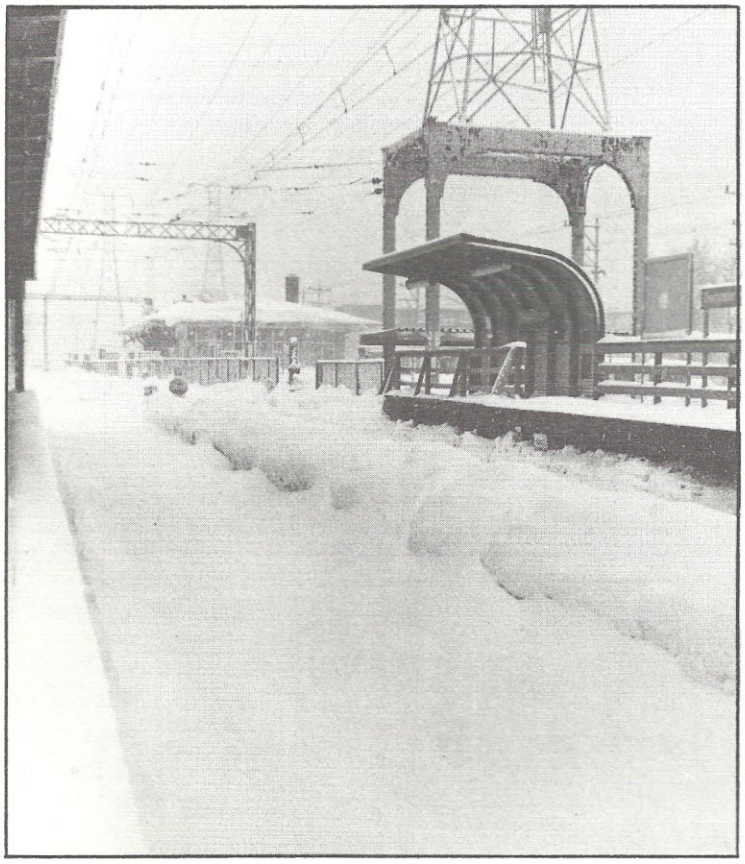
Digging out Skokie Swift near Asbury, Jan. 15.



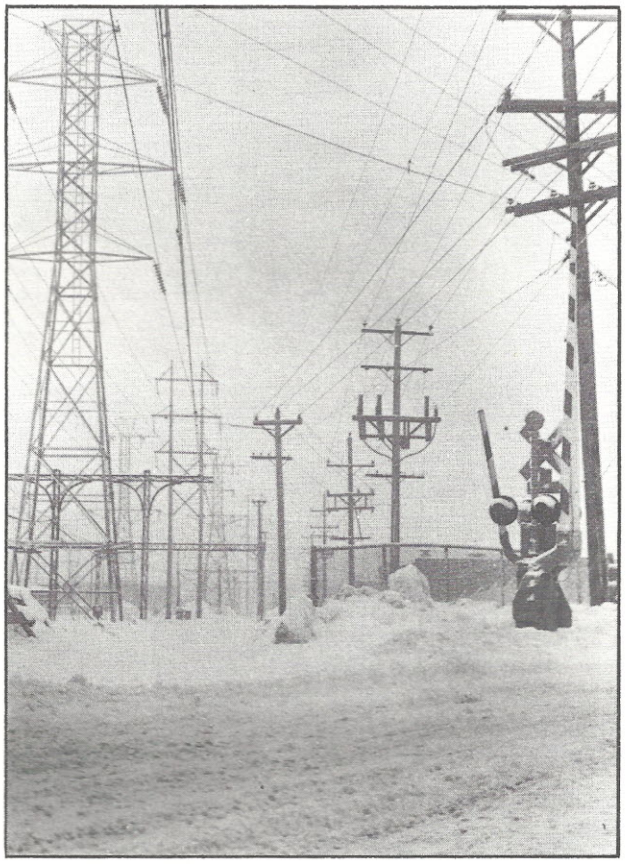
Dempster terminal cleared for operation after Jan. 13 snowfall.



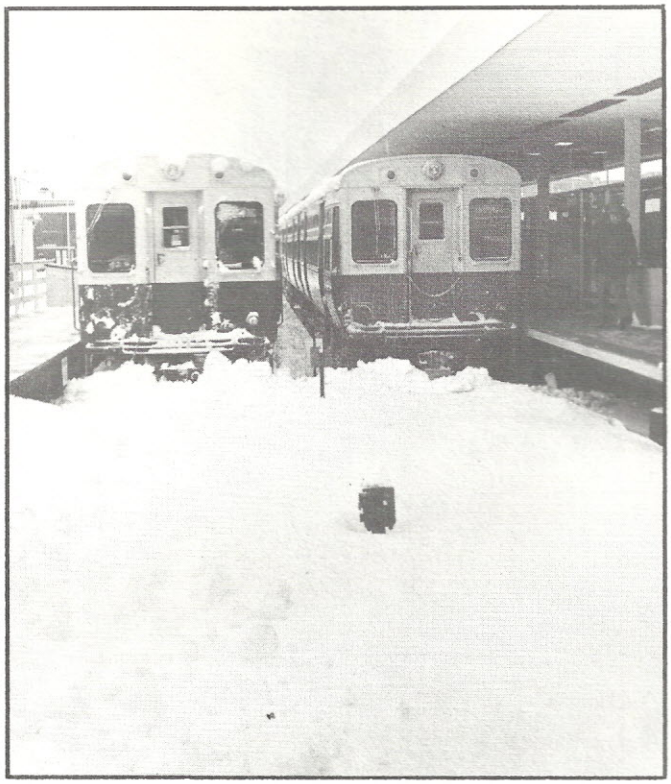
Skokie Swift at Niles Center cleared after Jan. 13 snow.



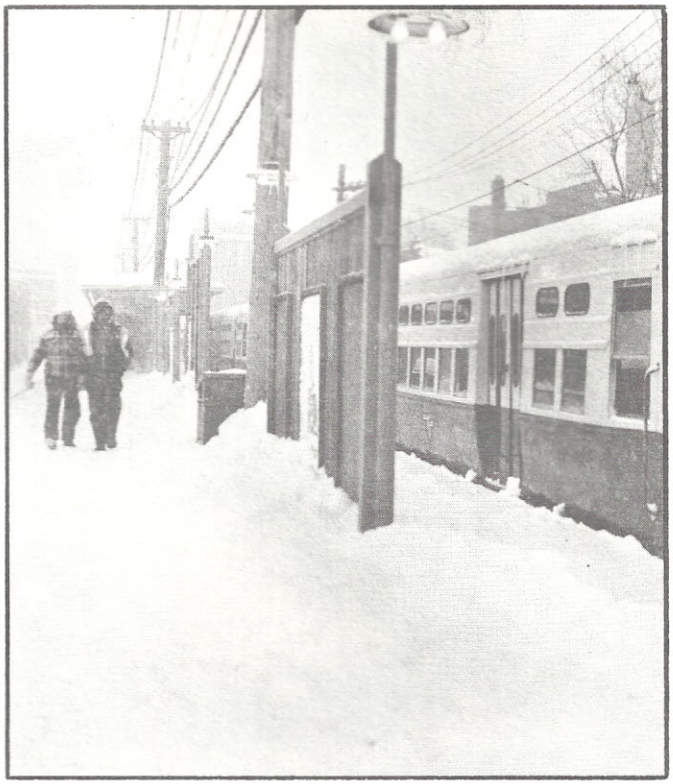
Dempster terminal snowed in second time, Jan. 24.



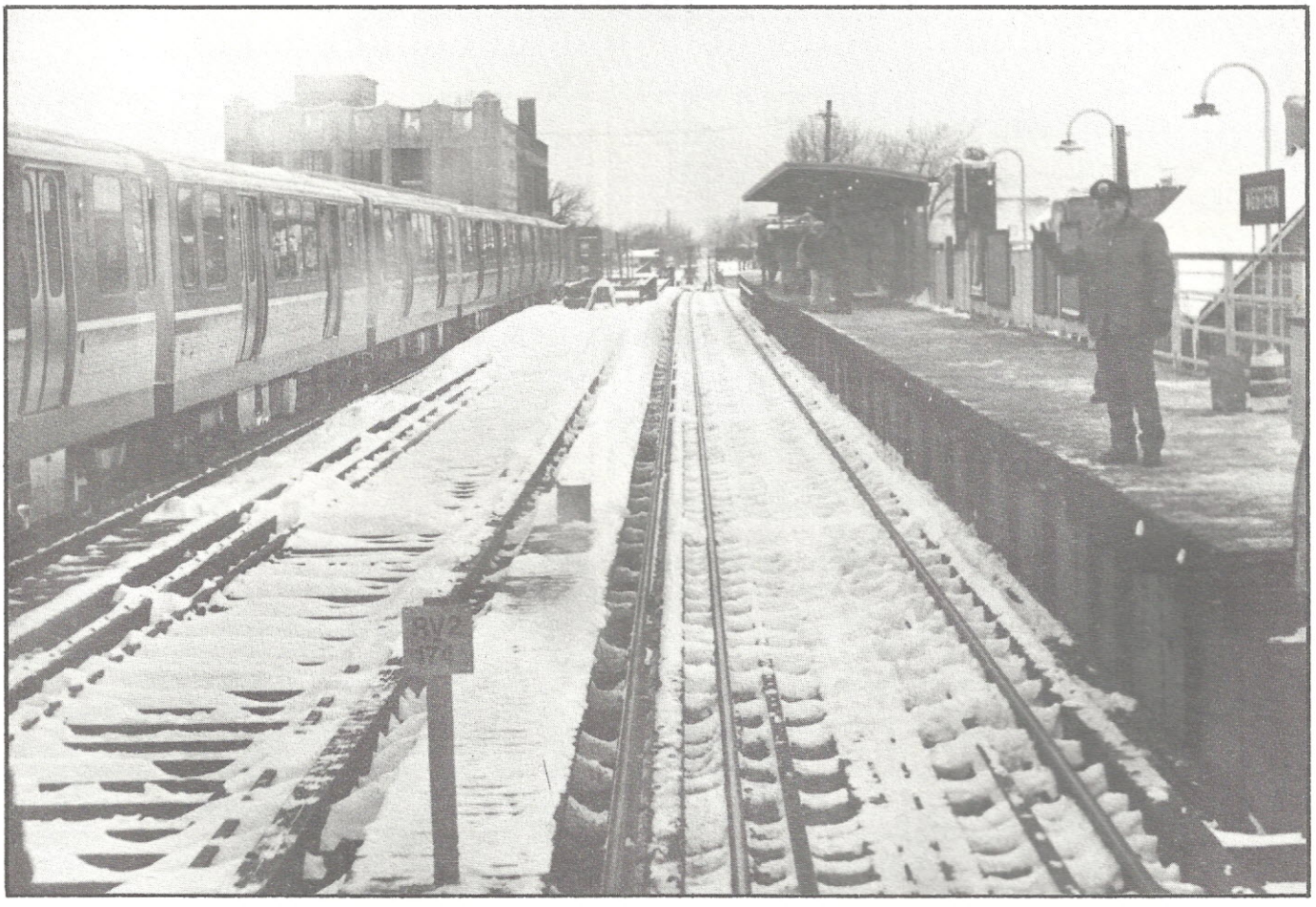
Skokie Swift at Niles Center snowed in second time.



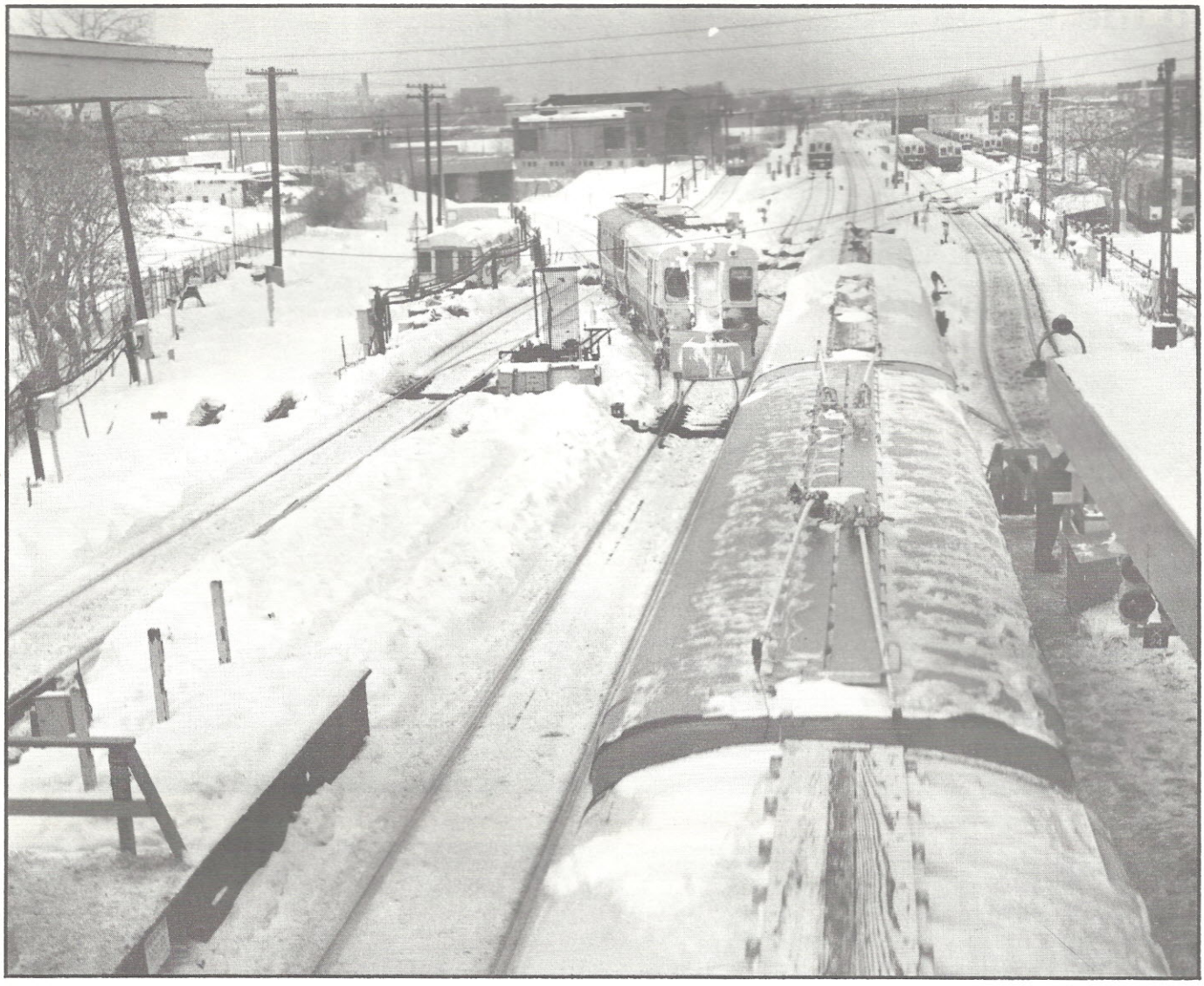
Kimball-Lawrence terminal on Ravenswood route, Jan. 15.



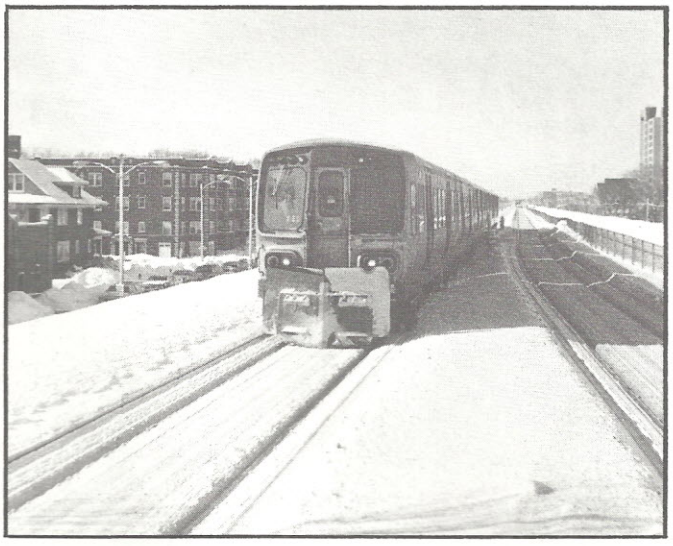
Ground-level Francisco station on Ravenswood, Jan. 15.



Western station on Ravenswood, Jan. 15, an example of how excessive snow did not accumulate on elevated structure.



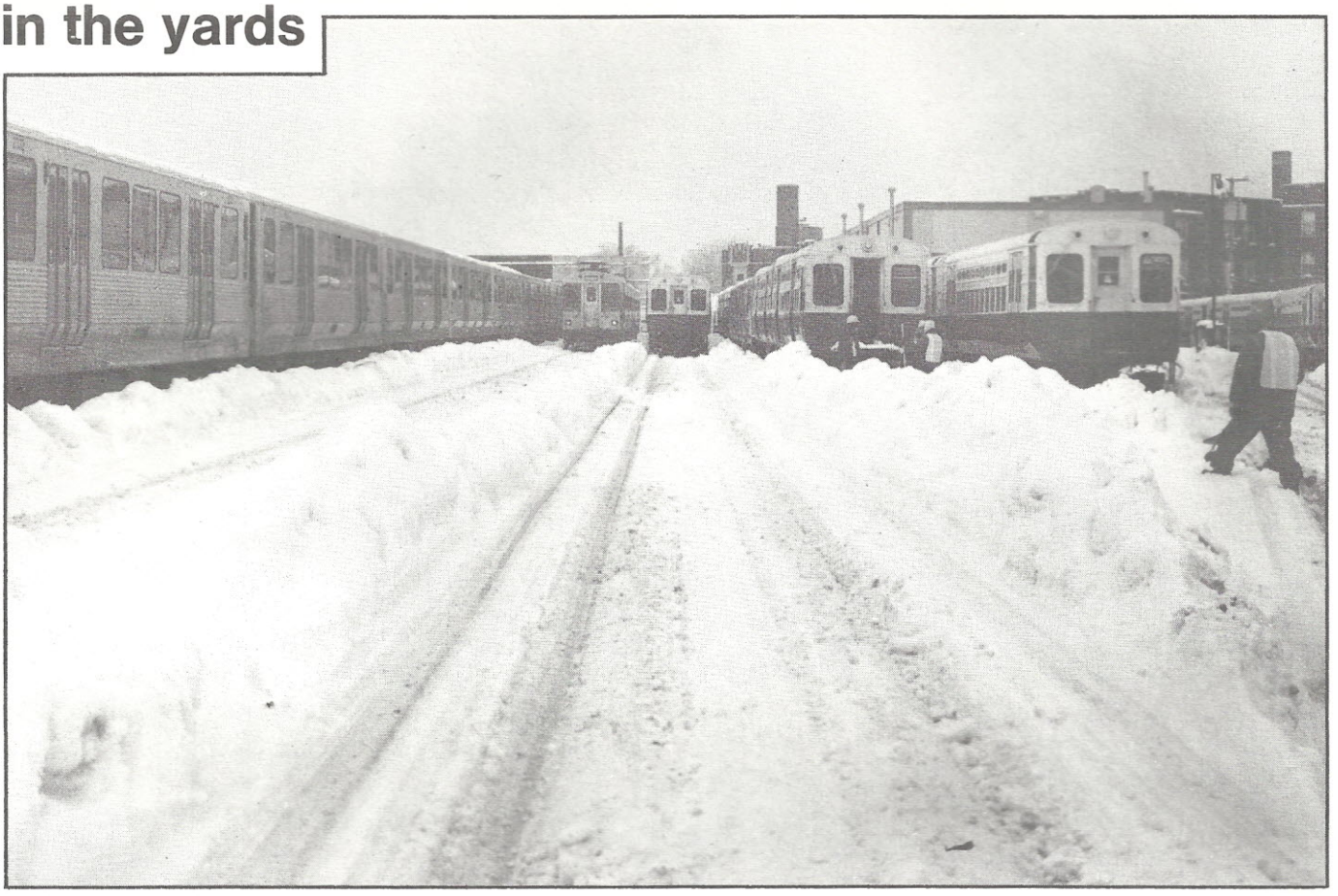
Howard terminal to the north, Jan. 18, showing train with plow coming off Skokie Swift; the Evanston branch, and part of the Howard yard.



Eastbound train with new snow plow on Lake route near Austin station, Jan. 25. This outer end of the Lake route, on right-of-way of the Chicago and North Western Railway, was one of the embankment areas of CTA operations that had been blocked by snow drifts.

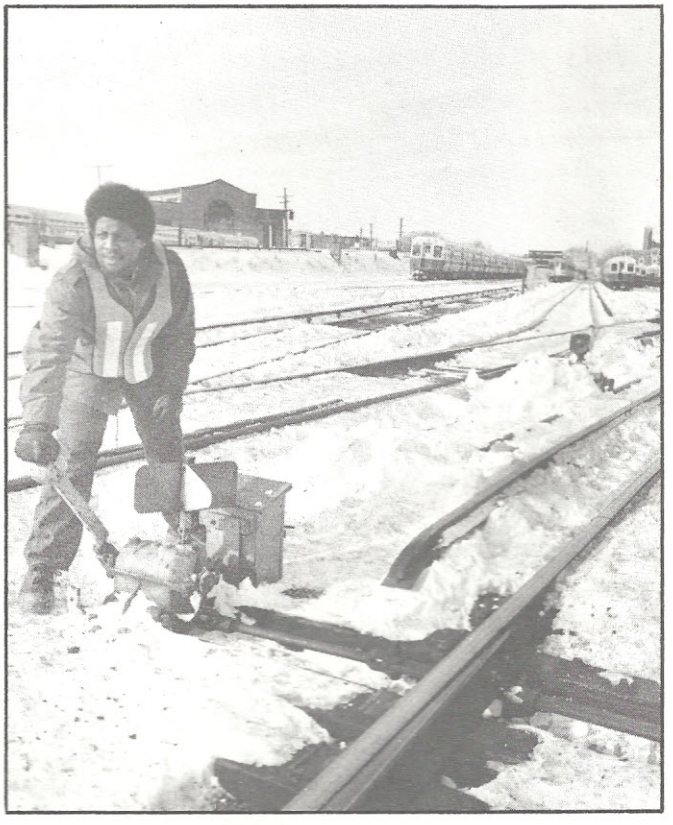
On the Dan Ryan route, to which many cars from other routes were switched to maintain service.

in the yards



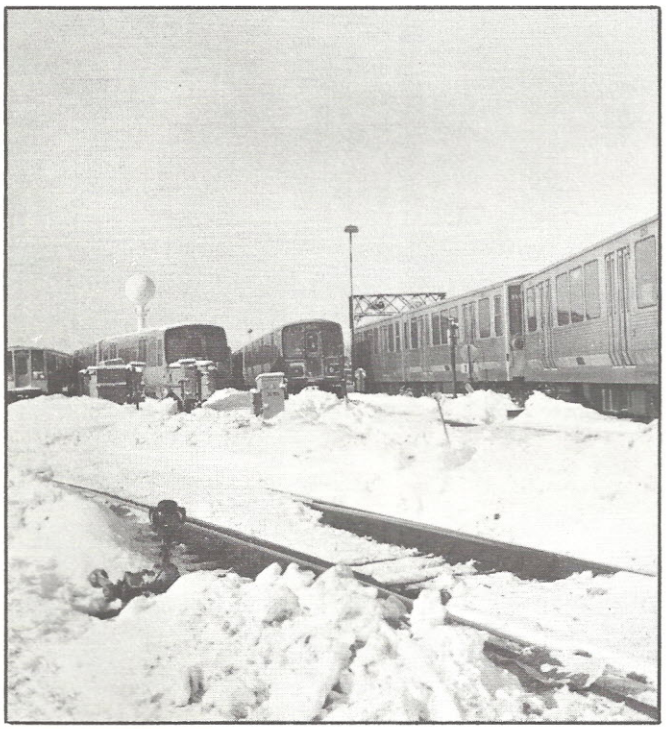
Howard yard, North-South route, Jan. 26.

54th avenue yard, Douglas route, Jan. 26.

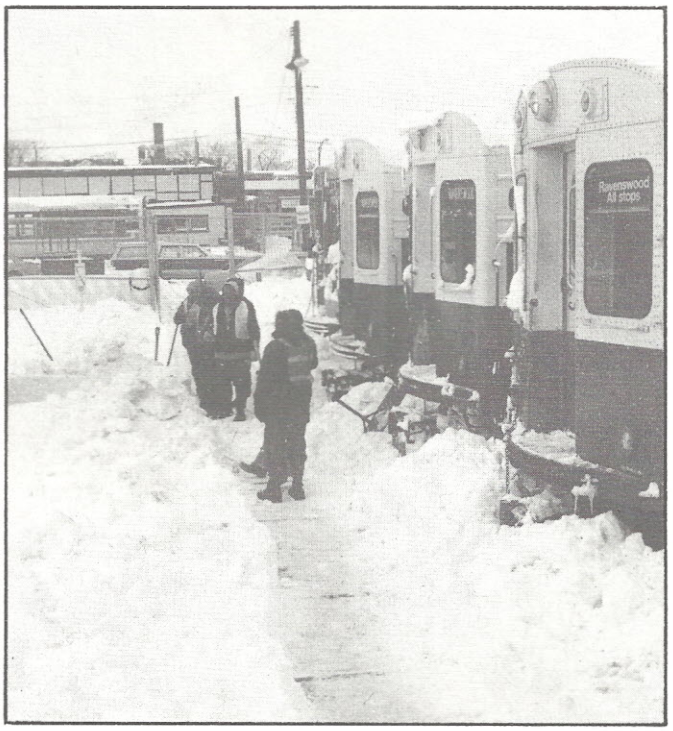


Edward Cook, yard foreman, Howard, Jan. 10.

Northwestern University students volunteer to dig out Linden yard, Evanston branch, Jan. 16.

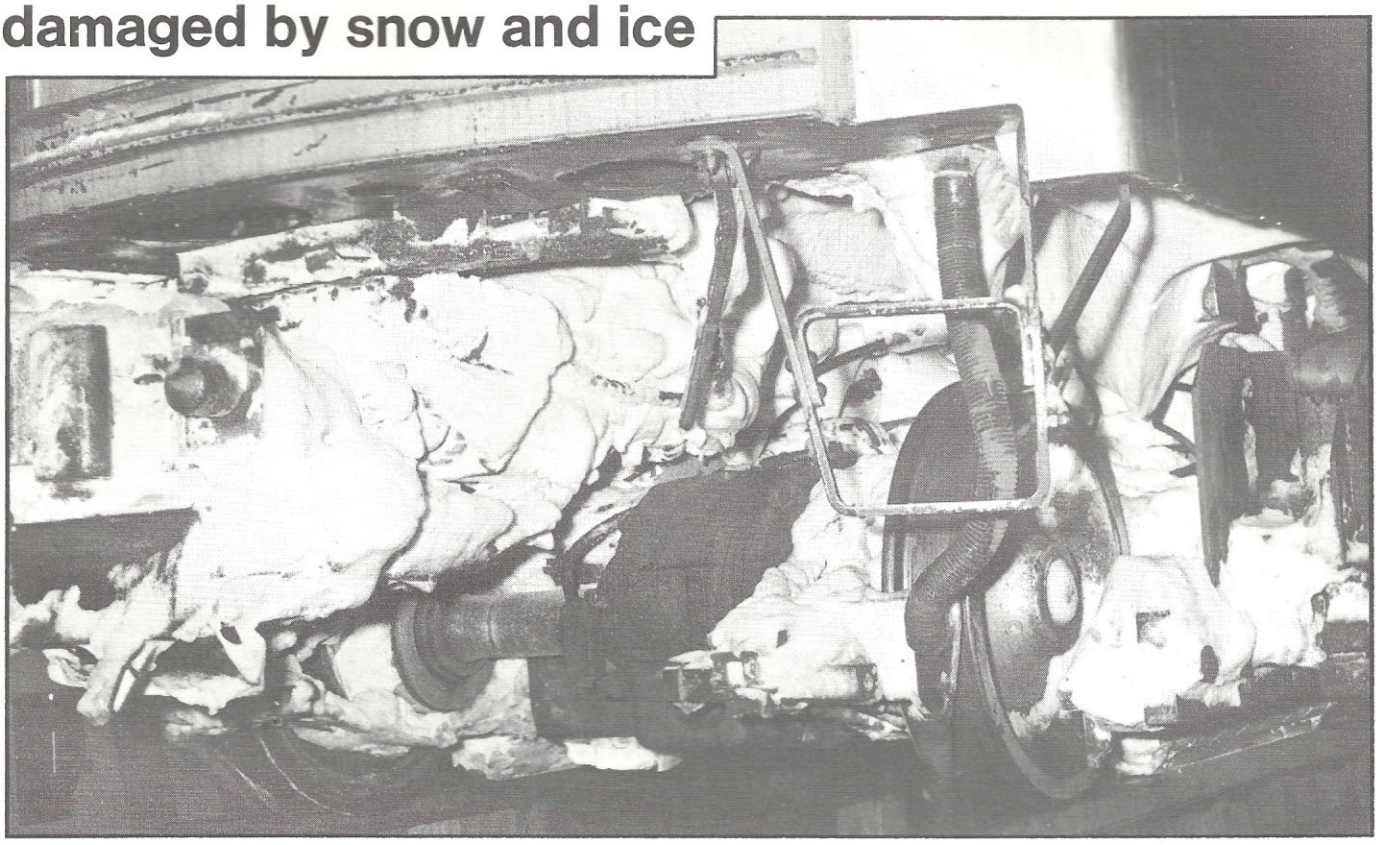


Lake-Harlem yard, Lake route, Jan. 25.

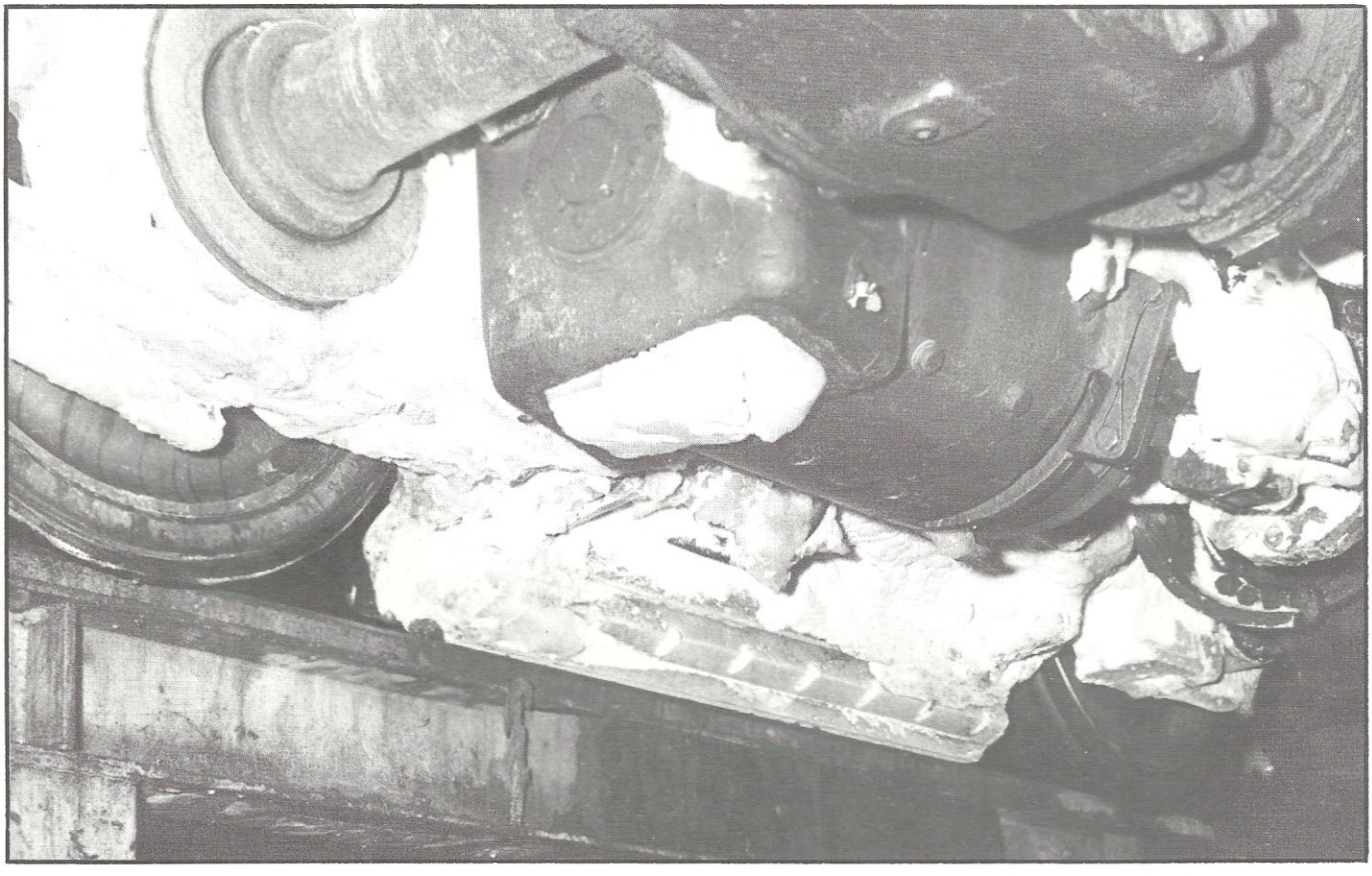


Kimball-Lawrence yard, Ravenswood route, Jan. 25.

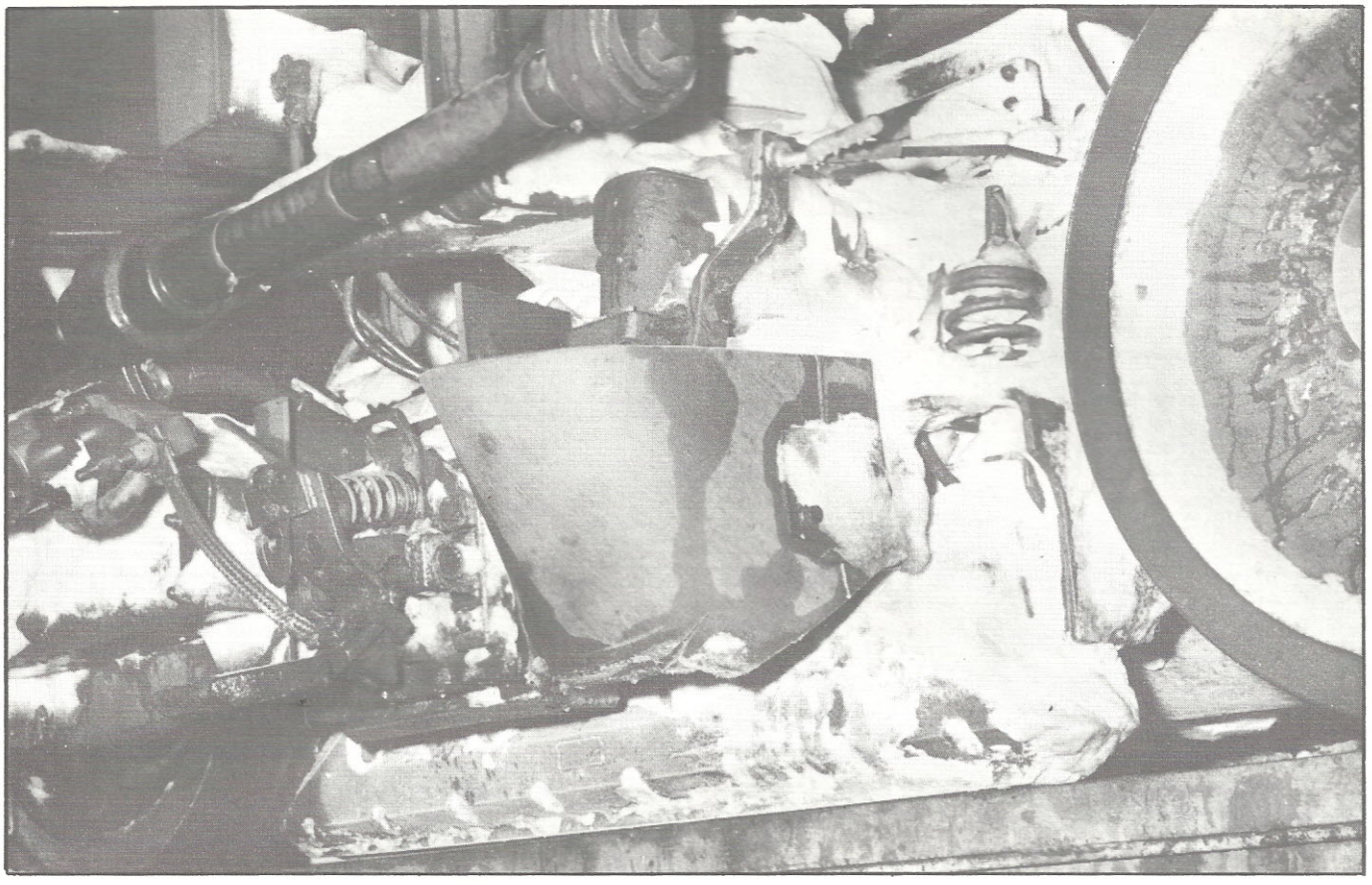
damaged by snow and ice



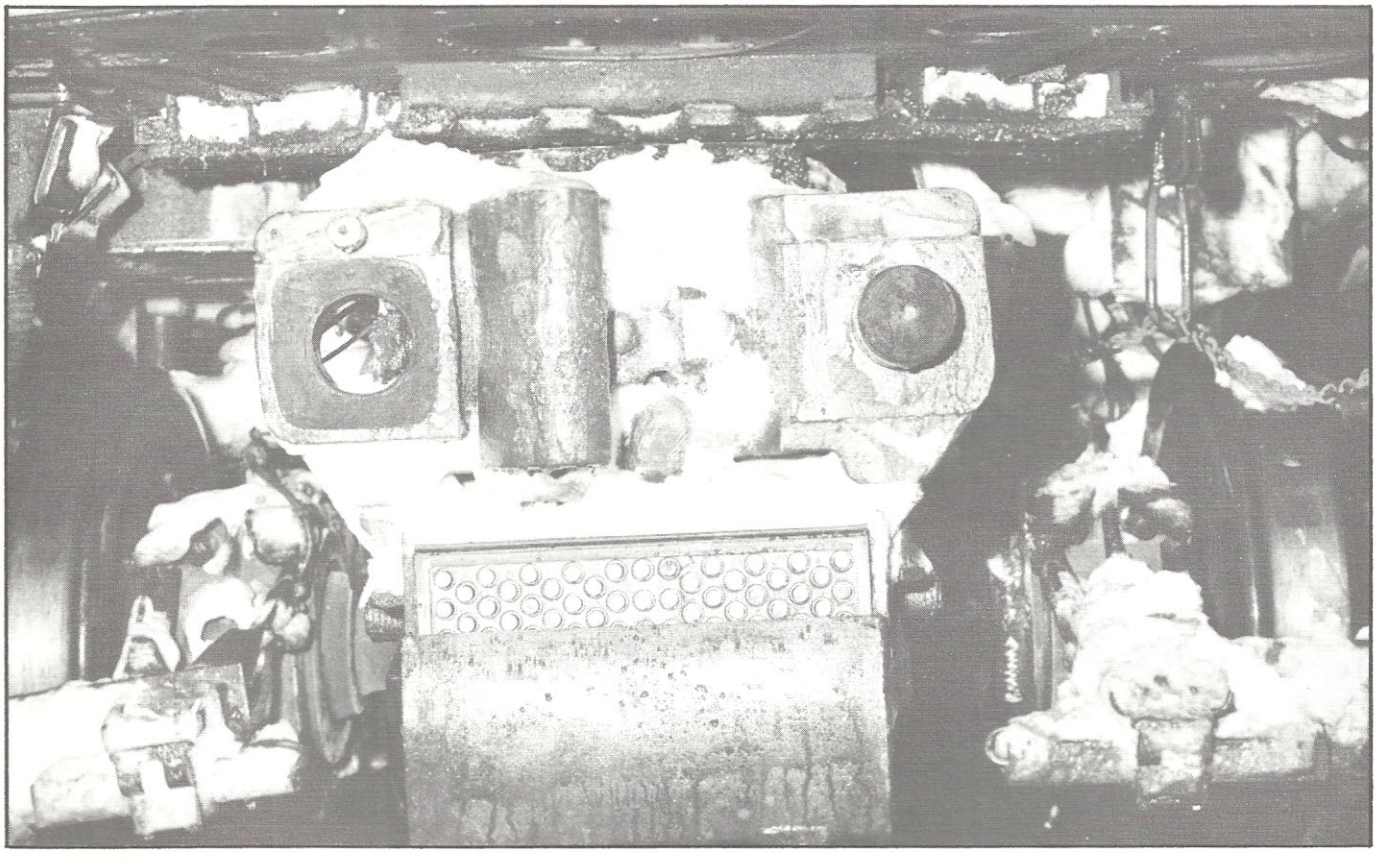
The undercarriages of trains plowed through drifts of snow in many instances.



In January and February, more than 1100 motors were damaged. Skokie shop worked round-the-clock, and motors were also sent for repair to shops in St. Louis, Cleveland, and Leheigh Valley, Pa., as well as to an outside shop in the Chicago area. (See pages 24-27.)



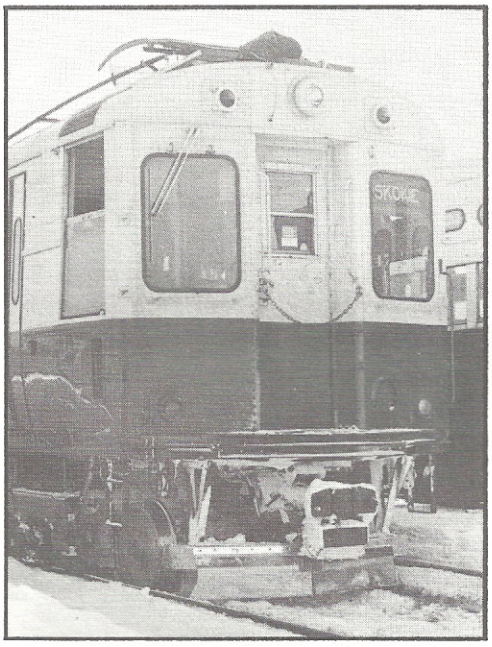
Snow and ice packed into trucks, which had to be thawed and scraped in warm shops.



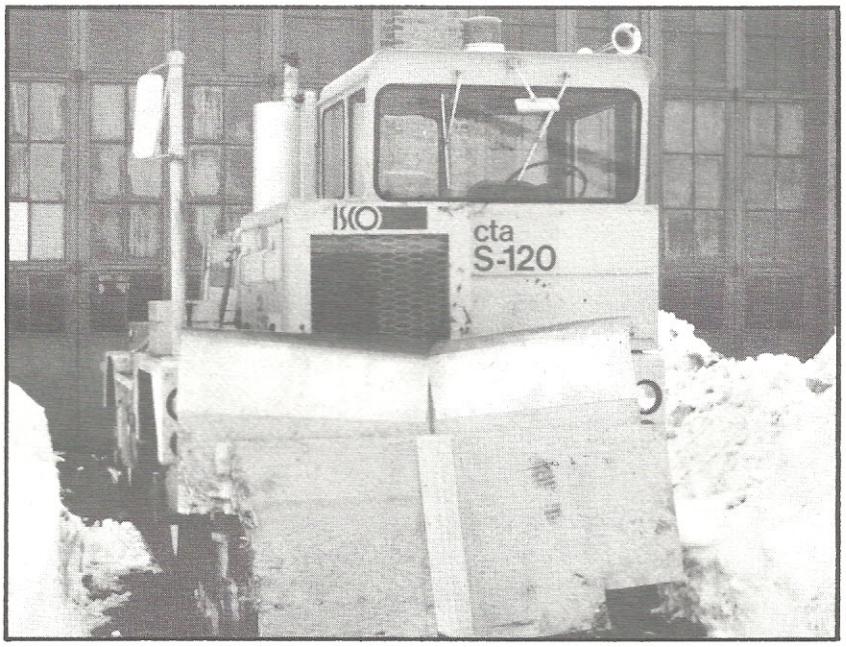
Snow hampered coupling of cars.

snow removal

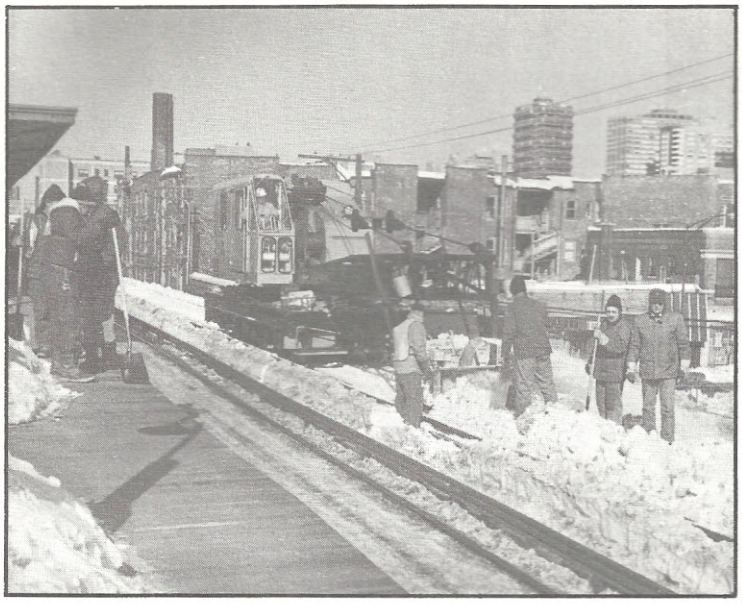
Large snow plows of five layers of heavy plywood were constructed by CTA for high snow drifts that never before had been encountered.



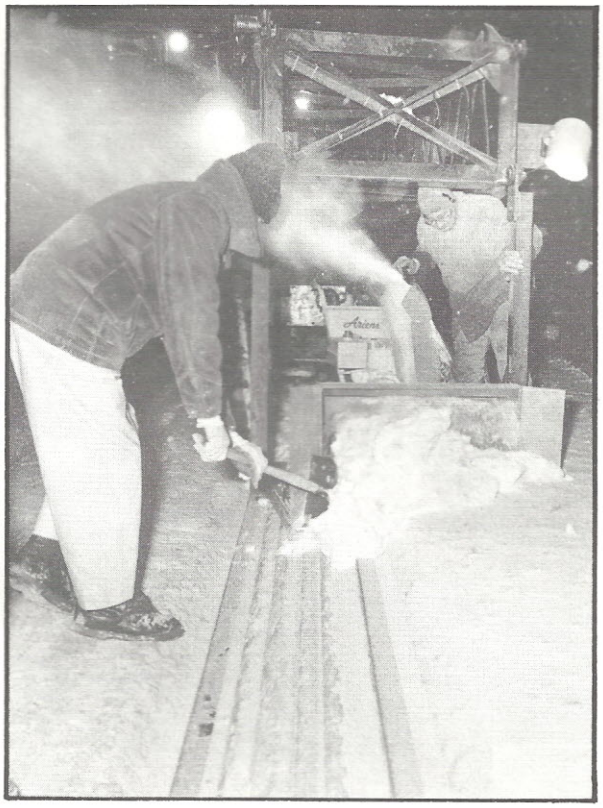
Also used were trains with 14" high plows that had been standard equipment for normal snowfalls.



Diesel powered plow, operable on rail or pavement, was used to clear Skokie Shop area and part of Skokie Swift route.

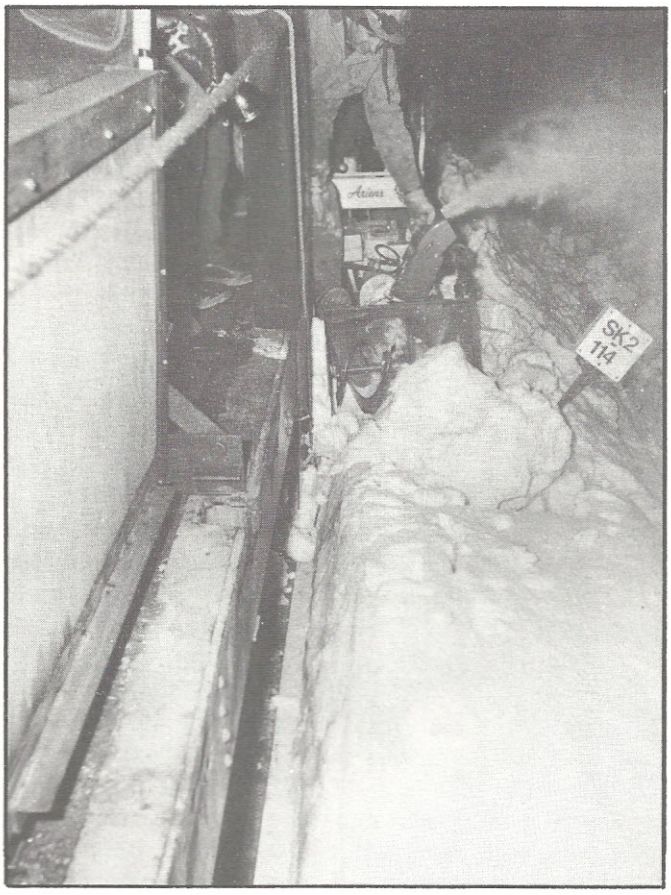


Blower mounted on crane to remove snow between rails at Bryn Mawr station, Feb. 7.

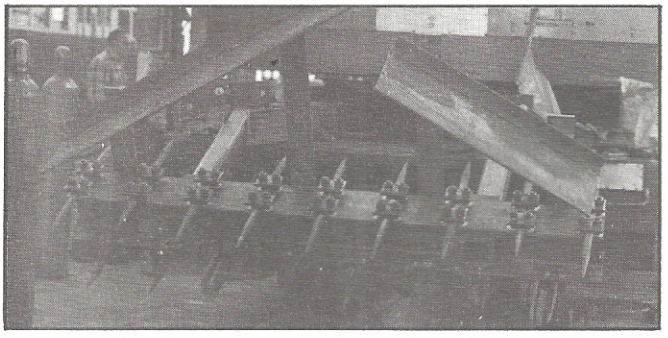


Crane mounted blower at work on Evanston branch, Jan. 31.

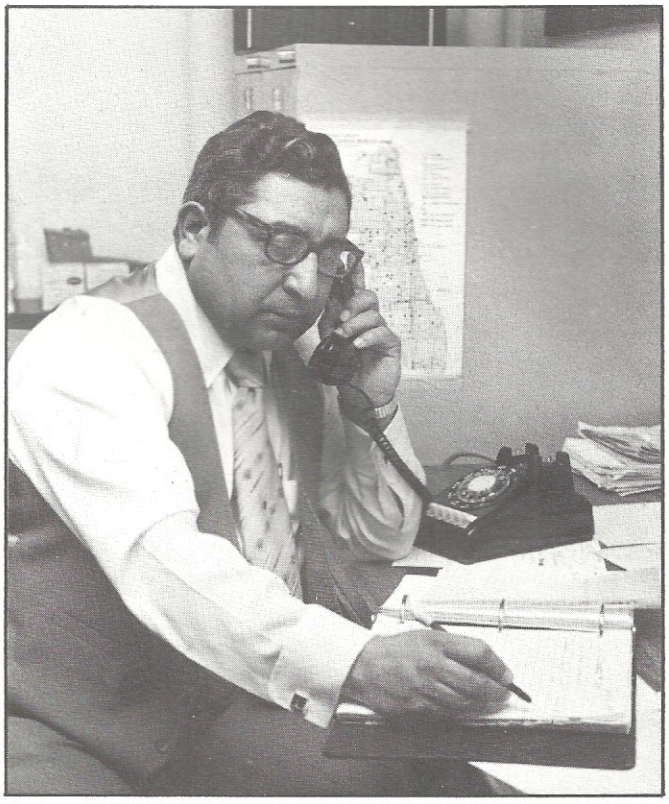
Blower being mounted in Skokie Shop on the side of work car. Left to right are Michael Jameison, Wallace Davison, Barty Greco, and Paul Negri.



Blower on side of work car on Skokie Swift route, Jan. 29.



The CTA developed several new pieces of equipment for winter emergencies. Shown above are Paul Swanson, Superintendent, Maintenance Engineering; George Millonas, Director, Plant Maintenance, and Ronald Swindel, Superintendent, Power and Way, inspecting a device using large spikes to break up packed snow and ice between rails.



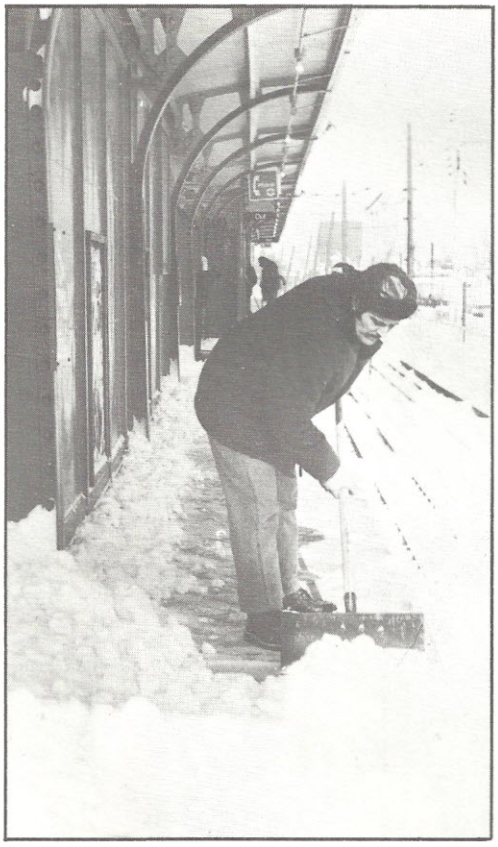
Salvador Perce, Acting Special Assistant to the Manager of Transportation, telephoning city "snow command."

CTA payloader on the Skokie Swift route.

CTA plowed snow on certain suburban transit routes.

Gordon Balazs, Area Superintendent, Bus Service, was CTA's coordinator with the city's "snow command."

Charles Kass, electrician, repairing heater at Fullerton station, Jan. 10.



Janitor Luis Maldonado clearing South blvd. platform, Jan. 16. His work was an example of the great job done by CTA janitors in the prompt removal of snow from platforms.

Ronald Mendyk (left) and James Paulson (right) utility crew members with truck 270, tow ticketed automobile to clear way for buses. Utility crew was requested by Ed Wojdyla, District D Supervisor.

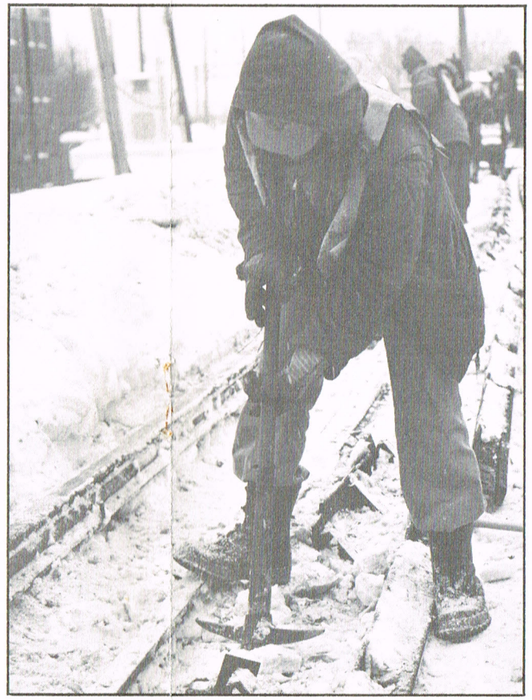
digging, picking, and scraping

North from Bryn Mawr station on North-South route, Feb. 7.

South from Bryn Mawr, Feb. 7.

South from Davis station, Evanston branch, Jan. 19.

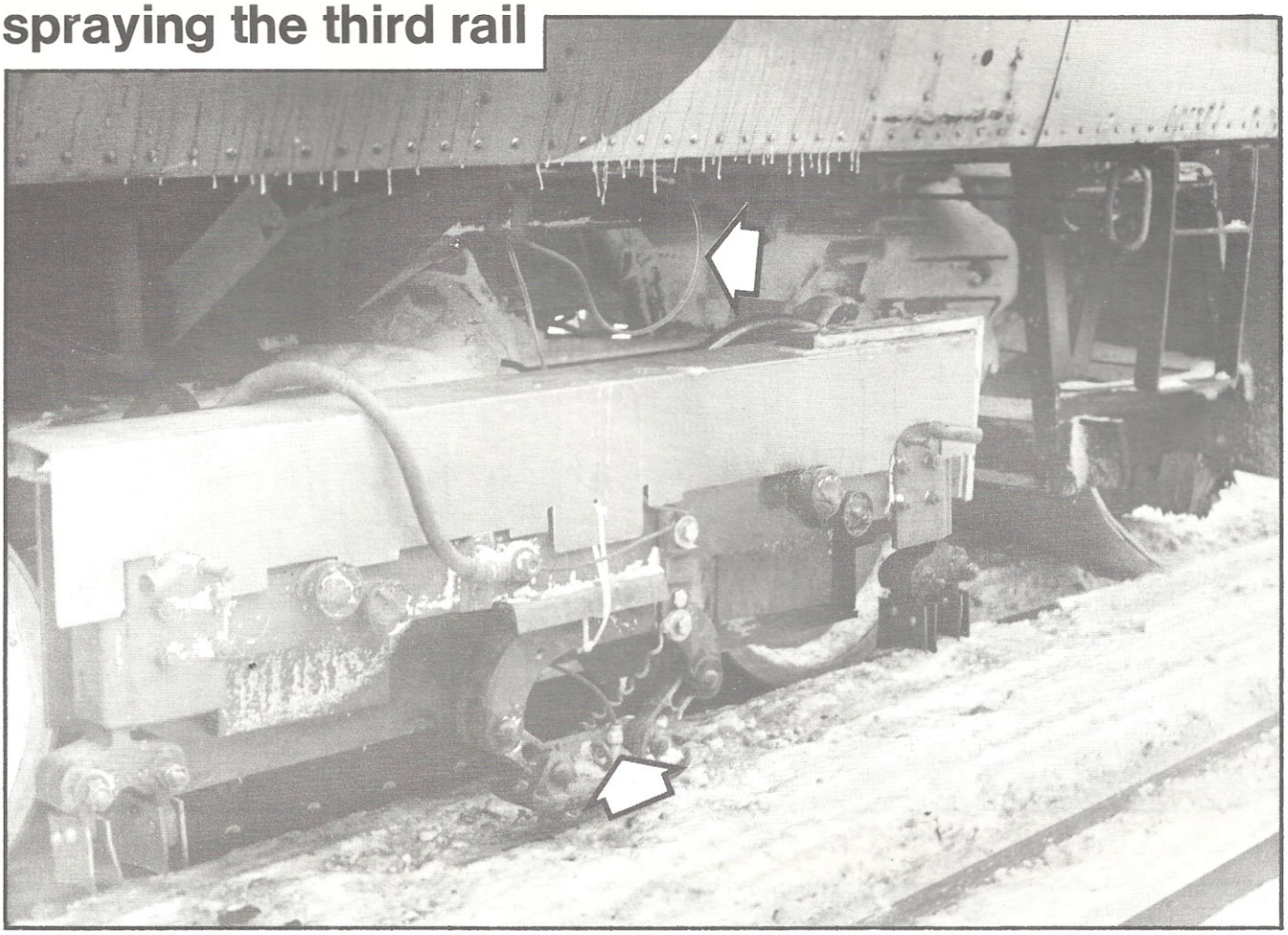
On North-South route, Feb. 7.



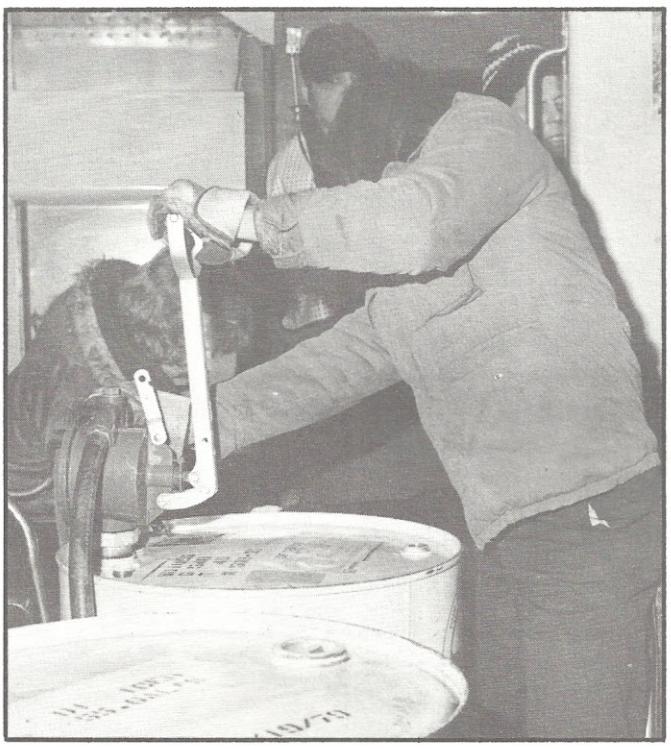
On Evanston branch, Jan. 19.

Melting ice with propane torch on Evanston branch, Jan. 19.

spraying the third rail

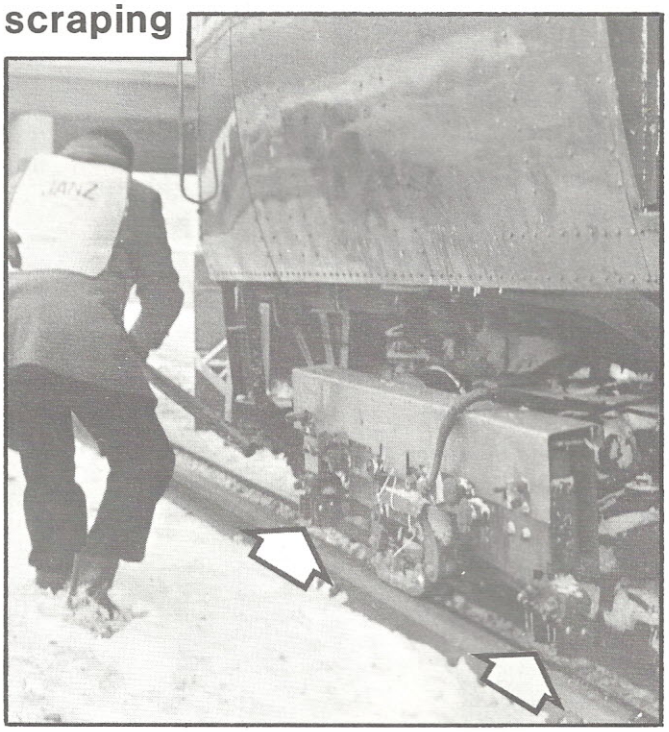


To eliminate ice on the third rail during the emergency, the CTA devised a technique of spraying de-icing chemical through a hose to the trolley shoe.



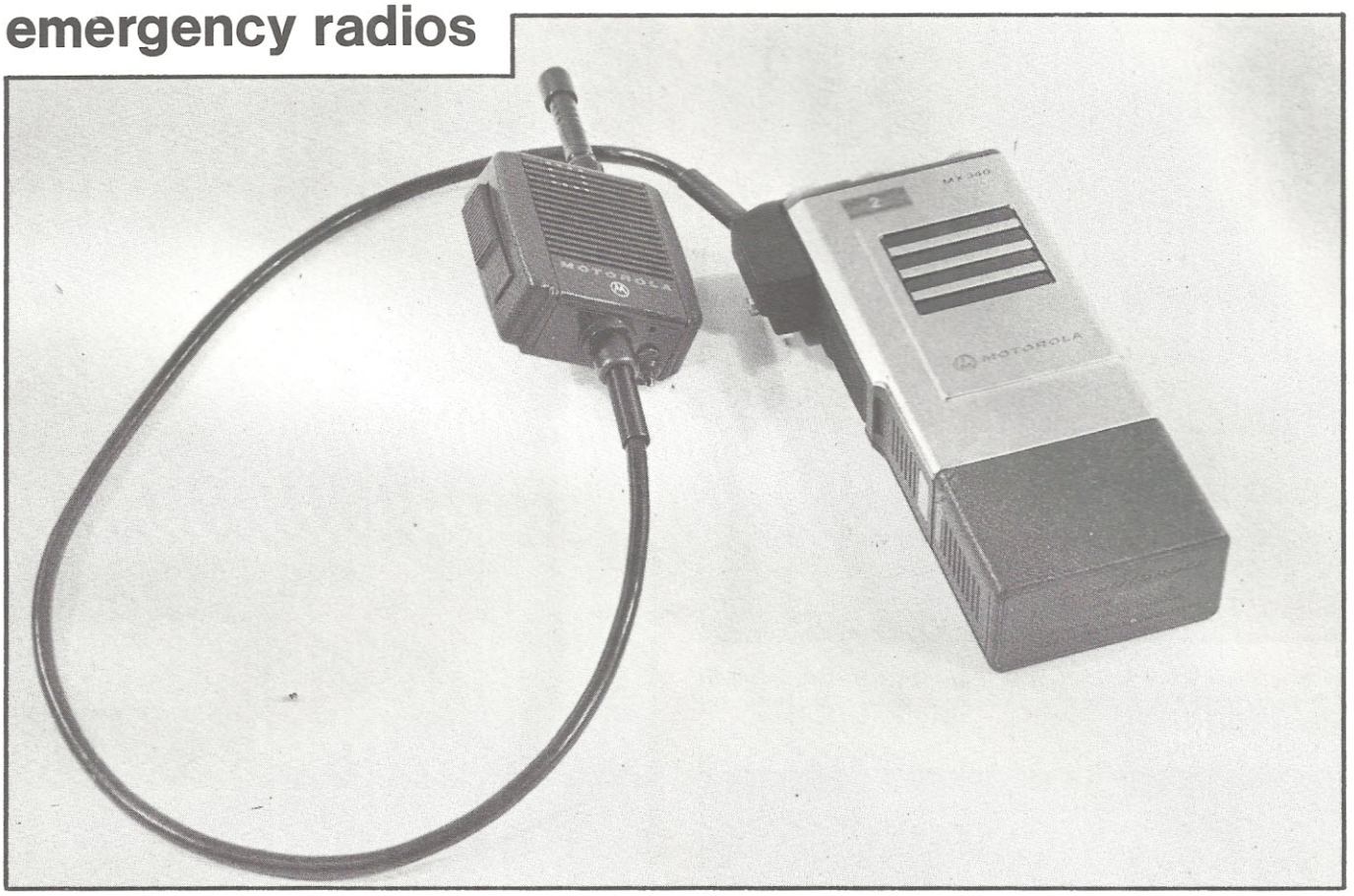
De-icing chemical is pumped from drums inside a work train.

scraping



Bob Janz, Superintendent, Rail Instruction, lowers sleet scrapers which long have been used on CTA trains against ice on third rail.

emergency radios



Fifty walkie-talkie radio sets proved to be among the most important pieces of equipment in battling the storm on the rapid transit system. The sets were obtained on an emergency order from Motorola, which produced them in record-breaking time.

The walkie-talkies were used by the Transportation and Maintenance Departments between the Control Center and supervisory personnel on the system. The radio sets provided the instant communication needed in dealing with many problems including the clearance of snow by trains with new snow plows.

Michael LaVelle, Director of Service, with part of a walkie-talkie fastened to his sweater.

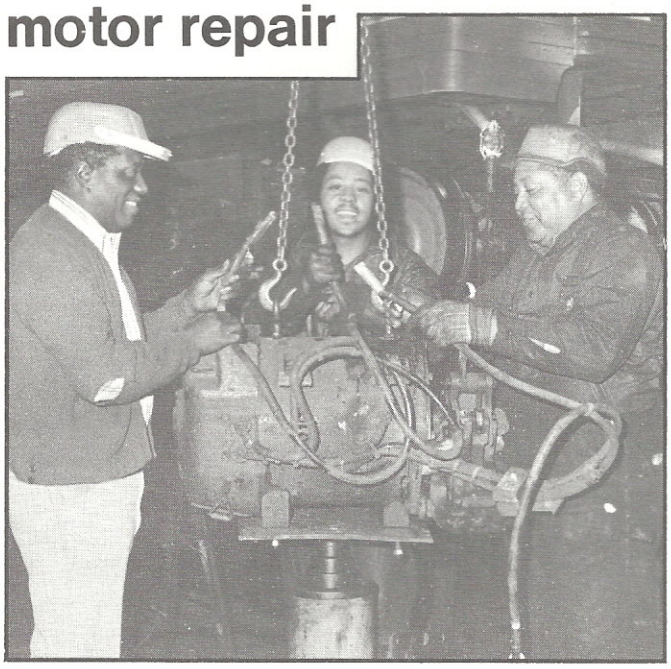
The emergency use of the radios gave CTA personnel a preliminary experience with a modern communications network that is to be provided throughout the rapid transit system. At its meeting Feb. 7, the CTA Board authorized the award of a contract for $9,175,246 to Motorola Communications and Electronics, Inc., for the new two-way radio network.

All motormen, conductors, supervisors, and yard and management personnel will be equipped with the two-way portable radios giving them instant communications with the Control Center. For the 10 miles of subways, a coaxial cable receiving and transmitting system will be installed. The subway installation also will provide separate radio communications for the police and fire departments. Because of the subway tubes and the earth, radio communications in the subways is not possible without this special installation.

Another important part of the project will be an expansion and modernization of the train supervision system within the Control Center for the dispatching and monitoring of all train operations. Eight radio channels currently licensed to the CTA will be used.

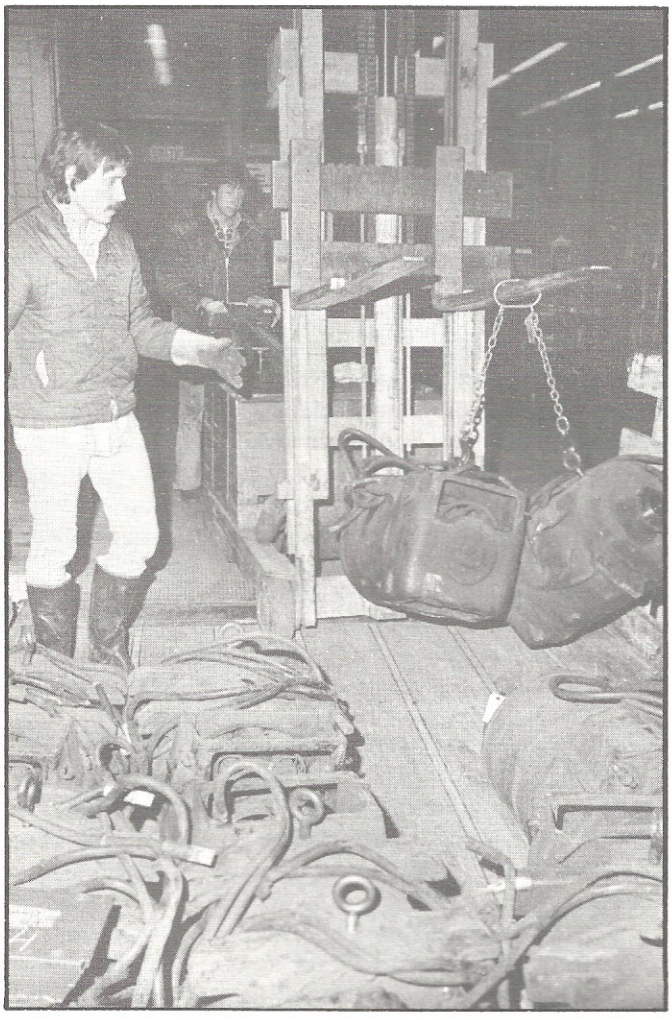
The above-ground part of the new radio system is to be fully operational by late summer of this year. The coaxial cable installation in the subways is to be completed by the fall of 1980. The project is being funded by the federal and state governments.

motor repair



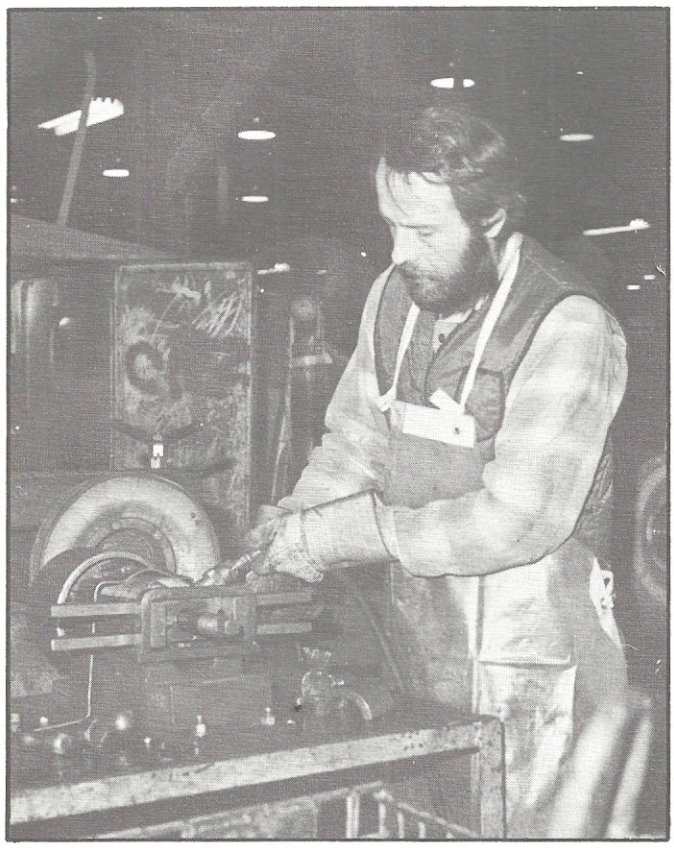
At 98th Street Shop, Aaron Swoope, Foreman, and David Serdduth and George Nicholson, Repairmen, check motor just removed from train for cause of failure.

At Skokie Shop, Richard Fabry inspects defective motors.



Robert Blicharz and Michael McClory unload motors at Skokie Shop.

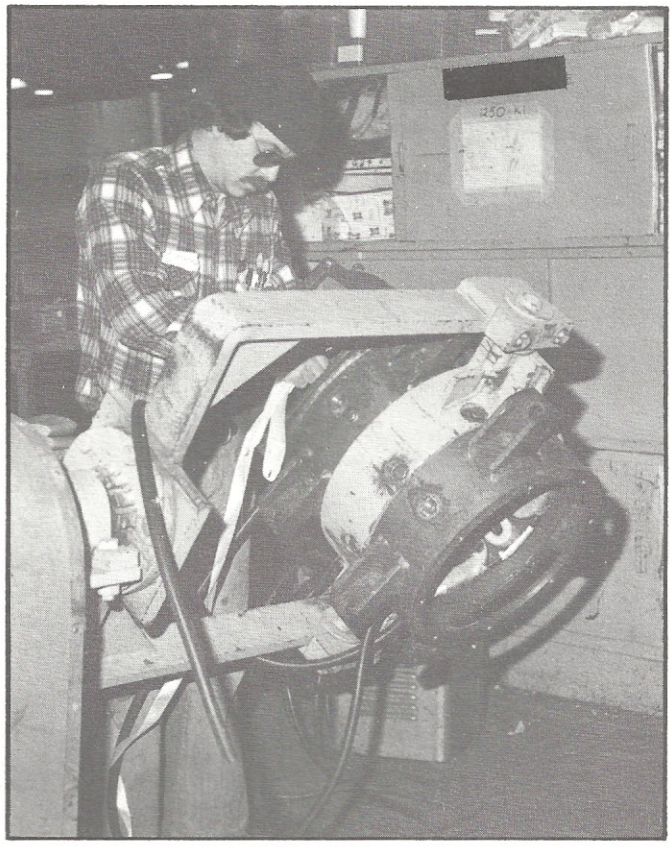
Tony Anthony dismantles brush holders.



At Skokie Shop, Terry Bernero dismantles an armature.

Mark Dondovich, Foreman, and Greg Babicz, Repairman, install new field coils in armature.

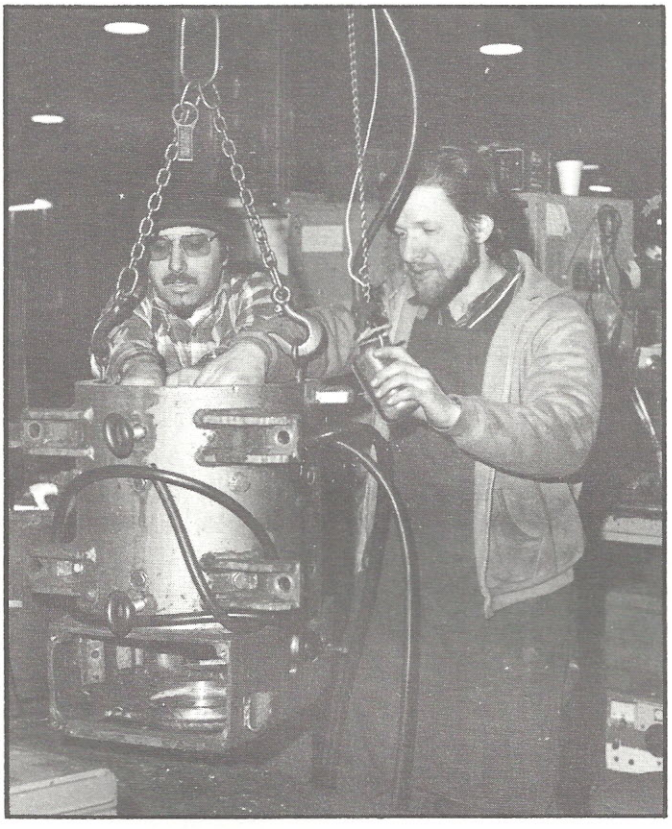
Ralph Gimio prepares motor cases, armatures, and field coils for drying in oven after vacuum pressure impregnation process.



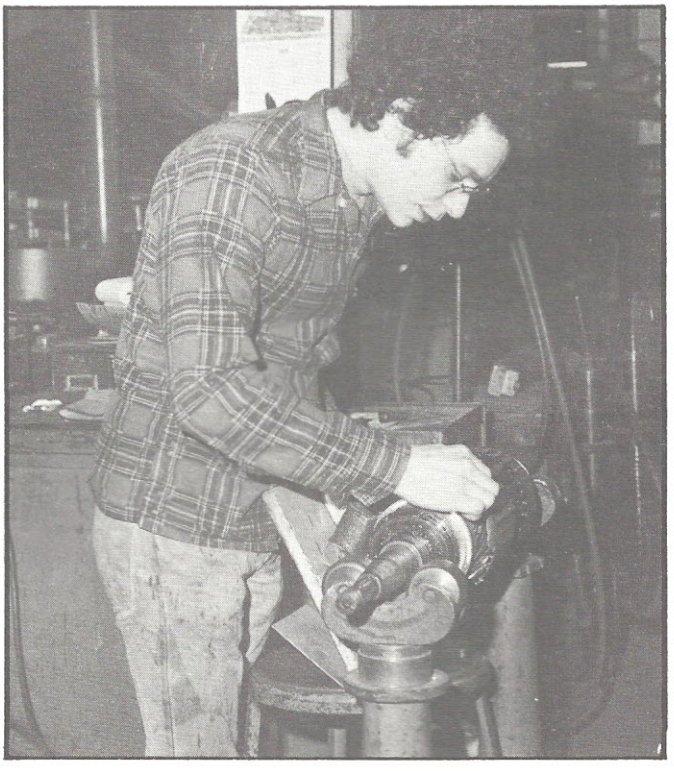
Lloyd Hatcher wraps insulation around field coil connections.

At Skokie Shop, Anthony Torrey and Ranch Patel install field coil in motor generator case.

Lino Lupetini and Casimer Turek install field coil.



Angelo de Angelis and James Logo prepare motorcase with new field coil for vacuum pressure impregnation process.



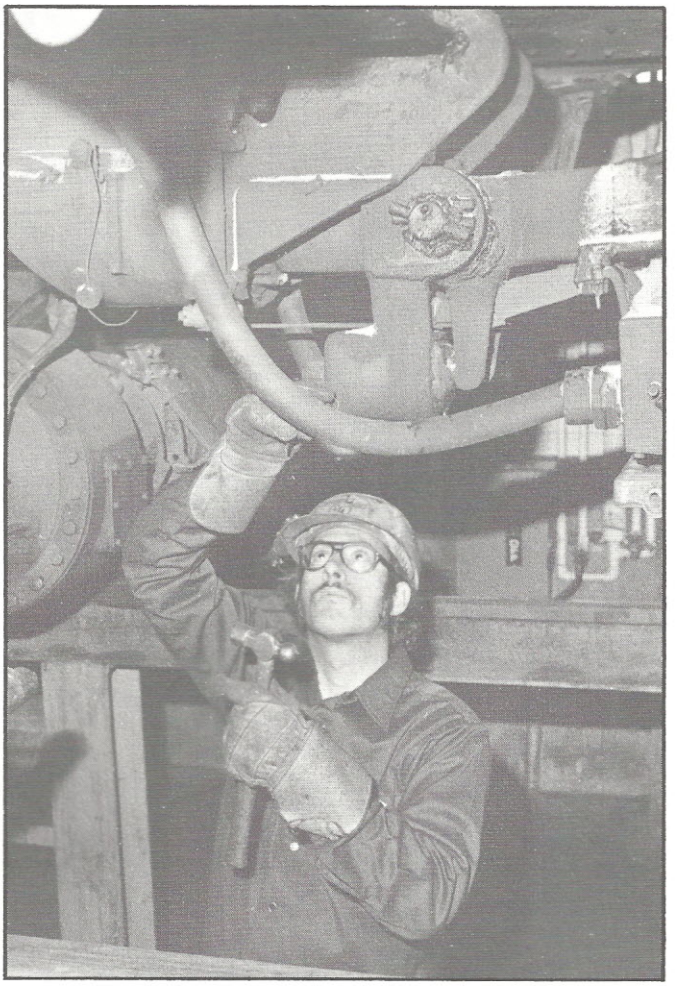
Joseph Masella tests a motor generator armature.

Wally Onysio installs brake disc on rebuilt motor.

John Zon and Michael McClory crate rebuilt motor for shipment to shop at CTA terminal.

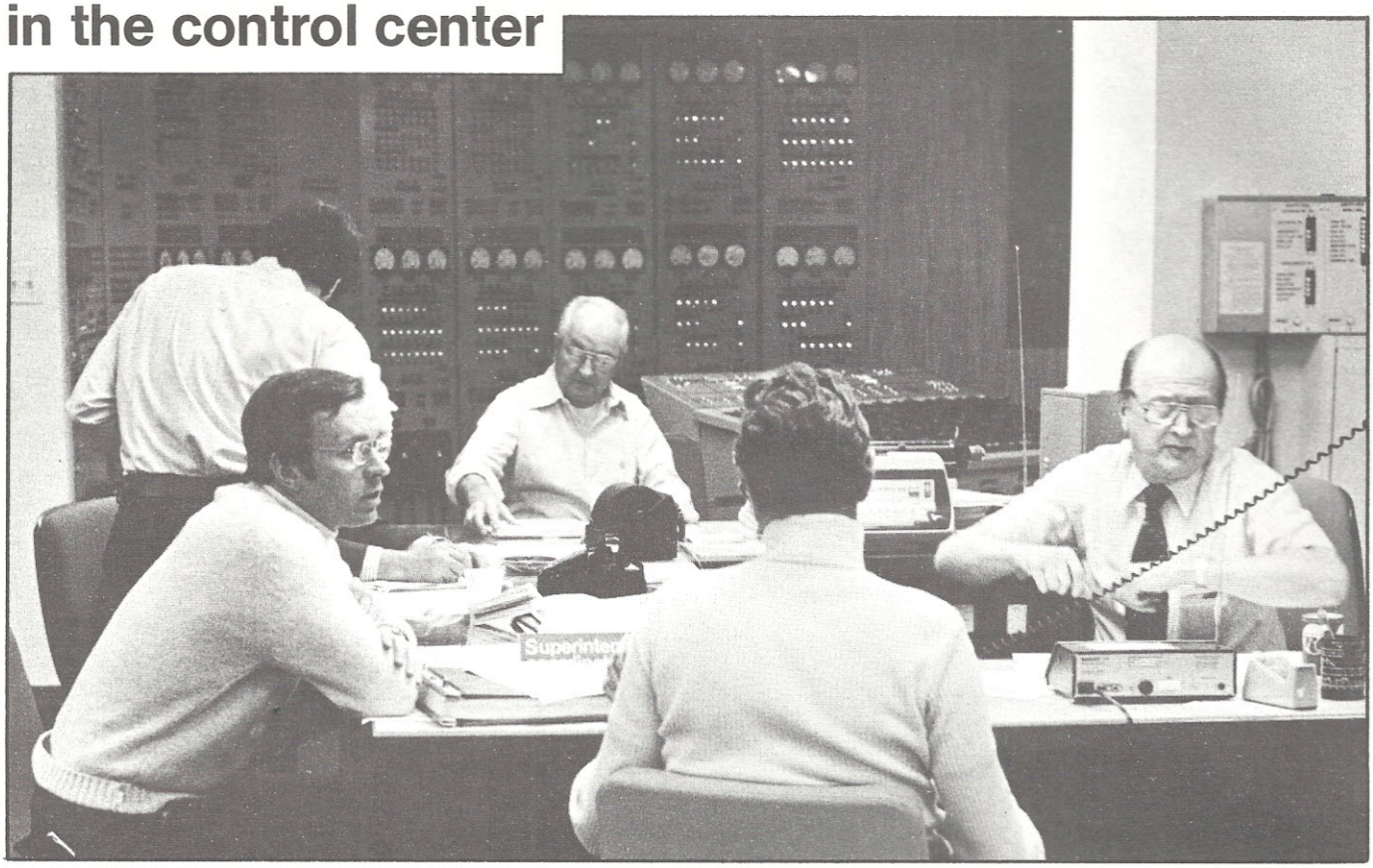
other repairs

At Howard Shop, Irving Patterson repairs braking system.



Also at Howard, Erwin Woodard checks electric coupler and cables.

in the control center



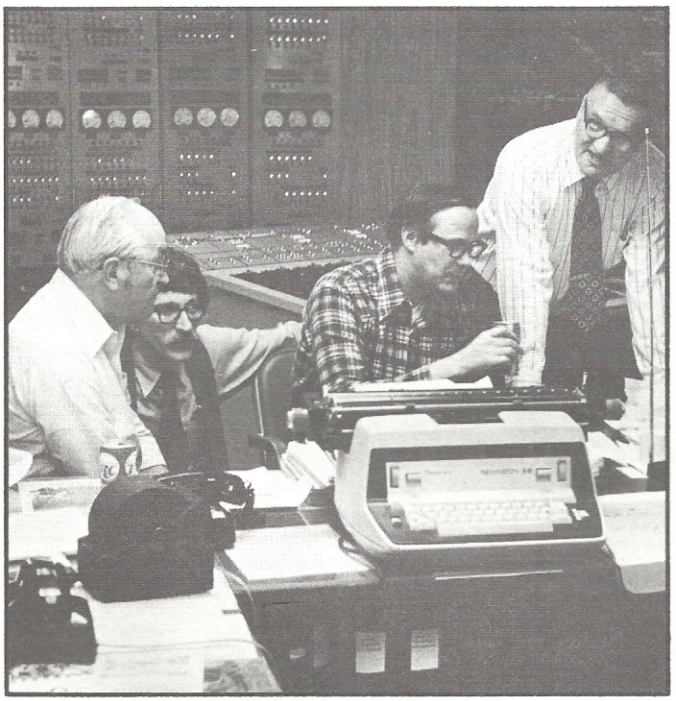
At command desk in Control Center, Board Member Lawrence G. Sucsy (left) confers with Michael LaVelle, Director of Service (back to camera), and George Krambles, Executive Director. At far desk is Joseph Repplinger, Manager, Maintenance.

Board Member James P. Gallagher (left) checks situation with Thomas Boyle, Manager, Safety, and Harold Hirsch, Manager, Operations Planning.

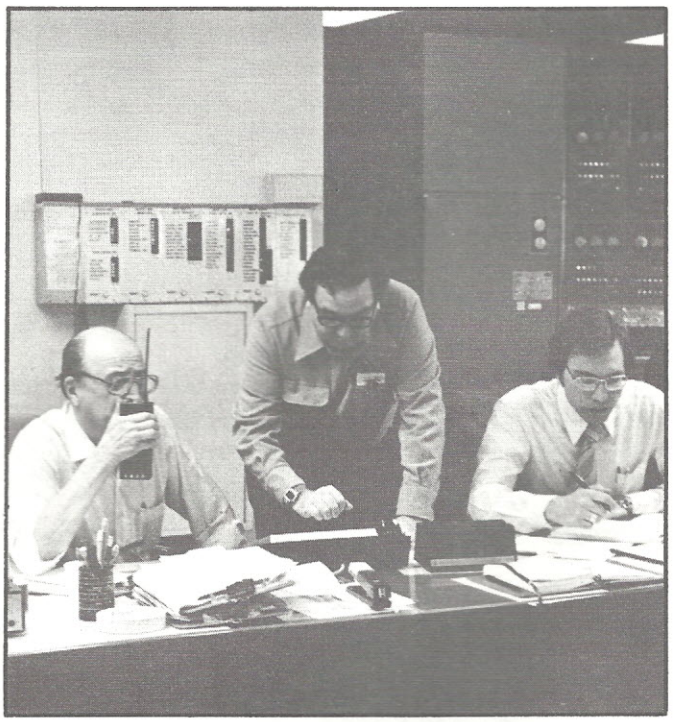
Bus controllers at their consoles in the Control Center. New two-way radio system for CTA's fleet of 2400 buses proved invaluable in the emergency.

At the command desk, Krambles; Kendrick Bisset, Superintendent, Signal Design; Hirsch (standing), and, at the right, Craig Lang, MP Intern. Everyone worked long hours, eating sandwiches on the job instead of taking lunch breaks.

Paul Kadowaki, Superintendent, Bus Instruction; Harry Reddrick, Director of Personnel, Transportation; Tom Buck, Manager, Public Affairs; Roy Smith, Superintendent, Civil Engineering; Harold Geissenheimer, Manager, General Operations, and David Stevens, Supervisor of Buyers, Materials Management.

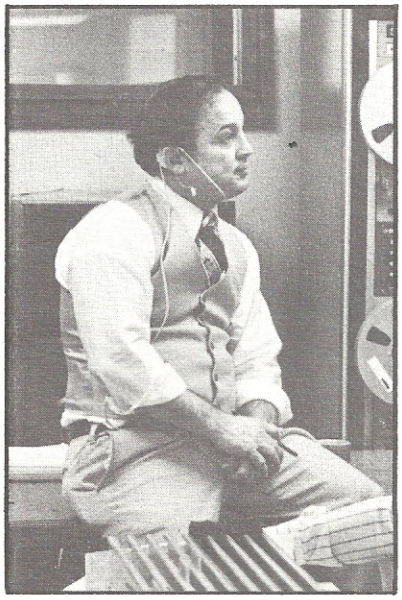


Joseph Repplinger, Manager, Maintenance; Harold Hirsch, Manager, Operations Planning; Thomas Wolgemuth, Manager, Engineering, and Geissenheimer.

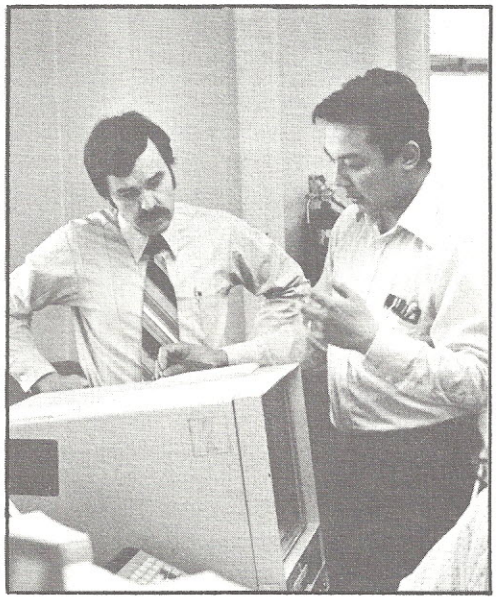


George Krambles, Executive Director; James Blaa, Manager, Transportation, and Craig Lang, Administrative Analyst.

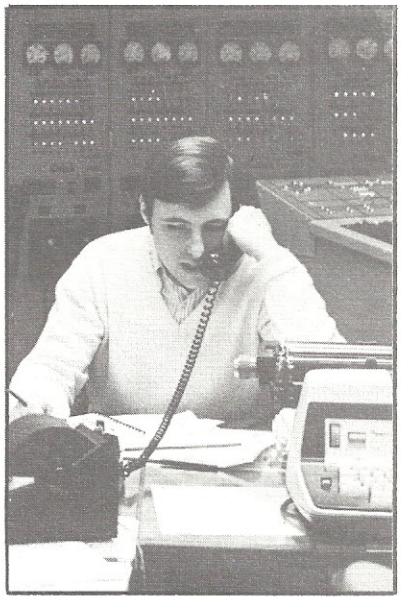
Herbert Lowenstein, Area Superintendent, Rail Service; Lester Racker, Area Superintendent, Control Center, and C. Len Wiksten, Director, Signal and Communications Design.



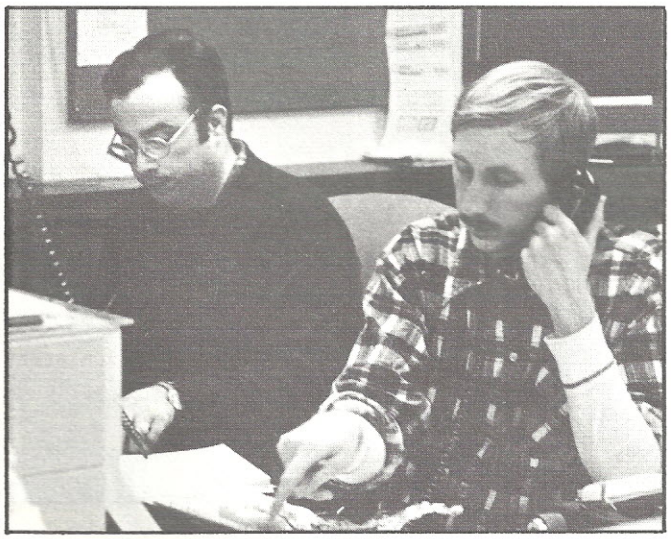
Joseph Daquilante, Assistant Superintendent, Control Center.



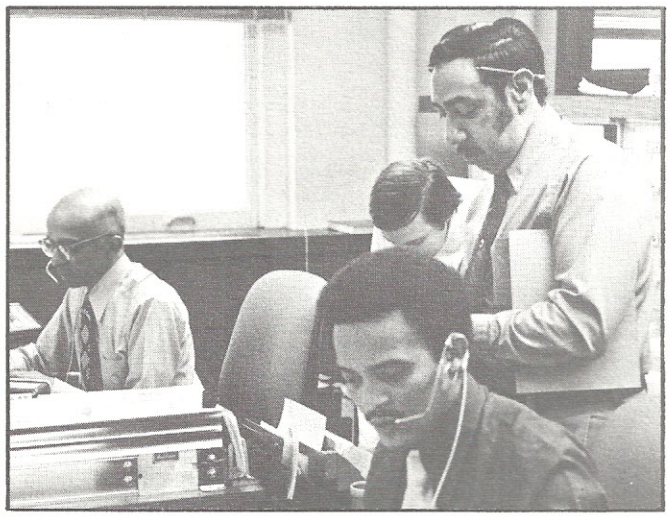
Robert Heinlein, Assistant Superintendent, Control Center, and Willie Wong, Unit Supervisor Intern.



Frank O'Dowd, Supervisor Production-Supply Control, Plant Maintenance.

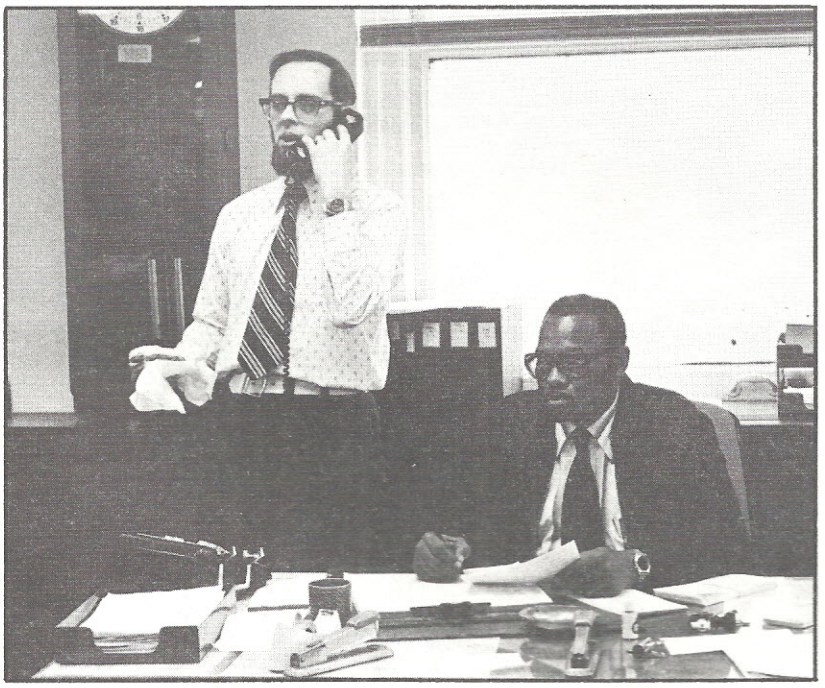


Anthony Schill, MP Intern, and Paul Gross, Planner, Operations Planning.

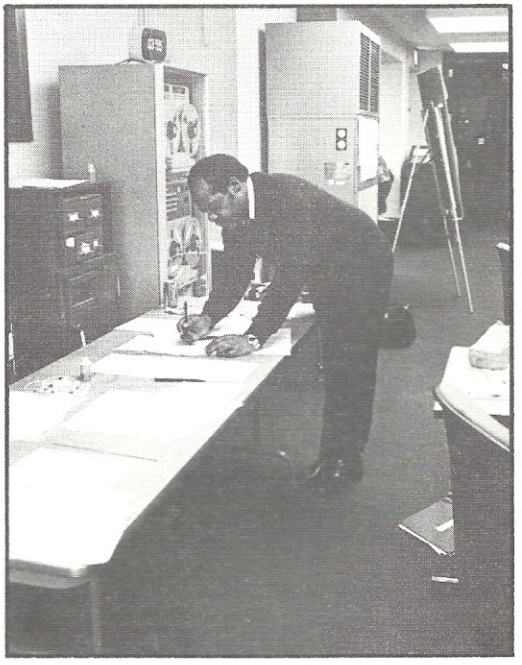


William Taylor and Derrick Robinson (seated), Bus Controllers, and Lino Alcaraz, Assistant Superintendent, Control Center.

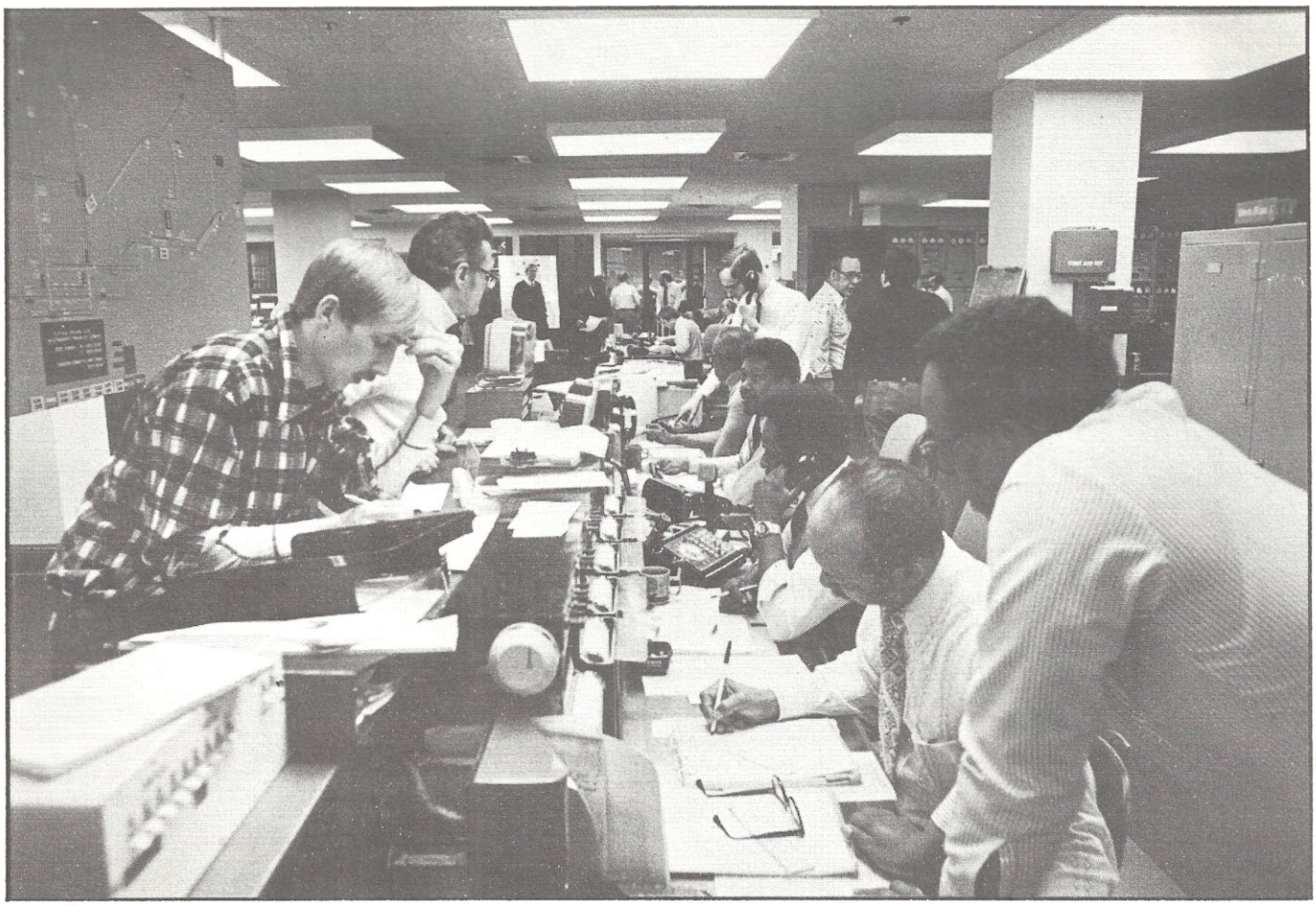
Seated at their positions as rail controllers are Robert Thomas, Ollie Winston, Carl Meyer, and Frenchie Ellis. Standing are Heinlein; Andrew Bishop, MP Intern; Blaa, and Krambles.



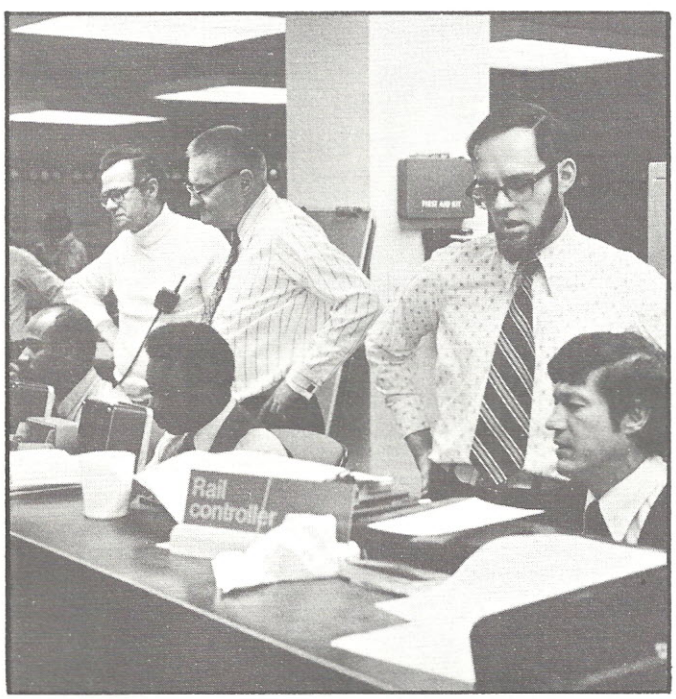
Harry Horn, Assistant Superintendent, Control Center, and Hank Wilson, Rail Supervisor.



Herman Miles, Assistant Superintendent, Control Center, at "snow command desk."



At the rail control console beginning with Horn on the far telephone are Robert Thomas and Ollie Winston, Rail Controllers; James Washington, Assistant Superintendent, Control Center; James Hightower, Rail Controller, and Jerry Johnson, Assistant Superintendent, Control Center.

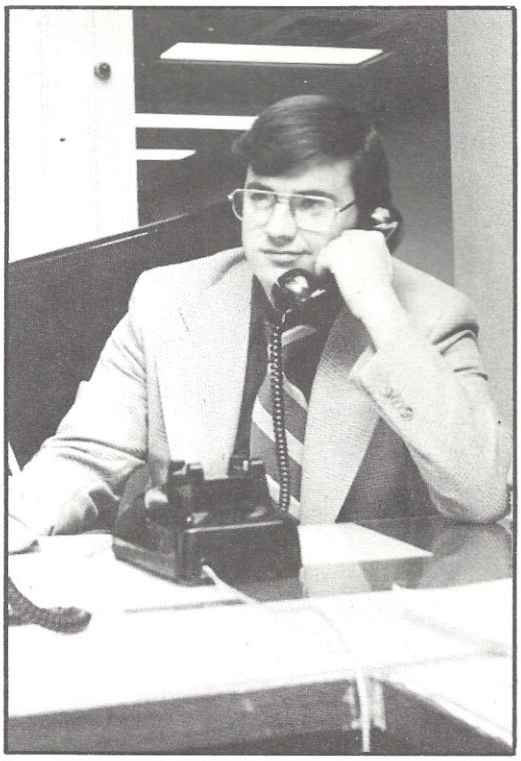


Seated: Fontaine Winston, Jr., MP Intern; James Washington; and John Nimtz, Rail Controller. Standing: Michael LaVelle, Director of Service, Transportation; Geissenheimer and Horn.

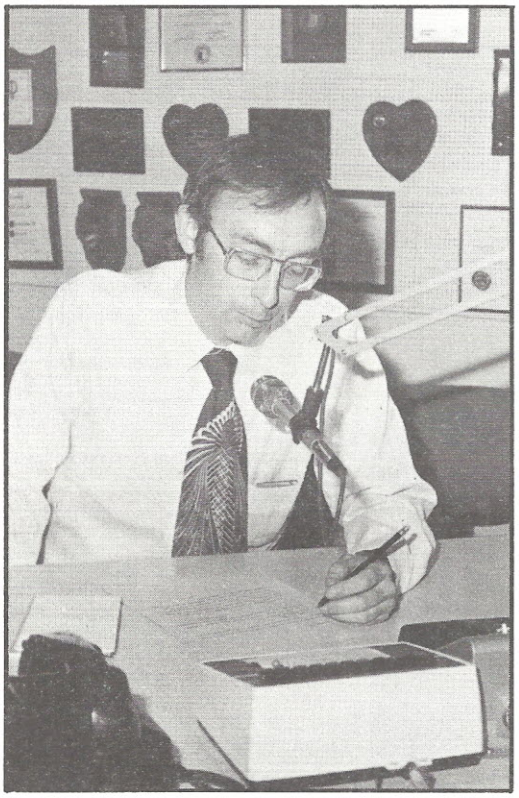
Dorothy Harris, Bus Controller, brightened up the evening by serving home-made vegetable soup to Frenchie Ellis. Wating for their servings are B. C. Morris, Assistant Superintendent, Control Center, and Geissenheimer.

coverage by the media

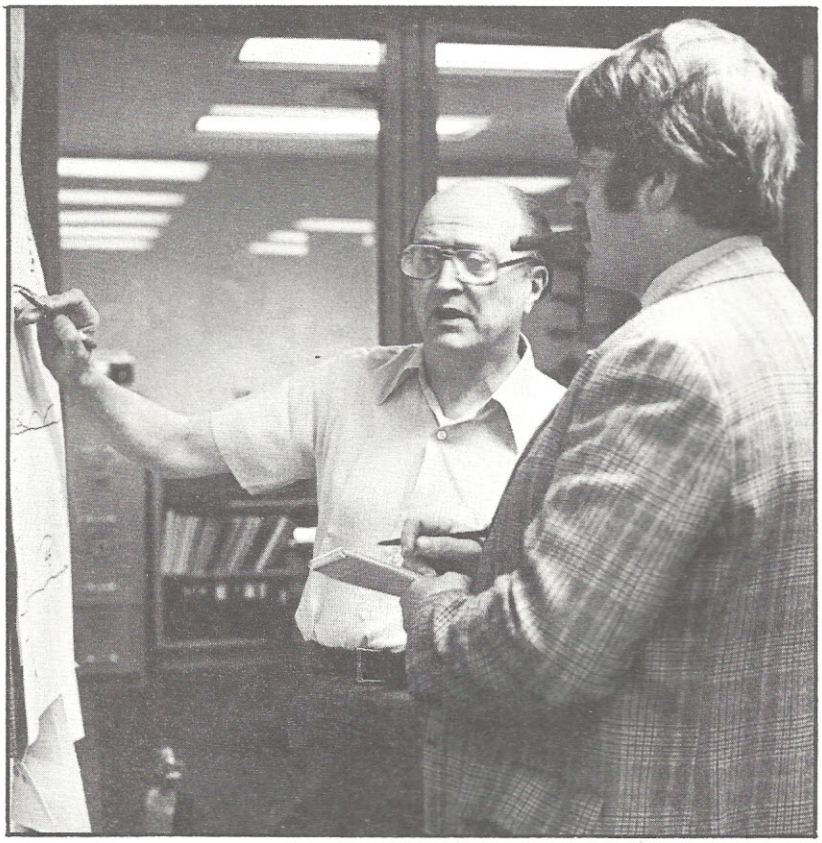
Ann Keegan, front page feature writer of the Chicago Tribune, interviews James Blaa, Manager, Transportation. In forefront is Bus Controller Joseph Stumpfel.



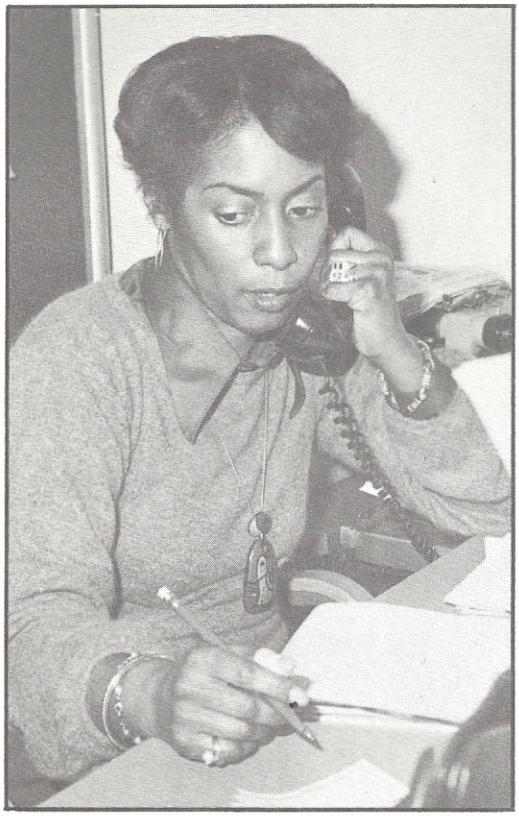
Dave Devane, reporter for the City News Bureau of Chicago, telephones bulletins to his office, which performed important function of immediately informing newspapers and radio and TV stations of latest CTA developments.



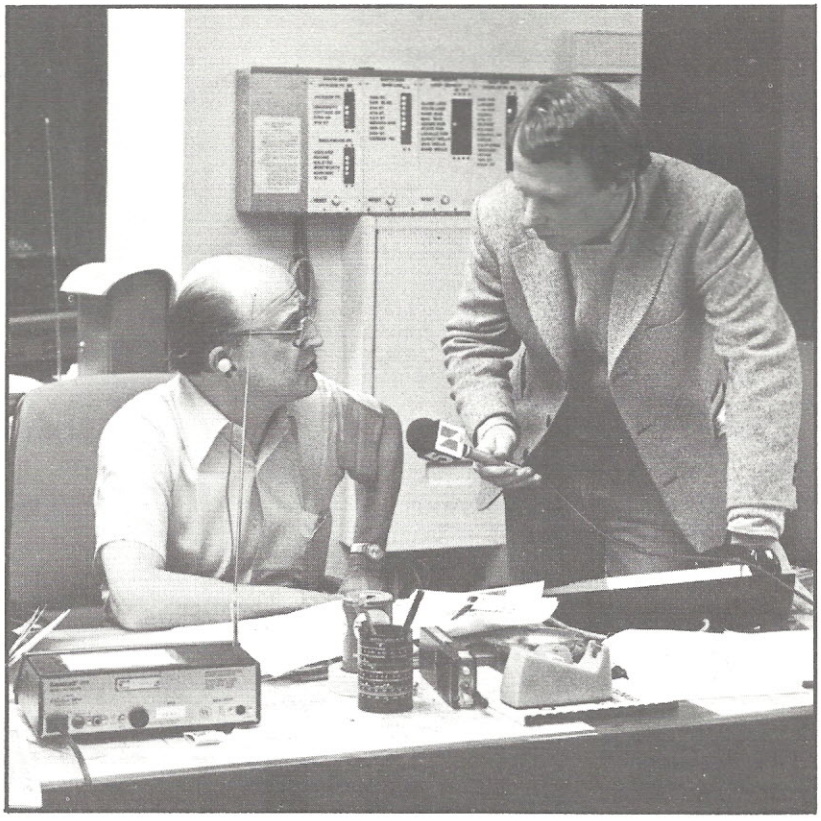
John Cody, reporter for CBS news radio station WBBM, at his broadcast desk. All stations in Chicago and the suburbs were of constant help in informing CTA riders.



George Krambles, Executive Director, explains diagram of track conditions to David Young, Transportation Editor of the Tribune.

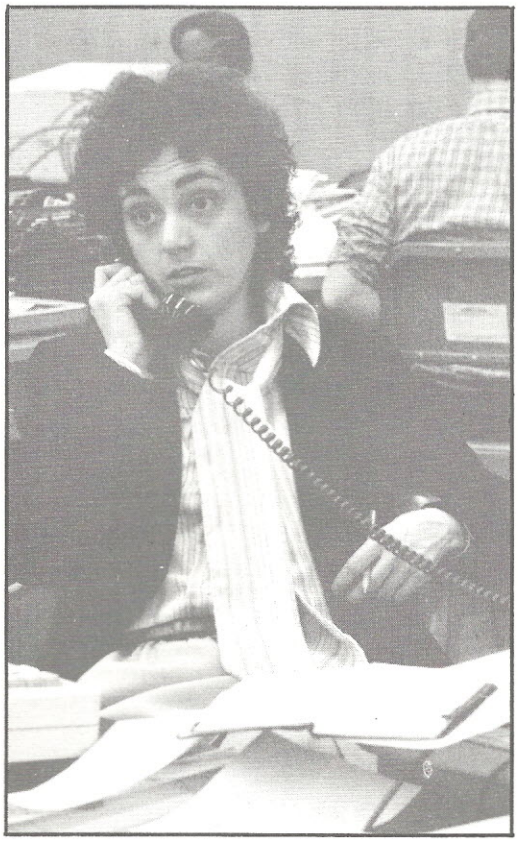


Rosemarie Gulley, reporter for Channel 7, makes telephone check with CTA Control Center. She also telecast from the Control Center.

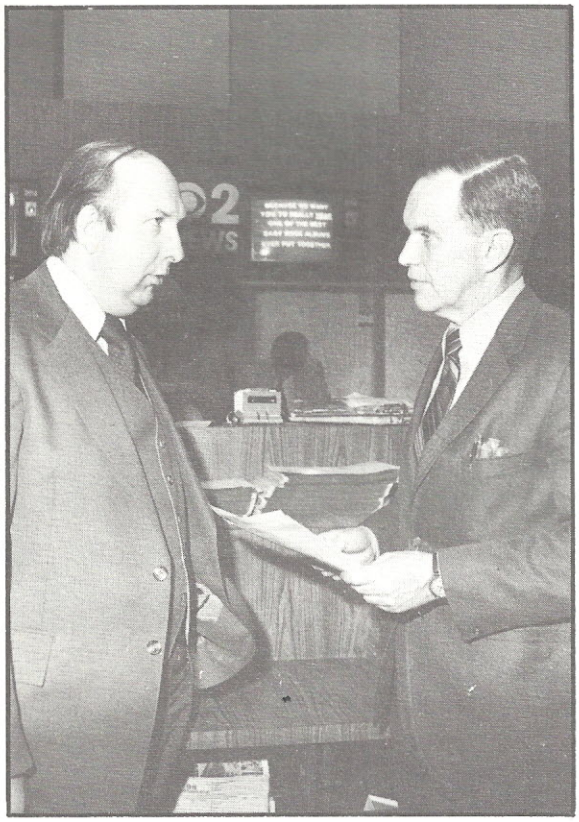


Rich Samuels, reporter for Channel 5, interviews Krambles. The CTA afforded the news media full access to the Control Center, station platforms, trains and buses, repair shops, and other facilities.

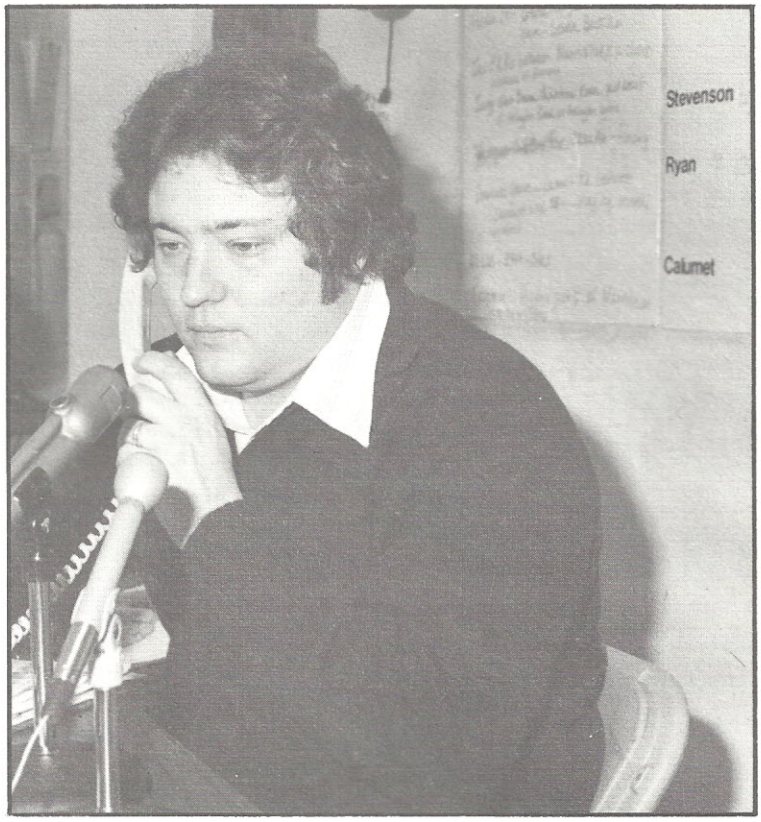
Harry Horn, Assistant Superintendent, Control Center, shows train movement charts to Dennis Byrne, transportation writer for the Chicago Sun-Times.



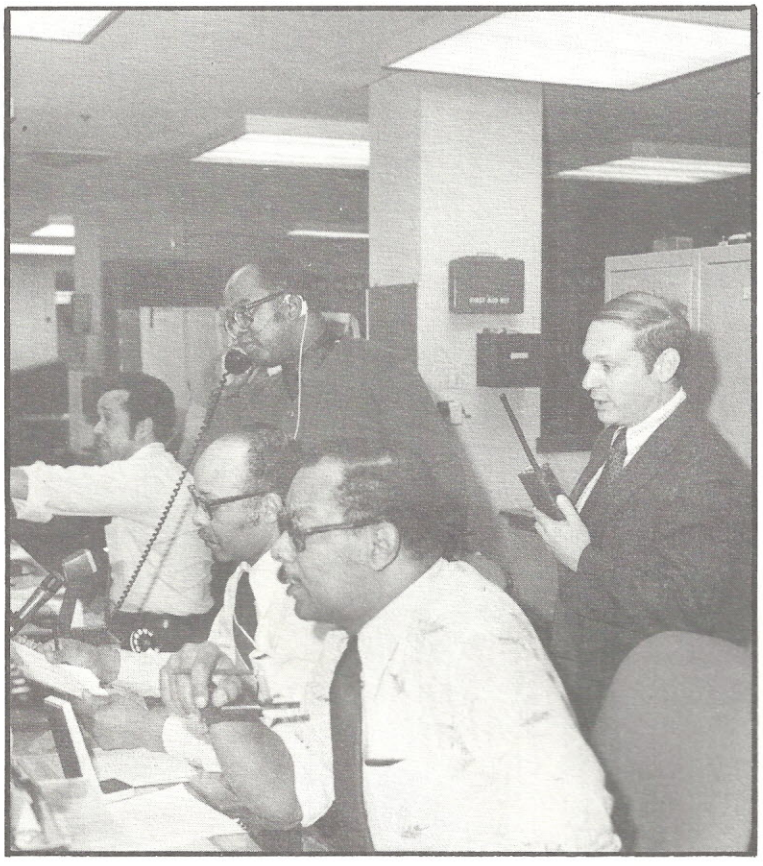
Laura Green, at her desk at the Sun-Times, checks out a detail for a feature article on CTA operations.



James Pankonen, Director, Vehicle Maintenance, is interviewed by John Drummond, news reporter for Channel 2.

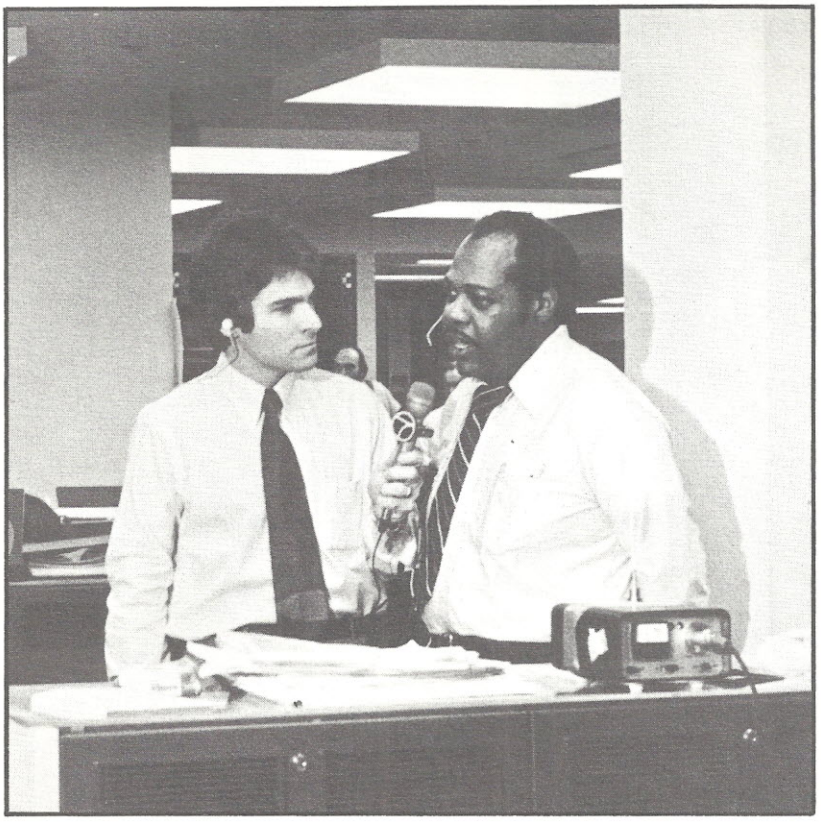


Gary Lee, General Manager of the Shadow Network traffic service, relayed news about CTA operations to 19 radio stations.



Don Harris (at right), news reporter for both WGN radio and Channel 9, observes rail controllers at work.

Lino Alcaraz, Assistant Superintendent, Control Center, explains bus operations to Marty Aarons, anchorman-reporter for radio station WIND.



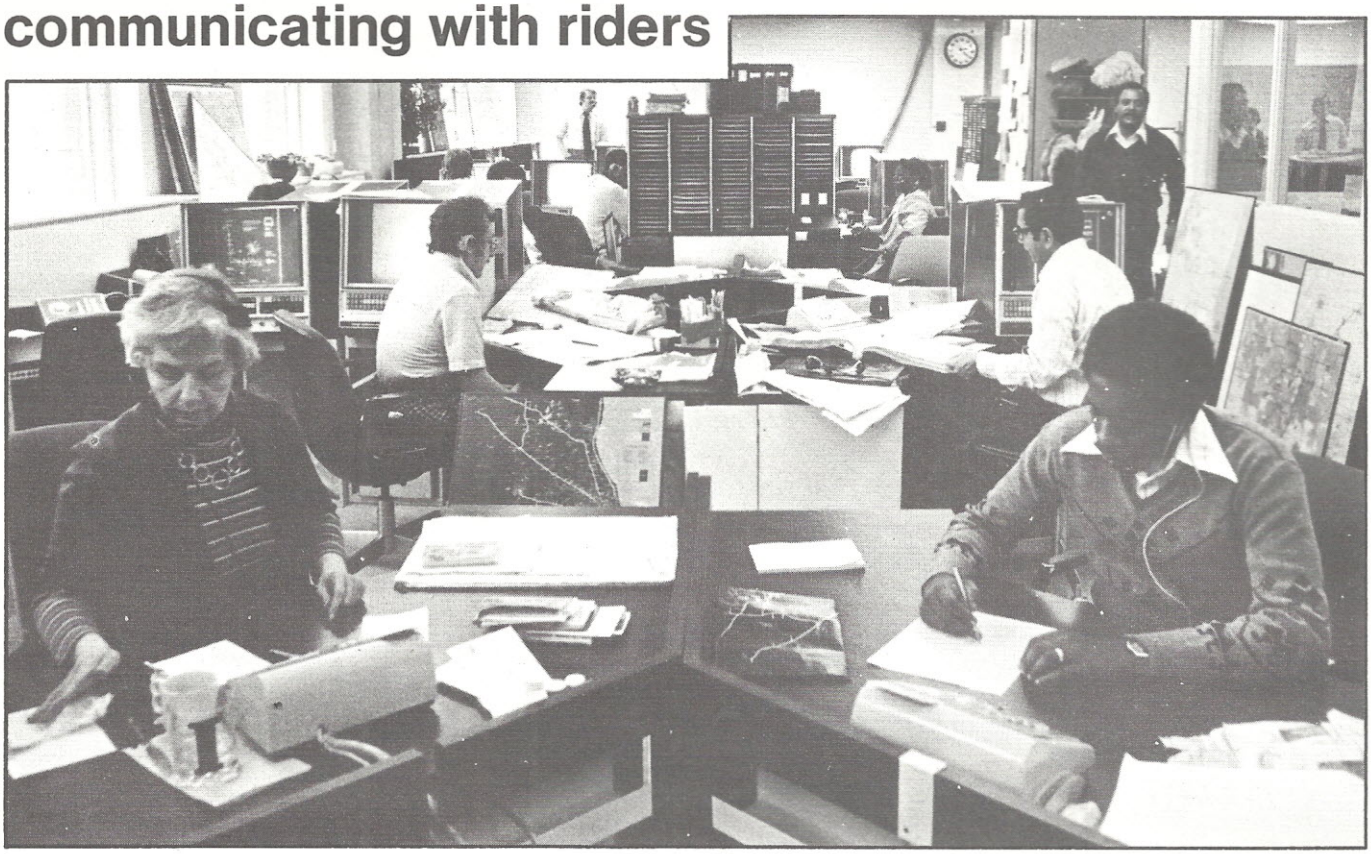
Jay Levine, reporter and anchorman for Channel 7, telecast often from the Control Center after the big snow fall on Jan. 13. He is shown interviewing Herman Miles, Assistant Superintendent, Control Center.

Linda Marshall, newscaster-reporter for WLS radio, relayed her taped newscasts from the CTA Control Center to her studio.

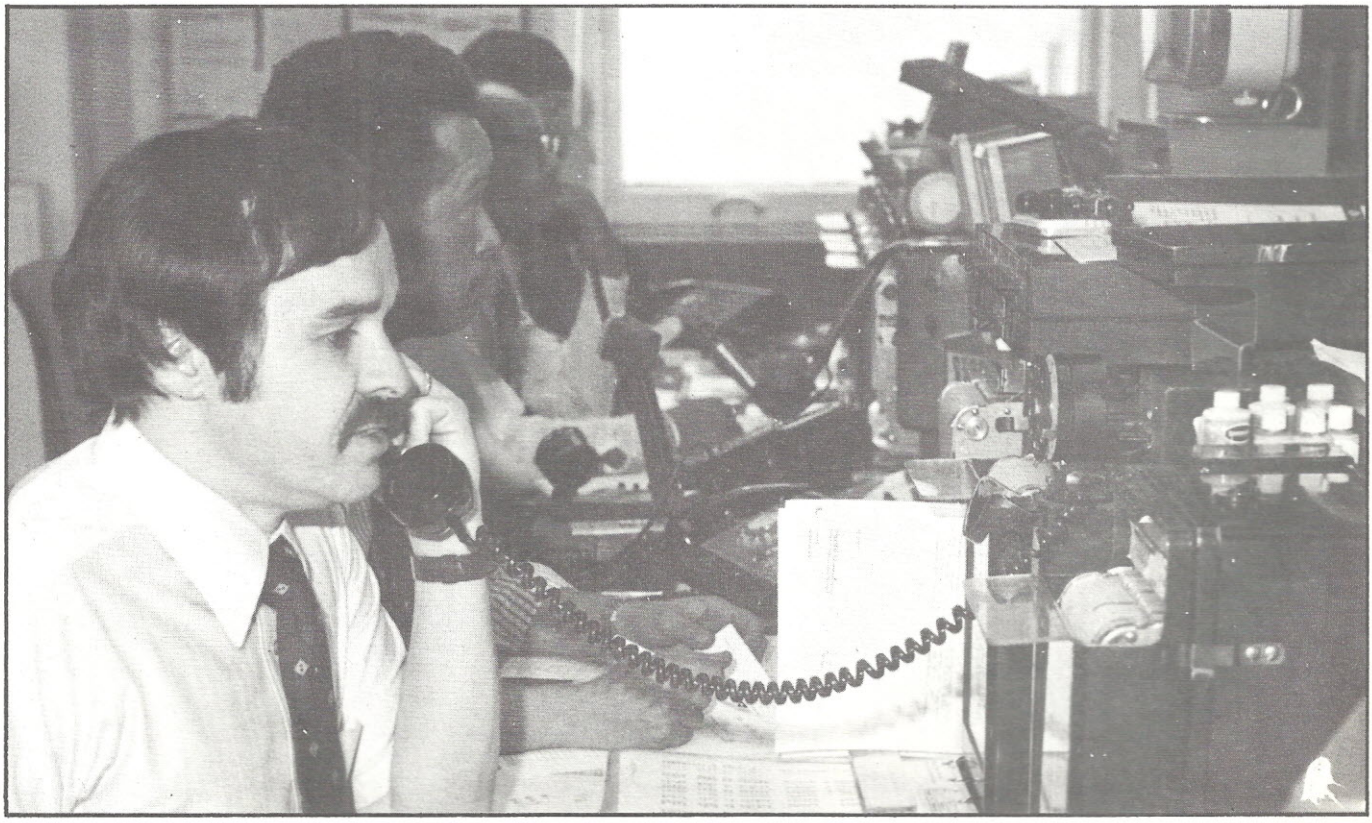
Len Walter, reporter and anchorman for WBBM, prepares copy for newscast on CTA.

Bonnie DeVries, news reporter for Channel 5, observes Katy Moriarty, bus controller at her console.

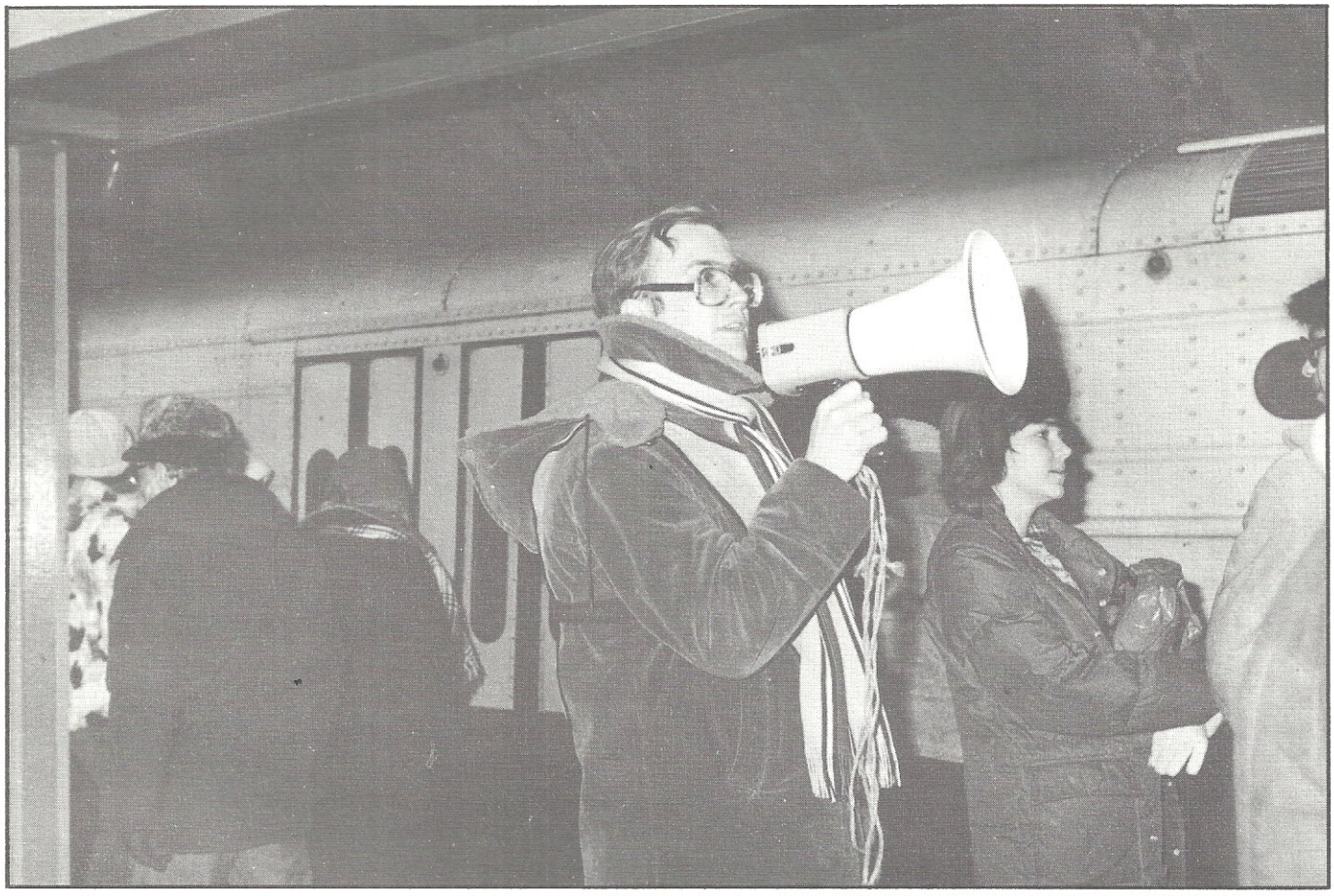
communicating with riders



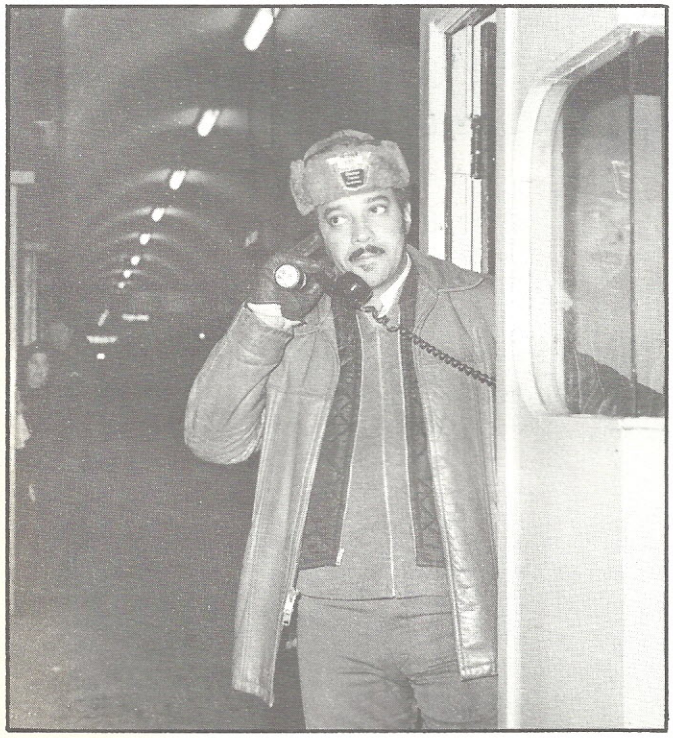
Travel Information Center, which is operated by the CTA for the Regional Transportation Authority, handled record-breaking volume of more than 18,000 telephone calls a day. In January more than 251,000 calls were answered regarding CTA, commuter rail and suburban bus operations.



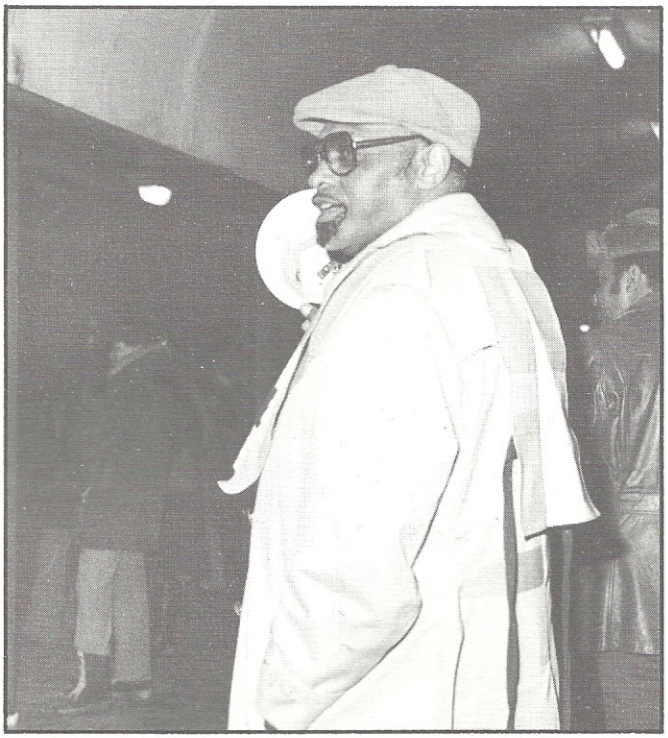
Robert Heinlein, Assistant Superintendent, Control Center, made frequent announcements about train operations over public address systems with platform speakers at 42 stations, mostly in the subways. CTA is planning a modern public address system for all 140 stations.



Michael Grovak, Planner, Operations Planning department, was one of a special group of CTA employees assigned to busy elevated and subway stations to inform riders about train movements.



Sidney Edwards, Rail Service Supervisor, helped to inform riders in the Dearborn subway.



Hank Wilson, Rail Supervisor, Control Center, did extra duty informing subway riders.

Digging out on the Skokie Swift, Jan. 17.

CHICAGO TRANSIT AUTHORITY
P. O. Box 3555, Chicago, Illinois 60654

Address Correction Requested