



CTA Technical Institute is a valuable learning experience

CTA employees, proudly explaining and demonstrating the intricacies and responsibilities of their jobs, have made the CTA Technical Institute one of the most valuable and internationally recognized learning experiences in the transit industry. Their efforts also help visitors gain a greater appreciation of the importance of transit to the urban economy and an understanding of the challenges which must be met to provide good service.

Constant improvement

The 47th Chicago Transit Authority Technical Institute, held Monday, July 13, through Saturday, July 18, 1981, reflects a high degree of sophistication resulting from years of evaluation and constant improvement. Lecture presentations, with CTA employees serving as teachers, have been enhanced through the increased use of audio-visual aids and the allocation of more time for questions and discussion. A detailed manual augments presentations, and the schedule has been fine-tuned to arrange a stimulating balance of lectures, field tours, hands-on participation, and informal activities.

Lecture sessions cover all operation and support functions from training and safety to capital development, funding, public relations, personnel policies, claim settlements, and many others.

One of the highlights is "Once Upon a Timetable." This 20-minute multimedia presentation, conceived by CTATI Coordinator Ron Weslow and produced by the Training/Development programs section of the Human Resources department, blends slides, movies, narration, and musical background to give an exciting historical perspective of transit development in Chicago. Another highlight is a videotape entitled "The Urban Challenge." Through on-location scenes and interviews with commuters and local business leaders and transit experts, it demonstrates the value of transit as the lifeblood of the city.

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Bob Janz, superintendent, rail instruction, explains operations of Howard terminal and rail yard as CTATI participants view the operations from overhead pedestrian bridge at Howard terminal.

"I think it's good--CTA quality of workmanship, pride in work - everybody trying to do the best possible job that can be done. The spirit says a lot about management, training, promotion, etc."

Ann Johnson
Manager, Transportation Analysis
& Support Services
Metropolitan Atlanta
Rapid Transit Authority
Atlanta, Georgia

"Detroit is bus-oriented--not much rail, one commuter line. Your overall program is informative and educational. Employee morale is high; attitudes were 100%. Everybody at CTA is enthusiastic."

Leon Terry
Assistant Superintendent
of Maintenance
Southeastern Michigan
Transportation Authority
Detroit, Michigan

"This is the greatest thing that ever happened to me. I got to learn how all the other departments and people I work with fit into the company . . . Great chance for our employees to take pride in their work and show people what they're doing. It's good to have CTA people in (the CTATI) because they also get involved in showing off for outsiders."

Ronald Glaser
Value/Testing Engineer
Materials Management
Chicago Transit Authority

At the South Shops bus maintenance facility (right), Jim Forrester, unit supervisor, bus shops (far right), explains the volume and types of work performed in the brake shop. In the sign shop at South Shops (below), painter Jim Haynie demonstrates silkscreening of CTA bus stop signs for Joe Magaldi, Honolulu DTS Services, and Ron Glaser, CTA Materials Management department.



Technical Institute

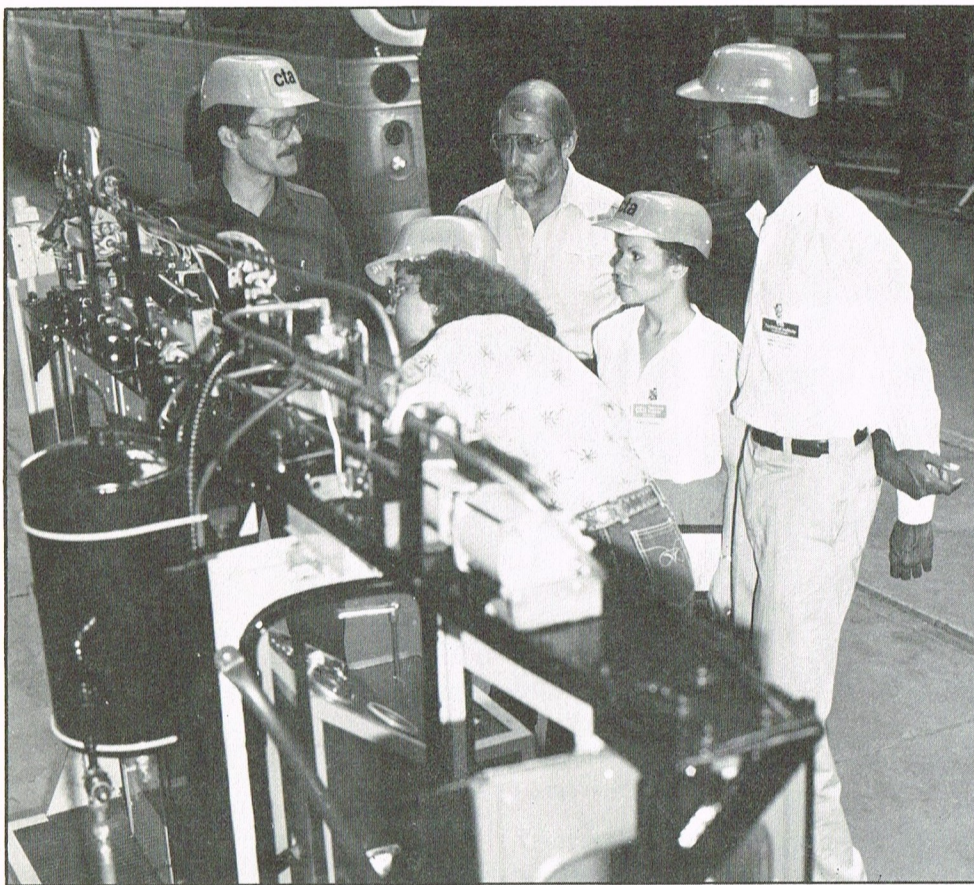
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Participants also view a training videotape where bus operators discuss their methods of "Handling the Public" and portions of the "Bus Operator Security" videotape, which is part of a security training program for operating employees pioneered by CTA. Near the end of the week-long CTATI, another multi-screen slide presentation entitled "The Reason Why" reinforces the importance of transit in modern society.

Out in the field

Extensive tours of maintenance facilities, operating locations, and other points of interest have always been important features of the CTA Technical Institute.

In Maintenance, special emphasis is given to innovative improvements devised by CTA personnel. The development of new tools, modification of shop equipment and vehicle systems, and the implementation of new procedures have enabled the shops to hold down costs and increase productivity.



"We in Miami think the CTATI is a very worthwhile program. Most of our upper and middle level managers have attended, and we hope to have all our managers attend."

"Although ours is a smaller transit system, we can learn a lot from the CTA, because we expect to expand our bus system and develop a rapid transit system."

Peter Packer
Assistant General Superintendent
of Transportation
Metro Transit Agency
Miami, Florida

At the Maintenance Training Center, John Thompson (left), bus instructor, explains maintenance troubleshooting of bus rear door system to Mary Lou Echternach, Southern California Rapid Transit District; Joe Magaldi, Honolulu DTS Services; Aimee Figueroa, CTATI assistant, and Calvin Pittner, Urban Mass Transportation Administration, Chicago.

Participants tour the shops in small groups, so there is adequate opportunity to discuss maintenance activities with line supervisors and maintenance workers. Hands-on participation is encouraged at the Maintenance Training Center, where CTATI participants troubleshoot maintenance problems on training equipment and mock-ups. The computerized Vehicle Maintenance System which assures adherence to preventive maintenance schedules is also demonstrated.

In Transportation, the CTATI visits every type of operating location including bus garages and rapid transit terminals, an electronic interlocking switch tower, and the modernized CTA Control Center.

Through practice operation of a bus and a rapid transit train, participants experience the operator's point of view. Each participant drives a 40-foot long bus through a braking (skidding) maneuver on a wet surface, and a tight zig-zag course defined by pylons, requiring careful observation and good judgment. Practice train operation is provided at the Skokie Shop test track, where each participant operates a

train under the watchful eye of the electronic cab signaling system.

Other tour highlights include a walk through a subway tube, a lecture and demonstration ride on the new lift-equipped buses which serve mobility-limited riders in CTA's new Special Services program, and a visit to the RTA Travel Information Center.

Bus Transitways Tour

The new Bus Transitways Tour dramatically demonstrates CTA's heaviest concentration of rush-hour bus ridership. While the CTATI participants ride a chartered bus through Downtown Chicago, Operations Planning personnel explain the development and operation of the State Street Transit Mall, which is limited to use by CTA buses and emergency vehicles, and the reverse flow bus lanes in the Loop, where CTA east-west bus routes and shuttle buses run in exclusive curb lanes in the opposite direction of other traffic. These routes are compared with a ride on Michigan Avenue, where rush-hour operation on a normal street in mixed traffic is demonstrated.

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"Most important is the opportunity to compare your own agency with another large agency. People you meet from other agencies give you a valuable comparison of how the agencies would handle problems. The sessions are intense with a tremendous amount of information . . . All of us will go back with an understanding of how CTA functions and a greater appreciation of how problems are solved. Friends I have made here will prove to be a valuable source of information exchange. CTA staff has been most generous in giving time and information. I was amazed that most social conversations were transit related--like working 16 hours a day."

Mary Lou Echternach
Community Relations
Representative
Southern California
Rapid Transit District
Los Angeles, California



At the Skokie Shop rail vehicle maintenance facility (above), George Haenisch, superintendent, rail vehicle shops, explains maintenance requirements of a truck assembly for a rapid transit car to (from left) James Wilson, Southeastern Michigan Transportation Authority; Samuel Smith, CTA Transportation department; Mary Lou Echternach, Southern California Rapid Transit District, and Ron Glaser, CTA Materials Management department. Towerman Jureta Shields (right, above) explains operation of electronic interlocking switch tower at Clark Junction.

"I've been looking forward to this for years. It's much more interesting than most academically-oriented seminars... Any one who thinks the CTATI is easy is in for a surprise. Ten to twelve hours with lunch and a couple of breaks is not easy."

Clark Schneider
Chief Project Coordinator
Chicago Area Transportation Study

"PATCO is a smaller system than CTA, rail only, and fully automated. It's most interesting to learn about the complex problems encountered by a larger system that combines bus and rail."

John Gary Tilton
Sergeant of Police
Port Authority
Transit Corporation
Camden, New Jersey



Technical Institute

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At mid-morning on Friday, another new CTATI innovation proves to be a great success. Participants were invited to tell about their own transit systems. Some offer audio-visual presentations, or distribute maps, schedules, publications, advertising materials, and souvenirs. The Participants' Roundtable is another exciting opportunity to share information, and it will continue to be an important feature of future CTATIs.

Throughout the week, opportunities to meet informally with CTA management and staff are provided. Program presenters, tour guides, and managers concerned with each day's events attend the group luncheons, and an informal reception is held one evening later in the week.

Educational bargain

The CTA Technical Institute pays for itself, and it's a real bargain. The \$500 fee covers everything except hotel accommodations and non-related meals. A pass entitles participants to ride CTA free during the week of the Institute. Lodging is arranged at government rates at one hotel, which reduces costs and encourages group interaction during free time.

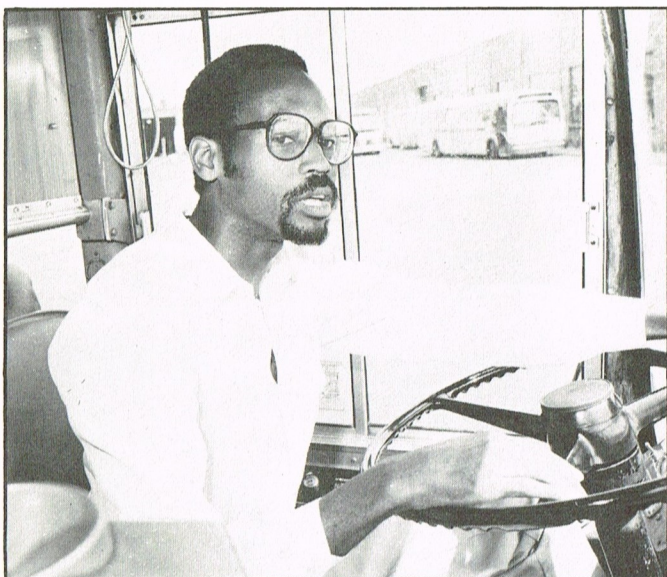
More than 800 people from around

the world have attended the CTA Technical Institute, which has been held at least four times per year since 1973. A typical session is attended by 25 managerial or professional representatives from transit-related agencies nationwide, including operating properties, governmental units, suppliers, universities, and news media.

The diverse interests and backgrounds represented contribute to an extended learning experience, as discussions of CTA procedures and problems often stimulate group discussion of problems encountered throughout the transit industry. Both practical and theoretical aspects of transit are discussed, examining the current state of the art, and seeking ways to improve it.

The improvements in the CTATI have largely been the result of feedback solicited from the participants. Detailed evaluation forms are completed daily, and each participant receives an overall evaluation form a few weeks after the conclusion of the program.

All CTA departments have shown the utmost cooperation in revising and updating their presentations. During the last two years, over 150 improvements have been made in the program by CTATI Coordinator Ron Weslow and other members of the Training/Development programs section of the Human Resources department.



Calvin Pittner (above left), UMTA, Chicago, watches the mirrors as he drives a bus through a zig-zag maneuver at North Avenue garage, and John Gary Tilton (above), Port Authority Transit Corporation, Camden, New Jersey, operates a 2400 series rapid transit train on the test track at Skokie Shop.



A 35-foot Flexible bus, retrofitted with a wheelchair lift at South Shops for use in CTA Special Services, is viewed by (from left) Emanuel Porter, CTA Maintenance department; Steve Schlickman, CTA External Affairs division; Mary Lou Echternach, Southern California Rapid Transit District, and Thomas McNichols, Regional Transportation Authority, Chicago.



Participants take a walking tour of the State Street subway.

"I'm a Finance person, so I don't get out in the field much. This has been one hell of an experience. I'm impressed with the size of the Chicago system and the dedication of CTA employees. They're proud of their work and sensitive to criticism. Authority seemed to be self-efficient, not much outside help or consultants. The CTATI is excellent, well worth the time and trouble."

Nate Adams
Finance Manager, Grants
Southeastern Michigan
Transportation Authority
Detroit, Michigan



Special Services personnel receive sensitivity training

Thirty-five of CTA's bus operators have been selected to work in the Special Services program, which will provide service for severely mobility-limited riders.

Isaac Beal, superintendent, Special Services, said that while this initial group of operators is being trained to be sensitive to the needs of disabled riders, more employees are being selected for the program.

The training will enable the operators to provide proper assistance to disabled riders, based on an understanding of the special needs caused by limited mobility. Operators are thoroughly trained in the use of wheelchair lifts and wheelchair securing devices on board the special vehicles, and various methods of safely assisting mobility-limited patrons in negotiating stairs, ramps, curbs, and other obstacles. They are also familiarized with the locations and accessibility of major hospitals, recreational facilities, business centers and other major points of interest throughout the City of Chicago.

Special Services personnel at all levels, from bus operators to superintendent, have benefited from the initial sensitivity training, which was conducted by Fred Schneider of the Rehabilitation Institute of Chicago.

"We want to be sure that each individual understands every aspect of this service and can step in wherever needed to perform the task at hand, whatever it may be," said Beal. "For that reason, everybody, regardless of position,



TOP: Learning to maneuver a wheelchair is especially important to operators assigned to Special Services. Participating in this training exercise are Frank Jones (in wheelchair), and William Claiborne, bus instructors. Observing are (from left) Rudolph Roach, key instructor, Washington garage, and Harvey Kirkpatrick, bus instructor. **RIGHT:** Learning to negotiate the curb with a wheelchair is Transportation Manager James R. Blaa. Sharing the training exercise are (from left), Isaac Beal, superintendent, Special Services; Ward Chamberlain (in wheelchair), area superintendent, Near South, and Harvey Kirkpatrick, bus instructor.



has gone through the same training."

In addition to the sensitivity training, operators are given refresher courses in defensive driving techniques, especially relating to winter driving conditions. Practice bus operation is also being conducted throughout the city to familiarize the operators with Chicago's neighborhoods and to

determine travel times between various points throughout the city.

After 30 days of service, bus operators will return to the classroom, primarily to supply program feedback. "We will also be looking at how the operators are dealing with the needs of their riders in specific difficult situations that may be encountered," said Beal.

Chairman's Report Special Services begins operation in September

Thousands of severely mobility limited Chicagoans will have access to mass transit facilities as our Special Services program begins operation in September.

This special group of passengers will be provided with a fleet of 20 mini-buses tailored specifically for the needs of the disabled. These buses are being purchased with the aid of federal and state funds.

Each mini-bus will be equipped with a wheelchair lift as well as other special features to accommodate those people who in the past have not been able to use public transportation.

In addition, we are also retrofitting three 35-foot buses to include lifts for wheelchairs. Our mechanics have done an outstanding job of renovating these buses to meet the needs of this very special program. The fine display of craftsmanship by our maintenance staff has played a very important part in the program's development.

Certainly much effort has been applied to resolving the difficult question of how to best serve our severely mobility limited customers and improve accessibility to transportation in Chicago.

The operators selected for the Special Services program are among the finest of our Transportation department personnel. They are dedicated to excellence in public service, and seem to have a special affinity for the requirements of working with these special passengers.

Training for this group of CTA employees, which will enhance their sensitivity to the needs of the mobility limited, is already underway.

I am very pleased with the development of the Special Services program which continues to have high priority in our 1981 program.



CTA Chairman Eugene M. Barnes addressed the June 1981 graduating class of Edward Hartigan Elementary School on the city's south side where he shared the story of his success from bus operator to CTA chairman via the state legislature. He assured the class of 70 eighth graders of even greater things awaiting them. "You must have dreams and visions, and you must make sure that your dreams are high. Make them a reality by making a commitment," he said. Recalling that he had graduated from elementary school 36 years ago, the chairman said, "Thirty-six years from now, Gene Barnes having been head of the CTA, or a state representative, will seem small in comparison to your own accomplishments."



Harold H. Geissenheimer, General Operations Manager (left), assisted by Harvey Kirkpatrick, bus instructor, conducts a guided tour of the CTA Special Services facilities at the Washington garage for two members of the Chicago Area Transportation Study (CATS) Work Program Committee. Standing on the lift of the Special Services bus, designed to accommodate severely mobility-limited riders, are (from left) CATS Executive Director Aristide Biciunas and CATS Director, Systems Planning, John Orzeske. CATS previously coordinated development of an overall regional plan for transportation of the severely mobility-limited.

Advocates train for crisis intervention

A woman returning to her parked car is accosted by a man with a knife who forces her to enter the vehicle and rapes her. Completely devastated by the experience and fearful of the unknown, the victim does not report the incident.

Statistics from the Federal Bureau of Investigation indicate that an incident of sexual assault is experienced by someone in this country every eight minutes, regardless of status, race, age, or location. Yet only three out of every 10 such incidents are reported. An overwhelming number of these crimes of violence are not reported as a result of the victim's misconceptions and fears of additional problems that might be encountered during the aftermath of the incident.

Transportation Manager James Blaa, aware of the traumatizing effect that sexual assault inflicts upon the victim, realized the need for a more sensitive response in the event of an employee-related incident. As a result of his concern, an advocacy program to train female employees to comfort and inform a rape victim throughout the emotional crisis has been implemented, after 18 months of research and development.

Assistant Superintendent Mary Beth Cobleigh, who developed the program mostly on her own time, explained that the CTA is providing a team of sensitive volunteer CTA women advocates, who will be available 24 hours a day, to provide immediate response to the needs of the victim in the event of sexual assault.

Employees wishing to request the services of an advocate should phone the CTA Control Center, day or night, at 664-9815. The service may also be requested by an employee to assist an immediate family member of that employee.

From the moment of her arrival on the scene, the advocate will comfort and assist the victim, and act as a sounding board if the victim needs to talk. She will help the victim through the traumatic hours that follow the assault by explaining necessary procedures and informing the victim of the availability of professional counseling.

As a sympathetic intermediary for the victim, the advocate may be required to speak on the victim's behalf during police investigation, hospital procedures, or CTA administrative and supervisory details.

The advocate may also help the victim inform her family and answer any questions that they may have concerning subsequent procedures.

Expressing enthusiasm for the program, Blaa said, "I have a great concern for the welfare of all CTA personnel and their families, especially our Transportation people who are most vulnerable."

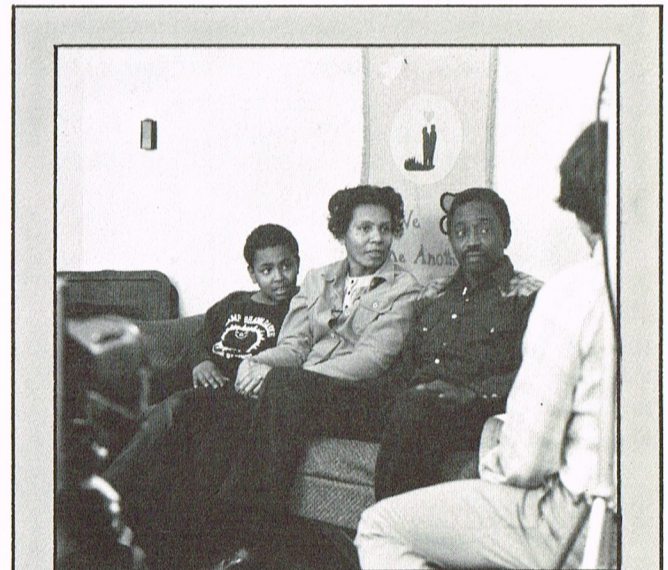
The advocates' knowledge and empathy are developed through a seminar on assault and rape conducted at the Limits training center in conjunction with the Women's Services department of the Loop Center YWCA of Metropolitan Chicago.



Transportation Manager James Blaa congratulates Dickelle Fonda (left), Barbara Engel (second from left), and Assistant Superintendent Mary Beth Cobleigh at the conclusion of the first three-day advocate training session.

Recently, 15 management and professional CTA women attended the first seminar on sexual assault conducted at Limits. The training, tailored specifically to the needs of CTA women, covered the psychological impact of sexual assault on the victim, her needs during the aftermath, the legal, medical, and CTA involvement, and the availability of individualized counseling through the Women's Services department of the Loop Center YWCA.

This three-day training program on crisis intervention was led by Barbara Engel and Dickelle Fonda of the Women's Services department of the Loop Center YWCA, which has been actively working on the development of effective services for rape victims since 1972. They now offer short and long-term counseling for rape victims and their families.



Edward Alexander, Jr., a bus operator from 77th street garage, his wife, Janet, and their son, Eddie, were guests on the American Catholic television feature, "The Lifeblood of Love: Communications." The program was aired Tuesday, August 18 over Channel 38, the Christian Broadcast network. The moderator was Father John Powell, S.J.

Employees honored with 'A Day in CTA'

Special recognition for outstanding performance was accorded to six CTA employees representing the Transportation and Maintenance departments.

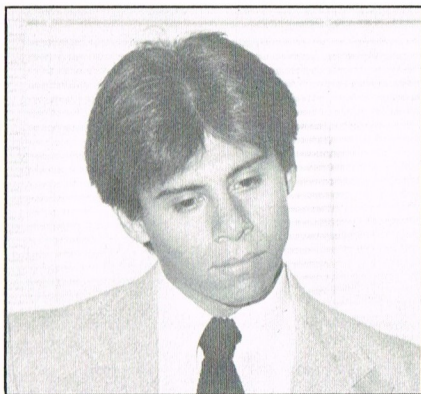
The honorees were touted by management as they visited the general office, attended the regular August meeting of the CTA board, and toured the control center, travel information center and other departments. Other highlights of the day included a round table discussion with

management and lunch at the Merchandise Mart's M&M Club.

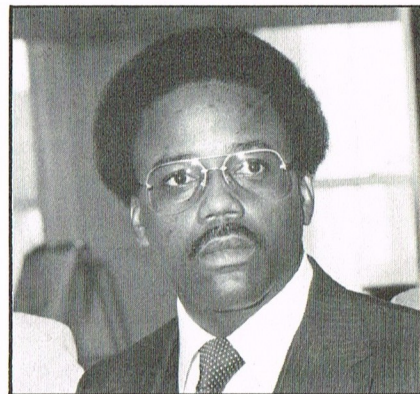
The group included a modern day "Good Samaritan," a no-nonsense bus operator who believes in discipline for despicable conduct, a repairman who returned a rider's briefcase, and three persons with impeccable work records and rates of efficiency second to none.



A former bus operator turned product engineer, **Robert C. Lee**, assigned to maintenance at South Shops, guided the work crew that retrofitted Flexible buses for use in the Special Services program serving severely mobility-limited riders. Lee has been a member of the CTA family for 16 years. "A Day in CTA is a good way to let employees see the other side of the fence," said Lee, who was recognized for his efficiency.



North Park Operator **Antonio Jimenez**, a full time temporary employee, came to the rescue as six young men were assaulting an elderly man on June 7, before dawn, near Belmont avenue. When Jimenez, a graduate student at Northwestern University, stopped his bus, the men backed away, and their victim escaped to safety aboard his bus. A citizen's commendation led to his recognition. "I would hope someone would do the same for me if I were in trouble," said the modest Jimenez.



Disruption and abuse need not be tolerated, as demonstrated by action taken by Operator **Michael Doss**. He drove his bus load of unruly youths to the police station, as they attempted to vandalize his bus and harass other riders in the process. Fines were levied, and two of the youths were taken into custody. "I'm impressed by Transportation's management personnel because they seem to really be sensitive to the problems of operators," said Doss, a driver for 11 years.



If, indeed, a good name is to be chosen, rather than great riches, West Shops foreman **John Angel** has succeeded. Since mere commendation was an insufficient reward for his 34 years of outstanding service, he was feted with "A Day in CTA" on his 61st birthday. Said Angel, "It was interesting to see how things work in the control center, and to see all the equipment that they have for keeping track of buses."



Surprise was the response of **Roland Scheibe**, employee of 16 years, when his supervisor informed him of the letter written by a grateful rider. Scheibe, a Desplaines terminal car repairman, had returned the rider's briefcase after finding it in the Desplaines parking lot. "I never expected anything, but was good to get the letter," said Scheibe, who also indicated that the highlight of his "Day in CTA" was visiting the control center.



Good teachers are often forgotten, but not ticket agent **Merline Mann**, a CTA employee for 10½ years, and mentor for a younger employee. That employee's appreciation for Ms. Mann's guidance during her management and professional training led to her being an honoree. She was also recognized for having collected many counterfeit passes, thus saving the CTA many fares. "I feel good about this because it lets me know that I've helped someone who has appreciated it," said the West Section ticket agent.



Carol Miles (52nd Street garage) was praised by Carl Sylvester, of Coles Avenue, for the way she handled her #1 Drexel/Hyde Park bus. "The thing that was most remarkable about her was the pleasurable and professional manner in which she performed her duties. She greeted all the passengers with a 'Good evening. Welcome aboard,' and she clearly announced every stop. When passengers disembarked, she told us, 'Watch your step' and 'Have a nice evening.' Several passengers had questions, and she answered them in a most proficient manner. A driver of this caliber is greatly appreciated."

Robert Devitt (North Park garage) caught the attention of Dorothy Mason, who lives on Broadway and was a rider on his #151 Sheridan bus. "One could not help noticing his calm and polite manner, especially to senior citizens. Also, the careful way in which he drove and handled the bus. It was a very smooth ride from the Loop, and a pleasure. He showed professionalism in handling the bus and in creating a very good atmosphere among the passengers with his friendly attitude to everyone getting on or off. It is people like him that make the world a better place for the rest of us."



commendation corner

Albert Garner (North Park garage) and Roosevelt Conklin (Archer garage) were both complimented by Anne Worobiew, of South Honore Street. After riding Garner's #151 Sheridan bus, she said, "He is one of the most patient, pleasant, good-natured men in the world. Eight out of 10 people asked questions getting on that bus, and so many were 'dumb' or obvious. Yet he was polite and pleasant every time." Regarding Conklin's handling of a #94 South California bus, she said, "After a group of young men got on, something smelled. The driver stopped to let someone off, left the door open and said, 'No smoking on the bus.' He waited, just looking in the mirror. Then he said, 'You'll have to get off if you don't stop smoking.' He got his way quietly and firmly. I felt very safe on his bus."

Ivory Graham (South Section) was admired by Christan Moffett, of Oak Park, "for the very professional and responsible manner in which she handled her duties" on a Lake/Dan Ryan train. "Two men and a woman with a baby got on and gave the conductor expired transfers. When the conductor refused to accept them and asked for fares, they gave her verbal abuse and produced very large bills which could not be changed. They began harassing us other passengers for change. When the conductor stopped the train, the fares were finally produced. The conductor was courteous but firm in handling what was an extremely tense situation."

Clarence Richardson (77th Street garage) was commended by Melody Nelson, of Calumet Avenue, for remaining cool while being verbally abused by a rider on his #3 King Drive bus. "He was very calm, tried to ignore the rider. All of us passengers were disgusted with this drunk and were waiting for someone to throw him off the bus. Mr. Richardson continued his route, was pleasant to boarding passengers, and called out all stops. He did his job well considering the unnecessary stress he was under. He did not let anyone or anything interfere with his responsibility, and I thought he acted just beautifully."

Patrick Owens (77th Street garage) was thanked by Ann Hoffman, of Woodlawn Avenue, for thwarting the theft of

her wallet on his #28 Stony Island bus. "A young man getting off the bus stole my wallet from my purse. The driver shouted in such a way that the thief and the rest of the passengers froze where they were. The thief was so alarmed and unable to run easily, he dropped my wallet and put his hands up. My wallet with all its contents was recovered intact. I feel it is only proper to let you know of the action the driver took to prevent this crime and help a passenger in a vulnerable situation."

Joseph Christy (North Avenue garage) was noticed by William Gass, of Wabansia Avenue, who was a rider on his #72 North bus. "He is one of the best drivers in your whole system. He knows how to handle a bus - smooth stops and no jerks on starting up. He is courteous and pleasant - a wonderful driver. He is a credit to the CTA and goes out of his way to help his passengers. He waits for them when he sees them running to catch his bus. He's a fine man."

Earmon Davis (52nd Street garage) "should be a model for all other drivers to emulate," according to Gregory Lotsman, of South Michigan Avenue, an 82-year-old rider on his #38 Indiana bus. "He makes going to and from work a pleasurable experience. He greets every passenger with a cheerful 'Good morning.' He clearly and loudly announces the stops, and offers sensible information about them. He is patient, considerate and tolerant of the behavior of some irritating passengers, and answers questions about directions patiently and willingly. He is a boon to CTA and to the public."

Fannie Ross (Lawndale garage) was thanked for her concern for passengers while driving a #52 Kedzie/California bus by Lorna Kashne, of West 50th Place. "The bus driver was letting us off (at 63rd and Kedzie) when she heard a gunshot and saw trouble nearby. She immediately told us to get back on the bus, and she called for help. She should certainly be commended for her quick action and her concern for the riders. It's wonderful to see such interest in our fellow Chicagoans. Normally we hear so much bad and very little good. We appreciate her concern for our safety."

Thanks - - for a job well done

Mahmoud Aminian, North Park

Syed Ismail, Forest Glen

Arthur Barrios, Lawndale

Fred Bee, North Park

Ionia Bush, North Avenue

Zeke Jagst, North Park

Willie James, North Park

Antonio Jimenez, North Park

Jean Cage, Limits

Naomi Caldwell, 77th Street

Sergio Candelaria, Limits

Leroy Carr, Forest Glen

Tyree Cobb Jr., North Avenue

Michael Cobleigh, North Park

James Coleman, Archer

Assunta Kaya, Forest Glen

President Laura, Lawndale

Robert Lemke, Forest Glen

Melvin Little Jr., North Avenue

Robert Lucas, Lawndale

Eugene Davis, Beverly

Wendell Edwards, Limits

Jewel Frezell, North Park

Corine Glaspie, West Section

Michael Harris, 77th Street

Nathaniel Hawkins Jr., Limits

Cecilio Hernandez, Forest Glen

Adolph Marth, North Park

Mario Merendon, Forest Glen

Angel Mojica, North Park

Edgar Mollinedo, North Park

Frederick Moore, North Park

Leonard Morris, 69th Street

Alice Mosley, Limits

Millie Parnell, 52nd Street

Juan Perez, Limits

Hosey Reynolds Jr., 77th Street

Percy Riddick, 77th Street

Alva Robbins, North Park

Milton Roman, Howard/Kimball

Jonathan Ross, Lawndale

Thomas Schoenfeld, Forest Glen

Ronald Singleton, 69th Street

Frank Smith Jr., Forest Glen

Rick Space, Forest Glen

Joe Spears, Forest Glen

Theodore Stutts, Archer

Howard Taylor, North Avenue

Lynval Thompson, 52nd Street

Virgil Turner Jr., Archer

Lola Wellington, Archer

Mack Williams, 52nd Street

Jacques Yezeguielian, Forest Glen

Joseph Zukerman, North Park

Promotions

Seven Maintenance Department employees have been appointed unit supervisors in Vehicle Maintenance. Assigned to Automotive Vehicle Maintenance are: Daniel Costley, former relief foreman, and William Wilson, former p.m. foreman, both from North Avenue; John Dutton, former assistant foreman, Archer; Vito Collyard, former assistant foreman, Rail Vehicle Maintenance-South, and Ronald Cook, former safety specialist, Support Services.

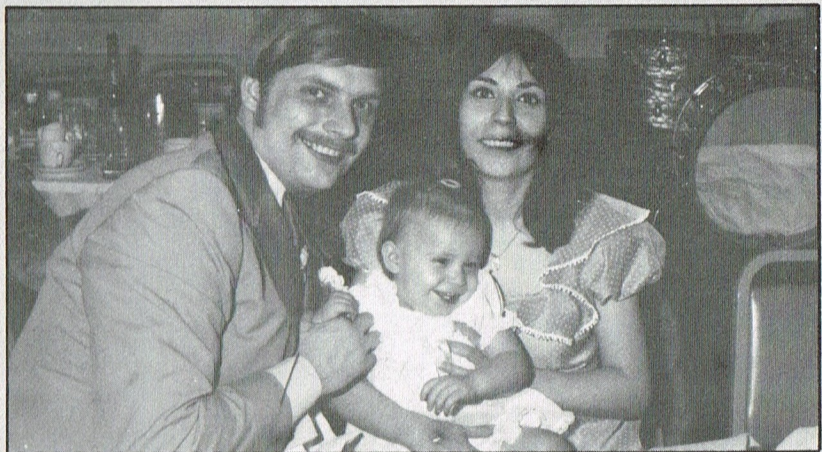
Now serving as unit supervisors in Rail Vehicle Maintenance are Joseph Anderson, former methods & standards technician, South Shops, and Gregory Andrews, former bus repairer, North Avenue.

In other job reassignments, Pamela Haney, former conductor, South Section, has been selected yard foreman in the same section. Yvonne Ward, former buyer, Materials Management-Procurement,

has become procurement analyst, also in the same section.

Lawrence Craig, former bus operator, Archer, is now station clerk, Bus System. Carol Kimbrough, former electric keyboard operator, Management Services-Administrative Services, has been

named utility clerk, Materials Management-Stores. Patricia Dunek, former secretarial stenographer, Human Resources-Employment & Placement, has become clerk stenographer, Transportation-Mart.

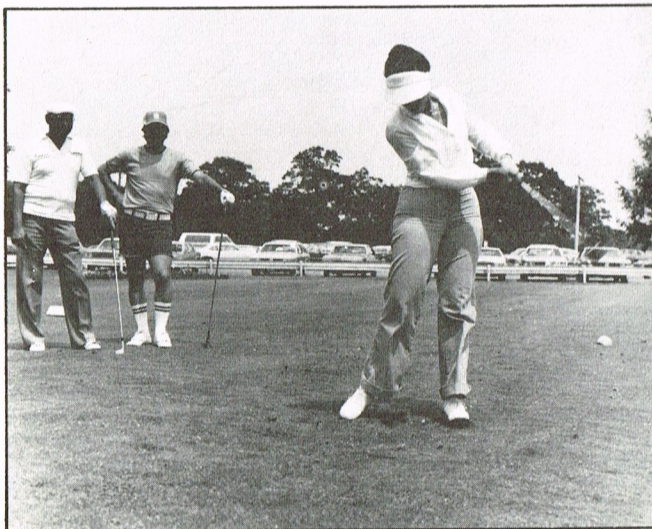


Recently appointed assistant professor of oncology at Johns Hopkins University, Baltimore, Md., was Dr. Allan D. Hess, son of retired bus operator Harry J. (Archer garage) and Mrs. Sonya Hess, and the brother of Susan K. Hess (Placement section), and Maria T. Hess (Insurance department). Dr. Hess, who resides in Baltimore with his wife, MaryEllen, and their infant daughter, Joellyn, received his Ph.D. degree from the University of Illinois Medical Center, and bachelor of arts degree from DePaul University. His post doctoral fellowship in Human Cancer Research was taken at Duke University, North Carolina.

241 Golf



ABOVE: Just before the tournament began, these participants posed for this group shot. From left, Levy Edwards, 77th Street; Sean Strickland, son of Albert Strickland (standing next to him), 77th Street; Tanzell Govan, 52nd Street; Oscar Norton, guest; Bob Norton, guest; James Elliott, 77th Street; Ron Norton, guest; Ken Norton, guest; Bill Norton, guest; Derrell Norton, North Avenue, and Charles Hall, treasurer, Local 241. RIGHT: The winner of the Local 241 golf tournament for 1981 was (left) Luster Morton, District A. He is pictured here displaying the trophy presented to him by Isiah Thomas, secretary, Local 241, John Weatherspoon, president, Local 241, and Charles Hall, treasurer, Local 241. BOTTOM LEFT: Keeping her head down and her eye on the ball as she tees off is Beverly Jackson, Employee Counseling. Watching her form is Mel Alexander, Public Affairs, and Roger Wood, manager, Administrative Services. BOTTOM RIGHT: A surprise participant in the golf outing was State Senator Richard H. Newhouse, 24th District, pictured here with Local 241 President John Weatherspoon.





Bob Legg, retired North Avenue operator, brought his sure-fire driver and golf ball with him to make sure he got off a good drive.



ABOVE LEFT: Lining up to tee off are (from left) Walter Caston, assistant superintendent, Far South Area; Willie McCann, District A, and Fred Russell, 77th Street. ABOVE RIGHT: Hitting out of the sand trap is Bill McCarthy, Beverly, as Lowell Brubach, retired, North Park, watches the action. LEFT: Mike Stroden, Employee Counseling, gets off a mighty drive as (from left) Rich Guidice, RTA; Don Lemm, Risk Management, and Chuck Andersen, Insurance, watch his form.

Suggestions

South Shops was tops with suggestion award winners for the first half of 1981 as six of its personnel received a combined total of \$2,340 of the \$4,285 awarded in major prize money last month.

Suggestion Coordinator Gene Jendrach said that, as of June 30, the Suggestion Plan Committee had adopted 31 employee suggestions which netted the CTA a total annual savings of \$28,566.

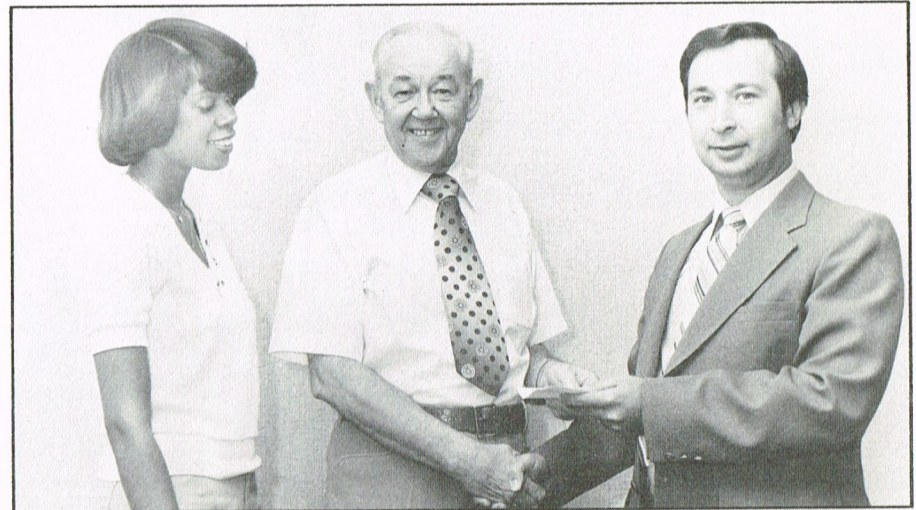
The big winner was Frank Sprovieri, carpenter expeditor in Area 312 of the body shop who was awarded \$1,400 for his proposal to fabricate rear engine doors for GMC buses. The Suggestion Plan Committee estimated that Sprovieri's suggestion alone will save the CTA approximately \$21,000 annually. Sprovieri is a previous winner in the Suggestion Plan.

Wayne Matejka and Michael Keele, electrical workers who shared in the suggestion to refurbish brush holders for three-fourth horsepower bus blower motors, were awarded \$450 each. The committee also awarded Matejka \$190 for suggesting that an inline fuse be used for the voltage regulators of older buses. Keele also received a \$35 award as a second honorable mention for another suggestion.

A \$90 award went to Ralph Keene of the Utility department for his suggestion to reposition the battery box on Mustang loaders to the rear fender.

Another top winner was Frank C. Corbett, senior schedule clerk in the Schedules department, who received an \$820 supplemental award for suggesting a saving of bus miles during mid-day by storing more buses at 15th and State street. Corbett was the only major supplemental suggestion award winner.

Meanwhile, the committee awarded \$750 to three workers at Skokie Shop for their suggestions. Leading in this area was Angelo DeAngelis, an electrical worker,



TOP: Frank Sprovieri admires his check for \$1,400 awarded for his suggestion to fabricate rear engine doors for GMC buses. Standing with Sprovieri at the rear of the GMC bus is Jim Pankonen, director, Vehicle Maintenance. **ABOVE:** Gene Jendrach (right), suggestion coordinator, presents to Frank Corbett, senior schedule clerk, a check for \$820, a supplemental award for his suggestion on saving CTA bus miles, as Michele Hawkins, suggestion clerk, looks on.

who received \$460 for his suggestion to use insulated cable to replace the copper brush strap on rapid transit car motors.

Anello DiGianfilippo, a final assembler, was awarded \$220 for suggesting a new tool to align the kingpin and bolster on rapid transit trucks. Kerry Howe, an electrical worker at Skokie Shop, was awarded \$70 for suggesting a new method of repairing 2000 series rapid transit car destination signs and bushings.

Margaret Walker, a control clerk in Accounts Payable, received \$100 for suggesting a new form to be used for correcting errors keyed into computer terminals in that department.

Cash awards of \$10 each for suggestions which rated honorable mention went to Joan Lomax, cen-

tral forms coordinator, Management Services; Jack Lira, laborer, Materials Management; Patrick McNamara, ticket agent; Grant Greene and Terry Bernero, vehicle maintenance, Skokie Shop, and Joseph Motyka and Vince Dawson, bus operators, Forest Glen garage.

Other honorable mentions were: Richard Rusinak, security; Mary B. Smith, bus operator, 69th Street garage; Peter S. Buck, electrical worker, Skokie Shop; Sophie Reynolds, stenographer, Schedules department; Kenneth Pott, painter, South Shops; Pablo Caride, painter, Skokie Shop; David Rosenthal, bus operator, North Park garage; Virginia Lane, stenographer, Engineering department, and Eileen Hall, applications analysis, Data Center.

NEW PENSIONERS

DANIEL BOWEN Sr., Chauffeur,
Utility, Emp. 11-28-52
WALTER COLEMAN, Upholsterer,
South Shops, Emp. 4-3-52
THOMAS COLLOPY, Clerk,
Archer, Emp. 7-12-43
WILLIE FRANKS, Rail Janitor,
Maintenance, Emp. 6-12-51
CECIL GRAVES, Motorman,
95th Street, Emp. 7-26-51
CLARENCE HALBERT, Rail Janitor,
Maintenance, Emp. 6-17-46
WILLIAM LEWIS, Travel Info. Rep.,
Travel Info. Center, Emp. 10-30-44
PAUL MICHAELS, Operator,
Archer, Emp. 3-16-53
NORMAN MILLIES, Signal Maintainer,
West Shops, Emp. 11-21-41
SAMUEL MILLER, Ticket Agent,
West Section, Emp. 9-13-56
ROBERT POWELL, Operator,
77th Street, Emp. 9-26-63
ALFRED SCHUSTER, Elect. Foreman B,
West Shops, Emp. 11-21-60

DISABILITY RETIREMENT

PERCY VIRGIL, Mailman,
Management Services, Emp. 7-30-52

Pensioner Johnny Spoo celebrates 50th wedding anniversary

Retiree John Spoo and his wife, Helen, celebrated their 50th wedding anniversary last month by renewing their vows in a ceremony at St. Rita church, 63rd and Washtenaw. A party for the couple, sponsored by the Spoo's three children, Carol, Jack, and Bob, was held at Red Lantern Restaurant. Spoo, a supervisor in District "B", became a pensioner in 1973. (Thanks to Bill Henderson, chief clerk, Archer garage, for sending us this item.)

CTA TRANSIT NEWS

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IN MEMORIAM

ELMER ALM, 75, Beverly,
Emp. 7-15-29, Died 6-18-81
FRANK BLACK, 73, Beverly,
Emp. 1-23-29, Died 6-4-81
CHESTER BUCKLEY, 76, Beverly,
Emp. 12-9-26, Died 6-9-81
ROBERT CALDWELL, 79, Archer,
Emp. 5-21-30, Died 6-6-81
QUEEN CHILDS, 33, Limits,
Emp. 12-13-79, Died 7-3-81
MALACHI COWLING, 62, 77th Street,
Emp. 9-22-47, Died 6-15-81
JAMES DALTON, 90, Kedzie,
Emp. 7-16-21, Died 6-6-81
WILLIAM DEVEREUX, 74, Schedules,
Emp. 10-8-28, Died 6-8-81
LEROY GALLAGHER, 72, 52nd Street,
Emp. 4-23-45, Died 6-21-81
MICHAEL KEANE, 73, Transportation,
Emp. 4-14-43, Died 6-6-81
HAROLD KING, 79, North Avenue,
Emp. 7-7-23, Died 6-8-81
MALCOLM LYONS, 73, Transportation,
Emp. 1-13-36, Died 6-13-81

REDMOND LYONS, 86, 77th Street,
Emp. 1-22-24, Died 6-6-81
CORNELIUS MCGINLEY, 83, Track,
Emp. 5-18-25, Died 6-4-81
BERNARD MITCHELL, 86, Shops & Equip.,
Emp. 4-8-24, Died 6-28-81
HAROLD MULVANEY, 79, North Section,
Emp. 4-21-25, Died 6-1-81
GIOVANNA PATZ, 71, South Shops,
Emp. 2-6-52, Died 6-27-81
ARTHUR STAHL, 69, Stores,
Emp. 3-31-43, Died 6-3-81
JOHN SULLIVAN, 82, Treasury,
Emp. 8-25-25, Died 6-5-81
MARTIN TOBIN, 69, Track,
Emp. 3-4-35, Died 6-4-81
JOHN WAIT, 71, North Park,
Emp. 1-13-47, Died 6-16-81
PEARL WAITE, 86, West Section,
Emp. 7-3-47, Died 6-10-81
FRED WALPOLE, 78, Treasury,
Emp. 3-20-28, Died 6-1-81
WALLACE WRUBLE, 72, 77th Street,
Emp. 11-26-41, Died 6-9-81

Service anniversaries in August

35 years

Robert J. Friestad, Limits
John J. Hester, Far North Area
Edward W. Kniaz, 77th Street
James M. Lee, 69th Street
Robert W. McCarthy, Purchasing
William R. Parnum, Near North Area
John P. Roche, Maintenance
Daniel T. Serritella, 69th Street
Arthur H. Tonner, Photographic

25 years

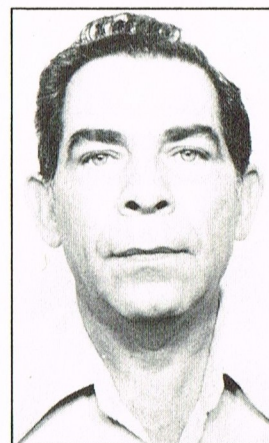
Louis O. Barron, North Avenue
Elmer Chatman, Beverly
Emile J. Domer, Maintenance
Robert D. Heinlein, Control Center
Arless B. Jones, Rail South
Marvin H. Kocar, Instruction
Eva M. Marcin, Consumer Services
James W. McDonald, Lawndale
Daniel McRedmond, Stores North
Patricia E. Newell, Claims
Frank R. Ramirez, Forest Park
Anthony R. Ritrovato, Claims
James B. Roche, Customer Relations
Eli E. Russell, Beverly
William L. Sparks, 61st Street
Ernest A. Thomatis, District A
Herbert D. Williams, Near South Area
Leroy Wilson Jr., Maintenance

Correction to May In Memoriam

WALTER REDMOND, 82, Kimball,
Emp. 12-30-44, Died 3-31-81

30 years

Harry E. Blake, 69th Street
Burtell C. Burns, Archer
Clemenceau Chapman, Maintenance
Thomas W. Cook, 69th Street
George R. Ferguson, 69th Street
Richard J. Grajek, South Shops
Edward R. Johnson, District B
James M. Majszak, Forest Glen
Thomas J. Meagher, Forest Glen
Carl W. Michalko, Forest Glen
Marshall P. Miller, North Park
Alfonso Parrillo, Forest Glen
Luis E. Reyes, Harlem
Carl Sims, Electrical
Garrett H. Vaught, 77th Street



Rafael Rodriguez, 52, a bilingual travel information representative since September, 1974, died July 21 in Guadalajara, Mexico, of a heart attack while vacationing there. Rodriguez joined the CTA on August 17, 1967, as a bus operator from North Park garage. Survivors include a son, Martin, who is employed as a bus servicer at 69th Street garage. Interment was in Guadalajara.

102 years young

CTA retiree Joseph Ouellette plans to attend the dedication ceremonies next year for the opening of the extension of CTA's rapid transit route from Jefferson Park terminal to O'Hare airport, now being built by the Chicago Department of Public Works.

"My doctor," Ouellette reported on his birthday, August 6, "said I'm good for another 10 years--so I plan to ride the train to O'Hare. And I'll bring my wife, Birdie, too."

Ouellette made his vow on the patio of the Moon Lake Convalescent center in Hoffman Estates. He retired as a ticket agent in 1950.

Ouellette and his wife resided in Phoenix, Arizona, for a while, but they returned to the Chicago area so they could live near their married daughter. He also got



Declaring that he's good for another 10 years, Joseph Ouellette celebrated his 102nd birthday at Moon Lake Convalescent center in Hoffman Estates with his wife, Birdie, 92, at his side. Ouellette retired as a CTA ticket agent in 1950 at age 70.

lonesome for the 'L', and he carries a current CTA retiree's identification card and loves to ride the 'L' trains.

Ouellette was born August 6, 1879--that makes him 102 years

old. His wife, Birdie, is 92.

His prescription for a long life is simple--"I eat everything I can." His choirboy's complexion and slender figure seem to disprove that statement.

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P. O. Box 3555, Chicago, Illinois 60654

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MAYWOOD IL 60153

