

THROW A WINNING PASS

Suggestion Receivers will visit your work location to

- pass out "WINNING PASS" suggestion blanks
- answer any question you might have
- receive your "WINNING PASS" suggestions.

Watch for them during the week of December 13, 1981

Deadline for a "WINNING PASS"
DECEMBER 21, 1981

Employees encouraged to throw a winning pass

When Brian Baschnagel caught the pass that gave the Chicago Bears a 10-9 win over the Minnesota Vikings at Soldier Field December 6, he probably never thought his feat would lead to a drive to save money at CTA.

But it was Baschnagel's performance in the face of adversity that inspired the theme of a special suggestion program calling upon all employees to offer ideas about where additional savings might be realized at CTA. The program was named "Winning Pass."

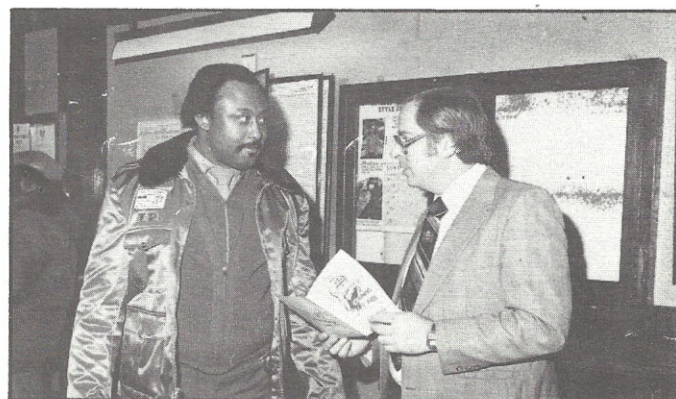
The push for an intensive, comprehensive suggestion program came during a budget presentation shortly before the Bears' game against the Vikings, when ways to cut costs were being discussed. It fell upon Human Resources Manager Fred King to develop the crash program aimed at sounding out employees for their help in the current economic squeeze.

"Our feeling was that there were individuals close to the action who see things in their daily jobs that others might not," King said. "What we were looking for was a short-term program that could be implemented quickly throughout the Authority."

To encourage the widest possible participation in "Winning Pass," awards for accepted suggestions were set at 20 per cent of the net savings made during the first year of their adoption--5 per cent more than the award rate paid by CTA's regular ongoing Employee Suggestion Plan.

Human Resources personnel volunteered to visit every work location to explain the program to employees and pass out literature, and a "Player's Hotline" was established to take calls from those who may have had problems conveying their ideas in writing in the time allotted.

The program ran for one week, December 14-21, and during that period employees were asked for "ideas that might help us operate more effectively, more



At 69th Street garage, Tony Borcic (right), training assistant I, Training/Development Programs, finds an attentive listener in bus operator James Mayes, who was one of 20 finalists in last year's CTA Bus Rodeo contest.

economically." It was anticipated that adopted suggestions would not only save the Authority money, but would "please passengers and reward employees."

Reaction to the program was generally favorable, and 271 suggestions were submitted. All responses were acknowledged through a personal letter from King within 2½ weeks of the close of the program. *Transit News* will report adopted suggestions and resulting awards in future issues, after evaluations have been made.

Bill Platt, director, Job Classification, helped carry the "Winning Pass" program to Archer garage. "It's good to be communicating again directly with employees," he said. "I think they like to see somebody taking an interest. The station personnel have been very cooperative in helping us get our message to the operating people."

(continued, page 2)

cta **TRANSIT NEWS**
FOR EMPLOYEES AND RETIREES
DECEMBER, 1981

Right: Bill Platt, director, Job Classification, has the attention of bus operators (left to right) Ruth Neal, Fatima BeyMuhammed, and Bonnie Sanders as he explains details of the "Winning Pass" program at Archer garage.

Below: Bill Haase (left), supervisor, Rail, accepts literature about the "Winning Pass" program from Norris Larson, research analyst, Employment/Placement, in the trainroom at Howard terminal, where both bus and rail personnel assemble.

Below, right: Bus operator Rosa Warren (left) questions Ruth Brown, Employment/Placement interviewer, about the "Winning Pass" program at North Avenue garage, where operating and maintenance personnel were given a presentation December 16.



At Archer, Ruth Neal, a four-year employee, said of herself and fellow operators, "We're more apt to give good answers. We're out there with the people. If I see someone running to catch the bus, I'll wait for them. They appreciate it, and they'll remember it next time. Then they won't mind paying the high fare."

Walter McKinney, a 19-year veteran at Archer, said, "We're in a better position to see the problems more clearly. When you have the same run every day, you see the same riders. My people depend on me. When you work the same street every day, you become attached to your people."

George Mathews, who has 34 years of service, said, "It's a good program, even if you get only one good suggestion out of it. Operating employees are out on the street. They know where the waste is at."

At Howard terminal, conductor Harvey Clark said, "Every day someone has something to suggest. There have been times when I've had ideas, but was never able to get in to them in depth. It's good to have a chance to present our own ideas about how to make the system work better."

Bob Sanders, a line instructor at Howard, said, "We, as the little people, rarely have the opportunity to express our feelings. With everybody putting their ideas together, we'll have a better transportation system. It makes me feel good that I can express my feelings about what will benefit the company."

Dan Quagliano, also in rail service at Howard, said of the "Winning Pass" program, "It's a good idea. I guess we need new ideas more than ever now because of the economy. If they follow through and respond to them, it will benefit a lot of people."

Bill Haase, supervisor, Rail, said, "I think it's a good idea to get out to the employees this way. With the way this material is being distributed, it makes more of an impression on the employees and encourages them to submit ideas."

As Human Resources personnel had hoped, the incentive to submit new ideas definitely did not end with the close of the "Winning Pass" program. In fact, during December the ongoing Employee Suggestion Plan received nearly twice the monthly volume of suggestions it usually gets from employees.

Gene Jendrach, Suggestion Plan coordinator, encourages everyone with ideas about how to achieve cost reductions or improve working conditions and operational efficiencies to keep sending them in. Awards are still being offered.

Just pick up a suggestion form at any work location, write down your ideas, and send them in to Room 750 in the Merchandise Mart, or call Ext. 3543 in the Mart for additional forms.

Gold coin recovered from CTA farebox

Jose Vasquez, of the Little Village community on the Near Southwest Side, is a bit more careful these days about how he handles his loose change. Jose, 16, had a 15-gram gold coin in his pocket recently when he boarded a No. 60 Blue Island/26 bus on his way home from Benito Juarez High School, where he is a sophomore.

"I almost missed the bus," he said about the incident, which happened on Friday, November 13. "When I pulled coins out of my pocket to pay the fare, the gold coin was among them."

Luckily, Pedro Balderas, a CTA bus operator, saw the unusual coin through the window of the fare box and called Vasquez back to ask him about it.

"I couldn't believe I had done it," Vasquez said about dropping in the coin, which he said could be worth as much as \$500. "It was a gift from my parents, and I had never had it away from home until that day--the day I decided to have it appraised."

There was no way to retrieve the coin immediately because it could go nowhere but into a steel container at the bottom of the fare box. However, Balderas was able to set in motion a procedure that would result, only a few days later, in the return of the coin to its worried owner.

Balderas asked Vasquez to fill out a memorandum card, giving details of the incident along with his name, address and telephone number. The bus operator then made out a report at the end of his workday, turning it in to George Weathers, assistant superintendent at CTA's Lawndale garage, where No. 60 buses are based.

Since the contents of fare



Pedro Balderas' alert observation of the fare box resulted in the recovery and return of a valuable gold coin that was accidentally deposited by a rider.

boxes cannot be examined until they reach CTA's Central Counting facility, Weathers sent the report on to that location, phoning ahead to make sure the message was received in time to get results.

Meanwhile, the steel container inside the fare box on Balderas' bus, like every other one in the system, was removed that same night in its home garage, and the sealed contents were dropped into a master vault for delivery to Central Counting early the next morning.

On Saturday, Central Counting supervisor Michael Akai, having been alerted by Jack O'Connor, director of the facility, instructed counting personnel to look for the missing coin. While hoppers spilled out \$37,953 in coin, currency, and tokens from two vaults brought in from Lawndale garage, all eyes searched for the Mexican

gold piece, which was slightly larger than a U.S. quarter.

As huge shaker plates pitched the coins downward toward appropriately sized openings where they could be collected and counted at the rate of about 1,200 a minute, money handler James Walls spotted the lost treasure and stopped the machinery to remove it.

After that it was simply a matter of passing the coin through proper channels so it could be returned to Vasquez. By Monday morning, it was in the safe of Ray Fleming, superintendent of CTA's Treasury department in the Merchandise Mart.

Fleming sent word to Dan Kane, superintendent of Customer Assistance, who informed a relieved Jose Vasquez that the coin could be picked up at his convenience, and the great coin rescue was over.

Juanita Parker (West Section) was complimented by David Saulner, who has offices on South Wells Street, for her courtesy as an agent in the Dearborn Street subway. "I want to tell you about a lady that I have observed for over a year doing an absolutely outstanding job collecting fares in the Jackson station. She is cool and calm under most trying circumstances when some riders are confused and/or uneducated, lack in English, are lost, make mistakes, or are just plain nasty. She responds to a 'Hello' with a warm smile, and her dress and neatness correspond to her manner. All your employees should be like her."



Roman Doubek (West Section) was admired by Tim Watson, of West 51st Street, for the way he handled an incident on his Douglas-Milwaukee train. "At the Damen station I observed a man with no shoes squatting on the roof of the shelter cover over the platform. He looked confused, but then he jumped onto the roof of the train. After someone shouted at him, he jumped back onto the platform. The conductor used excellent judgment and informed the passengers why the train was not moving, as the distraught man was still in a precarious position. He radioed for the police and fortunately they were there in a matter of minutes."

commendation corner

Willie Alexander (Beverly garage) was praised by Joan Pilot, of South Sangamon Street, for the way he handled smokers on his #8A South Halsted bus. "He is certainly a no-nonsense person, and he taught me a valuable lesson in human nature. Two men were smoking in the back of the bus. The driver stopped the bus and ordered them off immediately. He was firm. The men pleaded for another chance, and I was beginning to feel sorry for them. And then it hit me. If more drivers and school teachers were firm, tough on people who do wrong, I know 89 percent of them would stop."

Adolph Marth (North Park garage) was appreciated by Thelma Steffey, of North Clark Street, who was a rider on his #36 Broadway bus. "He was neat, very nice looking, and businesslike, but also courteous and thoughtful. He said 'Good afternoon' to everyone who boarded. Then, when a passenger left, he would say, 'Now be careful stepping down.' Everyone in the bus was remarking about his wonderful service. I am 80 years old and have arthritis in my hands, but I just had to write you about this man. Hope this excellent employee will receive recognition for a job well done."

Ricardo Valencia (Forest Glen garage) was thanked for his "excellent service" as the operator of a #56 Milwaukee bus by Ruth Buchberger, of North Moody Avenue. "My aunt from Baltimore was in Chicago visiting, and my car was in for repair, so we had to rely on the CTA for transportation. Both my aunt and I were surprised and pleased with the friendly and courteous treatment we received. Please inform driver #12279 that his service was appreciated. He made our ride a very pleasant one and really made our day. I won't have any hesitation about using public transportation in the future."

James Howland (North Park garage), operator of a #22 Clark bus, was commended by Cynthia Simmons, who works in an airline office on South State Street. "It was the best CTA bus ride I've had since becoming a daily rider four months ago. This driver was not only safe and courteous, but as each passenger left the bus said, 'Have a nice day.' He pulled up to the curb and stopped and started up smoothly and carefully. Being in a service-oriented business, I know how important it is to recognize the good performance of an employee."

Eugene Harper (77th Street garage) is the operator of a #3 King Drive bus that Mable Perkins, of Eberhart Avenue, has ridden many times. "After a partially sighted passenger got on, the driver was patient and waited until the gentleman sat down before starting the bus. He later assisted the man off the bus. This indeed was service beyond the call of duty, and a rare display of human concern. Everyone on the bus noticed this act of kindness, but too often we write only to complain. We let all of the pluses go unmentioned. Let him know we appreciate him and other drivers like him."

Ronald Stefinsky (Forest Glen garage) has the approval of Donna Kontos, of Touhy Avenue, for the way he operates his #56 Milwaukee bus. "This driver apparently enjoys his job, inasmuch as he greets his passengers with a cheery 'Good morning' even though most of us are still sleepy and grumpy. He also handles his bus with skill, calls out the streets, and when passengers are transferring to another bus, makes sure the connecting bus waits for us to cross over. I have also noticed that he will wait when he sees a familiar passenger who has not yet reached the bus stop."

Thanks - - for a job well done

Employees who have received commendations since the last listing.

Bill Bartlett, North Park
Gilbert Baus Jr., North Park
Arnold Beler, North Park
Cathy Berry, South Section
Dwayne Borom, Limits
William Boyd, Archer
William Bragg, 69th Street
Janet Burton, North Park

Jean Cage, Limits
Ernest Carter, North Avenue
Ethel Carter, 77th Street
Lawrence Carter, 77th Street
Patricia Cobb, North Park

Victor Davis, Douglas/Congress
Angel DeLaPaz, Forest Glen
Jerry Doubley, 77th Street
Charles Dunker, North Park

Bruce Ellison, Limits

Willie Floyd, Forest Park

Charles Gardner, 52nd Street
David Gaston, North Park
Dorothy Graham, Limits

August Hallmann, Forest Glen
Cornelius Haywood, Limits

Cecelia Hendrickson, Forest Glen
Rosemary Hoskins, 77th Street

William James, North Park
Tyree Johnson, Forest Glen
Arthur Johnson Jr., North Avenue
Farrell Jones, Forest Glen
Morris Jones, North Avenue
Harold Joshua, 69th Street
Warren Julian, 77th Street

Joseph Kelso, 69th Street
Won Kho, North Park

LeBlanc LeDree, Limits

George Malarz, Archer
Earnest Marsalis, 77th Street
Larita McFall, West Section
Earl Miles, Lawndale
Eumura Miller, Lawndale
Faye Murry, Limits

Johnny Paige, Beverly
Antonio Patterson, North Park
Walter Perry, South Section
Frederick Pollion, North Park
Robert Pritchard, Forest Glen

Mary Raftery, North Section

Enid Ramos, North Park
Hosey Reynolds Jr., 77th Street
Idell Richards, 69th Street
Felipe Rios, North Park
Daniel Rogers, Limits
Keith Rosche, Forest Glen
Sandra Rowe, Limits

Beverly Scales, 69th Street
Johnny Sherrod, Lawndale
Tuesday Simpson, Limits
Robert Smith, Forest Glen
Carl Strickland, 77th Street
Ornoldo Surgeon, Archer

Carlos Tamayo, North Park
Barbara Thompson, 69th Street
Fernando Torres, North Park

Bruno Vandervelde, Beverly

Cleven Wardlow, Limits
Vaddie Weekly, 52nd Street
Cora Williams, Beverly
Pearlie Williams, North Park
Allen Woodard, Archer
Theaorchie Woodard, North Park

Jacques Yezeguielian, Forest Glen
Charles Young, Forest Park

ZAP Awards

The sheet metal and radiator shops topped all other sections within the Vehicle Maintenance department's South Shops during the third quarter Zero Accident Program employees competition for 1981.

Safety Supervisor James Dudley, who oversees the ZAP competition, said, "The sheet metal shop and radiator shop employees not only were accident free for the third quarter, but they have been without an accident for the first three quarters of this year.

Vehicle wiring and machine shop employees had no accidents in the second and third quarters of the year, and upholstery, inspection, and print shop employees had no accidents during the third quarter.

Vehicle Maintenance employees at Beverly Garage won the Bus Garages first place ZAP award for the third quarter, while Vehicle

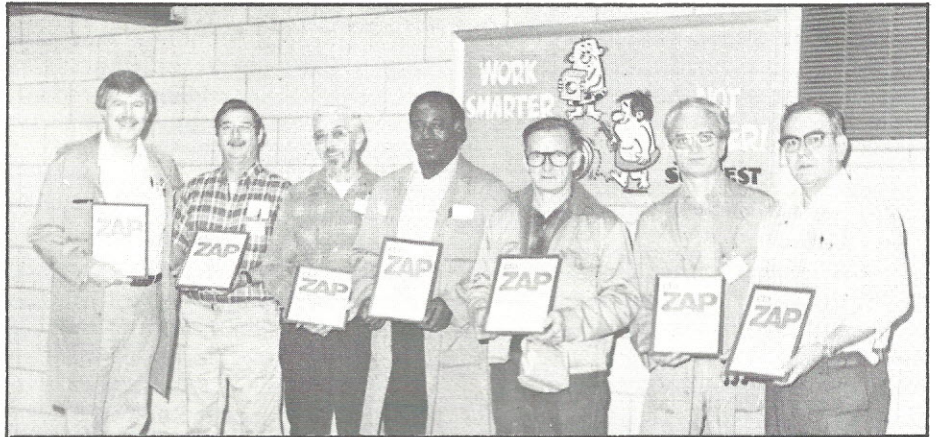
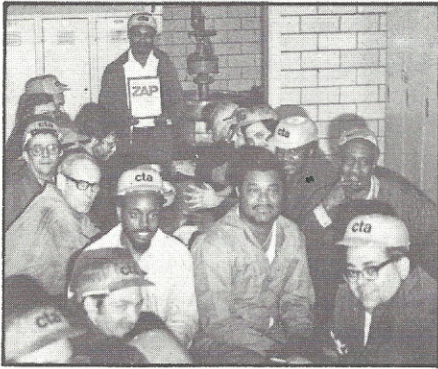
Maintenance employees at the 61st/Racine rail terminals took the Rail Maintenance Terminal competition first place award. In the rail shop competition, first place went to the vehicle wiring employees at Skokie Shop.

The semi-annual ZAP competi-

tion in the buildings and grounds area of the Plant Maintenance department was won by the rail janitors. The first place award in the power and way area of Plant Maintenance competition went to the signal, radio and telephone section at West Shops.



Leonard Beatty, supervisor, rail janitors, proudly displays Maintenance Department's bi-annual ZAP award won by his employees in the buildings and grounds area competition for the first half of 1981.
(more photos on page 6)



Clockwise from above:
Leo Roysten, relief foreman, displays first place ZAP award won by Beverly Garage Vehicle Maintenance employees for third quarter of 1981.

The Maintenance Department's ZAP award rail shop competition for the third quarter of 1981 went to the vehicle wiring area in Skokie Shop. Foreman Noah Dundovich displays the award.

Foremen of seven areas in South Shops display their Zero Accident Program awards. They are (from left) Roy Hagman of vehicle wiring; Edward Meskimen of print shop; Rudolph Goode of inspection; Ernest Johnson of machine shop; John Dopak of radiator shop; Raymond Klaub of sheet metal shop; and John Kurgan of upholstery. Klaub and Dopak received awards for their employees having had no accidents in the first three quarters of 1981. Hagman and Johnson got awards for their employees having no accidents in the second and third quarters of 1981. The rest had no employee accidents in the third quarter.

Winners of the Maintenance Department's 1981 bi-annual ZAP competition in the power and way area are the employees of the signal, radio, and telephone section. They are (from left) Gregory Craig, Al Peluso, Jack Koepke, Dan Gusich, Supervisor Ted Szwec (holding award), Bob Benson, Tom Kilcommons, Pete Vesic, and Rich Bushbaum.

Members of 61st and Racine rail terminals show off their 19th first place ZAP award, which they won for the third quarter of 1981. Mike Vasquez, supervisor, congratulates Leon Fields, terminal foreman (in bump hat). Next to Fields are Henry Dickerson (in dark suit), unit supervisor, and Cisco Williams, assistant foreman (to Dickerson's right).

safety awards

Public safety awards for the third quarter of 1981 went to the Beverly garage and the Jefferson Park terminal. It was the 17th time the Public Safety award was won by Beverly since 1961 when the program began.

Beverly won the third quarter award with the traffic rate of 3.4 accidents for every 100,000 miles driven, 40 per cent lower than the system rate of 5.6 accidents for every 100,000 miles. Operators at Beverly had 52 accident-free days during the quarter.

The passenger rate of 0.91 accidents was for every 100,000 miles--about nine accidents for every million miles of operation. Beverly's passenger rate is 14

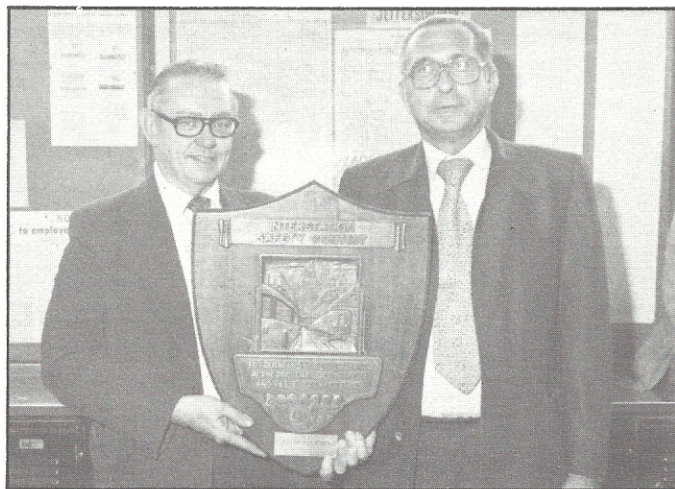


Frank Wsol (center), area superintendent, far south, presents Public Service award plaque to Burnett Henderson (in sport coat), Beverly garage superintendent, and Flazell Moore, Beverly garage assistant superintendent. Beverly was first place winner among garages for the third quarter of 1981.

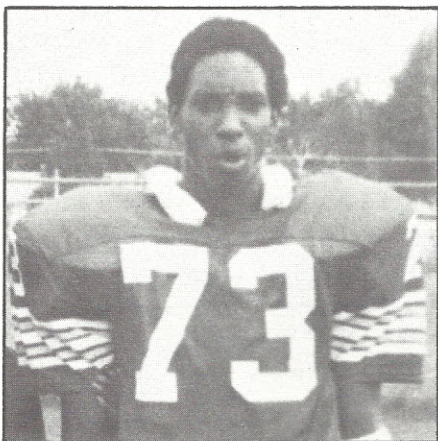
per cent better than the bus system's rate of 1.1 accidents for every 100,000 miles. During the first nine months of 1981, Beverly garage established new accident lows, one in February and again in September.

Jefferson Park terminal won the Public Safety award for the third quarter with a combined traffic and passenger rate of 0.142 (100,000 miles of operation), 71 per cent better than the rail system. Thus, the terminal's operating personnel registered less than one and one-half accidents for each one million miles of passenger operation.

Jefferson Park also had the best accident frequency rate of any rail terminal for a nine month period with a rate of 0.337, 34 per cent better than the rail system's rate of 0.511. During the third quarter, Jefferson Park had 90 accident-free days of passenger operation.



Tom Boyle (left), manager, Safety, presents Public Safety award to Bob Suta, Jefferson Park superintendent. Jefferson Park was first place winner among rail terminals for third quarter of 1981.



The Knute Rockne award for athletic performance and scholastic aptitude was awarded to Keith A. Willis, 17, son of CTA Public Affairs editorial assistant Rick Willis, and his wife, Dorothy. Keith, a senior at Bremen High School, was a starting tackle for the Bremen Braves. He ranks 37th in a class of 353, and has a grade point average of 4.305.



Kyong Ho Paek, 16, the son of CTA Public Affairs community news representative Lawrence Paek, and his wife, Judy, was named to the Maine Township High School East honor roll for the second semester of 1981 with a grade point average of 4.0. The sophomore youth also earned a letter as a member of the school's varsity soccer team.



The South Suburban branch of the National Association for the Advancement of Colored People (NAACP) has appointed Mrs. Virginia Wolfe as its treasurer-secretary. Mrs. Wolfe is a typist in the Schedule section of the Operations Planning department. She joined the CTA in 1975 and has been an active member of the NAACP since 1973.

Bright spot in the night

Many CTA 'L' riders will find traveling during Chicago winters more bearable, and some rapid transit stations much brighter, thanks to a recently completed station lighting and passenger heater program.

Patrick Murphy, supervisor of the Engineering department's Building Wiring group, said that 20 stations have been improved under this program, and that efforts are being made to obtain funds for improvements at 60 additional stations which have not yet been modernized.

"We're trying to achieve modern lighting levels at the lowest possible cost in terms of power purchased and practical maintenance requirements," Murphy said. "This program was designed to increase the safety and comfort of passengers at our older stations."

Planning for the 2.9 million dollar improvement program began in the 1970s. Initial construction began in January 1979 at 35th/Tech on the North-South route, 63rd/Ashland on the Englewood line, and 54th Avenue on the Douglas.

This program has resulted in new lighting and passenger

heaters at all nine Loop 'L' stations; the Merchandise Mart and Chicago Avenue stations on the Ravenswood; Clinton, Halsted and Ashland on the Lake Street line; 54th Avenue on the Douglas, and Main Street on the Evanston line.

Only modern lighting was installed at Central and Linden on the Evanston line, and only passenger heaters were needed at 35th/Tech on the North-South route and at 63rd/Ashland on the Englewood line. Additional lighting was also installed at the bus boarding area for the 63rd/Ashland station.

Through the station lighting program, DC incandescent bulbs were replaced with modern fluorescent and low-pressure sodium lighting fixtures.

The fluorescent light fixtures were installed in stations and stairwells, and under the canopied areas of platforms. Each stainless steel, vandal-

resistant fluorescent fixture contains two high-output lamps covered with a polycarbonate lens to diffuse the light evenly and protect the lamps.

In the uncanopied areas along the station platforms, the smaller, stainless steel, vandal-resistant sodium light fixtures have been installed. The low-pressure sodium lamps used in these fixtures put out the most light per dollar of any light source commercially available, but sodium fixtures are not used throughout the station because they offer poor color rendition.

New wiring for the lighting system was required because it uses AC power supplied by Commonwealth Edison. "The old lights were tied into the DC system that powers the trains," Murphy said. "If the power had to be pulled because of a problem with a train, nearby stations went dark. In addition, the old DC lights were wired in series (five lamps to a circuit), so if one burned out, the rest of the lights on the same circuit also went out," he added. "The new AC powered system, which is similar to the system previously installed in the subways and along expressway median strips, has none of these defects."

Where passenger heaters have been installed, they have been placed out of the way of heavy passenger traffic flows, yet as close as possible to where a two-car train would stop during non-rush periods. That's because

Left, above: Effectiveness of new lighting is apparent at Randolph/Wabash station.

Above: Bright, fluorescent lighting on mezzanines and stairways increases safety.



Looking over blueprints of the station lighting program in the Engineering department are (left to right): Joe Siegal, superintendent, Power & Wiring; Patrick Murphy, supervisor, Wiring Design; Jack Arora, electrical design engineer; and James Stewart, director, Equipment Engineering.

passengers wait longer intervals for trains during non-rush hours when service is less frequent.

Most passenger heater units consist of three fixtures in a row, installed about nine feet above the platforms within a specially constructed shelter. The tempered glass shelters are about 12 feet wide and 4 to 4½ feet deep. Each shelter's precise dimensions are determined by the peculiarities of each station, and the heater's location within the shelter is determined by computer to maximize passenger comfort.

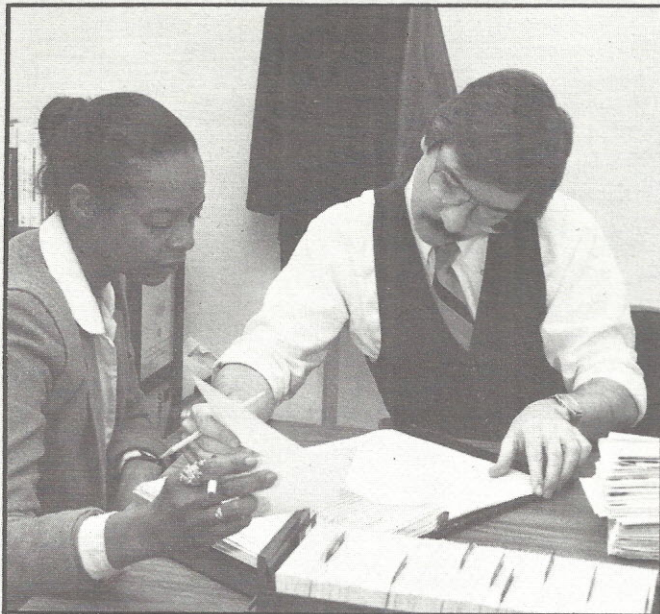
The heaters supply about 3.2 kilowatts of energy per fixture, and are activated when a passenger pushes a button on the shelter frame. The heaters shut off automatically after five minutes of operation, but may be restarted by the passengers. The system as a whole is operational between November 1 and April 1.

Engineering improvements, like the station lighting and passenger heater program, are an important part of CTA's efforts to make our service more secure and comfortable for our riders.

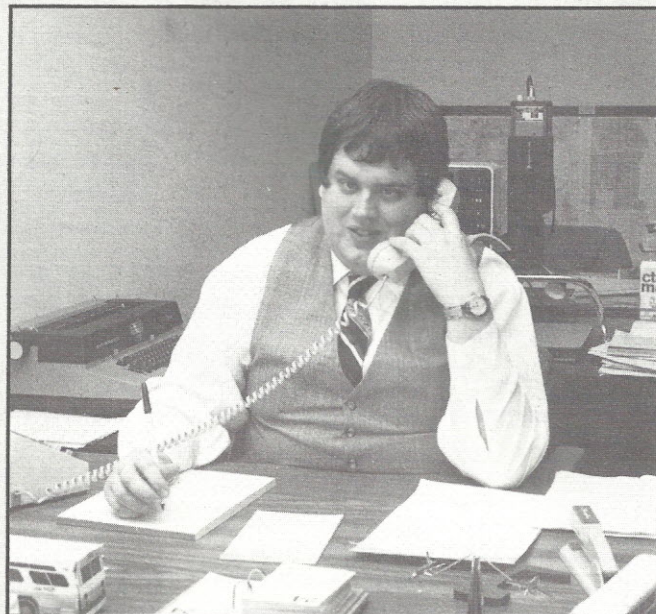
State/Lake and other Loop 'L' stations are bright, warm oases on cold, dark winter nights.

As winter approaches, riders at Madison/Wabash appreciate the shelters and infrared heaters that were installed as part of the lighting program.





Customer Assistance Superintendent Dan Kane and his secretary, Hattie Peterson, review the previous day's entries in the Customer Assistance journal, before attacking the next day's pile of letters and telephone call reports.



Customer Assistance Coordinator Michael Cramer alerts the Control Center to a potentially hazardous situation phoned in by a rider.

Serving our riders is their specialty

All CTA operating employees, serving the public on a daily basis, may be considered to be customer service representatives. Courtesy and job performance has a great effect on the riders' image of CTA and satisfaction with CTA service. But special situations including employee commendations, service questions, and passenger complaints are handled by the Customer Assistance section of the Consumer Services department.

Customer Assistance provides valuable two-way communication. Consumers alert CTA to service problem areas and identify employees who are doing outstanding jobs, and CTA explains operating policies directly to individual consumers. This section of the External Affairs Division processes approximately 2,500 items of correspondence each month, including 400 letters, 2,000 phone calls, and 100 personal visits.

In recent years, CTA management has become more responsive to the needs of consumers and has encouraged more direct consumer involvement. Also, our inflationary economic environment has led to more frequent financial crises throughout the transit industry. These factors have resulted in a dramatic increase in the amount of correspondence received by Customer Assistance.

Years ago, complaints could be expected to increase after a single major snow storm or other

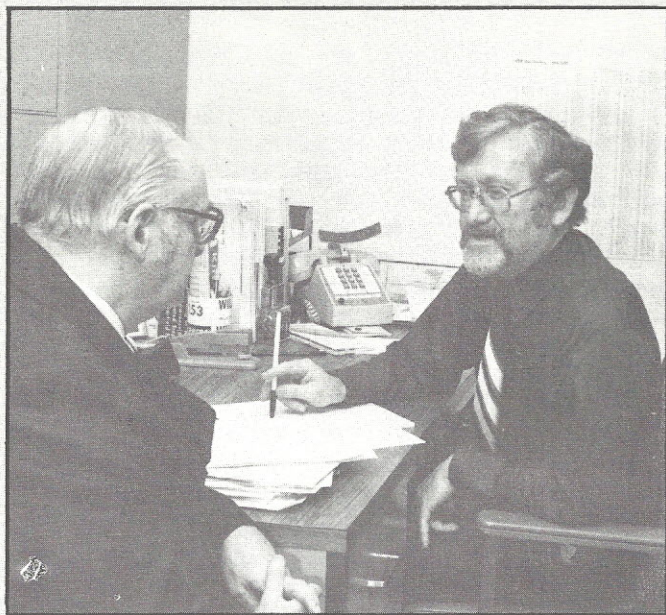
calamity that would cause service interruption or delay. But "crisis months" now occur more frequently because recurring fare increases and service reductions or adjustments also lead to an increase in public response. During these "crisis months," the amount of correspondence may increase from the normal level of 2,500 inquiries to a peak level of almost 4,000 inquiries.

Every commendation or complaint is routed to the proper CTA department for explanation to Customer Assistance and disposition including annotation of employee records, corrective action or commendation, and reply from field supervisory personnel. Suggestions or comments on service problems are also referred to the appropriate departments.

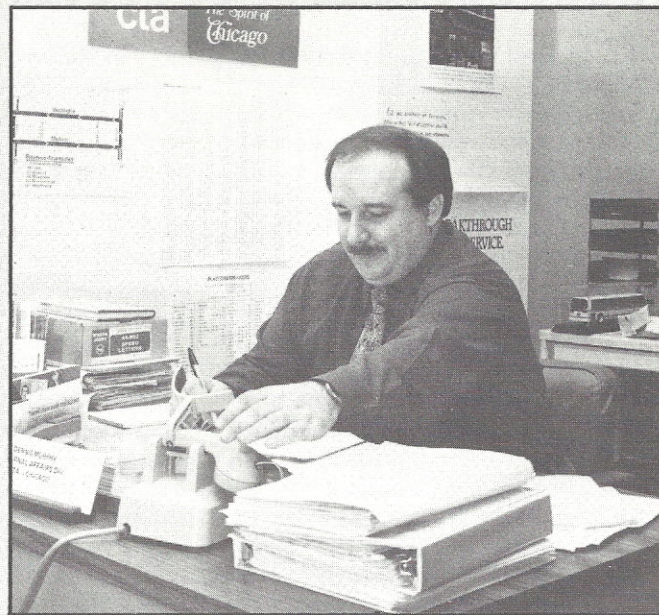
All inquiries and replies of an operational nature are reviewed by Consumer Services Manager Naomi L. Tillman and General Operations Manager Harold H. Geissenheimer. Mrs. Tillman also reviews replies to all inquiries received through the CTA Executive Offices or city agencies.

In all cases where consumers have supplied either a mailing address or telephone number, they receive specific replies. Although the entire process from date of inquiry to final reply to the consumer may take as long as one month, it is a vast improvement over the former system, where the consumer often only received a form letter acknowledging CTA's receipt of the correspondence. Complaints of an extremely serious nature are usually answered within a few days.

All commendations and chargeable passenger complaints are entered into the employees' personnel records by their supervisors, and corrective action is taken when necessary. The disciplinary system



Customer Service Representative James Roche explains a point of CTA operating procedure to a visitor.



Customer Service Representative Dennis Murphy answers a phone call from a concerned rider.

protects employees by requiring only caution and instruction after the first two incidents of a minor complaint within a 12-month period. Subsequent complaints during that period will result in suspensions of various lengths and eventual referral to the Area Superintendent's office for more extreme disciplinary measures. In the event of a complaint of a very serious nature, the entire disciplinary procedure can be accelerated.

While every member of the Customer Assistance staff of five is adept at answering all types of consumer inquiries, each excels in a particular phase of the operation. Customer Assistance Superintendent Dan Kane oversees the day-to-day operation of the section, reviews all correspondence and replies, and assists in decision-making concerning policy matters.

Customer Assistance Coordinator Michael Cramer's specialty is acting as a liaison between Customer Assistance and the Control Center and Operations Planning department. Cramer's liaison with the Control Center is especially important when a consumer reports a problem by phone that could affect passenger safety and immediate corrective action is required.

Customer Service Representative Dennis Murphy concentrates on operating policy, procedural matters, and service problems, and Customer Service Representative James Roche specializes in fare and transfer regulations and other monetary problems.

After draft replies have been prepared by the other staff members, the Customer Assistance section's secretary, Hattie Peterson, monitors the preparation of formal written replies by the Stenographic Services Unit of the Administrative Services department.

Ms. Peterson also categorizes and routes all correspondence and maintains the section's files.

Consumers wishing to make suggestions or register commendations or complaints may contact Customer Assistance in one of three ways. The easiest way is to phone CTA at 664-7200 and ask for "Customer Assistance." They may also send letters to Chicago Transit Authority, Customer Assistance, Room 730, Merchandise Mart, Chicago, IL 60654. Or they may visit the Customer Assistance office between 8 a.m. and 4:30 p.m., Monday through Friday.

Complaints or commendations can be most easily handled when the consumer supplies the following information: the bus or rapid transit route on which the incident occurred; the location, date, time, and direction of travel; the number of the CTA vehicle involved, its run number, and the badge number of the CTA employee involved.

Superintendent Dan Kane believes that, on a day-to-day basis, consumers calling Customer Assistance are a valuable asset to CTA. "I like to think of the consumers as an unpaid inspection force," Kane said. "They augment our own supervisory and inspection efforts by pointing out problems that need to be corrected and identifying employees who should be recognized for outstanding job performance."

In a recent news feature on WLS-TV (Channel 7), Sharon King showed the work of Customer Assistance, and told viewers how they might avail themselves of this service. Commenting on the value of this service to CTA riders, she said, "It really is worth it to speak up."

Bus supervisors, agent instructors graduate

Forty bus service supervisors and two agent instructors were graduated November 23 in a CTA Board Room ceremony presided over by Executive Director Theodore Schuster, General Operations Manager Harold Geissenheimer, Transportation Manager James Blaa, and other top management personnel.

Each supervisor completed 13 weeks of classroom and field training and achieved test scores averaging at least 80 out of 100 to qualify for their new positions. All have been bus operators for at least three years, and have also served as line instructors. While awaiting assignment within the supervisor pool, they will continue to serve as bus operators.

Addressing the graduates, Schuster said, "We need people on the street to enforce our standards. Not only are our drivers

highly visible, but also our supervisors. Every step that can be taken to serve the public the way we think they should be served must be done.

"As the fare has risen," Schuster added, "riders feel they deserve something extra in service, and enforcement of our standards on the street will be your responsibility."

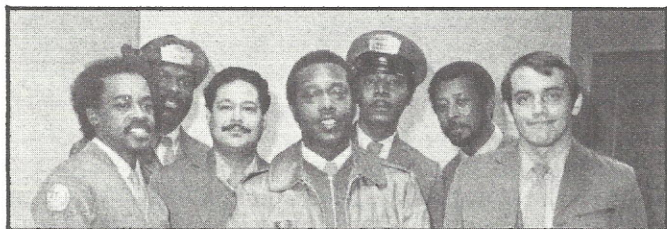
The agent instructors completed the same amount of classroom and field training as the bus supervisors, but were required to score a minimum average of 90 out of 100 on their qualifying tests. Their training included subway familiarization tours that would help them provide assistance in case of emergencies.

Commenting on the qualifications of the graduates, Bob Desvignes, area superintendent,

Instruction, said, "Since our training programs have been revamped over the past several years, requiring greater proficiency on tests, we have had less than a 2 per cent failure rate. We're proud of this record and are confident the results will continue to be reflected in ever-better service for our riders."



North Section agents Francesca Pancewicz (left) and Sandra Shintani successfully completed the Agent Instructor Training Program, and received graduation certificates at a CTA Board Room ceremony November 23.



Relaxing after the graduation ceremony were (left to right): Joe Hodge, Richard Moore, Juan Gonzalez, Robert Kelly, Ronald Hopkins, Charles Kinnard, and Michael Kozlowski.



Enjoying their new status as bus service supervisors are (left to right): Quenton Clark, Stan Mihajlovic, Gonzalo Garcia, Otto Houston, Leon White, Alvin Blackmon, and Ruben Lopez.



Ready to take on new responsibilities as bus service supervisors are (left to right): Raphael Manuel, Stanley Parish, Joe McWane, Maurice Preacely, Bruce Bradley, John Hopkins, and John Lewis.



Looking forward to new jobs as supervisors are (left to right): Joseph Gonzales, Errol Simmons, Jerome Smith, James Flores, Fred Williams, and Milan Gracanin. Tyrone Dumas, another new supervisor, was unable to attend the ceremony.



Graduates surrounding instructor John Perkins include (left to right): Varleen Smith, Katharine Cunningham, Joyce Bell, Yvonne Regulus, Phyllis Montgomery, and Judy Hedin, planner, Operations Planning, who took part in the program to gain a firsthand knowledge of problems facing operating personnel.



Reflecting on their 13-week training course are (left to right): Ed White, Bruce Bell, Martin Delconte, Seymour Motin, Madison Edwards, Levi Funches, and Paul Januszewski, who ranked highest of the graduates academically with an average of 97.7 points out of 100.

Employees honored with 'A Day in CTA'

Outstanding performance by three Transportation department employees won them special recognition as "A Day in CTA" honorees last month.

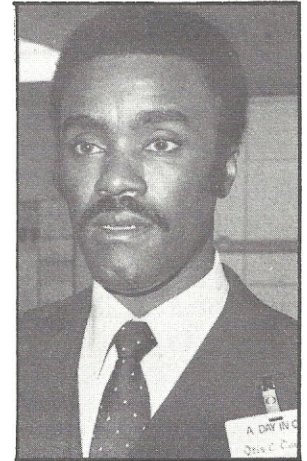
Transportation department management presented a certificate of special recognition to Ms. Joyce C. Johnson, a ticket agent/pool supervisor, for invaluable assistance in the development of the Transit Security program. Charles E. Wadlington, bus supervisor, District A, was cited for his prompt action that led to the arrest of seven unauthorized people who were observed selling monthly riding passes along 79th street. Wadlington was off duty when the incident occurred.



Charles Wadlington



Joyce Johnson



Otis Taylor

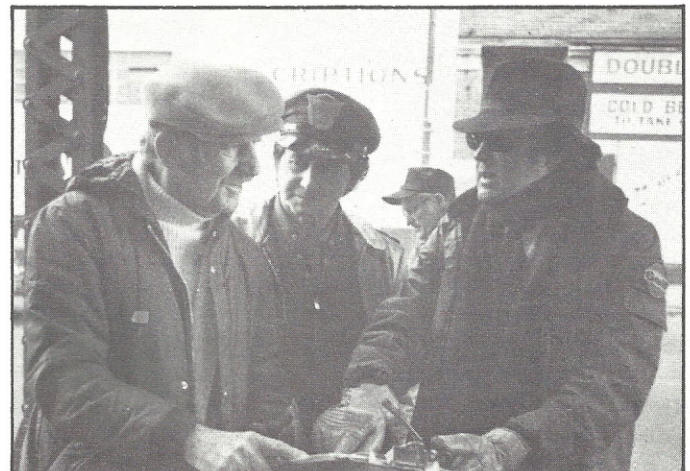
Motorman Otis C. Taylor, Jefferson Park terminal, was honored for halting his train in time to avoid striking a woman who was walking

along the right-of-way between Central avenue and Austin boulevard on the Congress line.



TV series filmed on CTA

"Chicago Story," an NBC television action series about the cooperative work of city agencies serving the central city, is slated to debut in early January on Channel 5. The 90-minute series begins with a three-hour movie of the week, and will be followed by 11 segments. Scenes include a chase on the CTA Damen Avenue 'L' station on the West-Northwest rapid transit route (above). The segment, called "Ace in the Hole," stars Dennis Franz of Chicago, who portrays Officer Joe Gilland, one of Chicago's finest. In other action at Damen, stuntman Mike O'Conner, also of Chicago, who portrays the villain, makes a dramatic attempt to escape Gilland as he leaps over the platform railing on to the roof of a building (above, right). Bob Ryan, of the Public Affairs department (right, wearing cap), and rail service supervisor Dominic DeMaria confer with MGM director Lee Kazin on other location plans. The CTA team, including rail terminal supervisor Jack Coleman (not shown), was on hand to assist the movie crew while it was on CTA property.



Argyle station colors have special meaning

Argyle station on the North-South 'L' route has been painted in colors which suggest happiness and prosperity.

In keeping with the growing Oriental residential and business community around the 'L' station, the Plant Maintenance department has painted the station Chinese red (the color of happiness), jade green (the color of prosperity) and white.

The city plans to provide \$225,000 in beautification and improvements along Argyle street near the station, said Howard Shiroma, president of the Argyle Business International Association.

Charlie Soo, director of the Asian American Small Businessmen's Association, hosted a luncheon near the 'L' station honoring the CTA. Among 25 persons attending were CTA Board Members John Hoellen and Michael Brady, General Operations Manager Harold H. Geissenheimer, Len Wiksten, director, Plant Maintenance, and community leaders.

The four men in jackets are CTA painters who gave the Argyle station its Oriental color scheme. They are (from left) Ralph Ziegler, John Mendaz, James Downes, and Otto Krueger. Behind them are Len Wiksten, Harold H. Geissenheimer, and Walter Hallford, superintendent, Buildings and Grounds.



Visiting newly painted Argyle 'L' station platform are (from left) General Operations Manager Harold H. Geissenheimer; CTA Board Members John Hoellen and Michael Brady; Charlie Soo, director, Asian American Small Businessmen's Association; Howard Shiroma, president, Argyle Business International Association, and Len Wiksten, director, Plant Maintenance.



NEW PENSIONERS

LEONARD J. HARDER, Box Puller,
North Avenue, Emp. 6-23-44
ERLING J. JOHNSON, Ticket Agent,
West Section, Emp. 7-30-55
WILLIAM A. LAVIN, Detective,
Security, Emp. 8-29-77
TERRENCE W. McMAHON, Supervisor,
77th Street, Emp. 11-25-42

DISABILITY RETIREMENTS

EDWARD P. FLAHERTY, Escalator Ser-
viceman, West Shops, Emp. 1-7-63
CLEO JONES, Rail Janitor,
Maintenance, Emp. 1-27-70
PAUL C. JONES, Bus Repairer,
52nd Street, Emp. 12-27-68
CARL L. McCORMACK, Janitor,
Maintenance, Emp. 7-9-73
EMMA J. RICHARDSON, Ticket Agent,
Central Assignment, Emp. 3-4-67

Service anniversaries in December

40 years



Leroy W. Kutchins
Electrical



Marvin B. Hildbold
Rail North

35 years

Richard H. Bushbaum, Electrical
Gordon J. Maly, TABEC
Earl F. Rodgers, Forest Glen

30 years

Wellington H. Henderson, 77th Street
Delso Smith, 69th Street
Andrew Thornton Jr., 77th Street

IN MEMORIAM

GEORGE R. ALLAN, 76, 69th Street,
Emp. 4-6-42, Died 10-10-81
AGATHA E. BARNSLEY, 87, Purchasing,
Emp. 5-4-42, Died 10-9-81
IRVING E. BEHLING, 77, Archer,
Emp. 2-20-36, Died 10-4-81
ALBERT BENBOW, 88, 77th Street,
Emp. 3-17-26, Died 10-20-81
GEORGE BINGHAM, 80, Forest Glen,
Emp. 5-3-26, Died 9-15-81
THOMAS BURIK, 84, 77th Street,
Emp. 3-17-45, Died 10-16-81
EDWARD W. CARLSON, 86, Limits,
Emp. 2-2-28, Died 10-28-81
TIMOTHY M. CRATEN, 87, North Section,
Emp. 9-20-22, Died 10-21-81
DONALD J. CURTIN, 63, Claim,
Emp. 5-1-40, Died 10-21-81
MICHAEL DRNASO, 83, Track,
Emp. 2-9-24, Died 10-2-81
JOSEPH J. DVORAK, 66, South Section,
Emp. 7-25-39, Died 10-5-81
WILLIAM GUSTILOV, 78, Kedzie,
Emp. 8-3-45, Died 10-7-81
GEORGE E. HALGREN, 82, Forest Glen,
Emp. 10-8-29, Died 10-16-81
EDWARD J. HEATTER, 64, Transportation,
Emp. 11-30-45, Died 10-17-81
RICHARD J. HENDRICKX, 72, Trans-
portation, Emp. 2-5-29, Died 10-5-81
JOSEPH E. HENNING, 79, North Avenue,
Emp. 6-30-25, Died 10-17-81
FRANK C. HOLZGETHAN, 84, 61st Street,
Emp. 10-7-15, Died 10-4-81
ARTHUR A. JAHNS, 79, Transportation,
Emp. 2-21-27, Died 10-27-81
ALBERT J. JORDT, 81, Forest Glen,
Emp. 2-17-23, Died 10-9-81
GEORGE JURKOVIC, 86, Way & Struct.,
Emp. 11-9-23, Died 10-24-81

THOMAS P. KAMINSKI, 72, Archer,
Emp. 2-24-43, Died 10-11-81
FRANK KELLER, 86, West Shops,
Emp. 9-17-20, Died 10-25-81
MARY A. KEYES, 96, North Section,
Emp. 7-10-35, Died 9-25-81
ANDREW G. KOHLER, 74, Forest Glen,
Emp. 11-29-40, Died 10-20-81
IRVIN KRAULEDIS, 60, South Shops,
Emp. 12-3-43, Died 10-7-81
GUSTAVE J. KUTA, 74, Forest Glen,
Emp. 5-10-44, Died 10-20-81
ERIC W. LARSON, 71, Support Services
Emp. 1-22-36, Died 10-6-81
JOHN A. McWILLIAMS, 73, Forest Glen,
Emp. 9-25-47, Died 9-19-81
WILLIAM F. MINCEY, 57, Human Resrcs.,
Emp. 8-21-51, Died 10-2-81
MICHAEL J. MORIARTY, 91, Transpor-
tation, Emp. 2-3-20, Died 10-28-81
WALTER C. NORVILAS, 66, Adm. Serv.,
Emp. 7-30-47, Died 10-29-81
JAMES O'NEILL, 74, Skokie Shop
Emp. 6-7-46, Died 10-15-81
HENRY F. PASS, 76, Forest Glen,
Emp. 11-12-25, Died 10-17-81
ALFRED RAHN, 71, Forest Glen,
Emp. 11-21-42, Died 10-6-81
WALTER J. RAPACZ, 65, Forest Glen,
Emp. 9-21-43, Died 10-6-81
PRUDENTIA B. REILLY, 82, West Section,
Emp. 5-12-37, Died 10-25-81
WALTER G. ROBERTS, 87, Transportation
Emp. 1-8-20, Died 10-12-81
PAUL R. SEELENBINDER, 85, West
Section, Emp. 8-15-22, Died 10-24-81
EUGENE R. SMITH, 57, Plant Maint.,
Emp. 4-18-46, Died 10-9-81
THOMAS J. SMITH, 81, 77th Street,
Emp. 10-10-23, Died 10-29-81
STEPHEN SOVISS, 70, North Avenue,
Emp. 11-8-56, Died 8-29-81
PETER P. TROJAN, 74, North Avenue,
Emp. 11-4-43, Died 10-20-81
ERWIN K. WEICHMANN, 64, Skokie Shop,
Emp. 8-11-47, Died 10-9-81

25 years

Millye L. Beatty, South Section
Frank A. Coronado, North Avenue
Christine F. Evans, South Section
James E. Fitchpatrick, Lawndale
Charles N. Harper, South Shops
Curtis Jackson Jr., North Avenue
Richard T. Liace, Maintenance
John B. McGarry, Law
Redus Moore, Maintenance
Clarence Reese Jr., 69th Street
Marjorie L. Seward, West Section
Foyce S. Whitney, 77th Street

CTA TRANSIT NEWS

Volume 34

Number 12

Published for employees and retirees of
the CTA by the External Affairs Division,
Michael N. Horowitz, Manager.

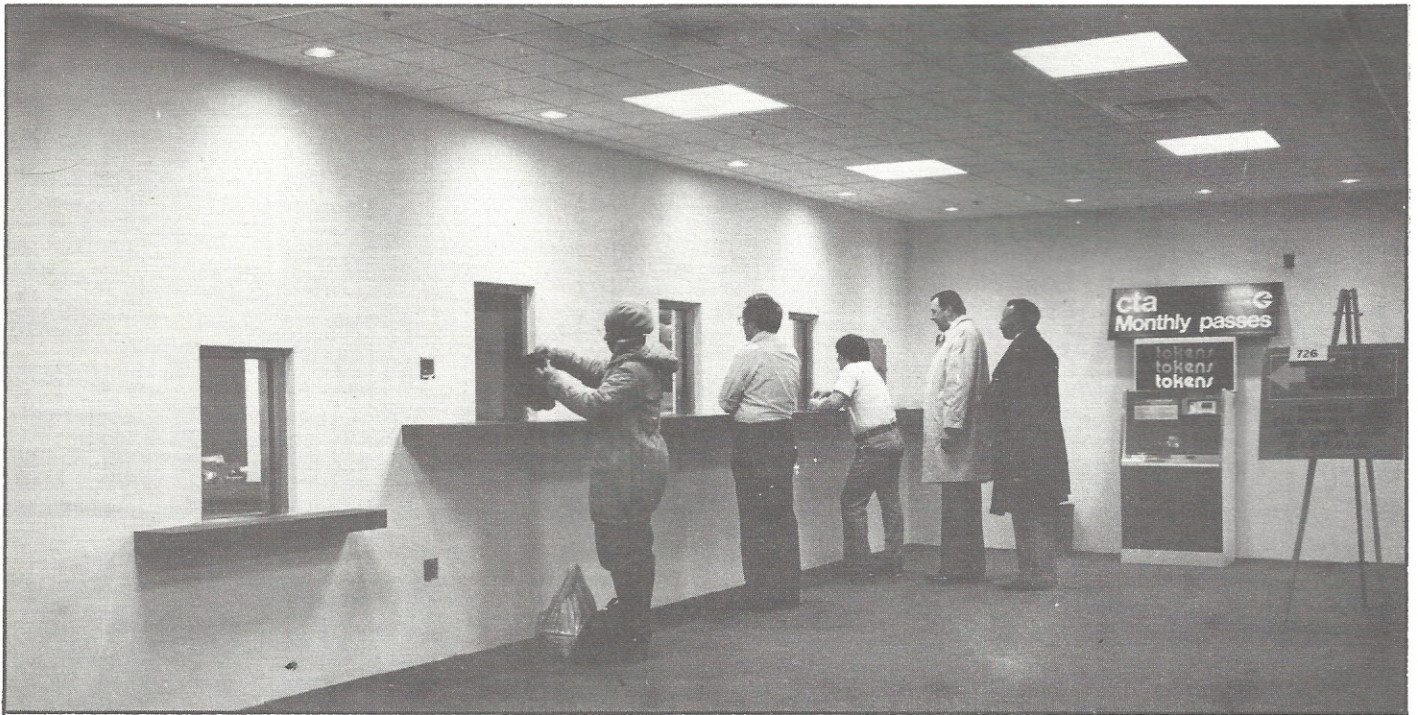
Editorial and graphics by the Public
Affairs Department, Bill Baxa, Manager.

Director of Publications: Jack Sowchin
Production Assistant: Editorial Assistant:
Mel Alexander Rick Willis

Contributing Writers: Elda Leal,
Jeff Stern, Don Yabush

Typesetting and printing provided by the
Management Services Department.

Distributed free of charge to all active and
retired CTA employees. Annual subscrip-
tion price to others, \$2. CTA TRANSIT
NEWS, Room 734. Merchandise Mart
Plaza, P.O. Box 3555, Chicago, Illinois
60654.



Cashier's office relocated

Transit riders found the service windows of the new CTA Cashier's office in the Merchandise Mart more convenient when the office was relocated last month. The facility was moved from room 7-160 to a more spacious room 726 near the building's

center elevators. Daniel Perk, manager, CTA Treasury department, said the office will be easier to find for patrons coming to the Merchandise Mart to purchase tokens or monthly passes. The new office also has a special window to accommodate wheelchair-bound people. The Treasury department was also relocated from room 7-158 to room 722.

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

BULK RATE
Paid
U. S. POSTAGE
PERMIT NO. 8021
CHICAGO, ILL.