

Mayor Byrne dedicates stations on O'Hare Extension



The Cumberland Avenue station on the O'Hare rapid transit extension is dedicated in memory of Police Officer James Doyle by Mayor Jane M. Byrne. Among officials attending the ceremony along with members of Officer Doyle's family were (from left) CTA Chairman Michael Cardilli, Police Chaplain Nagle, Deputy

Superintendent, Technical Services Matt Rodriguez, Deputy Superintendent, Community Services Ira Harris, Superintendent of Police Richard Brzezczek, Alderman Roman Pucinski, and Deputy Superintendent, Bureau of Investigative Services Thomas Lyons.

Two more CTA stations on the O'Hare rapid transit extension have been dedicated by Mayor Jane M. Byrne in memory of police officers killed in line of duty.

Honored were Officers James Doyle who died last February 5, and Martin Emmett Darcy, Jr., who died September 27. Mayor Byrne culminated her December 2 trip on the rapid transit extension from the Jefferson Park terminal to Cumberland Avenue by dedicating the Cumberland station in memory of Officer Doyle.

The commemorative renaming of the Cumberland station

in honor of Officer Doyle was followed by the dedication of the River Road station on December 7 in memory of Officer Darcy. The first such dedication commemorating a slain policeman was on October 20 when the station at Harlem Avenue was renamed in memory of Officer Richard J. O'Brien.

Accompanying Mayor Byrne on the 4.2-mile ride from Jefferson Park terminal were CTA Chairman Michael Cardilli and Jerome J. Butler, Commissioner of the City's

(continued on page 2)

Jackson Park Re-opening *(see page 2)*

cta **TRANSIT NEWS**
FOR EMPLOYEES AND RETIREES
DECEMBER, 1982

Three stations are re-opened on Jackson Park elevated

A \$56 million project for modernizing the Jackson Park CTA elevated branch highlighted a major four-point program for revitalizing the East 63rd Street area. The announcement was made December 12 by Mayor Jane Byrne.

The Mayor said the City will work closely with the Woodlawn community and The Woodlawn Organization (TWO). At a ceremony marking the re-opening of the King Drive, Cottage Grove, and University Avenue stations, Mayor Byrne said the program will include a series of economic development, housing, and public facility projects.

The four-point program includes the modernization of the Jackson Park elevated branch which will not only encompass the newly-opened transit stations on the route, but a new terminal station at Dorchester Avenue west of the Il-

linois Central Gulf railroad tracks. This station will provide direct access to both the ICG and the new CTA bus terminal east of the railroad station.

The elevated stations at King Drive, Cottage Grove Avenue and University Avenue had been closed since last March when it was concluded that portions of the structure were unsafe.

The re-opened Jackson Park elevated branch resumes service as the south end of the Jackson Park/Howard elevated route providing direct service between University Avenue on the south end, and Howard Street on the north end, via the State Street subway.

Among dignitaries attending the ribbon cutting ceremonies were: CTA Chairman Michael Cardilli, Executive Director Bernard J. Ford, Group Manager of Public Affairs/Consumer Services Michael N. Horowitz, CTA Board Member Howard Medley, City Treasurer Cecil Partee, and TWO President Leon Finney.

Others were CTA Acting General Operations Manager James Blaa, Acting Manager of Transportation Harry Reddick, and former CTA General Operations Manager Harold H. Geissenheimer, recently appointed General Manager of the San Francisco Municipal Railway (Muni).



Mayor Jane Byrne addresses a platform crowd at the reopening of the University Avenue rapid transit station on the Jackson Park elevated branch. Accompanying the Mayor were (from left) Committeeman Ray Castro, Seventh Ward; CTA Board Member Howard Medley; Alderman Tyrone Kenner, Third Ward; TWO President Leon Finney; City Treasurer Cecil Partee, and CTA Chairman Michael Cardilli.

From the Chairman Ringing in the new

As we approach 1983, I view the coming year with optimism for the future of public transit in Chicago and our ability to serve the needs of the riding public. This issue of Transit News reports several developments which cast a favorable light on CTA's future.

On December 12, Mayor Byrne presided at dedication ceremonies of the reopened Jackson Park elevated branch. We are proud to once again provide rapid transit service to this vital area of the City of Chicago. More importantly, we look forward to cooperating with the City and neighborhood organizations in the economic redevelopment of this area by establishing terminal operations at University Avenue with corresponding bus service. Improved transit service in this area, designed to meet the needs of the people, will be one of the greatest contributions to its improved economic and residential environment.

The recent dedications of the Harlem-O'Brien, Cumberland-Doyle, and River Road-Darcy rapid transit stations on the O'Hare Extension, herald the impending completion of this major transit improvement for the City of Chicago. When the O'Hare Extension begins operating to River Road in February, it will provide much more convenient and efficient service for northwest Chicago and suburbs, and when the final portion of the Extension to the subway terminal at O'Hare International Airport is completed this summer, it will provide a vital link between the City and the airport. This will enhance the economic environment of the entire metropolitan area by providing better service for air travelers and, most importantly, by providing a better means of commuting to and from jobs in the Central Business District and the rapidly-growing industrial and commercial areas in northwestern Chicago and suburbs.

In 1983, we will once again be expected to demonstrate fiscal responsibility by providing efficient and comprehensive transit service while keeping operating costs down. Only by adhering to our budget, and by using proven management techniques to insure that every employee performs his or her job in the best possible manner, will we demonstrate to the public, and to the legislators who provide our very-much-needed funding, that we are providing a level of service and operating efficiency that deserves to be supported by the tax-payers' money.

The important contribution of transit service to Chicago's economic environment and the need for improvement and expansion must be communicated to the legislators who control our funding. While I appreciate the support that CTA has received from business, civic, and neighborhood organizations in this regard, I must also stress the important contribution that can be made by individual citizens who help to communicate this need to our legislators. I therefore urge each and every one of you to write to your state senators and your state representatives, urging them to support legislation that would provide additional funding for public transit. It is only through the action of your legislators that CTA will be able to receive appropriate funding to maintain current service levels and expand our operations to serve the needs of our riding public, without resorting to fare increases that decrease ridership and result in discontent with CTA.

Michael Cardilli



While an honor guard salutes, Mrs. Patricia Darcy (left), and Mayor Jane M. Byrne (right) unveil the plaque honoring Police Officer Martin E. Darcy, Jr., at the dedication of the River Road rapid transit station. Officer Darcy died September 27 of gunshot wounds sustained in line of duty. Police Superintendent Richard Brzeczek stands to the left of Mrs. Darcy.

O'Hare dedications

(continued from page 1)

Department of Public Works, which is in charge of the construction of the \$195 million O'Hare rapid transit project. The Mayor was also joined by members of the slain officers' families at the respective CTA stations.

Mayor Byrne said the dedication of the Cumberland station represents "another important step toward the objective of providing rapid transit service from downtown Chicago to O'Hare International Airport as a major new link to our overall transit network."

"It is with sadness that we dedicate this station in the memory of another slain Chicago police officer who sacrificed his life in the protection of others," said Mayor Byrne, who unveiled a plaque in memory of Officer Doyle.

"I hope that when people see this plaque they will reflect on how important our police are to all of us," said the Mayor.

The Doyle-Cumberland station, which was designed by the architectural firm of Perkins & Will, is a two-level facility with the platform level being connected with the fare collection area by escalators, stairs, and an elevator. The platform is designed to accommodate 10-car rapid transit trains.

Transit users will be able to enter the station from both sides of the Kennedy expressway by enclosed pedestrian bridges and from a glass-domed pedestrian center connecting the station with a sheltered bus area and a parking structure.

The parking structure for park 'n ride transit riders is a two-level facility with spaces for 714 cars. It is in the

southwest quadrant of the expressway interchange. Also in this area is a bus terminal and a kiss 'n ride area for 27 cars. Construction cost of the new station being erected by Walsh Construction Company, is \$17.7 million.

At River Road, Mayor Byrne also unveiled a plaque officially dedicating the station in memory of Police Officer Martin Emmett Darcy, Jr., who was killed while attempting to apprehend a murder suspect.

"Officer Darcy served with distinction for 27 years," Mayor Byrne said, "and his death is mourned by all of us."

The Darcy-River Road station, which was designed by the architectural firm of Metz, Train, Olsen & Youngren, is a single-level structure located in the median of the Kennedy expressway.

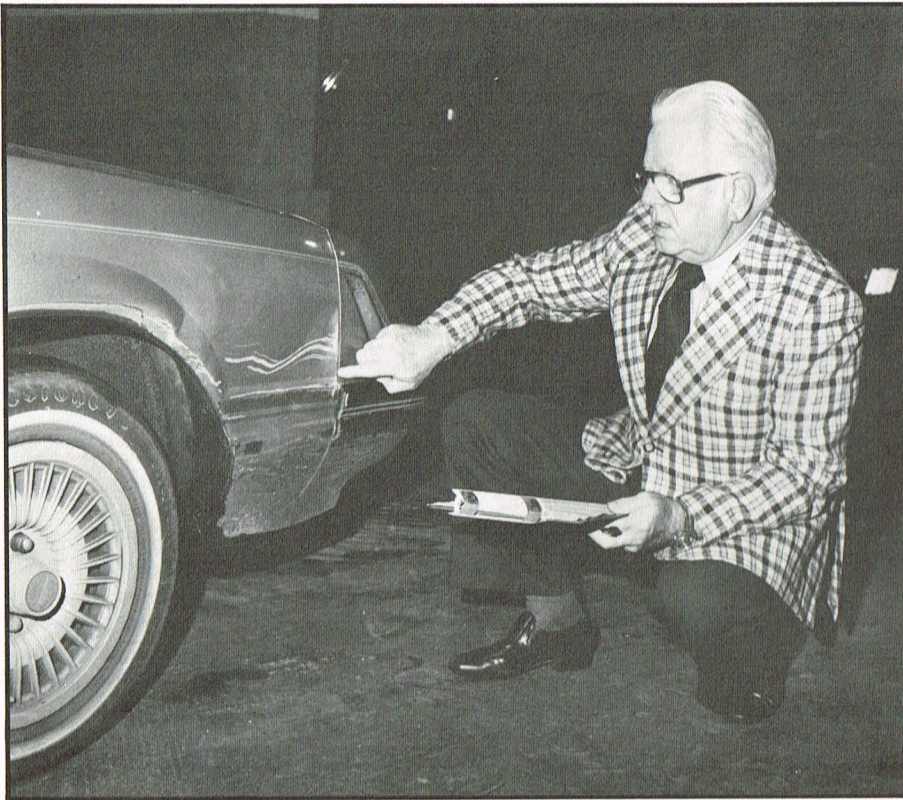
Access to the station is by way of a pedestrian tunnel under the west-bound Kennedy lanes and then to the platform by escalators, an elevator and stairs. The platform is designed to accommodate 10-car rapid transit trains.

Included in the overall station design are park 'n ride, kiss 'n ride facilities, and a bus terminal located north of the expressway adjacent to Des Plaines River Road. The parking capacity is 800 cars.

The construction cost of the Darcy-River Road station is \$7,885,000. Contractor for the station is Wil-Freds, Inc., and the contractor for the access facilities is DiPaoli/Rosetti Construction Company.

Police Superintendent Richard Brzeczek, Public Works Commissioner Jerome Butler, and Chicago Transit Authority Chairman Michael Cardilli were among other officials who attended dedication ceremonies honoring the two slain officers.

Claims inspection center saves time and money



Maurice Buckley inspects front end damage of a privately owned vehicle at CTA's drive-in inspection center, 152 West Illinois Street.

CTA's drive-in inspection center at 152 W. Illinois Street has saved thousands of vehicle repair dollars and expedited service for claimants in the last three years.

Since 1979, the Claims Department has operated the inspection center at the Illinois Garage each Tuesday, Wednesday, and Thursday from 8 a.m. to 4:30 p.m.

Motorists whose private vehicles have been damaged as a result of accidents with CTA buses or other equipment may now have their vehicles professionally inspected by CTA claims representatives who are able to satisfy their claims immediately. Inspections are done on appointment basis only, according to Donald Werdell, Director, Claims Operations.

Werdell said the center saves motorists the further inconvenience of getting a second estimate on damages incurred in a collision. CTA claims representatives are professionally trained at Vale Technical Institute of Chambersburg, Pa., where they must

attend three weeks of instruction in every aspect of estimating damage costs. The school is recognized by the insurance industry and is supported by the industry throughout the United States and Canada.

Students are required to have a minimum grade point average of 85 per cent in order to receive a certificate of training from Vale Institute, said Werdell, who also holds a Vale certificate of training.

Claims representatives who hold certificates of training from the school are: Lavance Ashley, Don Burton, Jack Chunowitz, Roy Jackson, George Kahlfeldt, Tom McCue, Don O'Sullivan, Al Porter, Tony Retrovato, John Smith, Tom Stepp, Bill Uhl, Cecil Mimms, Charles Olcikas, and Richard Smith. Tim O'Rourke and Ray Tieri received in-house property damage training.

Leon Wool is Claims Department Manager. Claims Supervisors are Larry Grey, Dan Martorelli, and Michael Vitale.

Law for today

Q. May a political group organize a boycott of merchants if the campaign is designed to bring about political, social or economic change?

A. Yes. In a case decided earlier this year, the Supreme Court held that while states have broad powers to regulate economic activities, states may not prohibit peaceful political activity such as the boycotts in this case.

--Illinois State Bar Association

Q. I want to sell my house. I have contacted a number of local real estate brokers and they all seem to charge the same commission. Isn't this illegal under federal antitrust laws?

A. No. Unless there is an agreement or conspiracy among several brokers to charge identical commissions. Thus, if the brokers in your area charge identical rates by custom or coincidence, there is no illegal activity. However, if they have reached an express or implied agreement to do this, there is a possible antitrust violation.

--Illinois State Bar Association

Q. May a retail store give a discount to a company buying a large number of products and deny the discount on a small scale?

A. Yes. Although price discrimination is generally prohibited by federal law, volume discounts are permissible under the antitrust laws if such discounts are economically justified.

--Illinois State Bar Association

Q. Does the concept of marital property in Illinois entitle each spouse to 50 percent of what was acquired during the marriage?

A. No. Illinois is not a community property state where each spouse automatically gets one-half of the property. The division of what was acquired during the marriage takes into account the earnings of each spouse, non-monetary contributions during the marriage, length of the marriage and many other factors.

--Illinois State Bar Association

Submit questions to:

**Illinois State Bar Association
Illinois Bar Center
Springfield, IL 62701**

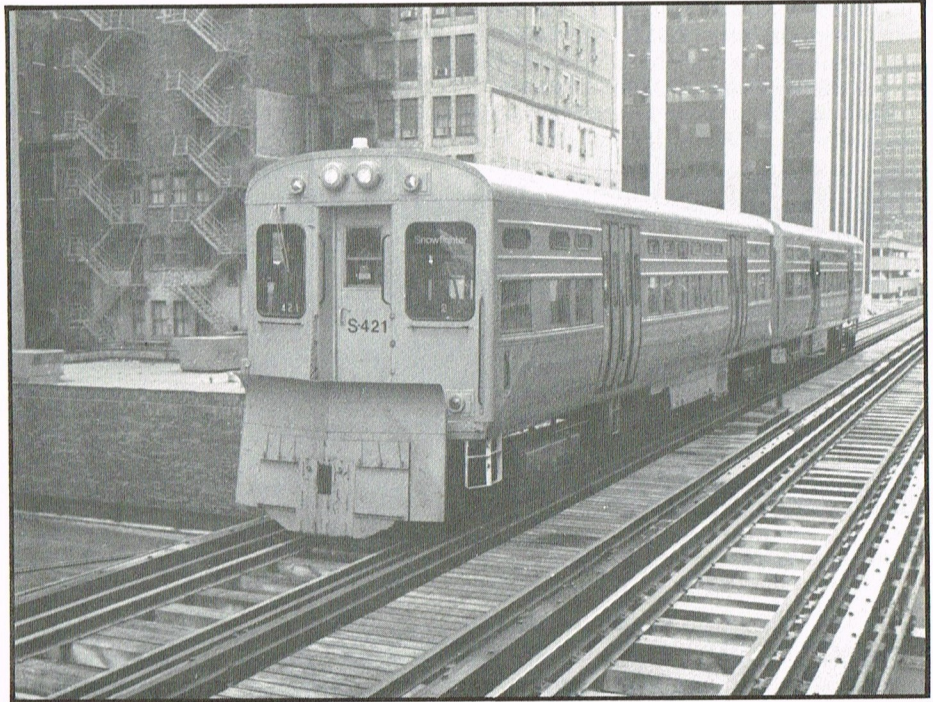
(Answers may appear in columns.
Personal answers not possible.)

Snow equipment is ready for winter's challenge

Just like the season itself, getting ready for winter's snow is becoming an annual event at CTA aimed at ensuring that the system is prepared for whatever challenges the weatherman has to offer.

CTA's Fourth Annual Snow Drill and Practice Alert provided yet another opportunity to call out the troops and test the heavy equipment in its snow-fighting arsenal. In line with tradition, the snow drill came the day after Thanksgiving.

From the first simulated weather alert from meteorologists Murray & Trettel at 10 a.m. until the all-clear sounded at 2:30 p.m., Operations Division personnel were in action passing mock orders from the Control Center, operating snow-fighting equipment along rapid transit routes, or testing platform speakers to demonstrate how they would keep riders informed about severe weather-related delays.



One of three yellow-painted Snowfighter trains called into service during the snow drill is shown northbound on Wells approaching the Randolph/Wells station on the Inner Loop. The diesel-powered S-500 Snow Remover Vehicle also made a practice run.



Area Superintendent Lester Racker (left) explains Control Center procedures during snow drill to Channel 32 reporter Gail Streetco, accompanied by Mike Horowitz, Group Manager, Public Affairs/Consumer Services, as technician Frank Accardi records remarks. Behind them (center) is Harry Horn, assistant superintendent, Control Center.

Besides giving personnel and equipment a chance to go through their paces, the snow alert has also become a media event. Television camera crews and reporters flocked to CTA's main battle station in the Control Center to focus on the drama created by Operations scriptwriters.

There they recorded announcements of each simulated worsening of weather conditions and noted the actions taken by CTA personnel -- up to and including Chairman Cardilli himself -- in response.

Outside, on the rapid transit system, they photographed or rode on yellow-painted Snowfighter trains or on CTA's ultimate weapon -- the diesel-powered S-500 Snow Remover Vehicle, with its massive snow blowers and rotating brooms.

When it was all over, the cumulative experience of another practice alert moved CTA ever closer to perfecting a technique that promises to call Old Man Winter's bluff, no matter how hard he blows.

ZAP Awards

Print and Upholstery Bus Shop workers completed four quarters in a row without an injury. The quarterly Zero Accident Program honored the two South Shops units for having clean records stretching from the fourth quarter of 1981 to the third quarter of 1982.

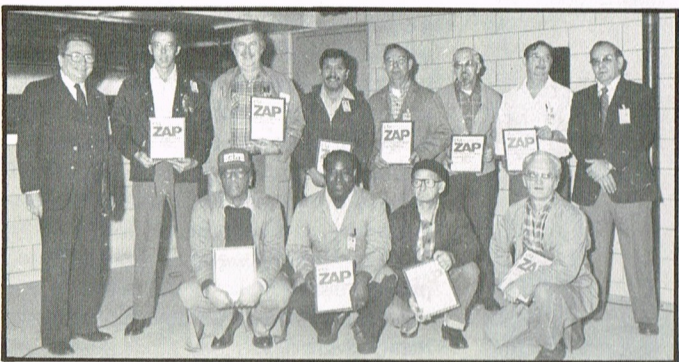
The two units were among 10 of 18 areas in the Bus Shops to be ZAP winners.



George Millonas, Manager, Equipment Engineering & Maintenance Department, congratulates Repairer James Buford, 61st Street rail terminal for the ZAP award won by him and his fellow workers.



Repairman Jesus Montalvo displays the ZAP award he and fellow Kimball Rail Maintenance employees won for having no injuries in the third quarter of 1982.



James Blaa (left), Acting General Operations Manager, was present when 11 Bus Shops foremen received ZAP awards for the third quarter of 1982. They are (standing) Jerry Walters, Engine Rebuild; Ray Hagen, Vehicle Wiring; Robert Mandujant, Upholstery; Ralph Keane, Utility; Ed Meskimen, Print Shop, and Nick Simonetti, Unit Rebuild. In the front row are Winmon Lewis (left), Paint Shop; Ernest Johnson, Machine Shop; John Dopak, Radiator Shop, and Ray Klaub, Sheet Metal Shop. Print Shop and Upholstery Shop employees completed four quarters in a row without an accident.

The Skokie Paint Shop and Degreasing Area in the Rail Vehicle Repair Shop also completed four consecutive quarters without an accident. The two units are among five of 13 areas having no injuries and receiving ZAP awards.

ZAP awards for Rail Vehicle Maintenance were presented to Kimball, Harlem, Desplaines/Foster, and 61st/Racine terminals. The Vehicle Maintenance crew at 69th Street garage was the first-place winner among the garages.



Day Foreman John Antonucci, Desplaines/Foster terminals, Rail Maintenance Section, shows the ZAP award employees won for first-place award in third quarter competition in 1982.



Day Foreman Joe Labellarte (left), Harlem terminal's Rail Maintenance Shop, accepts ZAP award from Superintendent Richard Lorimer. Harlem Maintenance Shop employees received the award for having no injuries in the third quarter of 1982.



Five Skokie Shop foremen display their areas' ZAP awards. They are (from left) Martin Venticinque, Degreasing; Frank Porcaro, Sub-mechanical; Jan Broda, Paint; Ken Blocker, Blacksmith/Welding, and Bob Buerger, Carpentry. Present at the awards ceremony were George Haenisch (second from left), Skokie Shop Superintendent; George Millonas (fourth from left), Manager, Equipment Engineering and Maintenance Department; George Wylie (sixth from right), Acting Unit Supervisor; James Blaa (second from right), Acting General Operations Manager, and James Dudley (right), Supervisor, Safety, who presented department awards.

Public Safety Awards



Harry Reddick (left), Acting Manager of Transportation, observes as Tom Boyle, Manager of Safety, presents the Quarterly Interstation Safety Plaque to Burnett Henderson (center), Superintendent, Beverly Garage.



Bill Moser (left), Area Superintendent, Far North, and William Rooney, Assistant Superintendent, Kimball Terminal, accept Interstation Safety Plaque from Ed Henry (right), Supervisor, Safety Performance Analysis, who made the presentation on behalf of Safety Manager Tom Boyle.

Beverly Garage was first-place winner in the 1982 Third Quarter Public Safety contest. It was the 18th time the south side garage has taken PSA first-place honors since the inception of the awards in 1961.

In its latest Interstation Safety contest success, Beverly distinguished itself with a traffic rate of 4.08 accidents per 100,000 miles, 22 per cent better than the system rate of 5.24. The garage had 57 accident-free days for the Third Quarter.

Beverly also claimed a passenger rate of 0.34. In other words, for every 300,000 miles of operation, the garage personnel were involved in only one accident. The rate was 70 per cent better than the Bus System rate of 1.12 accidents per 100,000 miles.

Taking Public Safety honors for rail service was Kimball Terminal. Kimball operated with a combined traffic and passenger frequency rate of 0.385 accidents per 100,000 miles, or one accident for every 300,000 miles of operation. The terminal experienced 88 accident-free days during the quarter.

'Media in education' panelist



CTA Librarian Violette Brooks was a panelist at last month's Illinois Association for Media in Education luncheon at Don Roth's Blackhawk Restaurant where special interest librarians were featured. Topic for discussion was "Everything You've Always Wanted to Know About (Some) Special Libraries in Chicago." Other panelists represented the Museum of Science and Industry, the Chicago Historical Society, and the Municipal Reference Library.

Employees document Toronto visit



When Amtrak International left Chicago's Union Station on its 11-hour inaugural run to Toronto the morning of October 31, its passengers included four CTA associates.

Coordinators Mike Cramer and Steve Hastalis of the Customer Assistance Section, Ron Weslow, Communications Coordinator, and Dave Bollinger, a former CTA summer intern, had each paid \$96 for the round trip fare aboard an excursion Amtrak coach to Canada's Queen City.

Cramer kept a log and brought along a camera to document the visit. Here are excerpts from his report:

Tuesday (Nov. 2)--mild, rainy weather in Toronto. We spent the morning with Tom Henry, staffer of GO Transit, agency name for the Government of Ontario Transit, operator of various suburban bus lines and suburban commuter train routes serving Toronto. Henry gave us a run-down of his agency's operations (similar to the RTA's).

Next stop on Tuesday was the headquarters of the Toronto Transit Commission (TTC) and William Hayward, marketing and community relations officer. Hayward gave us a detailed description of his agency's operations that are similar to those of the CTA.

TTC has 8,000 employees. The Commission operates a fleet composed of 1,403 motor buses, 151 trolley buses, 476 streetcars, and 632 subway trains. Motor buses operate on 108 routes of 651 miles; trolley buses have eight lines running on 33.7 miles; nine streetcar routes run over 45.5 miles of track, and subway trains have two routes (east-west and north-south) totaling 33.8 miles.

Part of Toronto's bus fleet includes those built by Flyer Industries, Ltd. of Winnipeg, similar to the 200 standard-size 40-foot buses ordered by the CTA Board August 23. This order, totaling \$25.2 million, will begin arriving at CTA next June, and the delivery is to be completed by October, 1983. We rode the Toronto Flyer buses and gave them high marks for access and comfort.

Hayward surprised us with TTC's ridership figures for 1980 and 1981. In 1980, TTC carried 366.4 million riders; in 1981 TTC carried 392 million riders, a 25.6 million increase in ridership.

Fares are 75 cents exact change for adults; 25 cents for children two to 12; students pay 40 cents, and senior citizens ride at reduced fares with TTC I.D. cards. Riding tickets and tokens are sold at reduced rates. There is also a monthly Metropass good for unlimited riding which has a transferable color photo of the card holder and costs \$32.50

a month. A Sunday or holiday family pass for up to four persons sells for \$2.25.

Hayward noted that vandalism is not restricted to U.S. transit properties. Vandalism costs the TTC about \$200,000 a year.

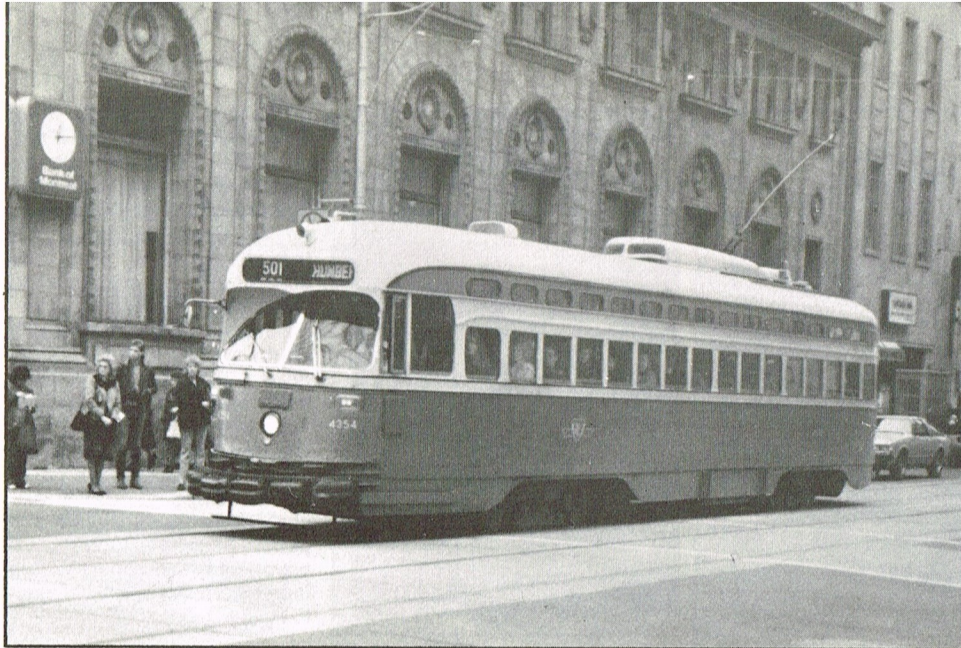
Wednesday (Nov. 3)--still mild and wet, so we spent most of our time riding the various routes throughout Toronto. We also were invited to ride TTC's experimental streetcar, an articulated streetcar, a General Motors of Canada articulated bus, and the subway routes.

Toronto's public transit system makes it very easy for the first time visitor to get around in this vibrant "Chicago of the North," as some call Toronto. Where Chicago faces east to Lake Michigan, Toronto faces south to Lake Ontario.

When we boarded the train for the return trip, we discussed plans for a future visit to Toronto, that friendly, foreign city.



Dave Bollinger enjoyed his ride on a Toronto subway train. Trains have barriers between cars to prevent persons entering or leaving trains from connecting doors.



TTC streetcars on Toronto's eight lines include modern light rail vehicles (left) and PCC streetcars (right) similar to those used in Chicago until 1958.

Toronto trip by Amtrak: economical and enjoyable

For people who enjoy riding trains, for "white knuckle" jet plane passengers not pressed for time, and for those going to Toronto on business or vacation, the \$96 round trip excursion fare on Amtrak's International Limited train connecting Chicago and Toronto may be just the ticket.

So said Mike Cramer, CTA Customer Assistance Section Coordinator.

"The International Limited is a chair car train, there are no Pullman sleepers, and each car has 84 seats. There is no dining car, but the train has a snack/lounge car where sandwiches, snack foods, soft drinks, beer, wine, and mixed drinks are served. Prices are comparable to those in good restaurants.

"The train leaves Chicago's Union Station at 10:25 a.m. and makes a stop at Hammond, Ind., six stops in Michigan, and three stops in Ontario before arriving in Toronto 11 hours later at 9:50 p.m."

Cramer said the longest Toronto bound and Chicago bound stops were for customs inspections at Sarnia, Ontario (northbound) and Port Huron, Mich. (southbound). These stops totalled about 30 minutes each.

Both Amtrak and Via Rail Canada cars (Canadian equivalent to Amtrak) use comfortable riding cars. The 495 miles of track and roadbed are in excellent condition.



Mike Cramer, Customer Assistance Coordinator, rode Toronto bus built by Flyer Industries, Ltd., similar to 200 buses on order for CTA.

He said the train got up to speeds of 80 to 90 m.p.h. as it raced across Central Michigan and Southern Ontario.

Many riders in Cramer's Amtrak car elected to bring their food and drinks to their seats, which are equipped with fold-away tables. Canadian cars on the train do not have folding tables. Other riders eat their food in the lounge car's booths to watch the passing farm and urban scenes.

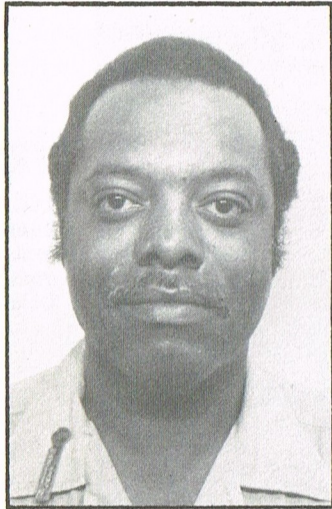
This train, he pointed out, is a non-reservation train, and he said prospec-

tive riders should contact Amtrak to get specific information.

The International Limited route was created through the efforts of Amtrak, Via Rail Canada, the Michigan Department of Transportation, and the Ontario Provincial government as a result of intensive lobbying by organizations and individuals. They wanted Chicago to Toronto rail service restored after it was dropped in 1970.

Another plus for this new service: Toronto's Union Station contains a station for Toronto's subway system.

George Gray (Archer garage) is appreciated by Lillian Platt, of West 56th Place, who frequently rides his No. 62 Archer Express bus. "He makes it a pleasure to ride, no matter how jammed we are. He has a beautiful personality, is always cheerful. He thanks us for moving to the rear of the bus; thanks anyone who relinquishes a seat for a handicapped person. I could go on and on about this man who loves mankind; he is truly a blessing to us, and the CTA can be proud of him as a representative. His gracious manner is something to remember, and I'm sure it puts everyone in a good mood."



June Martin (West Section) was complimented by Francis Kent, of Roscoe Street, who passes through her agent's booth at Desplaines on the Congress line. "This lady is efficient, fast, and above all an outstanding employee. She has poise, charm, and is extremely courteous to each and every rider she comes in contact with. She is an example of how people who work with the public should be, and they in turn will get the same treatment. It is very difficult sometimes working with the public, but I have never heard anyone be rude toward this lady, and they have no reason to be."

commendation corner

Lawrence Watts (69th Street garage) was called a "wonderful driver" by June McWilliams, of West 65th Street, who was a rider on his 71st Street bus. "He is very courteous and knowledgeable. He calls the stops out loudly and clearly, and answers any question the best he can. He knows the street and can maneuver his bus without unnecessary bumps and jerks. On the day I rode with him I had my two small children and some packages. He waited patiently while I boarded and found a seat, and again later when I exited."

Geraldine Armstrong (Lawndale garage) and **Carmen Betances** (North Park garage) "added the perfect touch" to a weekend Mary Giller and a friend from Richfield, Minnesota, spent in Chicago. "After attending a concert at the Pavilion on Harrison and Racine, we caught a No. 60 bus, except in the wrong direction. It was about 1:30 a.m. when a woman bus driver (Armstrong) got us going in the right direction. She informed us what we did wrong and advised us to ask questions from now on if we didn't know where we were going. After we got off to transfer at Michigan Avenue, a No. 151 bus pulled up and the driver (Betances) asked, 'Are you the little lost souls I'm supposed to pick up?' We couldn't believe it! She then got us to the Marriott. We've never been to Chicago before, and expected quite the opposite kind of people. The entire weekend was one of learning not to judge others you don't know. Thanks again for the wonderful service."

James Miller (Beverly garage) was thanked by Harry Tension, of West 79th Street, for his "superb service" as operator of a No. 49A South Western bus. "I had occasion to ride with this excellent driver on three trips. His demeanor never varied for an instant. On each ride he was courteous, kind, helpful, exceptionally patient and considerate. He had all of the passengers in a pleasant, convivial mood. Never ceased being congenial and cheerful. With all of these virtues going for him, another plus is that his driving skill is excellent. No sudden jerky stops and starts, but just a pleasing, smooth ride."

Ernestine McWilliams (North Section) and **Fred Zimmerman** (Rail District North) were praised by Jack Stewart, of Kenilworth, for their "courteous and helpful service" at the Linden terminal. "The red light was on, indicating the parking lot was full. I noticed there was space reserved for handicapped people. I am a senior citizen with very painful osteoarthritis. I left my car and explained my predicament to Ms. McWilliams, the agent. She called Mr. Zimmerman, the supervisor, and before I could get back to my car, he was there. He released the gate, and I quickly found a parking place and proceeded downtown. I was back in Wilmette by 11:45. Quick, easy, and met two wonderful CTA employees."

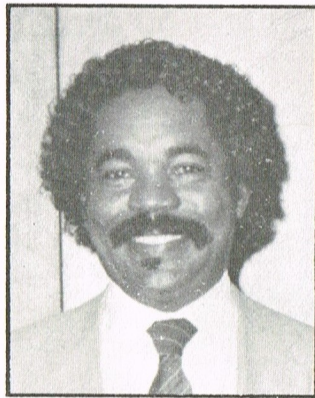
David Keske (Forest Glen garage) was applauded in a letter signed by Marion Nelson and nine other riders who board his No. 69 Cumberland Express bus on Higgins Road. "As he picks us up, his friendly way of greeting and chatting with us puts us all in good spirits and makes the trip home from work a pleasant ride in spite of bad weather or bad traffic conditions. Because of his kind and pleasant way, he makes all of us feel friendly and open with each other, so that the ride home is like a daily meeting of old friends. He helps make the end of the day just a little nicer for having ridden on his bus."

Eddie Sanders (West Section) an agent at Halsted on the Congress line, impressed Willard Puffer, of Lunt Avenue, with her dedicated service. "When I arrived home and found my wallet missing, I vowed I would never step onto a CTA train or bus again. However, I had not been home long before a CTA official called to tell me my wallet had been recovered and turned in by Ms. Sanders. Thanks to her prompt action, I got my wallet back without a cent missing. And guess what? I am still riding the CTA, hoping to meet more employees like Ms. Sanders, not only friendly and cheerful, but truly concerned about the welfare of riders."

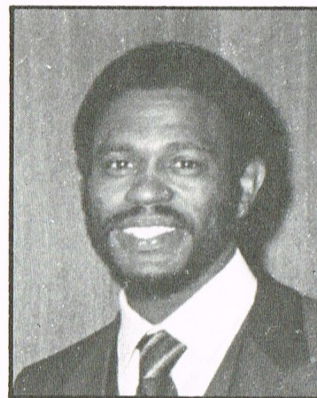
Four employees honored for outstanding service



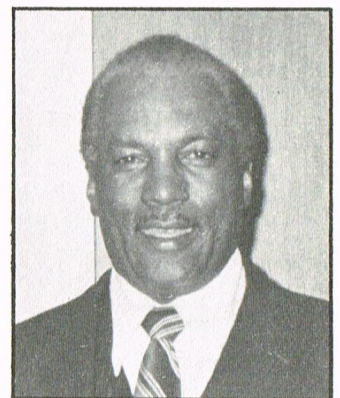
Jerome Smith



Leonard Morris



Foster Moore



Lawrence Latham

A knife wielding passenger aboard an eastbound Stony Island bus was subdued by Bus Operators Jerome Smith, Leonard Morris, and two passengers on Smith's bus.

Operator Smith said as the man boarded he refused to pay a fare. Instead, when the fare was requested he stuck a knife in the fare box slot and told Smith that he would collect the money from the next person who boarded.

A scuffle ensued as the man went after Operator Smith with the knife. Meanwhile, the bus was already in motion. During this development Morris, who was westbound on Stony Island, arrived on the scene and witnessed the altercation.

Morris stopped his bus, boarded Smith's vehicle and

stopped it. He was assisted by two passengers in subduing the knifeman. Morris radioed for police and Smith signed a complaint. Both operators received special recognition certificates for outstanding performance of duty which were signed by Acting General Operations Manager James Blaa.

Certificates of special recognition were also awarded to Motorman Foster Moore, and Conductor Lawrence Latham who led riders of their North-South line train to safety after they discovered a fire in the head car as the train approached 633 North State Street in the subway.

Moore and Latham escorted their passengers as they evacuated them along 200 feet of a catwalk through dense smoke which had filled the tunnel.

Thanks—for a job well done

Maria Acevedo, North Section
Jose Almeida, Forest Glen
Francisco Aragon, North Park

Willie Baker, North Avenue
Lerline Ball, 77th Street
Jose Batista, Limits
William Blackwell Jr., North Park
Toni Blair, North Avenue
Frederick Burks, 77th Street

Victor Davila, North Park
Curtis Davis, Forest Glen
Vincent Dawson, North Avenue
John DeGroat, 77th Street
Marcos Delgado, North Avenue
Herbert Dillard, Ashland Term.

Bruce Ellison, Limits
Willie Esper, Beverly

Constantino Estrada, Archer
George Ewing, Lawndale

Edward Gonzalez, Archer
Rose Goody, North Park

Earl Harrington, North Avenue
Wally Henry, Archer

Zeke Jagst, North Park
Willie James, North Park
Robert Jenkins Jr., North Park

Robert Lawson, North Park
Alfred Lee, Limits
John Lemond, North Park
Giles Liddell Jr., Limits
Jesus Limas, North Park
Ruben Lopez, North Park
Robert Lucas, Lawndale

Adolph Marth, Forest Glen
Augustin Mercado, Forest Glen
Earl Miles, Lawndale
Lura Minter, North Avenue

Robert Nelson, Forest Park

Fred Plambek, District D
Davis Price, Howard/Kimball

George Raniszewski, Forest Glen
Anastacio Reyes, North Avenue
Vernon Robinson, Howard/Kimball
Ramon Rodriguez, North Park
Angel Roman, Forest Glen
Oliver Roque Jr., Forest Glen

Ivadel Sandoval, North Park
Mary Schmidtke, Forest Glen
Blanche Silva, North Park
Robert Smith, Forest Glen
Carl Strickland, 77th Street

George Thompson, Archer

Arturo Valdez, North Park
Paul Vance Jr., Forest Glen

Javid Wasson, North Park

Charles Young, Jefferson Park
Thelma Young, Forest Glen
Anthony Zenner, North Park

Culture bus guides are special people



Volunteer commentators received certificates of appreciation from Mike Horowitz (standing right center with light tie) at a Board Room ceremony December 1 attended by Herbert Boyd (far left) and Everett McBride (second from right), Central District supervisors; Mike Cramer, Customer Assistance coordinator, and Ron Weslow, Communications coordinator (second and third from left); Jim Mulqueeney, Routes & Systems planner (center), and Jeff Stern.



Mike Horowitz (center), Group Manager, Public Affairs/Consumer Services, and Jeff Stern (right), Culture Bus coordinator, presented Michael Simmons with a poster of Chicago in recognition of his record 21 days of service as a volunteer commentator during the 23-day 1982 Culture Bus season.

"It's more than transportation" might be a good motto for CTA's Culture Bus service, and the people who make it something special are the commentators.

They're the volunteer guides who tell riders historic and other information about points of interest along the three Culture Bus routes.

Speaking through a public address system behind the operator's position on each of the articulated buses used for the service, commentators keep riders informed about what they're seeing with the aid of scripts prepared by the Public Affairs Department.

It's a personal touch that pays off in increased rider interest and greater appreciation for CTA, the city, and Chicago's cultural heritage among natives and visitors alike.

Final figures showed that 55,067 rides were taken on Culture Buses during the 23 Sundays and holidays of the 1982 season, or 32 percent more than the comparable period of 1981.

While new stops on the expanded North and West routes certainly accounted for some of the increased ridership, by listening to many of the riders as they completed their trips at

Special Service Culture Bus operator is lauded by riders

Riders of CTA's first Culture Bus service for the mobility limited showed their appreciation for one of their favorite bus operators November 24 at a luncheon at the Museum of Science & Industry -- the city's most popular cultural attraction.

James Briley, a 22-year CTA veteran who has been with Special Services since the unit was organized in 1981, was recommended for recognition by Eva Pereira, of West 38th Street. Pereira, a sprightly octogenarian who has difficulty walking, rode with Briley on many of the eight Culture Bus trips offered by Special Services during the 1982 season.

Pereira wrote Mayor Byrne to say she liked the service so much that she planned to honor Briley, and was going to ask her fellow riders to contribute 25 cents each toward a coffee party in her home.

In response the Mayor said she would be happy to offer her support by organizing a luncheon at the museum. The Mayor's office con-



Mayor Byrne's Appointment Secretary Mrs. Helen McNamara (left) extends a hand to Eva Pereira at a luncheon honoring Special Services Operator James Briley (center).

tacted Special Services Project Manager Isaac Beal to invite 50 other handicapped riders to the luncheon, which would be held on Ms. Pereira's 83rd birthday.

Culture Bus coordinators Jeff Stern and Ron Weslow, from the Public Affairs Office, represented Mike Horowitz, Group Manager, Public Affairs/Consumer Services, at the party, which was also attended by volunteer commentators Richard Kunz and Jack Pearson.

Mrs. Helen McNamara, Mayor

Byrne's Appointment Secretary, was there on behalf of the Mayor and arranged a big birthday cake surprise for Ms. Pereira.

Briley, who was accompanied by his wife and daughter and Sam Thomas, another Special Services Culture Bus operator, said, "The Culture Bus brought enjoyment to people, and that made it a gratifying experience for me. When you get into this program, you realize that what these people really want is independence, and we're the ones who can provide it."

the Art Institute you would have to conclude that the commentators also had a great deal to do with it.

Commentators have been a part of the service since its inception in 1977, when there was only one route. In the beginning, the commentators were all CTA personnel, mainly from the Public Affairs Department.

As the service was expanded to include a North and then a West route, however, staffing requirements became so great that other sources had to be found to make sure a commentator would be available for each run.

Students from universities along Culture Bus routes were asked to apply, particularly those interested in public speaking. In time, CTA attracted not only students, but professionals and others who enjoyed working with the public and who recognized the value of the Culture Bus as a

means of creating a more positive image of the city.

At a gathering of the volunteer commentators on December 1, reflections by the individuals themselves best explained their involvement in the service.

Mike Simmons, a student at Robert Morris College, said, "I like meeting the different types of people who ride the Culture Bus, and helping those who are new in town. I got used to appearing in public when I sang for nine years with the Chicago Children's Choir. That also gave me good practice using my voice for long periods of time while standing on my feet."

Nina Wendt, who was recently a librarian for a Loop law firm, said, "I moved to Chicago from South Carolina about two years ago, and I enjoy working on the Culture Bus because it helps me learn about the city. It's also made me less afraid to be

in front of a microphone."

Louise Sibley is an administrator at Cook County Hospital's Department of Nursing. She volunteered two years ago to become a commentator because "I love people -- love to do things that please people. I also like the gratitude I get from the riders. They seem to enjoy the commentary, and the fact that I can deliver it in such a way that they appreciate it makes me feel good."

Mark Thacher, a salesman and investment counselor, has been a lifelong resident of Chicago and a commentator since 1980. "I already knew the city fairly well," he said, "and had read a lot about its architecture. I was used to public speaking from my college days, and later on when I was raising funds for the college. I like telling people about Chicago and its architectural treasures."

You should know when to call Social Security

The first time you contact Social Security is usually when you want to apply for a Social Security number. At that time, you will need proof of age, identity, and citizenship or immigrant status. If you are 18 or older, you must apply in person. Other times when Social Security should be contact are:

- When a person becomes disabled, in order to find out if disability benefits may be received.
- To inquire about survivor benefits when a family member dies.
- When a widow or widower reaches age 60.

To apply for retirement benefits at age 62 or later.

It is best to apply about three months before retirement so that your Social Security checks can start as soon as possible after you stop working, thus avoiding an income break. A delay in applying could result in more serious penalties including a permanent loss of benefits.

Before applying for Social Security benefits, be sure you have the following information and documents to support your claim:

1. Social Security card or record of

the number.

2. Proof of age. An official, or religious record of birth or baptism, preferably one recorded before age 5. Only original records or copies certified by the issuing agency may be used. If such records are not available, check with the nearest Social Security office regarding subsequent proof.

Two or three months before you reach age 65, you should contact Social Security to arrange for Medicare health insurance protection, even if there are no plans for retirement.

Should you have any questions regarding your benefits, you should contact the nearest Social Security office.

Employees asked to pledge 'a fair share'

It takes so little to make a Fair Share pledge, but it helps so many. In fact, more than 300 United Fund health care agencies in Chicagoland benefit from the Crusade of Mercy.

Last year CTA employees pledged more than \$125,000 to the Crusade to help support the vital health care programs and other human service agencies which emphasize individual community spirit.

This year, CTA employees are being asked once again to give to the Crusade of Mercy to help friends, neighbors, and sometimes co-workers or loved ones, who, in moments of crises, rely on the spirit of human kind to help the less fortunate.

Customarily, one day's pay a year, which roughly equals four tenths of one per cent, is considered the Fair Share pledge which provides valuable assistance in time of need for so many.

This year, let's make the United Way the CTA way by joining the Crusade of Mercy. Every pledge will help provide the services which will make someone's dreams come true, perhaps someone close to us.

Let us begin the holiday spirit and the new year by investing in the Crusade of Mercy.

Controller Chambers joins pensioners after 34 years

Jack Chambers, 64, a bus controller since 1971 in the Transportation department's Control Center, went "10-3" and "10-7" on December 7 and ended his 34 year career in public transit. The radio broadcast code "10-3" means Stop Transmitting. The radio broadcast code "10-7" means Out of Service.

Many of Chambers' co-workers and friends stopped in the Control Center's train room to say good-bye in an informal reception held for him by Jerry Johnson, control center superintendent.

Chambers is noted for his calm broadcast voice and his ability to proficiently handle emergencies radioed to him by bus operators and field supervisory personnel. He also has a fine sense of humor.



He began his career in 1948 in the Lawndale garage as a bus operator. In 1961 he was promoted to supervisor and 10 years later joined the Control Center staff.

His friends gave him a cash gift and a fifth of what he said was "mouthwash."

Chambers and his wife, Eillen, live on the southwest side and plan to retire to Florida. The couple has two sons.



While buttons were popping for proud Insurance Clerk Jim Burklow, an employee of 37 years, on the December 12 arrival of his first grandchild, this first photo session for little Steven James Carline was just another occasion for the new born to sleep. Born at 1:22 a.m. in Christ Hospital to Mr. and Mrs. Tom Carline of Hometown, the baby weighed seven pounds, four ounces, and was 20 inches long at birth.

IN MEMORIAM

GEORGE CHRISTIE, 87, North Section,
Emp. 4-11-29, Died 10-10-82
JOHN CLARK, 78, Forest Glen,
Emp. 9-21-25, Died 10-4-82
ARTHUR DICKSON, 69, West Section,
Emp. 1-21-47, Died 10-31-82
ELISHIE EPLEY, 68, Kedzie,
Emp. 1-31-47, Died 8-2-82
WARREN HILL, 87, 61st Street,
Emp. 11-13-13, Died 9-29-82
DOUGLAS HORNE, 70, Forest Glen,
Emp. 11-5-53, Died 9-25-82
JOHN IOVINO, 73, Maintenance,
Emp. 7-7-42, Died 10-30-82
MARION JEFFREY, 60, South Section,
Emp. 10-15-47, Died 3-19-82
WILLIAM JOHNSTON, 80, Shops & Equip.,
Emp. 2-10-28, Died 10-2-82
ROBERT LAVIN, 68, Beverly,
Emp. 5-13-41, Died 10-16-82
RAYMOND McCARTHY, 82, District A,
Emp. 11-15-26, Died 10-25-82
HENRY OLWIG, 60, Douglas,
Emp. 12-29-49, Died 10-18-82
ANTON POGORZELSKI, 88, West Sect.,
Emp. 6-9-20, Died 10-14-82
VINCENT RUTKOWSKI, 69, Transp.,
Emp. 11-23-36, Died 10-1-82
ROBERT SEXTON, 75, Engineering,
Emp. 2-21-46, Died 10-9-82
MITAR SHAROVICH, 88, Way & Strucs.,
Emp. 11-1-30, Died 9-28-82
VINCENT SHUBAT, 78, Engineering,
Emp. 7-2-29, Died 10-14-82
HENRY THOMPSON, 92, Shops & Equip.,
Emp. 1-29-25, Died 10-29-82
HENRY WATTERSON, 100, Limits,
Emp. 1-3-27, Died 10-19-82

NEW PENSIONERS

ANNE ANGST, Accts. Pyble. Clk.,
Financial Services, Emp. 2-15-54
HARRY CARTER, Operator,
77th Street, Emp. 7-24-51
HEARTHEL JOHNSON, Operator,
Beverly, Emp. 9-6-51
WILLARD JOYCE, Collector,
77th Street, Emp. 5-1-47
OCTAVIA PERRIN, Ticket Agent,
South Section, Emp. 8-20-55

DISABILITY RETIREMENTS

MARGARET ARCHER, Travel Info. Rep.,
Consumer Services, Emp. 2-18-67
LAWRENCE GENENDER, Ticket Agent,
North Section, Emp. 11-21-64
*CARL HOWARD, Bus Repairer,
69th Street, Emp. 10-28-70
RAY JOHNSON Jr., Operator,
69th Street, Emp. 10-17-66
*ORA MILLER, Rail Janitor,
Fac. Maint., Emp. 2-20-61
MARY STANCZYK, Ticket Agent,
West Section, Emp. 5-16-59
IRMA WESLEY, Operator,
Limits, Emp. 8-15-74

*Retroactive to 11-1-82

Service anniversaries in December

40 YEARS



Edward Evans
Maintenance

35 YEARS

James Durr, Electrical
Thomas Freeman, Instruction
William Murray, Electrical
Edward Superczynski, Electrical

30 YEARS

Catherine Corcoran, Treasury
Wilbert Dohrmann, Forest Glen
Burnett Henderson, Beverly
Andrew Jones Jr., Beverly
William Kelly, Douglas
Frank Sprovieri, South Shops
William Whitenhill, Archer

25 YEARS

Donald Budoff, Stores
Donald Burton, Claims
Lawrence Costley, Forest Glen
Gerald Doherty, North Park
Robert English, 77th Street
Harold Freiwald, Beverly
Samuel Highsmith Jr., Schedules
Roy Jones, West Section
Orvan Lyles, Archer
Joseph Maloney, Archer
George O'Donnell, Archer
Roosevelt Russell, 69th Street
Willie Shelton, Beverly
Lawrence Thigpen, North Park



Former CTA Signalmen Victor Zastera (left) of Lombard, and Herbie Templeman of Ava, Mo., got together to reminisce during Zastera's recent visit to the "Show Me" state. Zastera retired January 1, 1978 as a signal foreman from Central District. Templeman, retired since 1959, claims to be the oldest living towerman from the Loop. He recently celebrated his 88th birthday.



Raymond A. Hynes of Tamarac, Fla., who retired in 1969 as a CTA Office Services Supervisor, and his wife, Anna, celebrated their 59th wedding anniversary on November 19 with a small group of friends and relatives at Spoto's Restaurant in Seminole, Fla. Mr. and Mrs. Hynes are the parents of two children. They also have 15 grandchildren and 11 great-grandchildren. One grandson, Vincent J. Allen, is a repairman at Archer garage.

cta EMPLOYEE COUNSELING PROGRAM

"Purpose"

To find solutions for problems

"Goal"

Keep people working

- ALCOHOLISM
- DRUGS
- FINANCIAL

222-6114
222-6115

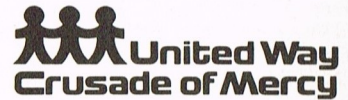
- LEGAL
- MARITAL
- EMOTIONAL

cta Employees or family members
or significant others

CONFIDENTIAL / VOLUNTARY

Chances Are...

you or someone you know will look to the United Way for help. Services provided by the more than 300 United Way human care agencies reach one in four families in the Chicago metropolitan area. *Please help by giving your Fair Share.*



SUBSCRIBER CHANGE OF ADDRESS NOTICE

YOUR NAME _____

OLD ADDRESS _____

NEW ADDRESS _____ Apt. or
P.O. Box _____

City, State, and Zip Code _____

Mail to: CTA TRANSIT NEWS, P.O. Box 3555, Room 734,
Merchandise Mart, Chicago, IL 60654.

To insure that you continue to receive your Transit News without missing an issue, please fill out your Subscriber Change of Address

Notice at least one (1) month prior to moving, or AS SOON AS YOU KNOW YOUR NEW ADDRESS.

CTA TRANSIT NEWS

Volume 35

Number 12

Published for employees and retirees of CTA by the Public Affairs/Consumer Services Division, Michael N. Horowitz, Group Manager.

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

Director of Publications: Jack Sowchin

Editor: Rick Willis

Production Artist: Alexandra Elva

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 subscription price to others, \$5. CTA TRANSIT NEWS, Room 734, Merchandise Mart Plaza, P.O. Box 3555, Chicago, Illinois 60654.

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

ROY G. BENEDICT
P. O. Box A3159
Chicago, IL 60690
TN

BULK RATE

Paid

U. S. POSTAGE
PERMIT No. 8021
CHICAGO, ILL.