

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

Heroes honored

Friendship, good luck, and a shared concern for the welfare of CTA riders led Bus Operators Willie Smith and Fred Williams Jr., both from 69th Street garage, to retrieve a purse and win the lasting gratitude of Helen Markov, of South Artesian Avenue.

Ms. Markov, who suffers from arthritis and uses a cane, was waiting one wintry noontime at 69th Street for a northbound bus on Ashland.

Williams, who is also a pool Supervisor and pool Special Services Operator, was pulling up in an Ashland bus when he saw a man tugging at Ms. Markov's handbag.

As soon as he was able to turn his bus over to his relief, Williams began chasing the purse-snatcher, who by this time had run off with the bag. While running east on 69th Street, Williams was noticed by Smith, who was off duty in his car heading the other way.

Williams jumped into his friend's car, and together they pursued the of-



Bus Operators Willie Smith (left) and Fred Williams Jr. are thanked at 69th Street garage by Acting Superintendent David Hinman for their role in chasing a purse-snatcher and recovering intact an elderly rider's possessions.

fender. After confronting him in an alley, they retrieved the purse, which had not yet been opened.

In her letter of commendation to Mayor Byrne, Ms. Markov said, "I was hysterical, yelling for the police, and with my cane I started after him,

hollering, 'He's got my purse!'

"People on 69th Street called the police, but I was too emotionally upset to talk to them, and started for home. When I got to Ashland, I heard these two CTA men calling me. They had my bag!

Transit News Survey

(Continued from page 1)

Subject preference

In this section of the survey, the answers provide a valuable critique of the types of stories that have appeared in *Transit News* over the last three years, by indicating reader interest in the various editorial categories.

The numbers in the illustration show how many times each answer appeared on all the surveys. The numbers in each column were multiplied by the number (4, 3, 2, or 1) at the top of the column, and then added across. The result was a point value ("POINTS" column), which indicated cumulative reader interest in each category. The "RANKING" column, based on "POINTS," indicates the relative importance of each type of story to our readers, and will be used to determine editorial content and space allocation of future magazines.

Thus the top six categories in reader preference are: Employee Benefits and Insurance; CTA Departments--What They Do and What They Have Accomplished; Statements From Management Concerning Current Events; Features About Individual Acts of Heroism or Job Performance; Major Facility and Equipment Improvements; Budget and Finance Reports.

We are currently working with Insurance and Pensions to establish a periodic column about benefits and insurance.

Mr. Cardilli's new column, *From the Chairman*, is the first step in bringing significant management comment to *Transit News*, and we will explore other types of management comment in the future.

Accomplishments of CTA departments, acts of heroism and job performance, and facility and equipment improvements have often been reported in *Transit News*, and we would like to continue and expand this type of coverage. Reader input is most important in this area. We ask that

employees suggest story ideas by phone or by mail, and we will make the necessary arrangements to have a writer and photographer cover the story.

We have not yet explored budget and finance reporting for *Transit News*, but we plan to do so in the future.

Additional items

The last part of the statistical data of the survey suggested five editorial subjects that might be added to *Transit News*. This section received responses from 389 people, with most indicating more than one response.

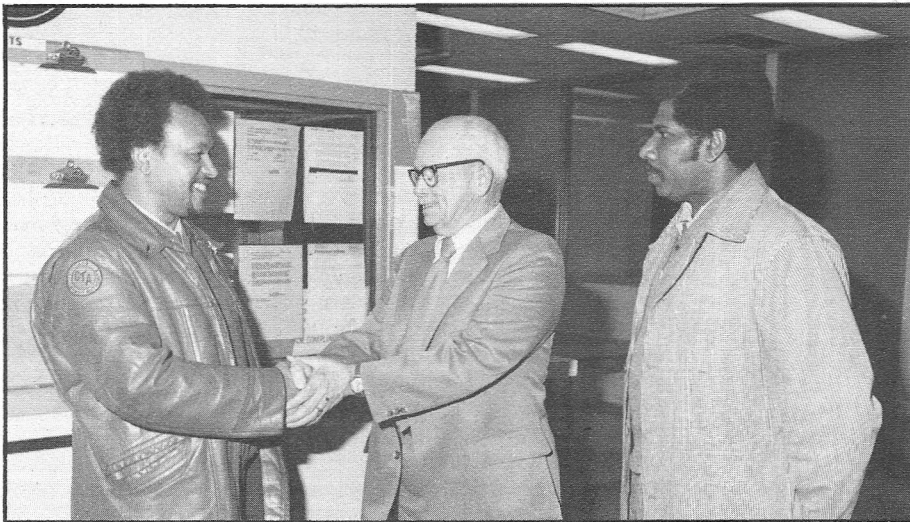
We have recently made inquiries of the Chicago Bar Association, the Illinois Bar Association, and the American Medical Association for assistance in producing legal and medical advice columns. Other additional items may be added in the future.

Transit News is very grateful to the Data Processing department, especially Phil Salomone and Marlene Trock, for their advice and cooperation. Salomone, Supervisor, Information Services, developed the data entry process for collecting the survey information. Trock, Principal Applications Designer, performed the analysis of the data by using the Statistical Analysis Package (SAS), based on the responses received from the survey.

Comments

Of the 523 surveys received, 225 elicited responses in the "COMMENTS" section at the bottom. Once again, the breakdown of comments does not add up because many of the comments refer to more than one subject. This breakdown is as follows:

- 37 - compliments
 - 32 - stop publishing
 - 26 - criticized lateness of distribution
 - 17 - unrelated comments or suggestions about CTA
 - 118 - editorial comments and suggestions
- We appreciate your compliments very much, and we



Conductor Harvey Cowins (left) is congratulated by William Rooney, Assistant Station Superintendent, Kimball, for his part in preventing the mugging of three riders on a Ravenswood train with the help of Motorman Levi Wardell (right).

"I couldn't believe it. I was so grateful. All my money, keys, driver's license, and other ID's, plus my watch, ring and bracelet, everything was intact!

"I never thought I would see my belongings again. A few days later I went to the CTA in the Merchandise

Mart and gave them a report."

Quick action by the crew of a Ravenswood train one Saturday afternoon prevented the mugging of three women passengers, who were accosted by four males apparently working together.

North Section Conductor Harvey Cowins recognized the "set-up" as two of the offenders cornered one of the would-be victims when she got up to leave at Wellington. At the same time, the other two men tried to grab the purses of the other women who were still seated.

Cowins signaled Motorman Levi Wardell, who charged out of his cab while Cowins confronted the two muggers at the door. They ordered one of the men at the door to return the lady's wallet and told all four troublemakers to get off the train immediately—which they did.

One of the would-be victims, Virginia Hoffman, of Western Springs, wrote, "I believe the two men, who work on train #414, deserve whatever is appropriate for protecting passengers on the CTA. They had no weapons, and used their common sense and muscle to stand up to the others. Hooray!

"The three women who were in the car were thus protected. Please relay this information to the appropriate people so that these workers can be rewarded."

hope to make our magazine more relevant, interesting, and enjoyable in the future.

Although most of the people who suggested that we stop publishing cited economic reasons, management considers *Transit News* an important means of communicating with employees. We have economized by distributing the magazine through Utility bulk delivery to field locations and Mail Room delivery in the Mart, which is much less expensive than sending the magazine to employees' homes through the U.S. Postal Service. We also no longer request returns by the Postal Service of magazines that could not be delivered to retirees and subscribers.

Lateness of distribution is a two-fold problem. To insure accuracy in our changing economic and organizational environment, the editorial content of the magazine must now be more thoroughly researched and reviewed, which is more time consuming.

Transit News, as a publication for employees and retirees, must also have a lower printing priority than revenue-producing materials, rider information materials, or training materials. So production of *Transit News* has been delayed by production of monthly passes, "Ban the Buck" or service change window card and flyer production, or other emergency requirements.

We are currently resolving these problem areas, and we are certain that more efficient production scheduling and in-house delivery will result in more timely and regular distribution.

Unrelated comments or suggestions about CTA will be forwarded to the appropriate departments.

Editorial comments

Comments about the editorial content of *Transit News* generally paralleled the results of the statistical part of the survey and have been categorized as follows:

16 -- more about other jobs and departments, job requirements, and how the jobs are performed

- 15 -- requested management comment on situations and problems or requested financial reporting
- 15 -- more personal news, return to gossip column or "inside news" format
- 11 -- more focus on field employees--less on Mart and management
- 5 -- requested editorial involvement and submissions by employees and managers
- 5 -- more information about CTA involvement in industry associations, technical information, or railfan activity
- 5 -- expand coverage of retirees' activities or death notices
- 5 -- criticized quality of writing, layout, and/or photography
- 4 -- more information about pensions or employee welfare programs
- 4 -- more information about money saving or self help and self improvement programs
- 2 -- requested FOR SALE ads by employees
- 2 -- requested exposes of CTA scandals
- 2 -- more union news
- 27 -- miscellaneous

The opinions expressed in these comments will also be considered as we plan the future of *Transit News*.

We believe that it is an indication of the quality and dignity of CTA employees, that, even during these problematic times, only one of the comments received was considered abusive and in poor taste.

The Publications staff will now move ahead and begin making changes that will tailor the magazine to meet your needs as indicated by the survey. We welcome your comments and story ideas. You may contact us between 8 a.m. and 4:30 p.m., Monday through Friday, at **extension 3320 in the Mart**, or send your comment or story idea to **CTA Transit News, Room 734, Merchandise Mart**, via company mail.

From
the Chairman

Work rules



As public service employees, our salaries are paid by the people we serve, both directly through the fare box and indirectly through taxes. We are, therefore, accountable to the public to serve their transportation needs.

We must provide conveniently-scheduled service that runs on schedule. We must treat the public with the same respect and courtesy that we would expect from people in other organizations who serve us. And our efficiency and economy of operation must demonstrate that we are spending the public's money wisely.

From our heritage of more than 120 years of public transit in Chicago, we have learned the techniques that assure these goals. These techniques are explained in detail as

operating rules in the CTA General Rule Book and the various departmental rule books.

It is the responsibility of all employees to be knowledgeable of and abide by these rules, and it is the responsibility of those of you in supervisory positions to insure that all rules are enforced.

Supervisory employees within a large organization can sometimes lose full appreciation of the fact that their livelihood depends directly on the performance of their subordinates and the quality of work produced by their part of the organization. Perhaps the best way to judge your supervisory practices is to ask yourself what performance standards and disciplinary measures you would employ if you were operating your own small company and earning your livelihood directly from the products and services produced.

Therefore, I direct all supervisory personnel to strictly enforce all general and departmental rules, all executive orders, all departmental bulletins, and all written and verbal instructions—including the application of appropriate disciplinary action where warranted. Areas of specific concern should be: completion of assignments and duties in the proper manner and within the required time frame; adherence to work-hour schedules, including proper compliance with lunch and break periods; personal conduct on the job, and courtesy toward the public and other employees.

Our operating rules have withstood the test of time and have been continually revised to meet the changing transit needs of Chicago. By diligently applying these rules, we will provide the people of Chicago with the quality of transportation that they rightfully expect.

Rail supervisor graduates

Five rail service employees recently received Achievement Awards for completing the 14-week rail service supervisor training program. All training was done on their off-duty time.

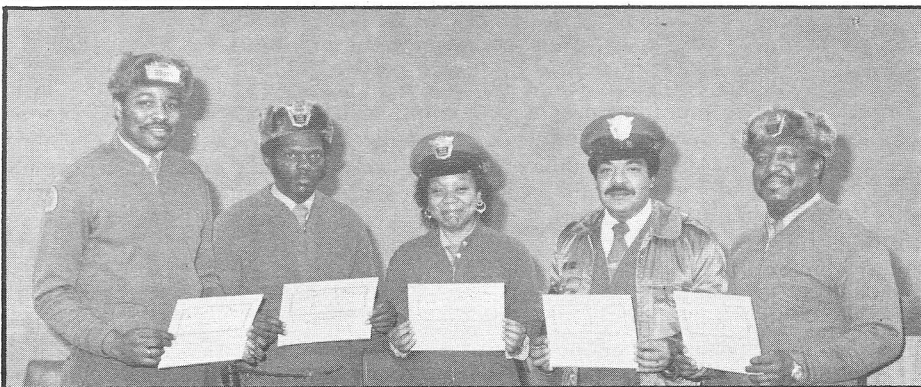
Chairman Michael A. Cardilli congratulated the graduates in a ceremony in the CTA Board room.

"I have a great respect for persons who want to be leaders," Cardilli told the graduates. "Leadership is a quality you have to strive to achieve. You have made your families, your supervisors, and myself proud of you."

The five graduates attended the training in the CTA Training Center, 2670 N. Clark Street, and at various field locations.

Also present for the informal ceremony were Harold Geissenheimer, General Operations Manager; Michael Horowitz, General External Affairs Manager; James Blaa, Transportation Manager; Michael LaVelle, Transportation department Director of Service; Edward Mitchell, Transportation department Director of Support Services, and Robert Desvignes, Area Superintendent, Instruction.

Blaa and LaVelle presented the new supervisors their Achievement Awards. The recipients were:



Recent rail supervisor training graduates are (from left) Chester Kidd, South Section, extra board; Michael Handson, West Section, extra board; Helma Duniver, North Section, Conductor; Marco Cordova, North Section, Conductor, and Robert Prince, West Section, Motorman.

Chester Kidd, South Section extra board, who said his training has motivated him to do his very best and he is working to become a future CTA chairman.

Michael Handson, West Section extra board, who said he previously thought he knew a great deal about CTA rail operations. His 14 weeks of training taught him many intricate details that he could not have appreciated without such training.

Helma Duniver, North Section Conductor, who said she was excited about the new challenges she faces as a supervisor. She said she plans to become the best supervisor in CTA.

Marco Cordova, North Section Conductor, who expressed his appreciation to be able to advance himself with his training and to gain more understanding and responsibility of the operations of the rail system.

Robert Prince, West Section Motorman, who said the 14-week program was hard work and took a lot of dedication, but every minute he spent on it was worth it and was most rewarding.

The five graduates came from an original total of 100 applicants.

They are assigned to the Transportation department's rail supervisors pool and will be called from their current jobs as required.

For your benefit

Prompt application speeds temporary disability payments

How does an employee who becomes ill or injured-off-duty make certain that he or she is paid properly? This question is a continuing problem for employees, their department managers, and the Insurance department. Confusion is most prevalent among new employees, but veteran employees occasionally forget the procedures and need some refresher training along these lines. The basic steps that must be followed to insure proper payment are as follows.

Disability Notice

An employee must file a Disability Notice (CTA Form 7530) on the first day of absence as the result of illness or injury-off-duty. The form may be obtained from the clerk at the employee's work location, and it is advisable that every employee keep a copy of the form at home for use in the event of a house-confining illness or injury-off-duty.

The Disability Notice is used for the processing and payment of weekly disability payments, and is processed only within the Insurance department. The blue Hospital Notice of Claim form, which is sent directly to Travelers Insurance Company and is used as part of the process in the payment of hospital, medical, surgical, and major medical costs, does not substitute for a Disability Notice.

Doctor's care

An employee must be under a doctor's care to be eligible for weekly benefits. When completing the Disability Notice, in addition to filling in the pertinent information about himself or herself, the employee must also include the name, address, and telephone number of the treating physician. If the employee fails to enter all of this information, the Insurance department assumes that the employee is not under a doctor's care, and therefore is not eligible for weekly indemnity payments. Proper preparation of the Disability Notice form will eliminate problems at a later date.

Prompt filing

The Disability Notice must be filled in and mailed to the Insurance department on the first day of illness or injury-off-duty, even though the employee expects to return to work the next day. In many instances employees who feel that they will return to work immediately do not, and late filing of

the Disability Notice causes problems for the employee and the Insurance department - - and it delays handling and payment of claims.

Medical documentation

The preparation and forwarding of a Disability Notice is only the first part of the requirements that must be completed before disability payments can begin. The employee must also provide medical documentation from a licensed physician stating: the nature of the disability resulting from illness or injury-off-duty; the date when the physician began treating the employee for the illness or injury-off-duty, and the estimated length of time that the employee will be absent from work due to the resulting disability. Disability payments only begin after an employee is under a doctor's care.

Eligibility

An employee is eligible to receive disability payments only after having been an active, full-time employee for at least one year, and only after the Disability Notice and medical documentation explained above have been satisfactorily completed and filed with the Insurance department.

Returning to work

When an employee returns to work after recovering from an illness or injury-off-duty, and has been absent more than seven calendar days, the employee must be approved by the CTA Medical department before being allowed to return to work.

When the employee reports to his or her work location, a Return to Work form (CTA Form 7542) must be prepared by the employee's department, and forwarded to the Insurance department. This is true for employees in the field as well as General Office employees. If this is not done, the employee might continue to receive disability benefits after returning to work, which becomes a problem when the employee must refund the overpayment.

Employees and their departments can avoid problems with their claims and expedite their payments by following the simple steps explained above. Employees and dependents having additional questions should telephone the Insurance department on ext. 3610 from 8 a.m. to 4:30 p.m. weekdays.

Editor's note: *The For your benefit column will become a frequent feature in Transit News.*

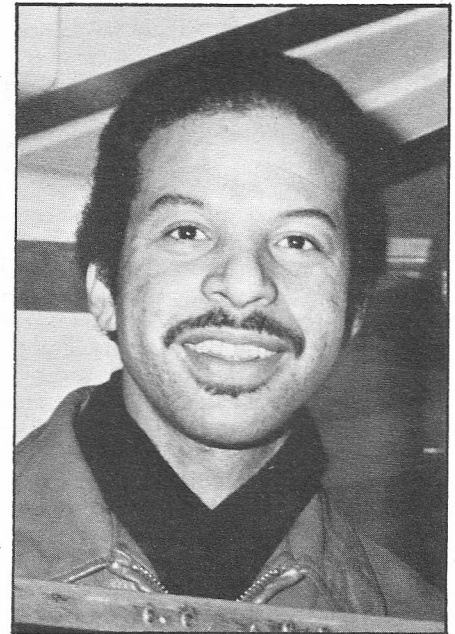


Complete electrical training

Several Skokie Shop employees were congratulated by their supervisors for having completed a 44-hour electrical training course which qualified them to fill in as acting maintenance electricians, if needed. Celebrating the course completion are (left to right): Richard Lorimer, Unit Supervisor, Unit Overhaul; Electrical Workers Duane Nieclecki and Kres Misetic; Training Specialist Charles Townsend, course instructor; Electrical Workers Leslie Seitmen and William Hansen; Maintenance Electrician Lino Lupetini, and George Haenisch, Superintendent, Rail Vehicle Shop. Electrical Workers Edward Lubomski and Raymond Hagerty also completed the course, but were not available for the photo.



Transportation Manager James Blaa congratulates Bus Operator Jean Cage who received 19 commendations and no complaints during 1981.



John Cameron
14 commendations

Golden Rule earns commendations

Applying the golden rule to the job was the most frequently implied philosophy of operating personnel who received special recognition in February from Transportation management for commendations received from the riding public during 1981.

Jean Cage, a Bus Operator at North Park garage who led 28 other operating employees with 19 commendations for 1981, expressed a view heard again and again from CTA's top honorees. "I learned from my grandmother a long time ago to treat people just as I'd like to be treated. I encourage my riders to put a little light in the day with a smile. I've found that it really makes for a pleasant day," said Cage.

An Operator since 1979, Cage was cited last year by riders on the #36 Broadway bus route as an extraordinarily competent and dedicated employee who is quick to respond to people in need, and a person who keeps her eyes open to every situation.

Transportation Manager James Blaa commended Cage for an outstanding job and presented her with a special "Funtastic 1982" coupon book containing more than 1,000 discount tickets. The coupon books, which were provided by the Employee Welfare Fund, offer discounts on a variety of goods and services, from dry cleaning and automotive repairs to entertainment.

Blaa and his staff presented "Funtastic 1982" coupon books to each employee honored in this initial effort of annual special recognition for operating personnel. All honorees had been consistently praised by the riding public without receiving a single complaint.

Operator Willie L. James (North Park), who had 12 commendations last year, said, "People will respond to a warm greeting, or a caution to hold on, and to watch their step. I have found that when you treat people nice, they will treat

you the same way," said James, the father of two sons.

Patricia L. Cobb (North Park), an Operator since 1977, received 11 commendations in 1981. Her formula for pleasing riders includes a cheery greeting for every passenger. Ms. Cobb said she also extends a helping hand to her riders whenever possible. "I have a lot of seniors boarding my bus," said Cobb. "When they have difficulty boarding, or have packages, I'll help them board. After awhile, some of the passengers will also help the seniors. I try to keep things in my favor by treating the riders the way I'd like to be treated," she said.

Giles Liddell (Limits), a Bus Operator since 1973, received 11 commendations in 1981. Liddell regales his Sheridan Road riders with a travelog treatment that includes bits of information about buildings, businesses, statues, museums, park areas, and the lake along his route.

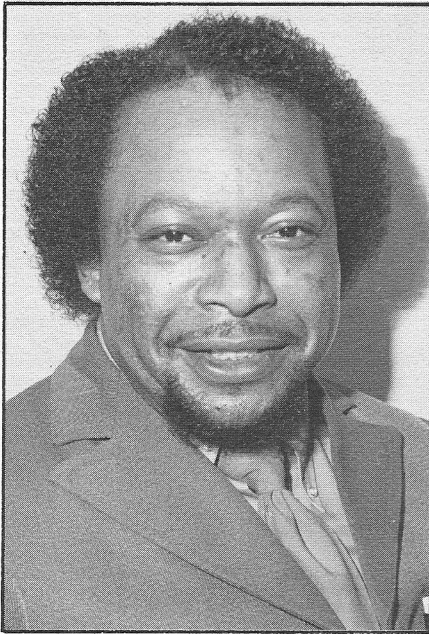
Rail Conductor John R. Cameron (South Section) received 14 commendations, the second most received for 1981. Cameron not only calls each stop, but informs his riders of the connecting transfer lines, points of interest, the time, and the temperature. Riders frequently praise him for taking the extra measure to assure them convenience and comfort, and for his professional manner.

"We have to communicate with people," said Cameron. "It saves time, and it helps us to get from one point to the next." His personal touch is the result of the kind of questions asked by many of his riders, he said.

Nathaniel Lee, another South Section Conductor praised by management, said the approach he and Cameron have adopted to serve the riding public is meant to provide riders with a sense of well being. Lee said he wanted to extend his personality into the job as much as possible by communicating with his riders.

Bus Operator Cleven Wardlow (Limits), the "Happy Bus Driver," recipient of nine commendations, said, "Show yourself friendly first. A kind word turns away wrath."

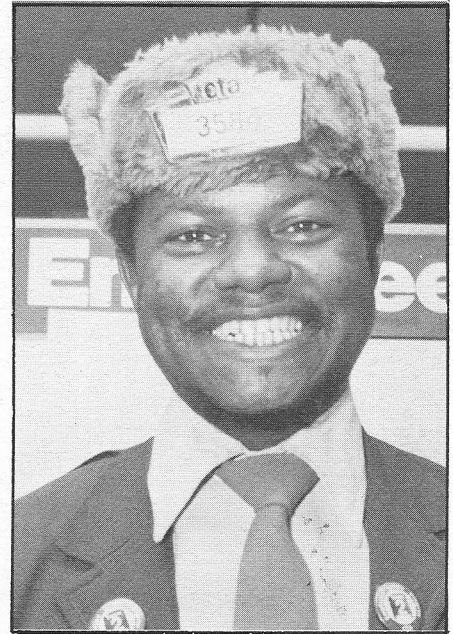
Other operating personnel receiving "Funtastic 1982" books for their exemplary service in 1981 were: Zeke Jagst,



Willie James
12 commendations



Patricia Cobb
11 commendations



Giles Liddell
11 commendations

Robert Martinez, Joseph Zukerman, Arnold Beler, Madaline Martin, Dianna Owens, Tomas Cintron, James Jones and Mary Schmidtke, all of North Park garage.

On the honoree list from Limits garage were Faye V. Murry and LeBlanc LeDree. Forest Glen garage was represented by Henderson Williams, Ricardo Leiva, and

Adolph Marth. "Funtastic 1982" books also went to Lawndale Bus Operators Earl Miles and Orval Porter.

Others were: John P. Zupko and Angelo M. Sturino, Kimball terminal; Edward C. Tribue, 61st Street terminal; Lura D. Minter, North Avenue garage; Billy R. Ragsdale, 52nd Street garage, and Keith Griffin, 69th Street garage.

Happy anniversary

During a tour of the Control Center on February 25, General Operations Manager Harold H. Geissenheimer (from left), General External Affairs Manager Michael N. Horowitz, and CTA Chairman Michael A. Cardilli pause to congratulate Transportation Manager James R. Blaa on the occasion of his 40th anniversary of service to CTA and its predecessor companies.

Blaa began his transportation career as a file clerk in the Transportation department of the Chicago Surface Lines on February 25, 1942. After returning from three years of military service during World War II, Blaa gained experience as a bus operator, motorman, one-man streetcar operator, and clerk at Cottage Grove car barn. He was appointed Assistant Superintendent, South Section, in 1957; Superintendent, Lake-Logan Square, in 1960; Superintendent, Rapid Transit Operations, in 1964; and Manager, Transportation, in 1974.

The bus controller in the photo is James O'Connor.





Getting a look at the wheel truing machine are (from left) Manny Ortiz, Assistant Director, Chicago Board of Education; Eileen Curran, Training Coordinator, Commissioner on Animal Control; Dennis McAvoy, Director of Research, Economic Development

Center; Bernard Katz, Water Engineer, Water Department; Lillian Szabo, Director, Planning Division, Office for Senior Citizens. Their guide is Richard Lorimer, Rail Vehicle Shop Unit Supervisor.

'Mini-TI' hosts local officials

Thirty-two people participated in an abbreviated CTA Technical Institute March 4 to get an overview of Chicago's public transportation system.

The mini-TI was on the agenda of activities in an on-going Executive Development Training Program being conducted by the City of Chicago Personnel department in conjunction with the Chicago City Colleges. Par-

ticipants represent various city and suburban agencies including CTA.

Some of the program's objectives are to familiarize city employees with the operation of a variety of public and quasi-public agencies and departments, and to give them the benefit of observing effective delivery of services through modern administrative and supervisory skills and techniques.

Michael Horowitz, General External

Affairs Manager, gave the group an executive perspective of the CTA, and an operations overview was presented by Harold H. Geissenheimer, General Operations Manager. A question and answer period followed, in which participants addressed issues on transportation service.

The group then toured the CTA Control Center, the State Street subway near Harrison station, Howard terminal, and the Rail Vehicle Maintenance shop at Skokie.



Above: George Haenisch, Superintendent, Rail Vehicle Shop, gives visitors a rundown on the Truck Shop. Guests are (from left) Dr. Edward Mazur, Program Coordinator, Chicago City Colleges (back of camera); Frank McGehee, Director, Children and Youth Division, Department of Human Services; Stanley Sherr, Assistant to the Director, Department of Inspectional Services, and Mike Nardulli, CTA Human Resources department.

Left: Terry Bernero, Electrical Worker at Skokie Shop, explains the Electrical Unit Rebuild to the mini-TI group.



Left: George Wylie, Blacksmith and Welder Foreman at Skokie Shop, explains refurbishing of trolley beam incasters on sleet scrapers done in the Blacksmith Shop at Skokie Shop. The group includes (from left) Arthur Thompson, Commander, Wentworth District, Chicago Police Department; Frank Malinowski, Chief Personnel Analyst, Chicago Department of Personnel; Vern Odom, Assistant Director, Building and Zoning.

Below left: Lester Racker, Area Superintendent, CTA Control Center, explains how exact location of trains is charted. The group includes Dennis McAvoy, Bernard Katz, and Jay Moody, Assistant Commissioner, Department of Housing. Behind Racker is Mike LaVelle, CTA Transportation Director of Service.

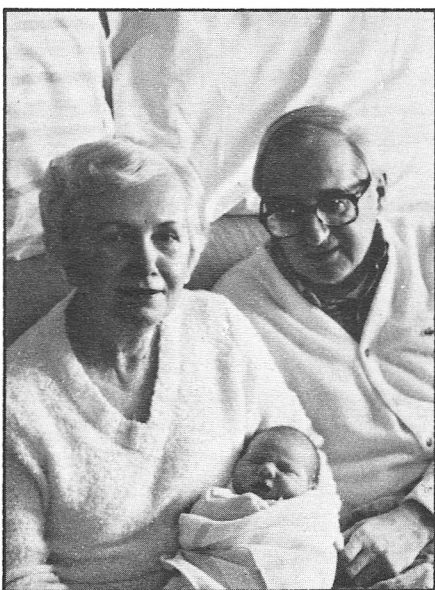


Stricter guidelines announced for organization memberships

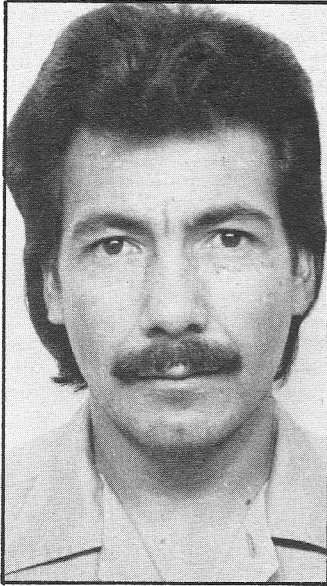
Budgetary constraints have been placed on company-paid memberships in professional or industrial organizations for 1982. All requests for new memberships or renewal of existing memberships must be accompanied by a letter of justification approved by the employee's department manager. Guidelines for memberships are as follows:

A CTA paid membership shall be of immediate or potential benefit to the CTA. A personal membership in an employee's primary professional organization will be paid by the employee. Other personal membership to professional organizations may be paid if the publications provided by the membership are needed by the CTA, or if it is considered desirable for CTA to have a specified person as a representative in the organization involved.

All memberships must be directed to the Library Services section, Management Services, Room 450, for processing and forwarding for final approval.

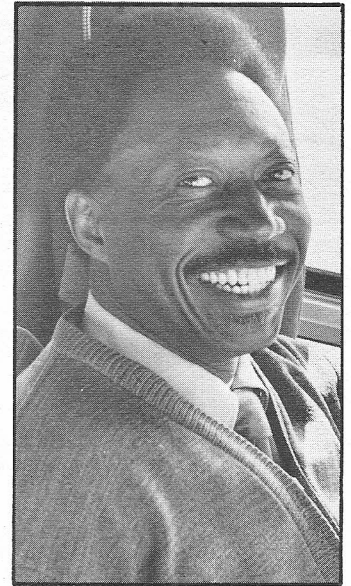


Ray Ruzich and his wife, Lorraine, show off their 8 pound, 3 ounce grandson, James Frederick Feltz who was born February 4. The baby's father, Jim Feltz, is Charter Bus and Records Clerk at South Shops. Mrs. Feltz, the former Lynne Ruzich, was employed in the CTA Personnel department. Proud grandfather Ruzich, a CTA employee for 43 years, retired August 1, 1979, as Supervisor of Placement and Interviewing Procedures. Archer garage Operator Ernie Feltz, also retired, and his wife, Fran, are the newcomer's paternal grandparents.



Jesus Erazo (North Park garage) was admired by **Stella Dytko**, of Cortez Street, who was a rider on his #11 Lincoln bus. "He not only drove the bus with care, but at all times approached the curb so passengers getting on and off would not have to step onto heavy snow. He was also courteous in answering any questions put to him regarding directions, and which buses to take to reach a destination. The ride was very smooth. I sat across from the driver, so I was able to hear his directions. I was most impressed that he did not start up or stop with jerks."

John Harris (Lawndale garage) was complimented by **James Casella**, an insurance company representative with offices on South Wacker Drive, for his handling of a #60 Blue Island/26 bus. "Mr. Harris is truly a professional bus driver and a credit to CTA. One cannot ignore his courteous manner to riders. He operates his bus safely and provides a good ride. He calls out each street stop with ample time for riders to depart the bus. I have been involved in automobile and fleet safety for over thirty years, and I can easily recognize professional driving performance."



commendation corner

Alan Carter (North Section) impressed **Richard Willis**, of North Harding Avenue, who was a rider on his Ravenswood train. "This conductor ensures that each passenger entering the train on Sundays at Belmont is aware that the train is northbound, not southbound. I believe he genuinely cares that passengers not be inconvenienced. There was a party of five people on the train who did not speak English, and he had to spend most of the trip to Kimball trying to communicate with them while operating the doors and dealing with other passengers. He was patient, friendly, and considerate."

Joseph Smith (Limits garage) was commended by **Alfred Stott**, president of a research firm on West Grand Avenue, for his courtesy and skill as operator of a #156 LaSalle bus. "I think your driver #3581 is worthy of praise. He is always cheerful and courteous to his riders, and willing to assist those seeking directions. He is very careful and cautious in handling the bus on wet, slippery streets. As I am in a mechanical type of business, I am always happy to see a person treat mechanical devices with care and respect. He treats his bus like it was his private property."

Joe Nash (69th Street garage) was praised by **Thomas O'Neill**, of South Francisco Avenue, for his handling of a tense situation on a #49 Western bus. "Several young guys with hair picks and a knife were after some others on the bus. All the passengers started to move to the front of the bus to get off. This driver pushed his way to the middle of the bus, and after asking these guys what they were doing, he told them to leave the bus. They did get off. Because of the driver's care and concern for his passengers, what could have been a very serious incident ended up peacefully."

Earl Carson (North Park garage) was appreciated by **Ruth Wegat**, of North Lake Shore Drive, for his "courtesy and helpfulness" while driving a #151 Sheridan bus. "He knew his streets, called them out, and was able to tell his passengers where to get off in order to reach their destinations. He answered at least ten questions between the time I got on at Schiller and when I got off at Jackson and Dearborn. He was also very well groomed and neatly dressed, as well as being pleasant and informed. The CTA needs more drivers like him."

Jesse Stoudmire Jr. (North Section), conductor of a Howard train, was "an exemplary model for many to learn from," according to **Virginia Rohde**, of Winnetka. "He called all the stations clearly and added extra information. I remember distinctly that for the Washington stop he mentioned the bus stations and a few other destinations. He did this at other stations, too. This is very helpful to the traveling public, and especially strangers. I have lived in the area all my life, and have seen a wide variety of employees, some dedicated and some just being there."

Giles Liddell Jr. (Limits garage) was thanked for the "pleasure" of riding his #151 Sheridan bus by **Coralie Novotny**, who works on North Michigan Avenue. "He regaled us with little bits of information about the buildings, businesses, Lake Michigan, statues, museums, and park areas we passed along his route. It was so nice to ride on a bus where the passengers were smiling, learning, and being amused by the statements the driver was making. We do appreciate it when we ride with pleasant and courteous drivers. It is nice to see drivers make an effort to make their passengers feel reassured and comfortable."

Thanks – for a job well done

Charles Bourgoyne, Beverly
James Boyd, Limits
Susan Brasewicz, Archer
Kenneth Brown, Archer
Ronald Brown, Limits
John Brugess, Limits
Chester Buchanan, North Park

Albert Clark, 69th Street
Emerson Coates, Limits
Tyree Cobb Jr., Limits
Oscar Coleman, 77th Street
Claude Conwell, 69th Street
Marvin Covington, Limits
Cedric Crosbie, Beverly

Johnny Dickerson, North Avenue
Lachester Drain, Limits
Herman Duffin, Forest Glen

Hubert Fincher, North Park
Harmon Fisher, North Avenue
Reginald Freeman, Rail Instruction

Juan Gonzalez, North Park
Roldan Gonzalez, North Section

Ronald Hargrave, North Park
Raymond Howard, Archer

Tomie Jackson, North Avenue
Perry Jackson Jr., 69th Street
Zeke Jagst, North Park
Willie James, North Park
James Jeffries, Limits
Gersham Johnson, North Park
James Jones, North Park

Nicholas Kallans, North Park
Glen Knighten, North Park
Robert Kremer, North Park

Rodger Lee, 69th Street
Nathaniel Lee Jr., Ashland Terminal
John Lemond, North Park
Gregorio Lugo, Forest Glen
Wayne Luster, 52nd Street

Robert Martinez, North Park
Felix Matias, Archer
Artie Matsey, Beverly
Willie McGee, Archer
Kermit Mitchell Jr., North Avenue
Edgar Mollinedo, North Park
Frank Moore, 69th Street

Bennie Parker, North Avenue
Jorge Perez, North Park
Jackie Pritt, Rail-North

Employees who have received commendations since the last listing.

Garland Rhines, North Park
Lee Richardson, North Park

Joseph Smith, Limits
Verleen Smith, Archer
Anton Sonju, Forest Glen
Linda Stewart, Limits
Vytautas Stukelis, Archer

Howard Taylor, North Avenue
Joseph Taylor, North Park
Robert Thomas, North Park
Thomas Treat, Forest Glen

Gerardo Vargas, North Park

Martin Wellwerts, Archer
James White, North Park
Roseaner Williams, North Avenue
Parmela Willis, Archer
Quentin Wilmington, North Park
Sammie Woods, North Park

James Yancey, Limits

Anthony Zenner, North Park

Employees honored with a 'Day in CTA'

Transportation Manager James Blaa presented certificates of special recognition to a bus operator and two rapid transit crewmen last month for acts of heroism performed by them on their respective service routes.

Honored on "A Day in CTA" were Operator Claudette E. Panfil, assigned to North Park garage, and Harry L. Perry and Enrique Cavazos, trainmen at Howard terminal.

Operator Panfil averted tragedy last November 17 when she rescued a three-year-old boy who narrowly escaped being struck by her eastbound Devon Avenue bus in the 1700 block of Devon.

The child, left unattended in his parents' car, opened the door on the driver's side and stepped into the path of the bus. Ms. Panfil stopped the vehicle immediately, retrieved the child and returned him to his parents, who at that moment were coming out of a nearby home carrying packages. Panfil, who joined the CTA July 21, 1967, credits her alert action to the training she received from CTA instructors.



"A Day in CTA" honorees show off their certificates of special recognition presented for their acts of heroism. They are (from left) Enrique Cavazos, Claudette E. Panfil, and Harry L. Perry. Transportation Manager James Blaa (right) made the presentations.

Motorman Harry Perry and Conductor Enrique Cavazos were praised for the safe evacuation of passengers from their southbound North-South main line service on January 5 after the train caught fire.

The crewmen led 80 passengers on to the structure and walked them to a waiting northbound train. The evacua-

tion was handled quickly and without injuries or complaints from the riders.

In addition to the certificates of recognition, the trio was treated to a day of visiting with CTA Transportation management which included a tour of the Control Center and other facilities, and a round-table discussion.

ZAP Awards

Maintenance employees at both 61st and Racine terminals underscored safety awareness for the fourth consecutive quarter, each with another Zero Accident Program award. The earned recognition means another first place in the rail terminal competition

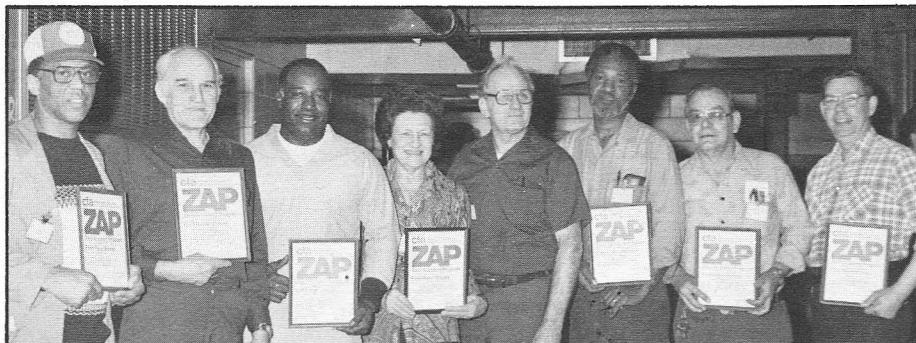
for personnel at both locations.

Meanwhile at 77th Street garage, a first place ZAP award was also presented, adding to other maintenance safety awards earned at that facility.

Skokie Shop was filled with safety award winners as seven areas completed the quarter with zero accidents. Included were the Paint Shop, Ar-

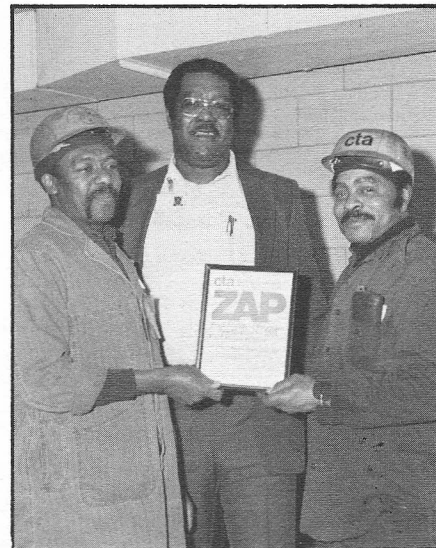
mature Room, Blacksmith/Welding, Machine Shop, Sub-Assembly/-Mechanical, Air Brake/Axle, and Sub-Assembly/Electrical.

Bus Shops areas completing the quarter with zero accidents were the Paint Shop, Upholstery, Mechanical, Inspection Degrease and Tear-Down, Machine and Register, Radiator, and the Print Shop.



Above: Foremen and shop leaders at South Shops display first-place Zero Accident Program awards which they received after recording perfect ZAP scores for the fourth quarter of 1981. They are (from left) Winmon Lewis, Paint Shop Foreman; Edward Olesky, Radiator shop leader; Ernest Johnson, Machine Shop Foreman; Thecla Duszynski, Print Shop Leader; Joseph Pratl, Machine Shop Leader; David Maiden, Degreasing Leader; John Kurgan, Upholstery Shop Foreman, and Ralph Keane, Utility Foreman.

Right: Spencer Bennett (center), Day Foreman at 77th Street, shares the pride of personnel for the shop's perfect score in ZAP. Holding the plaque are (from left) Bernard Grant and Arthur Warren.



Above left: Representing first place ZAP award winners at Skokie Shop were (from left) Marty Venticinquie; Matt Spatzek; Frank Porcaro; Ted Lesinak; Jan Broda; Rich Lorimer, Unit Supervisor; Ted Szymanski; George Haenisch, Superintendent, Rail Vehicle Shops; George Wylie, Acting Unit Supervisor, and Mark Bianchini.

Above: Thomas Lally, Car Repairman, shows off Racine's first place ZAP award as his co-workers look on proudly. Front row (from left): Clyde Miller; Henry Dickerson, Rail Unit Supervisor; Lally; Roy Mitchell; James Dudley, Maintenance Safety Supervisor. Back row: Conwell Johnson; Eddie Wilson; James Spencer; Frank Steen, and James Willis.



Left: Sharing first place honors with Racine were employees at 61st Street. Jim Dudley, Maintenance Safety Supervisor (seated second from left) presented plaques to John Chalmers, Night Foreman, and Leon Fields, Day Foreman (center). Supervisor Mike Vasquez (seated far right) and Henry Dickerson, Unit Supervisor (kneeling), were also present for the presentation.



Robert Hodgetts retires Friends and co-workers honored Robert Hodgetts (center wearing white carnation) at an open house in the Engineering department. The occasion was Hodgetts' retirement after 41 years of service. Hodgetts, 62, a

Building Construction Specialist, spent his entire career in the Engineering department. George Millonas, Manager, Engineering, extended best wishes to Hodgetts and thanked him for his outstanding service to CTA.



Skokie Shop retirements

Six Skokie Shop employees were congratulated by their supervisors in celebration of their January 1 retirements. Front row (left to right): Bob Flowers, Area Superintendent, Rail Vehicle Maintenance; Casimir Jozefiak, Painter, 30 years service; Sam Javorski, Machinist, 39 years service; Rudy Chucan, Shopman I, 36 years service, and Joe Demarco, Machinist, 35 years service. Back row (left to right): George Wylie, Foreman; Rich Lorimer, Unit Supervisor, Unit Overhaul; Frank Klinec, Machinist, 35 years service; Bryant Paxton, Shopman I, 30 years service, and George Haenisch, Superintendent, Rail Vehicle Shop.

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

Ashley retires after 32 years

William Ashley, 61, Manager of Insurance, and member of the Retirement Allowance Committee, retired March 1 after 32 years of CTA service.

Ashley, of Elmhurst, is a former engineering student. He joined the CTA in May 1949, and spent most of his career in the Insurance department. He was named to head the department on March 1, 1967.

Members of the Retirement Allowance Committee presented Ashley with a plaque in testimony of his service to the committee at a recent luncheon held at the M&M Club in the Merchandise Mart. He also received a one-year gift membership in the Chicago Historical Society.

A veritable history buff, Ashley restores nautical antiques. He is also a member of the Arab Patrol of the Shriners, and the 32nd degree Army of Scottish Rites.

Ashley and his wife, Lydia, will maintain their Elmhurst home.



William Ashley, Manager of Insurance, is surrounded by members of his staff at an open house honoring the veteran employee upon his retirement.

Ironman Harry retires

"Harry P" may have retired from the public transit field after 44 years of service, but there are times when it is hard to tell.

"Harry P," to those not in the know, is Harry Paolicchi, an Ironworker who is a living legend among that hardy breed of men who keep the "L" structure in tip-top shape.

Though he ended his career last year, replete with a gala farewell party in November, Paolicchi occasionally returns to his favorite CTA locale—the ironworkers' tool crib in West Shops.

There, he settles in to swap stories about the good old days. He was named gang foreman in 1960 of the ironworkers in the Structures Maintenance group of Track and Structures, and, for the next seven and a half years, he led his crew in replacing all the flanges (top and bottom steel beam track supports) on the Jackson Park "L" branch along 63rd Street from Prairie to Stony Island Avenues.

In 1976, Paolicchi was promoted to foreman of all maintenance welding crews and was put in charge of the



ironworker's tool crib. There he was responsible for all of the tools issued to the structural workers.

While running the tool crib, Paolicchi critiqued the work and talents of the latest crop of civil engineers, as recalled by Stan Kaderbek, Civil Engineer, Track and Structures, Maintenance department.

"Harry also took the opportunity to put his repairman's knowledge to good use for the CTA. He repaired most of the department's heavy-duty tools. His repairs became so famous that manufacturers of the tools came to Harry for advice in designing new

generations of their instruments," Kaderbek said.

Paolicchi began his career in public transit with the Chicago Rapid Transit Company in 1937 in the Skokie Shop as a Car Repairer. In 1939 he transferred to Track and Structures and, with the exception of military duty from 1941 to 1945 during World War II, remained there.

He and his wife, Theresa, live in Berwyn. They have a son and daughter and two grandsons.

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NEW PENSIONERS



JOINING THE ranks of the retired on March 1 was ELEANOR GARRO who had more than 42 years service with CTA and its predecessor companies.

WILLIAM ASHLEY, Manager, Insurance, Emp. 5-12-49
EDWARD BERNDT, Supervisor, District B, Emp. 10-22-45
WALTER BOCHENEK, Motor Cleaner, Harlem, Emp. 8-5-71
WILLIAM CAFFREY, Val. Tech., Prop. Acctg., Emp. 12-9-48
GEORGE DeBROE, Operator, 52nd Street, Emp. 2-26-47
MICHAEL DOLL, Lineman, West Shops, Emp. 2-5-51

PATRICK DOYLE, Rail Janitor, Maintenance, Emp. 10-28-65
JOHN FEHLHABER, Substation Atndt., West Shops, Emp. 9-10-45
EDWARD FORTUNA, Bus Repairer, Beverly, Emp. 3-4-47
ELEANOR GARRO, Briefwriter, Law, Emp. 11-10-39
MARVIN HENDERSON, Box Puller, 77th Street, Emp. 6-6-57
CHESTER KONOPACKI, Collector, Limits, Emp. 12-22-60
HARRY LISTECKI, Operator, Beverly, Emp. 11-27-53
AARON PRUITT, Operator, North Avenue, Emp. 11-16-61
LUTHER WAKEFIELD, Conductor, 95/Dan Ryan, Emp. 7-2-53
FRANK WSOL, Area Superintendent, 77th Street, Emp. 5-15-46
FRANK ZIECINA, Operator, Archer, Emp. 3-3-58

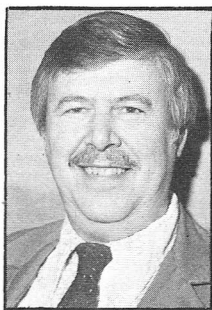
DISABILITY RETIREMENTS

GEORGE CHRYSANTHOPOULOS, B/T Mech., South Shops, Emp. 9-21-70
EDWARD MULVANEY, Operator, 69th Street, Emp. 5-11-61
JOSEPH SALVATO, Operator, Forest Glen, Emp. 2-15-68

Service anniversaries in March

40 years

Leroy Hagen
South Shops



25 years

Edward Barrett, 77th Street
Ernest Brown, 77th Street
Charles Cole, 77th Street
Venetia Helm, South Section
Charles Henderson, 77th Street
James House, Skokie Shop
Shelton Jenkins, Security
Dennis Kuhn, Stores
Arthur Lee, Instruction
Charles Lindsey, 77th Street
James Massey, 69th Street
Clovee Mattox, North Avenue
William Miller, South Shops
Nathaniel Mosley, Washington
Houston Nettles, 77th Street
James Parker, 77th Street
Edward Potter, 77th Street
James Rigney, Maintenance
Richard Rossborough, Archer
Wendell Slay Jr., 69th Street
John Smith, Maintenance
Leo Stern, North Park
Aaron Wrighs, Utility

35 years

Harold Berndt, Maintenance
Eugene Drzewicki, North Park
Hoseha Johnson, 69th Street
John Joyce, Forest Glen
Robert Lemke, Forest Glen
James Madden, Insurance
Dagmar McNamara, Materials Mgt.
Richard Mecker, Claims
Anthony Mustacchio, Utility
Stanley Nieman, South Shops
Thomas Tadevic, South Shops
Robert Toft, North Avenue

30 years

George Burns, Ashland/95th
Daniel Fitzgibbon, Utility
David Munyer, Treasury
William Nichols, Maintenance
Roscoe Wilson, Central District
Auston Woolfolk, Archer

IN MEMORIAM

BENJAMIN BEACH, 69, 77th Street, Emp. 12-18-44, Died 1-27-82
ALBIN BERNOT, 91, Skokie Shop, Emp. 3-17-20, Died 1-4-82
JOSEPH J. CAPPELLETTI, 67, Schedules, Emp. 10-20-41, Died 1-3-82
JOHN L. CROLL, 84, North Park, Emp. 7-1-29, Died 11-27-81
ADA M. DAILY, 77, North Section, Emp. 6-12-45, Died 1-14-82
HERBERT W. FOSTER, 83, North Avenue, Emp. 11-22-27, Died 1-4-82
ERNEST J. GAICHAS, 76, Skokie Shop, Emp. 4-11-21, Died 1-14-82
DANIEL GALLAGHER, 75, Lawndale, Emp. 1-13-42, Died 1-21-82
FRANK GOEDE, 75, North Section, Emp. 6-15-43, Died 1-28-82
JOSEPH GUILFOYLE, 80, Limits, Emp. 6-21-24, Died 1-12-82
WALTER G. HARRISON, 78, 69th Street, Emp. 7-3-25, Died 1-6-82
JOSEPH E. HASSMAN, 67, 54th Street, Emp. 2-12-60, Died 1-12-82
CURTIS JAMES, 48, North Avenue, Emp. 7-11-55, Died 1-30-82
MELVIN E. JONES, 79, 77th Street, Emp. 12-8-26, Died 1-25-82
MARTIN J. JOYCE, 81, North Section, Emp. 6-20-23, Died 1-5-82
BERNARD J. MATHEN, 78, North Section, Emp. 5-9-44, Died 1-15-82
MARY F. McDONOUGH, 73, North Section, Emp. 10-1-46, Died 1-2-82
GEORGE I. McLELLAN, 73, North Avenue, Emp. 2-3-43, Died 1-9-82
MARY G. MEEHAN, 88, South Section, Emp. 9-26-28, Died 1-13-82
BETTY MEER, 70, North Section, Emp. 7-15-43, Died 1-13-82
LEWIS P. MONCKTON, 85, Limits, Emp. 8-19-16, Died 1-10-82
MICHAEL J. O'MALLEY, 74, North Park, Emp. 10-7-42, Died 1-17-82
HARRY PEARLMAN, 84, North Park, Emp. 8-11-41, Died 1-14-82
FRANK R. PORCARO, 84, West Shops, Emp. 5-6-29, Died 1-23-82
VIVIAN REED, 81, West Section, Emp. 10-25-38, Died 1-21-82
ROBIN ROLLINS, 26, Human Resources, Emp. 7-9-79, Died 2-8-82
STANLEY RYBICKI, 88, North Park, Emp. 4-16-43, Died 1-11-82
JOSEPH SANTUCCI, 60, Forest Glen, Emp. 12-7-61, Died 2-9-82
EDWARD R. SWANSON, 68, 69th Street, Emp. 12-15-44, Died 1-31-82
THEODORE F. SWIDER, 68, North Avenue, Emp. 8-21-46, Died 1-25-82
WILLIAM A. TOBIN, 84, Limits, Emp. 11-3-20, Died 1-16-82
RAYMOND WILL, 90, Way & Structures, Emp. 1-11-46, Died 1-10-82
ALONZO H. WILLIAMS, 91, South Shops, Emp. 8-16-30, Died 12-25-81
ADAM A. ZARAZA, 67, South Shops, Emp. 11-21-66, Died 1-22-82
SAMUEL ZURO, 48, West Section, Emp. 10-26-59, Died 2-6-82

2nd Annual

cta BUS ROADEO

Applications are being accepted through April 3 from bus operators who wish to compete in the 1982 CTA Bus Rodeo.

A written test concerning Rules of the Road, CTA operating procedures, and defensive driving principles, will be given during April, and the driving competition will take place during May.

Entrance requirements and prizes will be the same as last year, except that the first place winner will receive an all-expense-paid trip to Boston in October, where he or she will represent CTA in the APTA International Bus Rodeo.

So watch your bulletin board for more details, get an entry form from your garage superintendent, and come on out and join the fun.

You may be our next champion!

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

WANTED

for the June issue of **TRANSIT NEWS**:

Pictures of **high school** or **college** students graduating in 1982 who are **sons** or **daughters** of CTA employees.

All pictures must be taken by a professional photographer and **MUST** be wallet size. On the back of the picture, please provide the student's full name and school as well as the employee's name and work location. Pictures will be returned.

Please submit pictures to: **CTA TRANSIT NEWS, Merchandise Mart, Room 734, Chicago, IL 60654.**

Deadline for Pictures - May 14, 1982



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