

Happy Bus'

Wardlow, 'Happy Bus' driver, retires after 31 years

"Good morning and welcome to the Happy Bus," has been Cleven Wardlow's greeting to riders for 31 years. The "Happy Bus" driver, who has rolled out the red carpet for CTA patrons on the Clark, Broadway, and Streeter routes, retires March 1.

Elonzo Hill, director, Training/Instruction, credits Wardlow with getting more free publicity for CTA than any other employee in the Authority's history. "There will never be another like him," said Hill as he recalled the many commendations earned by Wardlow from the riding public. Besides his public image, he is well respected by his co-workers, and he has earned the affectionate title of the "Happy Bus" driver from co-workers and patrons alike.

Wardlow is a humble, yet tough and God-fearing man who uses every opportunity to praise God and spread cheer daily to his riders and everyone else that he meets unlike any other. Now he looks forward to doffing the CTA blue-grey uniform of a bus operator and donning the more somber garb of cleric. He will assume the role of assistant to his pastor, Bishop Isiah Leon Roberts of Roberts Temple Church of God in Christ.

Already an ordained elder, Wardlow will be very active in the "All Night Tarry Service" after his retirement from CTA. "I will be working all over the city, but mostly I will be working with folks in the all-night prayer service at the church," said Wardlow.

"I have had some wonderful times working for CTA. I came here as a sin-

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Cleven Wardlow demonstrates the proper grip of the wheel which he had for the "Happy Bus" during an informal gathering at Limits Garage which co-workers sponsored in honor of Wardlow's retirement.

Wardlow, 'Happy Bus' driver...



Cleven Wardlow displays the "Happy Miracle Bus" sign, his trademark for years which advertised the unique service he offered CTA riders on the routes he traveled.

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ner, but I leave as a saint (one committed to the work of God), and I'm grateful for that. The Lord wanted me to leave this job in 1983, but I asked Him to let me stay until this year because there were some things I wanted to do, including a chance to participate in the Bus Roadeo," he said.

Wardlow tied for fourth place in the 1983 Bus Roadeo and received a trophy and a \$100 savings bond. "The Lord consented for me to stay through last year, but now I must leave," said the smiling, ever-pleasant Wardlow.

The 60-year-old Wardlow is a father of six sons, and two daughters, and the grandfather of 19. Like himself, two of his sons, Darold and Wayne, are bus operators; Riccardo is a conductor, Ronald a ticket agent, and Cleven Jr. is a switchman. Cleven Jr. is also an assistant pastor at Roberts Temple where all of the Wardlow family worship.

Wardlow Sr. says he will miss his CTA flock who over the years have heard him witness the glory of God. Wardlow begins each day at 3 a.m. with prayer, then drives from his near west side home to Limits Garage. His personal equipment for the day's journey includes an old tattered Bible, a song book, and sheet music which he spreads across the dashboard of his bus. In the windshield is a plastic sign

which reads, "The Happy Miracle Bus."

Recalling the greatest Christmas gift of his life, Wardlow remembers a day during the Christmas season many years ago when a young man boarded his No. 156-LaSalle bus and told him that it had been his intention to commit suicide, but when he heard Wardlow talking about the goodness of God, and what God had done for him, he changed his mind. "That was the greatest gift that anyone could have given me," said Wardlow, beaming as he reminisced.

In his 31 years and seven months of



A grateful rider thanks Wardlow for his "red carpet" hospitality service over the many months she was among his riders on the 157-Streeterville route.

service, Wardlow has driven more than two million miles without a chargeable accident. He has participated in the Bus Roadeo since its inception two years ago, and has been a leader in the Employee Safety Performance Program (ESPP).

A man with a good word for everybody, he has been commended continuously by the riding public, and honored in the media. "John Justin Smith, and Jerry Harper of CBS were among the first reporters to ride and report on the 'Happy Bus,'" said Wardlow. Recently he appeared on the Phil Donahue Show where he and other public service employees including CTA conductor John Cameron were given special recognition for their unique public service philosophy, gentle nature, yet mental toughness. Wardlow started his CTA career at Kedzie Garage with the per-



Edward Schwamb, superintendent, Limits Garage, bids farewell to "An outstanding employee who will be missed."

sonal motto, "I'm rolling out the Red Carpet because this is a hospitality service."

"Cleven Wardlow is a lovely person. We will miss him for sure," said Harry Reddrick, manager of Transportation.

Edward Schwamb, superintendent at Limits Garage where Wardlow is assigned, said, "Guys like this I'd like all day. He's a real conscientious guy; one who has the knack and tendency to motivate other employees to do a good job. He is an outstanding employee. As an ESPP team captain, he always had a few nice things to say. We're going to miss him."

Said Wardlow, "It has been a blessing."

Interagency Interaction

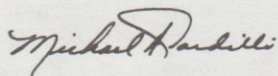
The enormous task of providing convenient, safe, and efficient public transportation for our riders requires continuous cooperation between CTA and many governmental, business, and neighborhood organizations throughout the City of Chicago and nearby suburbs. The Mayor's Traffic Management Task Force (featured on page 8), wherein several agencies exchange information and adjust their activities to help commuters cope with day to day traffic problems, is just one fine example of this creative interaction.

As the center of transportation in the Chicago area, CTA is working with the Regional Transportation Authority to provide comprehensive regional transit service that reduces duplication of service and offers riders the convenience and economy of universal transfers and monthly passes. The new monthly Link-Up Pass, which enables railroad commuters to purchase passes specifically for bus rides to and from commuter railroad stations, is the latest CTA-RTA cooperative improvement.

Our service planning and scheduling activities also benefit from interagency interaction, because information received from civic, business, and neighborhood organizations helps us determine how we can most effectively and efficiently serve our riders. Major service and facility expansions, like the O'Hare Extension, are developed through cooperative efforts that also include the City of Chicago, Department of Public Works, and various planning and funding organizations on federal, state, and local levels.

Cooperation with the Chicago Police and Fire departments, as well as those of suburbs served by CTA, results in a safe transit environment and increased rider confidence. To enable these heroic public servants to perform their jobs most efficiently, CTA cooperates with them in their daily activities and offers training programs that enable them to practice emergency procedures on our system and understand transit operating limitations.

All CTA employees must realize that interagency cooperation improves the quality of our transit service. By working with other agencies, we can continue the tradition of excellent transit service in the Chicago area.



Striving for excellence testimonial is planned

The Transportation department will honor more than 1,000 CTA employees at a testimonial dinner and evening of entertainment this spring in recognition of sustained superior performance during the 1983 calendar year.

Harry Reddick, deputy executive director, Operations, said a "Striving for Excellence" testimonial is planned for May 12 at McCormick Place. Employees recognized during the past year in the Employee Safety Performance Program, Million Mile club honorees, and employees honored for their courtesy to riders will be the recipients of special recognition unlike anything they have already received.

Other special guests of honor will include employees with records of excellence, members of the 1983 Bus Rodeo Winning Circle 20 and Third Rail Roundup Roundhouse 18, A Day in CTA honorees, and Superior Public Service Award winners and finalists.

In the past 18 months the Transportation department has implemented and conducted a variety of activities designed to motivate employees and provide incentives for improved performance.

Reddick said activities such as the Bus Rodeo, Third Rail Roundup, and the Employee Safety Performance Program have positively impacted performance in the Transportation department and resulted in improved service to the riding public as well as reduced costs.

According to Transportation department figures, since these programs were implemented, CTA has realized reductions in injury-on-duty claims, absences due to illness, requested time off, percentage of employees assigned to the extra board, and passenger complaints. The department's calculations indicate that CTA experienced 500 fewer passenger and traffic accidents in 1983 than in 1982, CTA's previous safest year.

Reddick noted that morale among Transportation department employees appears to be at its highest level in recent memory and continues to build through skills-related competition, meaningful challenge, and recognition from management.

"Our operating employees are showing a renewed sense of professionalism, in performing their duties," said Reddick. "Pride in themselves, their jobs, and their employer have increased. They have also related the department's goals to job satisfaction and personal objectives," he added.

Calling it vital that the Transportation department reinforce the momentum its incentive programs have generated, Reddick said the "Striving for Excellence" testimonial is being planned as an annual event.

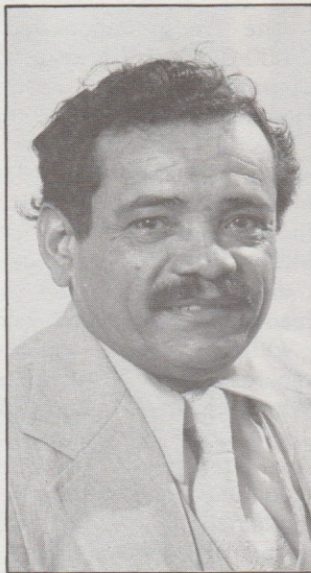
An annual testimonial honoring Transportation personnel for sustained superior performance would spotlight individual achievements of Transportation's various incentive activities Authority-wide, instead of limiting recognition to a comparison of others in the same job classification. It would also focus the attention of CTA riders and the general public on the accomplishments of CTA employees.

Meanwhile, Training/Instruction personnel are developing a competition for ticket agents modeled after the Bus Rodeo and Third Rail Roundup concepts. Plans call for the new competition to be implemented this summer, according to Elonzo Hill, director, Training/Instruction.

Commendation Corner

Carmelo Morales (Forest Glen garage) was praised by Maria Gonzalez, of Moffat Street, for his handling of an emergency on a No 78 Montrose bus. "At Oak Park Avenue, we realized the rear tire of the bus was on fire. The driver managed without panic or hesitation to unload the passengers safely.

He even carried my two children off to safety. Then he drove the bus about a block away, stopping traffic to help everyone avoid the hazard. He then started bravely to extinguish the fire before it got out of hand. I feel he should be commended for the fine job he did."



Earlean Raynor (Archer garage) was admired by Mary Nauss, of West 71st Street, for "her caring concern" as operator of a No 94 South California bus. "She urges people to use care in entering her bus. When they depart, she tells them to exit cautiously. She admonishes young mothers to seat their children, not to let them stand on the seats. She waits patiently for the sick and infirm to board at Holy Cross Hospital. She also waits momentarily at intersections for approaching buses to see if they have transferring riders for her bus. She is a real 'diamond.'"

Josefa Garcia (Limits garage) was thanked by Judy Pelet, of Lincoln Park West, for warning her about a purse snatcher while operating a No. 151 Sheridan bus. "I was getting on the bus when an individual who had just gotten off tried to get into my purse and steal my wallet. She was so alert, brave and concerned. She started to warn me and really startled him off. I was so pleased not to have my purse stolen. There is a good feeling knowing that people are concerned. Your employee is a very concerned citizen, and you can be proud of her."

Charles Young (West Section) was the conductor on a Congress-Douglas-Milwaukee train ridden by J.L. Fabian, of Des Plaines. "This man conducts himself in a manner that makes one think back to when people took pride in their jobs. He is pleasant, courteous, knowledgeable, and makes sure he can be understood. He calls all stops, transfer points, connecting streets with their numbers, and even the correct time and date. To top this off, he even thanks the folks for riding the CTA. This fellow is a joy to riders, and a real godsend to anyone not familiar with the city."

Oscar Smith Jr. (North Avenue garage) was commended by Jackie Galis, of Berwyn, who was a rider on his No. 126 Jackson bus. "The bus was very crowded. A gentleman boarded and said a cheery 'Good morning' to the driver, and he responded equally cheerfully, even though there were people practically in his lap. At a corner a lady asked him the way to a certain place. He told her she couldn't get there from where she was, but to get on the bus so she could get to a place where she could catch the proper bus. I was very impressed. This man was courteous beyond the call of duty."

Robert Huff (69th Street garage) was applauded by Elenore Knaus, of Rice Street, for his courtesy to riders on a No. 49 Western bus. "As I got close to the stop, I saw the bus coming. I started to go real fast to try to catch it. The driver noticed me and slowed down so I could board. It was a miserable Sunday afternoon. When we hit Belmont Avenue, he waited for people getting off the Belmont bus to cross the street to board his bus. All along, it was the same thing. It was nice to see a driver think about his passengers. He is doing a good job. I hope he keeps it up."

Tom Collins (Archer garage) was the operator of a No. 129 Northwestern/Franklin bus ridden by Linda Rudolph, a jury administrator at the Federal Center. "He has consistently been the most courteous and helpful driver I have ever had the pleasure of riding with. He always has a friendly greeting, and he is extremely helpful in providing information. Mr. Collins will always take one or two extra seconds to advise inquiring riders of the proper bus to take, and always leaves them with a good feeling toward the CTA. He exemplifies the highest standard of professionalism."

Edwin LaBoy (North Avenue garage) was appreciated by Lorraine Dolutowski, of North Washtenaw Avenue, for his alertness as operator of a No. 77 Belmont bus. "I felt this tug on my purse. I looked and saw it was open, and my wallet was gone. I realized that the man standing close to me had moved to the center of the bus. I knew he had snatched my wallet. I grabbed him and told him I wanted it back. Fortunately, the driver came to my rescue and retrieved my wallet from the thief. He then called the police and held the man till they came. Please thank the driver again for me, as I had to leave with the police to sign a complaint."

Day in CTA honors agent, clerk, terminal yard teamwork

An armed robbery was averted by a cool and calm ticket agent who told the would-be robber she had no money when he demanded that she hand it all over.

Inez Lugo, assigned to the Kimball station, said the man, claiming to have a gun, approached her and announced a hold up. When she insisted that she had no money, the man told her to call police which she did. Officers took him into custody and charged the man with attempted armed robbery.

Ms. Lugo, meanwhile, received CTA's special recognition on "A Day in CTA" for the manner in which she handled the situation. Three other Day in CTA honorees were also recognized for their teamwork during an afternoon derailment which occurred in the Howard terminal yard.

They are Leroy Albert, supervisor, North Rail District; Edward Cook, yard foreman, Howard terminal; and Richard Dobbey, towerman, Howard terminal yard.

Terminal officials said as a result of



Leroy Albert, Inez Lugo, Richard Dobbey, and Edward Cook (from left), "A Day in CTA" honorees, proudly display the certificates of appreciation which they were presented during their visit with CTA management at the Merchandise Mart.

the derailment, both lead tracks were blocked, entrance to the Loop track was also blocked, and cars intended for North-South service were trapped.

The situation was first observed by Cook, the yard foreman, who notified the control center and the north rail district. Through communication and a concerted effort between the supervisor, yard foreman and towerman,

only a seven minute delay was experienced on the Main line, and no delay occurred on the Evanston and Skokie service.

Robert Desvignes, director, Administration and Performance Control, said due to the initiative and attention to duty exercised by the three men, a potentially grave situation was relegated to a minor inconvenience.

Thanks for a job well done

Employees who have received commendations.

Mohammed Ajami, North Park
Clarence Atkins III, 77th Street

Carmen Betances, North Park
George Bowen Jr., North Avenue

Charles Boxley, North Park
Richard Brown Jr., Archer
L.E. Brown Jr., North Park
Moses Buie, Lawndale
Philip Buscemi, Howard/Kimball

Virgel Butler, Beverly

Jean Cage, North Park
Charlie Caldwell, 69th Street
Edith Carr, Forest Glen
Carlotta Carter, 77th Street
Robert Charney, Forest Glen
James Clark, 77th Street
Leslie Clemons, 69th Street
Patricia Cobb, North Park
James Cockrell, Limits
Earle Cooke, 77th Street
Marco Cordova, Howard/Kimball

Lawrence Davis Jr., Rail Dist. North
Harper Donahue Jr., 77th Street

William Donohue, 77th Street
Lachester Drain, Limits
Herman Duffin, Forest Glen
Charles Durham, North Avenue

Ophelia Ellis, 77th Street

Roosevelt Fleet, North Park
Reginald Freeman, Rail Instruction
Harold Freiwald, Beverly

Daniel Garcia, Archer
Gonzalo Garcia, North Park
Allen Gordon, North Avenue
Joe Griffith, Beverly

Bertrand Hall, 77th Street
Billy Hall, Archer
August Hallmann, Forest Glen
Felix Hernandez, North Avenue
Rosemary Hoskins, North Park

R. Jackson, North Avenue
William James, North Park
Waymon Jeffrey, Beverly
Floyd Jennings, 77th Street
John Jimenez, North Park
Daniel Joseph, Forest Glen

Martin Kane, Howard/Kimball
Joe Kent, 77th Street

Minnie Latimore, North Avenue
Walter Lewis Jr., North Park
Joseph Lima, Forest Glen

Leslie Maringer, Forest Glen
Israel Martinez, Forest Glen
Jesse Mayfield, North Avenue
Calvin McCants, 69th Street
Phyllis McCoy, Forest Glen
Cordell McWorter, North Avenue

Willie Moore, North Avenue
Thomas Morrison, North Park
Anthony Myers, 77th Street

Amador Olavarria, Forest Glen

Frederick Pepke, Limits
Jorge Perez, North Park
Michael Powell, Howard/Kimball
Harry Purnell, 69th Street

John Reid, West Section
Johnny Riouse, 77th Street
Andrew Robinson, Howard/Kimball

Keith Rosche, Forest Glen

Juan Saucedo, West Section
Cassandra Seay, Limits
Elmer Shoemate, Archer
Ronald Singleton, Beverly
Charles Staples, 69th Street
Carl Suddeth, North Park

Kent Thomas, 77th Street
Lenora Thomas, North Avenue
Lynval Thompson, Limits
Blanca Torres, Forest Glen
David Tucker, North Avenue

Sergio Villanueva, North Park

Cleven Wardlow, Limits
Arthur Watkins, 69th Street
Gail Williams, 77th Street
Welborn Williams, Forest Glen
Parmela Willis, Archer
Leroy Wilson Jr., 77th Street

Willie Young, 77th Street
Fred Young, North Park

Joseph Zukerman, North Park
John Zupko, Howard/Kimball

Stores section names '83 employee of the year

The development of incentive programs designed to stimulate employee performance are unlimited, and CTA employees in other areas besides Transportation are also enjoying the benefits as evidenced by the Materials Management department.

Jack A. Lira, warehouse worker I, Stores section, Materials Management, was named the 1983 Employee of the Year in the most recent employee performance incentive program developed last year by Materials Management.

William Roman, director of Stores, and Edward Tobin, manager, Materials Management/Purchasing Agent, said that the new program is designed to give recognition to the most deserving employee in the Stores area. CTA storerooms are located at Skokie Shop, West Shops, 77th Street, 63rd Street Lower Yards, Washington Street Garage, and the Merchandise Mart.

Roman said criteria for selection included the employee's work record, any corrective action, volunteer work, and community involvement. The individual's supervisor was also required to write a narrative regarding the individual being considered.

The Employee of the Year program assesses workers in the Stores area from January to December. The program was developed with special input by James Riley, Materials Management unit supervisor, John Gill, supervisor, 63rd Street Lower Yards, and Bob McCarthy, Procurement.

Runners-up in the 1983 competition were Dorothy Doljanin, Stores West, Andrew Cunningham, Store-room 61, and Dalton Gilliland, Stores South.



Jack A. Lira (left) and Dorothy Doljanin show off their plaques awarded for Employee of the Year and runner-up, respectively. Sharing the moment with them is William Roman, director of Stores, Materials Management.



Your Social Security

Several recent changes in Social Security were effective in January 1984. You should be aware of what they are:

Benefit increase - If you receive Social Security or supplemental security income (SSI) benefits, your monthly payments increased 3.5 percent effective with the January check. The maximum Social Security retirement benefit generally payable is now \$734 a month for a person 65 in 1983. And the maximum Federal SSI payment is \$314 for an individual and \$472 for a couple.

Payroll tax increase - If you are an employee, the Social Security tax rate you pay this year will be the same as in 1983--6.7 percent, even though your employer will pay 7 percent. This is because of a one-time 0.3 percent tax credit you will get.

Self-employment tax increase - If you are self-employed, your Social Security tax rate for 1984 will be 100 percent of the combined employee-employer rate (14 percent), rather than at a rate that was roughly 70 percent of the total. But you will receive a self-employment tax credit of 2.7 percent of your self-employment income for 1984 (as well as a 2.3 percent credit for 1985, and a 2.0 percent credit for 1986-89).

Coverage for Federal and non-profit organization employees - If you are newly hired by the Federal Government in 1984 or later, or if you work for a nonprofit organization, you are covered by Social Security. And if you are a nonprofit employee 55 or older first covered in 1984, you will need fewer work credits than normal to be insured for retirement or survivors benefits.

Improvements for disabled widow(er)s - If you are a disabled widow or widower who started getting checks on your deceased spouse's Social Security record before age 60, your payments may be slightly increased in January (in addition to the regular benefit increase). And if you remarry, your benefits can continue. (This provision also applies to divorced surviving spouses.)

Taxation of benefits - If you get Social Security benefits and have substantial other income in addition to your benefits, up to one-half of the benefits may be subject to Federal income tax starting with 1984. Only about one in 10 people are affected by this provision.

For more information about these changes, contact any Social Security office. If you need more specific guidance concerning possible taxation of benefits, get in touch with the Internal Revenue Service.

Bus operator and son reunited after 38 years



Dr. Sherman Adams, Jr. (left), of Monrovia, Liberia, and his wife, Katie, visit with Dr. Adams' father, Sherman, Sr., of Beverly garage. The elder Adams, a 31-year CTA bus operator, was reunited with his son after 38 years.

Sherman Adams, Beverly garage bus operator, hadn't seen his son, Sherman Adams Jr., since his birth in Monrovia, Liberia, 38 years ago. The elder Adams, now 63, had given up hope of ever seeing his son again.

"I was an American Army G.I. stationed in Monrovia in 1945, just at the close of World War II. I met, and fell in love with Frances Morris, a young Liberian woman. Just before I was shipped back to the U.S.A., we became parents of a boy who was given my name."

"I later wrote to Frances for several years, then she moved away from her home and I also moved and we lost touch. The thought of my son, somewhere on the West African coast, was always with me. So was the thought I would never see him again," Adams said.

On November 19, at 8 p.m., Adams was watching television in his South Side home when his telephone rang.

"I'm still in shock," Adams laughed joyfully. "I said 'Hello'. A man's voice then said 'I'm Sherman Adams Jr., calling you from Liberia.'"

"After I recovered my composure, he told me his mother was a widow, in good health, and living in Monrovia. I told him that I had married twice, and that I have 10 children," Adams said.

"Then we made plans for his first visit to the United States and for my return visit to Liberia after my retirement in April."

That long-distance telephone call and planning session was the result of work by Adams' sister-in-law, Mrs. Mary Bledsoe, who met a member of the Liberian government last year at a gathering. Mrs. Bledsoe mentioned Adams' long-lost son in Liberia.

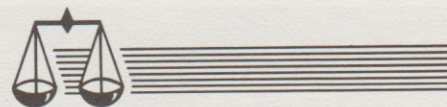
"That Liberian gentleman, whom I know only as Mr. Sawyer, said he went to medical school with a Sherman Adams and upon his return to Liberia, would locate him. Mrs. Bledsoe gave him her telephone number," Adams explained.

"Later, she received a long distance telephone call from Sherman Jr., and she happily gave him my telephone number," Adams said.

Young Sherman Adams and his wife, Katie, came to the United States and to his anxious father's home on February 8 and stayed nine days. The couple, parents of eight children, left their family with relatives in Monrovia.

Does this son of a 31-year veteran CTA bus driver drive a bus in Monrovia? Not exactly.

"Sherman Jr. is a cardiologist at the University of Liberia's college of medicine. Just think, the son I thought I'd never see again is my son--the doctor," the senior Adams said with pride.



Law for Today

Q . I read that a person may cancel a door-to-door contract--provided he or she acts within three days of the sale. But what happens if the contract states that 30 percent of the total bill becomes due immediately even if there is a cancellation?

A . Absolutely nothing! Such "anti-cancellation" provisions would be contrary to the statute on door-to-door sales. As long as the requirements of that law are met--that is, 1) the sale was unsolicited, 2) made at home, 3) was cancelled within three business days, and 4) the items were returned unused, the sale may be cancelled and any payments must be returned.

-Illinois State Bar Association

Q . If I buy a house on "contract for deed" am I responsible for repairs such as malfunction of water pump or dripping faucets, even if I didn't know about these at the time of the sale?

A . Normally, yes. For all practical purposes, the person whose name is on the contract as buyer is the owner and has all the responsibilities of ownership, including maintenance and payment of taxes and insurance. There could be provisions to the contrary in the contract itself but this would be an exception. It is always a good idea to have an attorney examine a contract purchase agreement before signing it.

-Illinois State Bar Association

◀ Editor's Note:

As Transit News went to press, we learned that Mr. Adams retired April 1, and that his second wife, Willie, passed away on April 2. We offer our condolences to Mr. Adams and his family.



CTA Chairman Michael A. Cardilli addresses a weekly meeting of the Mayor's Traffic Management Task Force held in the CTA Board room. Task Force members shown are (left to right) Frank Barker, director, Street Traffic; Harold Hirsch, manager, Operations Planning; Police Commander Howard Patinkin; Mark Wozny, City of Chicago Department of Public Works, and Task Force Chairman John LaPlante (Dept. of Public Works).



Members of the Mayor's Traffic Management Task Force listen intently as Lester Racker, area superintendent, Control Center, describes the train operations flow chart which monitors the exact location of all trains operating on the system.



CTA Planner Lena Phillips distributes maps and other informational material as she conducts a traffic signal test for Chicago Area Transportation Study. The test was in connection with the Mayor's Traffic Management Task Force.

City, state, CTA, and private sector in traffic management task force

It has been said that a city which is not constantly rebuilding itself is a dying city. In recent years Chicago has undergone an unprecedented amount of new construction, particularly in the downtown central business district. The result of this building "boom" has been an increase in the size of the work force and good news on the economic scene.

However, with all the good news, there is, unfortunately, some bad. The bad news comes in the form of massive traffic slow-downs, tie-ups, and general disruption of mass transit service. The result is confusion, aggravation, and the apparent lack of concern help to the commuter negotiate the new and ever-changing (almost daily) traffic patterns.

In response to this dramatic rise in traffic congestion, the city's Department of Public Works prepared a "Loop Traffic Management Study" in spring of 1982. The study was an analysis of Loop traffic issues prepared by a committee including representatives of the Illinois Department of Transportation, the city's departments of Streets & Sanitation, Public Works, Police, Fire, and CTA. A number of business groups and organizations were also included.

One of the study recommendations was the creation of the Loop Traffic Management Task Force. This Task Force was responsible for an on-going review of major traffic management issues, as well as the development of specific solutions to on-going traffic problems.

Now titled the Mayor's Traffic Management Task Force, the group has met every week since June 17, 1982. The Task Force publishes a

weekly updated advisory which details construction, potential traffic "bottle-necks," and a listing of upcoming special events which may necessitate changes in transit and traffic patterns.

"This task force, as far as we know, is the only one of its kind in the country," said Frank Barker, CTA's director of Street Traffic. "When you combine the resources of major city departments, state agencies and the private sector, the mass transit riding public reaps the benefits."

"Our supervisors, drivers, and control operations have advance warning of street closures, detours, etc. The key is advance planning—the Mayor's Traffic Management Task Force gives the CTA the edge necessary to provide fast, efficient transportation around construction areas," Barker said.

The Mayor's Traffic Management Task Force publishes a "Weekly Bulletin" which includes a list of items affecting traffic; special advisories noting alternative routes; seasonal reminders such as "Winter Parking Regulations"; and a map of downtown identifying construction zones and street closures.

Barker said that one of the most important services provided by the Traffic Management Task Force is a traffic telephone "Hotline." Barker said, "Information on construction projects and special events is available on a special 'Hotline' 24 hours a day. Dial S-T-R-E-E-T-S (787-3387)."

So the next time construction "snarls" traffic and you wish "someone would do something about it!," the Mayor's Traffic Management Task Force and the CTA are working on it.



Pausing during a recent tour of the CTA's Control Center is the Chairman of the Mayor's Traffic Management Task Force, John LaPlante (second from right). Joining LaPlante from CTA are (left to right) Michael LaVelle, director of Service; Jim Blaa, administrative assistant to the executive director; Lou Dixon, area superintendent, Bus; Lester Racker, area superintendent, Control Center, and Frank Barker, director, Street Traffic.



Power Controller John Nimtz describes the power section of the CTA Control Center to the Mayor's Traffic Management Task Force. The Task Force toured the Control Center before a weekly meeting held at the CTA.



Mrs. Carol Goodman and her sons are attracted by the mini-bus which was on display in the Mayor's Traffic Management Task Force exhibit at the Chicago Auto Show courtesy of Bus Maintenance and Utility departments.

Appreciation



Robert Ware (left), executive director, United Blood Services, presents a plaque to Fred King, manager, Human Resources, and CTA Chairman Michael A. Cardilli, in appreciation for the participation by CTA employees and management in the 1983 blood donor drive conducted last fall at all CTA work locations by United Blood Services and the American Red Cross.

Anniversary celebration



Deputy Executive Director, Operations, Harry Reddick (right) addressed members of Holy Trinity Lodge #3, AF&AM on the subject of unity at the fraternity's 13th anniversary banquet which was held at T.J. Mulling, 4545 W. 95th street. The Holy Trinity Order of Eastern Stars, Chapter #5, also shared in the celebration. Chief Deputy Sheriff, Cook County James Pate (second, left) was also on the program. Sharing the moment with the two dignitaries are Trinity Lodge Worshipful Master James Whitley (left), and Senior Warden Jesse Burns, instructor, Limits Training Center.



Your Health

Health maintenance combats influenza

by Linda Lapid, RN
Medical Dept.

Commonly known as "Flu", it is an acute infectious respiratory disease caused by a virus. It occurs in epidemics, develops quickly, spreads rapidly, has low fatality and terminates abruptly.

Influenza virus spreads by sneezing or coughing the excretions from the respiratory tract of the infected person directly to that of a susceptible one. Indirect transfer may occur through contamination of hands, handkerchiefs or eating utensils.

The onset of this disease is abrupt and sudden. The most common symptoms are chills, fatigue, fever, headache and severe muscular aches throughout the body. A runny nose and sore throat may be present.

Common complications are bronchitis, pneumonia, otitis media, or middle ear infection. In many respects this is one of the most dangerous complications of pregnancy. Influenza acquired during pregnancy often results in miscarriage or abortion.

There is no specific treatment for influenza. Aspirin or other pain medication may relieve the general aches and control fever. Rest, sufficient fluids, and adequate nutritional intake are helpful. Some antibiotics have therapeutic or possibly some prophylactic effect.

Flu vaccines are recommended, and maintaining optimum health and general well-being are major steps in the prevention of the disease.

Flu vaccines may be obtained at local Public Health Centers or one may contact the Chicago Department of Health for further details and instructions.

Isaac Beal Co-chairs SF Review

Isaac Beal, CTA superintendent of Special Services, has returned from San Francisco where he was co-chairman of a Special Services peer group review.

Beal, and Mrs. Carol Weinstein, superintendent, Special Services, Oakland, shared responsibilities as co-chairmen of the group which also had representatives from transit properties in Seattle, Portland, and Denver. All five cities provide special services transportation for elderly and handicapped riders.

The five-day San Francisco training session was held to educate MUNI personnel on special services as San Francisco considers offering a similar service. Beal said members of the group discussed their experiences in the various areas of special services with MUNI personnel. He said the Municipal Railway has ordered 280 lift-equipped Flyer buses similar to vehicles used by CTA, but plan to operate them over fixed routes.

"The matters for discussion which included policy, sensitivity, safety, record keeping, and the selection process of operators and other personnel for a special services program were very important matters in which MUNI felt they needed our input," said Beal.

Participants in the discussions included local politicians, MUNI management and departments concerned, union representatives, the advisory board for the disabled community, and operator representatives, Beal said.

Beal, who served on the peer group review under the auspices of CTA, was invited to participate by MUNI general manager and former CTA general operations manager Harold Geissenheimer. "I'm especially grateful to CTA Chairman Michael Cardilli, Executive Director Bernard Ford, and his assistant, James Blaa, for the sup-



port they extended which enabled me to be a part of this peer group review," Beal said.

"We believe that CTA Special Services is the best in the business," the superintendent said. "We have the best operators, and we provide more service for people. We have arrived at this conclusion as a result of our encounter with people from other transit properties across the nation who also offer special services for the elderly and handicapped in their respective municipalities.

"CTA's Special Services program provides transportation for a wide base of people. We are moving more than 12,325 people per month, a far cry from the 2,000 people a month with which we started this service.

"We operate 42 buses over 32 runs daily in Chicago's peak hours, providing a lot of service to people who have no other means of transportation. Thus, we believe we're far ahead of many other municipalities operating more special services buses than CTA, because we put more miles on our special services buses than we do the buses in our regular service.

"We believe it is because of our service to the elderly and handicapped

that other municipalities ask us to participate in such groups as this one in San Francisco, sharing information which might help them establish a like service.

"I'm well aware of how helpful a peer group review can be. Groups such as this were very instrumental in helping CTA establish its Special Services program. Thus, I'm very happy to participate in a peer group review. I feel as though I'm returning a favor," Beal concluded.

First subway elevator opens

CTA's first elevator complex, which will enable mobility-limited riders to travel between street level and subway level, was opened Dec. 21 at Quincy street and the State Street Transit Mall.

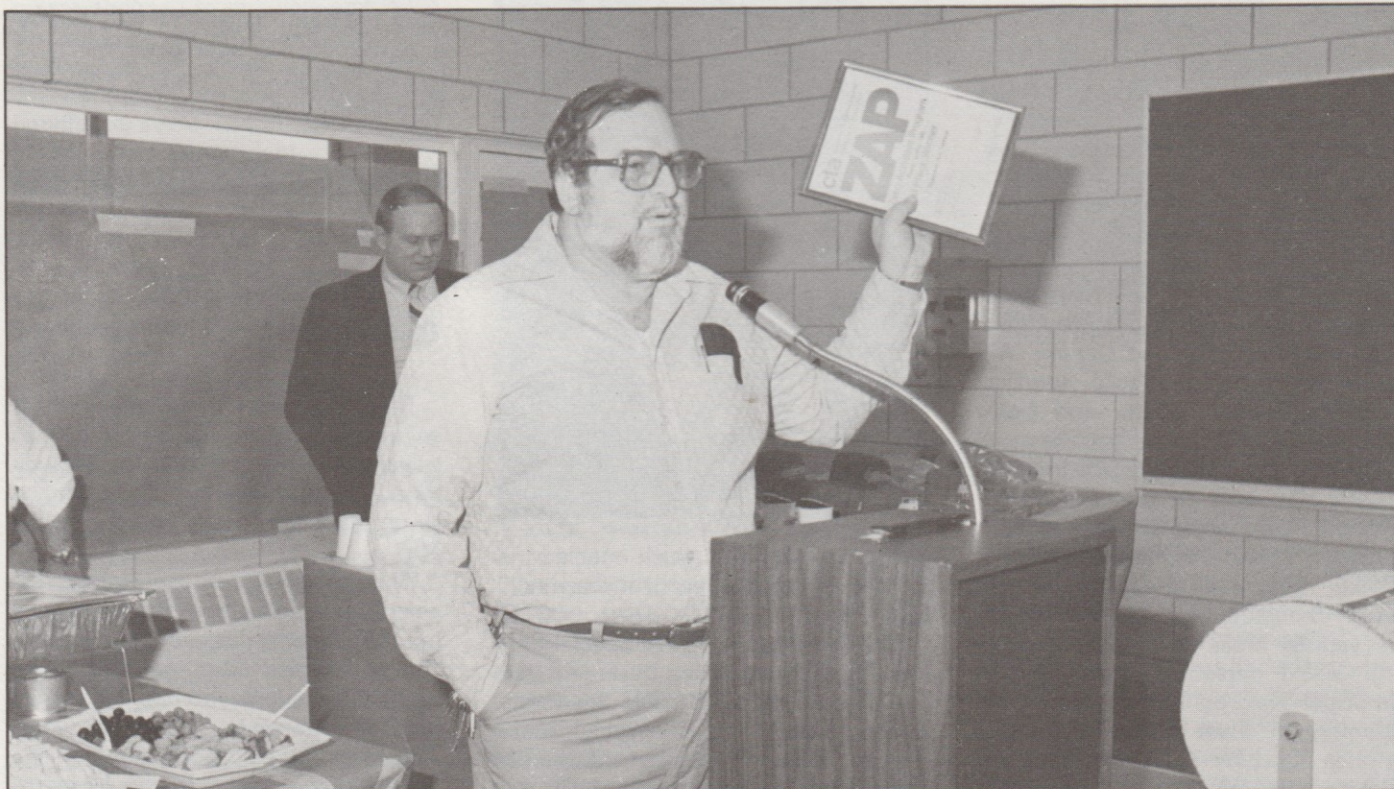
This elevator complex takes disabled riders down from the street level to the Adams-Jackson mezzanine. There, disabled riders pay their fares to the ticket agent who opens a special gate for entrance to a second elevator. This takes disabled riders down to the State street subway on the Howard-Englewood-Jackson Park 'L'-subway rapid transit route.

The special elevator complex is in operation 24 hours a day, every day.

Because of the location of the platform doors on the Adams-Jackson subway platform, north and south-bound trains had their berthing areas moved closer to the elevator for handicapped riders boarding or alighting trains.

This elevator complex for use by disabled riders was constructed by the Bates & Rogers Construction Corp., 600 W. Jackson Blvd., the lowest of five bidders on this project which cost \$1,580,000. Federal and state governments funded this first of several street-to-subway elevator projects under study by the CTA.

A•W•A•R•D•S



John Antonucci, day foreman, Rosemont Terminal, proudly displays the terminal's second consecutive Zero Accident Program award, and congratulates Maintenance employees. Sharing in the celebration (background) is Richard Lorimer, superintendent, Rail Vehicle Terminals, South.

Rosemont terminal, CTA's newest rapid transit facility, has captured its second consecutive first place honor in the Zero Accident Program.

On the heels of its first ZAP award earned in the last quarter, maintenance personnel at the terminal destined to provide service to O'Hare International Airport, also took first place honors in the fourth quarter of 1983.

The victory also entitles the new facility's maintenance personnel to a catered lunch, a treat set aside for the terminal and garage winning the six-month competition which ended Dec. 31, 1983. The catered lunch is a new incentive effective since July 1, and is extended to maintenance personnel of the winning terminal and garage for both day and night shifts.

First place honors in the garage competition for the quarter and winner of

Rosemont, Forest Glen earn ZAP catered lunch

the six-month lowest accident frequency rate went to Forest Glen garage. Maintenance personnel at the garage were also treated to the catered lunch.

J.F. Dudley, safety supervisor, said all rail terminals and garage locations which have no injuries for the six-month period are automatically winners. Where there is no zero frequency rate, the garage or terminal with the lowest frequency rate will be the win-

ner, he said.

The determination will be made by using the standard calculated injury rate with handicap calculated for the six-month period. A minimum of two lunches will be catered for each six-month period, one for bus garages, and one for rail terminals.

Other incentives for safety performance include the awarding of jackets and caps designed with the CTA logo, tie pins, travel mugs and gift certificates.

First place ZAP awards also went to 54th and the 61st/Racine terminals. Winners in the Bus Shops competition included the Sheet Metal shop, Vehicle Wiring, Upholstery, Brake shop, Utility, Electrical Units Rebuild, Machine, Radiator and Print shops. At Skokie Rail Shops winners were Paint, Truck and Axle shops; Shop Service, and Blacksmith/Welding.

New incentive in safety program could inspire an improved performance among terminal and garage personnel



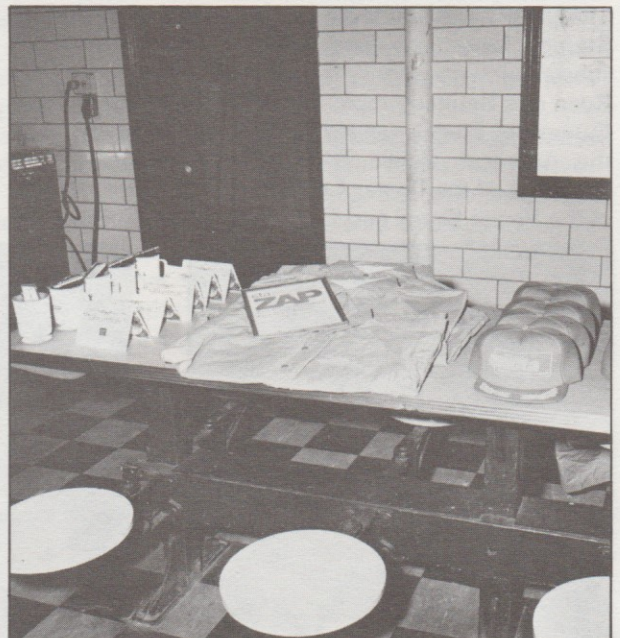
Jim Ward (left), day foreman at Forest Glen Garage, accepts the Zero Accident Program certificate on behalf of his crew from Tom Gecan, superintendent, North Side garages.



Forest Glen maintenance employees make their way through the buffet line to partake of a repast of chicken, beef, pasta, assorted salads, relishes and desserts.



Enjoying the catered luncheon at Rosemont are (left to right): Cisco Williams, day foremen (Howard), Cesar Tanchez, car servicer, and car repairers Mike Fahey and Roland Scheibe.



Forest Glen's Zero Accident Program certificate rests among door prizes of jackets, caps, gift certificates and other rewards won by employees.



Joe Siegal retires

Joe Siegal, superintendent, Power and Wiring Design (right), accepts his retirement packet, and CTA's best wishes for a happy retirement from Ronald Swindell, director, Power, Signal and Communications Engineering. Siegal retired February 1 after 38 years of CTA service. He began his career on June 26, 1946 as an assistant testing engineer with the Chicago Surface Lines. He was involved in several major substation renovations, the establishment of the Dan Ryan and Kennedy rapid transit lines, and the O'Hare Extension. Siegal was also a CTA representative with the American Public Transportation Association as chairman of the Power Committee and vice chairman of the Power Signal and Communications Committee.



At 65 plus

Rubin Razor (second from left), accepts the coveted retirement folder from Director of Schedules Norman Oswald, as Principal Traffic Checker Vernon Coleman (left), and Willie B. Scott, supervisor, Traffic Analysis, look on. The 68-year old traffic checker who retired February 1, joined CTA Dec. 31, 1964 as a bus operator. He was assigned to the Schedules Department July 14, 1975.



30-year veteran

Simmons Gibson's wife Phyllis (left) and daughter Mary Ellen (right) shared the honors at his retirement party February 28 in the Mart offices of Materials Management, where he most recently served as a file clerk. Gibson, a 30-year CTA veteran, plans to take his wife on a cruise before returning to their home in the Gresham neighborhood, on the South Side, where he'll do some fixing up and work on his hobby -- photography.

Golden celebrations

Two Forest Glen garage retirees and their wives recently celebrated 50 years of marriage. They are Mr. and Mrs. Herold Childers (left), and Mr. and Mrs. Herb Schmitt who observed their golden wedding anniversaries with friends at the Chicago Transit Authority Retirees Club of New Port Richey, Fla. Childers and his wife, Dorothy, observed their anniversary in October while Schmitt, and wife, Evelyn, celebrated November 15. Childers, a former bus operator, became a pensioner in February, 1974 while Schmitt, a clerk, retired in April, 1974.



Golden key honors

Southern Illinois University senior Dianna Yedinak (at podium), daughter of materials handling specialist Michael Yedinak and president of the SIU chapter of the Golden Key National Honor Society, gives remarks as Golden Key pays special recognition to outstanding members of the university and the Carbondale community. Included among recipients named as honorary members of Golden Key were Governor James Thompson, and Carbondale Mayor Helen Westberg.

Service anniversaries in March

35 Years

Charlie Florence, Jefferson Park
Norman Kujawa, South Shops
Paul Malone, Power and Way
Daniel Murphy, South Shops
Paul Sauve, Power and Way

30 Years

Marie Albano, Claims
Herman Lloyd, 77th Street
Jerome Pavel, South Shops
August Sanfilippo, Forest Glen
James Skopec, District D
Leonard Tucek, South Shops
Ted Ulasz, North Avenue
Young Walker Jr., 77th Street
John Wealer, District D

25 Years

Aldon Bland Jr., Beverly
John Campbell, Power and Way
Samuel Coulter Jr., 77th Street
Rebecca Cousins, Administration
Anita Curtis, Personnel Administration
Dorothy Dismang, West Section
Joseph Folken, Jefferson Park
Donald Grudecki, Power and Way
Judge Patrick, Forest Glen
Henry Madden, North Park
Graen McFadyen, North Avenue
Alex Nesbitt, Power and Way
John O'Riordan, Buildings and Grounds
Joseph Piento, Comm./Power Control
Edgar Shaw, Power and Way
Arthur Smith, Ashland Terminal

New Pensioners

CARL ANDERSON, Ticket Agent, North Section, Emp. 4-1-57
GORDON BALAZS, Area Supt., Bus District, Emp. 7-30-47
HORACE CRAWFORD, Painter, West Shops, Emp. 4-26-47
ELVIN FORD, Clerk I, Schedules, Emp. 10-31-51
SIMMONS GIBSON, File Clerk, Materials Mgmt., Emp. 5-21-53
CATHERINE HAYMAKER, Travel Rep., Travel Center, Emp. 9-27-72
JOSEPH JOHNSON, Tinner, West Shops, Emp. 6-15-59
JOHN KELLY, Bus Operator, Beverly, Emp. 6-4-46
***DONALD LEMM**, Manager, Insurance & Pensions, Emp. 7-20-42
NICK LaCORCIA, Unit Supvr., Strm., Skokie Shop, Emp. 5-7-46
DANIEL O'DONNELL, Shop Tractor Oper., South Shops, Emp. 1-6-49
JAMES OHSE, Superintendent, District B, Emp. 2-14-47
JOHN PERESIN, Plumber, West Shops, Emp. 4-26-47
OSCAR PRIMM Sr., Bus Operator Limits, Emp. 6-24-68
JULIO RUIZ, Car Servicer, Howard, Emp. 4-12-67
WILLIAM THOMAS, Bus Serv. Supvr., District A, Emp. 7-1-46
NICK TRIFFON, Bus Supervisor, District B, Emp. 5-9-50
CLEVEN WARDLOW Sr., Bus Operator, Limits, Emp. 7-16-52
***JAMES WILSON**, Bus Repairer, Limits, Emp. 3-15-67

**Retroactive to 2-1-84*

Disability Retirements

SAMUEL HIGHSMITH Jr., Traff. Chkr., Schedules, Emp. 12-16-57
DOROTHY PUGH, Ticket Agent, North Section, Emp. 10-22-68

IN MEMORIAM

JULIO ADORNO, 39, 77th Street, Emp. 7-6-76, Died 12-14-83
HAROLD BELL, 76, Beverly, Emp. 8-17-36, Died 1-24-84
CHARLES BERRY, 51, 77th Street, Emp. 11-12-56, Died 12-26-83
JAMES BOAL, 88, Way & Strcuts., Emp. 3-6-17, Died 1-21-84
EDWARD BOLE, 67, Employment, Emp. 5-25-34, Died 1-1-84
PHILIP BOYLE, 78, South Shops, Emp. 10-7-46, Died 1-23-84
ROBERT BURTON, 62, South Shops, Emp. 10-9-50, Died 12-20-83
JAMES CALLAGHAN, 94, Way & Strcuts., Emp. 3-6-24, Died 1-7-84
JOHN COOPER, 57, Veh. Maint., Emp. 8-20-70, Died 12-6-83
LEO DOMRESE, 86, 77th Street, Emp. 2-7-23, Died 1-23-84

MICHAEL DUNNE, 86, 77th Street, Emp. 8-14-23, Died 1-13-84
JAMES FOLAN, 69, Maintenance, Emp. 10-29-56, Died 1-17-84
JOSEPH GAMAUF, 59, 69th Street, Emp. 2-15-17, Died 1-29-84
ARTHUR GIVIN, 87, 77th Street, Emp. 10-19-28, Died 1-12-84
ROBERT HARDY, 59, West Shops, Emp. 6-19-51, Died 1-25-84
EDWARD HEAD Jr., 53, 77th Street, Emp. 4-29-52, Died 1-23-84
FRANK JACOBSON, 75, Forest Glen, Emp. 3-12-39, Died 1-9-84
RUSSELL JUHRE, 62, Internal Auditing, Emp. 5-23-77, Died 3-2-84
HUBERT KELSYNski, 80, Forest Glen, Emp. 6-25-37, Died 12-17-83
MICHAEL KEOGH, 86, Way & Strcuts., Emp. 9-5-29, Died 12-15-83
ROBERT KIEHN, 52, Operations Planning, Emp. 9-5-29, Died 12-15-83
PAUL LASKY, 83, Engineering, Emp. 11-9-21, Died 1-27-84
THOMAS McKEAN, 86, 77th Street, Emp. 1-3-29, Died 1-10-84
JAMES McMULLEN, 93, Kedzie, Emp. 6-12-29, Died 1-7-84
JOSEPH MINWEGEN, 85, Howard, Emp. 8-2-18, Died 1-20-84
JOHN MUHAMMAD, 52, 77th Street, Emp. 6-10-68, Died 1-5-84
JOSEPH NASTI, 55, Maintenance, Emp. 11-30-49, Died 1-10-84
WILLIAM OESTERREICH, 88, Armitage, Emp. 1-29-24, Died 1-4-84
OLIVER O'NEAL, 39, Archer, Emp. 10-10-68, Died 11-27-83
CHARLES PETERSEN, 73, Engineering, Emp. 8-22-46, Died 12-27-83
VITO PILEGGI, 89, North Section, Emp. 8-2-46, Died 11-28-83
HARRY PLENCNER, 59, Electrical, Emp. 8-20-73, Died 11-22-83
PETER RAPPOLD, 74, 77th Street, Emp. 4-14-49, Died 1-16-84
JAMES REGAN, 86, West Section, Emp. 12-7-43, Died 1-11-84
HELEN RICHARDS, 41, Transportation, Emp. 6-23-77, Died 2-13-84
MARY ROHR, 90, North Section, Emp. 4-19-20, Died 1-4-84
STANLEY SARNECKI, 77, Forest Glen, Emp. 7-31-43, Died 1-28-84
WALTER SCHMIDT, 83, North Avenue, Emp. 11-22-27, Died 1-8-84
EDWIN SCHULSTAD, 79, Limits, Emp. 1-5-34, Died 1-2-84
CHARLES STENNETT, 35, Human Resources, Emp. 10-6-80, Died 3-3-84
ERWIN STORKE, 78, West Section, Emp. 7-22-27, Died 1-22-84
EARL TIDLER, 88, West Section, Emp. 9-18-19, Died 12-28-83
GIUSEPPE VECCHIOLLA, 82, Way & Strcuts., Emp. 2-24-43, Died 1-5-84
LARRY VINE, 33, Howard, Emp. 9-24-79, Died 11-18-83
PERCY VIRGIL, 57, Management Services, Emp. 7-30-52, Died 1-20-84
CLARENCE VLACH, 88, Archer, Emp. 3-1-27, Died 1-4-84
MAURICE WILLIAMS, 39, Limits, Emp. 10-12-67, Died 2-3-84

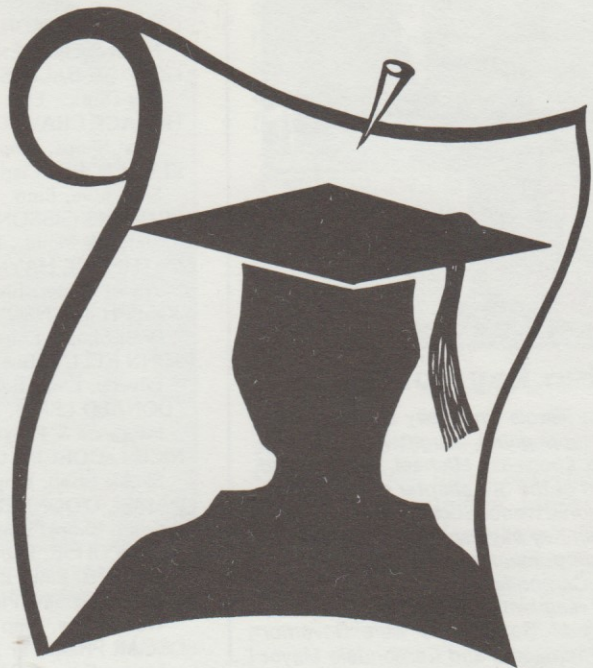
WANTED

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

Pictures of **high school** or **college** students graduating in 1984 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.**



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JOHN LeBEAU
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