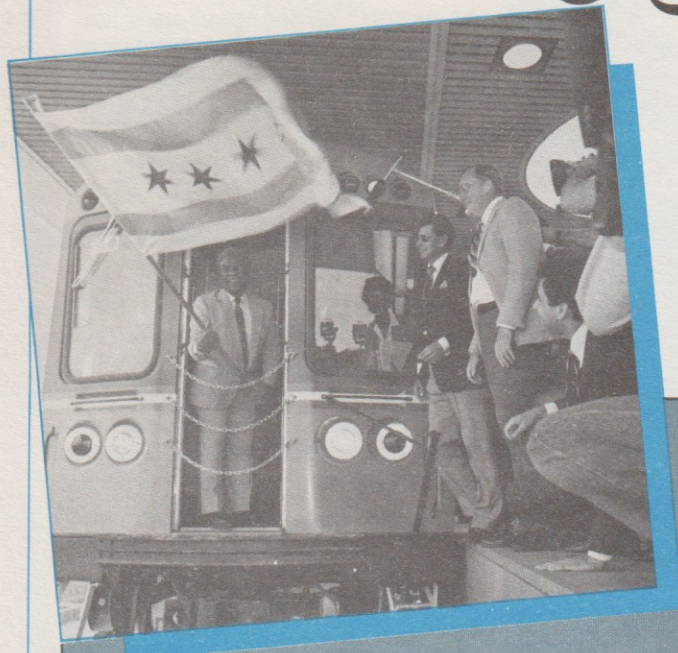


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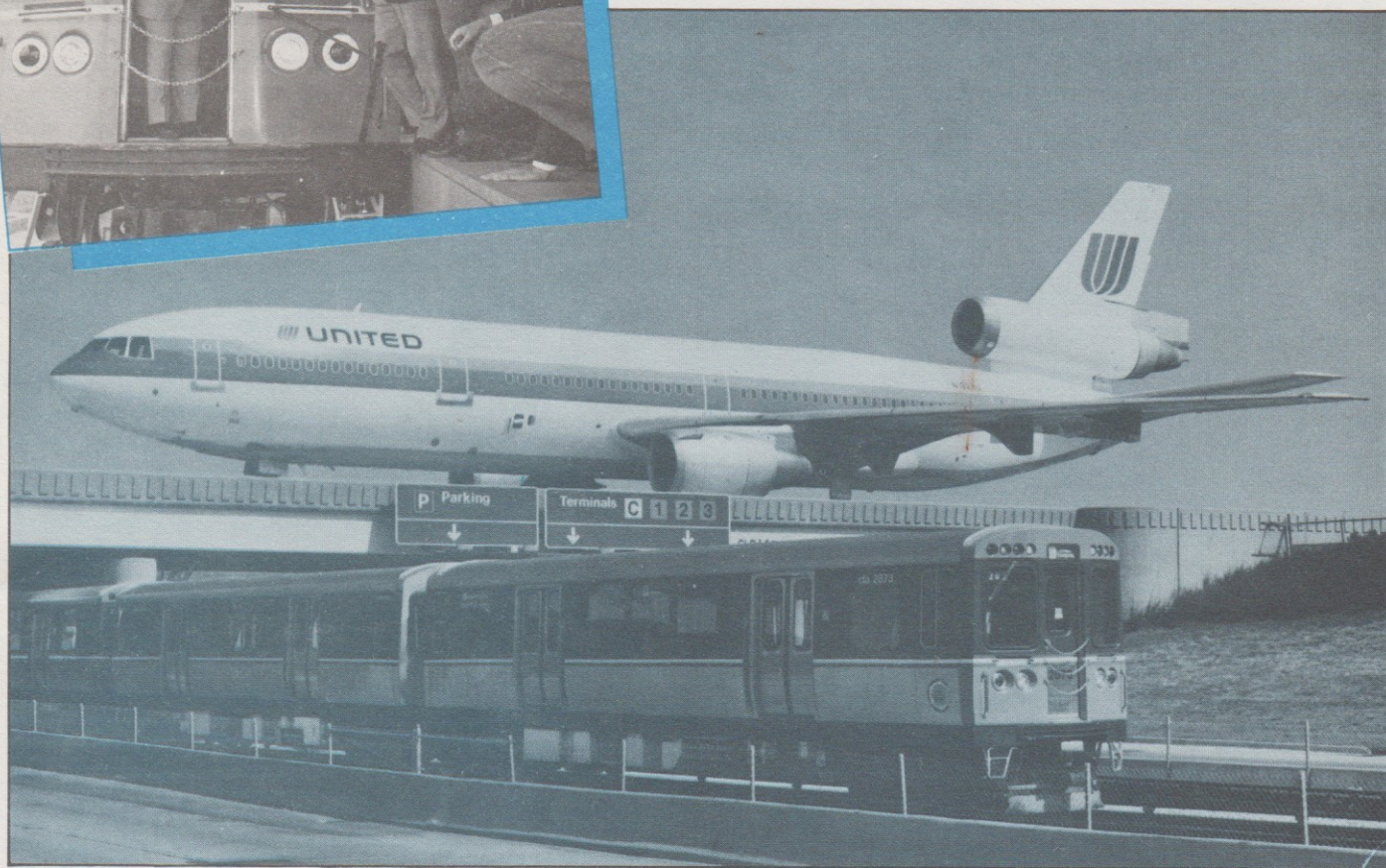
**O'Hare**

OPENING

## **Kennedy rapid transit service extended to O'Hare**



Mayor Harold Washington presents a City of Chicago Flag to Illinois Governor James R. Thompson and CTA Chairman Michael A. Cardilli. Thompson and Cardilli then placed the flag on the left front of the inaugural train to O'Hare Terminal.



The convenience of the union of air travel and rail travel is dramatically demonstrated at the taxiway bridge on the Kennedy Expressway.

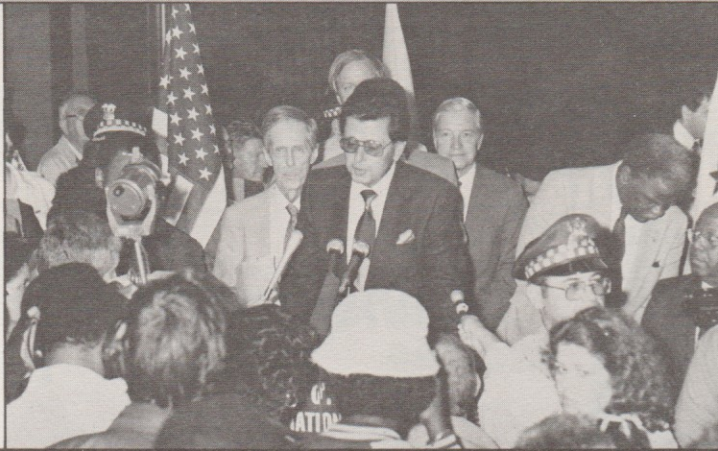
**L**abor Day, 1984, marked an historic event for CTA and the City of Chicago as a CTA eight-car train completed its maiden run to O'Hare International Airport from River road.

The long-anticipated extension of service along the Kennedy Expressway rapid transit line from downtown to O'Hare, the world's busiest airport, was now a reality.

At River road where the ceremonies began, CTA Chairman Michael Cardilli and Governor James Thompson placed the Chicago flag, which Mayor Washington had given them, on the front of the train.

(continued on page 2)





At the inaugural ceremony in the new O'Hare Terminal, CTA Chairman Michael A. Cardilli proclaims, *"The most important aspect of the O'Hare Extension is the added convenience to riders on the finest transportation system in the nation."* Other speakers who lauded the transit improvement were Illinois Governor James R. Thompson, Illinois Senator Charles A. Percy, Mayor Harold Washington, and UMTA Administrator Ralph L. Stanley.



*With its colorful, serpentine, backlit, glass-block walls and spacious interior, O'Hare Terminal has been called "Chicago's newest art gallery."*

(continued from page 1)

More than 500 guests and rail enthusiasts boarded the train for this historic first ride. Dignitaries aboard the "A' Train to O'Hare" included Governor Thompson, Mayor Washington, U.S. Senator Charles Percy, Chairman Cardilli, members of both CTA and RTA boards, suburban mayors, aldermen, and community organizations.

As the train left River road, the sounds of the Dixie Ramblers band echoed throughout the station, and hundreds of well wishers lined the platform.

As the train entered O'Hare terminal, its passengers were greeted by what has been called "Chicago's newest art gallery." The O'Hare station, designed by the world-renowned architectural firm of Murphy/Jahn, is striking in its size and splashes of color. The walls are a rainbow of colors, created through the use of undulating backlit floor-to-ceiling glass blocks. This serpentine design creates the feeling of motion and openness.

Upon conclusion of the formal ceremonies at O'Hare, including speeches by both Mayor Washington and Chairman Cardilli, jazz trumpeter Dizzy Gillespie and the Dizzy Gillespie Quartet broke into the Duke Ellington classic—"Take the 'A' Train"—symbolizing the first in-service train to arrive at O'Hare. Guests attended a reception in the terminal area and CTA provided free rides from O'Hare throughout the day.

Completion of the 7.9 mile section from Jefferson Park to O'Hare was the culmination of more than 14 years of planning and engineering.



After the inaugural ceremony, dignitaries and guests enjoyed a reception hosted by Carson International Inc.



## From the Chairman

### Entering the Air Age

All Chicagoans, especially transit riders, had reason to celebrate this Labor day when CTA's rapid transit system entered the Air Age. The completion of the O'Hare Extension to our new terminal facility at O'Hare International Airport provides a 35-minute link between the world's busiest airport and downtown Chicago, one of the world's greatest business centers.

By far the most important benefit of this new service is the convenient and economical transportation that can now be enjoyed by airport employees, airline passengers, and residents of our metropolitan area. Because the O'Hare service links air travel to our entire rapid transit and bus system, many more riders can now avoid the traffic tie-ups, the rush-hour delays, and the expense of driving. This will contribute to an improved life-style for all Chicagoans, as symbolized by the City of Chicago Flag that Governor Thompson, Mayor Washington and I installed on the inaugural train.

I congratulate the Chicago Department of Public Works, the architectural and construction firms, and the CTA engineers and other employees who worked together to make Chicago's latest transportation marvel an aesthetic and operational success. And I thank the federal and state governments, which have continually endorsed transit through capital funding.

While it is important that we improve our transportation facilities, it is also most important that all CTA employees continue to increase their job knowledge and improve their job performance. For this reason, I congratulate all employees who entered or supported the Bus Roadeo, Third Rail Roundup, and Ticket Agent TieUp competitions. While we have already presented special honors to the winners of these competitions, we must also recognize all participants who improved themselves through these programs and helped make these programs a continuing and increasing success.

*Michael J. Cardilli*

Since 1970 when CTA and the City of Chicago dedicated the original 5.2 miles of the Kennedy rapid transit line (Logan Square to Jefferson Park), CTA transit experts and City Department of Public Works planners were preparing for the eventual expansion of the West-Northwest rapid transit line to O'Hare.

Total cost of the O'Hare extension, which was funded through the state and

Chicago to O'Hare International Airport will have a positive impact on an already powerful central business district.

"Another benefit of this rapid transit line, is the tremendous growth of residential, commercial, and hotel development along the Kennedy expressway corridor towards O'Hare. The expansion of the West-Northwest rapid transit line is, in large measure, responsible for the area's growth.

"However, the single most important aspect of the O'Hare extension is the convenience to the riding public. Now, thousands more commuters, shoppers, travelers, and airport employees are able to take advantage of the finest public transit system in the nation."

In addition to the pleasing aesthetics, the O'Hare extension boasts state of the art technology. Trains passing through the Rosemont yard and into the O'Hare terminal are switched by a new interlocking system. This computerized system provides smooth, efficient routing of trains. Further, it provides precise train identification via centralized traffic control screens in the Merchandise Mart Control Room.

Once inside the 2.2 miles of subway (entering the O'Hare terminal), trains run on "direct fixation design" trackage. This is the most modern, up-to-date track fastening system in use. It reduces noise and vibration, adding to passenger comfort.

High technology combined with passenger comfort and convenience make the 35-minute trip from downtown to O'Hare airport along the West-Northwest rapid transit line one of the finest examples of public transportation in the nation.



On the entrance level of the River Road station, dignitaries and guests enjoy coffee and conversation while awaiting the arrival of the inaugural O'Hare train.

federal governments, was \$196 million.

The complete O'Hare extension, which operates in the median of the Kennedy expressway, includes four stations — three intermediate stations which opened in 1983 at Harlem avenue, Cumberland avenue, and River road; and the O'Hare terminal at the airport.

Acknowledging the value of the O'Hare extension, Chairman Cardilli said, "This direct link from downtown

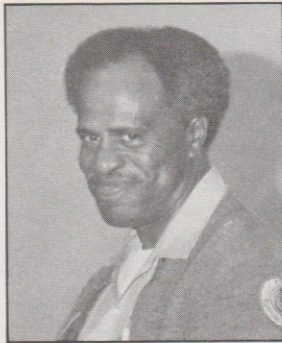


## Six CTA employees among recipients of final Kramer awards

Retiring Regional Transportation Authority Chairman John D. Kramer gave \$1,500 of his RTA salary to six outstanding CTA employees on September 12 after they were nominated by their riders and supervisors to be recipients of Kramer's incentive awards.



**Jean Cage**



**Tom Lenoir**

concern for them. Riders also said Felecia Clower, a bus operator since 1978, "cheerfully greets all her passengers and shows concern for their well being."

Rapid transit riders commended conductor Victor Ramirez Jr. for being courteous and helpful, and for always having a friendly "hello." Ramirez began his CTA service in 1975. Rapid transit conductor Ronald Overton is regarded by his riders as "excep-

Receiving checks for \$250 each were bus operators Jean Cage, North Park Garage; Ruth Neal, 77th Street Garage; Tom Lenoir, Washington Garage; Felecia Clower, Limits Garage, and rail conductors Victor Ramirez Jr., North Section, and Ronald Overton, 95th Street Terminal.

Riders called operator Cage kind and patient and said she keeps them well informed. She has been a CTA employee since 1979. Operator Ruth Neal, who is also married to a bus operator, joined CTA in 1977. She was commended for her courtesy, particularly toward senior citizens.

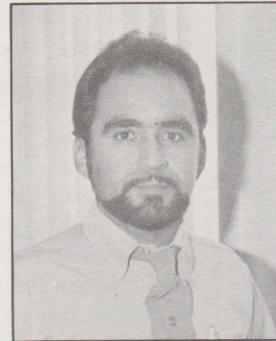
Operator Thomas Lenoir joined CTA in 1957. He has been a Special Services bus operator for the disabled since 1981. Riders on his bus wrote of his friendly rapport, positive attitude and deep



**Felecia Clower**



*Operator Ruth Neal, 77th Street Garage, accepts an incentive award check for \$250.00 from Interim RTA Chairman John Kramer. Riders commended Ms. Neal for her courtesy, particularly toward senior citizens.*



**Victor Ramirez Jr.**

The awards virtually depleted the \$9,000 fund which had been established with money that otherwise would have gone to pay the interim RTA chairman's \$1,000-a-month salary. Kramer accepted no pay from the time he was named to the RTA chairmanship last November.

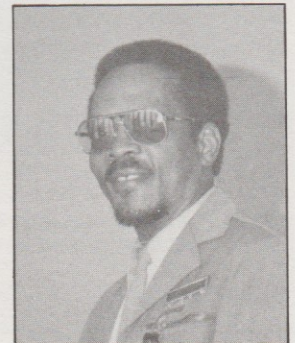
The money was used to reward a total 35 employees, and to bring a trainload of visually impaired children to the Loop during the Christmas season.

"When I began this program," said Kramer, "I said it had two purposes: to reward employees who make an extra effort to serve the public, and to raise the level of service throughout the RTA system.

"We have rewarded some, but by no means all, of the top employees."

tionally concerned" about their safety, and noted that he has ordered unruly passengers of his train. Overton began his CTA career in 1969, and has been a rapid transit conductor since 1975.

In his final incentive awards presentation, Kramer donated \$5,250 of his RTA salary to 21 employees representing CTA and 14 other RTA transit properties.



**Ronald Overton**



## Ticket agent is named WBBM Citizen of Week



CTA ticket agent Shirley Knight has a lot to smile about as she recalls the success she had giving up smoking. The money she formerly spent for cigarettes is now used to buy television sets for the elderly.

Old habits die hard, especially bad ones. Seldom do they turn into anything beneficial to anyone, or positive in any respect. However, occasionally there are exceptions as the case of CTA ticket agent Shirley Knight.

When Mrs. Knight decided to quit smoking, it was a long, slow process, but she succeeded. As a gesture of her faith and gratefulness that she was victorious over the dreaded tobacco, she now contributes the money she literally blew away in smoke to the poor and elderly.

Co-worker Jodie Bien was so impressed by Mrs. Knight that she suggested her as a subject for WBBM Radio personality Maria Munoz's *Citizen of the Week* program. Following is a partial transcription of the radio interview between Munoz and Mrs. Knight:

**Munoz:** "Here is a unique solution to a bad habit. Shirley Knight, a ticket agent for the CTA, wanted to quit smoking and tried various methods, but to no avail. When she found a plan that worked, she was so thankful she'd kicked the habit that she promised to do something positive with the money she saved.

"Through the H.O.M.E. Organization (Housing Opportunities and Maintenance for the Elderly), she learned of senior citizens living alone, often without any communication from the outside world. So she took her so-called cigarette money and bought small television sets for them."

**Knight:** "My husband and I decided that with the money I save each month we'd buy a 12-inch black and white TV. Some of these old people don't even have radios, much less a TV. Some of them can't go out."

Munoz learned that Mrs. Knight has also been a volunteer visitor with Little Brothers of the Poor for the last eight years.

As a volunteer, she visits two elderly ladies on a regular basis. She runs errands for them, shops, drives them to and from their appointments, and visits and spends time with them.

The 35-year CTA veteran told the moderator, that she and her carpenter husband, Robert, share a very special time with the residents of a nursing home.

**Knight:** "We were married on Christmas Eve, and we have our anniversary party in the nursing home. We donate the cake, and they donate the champagne and the little hors d'oeuvres. We have a nice anniversary party at the Brightview Nursing Home every Christmas Eve."

Although she has a full-time job and family to keep her busy, she still finds time to share.

**Knight:** "I'm going to get old someday, and I hope that someone is there. I hope someone is there volunteering for an organization that will help me. You're needed. There are a lot of old people out there who are very lonely, and you get so much more out of this than you put into it."

Although she is very appreciative of the honor bestowed upon her as Citizen of the Week, Shirley Knight was quick to laud Jodie Bien as well and Mary Rafferty, her two ticket agent co-workers, for the assistance they have given her with her volunteer work.

"Once I was unable to deliver packages at Christmas for 'Little Brothers', and Mary made the deliveries for me," said Knight. "She delivered 100 packages to various locations, taking 10 packages at a time."

## New bus garage contract



CTA Chairman Michael A. Cardilli (right), signs a contract for the \$25,686,000 construction of a new bus garage at 103rd Street and Stony Island Avenue by the Klein Construction Company of Westmont, IL, lowest of 10 bidders. Affixing a signature to the document on behalf of the builder is Dwayne Klein, president of Klein Construction. The contract provided for a separate salt storage facility, complete improvements of the 18.5 acre site, employee and visitor parking lots, a bus turnaround, and a bus staging area. Construction time as set forth in the contract is 920 calendar days, or about 2½ years. Funds for the new facility are being provided by the Illinois Department of Transportation and the Urban Mass Transportation Administration.



## Commendation Corner

**Junior Broadbent** (Forest Glen garage) caught the attention of Laura Leonard who works in Deerfield, for his courtesy as operator of a No. 84 Peterson bus. "For a long time now riders on the Peterson line have enjoyed his courteous treatment and kindly supervision. I'm a senior citizen and grateful for our driver's consideration in watching for me in case I am prevented by traffic from reaching the bus stop in time. He greets everyone with unfailing good humor, and watches at north-south transfer points to see if people are trying to catch his bus. He is the kind of driver the CTA can well be proud of."



**Garrick Turner** (West Section) was noticed by Cis Redmond, of Clarendon Hills, for the way he handled his job as conductor of a Congress-O'Hare train. "He had a voice that should be heard on the radio. He called out each stop clearly, but what set him apart was not only his voice, but his wonderful commentary. His good humor and thoughtful words made everyone smile. He reminded riders of the time, the train rules, and the good feelings we get from being kind to our fellow riders. At each stop he commented on that area of the city, and what landmarks we'd see getting off there. I can't express how pleasant a ride that was."

**Stanley Kubicz** (Forest Glen garage) is appreciated by Angela McAlester, of North Damen Avenue, who was a regular rider on his No. 84 Peterson bus. "Not only is he a careful and competent driver (he's almost never late or early), but his personality is warm, good-natured and cheerful. He has a kind word, a joke, or a hello for all of his passengers. Both my husband and I took the bus at different times in the mornings, and each of us soon developed a friendly rapport with the driver. After a time, we discovered we were talking about the same man. When you have a great bus driver, you feel good all day."

**Jean Cage** (North Park garage) was the operator of a No. 145 Wilson/Michigan Express bus ridden by Luella Spangler, of Wilson Avenue. "She greeted us with 'Good morning. How are you?' I asked her to call Washington, and she said, 'I call all stops,' which she did. Everyone got a greeting. Our bus got so crowded she could not take any more on. When my stop was coming up, she said, 'Lady who wanted Washington. Washington is the next stop.' She told me, 'Be careful, and take your time,' and 'Have a good day.' I thanked her. She made my day happy. Sometimes we older people like to be cheered up. She was great!"



**Robert Thomas** (North Park garage) was commended by Valentina Lopushok, who rode his No. 147 Outer Drive Express bus to her office on North Michigan Avenue. "This driver is always considerate enough to look around for anyone running for his bus, and kind enough to wait for them. In answering questions regarding directions, he extends himself with as much information as he can with a pleasant and patient manner. Although he takes time to be pleasant and polite, he also maintains a professional attitude and stays on schedule. I can always depend on reaching my destination on time when I am on his bus."

**Rochelle Miller** (South Section) impressed Gerald Nicholas, of East 111th Street, with her performance as conductor of a Lake/Dan Ryan train. "She gave every impression that she was concerned for the passengers. Her voice was warm and friendly. She bid all those departing the train to 'Have a nice day,' and clearly announced the stops. Over the years of riding the CTA, I have not found many to rival this young woman. I certainly was appreciative of her style, and was glad to be on that particular train. The CTA would certainly be more pleasurable to ride if there were more people obviously happy about doing their jobs."

**Donald Reed** (Beverly garage) won the approval of Odella Hamb, of West 67th Place, for his assistance one Sunday on a 111th Street bus. "I needed instructions to my destination. Mr. Reed is courteous, patient, and knows his job. He explained to me the quickest route I could have taken. Two drivers before I boarded his bus did not know how to get to 119th and Michigan. Mr. Reed took time to explain the way I should go, and saw to it by calling my attention to the stop. Courtesy, patience, kindness and politeness are very essential, and rate high in my book. He makes it a pleasure to ride CTA."

**Minnie Davis** (North Avenue garage) was thanked by R. Swarts, of North Lake Shore Drive, for providing special assistance to her sister while operating a No. 76 Diversey bus. "Because of a broken hip, which necessitates the use of a cane, my sister finds it difficult to get on and off the bus. Ms. Davis, recognizing this the other day, escorted my sister to the bus, and got her up the steps and comfortably seated. She also pulled up to the curb when we were ready to alight. Ms. Davis' concern was one of the kindest acts either my sister or I have ever experienced as CTA riders. She is an asset to your organization."



## Customer assistance, West shops workers help recover ring

Actress Debbie Leeds wasn't acting July 26 when she met the three CTA employees whose efforts led to the recovery of her gold and pearl ring from the bottom of a subway air shaft. She thanked them with obvious gratitude.

Mrs. Leeds said that she and her husband, Arthur, were walking to their car near Chicago avenue and State street on July 23 following her appearance in a production at the Randolph Street Gallery. Before the show she gave the ring to her husband for safe keeping. He slipped it into his pocket with his car keys.

Stepping onto the air shaft grating, Leeds pulled out his car keys, and unknowingly, the ring. He heard something hit the grating and didn't give it a second thought. When they arrived home and she asked for her ring, he gave it a second thought. It wasn't where he thought it was.

On July 24, Mrs. Leeds telephoned the CTA's Customer Assistance Office



*Mr. and Mrs. Arthur Leeds show off ring that fell into subway vent shaft at Chicago avenue and State street. Couple are flanked by Carroll Dalton (far left), CTA sheet metal worker, and Donald Regan, CTA tinner, who were dispatched to locate Mrs. Leeds' pearl and gold ring.*

and anxiously told her story to service representative Harry Brooks.

Brooks contacted West Shops and on July 25 Carroll Dalton, sheet metal worker, and Donald Regan, tinner, were dispatched to the air shaft where they located the ring.

That same day Brooks contacted Mrs. Leeds with the good news and in-

vited her and her husband to be at the Public Affairs office the following day.

"The ring isn't terribly expensive," Leeds said. "No," chimed in his happy wife, "but its sentimental value can't be measured in mere money. It's the first ring Arthur ever gave me and this is the last time it will be out of my sight," she vowed.

## Thanks for a job well done

Employees who have received commendations from the public.

**Rosa Alfaro**, Forest Glen  
**Rogelio Arrazola**, North Park

**Gregory Barber**, North Park  
**Otis Barnes**, 77th Street  
**Alfredo Barrios**, Archer  
**James Beal Jr.**, Kedzie  
**Hudson Black**, Limits  
**Nikola Blagojevic**, Limits  
**Havard Blanks**, Kedzie  
**Vicki Bledsoe**, Howard/Kimball  
**Dwayne Borom**, Limits  
**Junior Broadbent**, Forest Glen  
**Charles Brown**, Kedzie  
**Henry Brown**, Payroll Acctg.  
**Claude Brown Jr.**, Archer  
**Matthew Brownlee**, District B  
**William Brownlie**, Forest Glen

**Jean Cage**, North Park  
**George Calhoun**, 69th Street  
**John Cameron**, Ashland  
**Sergio Candelaria**, Limits  
**Leroy Carr**, Forest Glen  
**Marvin Chachere**, North Park  
**Al Clayton**, Archer  
**Felicia Clower**, Limits  
**Patricia Cobb**, North Park  
**James Cockrell**, Limits  
**James Crockett**, West Section

**Albert Davies**, North Park  
**Electra DeAlba**, North Avenue  
**Herman Duffin**, Forest Glen

**August Elke**, Archer  
**Mattie Elkins**, Rail System

**William Finley Jr.**, North Avenue  
**James Fitzgerald**, Limits  
**Gary Folken**, North Section

**Anthony Gibson**, District D  
**Walter Gibson Jr.**, Archer  
**Larry Goffer**, Limits  
**Wallacene Good**, Forest Glen  
**Odell Granger**, Forest Glen  
**Noble Graves**, Limits  
**John Gray**, 77th Street  
**Andrew Gray**, 69th Street  
**Bobby Griffin**, Archer

**Niki Hansen**, Forest Glen  
**Obeddie Hawkins**, Jefferson Park  
**Arthur Hawkins Jr.**, North Avenue  
**Olivia Hewitt**, 77th Street  
**George Hiensman II**, 69th Street  
**Jimmie Hill**, 69th Street  
**Donald Hudson**, Forest Glen  
**Willie Hunt**, Kedzie  
**Ernest Hunter**, Beverly

**Nathan Jackson**, 77th Street  
**Willie Jefferson**, 77th Street  
**Mary Johnson**, North Section  
**Ronald Jones**, 69th Street  
**Betty Jones**, Limits  
**James Jones Jr.**, Kedzie

**Assunta Kaya**, Forest Glen  
**Dean Kellum**, Jefferson Park  
**Young Kim**, Kedzie  
**James Kolstad**, Beverly  
**Robert Kremer**, North Park

**Margie Laboy**, North Avenue  
**Ruben Lopez**, North Park  
**Wayne Luster**, Limits

**Eleanore Madrecki**, Forest Glen  
**Patrick Meaney**, Douglas/Congress  
**Salaheddeen Mohammed**, North Avenue

**Howard Monroe**, North Park  
**Jack Moore**, North Park  
**Frederick Moore**, North Park  
**Delfino Morales**, Kedzie  
**James Moses Jr.**, North Avenue  
**Heriberto Munoz**, North Park

**Sammie Newell**, Rail Dist. West  
**James Nielsen**, Archer  
**Stanley Nolan**, North Avenue

**Ronald Overton**, Ashland

**Charles Patton**, Limits  
**Juan Perez**, Limits  
**Lillie Pope**, South Section

**Victor Ramirez Jr.**, Howard/Kimball  
**George Raniszewski**, Forest Glen  
**J. Rice**, 69th Street  
**Annie Rice**, Limits  
**Robert Richardson**, North Park

**Eugenio Rivera**, North Avenue  
**Chester Robertson**, Archer

**Salvatore Scurti**, North Section  
**Gregory Shelby**, Limits  
**Leevon Skinner**, 69th Street  
**Robert Smith**, Forest Glen  
**Terry Smoczynski**, Forest Glen  
**Luis Sosa**, Archer  
**Nathaniel Stevens Jr.**, North Park  
**Linda Stewart**, Limits  
**Dwayne Stinson**, Limits  
**Cheryl Stitts**, 77th Street  
**Carl Suddeth**, North Park

**Wendell Talbert**, North Park  
**Earl Terry**, North Avenue  
**Henry Terry**, Special Services  
**Robert Thomas**, North Park  
**Lee Thompson**, North Park  
**Eugene Thurmond**, District A  
**Reginald Tolbert**, North Park  
**Blanca Torres**, Forest Glen  
**Eddie Traylor III**, 69th Street

**Lonnie Walker**, North Park  
**Adolphus Walker Jr.**, North Avenue  
**Barbara Ware**, 77th Street  
**Gary Williams**, North Park

**James Yancey**, Limits  
**Kazimer Yaworski**, Forest Glen  
**Charles Young**, Douglas/Congress

**Edward Zamiar**, North Park  
**Theresa Zamora**, Kedzie



# TieUp

## TICKET AGENT Competition



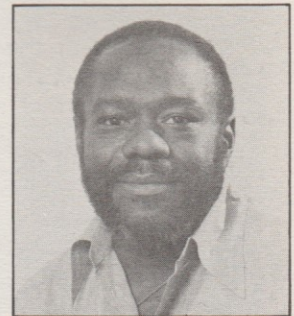
**Mae Woodard, Douglas Terminal** - "Ticket Agent TieUp was exciting. It let me know how good I can be under pressure. I have never actually experienced that kind of pressure in a real work situation which we encountered in the competition. It pays to be calm and do your best."



**Syed Alimuddin, Jefferson Park** "It was very interesting competition. I am happy that CTA gave us the chance to do this because it is uplifting for ticket agents. It was really like a refresher course for us, and certainly a nice idea. It indicated that management knows our problems."



**Mary Parish, Desplaines** "It was fun. It really got serious during the second phase where we were working as ticket agents do, carrying out the many responsibilities as are required in a ticket agent's booth."



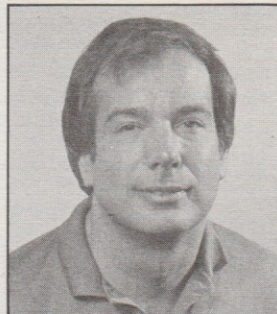
**John Anderson, Howard** "I thought it was nice. This competition has built morale among the ticket agents, and everybody has had a good time. It was also a relearning process. I'm telling people to go out and compete next year because I know they will enjoy it."



**Linda Woods, Howard** (Agent Supervisor) - **2nd Place** "I had a lot of fun. I'm glad my agent supervisor (Mary Marble), and my husband (Limits instructor Myron Woods) encouraged me to participate. I enjoyed every minute of this competition. It's good to know that ticket agents are being included, and I hope we will have more participation next year."



**Josephine (Jody) Bien-Howard** - **3rd Place** "The TieUp made me go back and study, and really get into the job. I think the preliminaries were nerve wracking, but the final was more like what ticket agents do. It was fun just meeting so many ticket agents from other areas. The camaraderie was good. I'm glad ticket agents were given recognition."



**Kenneth Chase, Kimball** "It was more difficult than I thought it would be, but I think it is a very good idea. Whoever thought of knocking on the agent's window during the competition had the right idea because that really happens in the course of a day's work. My advice to anyone looking to next year would be to stay cool and calm. I was more nervous that I thought I would be."

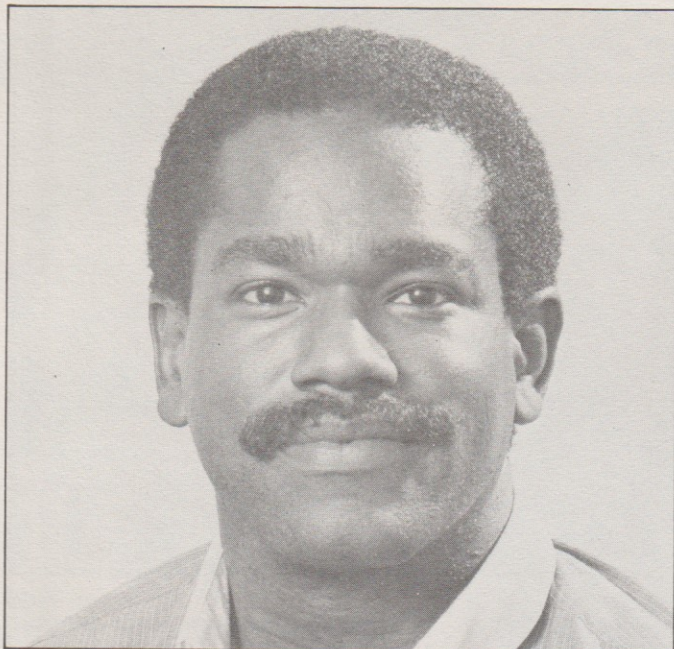


**Ricca James, Howard** "Ticket Agent TieUp was very exciting. It's good to let others know there are some good agents out there. As the North Section champion, I received a trophy which I can cherish and which I show to my friends. I have a job in which people depend upon me for service, and which I enjoy."



**Nancy Quintana, Kimball** "It's good to feel that someone cares about the ticket agents. The competition also proved that we as ticket agents must use our own judgment when dealing with any situation. You have to fit the job to your personality. I got involved in this competition because my supervisor encouraged me, and I'm glad."





## 95th Street has the NUMBER ONE TICKET AGENT

**Bryant Alexander - 95th Street Terminal - 1st Place**

*"Ticket Agent TieUp brought ticket agents to light. It was good, enjoyable competition. I had a good time, and I'm looking forward to the trip to Washington. We will probably have more participation next year. I know we have a lot of good agents."*

Bryant Alexander of 95th Street Terminal, CTA's top ticket agent, was among special guests attending the American Public Transportation Association convention in Washington during October.

The nine-year veteran ticket agent topped nine other "Free Wheeling" finalists in the CTA's Ticket Agent TieUp competition with 593 points. The all-expenses paid trip for two to the nation's capital and a trophy were the coveted prizes.

Linda Woods of Howard Terminal garnered 551 points to take the second place trophy and a \$500 Series EE Savings Bond. Josephine (Jody) Bien, also of Howard Terminal, took the third place trophy, and a \$200 savings bond with 535 points.

Alexander was also champion of the South Section. Others were Syed Alimuddin, West Section champion, and Ricca James, North Section champion. Harry Reddrick, deputy executive director, Operations, and Elonzo Hill, manager, Training/-Instruction, presented the section champions with plaques to honor them for their achievements.

Other finalists were Nancy Quintana, Kimball Terminal; John Anderson, Howard Terminal; Mary Parish, Desplaines Terminal; Mae Woodard, 54th Street Terminal, and Kenneth Chase, Kimball Terminal. Each finalist received a jacket with the CTA logo, a brass identification tag, and dinner/theater tickets for two.

All of the section level contestants received a special recognition certificate and a tote bag with the CTA logo.

The Ticket Agent TieUp is the first competition conducted by the Operations Division for non-operating employees, and the first of its kind within the transit industry.

Sam Smith, assistant superintendent, Operations Training Center, and Ticket Agent TieUp chairman, said that of the approximately 650 CTA employees working as ticket agents, 21 percent applied for the "TieUp" competition. Smith said 54 percent of those applying to participate in the maiden "TieUp" event met all requirements for contest eligibility and actually participated.

The criteria for competition required each contestant to have had an excellent work record in the preceding 12 months, to have worked a minimum of 200 days as an agent in that period, and to have had two years continuous service as a full-time permanent agent.

Smith said the contest was designed to demonstrate job skills, improve morale, and promote good passenger relations and professionalism.

Section level competition included both written and performance tests on standard operating procedures, rules and regulations, job duties, and responsibilities. Contestants were required to complete these tests before

participating in the final performance test given later at the Merchandise Mart ticket agent booth.

This one-hour performance examination included opening a station, collecting and registering assorted fares, and handling various situations that required a high degree of agent expertise and judgment.

Participants were also examined on closing a station including, among other steps, bagging receipts, completing the agent's report, and proper handling of transfers and transfer envelopes. Likewise, they were tested on completing miscellaneous report and other related forms.

The "Free Wheeling" 10 were competing for prizes as well as the satisfaction of being among the best ticket agents employed by CTA.

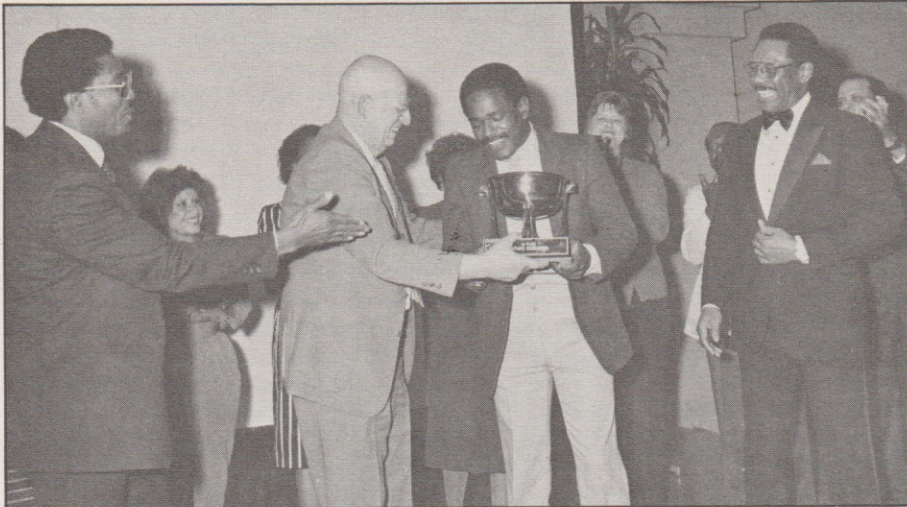
The Ticket Agent TieUp was implemented by Elonzo Hill, manager, Training/Instruction, by direction of Deputy Executive Director, Operations, Harry Reddrick. Hill named Operations Training Center Assistant Superintendent Sam Smith chairman of the new program.

Selected as sub-committee chairman to assist the Ticket Agent TieUp chairmen were: Della Richards, prizes and awards; Cynthia Florence, testing; Jimmie Seymour, materials and equipment; Karen Miller, eligibility; Tessa Gaines, volunteer services; Rosemary Roberson, budget, and Barbara Colwell, publicity. Agent instructors served as competition judges.



## Awards banquet honors elite group of winners

CTA's top four bus operators receive trophies awarded in the 1984 Bus Rodeo. They are (from left) Ladell Jackson, North Avenue, fourth place; John Odom, 69th Street, third place; Joe Rodenski, Forest Glen, second place; and Michael Matas, Forest Glen, first place.



Ticket Agent TieUp champion Bryant Alexander accepts the first place winner's cup from Alex Johnson, manager, Operations Personnel, as Sam Smith (far left), event chairman, and Deputy Executive Director Harry Reddick (right) express approval.



O'Hare Terminal motorman James Hentz (left), and Howard Terminal conductor John Zupko Jr., show off their first place trophies, proving that teamwork is possible no matter where personnel are assigned. Alex Johnson (left), manager, Operations Personnel, and Harry Reddick, deputy executive director, Operations, share the special moment with the first place rail team.

"It's quite an honor to be number one, and to be part of this elite group," was the comment of CTA's top rail conductor, John Zupko, Jr. after collecting a first place trophy and a trip for two to the annual APTA convention.

It was typical of the attitude and the atmosphere generated by all of the honorees being recognized at the fourth annual CTA awards banquet honoring the successful Bus Rodeo, Third Rail Roundup, and Ticket Agent TieUp participants.

In a lighter fashion, CTA's first conductor who began his transit career five years ago, told the audience of some 200 employees, family members and friends, "Life is in alphabetical order, and with my name beginning with Z-U, I've always been last until now. It took me 26 years, but I'm finally first."

Earlier, Zupko had praised the teamwork of himself and his motorman, James Hentz, noting that people from different sections often have different ways of doing things. "We had two people from different sections who worked together very well and got the job done," said the Howard Street conductor. Howard Terminal also produced last year's first place motorman.

James Hentz, the other half of the Third Rail Roundup winning team, told the M&M Club audience, "I told Mr. Reddick and Mr. Hill in this very room last year that I would be gunning for number one."

Michael Matas, the 1984 Bus Rodeo winner, vowed to go to Washington and "show them how we

(continued on page 14)





Motorman James Hentz (background), and conductor John Zupko, Jr. (foreground), top crewmen in the 1984 Third Rail Roundup competition, prepare their train for service.



Hamp Johnson (left), motorman representing Harlem Terminal, and his conductor, John Rigoni of O'Hare Terminal, discuss procedure with clerk Tyrone Brown, 95th Street Terminal prior to the Third Rail Roundup. Johnson and Rigoni took second place in the overall competition.

## Third rail roundup participants say contest is beneficial

Operations officials are encouraging CTA rail transportation personnel to begin preparing now for the 1985 Third Rail Roundup. The goal next year is to increase participation in the Third Rail Roundup as well as the Ticket Agent TieUp contest.

Contest participants in this year's competition called the Third Rail Roundup a good idea because it sparked job pride and recognition and was an incentive to brush up on operating procedures. Most claimed the competition sent them back to study their manuals and SOPs over a little midnight oil.

Conductor Martin Kane of Howard Terminal called the Third Rail Roundup a good review and said he believes it makes participants better employees whether or not they collect prizes.

In 1983, CTA became the first municipal transit property in the American Public Transit Association (APTA), and to date the only public transportation organization in the history of the industry, to conduct a rail rodeo. That effort was followed in 1984 by a competition for ticket agents.

Elonzo Hill, manager, Training/Instruction, said that, like the Bus Rodeo, and the new Ticket Agent TieUp competition, the Third Rail Roundup is one of the best ways rail service employees may demonstrate their professional skills and earn industry-wide recognition.

Eligibility for the Third Rail Roundup requires applicants to be full-time operating employees with good work records. Conductor applicants must have at least a year of continuous service and must have worked a minimum of 200 days as a conductor within the preceding 12 months. If a towerman, the applicant must have worked a minimum of 10 days as a conductor within the past 12 months.

On the other hand, motorman contest applicants must have had at least two years of continuous service; must have qualified as a motorman at least

(continued on page 14)



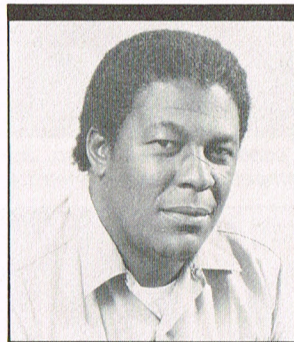
# ROUNDHOUSE



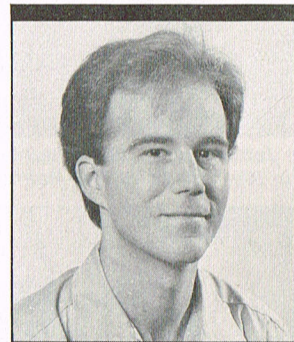
**Joel Hawthorne, conductor, Howard Terminal** — "I like the idea. The concept of competition between employees is good because in each section things are done differently, so you have a chance to learn from each other. I know now what I missed last year. I want to enter the contest next year."



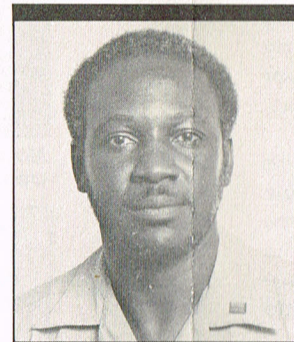
**Roman Doubek, motorman, Douglas Terminal** — "The team concept made this year's competition more realistic. I did find a few surprises which I was not quite ready for this time, but all in all, it was good clean fun. It's good for the employee because it gives you a chance to meet different people."



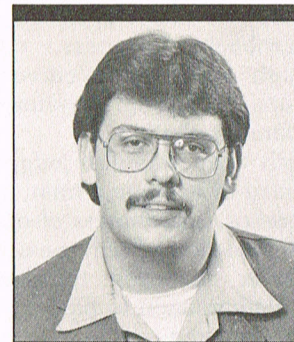
**Napolion Simmons, motorman, Howard Terminal** — "The Third Rail Roundup helps the individual to be more aware of the things they should be doing, and makes you familiar with the proper job procedures. The Third Rail Roundup is good competition."



**John Zupko, Jr., conductor, Howard Terminal** — "It was fun, and I was proud to be a part of it. After all, you're talking about the top nine conductors. I like the team concept which in the case of myself and Mr. Hentz, matched up two people from different sections, and we got the job done."



**James Hentz, motorman, O'Hare Terminal** — "The Third Rail Roundup is very competitive. I don't know if it could be won by a large margin, although I was ready for anybody. I practiced some things all year, and I spent a lot of time going over my instruction brochures."



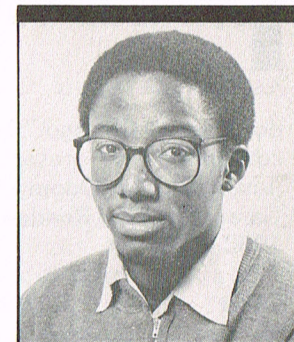
**John Rigoni, conductor, O'Hare Terminal** — "I saw an opportunity to show my skills. The Third Rail Roundup gives the employee recognition, and makes one feel good about the job. It also makes you feel good to know that we were in it to the end."



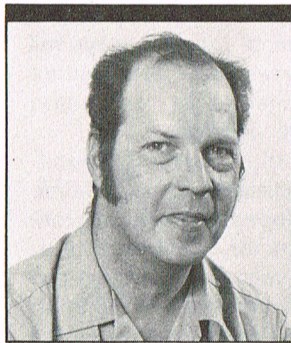
**Pat Rhoden, conductor, Ashland Terminal** — "The Third Rail Roundup gave me a chance to review procedures. I like to get paid well, so I do my job well. I think everybody should take pride in their job. I would tell anyone thinking about the Third Rail Roundup that it isn't hard."



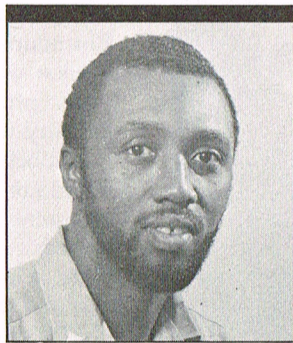
**Leon Hegwood, motorman, Howard Terminal** — "The Third Rail Roundup pitted what I knew against what others knew about the job. I worked hard, and finished in a respectable position and I can hold my head up. One thing about this competition, it will make you see your shortcomings."



**Daryl Brown, conductor, 95th Street Terminal** — "I thought the Third Rail Roundup would be easy, but it was not as easy as I believed it would be. I learned a lot of things about the job which I did not know before. I know where I went wrong this time, and I hope to capitalize on the mistakes next year."



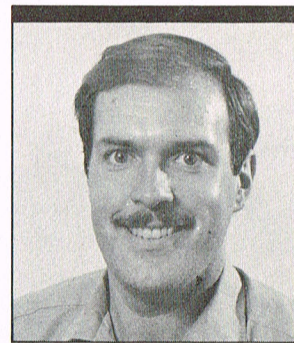
**Richard Crane, motorman, Ashland Terminal** — "I was very glad to be one of the top nine motormen in the Roundhouse 18. The competition was an opportunity to show my skills. I was taking notes this year as I went along because I intend to enter the competition next year, and do a lot better."



**Hamp Johnson, motorman, Harlem Terminal** — "It was a different competition this year with the team system, and the lottery method for selecting a partner which worked out very well. Team work is the key. I think the Third Rail Roundup is a very good way to prove your skills. I enjoyed being a part of it."



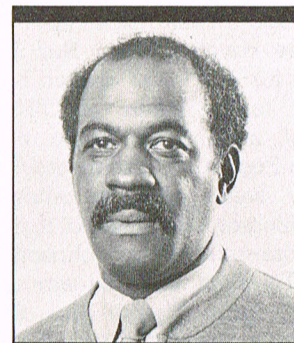
**San Juana M. Montes de Oca, conductor, Kimball Terminal** — "I was shocked, but pleasantly surprised that I made the Roundhouse 18. I was really competing against myself and seeking the self-satisfaction of getting in touch with procedures. The Third Rail Roundup is a great opportunity to get in touch with CTA procedures."



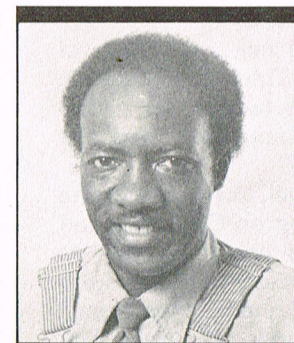
**Richard Corbett, conductor, Kimball Terminal** — "The competition is a good idea because it rekindles pride in the job. There is nothing wrong with having a sense of pride in one's job. I think as time goes on, and the Third Rail Roundup continues, more and more people will come out and participate. I would like to see more people put the skepticism aside."



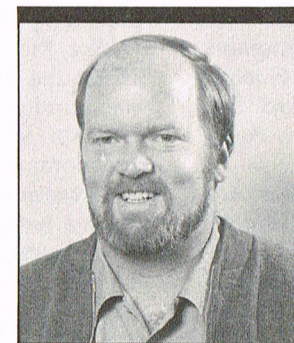
**Donald Seay, motorman, Howard Street Terminal** — "Having the motorman and conductor together this year made it different. The competition was largely troubleshooting. From the moment you left the terminal, the train was bad order. Third Rail Roundup makes me get up and try to do my best."



**Marvin Kelsey, conductor, 95th Street Terminal** — "This was my first time in the Third Rail Roundup. I entered because I like competition as well as the chance for recognition. I consider myself a trend setter, and I thought it was maybe a chance to help get rid of some of the negative job attitudes, and to review job procedure."



**Otha Miller, motorman, Kimball Terminal** — "It was very enjoyable, and a good thing for the employee. It would be good if more people would participate because I think a thing like the Third Rail Roundup can improve the employee's attitude. Attitude makes the difference. The Third Rail Roundup for me was very good. I enjoyed it very much."



**Martin Kane, conductor, Howard Terminal** — "The Third Rail Roundup is a good idea. It's really a good review and it makes you a better employee even if you don't win. I find that the competition is more difficult than the real work situation because you are used to people as passengers, but in a competition you are more self-conscious."



**Gideon Stevens, motorman, Ashland Terminal** — "The Third Rail Roundup was fun and challenging, but not a piece of cake. I like the way the problems were set up. It was a chance to demonstrate my skills. I think that it is a great thing for both CTA and the employees because it gives the employee an added incentive."



## Heroic deed recognized



Gerald Poces (left), warehouse worker II, and Lawrence Tischer, unit supervisor, both of Storeroom 30 at South Shops, received letters of appreciation from E. W. Tobin, manager, Materials Management/Purchasing Agent, for their efforts to extinguish a roof fire on a shop building on June 7. By the time the Chicago Fire Department arrived, the two had quelled the blaze, preventing further damage to the building.

## Awards banquet

(continued from page 10)

do things in Chicago." Matas, a close contender in previous contests, unseated John Odom of 69th Street Garage, the Bus Rodeo champion of 1982 and 1983.

In a style similar to a "Night of the Oscar" fashion, Bryant Alexander thanked his supervisor, and all who supported the Ticket Agent TieUp competition in which he took the first place cup. "Way to go southside," Alexander exclaimed as he left the rostrum. The ticket agent competition was the first such contest to be conducted anywhere in the transit industry.

Other honorees recognized with special certificates and other mementoes were members of the Bus Rodeo Winning Circle 20, the Third Rail Roundhouse 18, and the Ticket Agent TieUp Freewheeling 10.

Operations chiefs, honorees and their guests heard Executive Director Bernard J. Ford bestow accolades upon the competition participants as he remarked, "We are proud of you. We are number one because of you, and we want you to know that we are grateful for your efforts."

"We're not only number one in the nation, but in the world. I'm proud to be a part of it. We're all in this together."

Harry Reddrick, Deputy Executive Director, Operations, told honorees,

"You've motivated your peers and you've mirrored a much better image to the general public."

Acknowledging the honorees as "Cream of the crop," and the people who keep people moving all year, Alex Johnson, manager, Operations Personnel, borrowed a line from the Sisters Sledge as he said, "The best thing about it is 'We are Family.'"

## Third rail roundup

(continued from page 11)

12 months prior to the date they entered the contest, and must also have worked a minimum of 200 days including a minimum of 10 days as a motorman or switchman, within the preceding 12 months.

Like the initial rail competition of 1983, the 1984 Third Rail Roundup was conducted in two phases — the terminal level competition and the final competition.

At terminal level, contestants were given a written test on CTA rules and procedures, and were judged on uniform and appearance. They were also given troubleshooting problems, and tested on how effectively they were able to communicate with the controller. Survivors of the terminal level competition (Roundhouse 18) were then paired by lottery into nine conductor-motorman teams for the final competition.

The ultimate contest required each team to operate a train over a specially

designated route. They were judged on their knowledge of signals, making a turnback, alertness, operating through interlocking/curves, door operation, making announcements, and fare registration.

Each team was also judged on its accuracy of berthing a train, schedule adherence, smoothness of operation, communication effectiveness with the controller, handling transfers, providing information to passengers, and troubleshooting.

The top prize in the Third Rail Roundup competition was an all-expenses paid, five-day, four-night trip for two to the nation's capital where they attended the annual APTA convention. Each member of the first place team also received a trophy, and their home terminals were each awarded a chairman's cup.

The coveted Third Rail Roundup prize for 1984 was earned by motorman James Hentz of O'Hare Terminal, and his teammate, conductor John Zupko Jr., of Howard Terminal. They were each accompanied to Washington by a guest of their choice.

Motorman Hamp Johnson of Harlem Terminal, and his teammate, conductor John Rigoni, also of O'Hare Terminal, took second place honors and each received a Series EE savings bond for \$500, and a trophy. The top four winners and all members of the Roundhouse 18 (see pages 12 and 13) also received a pair of dinner-theater tickets, as well as a distinctive belt buckle and shoulder patches bearing the CTA Third Rail Roundup logo.



## Archer tops its first quarter safety record

Operating personnel assigned to Archer Garage are among CTA's most safety conscious as evidenced by their second consecutive Public Safety Award which they earned for the second quarter of 1984.

Archer, a medium-sized facility of some 500 operating personnel located on the south side, has now earned 13 PSA plaques since the Public Safety Award program was initiated 23 years ago.

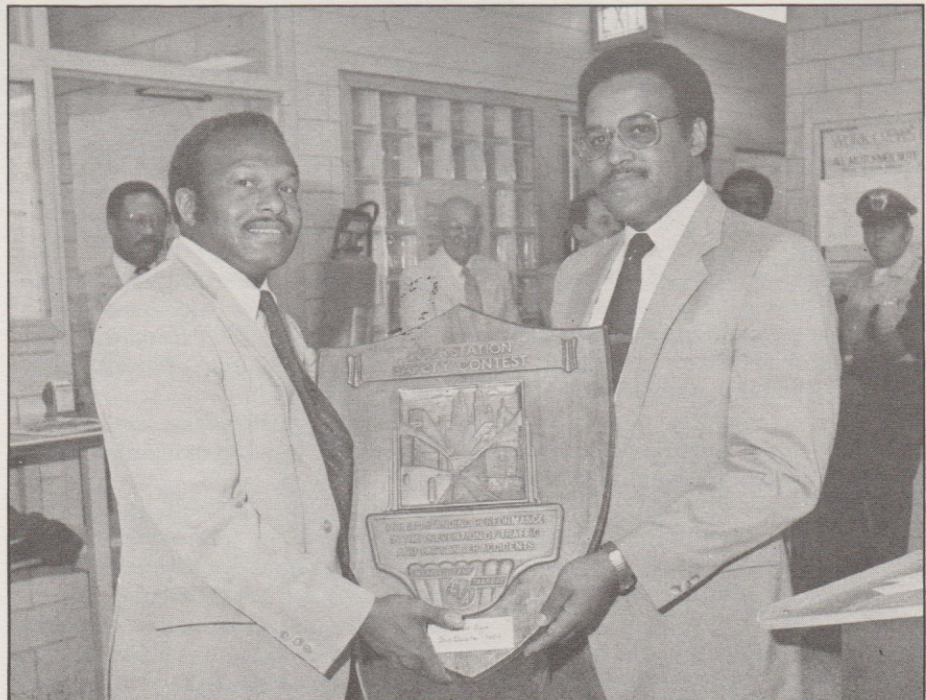
The south side facility had both the lowest traffic and passenger accident rates in the bus system for the second quarter, experiencing 40 accident-free days, an improvement over its first quarter record when Archer personnel took the PSA with 30 accident-free days.

Assistant Superintendent Walter Caston, then at Archer, and now assigned to 69th Street Garage, had urged Archer personnel to continue the fine public safety record. Caston said Archer would strive to set an example for other locations to follow as it continues to earn PSA awards.

Meanwhile, personnel at Forest Park Terminal saw their first PSA since the third quarter 1983, and they earned it with one of the most enviable records since the inception of PSA. Forest Park experienced only one accident in the second quarter, and had 90 accident-free days to earn the terminal the Public Safety Award plaque for the second quarter 1984.



*The lowest traffic and passenger accident rate in the bus system means having the coveted Interstation Safety Contest plaque on display at Archer Garage where the outstanding safety record was achieved. Making the presentation is Michael McCarthy (left), principal public safety analyst. Accepting on behalf of Archer Garage is Walter Caston, assistant superintendent.*



*Forest Park Terminal's enviable record of only one accident and 90 accident-free days during the second quarter earned the rail facility the quarterly Interstation Safety Contest plaque. Making the presentation is Fred Mead (left), director, System Safety Analysis/Performance. Accepting on behalf of the terminal is David Curry, terminal superintendent.*



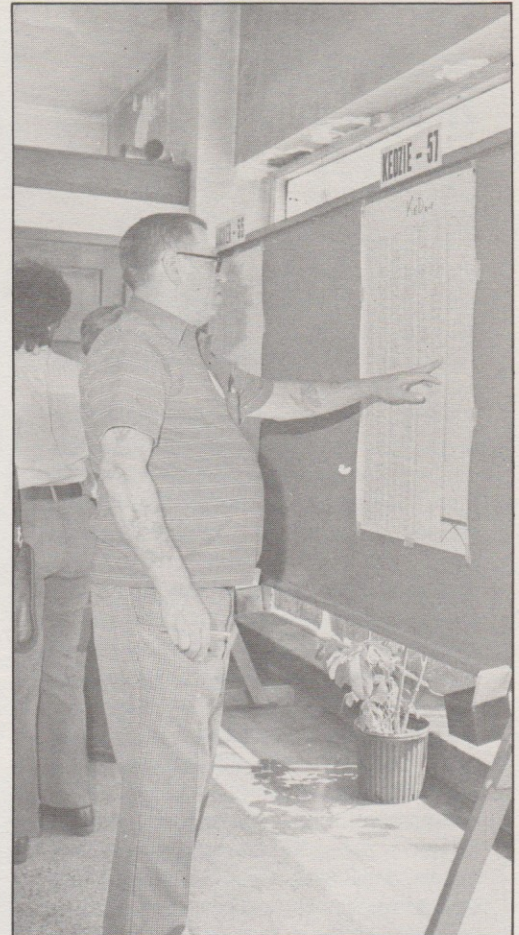
## Garage pick is effective as Kedzie resumes service



A bus system seniority pick card with the operator's choice is handed to Bill Melfi (standing) by clerk Guy Stutley for posting on a garage roster.



Bus clerk Bob Stevens assists a bus operator as she writes her name on the 77th Street roster.



Frank Zaborowski, system-wide garage pick supervisor, checks the Kedzie Garage personnel roster for available slots.

As clerk William Howell called a bus operator's name, the operator or another clerk would announce the requested work location. The name is then entered on the garage board to fill a slot.

"The bi-annual system-wide garage pick conducted at Washington Garage July 21-26, was the 30th in CTA history. It was an opportunity for every CTA bus operator — nearly 5,000 employees, to decide where they would work."

On September 9, the effective date of the pick, bus routes operating temporarily out of North Avenue and Limits Garages will return to Kedzie

Garage. Bus routes that operated out of Lawndale since the demolition of the old Kedzie Car Barn in 1981, returned to Kedzie when the new garage opened in June.

The pick gave employees their first opportunity to select assignment to the new facility which needs 490 operators. The 321,000 square foot garage, valued at \$17.6 million, is the first new garage CTA has erected in 28 years. The first garage filled during the pick, however, was Limits. Joe Vodvarks, superintendent, Administrative Services, explained that many operators will give first consideration to the garage that will give them a

chance to have the weekend off.

The pick at Washington was supervised by Frank Zaborowski, a North Park clerk. Union Representative Albert Strickland, a clerk at Archer, was also present to oversee the operation and to answer inquiries. "There are three ways an operator may be represented during the bus garage system pick," said Vodvarka. "The individual may appear in person to make the choice for a work location, send in a choice slip, or do nothing which would indicate a desire to remain at his or her present location."

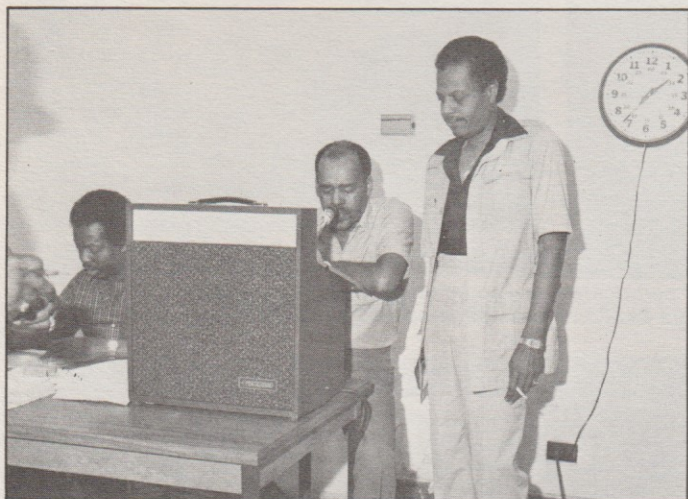
Vodvarka said a slip may be submitted with as many as 10 choices listed



*"The bi-annual system-wide garage pick conducted at Washington Garage July 21-26, was the 30th in CTA history. It was an opportunity for every CTA bus operator — nearly 5,000 employees, to decide where they would work."*



*Bus clerks Guy Stuttley (left), and Bill Howell, look over the roster of bus operator personnel waiting to pick a garage location as a bus operator checks for his place on the list.*



*Albert Strickland (right) Amalgamated Transit Union 241 representative, watches as bus clerks Guy Stuttley and William Howell conduct the bi-annual pick.*

in order of preference. "If an employee doesn't make a choice during the pick, but is bumped from his or her work location due to seniority, we are obligated to reassign the individual to the garage nearest their present work location."

Each garage requires a specific number of operators. Once the quota for a garage is filled, assignments to that location are stopped. If operators are assigned to garages where they have never worked before, they are required to learn all of the streets from the new garages before the effective date of the transfer.

Farrell Gallagher, 69th Street Garage, CTA's senior operator 'King

Casey' who works as a box puller, said the opportunity to pick gives garage personnel a chance to move around. "The pick has changed a bit since I joined CTA 38 years ago. There are fewer runs so it's a lot easier. When we had streetcars, we had a two-minute street, but now it's a little more spread out," said Gallagher. The veteran bus operator is remaining with 69th Street Garage after eight years at that location. "It's a good garage," said Gallagher who also spent 30 years at 77th Street.

"The system pick is different from what most people outside Operations think it is," said Vodvarka. "It's really worth observing."

## McClain aids another motorist in distress

John McClain, the Operations Training Instructor who received notoriety, and the heartfelt thanks of a grateful young couple whom he rescued last winter from a cold and lonely Dan Ryan expressway, has again been recognized for coming to the aid of a motorist in distress.

Ms. Marie Jackson, a south side resident, detailed, in a letter to CTA Chairman Michael Cardilli, how McClain came to her aid on September 10, after the left front wheel of her automobile rolled off her car into the morning rush hour traffic, as she was en route to work.

The incident occurred on North Lake Shore Drive near LaSalle Street. The front of Ms. Jackson's car collapsed onto the pavement, and she was about to proceed on foot, when McClain drove up in his grey and black pickup truck. After assessing the situation, he retrieved the woman's runaway wheel and remounted it for her.

McClain followed Ms. Jackson as she continued on her way to work, because he wanted to make sure the wheel stayed on. As he remounted the wheel he noticed that large holes had been reamed open due to the turning of the wheel with loose lugs.

The wheel came off again at Fullerton Avenue. McClain took Ms. Jackson to a phone where she contacted her place of employment and called a family member for transportation.

He remained with the woman until the family member arrived. He then helped with getting a wheel onto the car so that it could be removed from the street.

Ms. Jackson said McClain accepted nothing more than a "thank you," and a handshake and then got in his truck and went on his way. In her letter to Cardilli, Ms. Jackson said, "—Mr. McClain is deserving of any recognition he receives. —My family and I will be forever grateful to him."

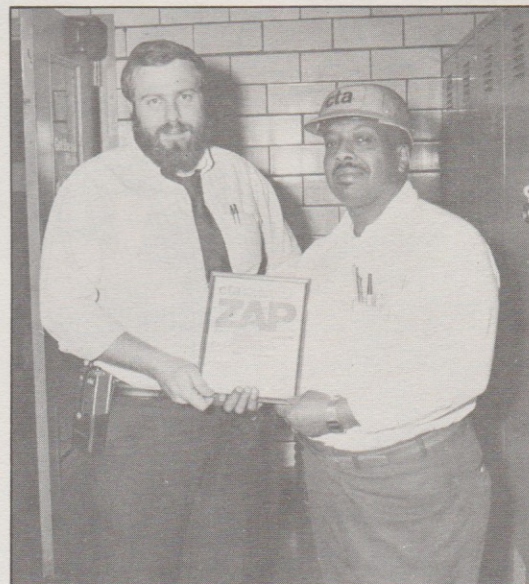


# ZAP

## A•W•A•R•D•S



Frank Venezia (left), director, rail maintenance, presents a first place ZAP certificate to 61st Street Terminal foreman Charles Nevels as maintenance workers look on with pride.



John Dutton (left), unit supervisor, bus garages, and Andrew Jones, night foreman at Beverly Garage, are proud of the first place certificate the southside garage earned in the second quarter ZAP competition.



Ron Stevers of DesPlaines Terminal inspects controllers on this rail car. DesPlaines received a first place certificate in the second quarter competition of Zero Accident Program.



A first place ZAP certificate was also earned by five departments at Skokie Shops. Represented here is the Blacksmith/Welding dept. Shown are (front row) Jung Kim, Ken Blocker, foreman (holding certificate); Rodrigo Silva, Ramon Santana, and B. Harvey. Others are Mike Fabian, Frank Vukovics, unit supervisor, and Elmer Fischer.

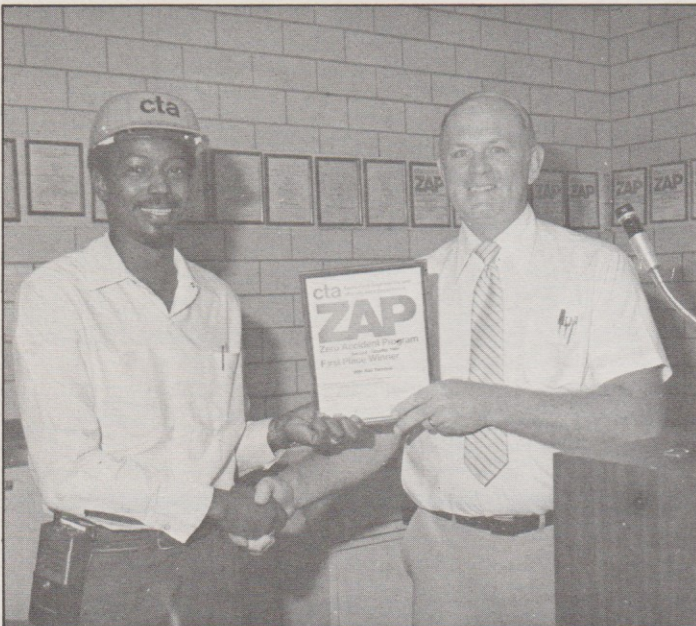


■ CTA maintenance personnel at seven locations were winners in the second quarter 1984 Zero Accident Program competition. Certificates of honor were awarded to DesPlaines, 61st, 63rd, 54th, and 98th Street terminals, as well as Beverly Garage.

■ Awards were also presented to five areas of Skokie Shops and six areas of Bus Shops at 77th Street. Honored at Skokie were the Blacksmith/Welding Shop, Machine, Truck and Axle Shops, and Sub-electrical.

■ Taking first place certificates at 77th Street Bus Shops were Vehicle Wiring, Upholstery, Utility, Electrical Units Rebuild, and the Machine and Print Shops.

■ Recipients of the luncheon award for having the lowest maintenance accident rate in six consecutive months were maintenance workers at 98th Terminal and Forest Glen Garage.



Foreman Leon Fields (left) proudly accepts a second quarter first place ZAP certificate presented by Richard Lorimer, superintendent for equipment and maintenance.



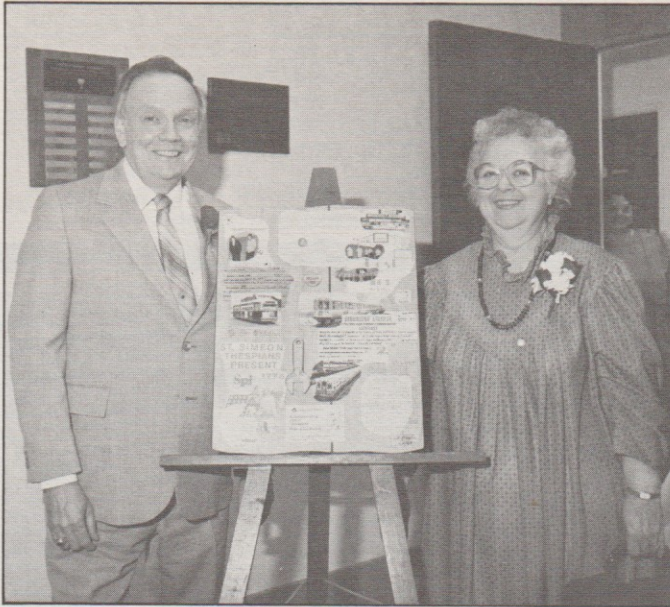
A tasty repast is prepared for 98th Street Terminal personnel for having the lowest rail maintenance accident rate for six consecutive months.



Foreman Steve Jackson of 54th Street Terminal, surrounded by his maintenance crew, holds the first place ZAP certificate earned for the second quarter.



## Open house honors Lemm in retirement



Donald P. Lemm celebrates retirement after 42 years of service. He is joined by his wife, Ida, as Insurance and Pensions department co-workers host an open house in his honor. The large plaque is a montage of recorded events which helped to mold his career as well as the Lemm family lifestyle over the past 42 years.

On May 11, 1984, an open house was held in honor of the retirement of Donald P. Lemm from CTA after almost 42 years of service. His co-workers, family and friends gathered to wish Don and his wife of 35 years, Ida, the best as they began enjoying a life of retirement.

Don Lemm's career in public transportation began in 1942 with the Chicago Rapid Transit Company, a CTA predecessor. His career has run the gamut from mail clerk to rail superintendent and other key management positions.

Besides the Transportation Department, he served CTA in Treasury, Accounting, and Training Departments. He was also Administrative Assistant to former CTA Chairman George Dement. Prior to his 1982 appointment as Manager of Insurance and Pensions, he held the positions of Superintendent of Pensions, Director of Workers' Compensation, and Director of Insurance.

Lemm earned a Bachelor of Science Degree in Business Administration and Accounting from DePaul University. He also attended John Marshall Law School and the Chicago School of Insurance. He and his wife are the parents of two married sons, Paul and Christopher, and two married daughters, Kathleen and Nancy. They also have two grandchildren, Christopher, Jr. and Dominic.

Lemm will continue to live in Bellwood where he and his wife are active in St. Simeon Parish activities, and where he is very active in civic affairs.

## Plaque for retirement



Michael Kelly (right), senior traction power engineer, accepts a special plaque presented upon his retirement, from W.D. (Bud) Moore, power supervisor, Distribution. Kelly was honored for his 25 years of CTA service at a reception held at the Merchandise Mart M&M Club.



Mike Kelly pauses with members of his family during his retirement reception. Family members are (from left) Kay, Joe, Mary, and Mike Kelly; Carole McNicholas, Mike's fiancée; Tom and Grace Kelly.



## Employees earn degrees



Diana Blaino, confidential office assistant, Materials Management, was graduated from Northwestern University with a bachelor of arts degree in organizational behavior.



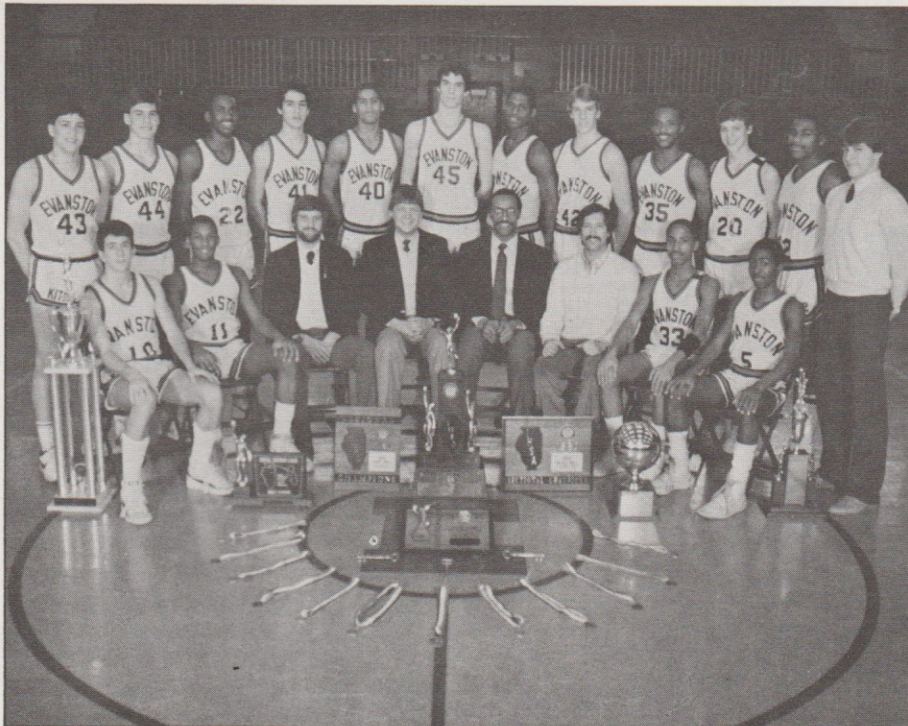
Kay Smith, medical technician, CTA Medical department, was graduated from Governors State University with a bachelor of arts degree in business.

## Sprinter sets goals



St. Ignatius sprinter Mike Sawyer finished the track season as the Catholic League's state title holder in the 100-200 yard dash. The 17-year old high school senior is the son of Deputy Executive Director, Planning, Ernest Sawyer and Claims Administration Supervisor Therese Sawyer. The youth wants to participate in the 1988 Olympics set for Korea. His long range goal is to attend the U.S. Naval Academy at Annapolis. He has aspirations for becoming a U.S. Navy pilot.

## 'Wool' Pulling Wildkits



Evanston High School's Wildkits Basketball team displays the numerous trophies earned in the 1983-84 season in which it finished as Runners-up for the state championship. The team included guard Steve Wool (43), and his brother, Co-captain Louis Wool (44), sons of CTA Attorney Leon Wool, Law/Claims Department. Louis is a freshman at Denver University while Steve is a senior at Evanston.

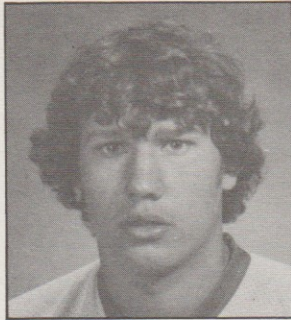
The Wildkits cagers of Evanston High School won 32 consecutive games last season en route to becoming state championship runners-up and eighth in the final *USA Today* Basketball Prep School ratings. The team's 32-1 record was due in large measure to the able assistance of guards Steve (43) and Louis (44) Wool, sons of CTA Attorney Leon Wool, Law/Claims Department.

Co-captain Louis Wool, now a freshman at Denver University, led the Wildkits last year with his aggressiveness as a shooter. He averaged 11.6 points per game, hitting 64 per cent of the time from the field and 81 per cent at the foul line. He also set a new school record with 150 successful free throws in one season. Equally as strong on the boards, he grabbed 247 rebounds (116 offensive). Among other honors, Louis received the B'nai B'rith Sports Lodge High School Athlete of the Year Award.

Senior Steve Wool, a prospective starter, expects another successful Wildkits basketball season, and the state championship.

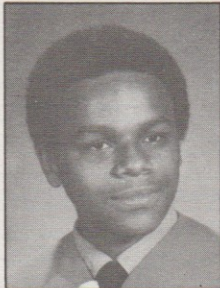


## Discus event winner



James Jakscht, 17, a senior at Gordon Technical High School, won the 1984 Varsity Catholic League Championship discus event, and qualified for state participation in the downstate 1984 track and field events. Jakscht is the son of Ms. Eunice Jakscht, executive secretary to CTA Chairman Michael A. Cardilli. The youth set a new freshman-sophomore Catholic League record of 137 feet, 11 inches in the 1983 discus event. He won the freshman-sophomore shot put event the previous year with a toss of 45 feet, 3 inches.

## 1984 Graduate



**DARREN E. BORUM**  
Dunbar Vocational  
*Jeanette Borum*  
South Shops

## Golden anniversary



Joseph and Emily Vanek recently celebrated their golden wedding anniversary. The occasion was observed with family and friends at the couple's Bridgeview, IL. home. Vanek retired from CTA April 1, 1974 after 38 years. He was employed as a motorman, bus operator and west section ticket agent.

## Triplets!



**Courtney Ann Joshua John Jennifer Lyne**  
Mike Marren, bus controller, control center, and his wife, Carol, became the parents of triplets, two girls and a boy, on July 20. The babies were born in Christ Community hospital, Oak Lawn. In order of their introduction to this world, they are: Courtney Ann, four pounds, 15 ounces, born at 6:40am; Joshua John, five pounds, eight ounces, born 6:41am; and Jennifer Lyne, five pounds, three ounces, born 6:43am. They all measured 19-inches long.

The Marrens, who live on the Southwest Side, have four other children: Carol, 11, Michael III, five, Timothy, three, and Katherine, two years old.

## Service anniversaries in August

### 35 Years

**Joseph Irwin**, South Shops  
**Lewis Kazda**, Forest Glen  
**James Kelly**, Escalator Mtc.  
**James O'Neill**, Forest Glen  
**Walter Piper Jr.**, Forest Glen  
**Alvin Polowczyk**, Forest Glen  
**John Smith**, Beverly

### 30 Years

**Raymond Fay**, Lawndale  
**William Knight**, North Park  
**Willard Lindsey**, Beverly  
**John Reid**, West Section  
**Salvador Perce**, Near North  
**James Sheldon**, Utility  
**Pleas Smith**, North Park  
**Richard Wilson**, Forest Glen

### 25 Years

**Joseph Birmingham**, Bus Inst.  
**Junius Blaino**, Far South  
**Walter Harris**, Archer  
**Thears Judkins**, Schedules  
**William Kennedy Jr.**, Distribution  
**Harvey King**, 77th Street  
**Richard Lafleur**, Stores-South  
**Robert Lee**, Far South  
**Edward Mitchell**, Operations  
**Robert Moskovitz**, North Park  
**Edwin Oleksy**, South Shops  
**Loren O'Rourke**, Forest Glen  
**Fred Plambek**, Dist. D.  
**Curtis Ross**, E/H Special Services  
**Edward Shields**, Support Services  
**Daniel Sutton**, Support Services  
**William Tillery**, Gen'l Mtc.  
**Johnnie Williams**, Ashland Term.  
**Albert Wills**, 77th Street

## Service anniversaries in September

### 45 Years

**Peter Janke**, Elect. Testing

### 35 Years

**George Kacmarek**, Utility  
**Daniel Martorelli**, Claims  
**Donald O'Sullivan**, Claims

### 30 Years

**Paul Kolsch**, North Park  
**Robert Miller**, Archer  
**Robert Oesterreich**, North Park

### 25 Years

**Joseph Christy**, North Avenue  
**McKinley Davenport**, Dist. B  
**Carl Lewis**, Limits  
**Henry Luebeck**, Prog. Impl.  
**Everett Martin**, North Park  
**George McCoy**, 77th Street  
**Ronald Mickels**, Bus Service  
**Clara Sala**, West Section  
**William Schmeier Jr.**, Fac. Tech. Svcs.  
**Richard Smith**, Claims  
**Joseph Solan Jr.**, Forest Glen  
**Ernest Von Helmes**, Forest Glen  
**Theodore Washington**, Sig., Phone & Radio

## Service anniversaries in October

### 40 Years

**John Kurgan**, South Shops

### 35 Years

**James Johnston**, Distribution  
**Jeffrey Keating**, Sig., Phone & Radio

### 30 Years

**Robert Arnold**, Sig., Phone & Radio  
**Gerald Fels**, North Park  
**Rod Heffernan**, Rev. Acctg.

### 25 Years

**Bernard Armstrong**, Rail Dist. West  
**Sandra Battles**, South Section  
**Glen Brunson**, Washington  
**William Buetow**, Investments  
**Robert Christmon**, Utility  
**Melvin Cox**, 77th Street  
**Robert Fleshman**, 77th Street  
**Salvatore Gariti**, DesPlaines Mtc.  
**Joseph Harris**, Gen'l Mtc.  
**Charles James**, 69th Street  
**George Munyer**, Bus Rel. Area  
**Bernard Murphy**, North Avenue  
**Milan Norum**, Howard/Kimball  
**Patricia Polic**, Payroll Acctg.  
**Harvey Schneider**, Crim. & Traf. Law  
**William Sorensen**, Washington  
**Spelios Verges**, Gen'l Mtc.  
**Walter Walker Jr.**, Lawndale  
**John Woods**, Gen'l Mtc.

## New Pensioners for August, September and October

**ROBERT ADAMS**, Bus Operator,  
Forest Glen, Emp. 7-8-59  
**LEROY CARR**, Bus Operator,  
Forest Glen, Emp. 7-15-46  
**MAGNUS EDGAR Jr.**, Bus Operator,  
77th Street, Emp. 7-19-54



## IN MEMORIAM

HELEN EDWARDS, Ticket Agent,  
North Section, Emp. 11-6-65  
HENRY FULLRIEDE, Sr. Proc. Engr.,  
Materials Management, Emp. 1-24-49  
HARRY GARRETT, Money Handler I,  
South Shops, Emp. 7-19-56  
STANLEY HILLOCK, Bus & Truck Mech.,  
South Shops, Emp. 10-19-47  
VELMA HUSBAND, Ticket Agent,  
South Section, Emp. 6-6-59  
LACY JACKSON, Bus Operator,  
77th Street, Emp. 7-19-54  
PATRICK JUDGE, Bus Operator,  
Forest Glen, Emp. 3-23-59  
MICHAEL KELLY, Project Manager,  
Fac. Engr. & Maint., Emp. 7-13-59  
FRANK KLEICH Jr., Motorman,  
Kimball, Emp. 11-26-45  
MAX KUCHAN Jr., Carpenter,  
South Shops, Emp. 4-9-47  
LANGLEY LYKINS, Asst. Supt.,  
South District, Emp. 2-24-49  
JOSEPH MARKOS, Rail Clerk,  
Jefferson Park, Emp. 1-16-46  
PAUL PSIK, Carpenter,  
South Shops, Emp. 5-14-64  
STANLEY PSZCZOLA, Bus & Truck Mech.,  
South Shops, Emp. 2-28-45  
LLOYD RAMSEY, Janitor,  
Limits, Emp. 6-20-57  
CHARLES ROBERSON, Janitor,  
Forest Glen, Emp. 8-10-53  
DONALD RUOEDE, Shopman I,  
Rail Shops, Emp. 4-4-48  
DANIEL SAGEL, Bus Operator,  
Forest Glen, Emp. 6-1-71  
CLIFTON SERVANT, Bus Operator,  
77th Street, Emp. 8-28-47  
FRANK SPROVIERI, Carpenter Leader,  
South Shops, Emp. 12-12-52  
THOMAS SOUTHERN, Bus Operator,  
69th Street, Emp. 11-20-58  
RALEIGH STAMPER, Bus Repairer,  
Archer, Emp. 7-25-50  
ROBERT WATKINS, Bus Operator,  
77th Street, Emp. 5-20-57  
SAMUEL WILLIAMS, Bus Operator,  
77th Street, Emp. 5-22-51

## Disability Retirements

HERBERT BRYANT, Bus Operator,  
77th Street, Emp. 5-27-63  
CURTIS COLEMAN, Bus Operator,  
Kedzie, Emp. 3-1-65  
OPHELIA ELLIS, Bus Operator,  
77th Street, Emp. 7-18-74  
TOBBIE GOWANS, Blksm. Wldr. Ldr. A,  
South Shops, Emp. 3-9-61  
LOUIS HALSELL, Bus Operator,  
Transp., Emp. 12-1-66  
ROBERT HENLEY, Bus Operator,  
Limits, Emp. 6-2-70  
BOBBY JOHNSON, Laborer,  
West Shops, Emp. 11-14-69  
RICHARD LANETT, Bus Operator,  
North Avenue, Emp. 7-28-55  
GILES LIDDELL Jr., Bus Operator,  
Limits, Emp. 4-12-73  
EARNEST NEAL Jr., Bus Operator,  
North Avenue, Emp. 3-4-71  
MOISES RAJCZYK, Bus Operator,  
North Park, Emp. 4-5-71  
ESTEBAN ROSARIO, Rail Janitor,  
Madison/Wabash, Emp. 4-21-72  
ROOSEVELT SMITH, Bus Operator,  
77th Street, Emp. 4-16-73  
DUANE THOMPSON, Bus Repairer,  
North Avenue, Emp. 8-30-67

HERMAN ANDERS, 78, Res. & Plng.,  
Emp. 9-25-28, Died 8-25-84  
PAUL ANDERSON, 68, Limits,  
Emp. 6-24-47, Died 7-16-84  
MOSES ASHLEY, 70, South Section,  
Emp. 10-13-43, Died 7-23-84  
CYRIL BALDWIN, 80, South Shops,  
Emp. 2-5-47, Died 7-27-84  
TED BARGER, 72, Gen. Finance,  
Emp. 9-10-46, Died 6-3-84  
RALPH BRIGGS, 82, North Avenue,  
Emp. 1-6-43, Died 7-10-84  
EDGAR BROWN, 77, North Avenue,  
Emp. 10-10-28, Died 6-27-84  
JOSEPH BUTLER, 88, South Section  
Emp. 11-24-22, Died 8-8-84  
JAMES BYRNE, 84, Shops & Equip.,  
Emp. 3-29-28, Died 7-3-84  
MARY CASSELLS, 82, North Section,  
Emp. 6-23-41, Died 6-28-84  
JOSEPH COCHRANE, 75, Keeler,  
Emp. 3-24-43, Died 8-27-84  
ALONZO COQUILLETTE, 94, Devon,  
Emp. 6-18-09, Died 6-20-84  
RAYMOND DAGENAIS, 71, Transp.,  
Emp. 8-15-41, Died 8-20-84  
CARL DANDY, 71, Archer,  
Emp. 8-17-36, Died 7-13-84  
ROBERT DAVIS, 70, 77th Street,  
Emp. 7-22-46, Died 8-7-84  
RAYMOND DOLL, 88, Lawndale,  
Emp. 1-28-24, Died 5-13-84  
NICHOLAS DOP, 86, Beverly,  
Emp. 2-27-19, Died 7-12-84  
EDWARD DUNN, 78, 77th Street,  
Emp. 10-26-33, Died 8-5-84  
JOHN EICHINGER, 80, West Section,  
Emp. 4-17-44, Died 8-28-84  
CHARLES EICHLER, 78, Forest Glen,  
Emp. 9-19-29, Died 8-30-84  
LEROY GRAHAM, 79, Limits,  
Emp. 10-27-33, Died 6-20-84  
EDWARD GREEN, 61, 95th Street,  
Emp. 3-25-57, Died 6-3-84  
JOHN HARNETT, 84, Shops & Equip.,  
Emp. 3-22-27, Died 6-17-84  
ANGELOS HAROS, 84, Shops & Equip.,  
Emp. 11-26-28, Died 7-18-84  
RICHARD HARRIS, 78, West Section,  
Emp. 1-19-51, Died 8-18-84  
THOMAS HILDEBRANT, 72, District D,  
Emp. 3-13-34, Died 7-20-84  
ERNEST HOWARD, 79, West Section,  
Emp. 9-29-26, Died 7-8-84  
ZDZISLAW HURMAN, 63, North Avenue,  
Emp. 1-11-67, Died 8-11-84  
AUGUST ILG, 81, Engineering,  
Emp. 2-12-42, Died 6-21-84  
CHARLES ISAACSON, 81, Transportation,  
Emp. 1-5-16, Died 7-22-84  
JOHN JARRELL, 81, Engineering,  
Emp. 7-29-26, Died 8-9-84  
EDWARD JENSKI, 62, Utility,  
Emp. 7-18-47, Died 7-2-84  
JOSEPH JOHNSON, 69, Lawndale,  
Emp. 9-8-58, Died 7-24-84  
DONALD KANGAS, 77, North Section,  
Emp. 4-23-28, Died 5-19-84  
MATEUSAS KAUPAS, 96, West Shops,  
Emp. 2-27-17, Died 11-18-83  
HENRY KOSCHNITZKI, 79, 77th Street,  
Emp. 10-22-29, Died 6-27-84  
HARRIET KRYZAN, 71, Compt./Acctg.,  
Emp. 3-1-51, Died 6-22-84  
FRANCIS KSIAZEK, 80, North Avenue,  
Emp. 9-23-52, Died 7-23-84  
ALEXANDER LUCE, 78, Lawndale,  
Emp. 2-13-36, Died 11-13-83  
BERNARD LUDWIG, 69, North Section,  
Emp. 6-4-46, Died 8-23-84  
JAMES LYNAM, 74, Kedzie,  
Emp. 2-18-42, Died 7-5-84  
FRANK MANHART, 86, Limits,  
Emp. 6-9-26, Died 7-31-84  
JOHN MCGAHEY, 79, West Shops,  
Emp. 5-11-27, Died 6-9-84  
CARMEN MILFORD, 75, Security,  
Emp. 1-9-43, Died 6-23-84  
JOHN MILLER, 54, Washington Garage,  
Emp. 7-28-48, Died 8-14-84  
EDWARD NESTOR, 77, South Shops,  
Emp. 7-12-46, Died 6-20-84  
GERALD NOLAN, 72, Claims/Law/Real Est.,  
Emp. 5-18-56, Died 8-30-84  
WILLIAM NOLL, 92, Limits,  
Emp. 3-26-13, Died 7-30-84  
PATRICK O'BYRNE, 85, North Park,  
Emp. 8-21-42, Died 8-29-84  
JAMES O'CONNOR, 81, Kimball,  
Emp. 8-10-36, Died 5-24-84  
JOHN O'CONNOR, 81, 52nd Street,  
Emp. 2-22-27, Died 6-11-84  
LOUIS OLANDESE, 62, Adm. Services,  
Emp. 1-4-47, Died 8-7-84  
HAROLD O'MALLEY, 71, Adm. Services,  
Emp. 9-2-42, Died 8-4-84  
HARTWELL ONSTOTT, 62, North Avenue,  
Emp. 12-5-60, Died 7-4-84  
MARION PERRIN, 84, Security,  
Emp. 1-24-51, Died 7-13-84  
JAMES PHILBIN, 88, Central District,  
Emp. 12-16-19, Died 6-29-84  
LEO PLUSKOWSKI, 79, North Avenue,  
Emp. 6-17-29, Died 8-10-84  
NICK PORCARO, 90, Skokie,  
Emp. 4-16-43, Died 8-31-84  
ROBERT POWELL, 70, Archer,  
Emp. 11-19-53, Died 6-20-84  
VIOLA RESTE, 78, Track,  
Emp. 6-26-39, Died 6-27-84  
THEODORE RHIND, 86, North Park,  
Emp. 12-2-26, Died 8-25-84  
HERBERT SAFFRAHAN, 76, West Section,  
Emp. 11-26-40, Died 6-25-84  
LAURA SCHRECKE, 84, Sched./Traff.,  
Emp. 6-1-30, Died 6-2-84  
OSCAR SEVON, 84, Keeler,  
Emp. 2-5-29, Died 8-22-84  
DENNIS SHEEHAN, 80, Archer,  
Emp. 12-9-43, Died 6-27-84  
WILLIAM SHEEHY, 87, 77th Street,  
Emp. 1-16-23, Died 6-17-84  
WILLIAM SPITZOCK, 77, Electrical,  
Emp. 4-6-39, Died 6-12-84  
CHARLES SNYDER, 49, 69th Street,  
Emp. 8-11-66, Died 7-4-84  
ARTHUR STERN, 73, North Section,  
Emp. 11-14-45, Died 6-2-84  
LILBON STREETER, 64, Limits,  
Emp. 5-21-48, Died 8-22-84  
WALTER THOMAS, 67, Operations Plang.,  
Emp. 9-10-35, Died 6-21-84  
JOHN TIFFY, 61, Central District,  
Emp. 5-28-46, Died 6-6-84  
MICHAEL VERDONCK, 76, Accounting,  
Emp. 4-10-41, Died 8-23-84  
SAMUEL VON HUBEN, 82, Shops & Equip.,  
Emp. 2-10-20, Died 7-10-84  
BOOKER WATSON, 76, Engineering,  
Emp. 12-15-45, Died 6-22-84  
HARVEY WEBER, 88, Electrical,  
Emp. 12-11-41, Died 7-28-84  
ARTHUR WEINREICH, 75, North Avenue,  
Emp. 6-17-41, Died 6-15-84  
HERMAN WOODS, 61, West Shops,  
Emp. 3-10-50, Died 7-27-84



## **cta** EMPLOYEE ASSISTANCE PROGRAM

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