Restaurant Association.

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Deputy's message

Operations is CTA's largest division in terms of budget and manpower. Our 7500 employees provide 3400 weekday bus runs and 280 weekday rail runs, serving 1.9 million daily riders. Bus operators, ticket agents and trainmen are CTA's ambassadors to the public, our front-line salesmen.

Our service must be safe, efficient and reliable. In 1988, the Operations Division reported the achievement of CTA's safest year, with an overall rate of only 3.42 accidents per 100,000 revenue miles. Statistics for 1989 are incomplete, but figures through the end of November indicate that we may surpass our all-time record.

Our operating employees deserve the lion's share of the credit for this outstanding safety record, because it is a direct result of their diligence and safety consciousness in daily operations. Employee performance and accident statistics are constantly monitored, so that we may devise plans to help operating employees be more aware of hazards. When accidents do occur, intense analysis provides a basis for prevention of recurrence.

All departments within the division cooperate to improve service reliability and efficiency. Based on continuously monitored and updated ridership and performance data, schedules are frequently altered, thereby adjusting the frequency and levels of service to reflect the actual demand of our riders.

Morale is a great concern of every Operations Division employee, and improvements have been made over the past year that provide a better working relationship between management and all levels of operating employees. Regularly scheduled meetings between field management personnel and representatives of the Amalgamated Transit Union have enabled us to solve as many problems as possible in the field, resulting in a 50% reduction in the number of grievances filed by operating employees.

A program of field visits by highlevel Operations Division and union officials to all operating locations was



Elonzo HillDeputy Executive Director, Operations

undertaken. These forums will continue on a regular basis so that top-level management has the opportunity to hear the comments and problems of operating employees.

The future holds many exciting challenges for CTA and the Operations Division as we strive to better our safety record, increase our operating efficiency, and develop new programs which will enhance employee mobility and career potential. The bottom line, of course, will always be the best service for CTA's ridership.

The men and women who operate our service 24 hours a day, every day, are truly the heart of the Operations Division. They deserve all of the credit for CTA's achievements and are hereby awarded a hearty "thank you" for their work.

We can all take pride in our excellent service record, and continue our challenging and rewarding quest in the decade of the 1990s. I look forward to these challenges and working with everyone to make CTA the best it can be.



Chicago's 'Designated Driver'

Chicago area New Year's Eve party goers were extended an opportunity for free rides on CTA for the fourth consecutive year.

The Illinois Restaurant Association and Miller Brewing Company financed the rides to make CTA the city's designated driver for the holiday. The annual promotion is part of their year round efforts to support the nationwide "Don't Drink and Drive" campaign.

In addition, all 2,200 CTA buses were decorated with red ribbons which were tied to their outside mirrors as a reminder that motorist should not drink and drive. The red ribbon is the symbol of the nationwide organization MADD—Mothers Against Drunk Drivers.

The free CTA rides were available to the public between 8 p.m. Sunday, December 31 and 6 a.m. Monday, January 1, and were made possible through the Chicago Transit Board which authorized one-cent rides paid by the Illinois Restaurant Association and Miller Brewing Company.

CTA Chairman Clark Burrus said more than 200,000 patrons took advantage of the free ride offer in 1988. "CTA is the only way to go to let the good times roll and get where you are going safely," the chairman said.



City colleges present excellence award to CTA



City Colleges of Chicago board chairman Reynaldo P. Glover (left), presents the "Partnership of Excellence" award to CTA chairman **Clark Burrus**.

CTA received special recognition for having provided jobs for automotive technology students graduating from Chicago vocational schools over the past 20 years. Reynaldo P. Glover, chairman of the board, City Colleges of Chicago, presented CTA with the "Partnership for Excellence" award at the December CTA board meeting. Chairman Clark Burrus accepted on behalf of CTA.

In the past two decades, CTA bus maintenance managers have visited vocational schools of the City Colleges of Chicago and other community colleges of the area to encourage automotive technology students to consider working as repairmen at CTA bus garages following graduation.

This initiative benefits the Authority by providing a pool of trained repairmen candidates. It also benefits the vocational schools by providing successful students with employment opportunities which in turn makes the vocational school programs more appealing and relevant.

CTA has also hired a number of city college students as temporary bus operators, vehicle cleaners and laborers during the summer to replace full-time employees on vacation.

Public safety awards for third quarter

Public safety awards for the third quarter of 1989 were presented to North Park garage and Dan Ryan terminal.

It was the sixth public safety award earned at Dan Ryan terminal on the city's south side, since the program began in 1961. The terminal's previous award was for the third quarter of 1987.

Meanwhile, North Park garage took its fifth public safety award, the second of the year for the north siders. North Park, home of 1989 Bus Roadeo champion, and three Roadeo event winner **Robert L. Richardson**, was also recipient of the first quarter PSA.

Third quarter statistics show North Park with the fifth best traffic rate and the best passenger rate in the system. The garage also had 21 accident-free days during the reporting period.



Power control center is heartbeat of CTA service

CTA operating employees who meet the public know well the value of second-by-second performance support as provided daily by the Power Control center in the Merchandise Mart.

This important section is the heartbeat of the city's public transportation. Otherwise, some 90 miles of subway and six rapid transit routes could not move. This centralized source of CTA electric power, for everything from the smallest light bulb on a platform to the most sophisticated of rail service operations, is the lifeline of a service that moves more than 1.5 million riders daily. It is also the control center for the monitoring of CTA's 42 outlying substations and all emergency alarm equipment.

The substations convert the 12,000 volts of alternating current which CTA purchases from Commonwealth Edison, and steps the power down to the 600 volts of direct current needed to operate the rapid transit service and light stations.

When emergencies occur along the rapid transit system or in any area where there is an electrical problem,



Senior power controller **John Angelo** responds to a call from one of CTA's 42 outlying substations monitored by the power control center.

the Power controller is at the center of the crisis. Removing and restoring power from specific sections of routes, especially in situations which bring personnel in contact with the third rail, is a frequent demand for the section.

Likewise, ventilating fans, sump pumps, and current needed in the CTA's four subways are monitored by the power controller. Maintenance crews also take orders from the power controller in instances when there are electrical and signal problems on the system. The power control center's eight personnel, some of them veterans of the electrical department, manage enough electrical power to supply a municipality of more than 300,000 people. They include: John Angelo, senior power controller; Joe Piento, senior power supervisor; Carl Meyer, Robert Heinlein, John Nimtz, and James Hightower, power controllers. Others in the section are: Al Fleming, power controller; George Hand, and George Clark, bus/rail/pool power controllers.



Power controller **Robert Heinlein** keeps substation drawing up to date for the power control section.



Heavy penalties for motorists without insurance

A new state statute ushered in with the new year makes automobile liability insurance mandatory for Illinois motorists

As of January 1, Illinois motorists who risk driving without having adequate automobile insurance are subject to a minimum \$500 fine.

The law passed by the Illinois state legislature sets the minimum liability insurance coverage required for each motorist at \$20,000 for the vehicle injury or death of one person, \$40,000 for more than one person, and \$15,000 for property damages.

According to Secretary of State Jim Edgar, enforcement will be by random computer checks, traffic tickets, and accident reports. First offenders of the new law will have their Illinois license plates suspended, and a \$50 reinstatement fee and proof of insurance will be required.

The license plates of repeat offenders will be taken for four months, and a \$100 reinstatement fee and proof of insurance will be required. Edgar said a \$1,000 fine will be imposed upon anyone found operating a motor vehicle while its license plates are under suspension.



Rockwell station is decorated by volunteers

The Rockwell rapid transit station on the Ravenswood 'L' route in Lincoln Square is a good example of private sector involvement in the improvement of public transit facilities. The Greater Rockwell Organization recently volunteered to decorate the interior of the Rockwell station as a pilot project under CTA's Adopt-A-Station program which encourages community groups in maintaining and marketing various rapid transit stations. The program is coordinated by CTA's Strategic Planning department.

Members of the Greater Rockwell Organization converged on the neighborhood station one Sunday morning with paint and brushes, as well as other equipment for decorating. They painted the station's interior, installed curtain rods and put up balloon valances at eight windows. The group also installed a bench for the comfort of waiting patrons, and added a bulletin board for neighborhood and CTA announcements.

Ann Harrison, president of the Greater Rockwell Organization, said it is hoped that her group's action will discourage graffiti and vandalism, and stimulate pride.

CTA Chairman Clark Burrus said of the project, "This cooperative public/ private approach toward addressing a major concern of Chicago's communities should help stimulate

neighborhood development and encourage increased CTA ridership.

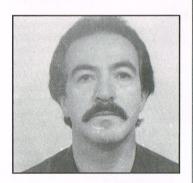
"In addition to serving as a catalyst for community economic revitalization, the Adopt-A-Station program should help CTA reduce costs and significantly enhance its community participatory image.

"This program represents an important initiative to allow private sector involvement in transit-related activities. Participating organizations will be encouraged to creatively offer their services and funding, which, in turn, will help ensure better facilities and service to our riders."



This group from the Greater Rockwell Organization was applauded by CTA for its volunteer "face lifting" of the Rockwell rapid transit station on the Ravenswood line. The interior decorating of the station was a pilot project under CTA's Adopt-A-Station program.

Commendations



Victor Davila

(No. 147 Outer Drive Express, North Park garage) was called "one of CTA's most courteous, helpful and considerate drivers" by Lorayne Banta, who attends school on North Sheridan Road. "He is also safety conscious. When he saw where I was sitting and wearing gold jewelry, he explained the need to be aware of a potential thief. I know he was right. His warnings have changed my behavior on buses."



Phillip Stokes, Jr.

(No. 125 Water Tower Express, Limits garage) was appreciated for his courtesy by Susan Alesia, of Elgin. "What made the trip notable was his friendly 'hello' to each person who got on the bus, 'Thank you' as they paid their fare, and 'Good-bye' as they left. When it began to rain, he asked if anyone needed help closing their window? Then he closed windows where no one was sitting."



Maurice Sutton

(No. 4 Cottage Grove, 77th Street garage) was praised by S. Stapleton, who works at a University of Chicago library. "He waited for us transferring riders to catch up. He was courteous and friendly. His driving is exceptionally safe and at an even pace. At 43rd Street, he assisted a person who had been robbed at a gas station by calling the police. He makes it easy for people to ride the CTA."

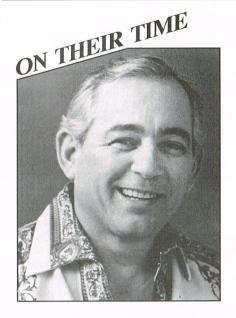


Joann Walker

(No 62 Archer, Archer garage) impressed Janet Kujawa, of South Spaulding Avenue. "A male passenger was loud and obnoxious from the moment he got on the bus. When he became vulgar toward women passengers, the driver asked him to get off the bus. He refused, but that didn't stop her. She finally got him off the bus. I was most appreciative of her action and courage. She definitely protected her passengers."



ON THEIR TIME



Bus repairman Enrique Gonzalez of Forest Glen garage takes nothing for granted, especially the opportunities he enjoys as a citizen of the United States.

Bus repairman has second career in broadcasting

He immigrated to the U.S.from his native Cuba in 1973. Two years later he was working for CTA as a bus servicer, and in 1976 he became a bus repairman. After only a few months as a repairman, Gonzalez joined CTA's Travel Information center where his distinguished service earned him recognition as a finalist in the city's Superior Public Service Awards competition.

When the Travel Information center joined private enterprise in 1982, Gonzalez went back to repairing buses, and for a brief period he was a repair foreman. "I'd really rather be a repairman because I'm comfortable in the position," he noted.

Life in Cuba had been vastly different for Gonzalez; there he had worked as a writer, actor and radio announcer, but as the political climate changed, he realized the need to make some personal changes for himself and his family, and decided to come to the United States.

Since his arrival here, he has continued his broadcast career as a free lancer and has done commercials for various enterprises from merchandisers like Montgomery Ward and McDonald's Corporation to providers of service such as Walgreen Drugs, Inc., Michael Reese HMO, Illinois Bell, and Sacred Family Insurance. He was also the news anchor from 1985 to 1986 for Chicago's Spanish oriented television station on channel 44.

Gonzalez has made several industrial films for Sears Roebuck, Amoco Oil, the Rotary Club International and other organizations.

EVS

Earns diploma at math/science high school



Marcie L. Edwards, 18, the daughter of **Sidney Edwards**, rail service supervisor, West district, was graduated from the Illinois Math and Science school in Aurora. Miss Edwards was a member of the first class in the new

school which was founded in 1986 by Governor James Thompson. She was one of nine Chicagoans in the 240 member student body admitted to the school for exceptional math and science students. Edwards said the residential high school is one of three in the nation. Miss Edwards is attending the University of Illinois at Champaign where she is studying political science and economics.

Together again

Rod and Arlene Daugherty were host and hostess in their Palm Springs, California home recently when they were visited by their long time friend, Joe Vodvarka who is retired from CTA's Operations division. Mr. and Mrs. Daugherty are retired from the CTA Purchasing department.



Joe Vodvarka, Arlene and Rod Daugherty

Women Can

Michele Folston, apprentice sheet metal worker at South Shops, and recent graduate of the "Women Can" program, was introduced to CTA board members by Chairman Clark Burrus as an example of the "CTA striving for excellence philosophy." CTA is one of several participating employers in "Women Can" which trains women in carpentry and building maintenance. The program is sponsored by the Midwest Women's Center.

February Service Anniversaries

35 Years

William Coyle, Elect. Mtce/South Frank Halper, Ele. Con. & Sys. Mntc.

30 Years

Alex Carter, Jr., 77th Street
James Christman, 77th Street
Edward Colwell, Rail Service
David Curry, Jr., Rail Personnel/North
L. Fletcher, Bus District C
Donald Gilligan, Bus Personnel/North
David Martin, Trans. Personnel
Leonard Nelson, Gen. Bldg Mtce/North
Marshall Price, 77th Street
Gerald Rosenburg, Agents North
Andrew Shaw, Jr., Brake
Hansel Smith, 69th Street
John Stiles, Howard/Kimball
Harold Thurbush, Rail Service
Harrell Walker, 77th Street

25 Years

Rochell Benton, Jr.,69th Street Albert Graham, Jr., 69th Street James Lamont, Mech. Mtce/South Ralph Mirallegro, Forest Glen James Reynolds, Field Support Jerome Walter, Brake Mech. Service William Williamson, Jr., 69th Street



JANUARY RETIREES

Retirees

West shop's Hank Mosley, former Chicago Bear, retires



Among new January 1 CTA pensioners is Henry "Hank" Mosley, service truck chauffeur at West Shops. As quiet as it was kept, the story seldom told is that Mosley, who spent 36 years with CTA, spent the 1955 season with Chicago's "Monsters of the Midway" after his days at Morris Brown college in Atlanta, GA. Veteran Chi-

cago Bear fans may recall that Mosley, whose jersey bore number 48, played halfback in the days of ole "Papa Bear" George Halas.

Reggie Daren retires after 45 years

Regina Daren, executive secretary to deputy executive director, Human Resources James Marshall, accepted the accolades and good wishes of her coworkers during a reception in her honor Dec.14. Mrs. Daren, affectionally known as "Reggie," was retiring after 45 years of service to CTA. Former Deputy



Executive Director Fred King recalled the fast pace at which Mrs. Daren operated during his tenure with her as his secretary. "If you insist on that pace in retirement," said King, "get a sign that says, "I'm just energetic." Others who came to commend Mrs. Daren as she set the retirement sails included Engagement Manager Bernard Ford, Amalgamated Transit Union 241 representative Willie Pool, friend and former coworker, Mrs. Della Kramer, and master of ceremonies, Deputy Executive Director James Marshall. Mrs. Daren plans to travel as well as pursue her sport of bowling.

Retirees (cont.)

Peter Abrams Jr., Dist. B, 38 Years Edward Antee, Mgmt. Services, 21 Years Roland J. Bagley, 95th Street, 33 Years Eddie L. Baines, Lawndale, 25 Years Edward T. Barry, Kedzie, 43 Years Albert F. Bastean, North Park, 26 Years Richard Bell, 69th Street, 30 Years Ronald Benshish, Kedzie, 27 Years Alfred V. Bohanon, Archer, 31 Years George E. Booker, Transp. Pers., 35 Years Julius Brazil, Mgmt. Services, 35 Years F. Robert Brown, Fac. Engr. & Mtce., 15 Years Loid W. Brown, South Shops, 26 Years Richard Burrell, Limits, 26 Years Jesse Byrd, Kedzie, 36 Years Henry J. Cardar, Skokie Shop, 5 Years Frank J. Cardella, North Park, 26 Years Louis E. Chattard Jr., Forest Glen, 16 Years George Crawford, 69th Street, 26 Years Edmund J. Daddezio, Forest Glen, 24 Years Regina H. Daren, Affirmative Action, 44 Years Eugene J. Daszkowski, Forest Glen, 25 Years Michael J. Deely, Forest Glen, 32 Years Robert C. Dillard, North Park, 34 Years Edward E. Dixon, Schedules, 26 Years Murl Dobynes, 95th Street, 22 Years Frank K. Espinosa, Archer, 31 Years Dorothy A. Etscheid, Pensions, 25 Years Robert O. Fleshman, 103rd Street, 30 Years Charles W. Gardner, 77th Street, 25 Years John J. Gillespie, Field Review, 29 Years Nathaniel R. Glover, West Shops, 31 Years Robert D. Green, 69th Street, 41 Years Johnnie M. Greer, Kimball, 20 Years Brendan P. Gregg, Forest Glen, 25 Years Willie V. Griffin, Archer, 41 Years Oscar Gross Sr., South Shops, 21 Years Joseph E. Harris, West Shops, 30 Years Curtis Haskell, West Shops, 29 Years Earl Haskell, Racine Shop, 33 Years Delord Hatcher, South Shops, 36 Years Ernest Hayes, 95th Street, 27 Years Harvey R. Heide, West Shops, 30 Years Aaron L. Henderson, Forest Glen, 35 Years Samuel L. Highsmith Jr., Forest Glen, 32 Years Deborah Hillard, 77th Street, 32 Years Ernest Hunter, 103rd Street, 36 Years Gerald B. Hornung, Skokie Shop, 16 Years Henry S. Jackson, 69th Street, 34 Years Samy L. Jefferson, South Shops, 29 Years Paul L. Jones, West Shops, 26 Years Warren Julian, 103rd Street, 25 Years Paul H. Kadowaki, Trng. Instr., 31 Years Leroy C. Kalata, Forest Glen, 27 Years Jeffrey M. Keating, West Shops, 40 Years James Keegan, West Shops, 28 Years Anthony Kemp, Forest Glen, 32 Years William G. Kilstrom, Dist. B, 28 Years Stephen Kinchus, West Shops, 31 Years Raymond M. King Jr., West Shops, 20 Years Peter J. Kouchoukos, West Shops, 37 Years

Retirees (cont.)

Carl N. Lewis, Limits, 30 Years Arthur E. Linden, Forest Glen, 26 Years Henry T. Luebeck, Capital Devlpt., 30 Years Raymond A. Lugiai, Forest Glen, 34 Years Joseph T. Maciuszek, 77th Street, 30 Years Margaret M. Maier, Marketing, 12 Years Joseph Maloney, Kedzie, 32 Years Domenico Maniscalco, Skokie Shop, 20 Years Jack Martin, Archer, 32 Years Lewis C. Martin, West Shops, 29 Years Charles R. McClellan, Congress, 28 Years Sam T. McCuller, West Shops, 32 Years Timothy McDonagh, South Dist., 28 Years Thomas L. Moore, 103rd Street, 25 Years Warren D. Morris, Madison/Wabash, 25 Years Henry L. Mosely, West Shops, 32 Years Timothy V. Mulvey, 69th Street, 35 Years Milan H. Norum, Howard, 30 Years John J. O'Connor, West Shops, 29 Years Mack J. Page, South Shops, 27 Years Charles Parham, West Shops, 28 Years Alice B. Pool, Archer, 14 Years Edward O. Pruitt, South Shops, 32 Years Clenter Purnell, Field Review, 25 Years Harry D. Reese, Kedzie, 27 Years Eugene G. Reid, West Shops, 34 Years James D. Richardson, Lake/Randolph, 32 Years Ivadel J. Sandoval, Lawndale, 25 Years Anna M. Scott, Central Counting, 20 Years Edgar Shaw, West Shops, 30 Years Bobbie Smith, 69th Street, 11 Years Kay Smith, Pers. Admnstrn., 28 Years Lester S. Smith, Workers' Comp., 36 Years Pleas J. Smith, North Park, 35 Years Paul J. Stahulak, West Shops, 29 Years Walenty J. Szofer, O'Hare, 24 Years Richard A. Traversa, Hawthorne, 25 Years Arturo Valdez Sr., North Park, 28 Years Thomas C. Walker, West Shops, 32 Years Thomas H. Warren, 103rd Street, 35 Years Conrad A. Weil, Forest Glen, 23 Years Herbert Williams, 103rd Street, 33 Years Mathew Williams, 61st Street, 28 Years Kazimer Yaworski, Forest Glen, 31 Years

Disability Retirements

Seberiano Garcia, Fac. Engr. & Mtce., 14 Years Enrique A. Marquez, North Park, 13 Years Dolores C. Mattox, Harlem, 10 Years Wilfrido Villagomez, Madison/Wabash, 15 Yrs.

In Memoriam

Retired street traffic director, Frank Barker



Frank E. Barker, 65, former CTA director of street traffic died

suddenly at his Sandwich, Illinois home December 5. Mr. Barker retired Jan. 1, 1987 after 41 years of CTA service. During his employment he was an active member of the Transportation Research Board, based in Washington, where he served on several transit-related committees. During World War II, Barker served four years in the British Royal Air Force as a flight lieutenant. He is survived by his mother Ethel; his wife Dorothy, three sons, two daughters, and six grandchildren.

Thomas J. Barry, 82, Shops & Equipment Sterling E. Bolton, 72, North Avenue Edward P. Byrne, 82, Shops & Equipment Jack Carlino, 91, Const. & Mtce. Isaac Christmas, 85, West Section John H. Curtis, 67, South Section Richard Dorgan, 79, Elec. Plant Mtce. Edward J. Duszak, 82, North Avenue Fred P. Hahn, 79, 77th Street Alan P. Howard, 78, Forest Glen Natalie Kaczkowski, 71, Ins. & Pensions Ralph H. Martz, 83, Equip. Res. & Dev. Douglas Moseley, 60, Fac. Engr. & Mtce. Victor E. Olson, 88, 77th Street Lawrence Rockmore, 74, 77th Street John G. Stanton, 75, Central Dist. Anthony Testa, 77, Engineering Willie E. Walker, 68, 77th Street

Division 241 Council Women aid Santa at Cook County Hospital children's ward

Santa had lots of CTA helpers for 1989. Included among his workers were members of the Amalgamated Transit Union 241 Women's Council headed by **Mrs. Virbie Evans**, of Forest Glen garage.

Council members, many of them in CTA uniform, took the Christmas spirit to the children's ward of Cook County Hospital on Dec. 20 where they put up a tree and decorated appropriately for the season. They also delivered toys for the 86 young patients confined to the hospital.

Mrs. Evans acknowledged the cooperation of garage superintendents with employees participating in the event, especially Forest Glen garage's

supervisory and instructional staffs, and Forest Glen's superintendent, **Hugh Masterson**, who donated cash and toys to the council's cause. The organization was able to purchase 30 toys, and others were donated. Mrs. Evans also acknowledged the Cook's Brothers toy company which donated 22 toys, and expressed special thanks to **Elcosie Gresham**, Div. 241 president, for his help and support.

Included among participating council members were: Jenipher Finger, Ina Tuff, Lydia Lewis, Ellile Garner, Zola Harrington, Mary Hall, Marion Jackson, Mary Conley, Odine Johnson, Bessie Harrison, Cherron Alexander, Rebecca White, Valery Wright, Sheila Thomas, Marvella Singerton, Mattie Solsberry, Deborah Pearson, Nellis Mabery, Wendy Merritt, Loraine Newton, Lydia Oubre, Minnie Walton, Barbara Williams, Dorothy Brookins, Mary Conley, Wylean Williams, Cynthia Cotton, Katherine Cunningham, Gail Collaway, Lillie Jones, Sally Lahmon, Diane Owens, Frances Walker, Georgia Washington, Georgia Williams, and Lettie Robinson. Mrs. Evans said that every garage was represented.

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