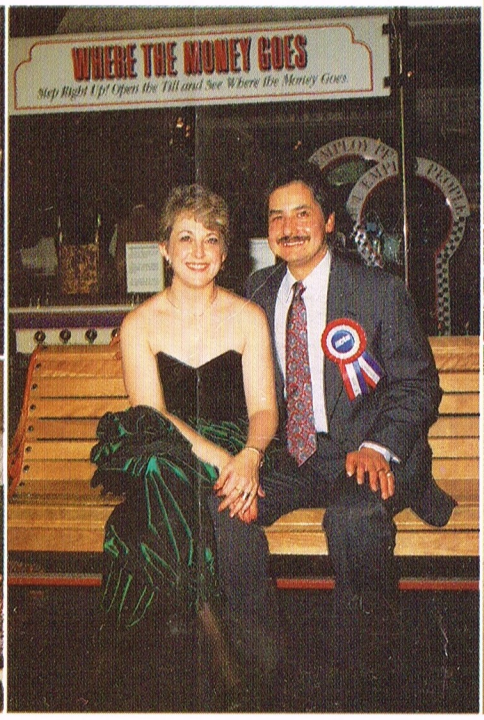
For Employees
and Retirees of the
Chicago Transit Authority

TRANSIT NEWS

December 1990 Volume 43 - Number 12

Striving for EXCELLENCE



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TRANSIT NEWS
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Seasons Greetings

The holiday season is here, whether we are ready or not. And as always, this is a time for reflection on the past, and hopes for the future.

This is also my first holiday season at the Chicago Transit Authority. The months have flown by since beginning my tenure as your executive director. But I have already been firmly convinced that the greatest asset of our system is yourselves, the men and women who make the CTA go.

This year, you and your families will be receiving a special holiday greeting from myself and CTA Chairman **Clark Burrus.** It is a card designed by a CTA graphic artist, **Al Grady.** Al chose a picture from the era of streetcars for his painting on the cover. It shows one of the last generations of streetcars passing under a then brand new series of cars on the Ravenswood line. The painting reminds me of the many generations of Chicagoans who have depended on public transportation to make their way around this city.

As the CTA heads into the next decade—with newer train cars and buses arriving each year—it will be up to all of you to keep the system running at the high standard we have come to expect. The world is an uncertain place as 1990 comes to an end. The Persian Gulf situation changes daily. The economic picture is not bright. But here in Chicago, we can offer one part of life that everyone can count on—a well run transit system. That is the goal I hope all of you work for in 1991.

I hope the greeting card, printed by our reproduction unit, finds a place in your home. It represents a sincere wish from myself, my wife Georgia and our family, for all the best to you and your family this holiday season.

*Executive Director **Alfred Savage** (left), gets a look at Graphic designer **Alan Grady's** painting of a 6100 series 'L' train and the 1700 series streetcar. Each employee will receive a copy of the painting which will be on the front of a season's greeting card.*

On the Cover:

*Striving for Excellence honorees enjoyed festivities at Chicago's Museum of Science and Industry as CTA recognized 1,670 exemplary employees from all divisions. Mayor Richard M. Daley joined Chairman **Clark Burrus** and Executive Director **Alfred Savage** for a gala appreciation night for CTA people who approach their jobs with pride. Story and photos on pages 6 and 7.*

Maintenance keeps buses healthy into their afterlife

Anyone who has tried keeping the family clunker going well beyond its expected lifetime should have special appreciation for the job CTA's bus maintenance crews have been doing lately to provide service for Chicago area riders.

Delays in the delivery of an order for 491 buses from the Transportation Manufacturing Corporation, of Roswell, New Mexico, have forced CTA to make the best of a big-city fleet that is already one of the oldest in the nation.

While the Urban Mass Transportation Administration (UMTA) has set 12 years as the standard for the design life of a bus, CTA still operates about 1,520 of the 1000, 7400 and 9000 series General Motors units that were built between 1972 and 1975. Another 16 buses from the Flxible Corporation have been running, mainly on Lake Street, since 1969.

"Making service is the name of the game in our business," said **Richard Winston,** Senior Manager, Bus Maintenance. "Whatever it takes, we're committed to having the required number of buses out on the streets. And when they leave the bus shops, you can bet they're as safe and sound as we can make them."

Keeping vehicles in service after 15 to 20 years on the streets takes a great deal more than an occasional lubrication or tire change.

"When a bus has hit as many potholes and gone through as many winters as these have," Winston said, "you've got a long list of items to check to make sure they stay road-worthy . Vibrations can loosen bolts, while wheels and axles need to be replaced more often. Also, caulking and rubber molding have to be replaced to keep out the cold air."

Despite the mounting challenge, Winston said the mileage between road calls increased 25 percent last July and August, compared to the same period of 1989. Staying ahead of the potentially disabling wear and tear of older vehicles brought about the establishment of a three-step preventive maintenance program.

Inspections, which used to be made every 6,000 miles, are undertaken after only about 4,000 miles of service. Fluid leaks are repaired more aggressively, thereby extending the life of engines and transmissions.

In addition, oil analysis procedures have been expanded to identify more effectively the causes of operational problems that may appear in a particular bus. More attention is also being given to collision and body repair, brake replacement and engine overhaul.

All this effort is apparently paying off. Winston said that in the entire month of October, only four runs were kept off the street because of equipment problems. This in spite of having as many as 245 buses in South Shops at one time, and going to extraordinary lengths to keep others from having to be brought in.

To save the time and expense of bringing a bus out to 78th and Vincennes to be fixed, welders are sometimes sent into the field to make quick repairs on such items as cracked seat frames or mounting brackets. Engine people even go out to change pistons.

The idea is to get the work done as quickly as possible," Winston said. "We don't have the option a car driver has of leaving his vehicle in the shop and taking alternate transportation while it's being fixed. CTA must operate the system everyone else relies on when other means fail."

To help upgrade maintenance procedures throughout the system, Winston said technical services support to garages has been improved and quality control efforts have been heightened.

He said that while 436 highly qualified technicians are assigned to heavy maintenance duties at South Shops under the command of **Donald Sturenfeldt,** manager, another 998 handle lighter maintenance work at CTA's nine garages under the direction of **Tom Gecan,** manager, Light Maintenance.

"We have a dedicated staff," Winston said. "They all know what a challenge it is to keep the buses running, and that they're accountable for getting the work done. There is great teamwork among support functions, and we meet regularly with Transportation people to maintain cooperation between departments."

Even after the arrival of all 491 buses from TMC, and an additional 470 units from the Flxible Corporation, CTA will still have to maintain more than 500 aging GM buses until another order can be placed and delivered.

"Selecting and upgrading the overage buses that will have to remain in the fleet will be a real test of our skills and ingenuity," Winston said, "but it's going to have to be done.

"Fortunately for CTA and its riders, our crews are able to rebuild or improvise the reconstruction of a number of parts that are difficult to replace," he added. These would include entire bulkheads, heater compartment doors, engine doors and defroster boxes.

The family clunker would never have it so good.

*Carpenters **Jose Molina** (left) and **Felix Fabre** smooth body filler on the front end of a damaged GM bus to rejuvenate it for a few more years of service to CTA riders.*

Improved medical benefits introduction set for Jan. 1

Beginning January 1, 1991, the CTA will offer **Travelers Preferred,** a Preferred Provider Organization (PPO). Travelers Preferred is a network of doctors and hospitals who have agreed to provide most of their services **at no cost for CTA employees after the deductible is satisfied.**

Travelers Preferred providers are carefully monitored by the Travelers to ensure that CTA employees and their families receive quality care. You should have already received a packet from the Travelers with detailed information on how Travelers Preferred works. The packet includes a directory of Travelers Preferred doctors and hospitals.

Following is a discussion of primary concerns expressed by some employees about Travelers Preferred:

Q. What are the advantages of using a Travelers Preferred doctor or hospital when I need medical care?

A. You may choose whether or not you wish to use a Travelers Preferred doctor or hospital each time you need medical care. And, since Travelers Preferred covers many services at no charge, the key advantage to using a Travelers Preferred doctor or hospital is the flexibility and cost savings.

Q. Do I need to decide right now if I want to use the PPO doctors or hospitals?

A. You decide at the time you need medical care whether to use a PPO provider, or a doctor or hospital outside the network.

Q. What is the difference between a Health Maintenance Organization (HMO) and a Preferred Provider Organization (PPO)?

A. The primary difference is that a PPO offers more flexibility. Employees enrolled in an HMO must use that particular HMO's doctors and facilities. In a PPO, you decide at the time you need medical care whether to use a PPO provider, or another provider of your choice.

Q. How will I know if my family doctor and my hospital participate in the Travelers Preferred PPO network?

A. A directory, included in your information packet from the Travelers, lists all participating doctors and hospitals. You may also call the Patient Advocate toll free number, **1-800-521-0157, Monday through Friday between 8 a.m. and 4 p.m.**

Q.If I use a PPO provider, do I have to complete a claim form?

A. Yes. You must submit one claim form to the Travelers per year for each family member or for each new illness or injury, whether or not you use a Travelers Preferred doctor or hospital. Most Travelers Preferred providers will submit their bills directly to the Travelers.

Q. What should I do if I need medical care?

A. If you wish to receive care from a PPO provider, you can find one near you by consulting your PPO directory or calling the Patient Advocate toll free number. Be sure to tell the doctor or hospital that you are enrolled in Travelers Preferred. You may also need to show your Travelers Preferred Identification card at the time of your visit.

Q. What if my doctor recommends that I be hospitalized?

A. If your doctor is a Travelers Preferred doctor, and he recommends hospitalization, he will probably refer you to a PPO hospital. It's a good idea to check your PPO directory, or call Patient Advocate for confirmation.

Any hospitalization requires pre-admission certification whether or not you are in a Travelers Preferred hospital. For a planned admission, you must call the Patient Advocate toll free number, **1-800-521-0157,** as soon as admission is planned. When there is an emergency admission, Patient Advocate must be notified within one business day after the admission. Benefits will be reduced if you fail to call for pre-certification, of if Patient Advocate deems the hospital stay not medically necessary.

Q. How are outpatient mental/ nervous and substance abuse charges covered under the plan?

A. To receive benefits for mental/ nervous, or substance abuse treatment you **must** use a preferred provider. The plan will then pay 80 percent of the customary charges for up to 30 visits per year.

Ready to pull the winning ticket for this beautiful cedar chest built by Executive Director ***Alfred Savage*** *is* ***Ms. Rebecca Cousins,*** *executive secretary. A fare box vault with the tickets is held by Deputy Executive Director, Human Resources* ***James Marshall.*** *The winner was* ***Harry Hirsch, senior manager, Operations Planning. Chest ticket proceeds of $100 were donated to the United Fund.***

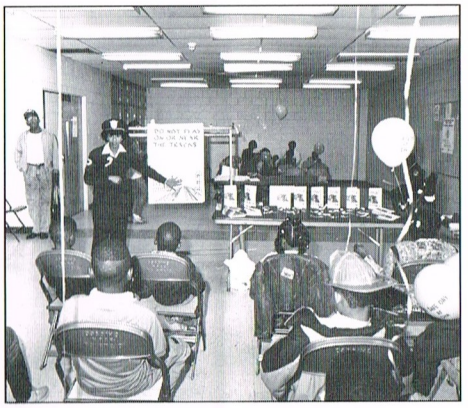
Rail instructors participate in CHA "Kid Safe Day"

The Chicago Transit Authority took an active role in Illinois' state-wide "Kid Safe Day" declared for October 13 by Governor James Thompson, and simultaneously by Mayor Richard M. Daley for the City of Chicago.

CTA participated in the local celebration sponsored by the Chicago Housing Authority in which children learned from CTA rail instructors about safety precautions which they should observe when waiting for public transportation, and while riding the 'L' trains.

"Its Fun to Ride in a CTA train," a guide published by the CTA Community Relations Section, and listing the do's and don'ts for riding the CTA, was made available to children participating in the day's activities.

Kid Safe Day was comprised of various safety education workshops which were presented in classroom settings of 20 to 30 minute duration. Workshops were conducted on fire, water, and personal safety, gun/firearm, cardiopulmonary resuscitation (CPR), railroad safety, fingerprinting, and transit safety.



*Using posters and other visual aids, rail instructor **Debra Hampton** emphasizes "Do not play on or near the tracks" as she talks to youths at a Chicago Housing Authority center during "Kid Safe Day" program.*

Workshops were also held on the subjects of gang awareness, substance abuse, street safety, first aid, baby-sitting, disaster preparedness, and stranger danger.

CTA rail instructors who made Kid Safe presentations at CHA developments throughout the city were: **Debra Hampton, Joe Nash, Frank Pepper, Lou Payne, Lonnie Perry,** and **James Stevens.**

Kid Safe was developed in 1984 by the National Safety Council as a vehicle for bringing the message of safety to children nationwide.

Three trainmen foil robbery, earn Spirit of Chicago award

The Spirit of Chicago award was presented to three operating employees at the November 6 board meeting by CTA Chairman **Clark Burrus** for their efforts which led to the apprehension of three men who attempted to rob a passenger on a Ravenswood train.

Accorded the special recognition were Motormen **Adello Bianchini** and **David Meriweather,** and Conductor **William Ross.** Bianchini and Ross were crewmen on a northbound Ravenswood on which the three men attempted to rob the passenger at Sedgwick. Ross contacted the control center with a description of the assailants and asked for assistance.

Meanwhile, the three men fled from the platform and boarded the southbound Ravenswood train as it approached the station, but **David Meriweather,** the motorman of the southbound train who had overheard the request for assistance, saw the trio board his train. He notified the control center, which in turn called police. Meriweather then held his train outside the Chicago/Franklin station to give officers time enough to arrive. As he pulled the train into the station, the three were taken into custody.

Spirit of Chicago award winners (from left) Adello Bianchini, David Meriweather,** and **William Ross** display certificates of recognition presented to them by CTA Chairman **Clark Burrus.

A capital improvement

*Bus Supervisor **Allen Jacobs** enjoys the comfort of a new supervisor's booth located at Hubbard and Wells streets where Jacobs is assigned. The facility is one of several new booths erected throughout the city under CTA's capital improvement program. Each booth is equipped with a telephone, heated for winter comfort, and air conditioned for Chicago's summer days.*

Striving for Excellence welcomes honorees, guests

The Chicago Transit Authority honored 1,670 employees at a glittering affair held in Chicago's Museum of Science and Industry on November 3. Each employee had met the stringent requirements for winning places in the "Striving for Excellence" competition.

Personnel selected for Striving for Excellence honors had maintained year-long exemplary work records, and had not missed a day of duty. Moreover, CTA's honored operating employees had accident-free, and rules violations-free service records during the past year.

"This year's stringent requirements for winning marked the return of Striving for Excellence competition, and for the first time included employees from all branches of the CTA. The more employees we can honor, the better it will be for our riders and the CTA in general," said CTA Chairman **Clark Burrus.**

Opening ceremonies were in the Museum of Science and Industry's Rosenwald Court where Mayor Richard M. Daley set the tone for the evening as he joined transit officials to praise CTA's finest workforce for their outstanding performance. The mayor presented a resolution of the Chicago City Council to Burrus in honor of the occasion.

"CTA's real heroes are not up here on stage," the mayor told the gathered throng. "They're in the audience among you," he said. "The people who put themselves on the line with the public every day deserve our thanks and recognition," the mayor added.

Burrus said the evening was set aside to honor those exemplary employees who have helped to uphold the tradition of excellence that has endured at CTA for more than 40 years. "This tradition derives from a special quality—an intense desire to excel. It enables CTA to strive toward providing safe, efficient and dependable service.

"We began the 1990s with a renewed commitment to those goals. In the coming days, it will be evident on our trains and buses, and at every CTA facility in our service area.

"Nowhere, however, will it be more apparent than in the continuing dedication of CTA people—people who approach their jobs with the pride that goes with being a winner," said Burrus.

CTA Executive Director **Alfred Savage** noted that CTA has long been recognized as a leader in providing transit services. Savage said, "From the first day I started working with you at the Authority, I have noticed the dedication and commitment of CTA employees in performing their duties and responsibilities. The Striving for Excellence Awards Program is a fine tribute to those individuals who put forth an extra effort to maintain professionalism in the performance of their jobs."

*Mayor Richard M. Daley presents CTA Chairman **Clark Burrus** the Striving for Excellence resolution adopted by the Chicago City Council.*

*Former CTA board member **John Hoellen** (left) joins members of the board at the Striving for Excellence gala activity. Others are (from left) **Phyllis Brzeczek,** board secretary, Board Members **Kim Fox, James Charlton, Arthur Hill,** and Vice Chairman **J. Douglas Donenfeld.***

*The official CTA team greeting Mayor Daley on the Authority's big night at the Museum of Science and Industry included (from left) Commander **William Dart,** Security Service/Police Liaison; CTA Chairman **Clark Burrus,** Intergovernmental Affairs Officer **George Edwards,** Executive Director **Alfred Savage,** Deputy Executive Director, Operations, **Elonzo Hill,** and Senior Manager, Maintenance **Craig Lang.***

*Program committee members were on hand to witness events of the big night. They are (from left) **Linda Grysbeck,** chairperson; **Thomas Hovany,** Transportation; **Clayton McLean,** Human Resources; **Virginia McGraw,** Skokie Shops, and **William Wong,** Support Services.*

Chicago City Council Resolution
Striving for Excellence

WHEREAS, The Chicago Transit Authority has provided our great city with safe, efficient, dependable transit service for forty-three years; and

WHEREAS, The employees of the CTA have proven their dedication to the citizens of Chicago by working at a level above and beyond the call of duty; and

WHEREAS, These very distinguished public servants include bus operators, trainmen, ticket agents, clerks, service supervisors and instructors, bus and rail servicers, repairers, janitors, laborers, foremen, plumbers, electricians, machinists, transit planners, secretaries, analysts and accountants; and

WHEREAS, The CTA is planning to recognize the fine efforts of those employees who have provided their services in a courteous and cooperative manner to the citizens of the City of Chicago; now, therefore,

Be it Resolved, That we, the Mayor and Members of the City Council, assembled this 3rd day of October, 1990, salute these fine men and women for their outstanding service and dedication; and

Be it Further Resolved, That suitable copies of this resolution be presented to the outstanding employees who are being recognized and the CTA as a token of our appreciation.

Richard M. Daley
MAYOR

Walter S. Kozubowski
CITY CLERK

Striving for Excellence honorees relax in the Museum of Science and Industry's Rosenwald Court.

He emphasized that both union and non-union employees were required to meet the tough selection criteria in order to be honored at the 1990 Striving for Excellence Program. "The outstanding work performance of these employees truly embodies the motto of tonight's program," Savage said.

Another salutation to honorees came from Governor James Thompson, who although he did not attend, sent his greetings. The governor said, "Transportation is an essential part of our world today and I salute the hard work and dedication of these faithful employees. I would like to commend those who have excelled in their positions with efficient, dependable service. The City of Chicago is dependent on CTA to ensure that Chicago remains a competitive hub of commerce, and we're indebted to each of you for your part in this service."

Other resolutions hailing the honorees included the Senate of the State of Illinois, signed by Senator John P. Daley, and the State House of Representatives, signed by Speaker of the House Michael J. Madigan.

Three awards ceremonies were held in the museum's auditorium with **Elonzo Hill,** Deputy Executive Director, Operations conducting the first one. **Craig Lang,** Senior Manager, Rail Vehicle Maintenance, on behalf of **David Hillock,** Deputy Executive Director, Maintenance, conducted the second ceremony, and **James Marshall,** Deputy Executive Director, Human Resources, presided over the third ceremony. A 10 minute Striving for Excellence video, filmed at various CTA locations, was shown at all three ceremonies. Honorees received Striving for Excellence certificates, a $20 gift certificate from Marshall Field's, a booklet listing all honorees, and a ribbon.

Following the formal aspects of the program, honorees and their guests enjoyed dancing to music provided by disc jockey Ed Redmond.

The Striving for Excellence organizing committee included **Linda Grysbeck** and **Thomas Hovany,** Operations; **Virginia McGraw,** Maintenance, and **Clayton McLean,** Human Resources.

Honorees and co-workers sharing the evening socially are (standing from left) ***Lenzell Alford,*** *and* ***Frank Anderson,*** *Lawndale garage;* ***William Wherry,*** *Kedzie garage, and Mrs Orletta Wherry;* ***Robert Austin,*** *Lawndale; (seated)* ***Bobby Davis,*** *Kedzie garage; Mrs Melvina Davis, Mrs Kertrealier Austin, Mrs Margaret Barnett, and* ***Jonas Barnett,*** *of Kedzie garage.*

Dancing in the foreground of the museum's auditorium is honoree ***Sean Scott,*** *a Skokie Shops material coordinator, and his wife, Mrs. Elizabeth Scott.*

Plaque honors Authority for adoption efforts

CTA Chairman **Clark Burrus** was presented a plaque at the November board meeting by the Adoption Information Center of Illinois in conjunction with the Illinois Department of Children and Family Services.

The recognition was for the chairman's commitment and support in promoting adoption awareness among CTA employees during 1989 and 1990. In a major effort to help find families for the more than 400 children waiting to be adopted, the CTA became the first corporate sponsor of the "Company Kids," or Adopt a Child program in June 1988. Marilyn Panichi, Adoption Information Center of Illinois director, told the CTA Board, "We are extremely proud and very grateful to Chairman Burrus, and the CTA board as well as to **Terry Hocin** and his staff. The CTA has been an advocate of finding homes for these children; several CTA employees are now adoptive parents," she said.

Hocin, who was also named on the plaque, featured children waiting for adoption on Metrovision. His Promotions staff has also hosted adoption information meetings for employees, and maintained photolisting books of waiting children in the CTA library.

Adoptive families with their children, as well as children still waiting to be adopted, were present at the CTA Board meeting to receive tickets to the Ringling Brothers, Barnum and Bailey Circus, courtesy of CTA. The CTA's generosity provided an opportunity for more than 1,000 children and foster or adoptive families to attend the circus.

The Adoption Information Center of Illinois is the state's central source for all inquiries, referrals and information about adoption. The AICI is located at 201 North Wells Street, Suite 1342, Chicago. Their toll free number is 1-800-572-2390.

*CTA Chairman **Clark Burrus** holds the plaque presented to him by Gary Morgan (left), Associate Deputy Director, Department of Children and Family Services, and Marilyn Panichi, Director, Adoption Information Center of Illinois.*

CTA hosts England transportation minister and staff

The Chicago Transit Authority continues to be a source of professional information for other U.S. and western world transit properties.

England Transportation Minister Patrick McLoughlin and members of his staff visited CTA October 17 and were briefed on aspects of administration, financing and transportation. The British transportation chief met with CTA Chairman **Clark Burrus,** and Executive Director **Alfred Savage.**

Briefings were conducted by Deputy Executive Directors **Ernest Sawyer,** Administrative Branch; **Jud Lawrie,** Budget, Planning and Management Information Systems Branch; and **Elonzo Hill,** Operations. The transportation minister's CTA orientation included a viewing of the 10-minute video, "Showcase CTA," an organization overview.

Other members of Hill's Transportation staff conducted a tour of the control center in the Merchandise Mart for McLoughlin and his entourage, and a tour of the Kedzie garage. The transportation minister was accompanied by Douglas Evans, Department of Transportation, London; David McMillan, British Embassy, Washington, British Consulate General Ray Jones, and McLoughlin's private secretary, Simon Buck.

The CTA itinerary for the group was coordinated by Advertising and Promotions director **Terry Hocin,** and Promotional Services representative **Michael Taylor.**

*CTA Chairman **Clark Burrus** (right), and Executive Director **Alfred Savage** (rear) met with British Transportation Minister Patrick McLoughlin (second/right) and his entourage after a CTA briefing. McLoughlin's group also got a tour of the control room at the Merchandise Mart, as well as facilities at Kedzie garage.*

Italian, Native American cultures are celebrated

CTA's Affirmative Action Department celebrated two heritage observances recently in its continuing effort to reach out and share the customs and cultures of the various ethnic groups represented in the Authority's workforce.

The endless Renaissance of Italy came alive in the general office lunch room at the Merchandise Mart on October 30 as the Affirmative Action department sponsored an Italian American Heritage Month celebration.

On November 20, Native Americans also presented a program in the cafeteria. The American Indian Center of Chicago provided arts and crafts for display along with those contributed by employees.

Like similar heritage day activities at CTA, the art, cuisine, and history of both events were also the focal points of these observances.

Dominic DiFrisco, president of the Joint Civic Committee of Italian Americans, spoke of the language, the architecture, the art and music and other contributions of Italian Americans to the nation's culture as he addressed a noon day lunch crowd. DiFrisco noted that the greatest gift of the Italian people has been the people themselves.

Meanwhile, genuine Italian artifacts were on display. The works represented various parts of Italy which is so easily recognized on the map by its boot-like shape. Employees saw paintings from Calabria in the south to jewelry cases and other knickknacks from Venice in the north, and Naples, and Sorrento in the country's central region.

Cuisine was the greatest attraction for Italian Americans as evidenced by a single file of people who appeared haunted by the pungent, tantalizing aromas of the Italian American heritage activity suddenly waking up their taste buds. The great numbers found themselves yielding to a gastronomic temptation as they filed into the lunch room. After all, who doesn't eat Italian? The line was extended from the rear door to more than two thirds the length of the facility as people waited to sample such treats as melanzane parmigiana (eggplant), calamari (squid), arrosto di vitello (roast beef), salsiccia Italiano (Italian sausage), formaggo assortiti (assorted cheese).

There were other treats such as the variety of pasta so familiar to everyone, pizza, and calzone. Biscotti (cookies), dolce (sweets), spumoni and cannoli were also plentiful for those with a sweet tooth. While employees enjoyed their food, accordionist Manny Quartuccio, a retiree, serenaded with music of an Italian flavor.

The CTA celebration was held in conjunction with Italian American Heritage month, and was coordinated by **Jim Saviano** of Management Services, and **Joseph Cappelletti,** of Accounting Systems and Operations.

Among volunteers assisting coordinators of the Italian American Heritage month program were **Anna Marie Nisivaco,** CTA Security, **Awilda Zanin, Michael Tucki,** and **Michael Bruno** of Management Services; **Bob Bizar** of Marketing, and **Rita Ritrovato** of Financial Reporting and Analysis. The roll call goes on with **Egidio Bevacqua** of Budget, **Lucille Caiafa and Muriel Szykowny** of Treasury; **Frank Montefalco,** and the chef for the occasion, **Carlo DePalermo,** both of West Shops; track supervisors **Frank DeMonte** and **Dominick Cinquepalma, and Joe Simonetti,** and **Rosemarie Podlasek** of Hawthorne.

Native Americans were privileged to have the expertise of Cecelia Stumbling Bear of the American Indian Center, who spoke to her audience on the significance of such artifacts, and costumes as baskets, blankets, jewelry, headdress, spear heads, and other items on display. She also interpreted dancing done by children of the Audubon School, the only facility in the Chicago Public School system which offers a curriculum in American Indian studies.

American Indian cuisine which also attracted long lines, included buffalo meatloaf, rabbit, turkey, squash, sweet potatoes, wild rice, corn pudding, and cranberries. Assisting the Affirmative Action staff as program coordinators for the Native American observance were **Maggie Chitto,** of Operations, and switchboard operator **Rose Houle-Cobe**, of the general office.

Cecelia Stumbling Bear of the American Indian Center explains the significance of Indian headdress and other costume items.

Accordionist Manny Quartuccio serenades as a group of exchange students from Bologna, Italy enjoy the Italian heritage activities. During their United States visit the youths attended Morgan Park High School.

Ready to dish it out Italian style are (from left) ***Michael DeAngelis, Nidia Rodriguez, Rosemarie Podlasek,*** *and* ***Anna Marie Nisivaco.***

Indian students perform one of several dances as CTA employees and guests look on.

Students from the Audubon School, proud of their Native American heritage, march into the cafeteria in bright apparel ready to share in CTA's cultural enrichment program.

DBE/Contract Compliance is a guardian of fairness

The Disadvantaged Business Enterprise/Contract Compliance Department has been delegated the responsibility of ensuring that DBEs have the maximum opportunity to participate in CTA's total procurement process.

The department is comprised of two distinct units administering program requirements. These units are the DBE Program and Contract Compliance. In conducting their respective responsibilities, these program units lend support to contractors and staff while continuing to develop operational procedures designed to further enhance the Authority's DBE Program.

DBE Program

To guarantee the integrity of the program, the DBE Program ensures that only bonafide DBEs (performing a "commercially useful function") benefit from the program. As part of this effort, a DBE must become certified with the CTA. This is followed by the DBE's name being maintained in the certification directory, which is available upon request.

The DBE Program is also responsible for the Outreach and Recruitment efforts through its newsletter, networking activities with technical assistance agencies, seminars, training programs and by participating at minority business events throughout the year.

An example of some of these sponsored organizations and activities are: the Chicago Regional Purchasing Council—Business Opportunity Fair, SBA Small Business Expo, Cosmopolitan Chamber of Commerce, Hispanic American Construction Industry Association, Women Business Development Center, City of Chicago Affirmative Action Advisory Committee, "How to do Business with the CTA" Vendor Training Seminar, and the Minority Enterprise Development Week.

Furthermore, the DBE Program unit plays an active role with CTA's Treasury Department by encouraging maximum utilization of minority financial institutions for CTA depository investments. Copies of bid advertisements and specifications are also routinely sent to community and technical assistance agencies.

Contract Compliance

The primary function of the Compliance unit is to establish the DBE goal, review, evaluate and monitor the goal attainment through the Authority's contracting activities. This includes reviewing DBE and Equal Employment Opportunity participation on construction contracts, and includes certain annual contracts along with the one time purchases of goods and services.

Moreover, the Compliance unit is responsible for preparing monthly and quarterly reports to the Urban Mass Transportation Administration regarding DBE goal achievements. The unit also performs the role of DBE advocate by insuring that all necessary and reasonable steps are taken to allow maximum opportunities for competition and performance of DBEs by reviewing specification language, meeting with various governmental and special interest groups concerning Contract Compliance programs, and assisting the user department in implementing the DBE Program.

The unit also meets with prime contractors and subcontractors to discuss goal attainment, and areas of DBE usage, advises DBEs of contract awards, monitors existing contracts for written verification and site visits, and assists as DBE liaison for payments and compliant process.

In accordance with CTA's organizational adjustments effective June 1990, a new area of responsibility has been added to the department. The DBE Program/Contract Compliance Program also has the responsibility for monitoring progress in the attainment of the affirmative action goals in the work force.

The combined efforts of these two units along with support of the CTA chairman, the CTA board, executive director, deputies, senior managers, managers and their management staff work together to make the Authority's DBE Program a success. The overall goal has increased from 25 percent in 1987 to the current 30 percent goal for 1991.

The following charts depict the DBE Program/Contract Compliance Department's combined (operating and capital dollars) goal achievement for fiscal year 1987 through 1989:

Total Banking Investments

FY 87	FY88	FY89
$1,800,000	$3,000,000	$4,200,000

Total Percentage of Lessees/Concessioners

The overall DBE goal established for FY 89 was 10 percent for leasee and on concession agreements. Because FY89 was the first year the CTA began to review its leasing program in accordance with UMTA terms and conditions, only figures for 1989 are available in which the achievement was 18.6 percent (Preliminary figures for 1990 indicate 58 percent).

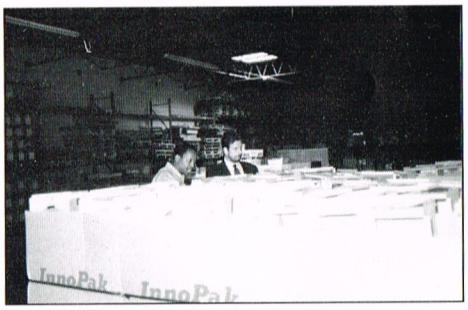
Total DBE Contractual Dollars

FY 87	FY 88	FY 89
$6,377,321	$11,614,596	$30,164,976
(32.8%)	(37.5%)	(30.7%)

The DBE Program/Contract Compliance Department will continue to intensify its efforts to make equitable opportunities for DBEs a reality.

Increased competition among vendors for the Authority's business will ultimately result in high quality goods and services available to us at the lowest possible price. A Disadvantaged Business Program is simply a matter of good business practice.

***Pamela Beavers**, manager, Disadvantaged Business Enterprise/Contract Compliance, joins representatives of other service boards to discuss goal achievements before the Regional Transportation Authority's administrative committee.*



***Paul Cerpa** (right) conducts an on-sight visit to certify a vendor's warehousing capabilities.*

'Chili-Dog Thug' spot wins advertising award

The Broadcasting Club of Chicago presented its "Windy" Award to the Chicago Transit Authority for its "chili-dog thug" radio security campaign.

The radio spots ran exclusively in the Chicago area last year and were directed to "all would-be hoodlums, marauders and chili-dog thugs." Created by Equinox Advertising of Chicago, the ad copy was part of a long-running overall agency campaign to combat crime on CTA. Strategically placed on top radio stations and aired during morning and afternoon drive times these spots warned:

"If you're a wrongdoer who thinks that our CTA passengers are easy prey, think again, sucker.

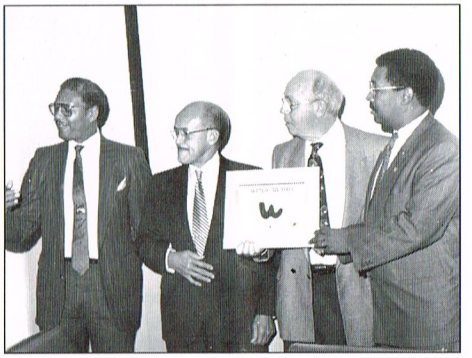
We're not going to take what you've been dishing out.

We're not going to take purse snatching, chain grabbing, vulgar language, pick-pocketing, obscene behavior, graffiti, smoking, counterfeit passes, radio blasting, spitting or turnstile jumping.

...You will get caught.

Because we've just increased the number of patrol officers on foot, patrol officers with dogs, and even patrol officers in helicopters."

"Windy" awards are given for excellence in the creative use of radio and are judged by a panel of judges selected for their knowledge of radio advertising and marketing. The "chili-dog thug" spot won in the "local other" category which includes campaigns.



Accepting the the "Windy Award" presented to CTA by the Broadcasting Club of Chicago are (from left) ***Elonzo Hill,*** *Deputy Executive Director, Operations;* ***Raleigh Mathis,*** *Senior Manager, Security Services; Board Member* ***Milton Holzman,*** *and* ***Ernest Sawyer,*** *Deputy Executive Director, Administration.*

Anniversaries

40 Years

Adele Monson, Information Svcs.

35 Years

Elvin Carey, Bus Service
James Moore, Utility

30 Years

James Braun, Forest Glen
Patrick Griffin, Traction Power
Robert Julun, Jr., Bus Pers/South
John Murphy, Power District
Carl Schmook II, Bldg Mtce/South
Paul Stahulak, Communication Mtce
William Uhl, Claims
John Ware, Mechanical

25 Years

Willie Baker, Lawndale
Iva Barnes, Lawndale
John Brown, Archer
Bobby Griffin, Archer
George Hand, Oper. Comm. & Power
Birnest Hicks, Comm. & Sys. Mtce
Martin Johnson, North Park
Charles Jones, Limits
Verlin Jones, 69th Street
Aaron Neal, 77th Street
Leodis Pittman, Lawndale
Keesler Polk, Jr., Central Bus Dist.
Porfirio Rosales, Forest Glen
Tommy Ross, Forest Glen
Thomas Ryan, Electrical
Roland Scheibe, DesPlaines Mtce.
Richard Settles, Jr., 103rd Street
Donald Trenda, North Park
Eugene Vann, Archer
Johnnie Winston, 103rd Street
Edward Wright, 69th Street

Retirees

November Retirees

Namon Brown, District C, 31 yrs.
Griz Craig, North Park, 25 yrs.
John Debro, Schedules, 26 yrs.
Harry Green, 69th Street, 27 yrs.
Willie McGee, 103rd Street, 34 yrs.
John Meehan, Wilson Shop, 28 yrs.
Flim W. Moore, 69th Street, 25 yrs.
Cleophia Pendleton, 69th Street, 25 yrs.

Disability Retirement

Mattie L. Bankhead, 103rd Street, 15 yrs.
Xavier Carrera, O'Hare Terminal, 13 yrs.
Quintin Figueroa, Kedzie Garage, 11 yrs.
Greene Love, Jr., DesPlaines, 23 yrs.
Artie L. Matsey, Beverly Garage, 15 yrs.
Gloria Tijerina, Archer Garage, 12 yrs.
Thelma Walker, North Park 15 yrs.

Playwright bus operator keeps the facts straight

In 1984 when **Charley Lane** saw a play on the death and resurrection of Christ, he said the Biblical facts were so distorted that it was disturbing. Lane felt compelled to set the record straight, but the only way to get it right was to do it himself, so he became a playwright.

Charley, a bus operator from 103rd street garage with 24 years of CTA service, enjoys being a playwright. One needs only spend a few minutes with him to realize that he burns with a desire to let God use his talent.

"I watched a play in which Mary Magdalene is shown touching Christ as she meets him in the garden following the resurrection. Here she is instructed to "go and tell my brethren." I decided it was time somebody told the story correctly. His plays have been produced on Chicago Access TV, Channel 19 since 1988 when he wrote "Joey the Scarecrow," a story about avoiding drugs. His works also include "Papa Hell is so Hot," and "I'll Rise Again," both aired on public television. Lane is also a qualified TV cameraman.

He and a friend, parttime bus operator **Davidson Kibble,** were lyricists for "Hell Before Heaven," and "I'll Rise Again." Lane also wrote the lyrics for "We are One," a wedding song for his son, Rodney Bernard, and new daughter-in-law, the former Vernetta Clinton. The couple was married last month.

Board of education, police honor three CTA employees

CTA employees participating in Chicago's "We Care Role Model" program received certificates of appreciation at a recent reception held in their honor.

The volunteers receiving the special recognition were **Brian Marshall,** professional programs coordinator, Management Training and Development; **Olivia Bradley,** project controller, Capital Development, and **Bertram Mims,** supervisor, Community Relations.

The program is a joint effort of the Chicago Board of Education and the Youth Division of the Chicago Police Department. Participants considered for the "We Care Role Model" program are selected by a Board of Education/Police Department committee whose recommendations come from various sources.

Program participants visit Chicago's elementary and high schools where they provide positive communication with students as a means of encouragement. Discussions of careers and direction for attaining specific goals are the focal point of classroom visitations by program volunteers.

The three CTA employees participating in the "We Care Role Model" program are among hundreds of other people in a variety of careers who work or live in Chicago, including sports professionals. Each of the individuals were recommended by their respective community sources.

Chicago Board of Education Superintendent Ted Kimbrough (left), and Chicago Police Superintendent Leroy Martin (far right), had certificates of appreciation for CTA employees (from left) ***Brian Marshall, Olivia Bradley,*** *and* ***Bertram Mims,*** *volunteers in the "We Care Role Model" program sponsored jointly by the Board of Education and the Youth Division of the Chicago Police Department.*

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