

TRANSFER INSTRUCTIONS

**FOR
OPERATORS
CONDUCTORS
TICKET AGENTS
COLLECTORS**

CHICAGO TRANSIT AUTHORITY

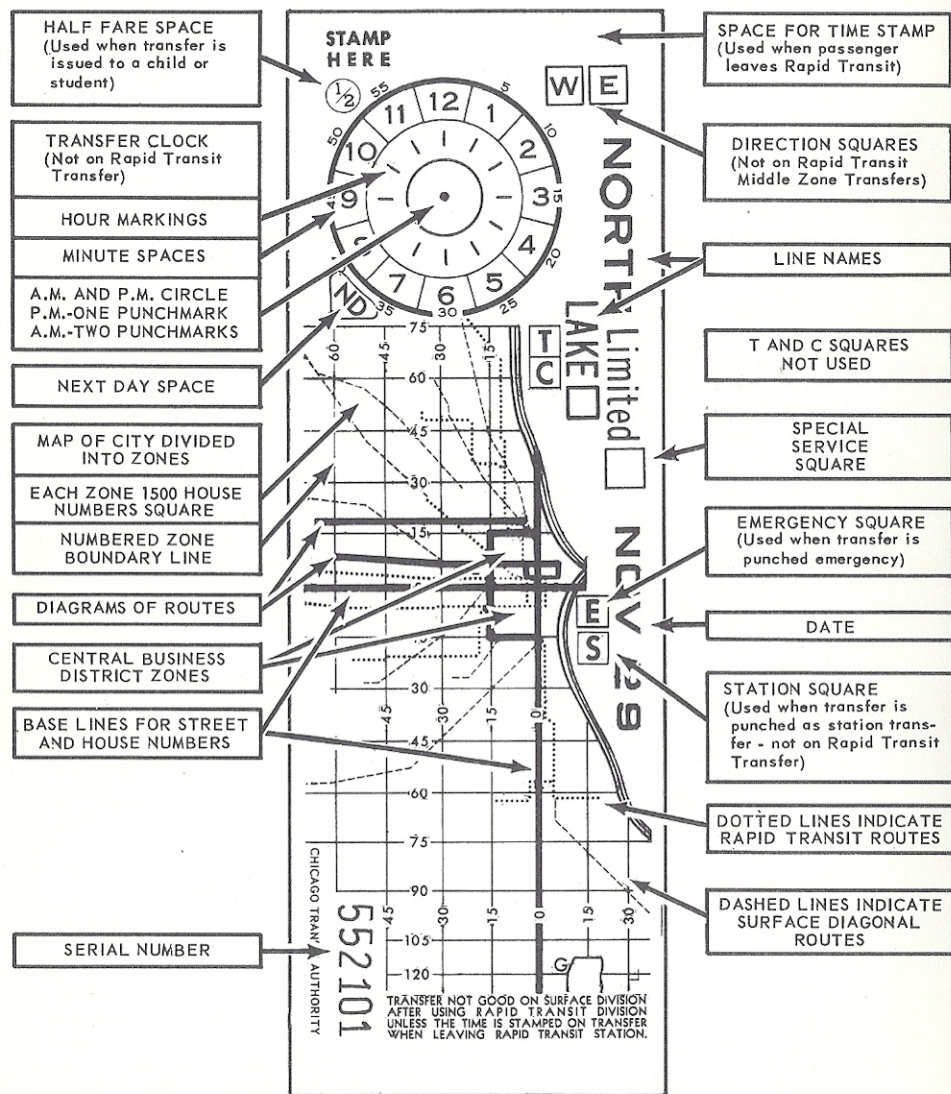
Because many CTA passengers must use two or more lines to complete their trip, transfers are issued to permit passengers to transfer from one vehicle to another without payment of additional fares.

In most instances, the transfer issued to the passenger at the beginning of his trip is used for his entire trip. Such transfers are known as "Regular" transfers. Under certain circumstances, transfers are issued for restricted use. These transfers are known as "Emergency" transfers, "Station" transfers, and "Subway to Elevated" and "Elevated to Subway" transfers.

The procedures for handling all CTA transfers are explained in this book under the following headings:

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MAKE-UP OF A TYPICAL CTA TRANSFER



Note: Time, when related to transfers (transfer clock, timestamp, and actual time of day), is always figured to the "closest five-minute interval"

Examples:

At 1:33, 1:34, 1:35, 1:36, 1:37 - Figure the time is 1:35

At 1:38, 1:39, 1:40, 1:41, 1:42 - Figure the time is 1:40

SECTION I

PUNCHING TRANSFERS TO BE ISSUED TO PASSENGERS

All personnel who issue transfers must punch them correctly so that passengers will receive full use of the transfer but will be prevented from using invalid transfers. After a transfer has been punched, it should be checked to be certain it is correctly punched.

REGULAR TRANSFERS

Issued only on request at the time a fare is paid.

MIDDLE ZONE (SURFACE AND RAPID TRANSIT), TWO-ZONE (SURFACE AND RAPID TRANSIT), AND SPECIAL EVENTS (SURFACE ONLY)

PUNCHING LINE NAME

All Rapid Transit transfers and some Surface transfers are printed with only one line name; other Surface transfers have two or more line names

If there is only one line name, no punchmark is necessary.

If there are two or more line names, and the name of the line being worked is printed in bold type, no punchmark is necessary.

If there are two or more line names, and the name of the line being worked is printed in light type, a punchmark is placed in the square following the line name.

If a bus is operating "Express" or "Limited" service, a punchmark is placed in the square following the description of the service.

PUNCHING DIRECTION

Middle Zone Rapid Transit transfers and Special Events transfers have no indication for direction.

On all other Surface transfers and the Two-Zone Rapid Transit transfer, a punchmark is placed in the direction square to indicate the general direction the vehicle is traveling at the time the transfer is issued. When a bus changes its general direction of travel, begin

punching the new general direction at the intersection where the turn is to be made. (Transfers issued by Ticket Agents in Evanston are pre-punched for direction).

Exceptions:

1. In the downtown area, after an inbound bus scheduled to turn back in the area has reached certain boundaries (Franklin St. for east-bound buses; Monroe St. for northbound and southbound buses), outbound passengers are permitted to board an inbound bus, pay a fare, and receive on request a transfer punched in the outbound direction.
2. At and north of Wacker Drive, passengers desiring to ride southbound State 36A and Wentworth 22A buses are permitted to board a northbound bus, pay a fare, and receive on request a transfer punched southbound.

PUNCHING ZONE

A punchmark is placed in the zone in which the transfer is issued. (Transfers issued by Ticket Agents contain a punchmark, pre-punched or pre-printed, in the zone in which they are issued)

Exceptions:

1. When operating on a north-south zone boundary line, punch the zone west of the zone boundary line.
2. When operating on an east-west zone boundary line, punch the zone north of the zone boundary line.
3. When operating outside the limits shown on the zone map, punch the outermost zone or portion of zone shown.

PUNCHING TYPE OF RIDER

When a transfer is issued to a child or to a student with a Student Identification Card, punch the "1/2" circle.

PUNCHING DATE

The date is printed on all transfers except the Special Events transfer. On Special Events transfers, place a punchmark in one of the numbered squares (1 to 31) to indicate the day of the month of the special event.

When a transfer is issued in the morning (from 12:00 Midnight through 2:55 A.M.) after the date printed on the transfer, place a punchmark in the "N.D." (Next Day) space.

PUNCHING TIME (Surface transfers only; Rapid Transit transfers have no means for punching time)

To Indicate Hours and Minutes

Punch the transfer clock for the time the bus will leave the zone punched. (If the route terminates short of the zone boundary line, punch the time the bus would leave the zone if it continued through it.)

To Indicate Period of Day

3:00 A.M. through 11:55 A.M. - punch two slightly overlapping punchmarks in the center circle of the clock face.

12:00 Noon through 11:55 P.M. - punch one punchmark in the center circle of the clock face.

12:00 Midnight through 2:55 A.M. - punch the "N.D." (Next Day) space (Do not punch the center circle of the clock face.)

EMERGENCY TRANSFERS

MIDDLE ZONE (SURFACE AND RAPID TRANSIT), TWO-ZONE (SURFACE AND RAPID TRANSIT), AND SPECIAL EVENTS (SURFACE ONLY)

Issued when unusual circumstances occur and passengers need a transfer for one-time use. There are only four (4) unusual circumstances that require issuance of Emergency transfers:

1. When service is interrupted by a major delay and passengers desire to walk to a nearby line or emergency service that has been provided (except in the North and West Zones where no other line is available).
2. When a passenger is traveling in the wrong direction or has overridden his destination and must transfer to another bus or train, or is on the wrong station platform and must walk to the correct platform. The passenger's explanation must be reasonable. (On the Rapid Transit, an Emergency transfer is not issued if the passenger can transfer or walk to the correct platform in a paid area.)
3. When the supply of transfers to be issued is not for the line being worked.
4. When a transfer-validating machine is defective (Issued by Rapid Transit only).

Emergency transfers are punched in the same manner as Regular transfers except as follows:

1. Place six (6) punchmarks in a row through the line name (On Special Events transfers, the six punchmarks are placed through the date squares).
2. Place a punchmark in the "E" (Emergency) square.
3. Do not punch the direction square.

STATION TRANSFERS (Surface transfers only, and only in the Middle Zone)

Station transfers are issued when a bus is making a pull-out or pull-in trip over a line other than the line for which the transfer is printed.

When passengers remain on a pull-in bus after it leaves its regular route, their transfers will be invalid when presented for additional rides. The Operator must announce that any passengers intending to make additional rides should bring their transfers to him for exchange. The Operator issues Station transfers in exchange for the transfers presented.

Station transfers are punched in the same manner as Regular transfers except as follows:

1. Place six (6) punchmarks in a row through the line name.
2. Place a punchmark in the "S" (Station) square.
3. Do not punch the direction square.

SUBWAY TO ELEVATED AND ELEVATED TO SUBWAY TRANSFERS

Issued at the following locations to passengers who transfer between the Subway and Elevated:

1. Subway to Elevated transfers - at the Lake St. Transfer Station (Clark St. Exit) in the Milwaukee Ave. Subway and at the Jackson Station in the State St. Subway.
2. Elevated to Subway transfers - at the State & Van Buren Elevated Station.

Subway to Elevated and Elevated to Subway transfers are punched only for time. The time punched is the time the transfer is due to expire.

1. Passengers are allowed a minimum of ten (10) minutes from the time the transfer is issued until presented for another ride. Examples of punching to allow the minimum of ten minutes are as follows:

Transfers issued between 4:36 and 4:50 are punched 5:00
Transfers issued between 4:51 and 5:05 are punched 5:15
Transfers issued between 5:06 and 5:20 are punched 5:30
Transfers issued between 5:21 and 5:35 are punched 5:45

2. Method of punching time -

To indicate hours and minutes:

If the transfer is due to expire on the hour, punch the appropriate hour square (1 to 12)

If the transfer is due to expire on the quarter hour, punch the quarter hour square (15-30-45) beneath the appropriate hour square, but do not punch the hour square.

To indicate period of the day:

3:00 A.M. through 11:45 A.M. - punch the "A.M." space.
12:00 Noon through 11:45 P.M. - punch the "P.M." space.
12:00 Midnight through 2:45 A.M. - punch the "N.D." space.

SECTION II

CHECKING TRANSFERS RECEIVED FROM PASSENGERS

All transfers received from passengers must be checked for validity. When an invalid transfer is presented, the employee retains the transfer, informs the passenger that it is invalid, and collects a fare. If the passenger insists on return of the invalid transfer, the employee returns it without additional punchmarks.

REGULAR TRANSFERS

MIDDLE ZONE (SURFACE AND RAPID TRANSIT), TWO-ZONE (SURFACE AND RAPID TRANSIT), AND SPECIAL EVENTS (SURFACE ONLY)

CHECKING THE DATE

1. Transfers punchmarked or timestamped "A.M." or "P.M." are valid only on the date shown on the transfer. However, trips started before Midnight may be completed after Midnight.
2. Transfers punchmarked "N.D." are valid only in the morning following the date shown on the transfer.
3. On Special Events transfers, the date of the Special Event must be punchmarked.

NOTE: The color of ink used to print the date and serial number on all CTA transfers except Special Events transfers and transfers dispensed by transfer-issuing machines is changed at intervals of approximately one year.

CHECKING TIME

Time is checked by comparing the Elapsed Time (the amount of time used by the passenger) with the Allowed Time (the amount of time the passenger is permitted to use). If the Elapsed Time is the same or less than the Allowed Time, the transfer is valid for time.

COMPUTING ELAPSED TIME

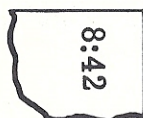
To compute elapsed time, find the difference between the time punchmarked or timestamped on the transfer and the actual time the transfer is presented for a ride.

Example:

1. A transfer is punchmarked 1:50 P.M. or timestamped 1:48 P.M. - the nearest five-minute interval is 1:50 P.M.
2. The transfer is presented at 2:31 P.M. - the nearest five-minute interval is 2:30 P.M.
3. The difference between 1:50 P.M. and 2:30 P.M. is forty minutes.

In order to determine whether the time stamped on a transfer is A.M. or P.M., all personnel must be familiar with the three types of Rapid Transit transfer-validating machines. The manner in which time is stamped differs in each type. Examples of each type, showing position of hours and minutes and indications of A.M. and P.M. follow:

TYPE NO. 1 - Time is stamped vertically

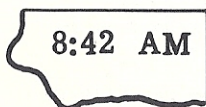


A.M. hours (12:00 Midnight through 11:59 A.M.) have no identifying mark.

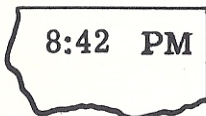


P.M. hours (12:00 Noon through 11:59 P.M.) are indicated by a line (—) beneath the hour.

TYPE NO. 2 - Time is stamped horizontally



A.M. hours (12:00 Midnight through 11:59 A.M.) are indicated by the letters "AM" either in front of or behind the time.



P.M. hours (12:00 Noon through 11:59 P.M.) are indicated by the letters "PM" either in front of or behind the time.

TYPE NO. 3 - Time is stamped horizontally with the hours above the minutes. A.M. and P.M. markings do not correspond with actual A.M. and P.M. hours



A.M. hours (1:00 A.M. through 12:59 P.M.) are indicated by an asterisk (*) in front of the hour (Note that an A.M. transfer is valid Noon to 12:59 P.M. but is not valid Midnight to 12:59 A.M.).



P.M. hours (1:00 P.M. through 12:59 A.M.) are indicated by a line (—) beneath the hour (Note that a P.M. transfer is valid Midnight to 12:59 A.M. but not valid Noon to 12:59 P.M.).

Elapsed time computed from the time stamp is calculated mentally. Elapsed time computed from the transfer clock is calculated mentally or by use of the method described in the following example:

Example:

1. A transfer is punchmarked 1:50 P.M. (See Figure II).
2. The transfer is presented at 2:31 P.M. - the nearest five-minute interval is 2:30 P.M. (See Figure I). Fix in your mind the point indicated by the minute hand.
3. Start with the minute punchmark in Figure II and count in ten-minute intervals around the clock until you reach 2:30.
4. There are four ten-minute intervals - the elapsed time is forty minutes.

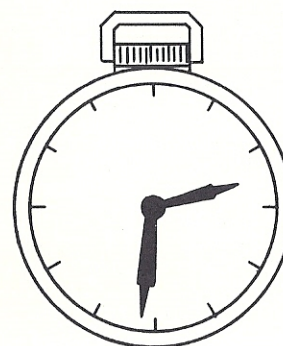


FIGURE I
(ACTUAL TIME)

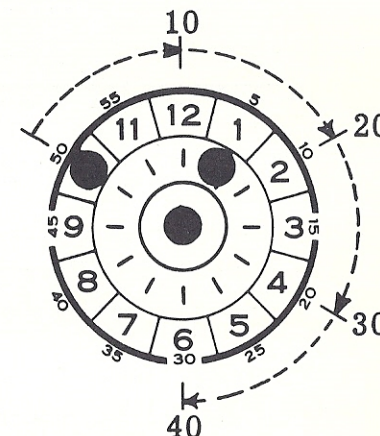


FIGURE II
(TIME PUNCHED ON TRANSFER)

COMPUTING ALLOWED TIME

When computing allowed time for a passenger who alights from the Rapid Transit and presents his transfer on a bus, the Operator allows a minimum of ten minutes from the time stamped on the transfer. This allowance is based on five minutes to walk to the transfer point plus five minutes or headway, whichever is greater.

When computing allowed time for a passenger's trip, the number of zones entered into or passed through determines the amount of time allowed. The standard amount of time allowed for a zone is ten minutes. Additional time over the standard ten minutes per zone is allowed for some zones. The types of zones in which additional time is allowed are shown on the following page:

ZONES IN WHICH ADDITIONAL TIME IS ALLOWED

TYPE OF ZONE	ADDITIONAL ALLOWANCE IN MINUTES	REASON FOR ADDITIONAL TIME ALLOWANCES
ZONE OF ORIGIN If passenger did not ride the Rapid Transit, the zone where the passenger started trip. If passenger rode the Rapid Transit, the zone where the passenger transferred from the Rapid Transit.	*5	FOR TIME SPENT IN TRANSFERRING BETWEEN BUSES THROUGHOUT THE ENTIRE TRIP
CENTRAL BUSINESS DISTRICT ZONES	5	FOR TIME SPENT IN TRAVELING THROUGH OR TRANSFERRING BETWEEN BUSES IN THESE CONGESTED AREAS
ZONE IN WHICH TWO OR MORE TRANSFERS WERE MADE	5	FOR TIME SPENT IN TRANSFERRING BETWEEN BUSES TWO OR MORE TIMES IN THE SAME ZONE
ZONE IN WHICH TRANSFER FROM RAPID TRANSIT TO BUS WAS MADE	10	FOR TIME SPENT IN TRANSFERRING FROM RAPID TRANSIT TO BUS (Five minutes for walking; five minutes for waiting for bus)

* A Ticket Agent does not allow the additional five minutes unless the passenger transferred between buses before transferring at the Agent's location.

Under certain circumstances, it is necessary to allow more than one of these additional allowances in the same zone. Examples of circumstances in which combinations of additional allowances are allowed for a zone are shown below:

EXAMPLE 1. (Two Additional Allowances)

A passenger transfers twice between buses in a Central Business District zone. Passenger must be allowed:

For transferring between buses in this congested area	- 5 Minutes
For transferring twice between buses in the same zone	- 5 Minutes
Total Additional Time Allowed for the Zone	- 10 Minutes

EXAMPLE 2. (Three Additional Allowances)

A passenger starts his trip on a bus in a Central Business District zone and then transfers twice between buses in that zone. Passenger must be allowed:

For transferring between buses throughout the entire trip	- 5 Minutes
For transferring between buses in this congested area	- 5 Minutes
For transferring twice between buses in the same zone	- 5 Minutes
Total Additional Time Allowed for the Zone	- 15 Minutes

EXAMPLE 3. (Four Additional Allowances)

A passenger transfers from the Rapid Transit to a bus in a Central Business District zone and then transfers two more times between buses in that zone. Passenger must be allowed:

For transferring from the Rapid Transit to a bus	- 10 Minutes
For transferring between buses throughout the entire trip	- 5 Minutes
For transferring between buses in this congested area	- 5 Minutes
For transferring between buses twice in the same zone	- 5 Minutes
Total Additional Time Allowed for the Zone	- 25 Minutes

Zones are counted as follows:

1. Start counting zones with the zone of origin and count the number of zones the passenger entered into or passed through
 - a. If the passenger has not ridden the Rapid Transit - the zone of origin is the zone where the passenger started his trip (transfer not timestamped).
 - b. If the passenger has ridden the Rapid Transit - the zone of origin is the zone where the passenger transferred from the Rapid Transit to the Surface (transfer is timestamped).
2. Count the zones in vertical and horizontal directions; do not count zones in a diagonal direction.
3. Allow the standard ten minutes for each zone counted and additional time for the types of zones shown in the table above.

Comparing Elapsed and Allowed Time - An example of a quick method of comparing elapsed and allowed time:

1. A transfer punched (or timestamped) 1:50 P.M. is received at 2:30 P.M. - the elapsed time is forty minutes
2. Since the minimum allowance is ten minutes per zone, normally the number of zones used by the passenger should be four.

If the number of zones used is four or more, the transfer is valid for time.

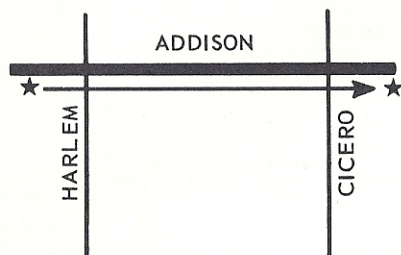
If the number of zones used is less than four, the transfer is invalid unless one or more of the zones are zones in which additional time is allowed.

CHECKING REASONABLE ROUTE

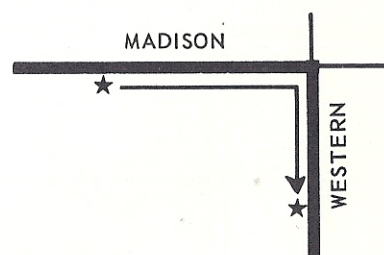
Passengers are required to travel in one general direction over a reasonably direct route.

Most passengers make their trips in one general direction over the most direct route. Examples:

A TRIP BETWEEN POINTS ON THE SAME LINE

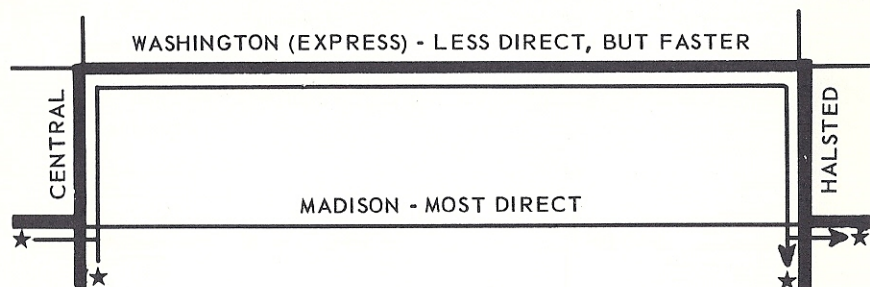


A TRIP BETWEEN POINTS ON LINES THAT INTERSECT

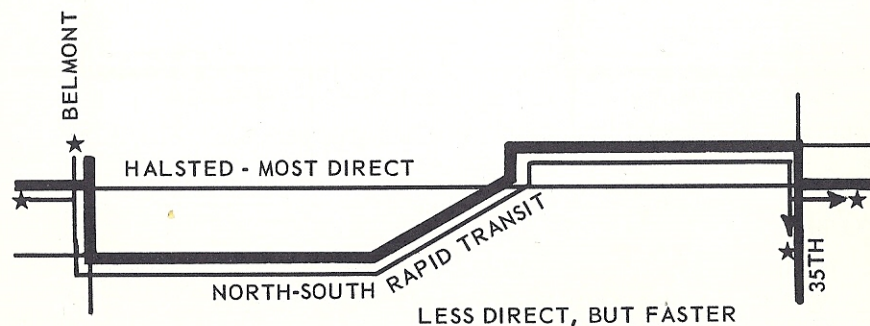


However, passengers may make a trip over a less direct route if it is faster than the most direct route. Examples:

USING EXPRESS BUS

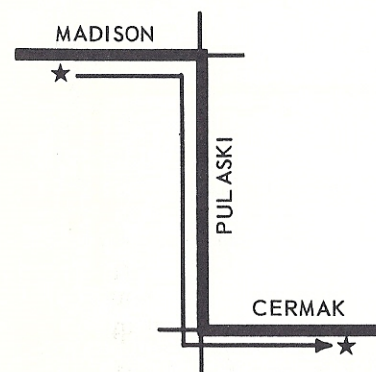


USING RAPID TRANSIT

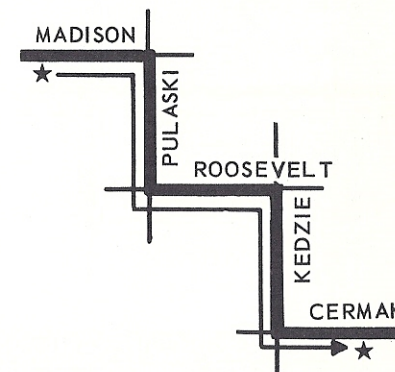


Passengers should use the least possible number of lines to make their trip. However, because many passengers do not know CTA routes well enough to make their trip using the least number of lines, passengers are permitted to use two more lines than the least number required to make their trip. Example:

LEAST NUMBER OF LINES NEEDED
(3 LINES USED)



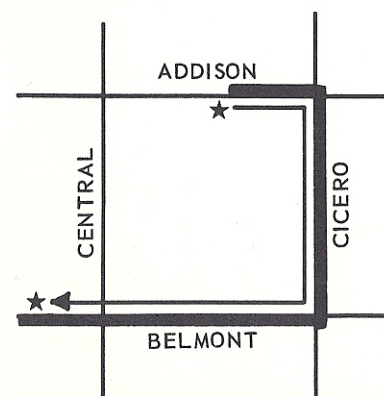
TWO LINES MORE THAN NEEDED
(5 LINES USED)



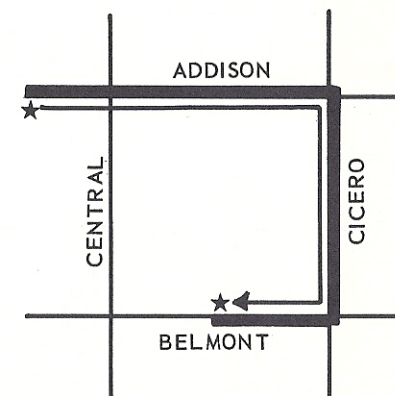
Passengers are not permitted to reverse their general direction on their trip. However, there are two exceptions:

1. Passengers are permitted to make a short reversal either at the beginning or at the end of their trip (but not both). Examples:

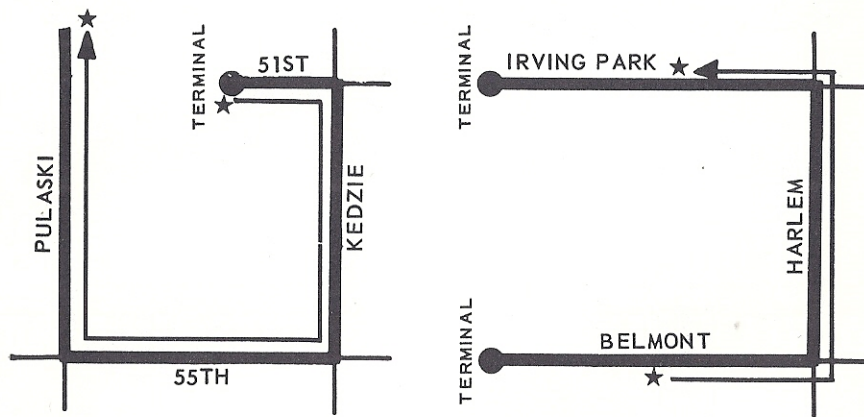
AT THE BEGINNING OF A TRIP



AT THE END OF A TRIP



2. Passengers are permitted to reverse their general direction provided it is the only route by which they can reach their destination. Examples:



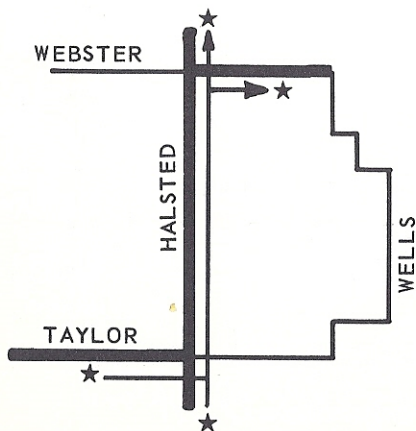
Passengers are not permitted to use or cross a line previously used or crossed. However, certain exceptions are permitted where the line involved is "U"-shaped, "L"-shaped, or diagonal under any of the following circumstances:

1. If the passenger is making a more direct ride.
2. If the ride requires less transferring.
3. If the ride is made due to the passenger's unfamiliarity with CTA routes.

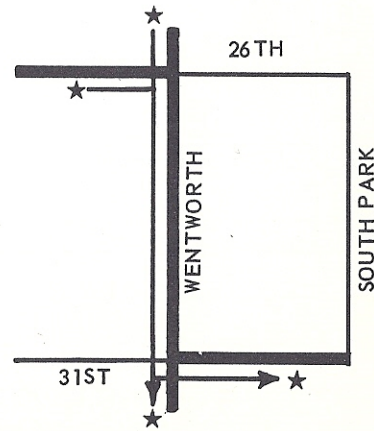
Examples of each circumstance:

MORE DIRECT RIDE

"U" SHAPED LINE (TAYLOR-SHEFFIELD)

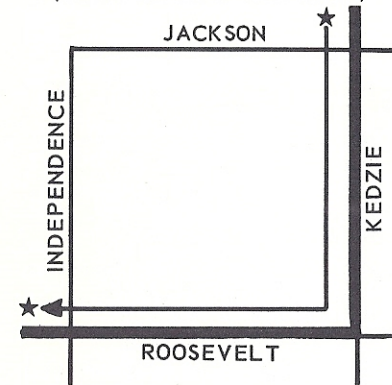


"U" SHAPED LINE (26TH-31ST)

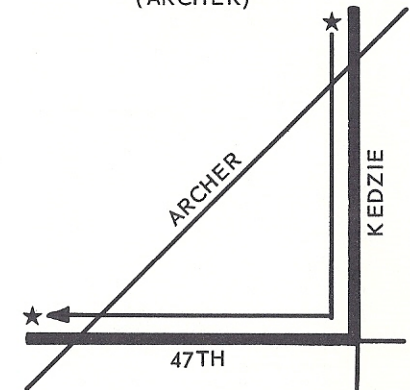


LESS TRANSFERRING

"L" SHAPED LINE (JACKSON-INDEPENDENCE)

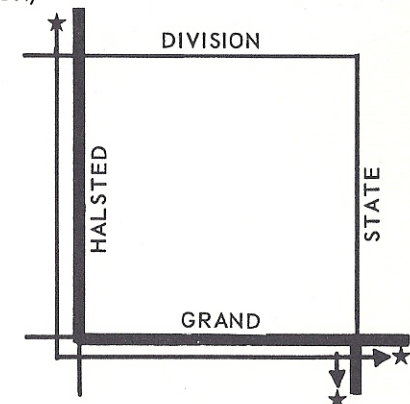
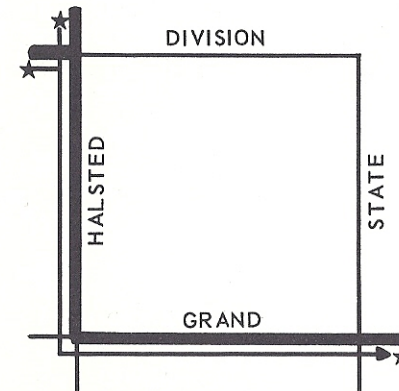


DIAGONAL LINE (ARCHER)



PASSENGERS UNFAMILIARITY WITH ROUTES

"L" SHAPED LINE (DIVISION)



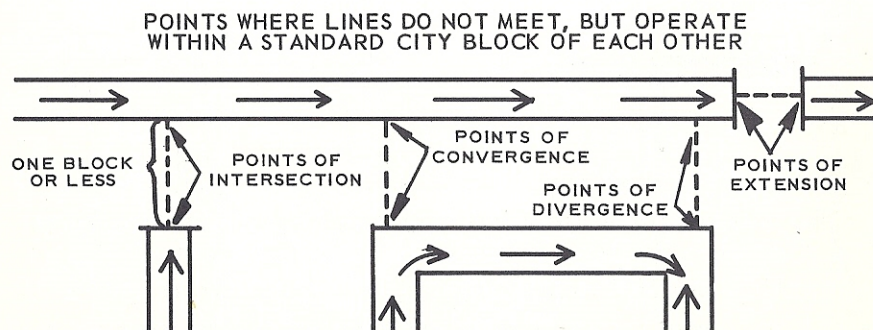
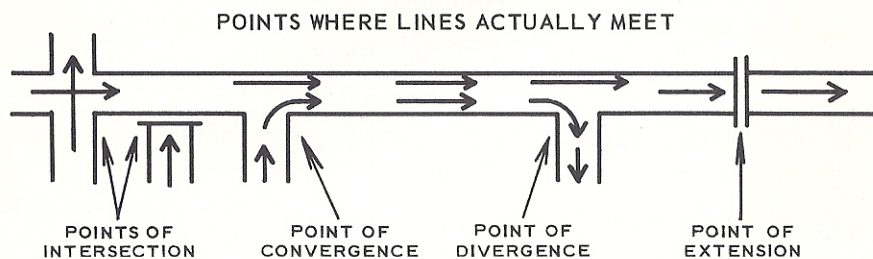
The following items are helpful in determining whether a passenger has used a reasonably direct route:

1. The name of the line, branch, or area on the transfer presented.
2. The passenger's general direction of travel when he started his ride.
3. The number and location of punchmarks in the zone map.

CHECKING THE AUTHORIZED TRANSFER POINT

Passengers are required to transfer only at authorized transfer points. These authorized transfer points are:

1. Points where two lines actually meet or where two lines operate within one standard city block of each other (See illustration below)
 - a. Points of intersection - where two lines cross each other or where a line terminates at an intersecting line.
 - b. Points of convergence - where two lines meet and then operate on the same street or on parallel streets.
 - c. Points of divergence - where two lines operating on the same street or on parallel streets separate or where a pull-in bus leaves its scheduled route.
 - d. Points of extension - where one line terminates and another line begins or where a bus turns back short of its thru-line terminal.
 - e. Any point between the points of convergence and divergence of a Rapid Transit route and a Surface route and of a Surface Express (or Limited) route and a Surface Local route.



2. Specific locations authorized by CTA where transfers can be made between lines that do not meet and do not operate within one standard city block of each other.

CHECKING THE TYPE OF RIDER

A transfer presented by a child or student must have a punchmark in the "½" circle.

CHECKING COMBINATION RIDE (A ride using both Surface and Rapid Transit)

Although a passenger is allowed to transfer as many times as necessary to complete his trip, he is limited in the number of times he may transfer between the Surface and Rapid Transit systems:

1. A passenger may start his trip on the Rapid Transit, transfer to the Surface, and then transfer back to the Rapid Transit (but may not then transfer back to the Surface). Therefore, a Rapid Transit transfer which has been timestamped is accepted for a ride when presented on the Rapid Transit, but is not reissued.
2. A passenger may start his trip on the Surface, transfer to the Rapid Transit, and then transfer back to the Surface (but may not then transfer back to the Rapid Transit). Therefore, a Surface transfer which has been timestamped is not accepted for a ride when presented on the Rapid Transit.

EMERGENCY TRANSFERS

An Emergency transfer must have six punchmarks in a row through the line name, a punchmark in the "E" (Emergency) square, and the direction square must not be punchmarked. The items listed below are checked in the same manner as when checking Regular transfers.

1. Date.
2. Time.
3. Type of rider.

STATION TRANSFERS

A Station transfer must have six punchmarks in a row through the line name, a punchmark in the "S" (Station) square, and the direction square must not be punchmarked. The items listed below are checked in the same manner as when checking Regular transfers.

1. Date.
2. Time.
3. Type of rider.
4. Authorized transfer point.

SUBWAY TO ELEVATED AND ELEVATED TO SUBWAY TRANSFERS

Valid only on the Rapid Transit System at the locations printed on the transfer. The following items are checked:

1. Date.
2. Time - must be presented on or before the time punched on the transfer.

SECTION III

PUNCHING TRANSFERS WHEN PASSENGERS REQUEST THEIR RETURN

Transfers presented by passengers who request their return to make additional rides are punched as follows:

REGULAR TRANSFERS

MIDDLE ZONE (SURFACE AND RAPID TRANSIT), TWO-ZONE (SURFACE AND RAPID TRANSIT), AND SPECIAL EVENTS (SURFACE ONLY)

A punchmark is placed in the zone in which the transfer is presented.

Exceptions:

Surface and Rapid Transit Systems

1. When working on a zone boundary line, a punchmark is placed on the same side of the zone boundary line as the previous punchmark.
2. When a transfer is received from a line operating on a zone boundary line, a punchmark is placed on the same side of the zone boundary line as the previous punchmark.

Surface System only

Transfers from pull-in or turn-back buses, or between local and limited buses on the same route, are reissued without punching.

RECEIPT TRANSFERS

When a passenger requests return of a transfer which is valid for the ride for which it is presented, but not valid for an additional ride, place three (3) punchmarks across the top of the transfer above the space for timestamp.

A "Receipt" transfer is not valid if presented for a ride.

TRANSFERS PRESENTED ON TRANSFER CHECK DAYS

On occasion, special checks are made which require that transfers be handled differently than normal. The procedure for handling transfers on these transfer check days is outlined by special bulletins.

TRANSFERS INVOLVED IN DELAYS (Surface System only)

1. After service has been resumed on a vehicle delayed more than five (5) minutes at any one point, the Operator must announce to his passengers that transfers brought to him will be exchanged for transfers correctly timed. In exchange for these "late" transfers, the Operator will issue new Regular transfers correctly punched for time.
2. When service is resumed following a delay or service interruption, Operators on the delayed line may receive transfers which were made late due to the delay. If the passengers presenting these late transfers request that the transfers be returned for additional rides, new regular transfers should be given in exchange for those transfers which are late.

~~EMERGENCY TRANSFERS AND STATION TRANSFERS~~

~~Not reissued. If the passenger requests return of the transfer to make additional rides, a new Regular transfer is issued.~~

SUBWAY TO ELEVATED AND ELEVATED TO SUBWAY TRANSFERS

Not reissued.

CHICAGO TRANSIT AUTHORITY
TRAINING AND ACCIDENT PREVENTION DEPARTMENT
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