

TRANSFER INSTRUCTIONS

for

CONDUCTORS
and OPERATORS



CHICAGO SURFACE LINES

Transportation Department

February, 1934

INSTRUCTIONS TO CONDUCTORS AND OPERATORS ON THE CORRECT METHODS OF PREPARING, CHECKING AND REPUNCHING TRANSFERS

The general purpose of this instruction book is to explain a simple and easy method of checking transfers and also to explain in detail some of the points discussed only briefly in the original instruction book.

All conductors and operators must handle transfers according to the same standard methods. These standard methods permit passengers to make the intended use of the transfer privilege and at the same time they prevent loss of cash fares through transfer abuse. A further reason for insisting upon the use of standard methods of handling transfers is the fact that similar types of rides must be dealt with in the same manner on all parts of the system and by all conductors and operators.

The standard methods of handling transfers are discussed and illustrated in this book under the following headings:

Section I Correct Method of Punching Transfers to Be Issued

Section II Correct Method of Checking Transfers

Section III Correct Method of Repunching Transfers When Passengers Want Them Returned

All conductors and operators must study the book carefully and carry it for reference until they are thoroughly familiar with the correct methods of preparing and handling transfers for all types of rides.

When the book has become pocket-worn it should be taken to the depot clerk and exchanged for a new copy. If there are any major revisions made in the transfer plan at a later date, this book will be called in at the time a new book is issued.

SECTION I

CORRECT METHOD OF PUNCHING TRANSFERS TO BE ISSUED

CONDUCTORS AND OPERATORS ARE RESPONSIBLE FOR THE CORRECT PUNCHMARKING OF ALL TRANSFERS. Each transfer must be properly punched and then carefully checked by the issuing conductor before it is given to the passenger. Unless this check is made the conductor cannot be sure that he is issuing a transfer which is good for a valid trip over the system.

In general there are three types of transfers to be prepared. These are "regular" or "normal" transfers (issued on the line for which they were printed), emergency transfers and depot car transfers. They are discussed separately below.

Method of Punching Regular Transfers to be Issued on the Line for Which They Are Printed

The punching of regular transfers must include the following items:

1. Time of leaving the zone in which the transfer is to be issued.
2. AM, PM, or "ND" marking.
3. General direction of travel.
4. Zone in which the transfer is to be issued.
5. "Branch" or "Extension" squares when necessary.

Note: The "half fare" square will be punched at the time each half fare is received.

These items will be explained briefly below:

1. **Time** The clock is always punched, to the nearest five minute interval, for the time the car is due to leave the zone in which the transfer is to be issued.* To correspond with the long and short hands of a clock, minutes are punched in the OUTER CIRCLE of spaces containing the figures, and hours are punched in the INNER CIRCLE of spaces.

The following example illustrates the method of punching the clock "to the nearest five minute interval."

If a car is due at the zone boundary line at 4:33, 4:34, 4:35, 4:36 or 4:37, the clock should be punch-marked 4:35. If the car is due out of the zone at 4:38, 4:39, 4:40, 4:41 or 4:42, the clock should be punched 4:40.

*The only exceptions to this rule occur on those lines which operate outside the limits of the zone map. These cases are explained in bulletins at the depots which operate these lines.

Illustration of a Correctly Punched Transfer for Use in Regular Operation

Prepared by a Conductor Eastbound on a Harrison-Adams Trip to be Issued Between 4500 West and 3000 West. THIS TRANSFER MUST NOT BE ISSUED OUTSIDE OF THIS ZONE.

Clock is punched for the time car is due at 3000 west:

Punchmark in the INNER CIRCLE of spaces shows the HOUR.

Punchmark in the OUTER CIRCLE of spaces shows minutes after the hour.

AM, PM or N.D. is punch-marked to show period of the day.

See rules on page 4.

Zone punched is the zone in which the transfer is to be issued.

"Half Fare" square is punched at the time the transfer is issued to a half fare passenger.

Direction square is punched to show the general direction of the trip.

Line substatement square is punched to indicate that the car is operating on a branch line trip. See page 4.

Transfer must be issued only on the date shown, unless it is an N.D. (next day) transfer. See page 4.

Transfer was removed from the pad without tearing and the staple holes punched out.

For rules describing the correct way to punch transfers for regular use, see page 2.

2. AM, PM or "ND" Marking Between 3:00 AM and 12:00 noon the AM space is to be punched. NOTE THIS CHANGE FROM 2:00 AM TO 3:00 AM.

Between 12:00 noon and 12:00 midnight the PM space is to be punched.

The "ND" (next day) space is to be punched between 12:00 midnight and 3:00 AM of the day following the date printed on the face of the transfer. NOTE THIS CHANGE FROM 2:00 AM TO 3:00 AM. All conductors including night car conductors must punch the "ND" space during this period.

3. Direction Square Punch the direction square to show the general direction of travel of the car on the trip.

4. Zone Map Punching The zone to be punched is the zone in which the transfer is to be issued which is also the zone in which the passenger pays his cash fare. IT IS VERY IMPORTANT THAT THE CORRECT ZONE BE PUNCHED IN EVERY CASE to permit the passenger to use valid routes which will not be available to him if any other zone is punched.* (See discussion of this point on page 37 and illustrations on page 8.)

5. "Branch Line" or "Extension" Square Transfers issued on branch line trips (Also Downtown, Thru Route trips, etc.) must have the substatement square in the line name punchmarked on all transfers issued on such trips while traveling over the main line and its branch.

Examples: On Thru Route No. 1 trips, the TR No. 1 square should be punched on transfers issued on 55th, Cottage Grove, Wabash, State, Clark and Broadway—for the duration of the whole trip.

On Thru Route No. 5 trips, the TR No. 5 square should be punched while issuing transfers on Cottage Grove as well as on South Chicago.

On Thru Route No. 16 (State-Lake) trips the "State-Lake" square should be punched on all transfers issued while operating on both State Street and Lake Street.

On Ashland-Downtown trips, the "Downtown" square should be punched on all transfers issued on Ashland, Archer, State, Dearborn and Lake.

The "Extension" square must always be punched on transfers issued on Elston, Montrose, Irving Park, Belmont and 103rd bus lines and on Division, 63rd, Halsted, State and South Deering Extension car lines.

*The only exceptions to this rule occur on the sections of lines which operate outside the limits of the zone map. These cases are explained in bulletins at the depots which operate these lines.

Method of Punching Emergency Transfers

Note: There are five instances in which "Emergency" transfers are issued. These are:

1. When a car is switched into service on a line or street other than the one on which it is scheduled to operate, and the conductor is not supplied with the regularly printed transfers for this line, emergency transfers are issued.

2. When service is interrupted by a fire, flooded subway or some other major traffic delay, emergency transfers must be issued to passengers who desire to walk to a nearby line and continue their trips. Enough time must be allowed on these transfers to permit the passengers to walk to the line which they intend to use.

3. When, by mistake, a passenger boards a car going away from his destination rather than toward it, he should be given an emergency transfer IF THE CONDUCTOR OR OPERATOR IS SATISFIED THAT THE PASSENGER'S STORY IS CORRECT. However, if the error is noticed within two blocks of the line from which the passenger transferred, he should walk back to this intersection unless the weather or the passenger's age or probably some other factor would justify issuing an emergency transfer to avoid this walk. These emergency transfers should be timed for 10 minutes after they are issued.

4. When a passenger, usually a rider who is not familiar with the system, overrides his destination he may be given an emergency transfer IF THE CONDUCTOR OR OPERATOR IS SATISFIED THAT THE PASSENGER'S STORY IS CORRECT. This overriding of the destination usually occurs at night. These emergency transfers should be timed for 10 minutes after the time they are issued.

5. When the depot supply of transfers for a particular line falls short and transfers from another line are substituted, these transfers are punched "emergency."

Emergency transfers must be punchmarked in the following manner:

- *1. DO NOT PUNCH THE DIRECTION SQUARE.
- *2. Place six (6) punchmarks through the line name.
- *3. Punchmark the "Emergency" square.
- 4. Punchmark the clock to show the time at which the car is due to leave the zone. (Conductor's best estimate in this case.)
- 5. Punchmark the zone map to record the zone in which the transfer is to be issued.

Note: The half fare square will be punched at the time each half fare is received.

Method of Punching Depot Car Transfers

Note: Depot car transfers must be issued only when the car is making a pull-out or pull-in trip over some line other than the line printed on the face of the transfer. Depot car transfers **MUST NOT** be issued while the car is operating over the line for which the transfer was printed. There are no exceptions to this rule.

Depot car transfers must be punchmarked in the following manner:

- *1. DO NOT PUNCH THE DIRECTION SQUARE.
- *2. Place six (6) punchmarks through the line name.
- *3. Punchmark the "Depot Car" square.
- 4. Punchmark the clock to show the time at which the car is due to leave that zone. (Conductor's best estimate in this case.)
- 5. Punchmark the zone map to record the zone in which the transfer is to be issued.

Note: The half fare square will be punched at the time each half fare is received.

Correct Method of Handling Transfers Involved in Delays

The following rules explain the correct method of handling transfers involved in delays and more serious interruptions to service. **ALL CONDUCTORS AND OPERATORS MUST OBSERVE THESE RULES CLOSELY.**

*Items 1, 2 and 3 identify the transfer as either an "emergency" or "depot car" transfer **TO BE PICKED UP** by the next conductor who will issue one of his own "cash" transfers in exchange. (See illustrations on page 9.)

Transfers to Be Exchanged When Service Is Resumed After a Delay

When a car is delayed more than 5 minutes at one point, the conductor must announce to his passengers—at the time service is resumed—that transfers brought to him will be exchanged for transfers correctly timed. In exchange for these "late" transfers the conductor will issue regular "cash" transfers correctly punched for time.

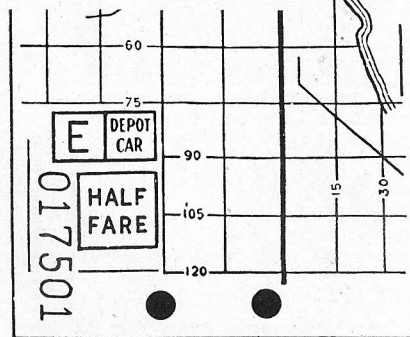
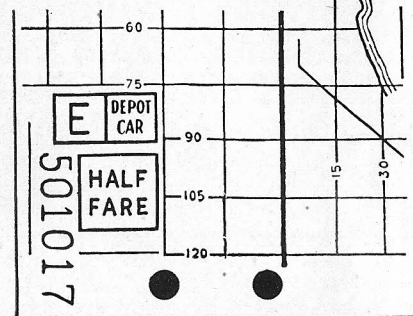
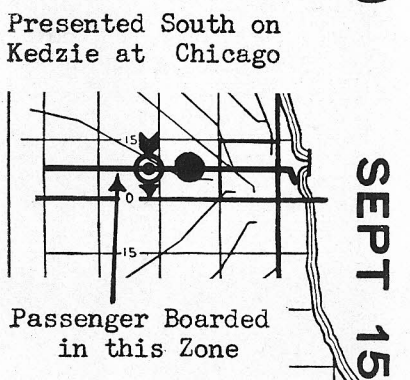
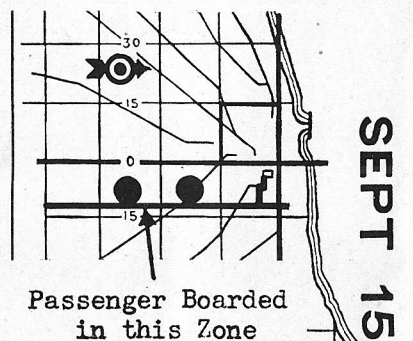
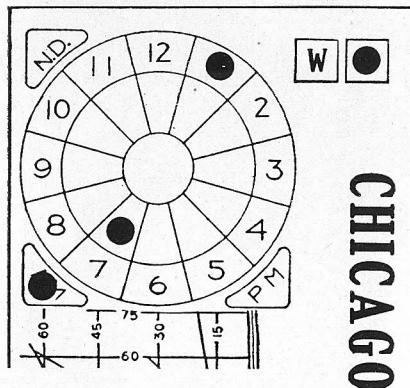
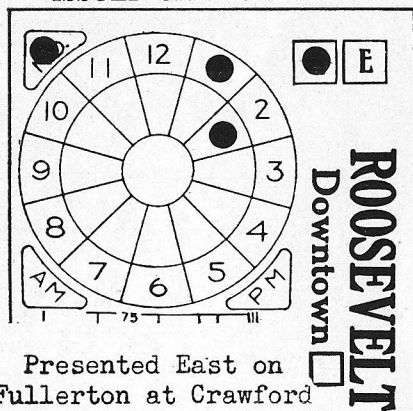
Passengers Who Board a Delayed Car Should Receive "Cash" Transfers in Ex- change for "Late" Transfers

When operation is resumed following a delay or service interruption, conductors or operators on this line will receive some transfers which were made late by this delay. If these passengers request the transfers returned for additional rides, they should be given regular "cash" transfers in exchange for those transfers which are late. Of course, this exchange is made only when the transfer presented by the passenger is valid except for time.

ILLUSTRATIONS SHOWING PASSENGER'S DIFFICULTIES IF WRONG ZONES ARE PUNCHED

ISSUED ONE ZONE LATE

ISSUED ONE ZONE EARLY



The passenger's actual starting point should permit using this route to any point on Fullerton.

DIFFICULTY The eastbound Fullerton conductor will pick up the transfer and limit the ride to Kedzie since it appears that the reversal is taking place near the end of the trip and Kedzie was the last line previously crossed.
Time and Date O. K.

The passenger's actual starting point should permit him to ride either north or south on Kedzie

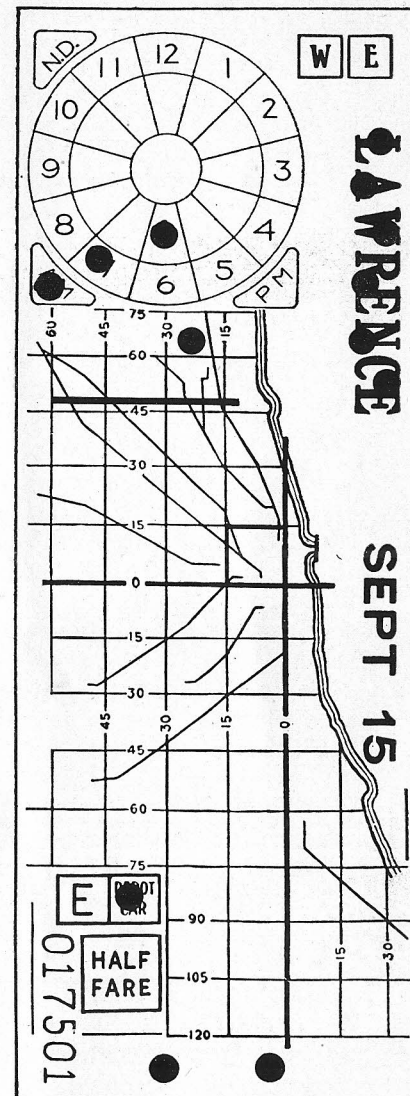
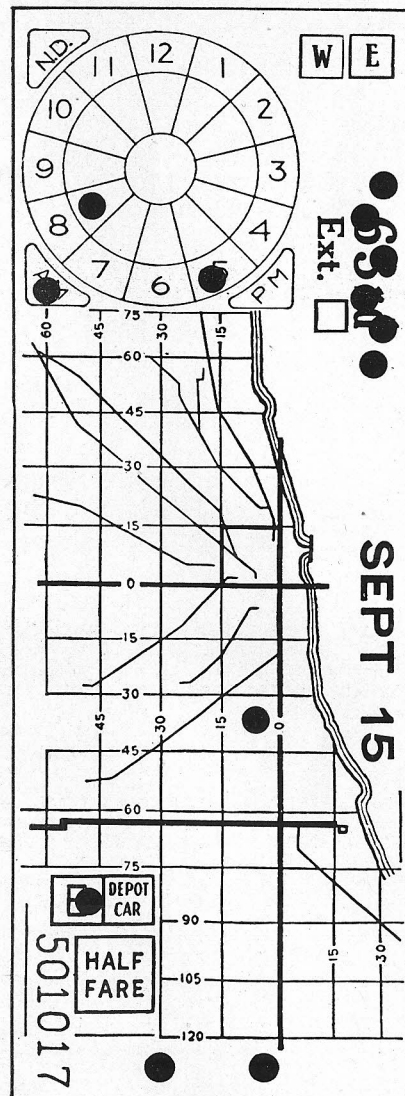
DIFFICULTY The Kedzie conductor will refuse this transfer since it appears to him that the passenger boarded the Chicago Avenue line eastbound between 1500 and 3000 west and then walked back or got back to Kedzie in some other way.
Time and Date O. K.

EMERGENCY TRANSFER CORRECTLY PUNCHED

DEPOT CAR TRANSFER CORRECTLY PUNCHED

DIRECTION MUST NOT BE
PUNCHED

DIRECTION MUST NOT BE
PUNCHED



See page 5 for rules on punching
Emergency Transfer

See page 6 for rules on punching
Depot Car Transfer

EMERGENCY OR DEPOT CAR TRANSFERS ARE NEVER RETURNED FOR ADDITIONAL RIDES

Conductors receiving either an Emergency Transfer or a Depot Car Transfer must check it to see that it is good. If the passenger wishes to make additional rides, the conductor will issue one of his regular "cash" transfers in its place.

SECTION II

CORRECT METHOD OF CHECKING TRANSFERS

Speed in checking transfers is very important in order to avoid delays both to cars and to passengers. However, the transfer should be checked sufficiently to insure that it is valid and that the company is not losing a fare.

In most cases the following quick check is sufficient to determine that the transfer is good.

First—note the difference between the time punched on the clock and the time the transfer is presented and see if the passenger has crossed enough zones (at 10 minutes per zone) to justify this amount of traveling time. (See time check illustration on page 21 and similarity of clock diagram to a standard watch on page 22.)

Second—check to see that the passenger is riding away from the starting zone or starting point of his trip.

This complete check can be made in less than three (3) seconds and it is sufficient for more than three-quarters of the transfer rides on the system. Transfers having more than two (2) punchmarks must be checked more thoroughly to be sure that the passenger is making a valid ride. The methods of checking and dealing with such complex trips are described below:

To be valid for a ride the transfer must meet the following conditions:

First—It must be presented before the time allowance is consumed.

Second—It must be presented for a ride in the proper direction and over a reasonable route.

Third—It must be presented on the correct date.

Fourth—It must be presented at the proper transfer point.

Complete Description of Time Check

To see if the transfer is late, check the time clock in connection with the zone map as follows:

READ THE CLOCK Note the difference between the time punched on the clock and the time the transfer is presented. (See time check illustration on page 21 and similarity of the clock diagram to a standard watch on page 22.)

CHECK THE MAP See that there are enough zones, at 10 minutes per zone, between the first punchmark and the point of presentation of the transfer to equal the difference in time found in the first step. (See illustrations on pages 21, 24 and 25.)

Note: When the passenger's trip includes an allowable reverse ride, time must be computed along the route of travel. (See illustration on page 25.)

If this zone check shows that the passenger is late, the transfer must then be examined more carefully to see if any extra time allowances are to be added. These may be:

1. An additional 5 minutes for three rides in one zone. (See illustration on page 23.)
2. An additional 5 minutes on trips passing through the central business district zone. (This zone is enclosed by a heavy line as a signal to conductors.)
3. Extra time due to long headways or delays in service. (See discussion on delays on page 6.)

The 10 minutes allowed for changing cars at transfer points is not listed here since this allowance is figured in each trip by counting the zone in which the passenger's trip started. (See illustration on page 24.)

Complete Description of Direction and Reasonable Route Check

Since many riders are not well enough acquainted with the lines of the system to choose the most direct routes on some trips and since better cars or faster service is often available on a somewhat less direct route, passengers are allowed some leeway on most trips.

While passengers are not required to travel the most direct route on most trips, the routes chosen must be reasonably direct. A route which meets the requirements of the rules listed below is considered a reasonably direct route:

1. Passengers may make a short reverse ride, with respect to their general direction of travel, on either the first ride or last ride of the trip.
2. Passengers who travel in one general direction (without reversals) may use two lines more than the smallest number needed to make the trip.
3. Passengers must not cross lines which they have previously RIDDEN OR CROSSED on the trip.

The restrictions on the routes which passengers may use in making various types of trips will be discussed under the following headings:

1. Trips on which passengers must use the most direct routes.

2. Trips on which passengers may make a reverse direction ride.
3. Trips on which passengers may ride two lines more than the smallest number necessary to make the trip.
4. Trips on which passengers may ride back toward the line on which they started.

1. TRIPS ON WHICH PASSENGERS MUST USE THE MOST DIRECT ROUTES

First—A trip between points on a single line.

If a passenger starting on Madison Street between Crawford and Kedzie wants to go to Madison and Halsted for one fare he must ride the Madison line directly to Halsted.



FIGURE 1

If, instead of using this most direct route, he transfers north to Lake Street or south to Van Buren Street and then rides east on either of these lines, his ride on Halsted will be refused when he attempts to ride back toward Madison Street, the line on which his transfer was issued. See FIGURE 1.

Second — A trip between certain points on intersecting lines.

If a passenger starts on 51st Street between Kedzie and Western and wants to ride to a point on Damen north of 59th for a single fare, he must use the most direct route—east on 51st and south on Damen.

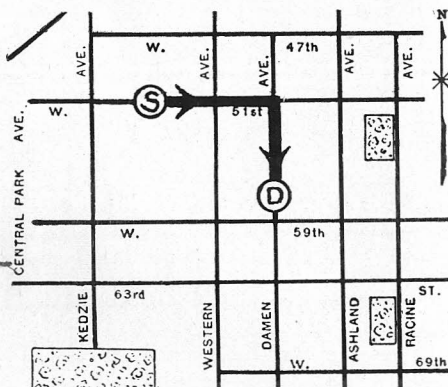


FIGURE 2

The routes, 51st, Kedzie, 59th, Damen or 51st, Western, 59th, Damen are both unreasonable routes for this trip. See FIGURE 2.

Third—Trips between points where the most direct route is the only reasonable route since any other route would require the passenger to cross a line which he has previously crossed on the trip.

If a passenger starts on 51st Street west of Kedzie and wants to ride to a point on the Crawford line south of 26th, he must use the most direct route—east on 51st, north on Kedzie, west on 26th and south on Crawford.

If he rides east to Western on this trip his westbound ride on 26th will be limited to Kedzie, the line previously crossed.

Likewise if he rides north on Kedzie to Cermak Road his southbound ride on Crawford will be limited to 26th Street which has previously been crossed on the trip. See FIGURE 3.

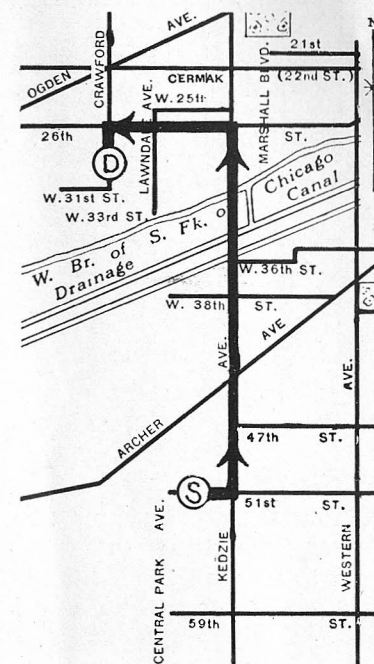


FIGURE 3

2—TRIPS ON WHICH PASSENGERS MAY MAKE A REVERSE DIRECTION RIDE

Reversal of Direction Near the Beginning of the Trip. (See page 18 for the exact meaning of "near the beginning of the trip.")

Rule: A transfer presented for a reverse ride near the beginning of the trip should be punched and returned **UNLESS THE PASSENGER IS ATTEMPTING A ROUND TRIP, IN WHICH CASE HIS TRANSFER SHOULD BE REFUSED AND A CASH FARE COLLECTED.**

Passengers presenting transfers for reverse rides near the beginning of the trip and over lines within a mile apart must be questioned as to their destination. See Figures 4, 5, 6 and 7 below for method of dealing with typical reversals of this kind. (See also illustrations on pages 26 and 28.)

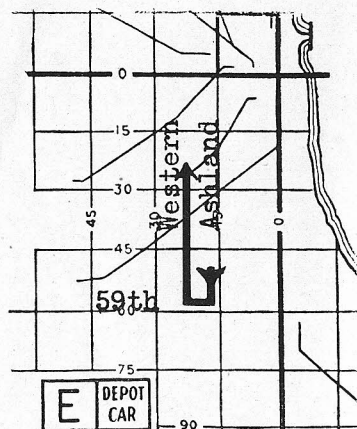


FIGURE 4

The Western Avenue conductor should question the passenger and then punch and return the transfer if his destination is more than a mile from his starting point.

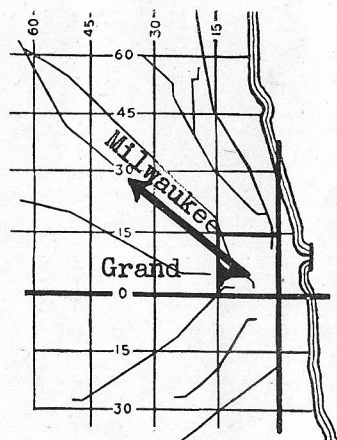


FIGURE 6

The Milwaukee Avenue conductor should question the passenger and then punch and return the transfer if his destination is more than a mile from his starting point.

Transfers presented for reverse rides near the beginning of the trip and over lines more than a mile

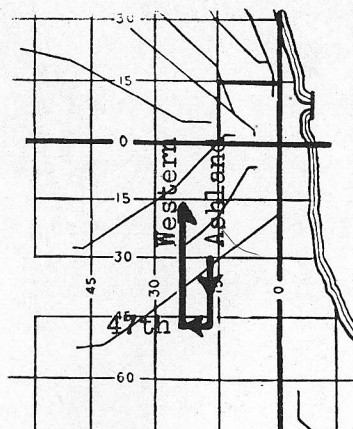


FIGURE 5

OK for unlimited reversal on Western Avenue if round trip is not being attempted, since 47th is the first line reached after leaving the starting zone. See rule opposite FIGURE 21.



FIGURE 7

The Grand Avenue conductor should question the passenger and then punch and return the transfer if his destination is more than a mile from his starting point.

apart must be punched and returned without questioning the passenger. See Figures 8, 9, 10, 11 and 12 below for typical reversals of this type.

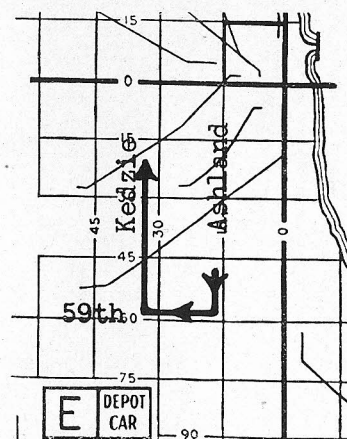


FIGURE 8

Kedzie Avenue conductor should punch and return the transfer without questioning the passenger.

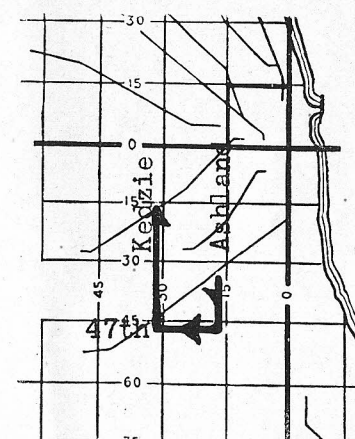


FIGURE 9

OK for unlimited reversal on Kedzie Avenue, since 47th is the first line reached after leaving the starting zone. See rule opposite FIGURE 21.

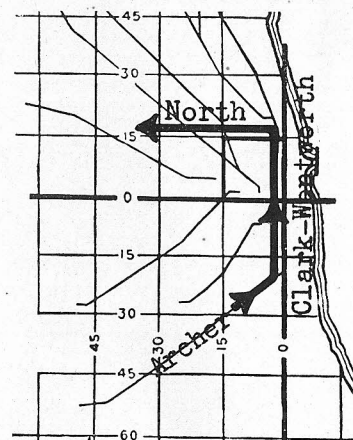


FIGURE 10

North Avenue conductor should punch and return the transfer without questioning the passenger.

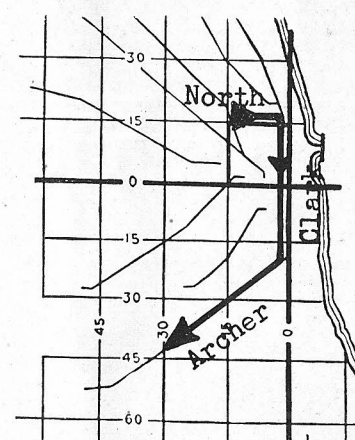


FIGURE 11

Archer Avenue conductor should punch and return the transfer without questioning the passenger.

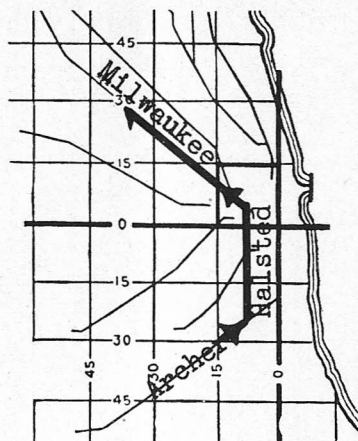


FIGURE 12

Milwaukee Avenue conductor should punch and return the transfer without questioning the passenger.

Reversal of Direction Near the End of the Trip. (See page 18

for the exact meaning of "near the end of the trip.")

Rule: Transfers presented for reverse rides near the end of the trip must be picked up and the ride limited to the last line which the passenger has previously crossed on the trip.* (See Figures 13 to 20 inclusive below and illustrations on pages 29, 30 and 31.)



FIGURE 13

The Western Avenue conductor should pick up the transfer and limit the ride to 51st street.*

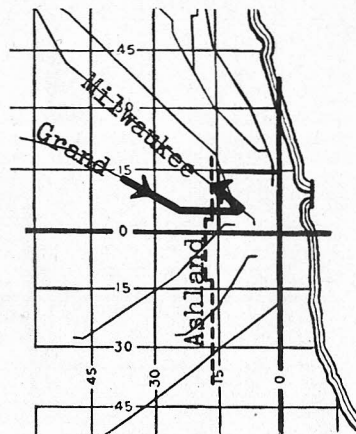


FIGURE 14

The Milwaukee Avenue conductor should pick up the transfer and limit the ride to Ashland Avenue.*

*In cases such as those illustrated above, the transfer will be punched and returned if the passenger wants to ride a line before reaching the last line which he has previously crossed on the trip.

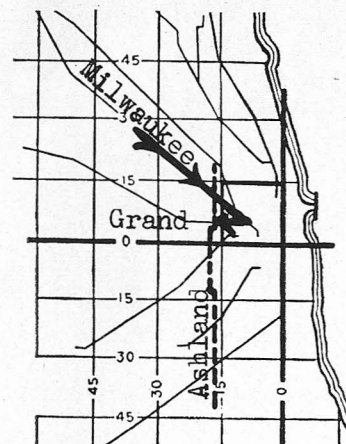


FIGURE 15

The Grand Avenue conductor should pick up the transfer and limit the ride to Ashland Avenue.*

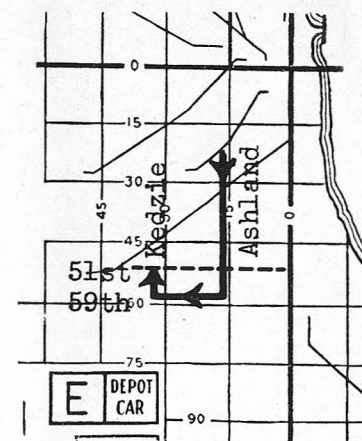


FIGURE 16

The Kedzie Avenue conductor should pick up the transfer and limit the ride to 51st Street.*

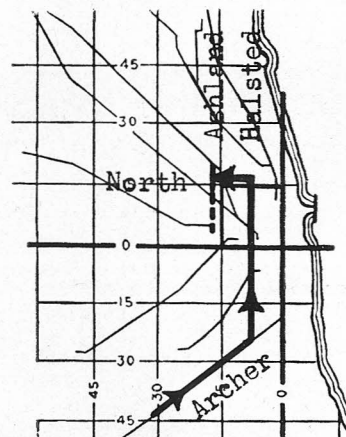


FIGURE 17

The North Avenue conductor should pick up the transfer and limit the ride to Ashland Avenue.*

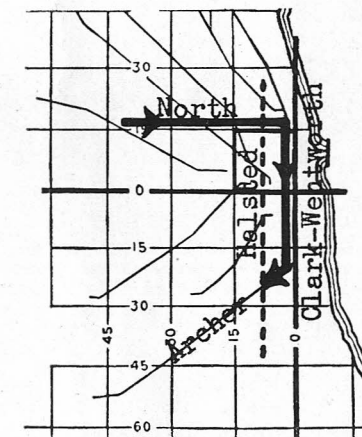


FIGURE 18

The Archer Avenue conductor should pick up the transfer and limit the ride to Halsted Street.*

*In cases such as those illustrated above, the transfer will be punched and returned if the passenger wants to ride a line before reaching the last line which he has previously crossed on the trip.

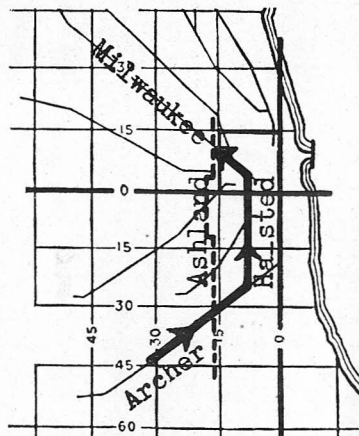


FIGURE 19

The Milwaukee Avenue conductor should pick up the transfer and limit the ride to Ashland Avenue.*

Explanation of the exact meaning of "reversals near the beginning of the trip" and "reversals near the end of the trip" (see Figure 21):

If a passenger started south on a line in zone C, transferred to a westbound line in zone C and then transferred to a northbound route in zones C, D, E or F, the reversal is considered NEAR THE BEGINNING OF THE TRIP.

Likewise if the passenger started south on a line in zone B and transferred west on the first line he reached in zone C, a reversal in zones C, D, E or F is considered NEAR THE BEGINNING OF THE TRIP. See also FIGURES 5 and 9.

However, if the passenger started south in zone A, transferred west in zone C and then transferred north in zones C, D, E or F, the reversal is considered NEAR THE END OF THE TRIP.

If the passenger started south in zone B, crossed the first car line in zone C and then transferred west on some other line in zone C, a reversal in zones C, D, E or F is considered NEAR THE END OF THE TRIP.

*In cases such as those illustrated above, the transfer will be punched and returned if the passenger wants to ride a line before reaching the last line which he has previously crossed on the trip.

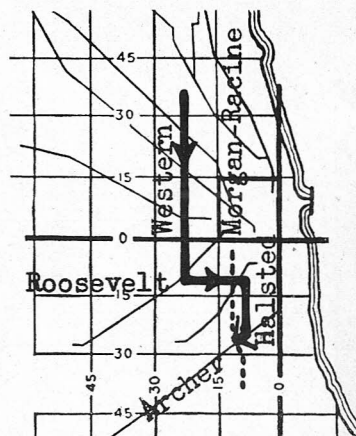


FIGURE 20

The Archer Avenue conductor should pick up the transfer and limit the ride to Throop Street.*

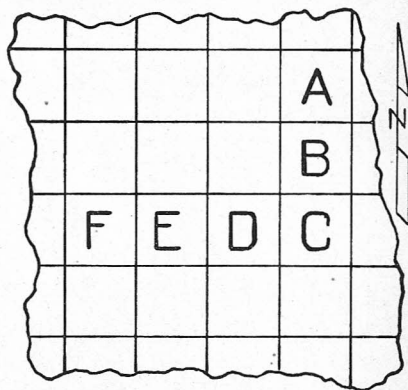


FIGURE 21

3—TRIPS ON WHICH PASSENGERS MAY RIDE TWO LINES MORE THAN THE SMALLEST NUMBER NECESSARY TO MAKE THE TRIP

Rule: A transfer containing 4 punchmarks should be picked up and the passenger allowed to ride, EXCEPT THAT IT MAY BE PUNCHED AND RETURNED FOR USE ON A LINE THAT DOES NOT INTERSECT A LINE THAT HE HAS PREVIOUSLY RIDDEN. (See illustration on page 32.)

Note: If the passenger has an extra punchmark due to using a branch or extension line on the trip, the above rule should not be applied to his transfer until it contains 5 punchmarks.

The Roosevelt conductor should pick up the transfer and let the passenger ride unless he wishes to ride next on a line which does not intersect Fullerton or Chicago. For example, his transfer would be punched and returned for use on Morgan-Racine line. (See Figure 22.)

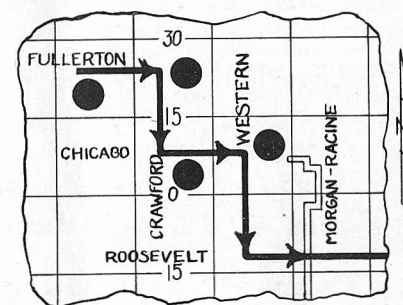


FIGURE 22

On this trip the first questioning of the passenger will be done by the Roosevelt Road conductor and then only if the passenger asks to have the transfer back.

4—TRIPS ON WHICH PASSENGERS MAY RIDE BACK TOWARD THE LINE ON WHICH THEY STARTED

Another restriction on the passenger's routing is that he must not cross a line which he has previously ridden or crossed on the trip. Furthermore, a passenger is not permitted to ride back toward the line on which his trip started UNLESS THIS STARTING LINE IS A DIAGONAL LINE. (See illustrations on page 33.)

Examples which explain the correct method of dealing with trips of both types are explained below:

Example 1. Trips starting on north and south or east and west lines.

A passenger starts north on Kedzie near Cermak Road, rides west on Roosevelt, north on Crawford and presents his transfer for an eastbound ride on Madison to a destination between Crawford and Kedzie.

This ride on Madison would be refused because the passenger is using an unreasonable route since he first rode away from his starting line and is now attempting to ride back toward it.

The proper route to be used (north on Kedzie and west on Madison in this case) should always be explained to the passenger when rides of this type are refused.

Example 2. Trips starting on diagonal lines.

A passenger starts northeast on Ogden west of Crawford, rides north on Kedzie and boards an east-bound car on Van Buren. The ride on Van Buren will be limited to Ogden, the diagonal line on which the trip started.

The transfer will be punched and returned only when the passenger states that his next ride is to be on Western or Damen lines. If a conductor on Ashland, Morgan-Racine, Halsted or a line farther east receives this transfer, it should be refused. (See illustration on page 33.)

Check of the Correct Date

To check the date see that transfers punchmarked "AM" or "PM" are presented on the date printed on the face of the transfer. Of course, valid trips started before midnight may be completed when they require rides after midnight.

Transfers punched "N.D." indicate that the passenger's trip started between midnight and 3:00 AM of the morning following the date printed on the transfer.

See That the Transfer Is Presented at the Proper Transfer Point

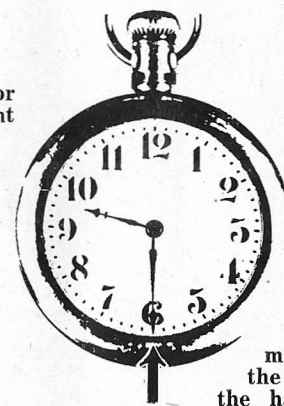
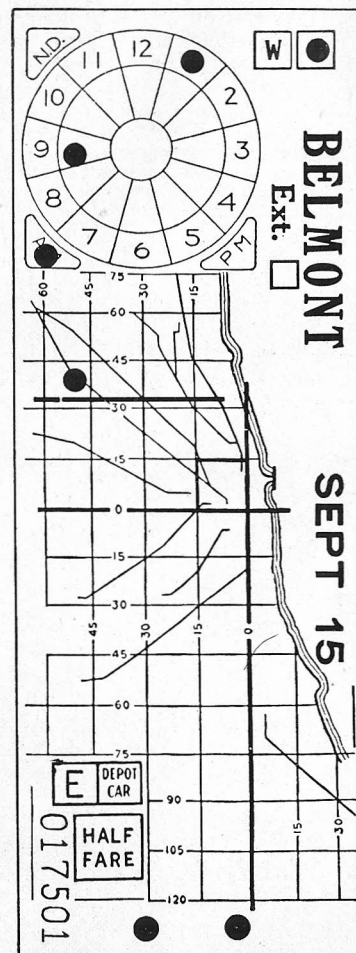
Transfers must be presented only at the following points:

1. At intersections where lines cross or where one of the lines ends.
2. At intersections where lines join together to operate over a certain section of street (converging point).
3. At intersections where lines separate after operating together over a section of street (diverging point).
4. At points where extension service ends and main line service begins.
5. At points where pull-in, branch line or turnback cars leave the main line. **THESE ARE THE ONLY INSTANCES WHEN TRANSFERS ARE GOOD FOR A SECOND RIDE ON A LINE PREVIOUSLY USED.** (See illustrations on page 41.)
6. At points where "walking transfers" are permitted from lines which do not cross (principally between State and Dearborn Streets in the central business district). (See illustrations on page 34 for walking transfers which are not valid.)

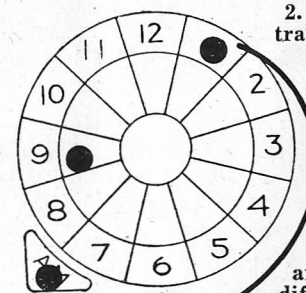
THE CORRECT METHOD OF CHECKING THE TRANSFER FOR TIME

This Complete Time Check Requires Approximately 2 Seconds

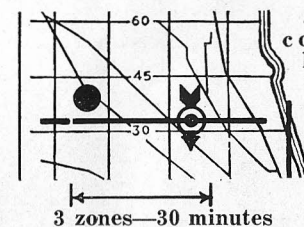
Transfer presented to a conductor southbound on Western at Belmont at 9:30 AM.



1. As the Western conductor arrives at Belmont he knows the position of the hands on his watch.



2. When the transfer is presented, he reads the transfer clock—AM 9:05—by the POSITION OF THE PUNCH-MARKS and notes the difference between this time and the time shown by his watch—25 minutes.

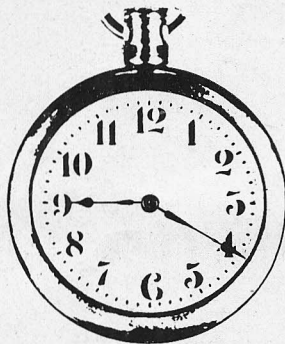


3. Since the conductor knows which zone he is in, he can see that the passenger has ridden in three zones. This gives him a time allowance of 30 minutes which is more than the time he has used. The transfer is O. K. for time.

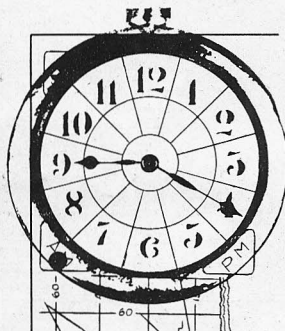
2 Seconds May Prevent the Loss of 7 Cents

THE TRANSFER CLOCK IS BASED ON THE FAMILIAR CLOCK, OR WATCH, METHOD OF INDICATING TIME

The Steps by Which the Conductor's Watch Was Changed to Serve as a Transfer Clock Are Shown Below

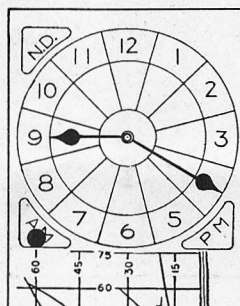


Standard conductor's watch.



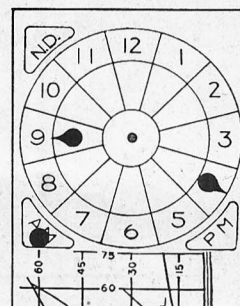
First Step

Watch face divided into hour and minute spaces.



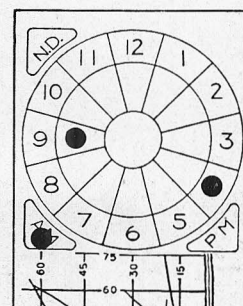
Second Step

Case removed and figures lightened to make the hands stand out.



Third Step

Only the outer ends of the hands are needed to indicate time.



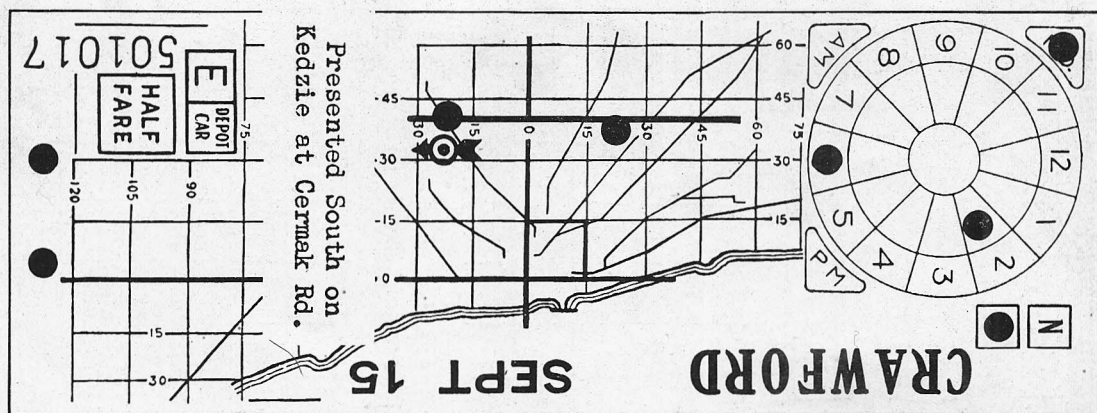
Fourth Step

Punchmarks take the place of the outer ends of the hands.

The method which most conductors use in reading the watch at the left can be applied equally well in reading the transfer clock at the right. That is, the position of the hands on the watch, which are replaced by punchmarks on the transfer clock, indicates clearly that the time is 9:20, although the number 20 does not appear in either case. Likewise, there would be no doubt that the time shown was 9:20 even if the hour figures were removed from both the watch and the transfer clock. Speed in checking transfers depends upon this principle of complete freedom from the necessity of reading numbers.

ALWAYS READ THE TRANSFER CLOCK BY THE POSITION OF THE PUNCHMARKS.

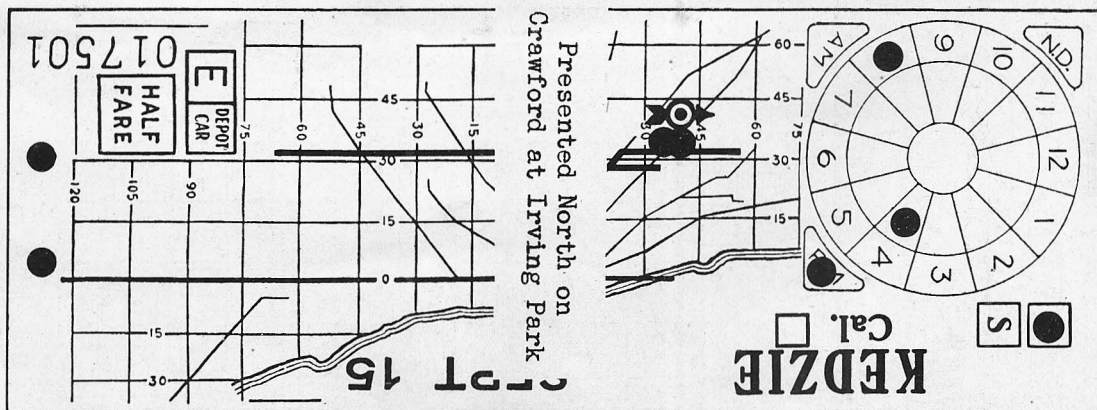
TRANSFERS PRESENTED FOR THE THIRD RIDE IN ONE ZONE



ACTION TO An extra five minutes BE TAKEN to be allowed.

REASON Two previous rides have been taken in this zone in which the passenger is starting his third ride. Note that only one punchmark appears in the zone of the three rides in this case.

Time and Date O. K.

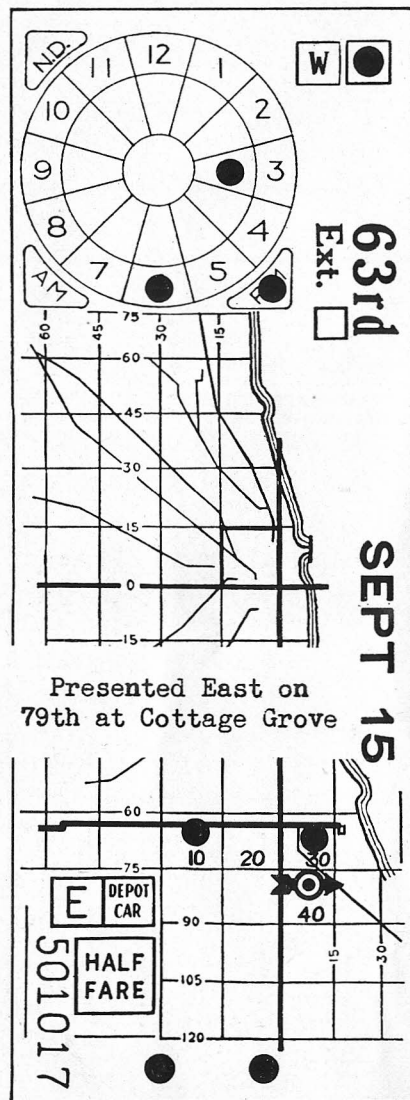


ACTION TO An extra five minutes BE TAKEN to be allowed.

REASON Two previous rides have been taken in this zone in which the passenger is starting his third ride. Note that when a transfer is presented for a third ride in the zone in which the trip started, two previous punchmarks will be found in this zone.

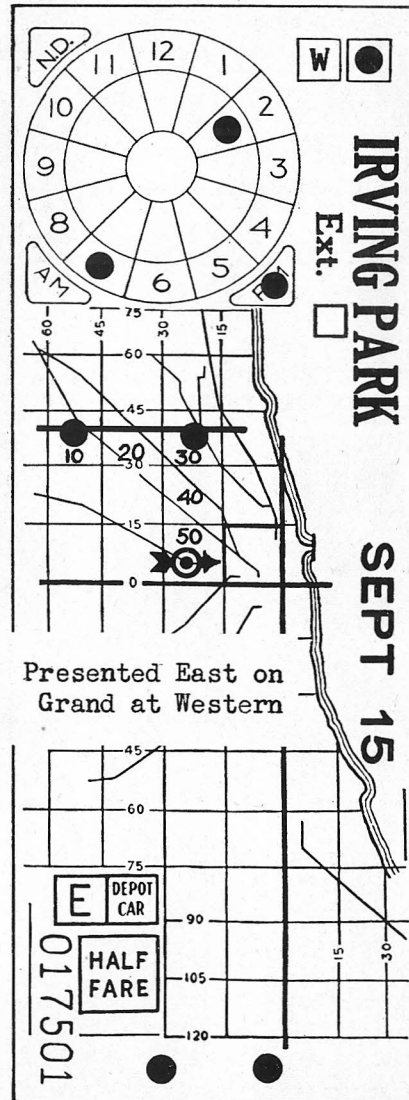
Time and Date O. K.

STANDARD METHOD OF COUNTING ZONES AND FIGURING TIME



ACTION TO BE TAKEN Allow 40 minutes traveling time on this trip. Count 10-20-30-40 minutes.

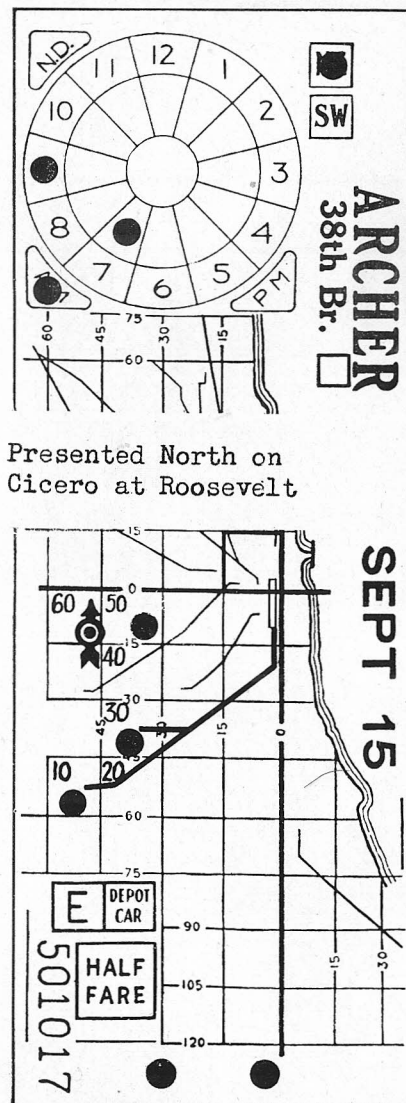
REASON THE ZONE COUNT ALWAYS INCLUDES THE ZONE IN WHICH THE TRIP STARTED. In this way the 10 minutes extra time allowed for delays and time lost in transferring on the trip is included without extra figuring. Time and Date O. K.



ACTION TO BE TAKEN Allow 50 minutes traveling time on this trip. Count 10-20-30-40-50 minutes.

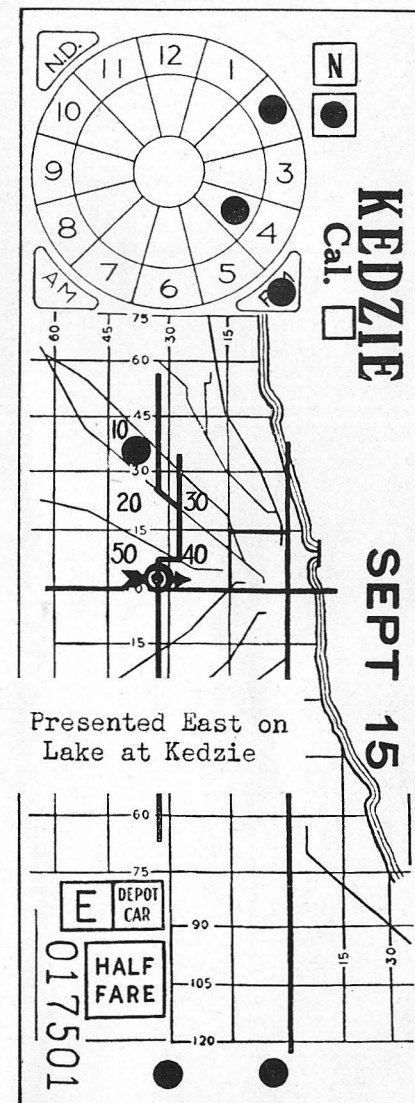
REASON THE ZONE COUNT ALWAYS INCLUDES THE ZONE IN WHICH THE TRIP STARTED. In this way the 10 minutes extra time allowed for delays and time lost in transferring on the trip is included without extra figuring. Time and Date O. K.

CORRECT METHOD OF COUNTING ZONES AND FIGURING TIME IN SPECIAL CASES



ACTION TO BE TAKEN 60 minutes traveling time to be allowed.

REASON In this case zones must be counted ALONG THE ROUTE OF TRAVEL in order to allow the passenger the correct amount of time. The short cut or "up and over" method will not work. Time and Date O. K.

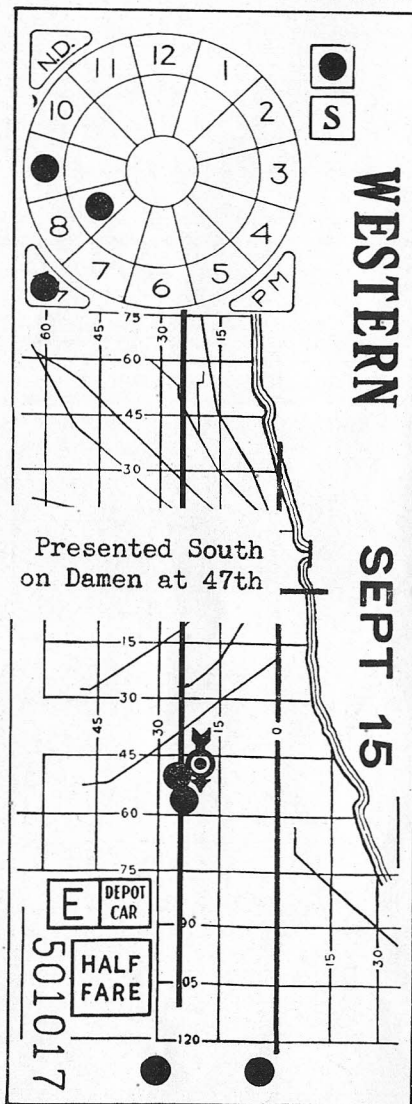


ACTION TO BE TAKEN 50 minutes traveling time to be allowed.

REASON In this case zones must be counted ALONG THE ROUTE OF TRAVEL in order to allow the passenger the correct amount of time. The short cut or "up and over" method will not work. Time and Date O. K.

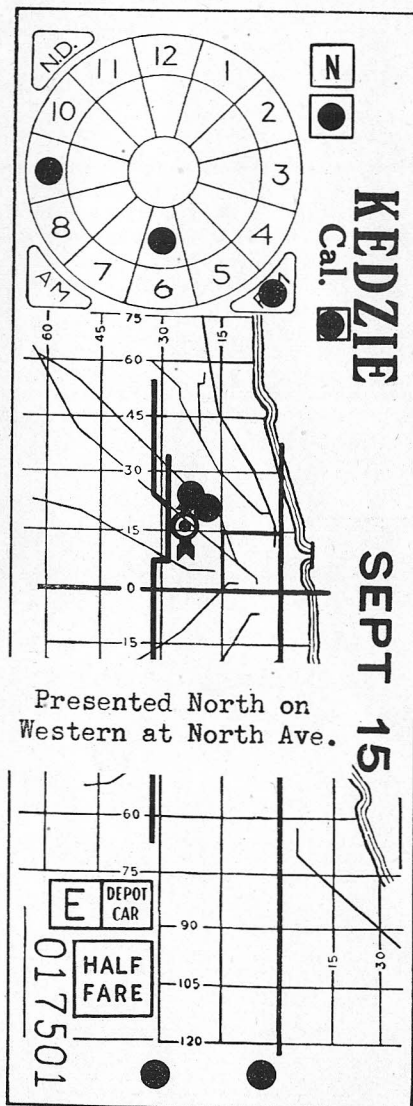
REVERSAL OF DIRECTION NEAR THE BEGINNING OF THE TRIP

REVERSAL ON LINES WITHIN A MILE APART



ACTION TO BE TAKEN Question passenger to avoid a round trip ride for one fare. If destination is not within walking distance of starting point, punch and return transfer.

REASON Damen is within a mile of Western Avenue. Reverse ride O. K. when conductor is satisfied that a round trip is not being made. Time and Date O. K.

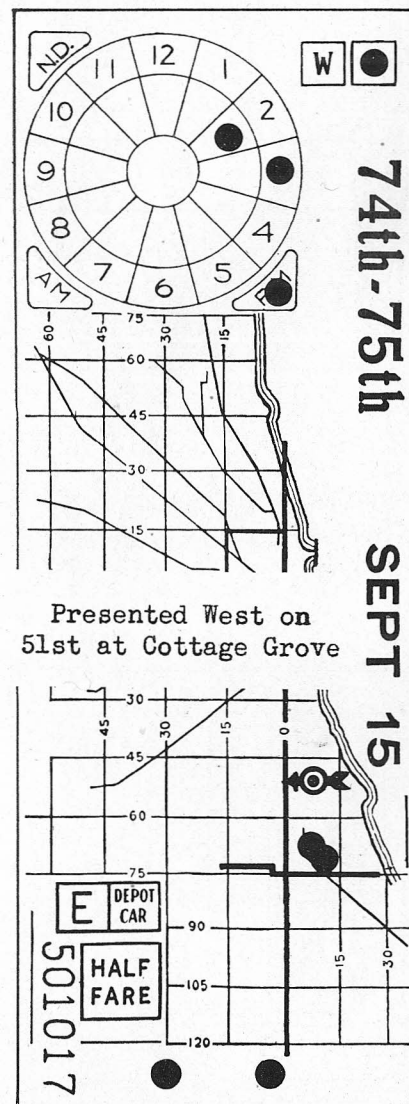


ACTION TO BE TAKEN Question passenger to avoid a round trip ride for one fare. If destination is not within walking distance of starting point, punch and return transfer.

REASON California is within a mile of Western Avenue. Reverse ride O. K. when conductor is satisfied that a round trip is not being made. Time and Date O. K.

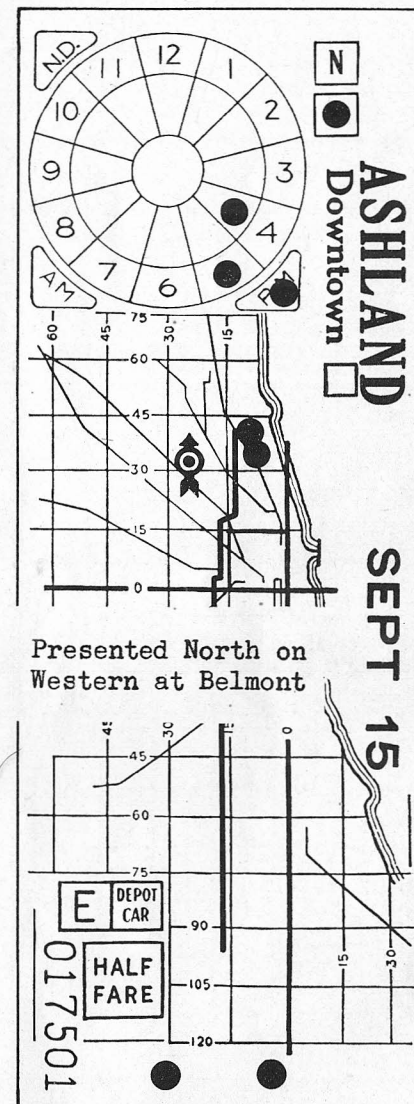
REVERSAL OF DIRECTION NEAR THE BEGINNING OF THE TRIP

REVERSAL ON LINES MORE THAN A MILE APART



ACTION TO BE TAKEN Transfer to be punched and returned. No questioning is necessary.

REASON This ride does not take the passenger back near his starting point. The first ride (74th-75th) was a short ride to reach a good route. Time and Date O. K.

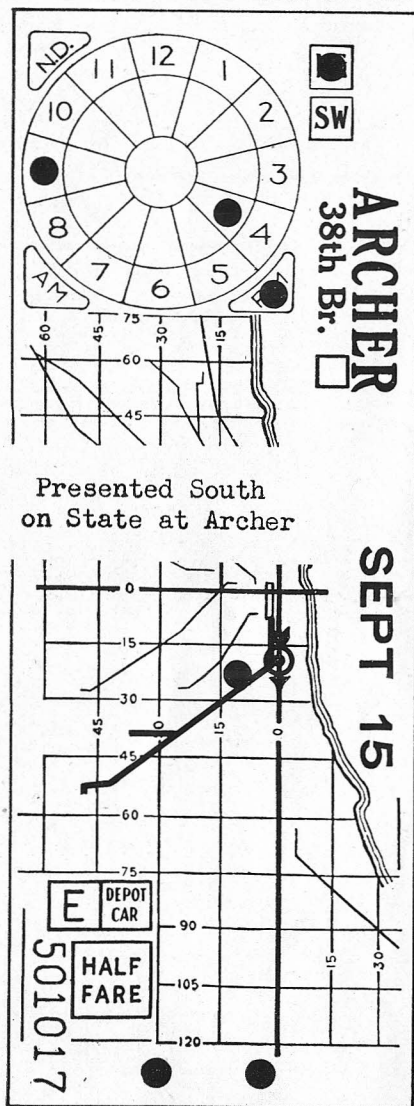


ACTION TO BE TAKEN Transfer to be punched and returned. No questioning is necessary.

REASON This ride does not take the passenger back near his starting point. The first ride (Ashland) was a short ride to reach a good route or to avoid an extra transfer. Time and Date O. K.

REVERSAL OF DIRECTION NEAR THE BEGINNING OF THE TRIP

REVERSAL INVOLVING A DIAGONAL LINE

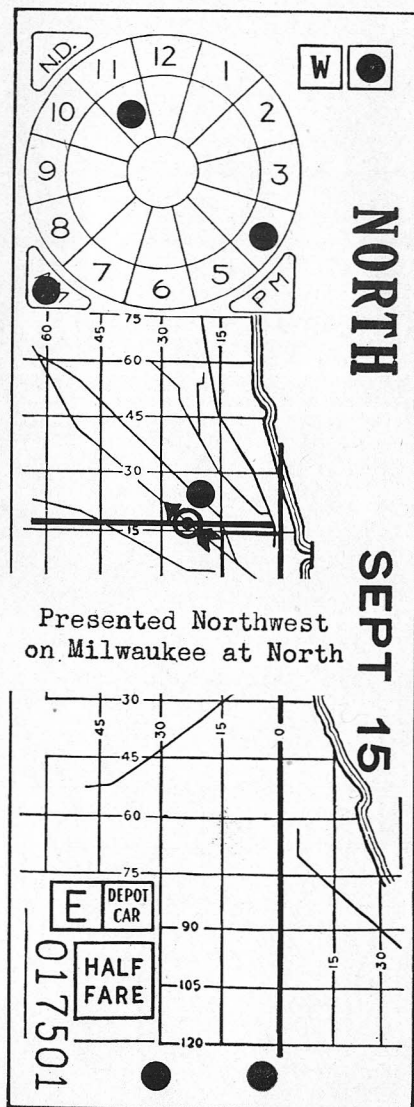


I

ACTION TO BE TAKEN Question passenger to avoid a round trip ride for one fare. If destination is not within walking distance of starting point, punch and return transfer.

REASON Reverse ride is O. K. when conductor is satisfied a round trip is not being made. Time and Date O. K.

Illustrations I and II show trips starting on diagonal and non-diagonal lines respectively.



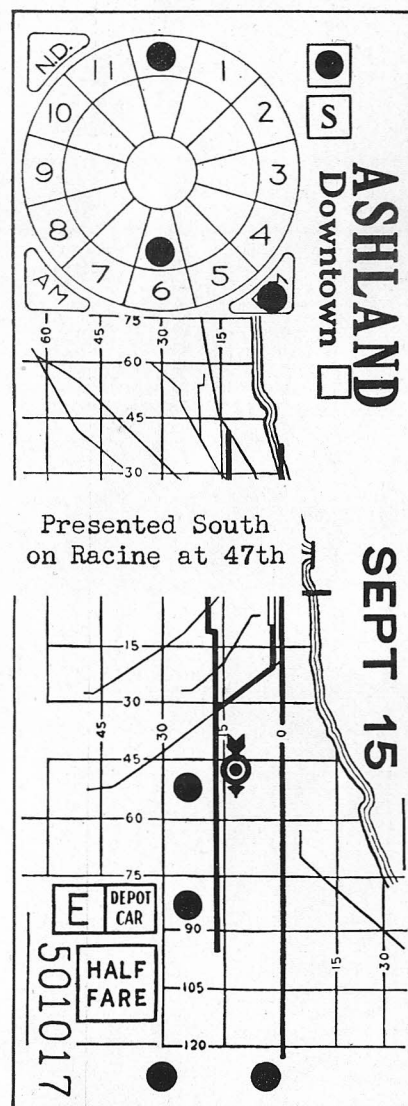
II

ACTION TO BE TAKEN Question passenger to avoid a round trip ride for one fare. If destination is not within walking distance of starting point, punch and return transfer.

REASON Reverse ride is O. K. when conductor is satisfied a round trip is not being made. Time and Date O. K.

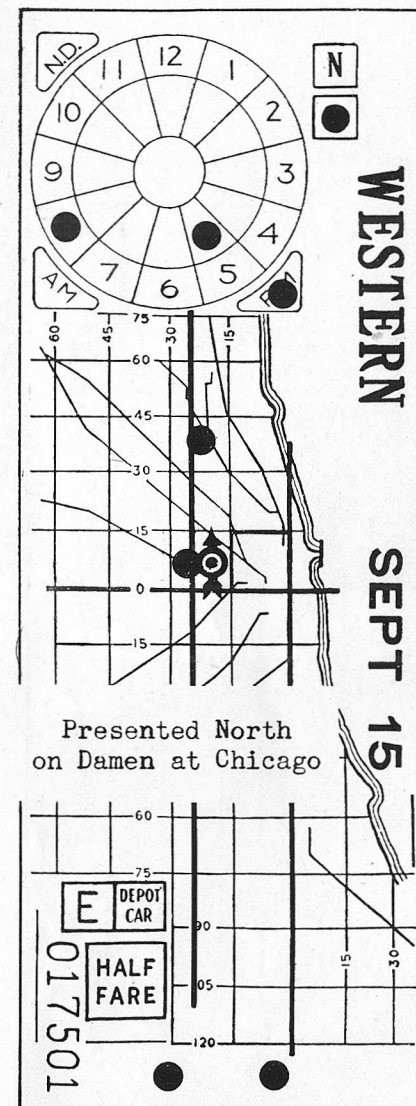
REVERSAL OF DIRECTION NEAR THE END OF THE TRIP

REVERSAL ON LINES WITHIN A MILE APART



ACTION TO BE TAKEN Ride to be limited to 51st Street. Transfer to be picked up.

REASON If destination is south of 51st, the passenger is using an unreasonable route in riding north to 47th Street. The eastbound ride should have been made on 51st or a line farther south. Time and Date O. K.

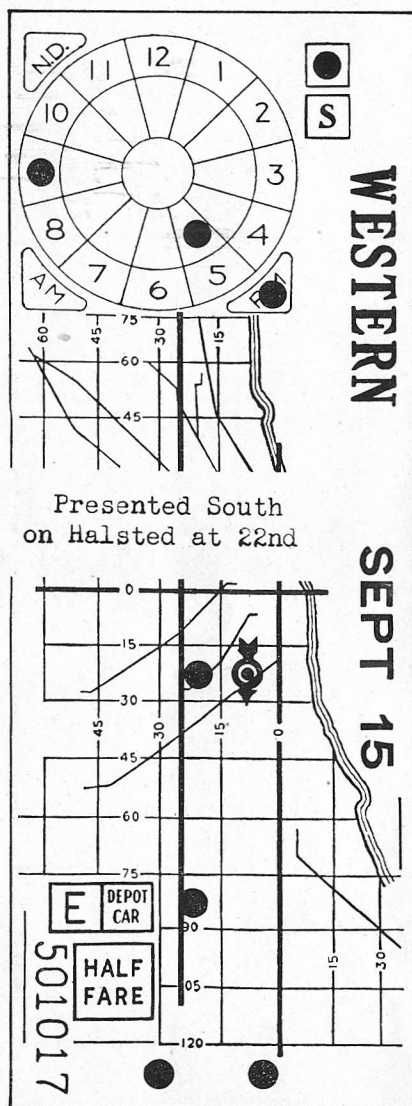


ACTION TO BE TAKEN Ride to be limited to Division Street. Transfer to be picked up.

REASON If destination is north of Division, the passenger is using an unreasonable route in riding south to Chicago Avenue. The eastbound ride should have been made on Division or a line farther north. Time and Date O. K.

REVERSAL OF DIRECTION NEAR THE END OF THE TRIP

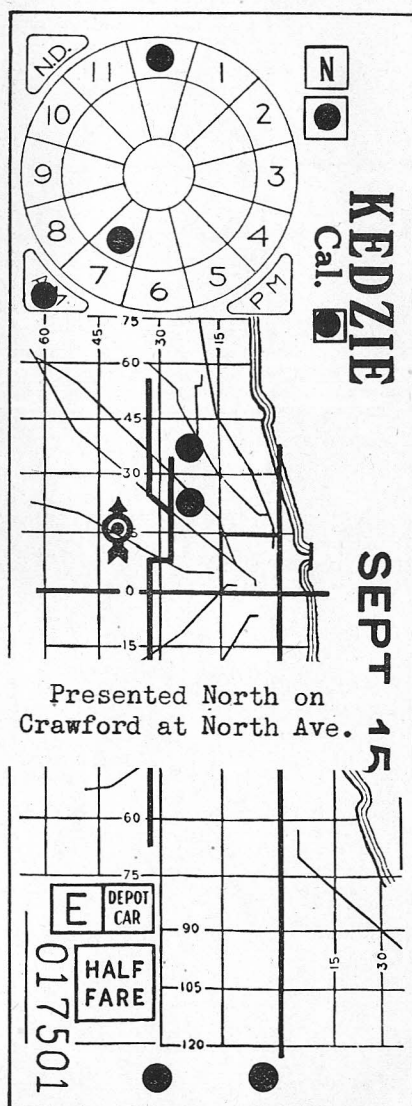
REVERSAL ON LINES MORE THAN A MILE APART



ACTION TO BE TAKEN Ride to be limited to Archer. Transfer to be picked up.

REASON If destination is south of Archer, the passenger is using an unreasonable route in riding north to 22nd Street. The eastbound ride should have been made on Archer or a line farther south.

Time and Date O. K.



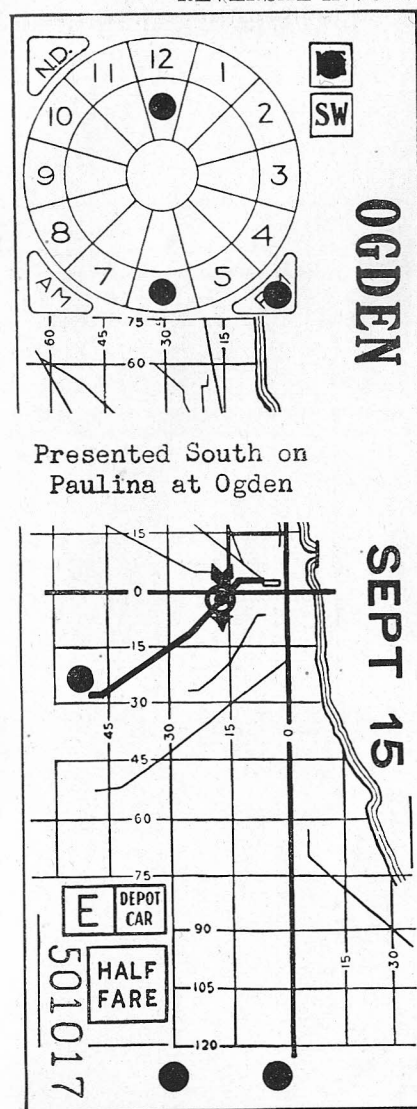
ACTION TO BE TAKEN Ride to be limited to Armitage. Transfer to be picked up.

REASON If destination is north of Armitage, the passenger is using an unreasonable route in riding south to North Avenue. The westbound ride should have been made on Armitage or a line farther north.

Time and Date O. K.

REVERSAL OF DIRECTION NEAR THE END OF THE TRIP

REVERSAL INVOLVING A DIAGONAL LINE

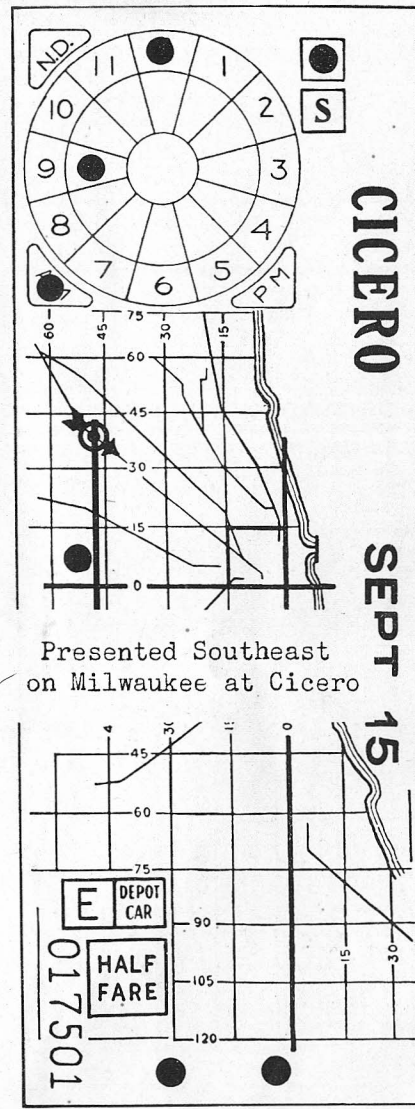


ACTION TO BE TAKEN Ride to be limited to Van Buren—transfer to be picked up.

REASON If destination is south of Van Buren, the passenger is using an unreasonable route in riding north to Ogden and Paulina. An eastbound ride should have been made on Van Buren or a line farther south.

Time and Date O. K.

Illustrations I and II show trips starting on diagonal and non-diagonal lines respectively

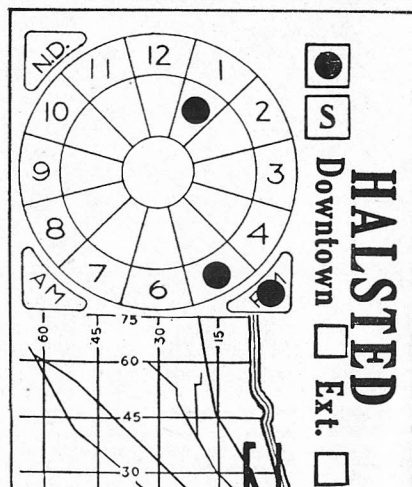


ACTION TO BE TAKEN Ride to be limited to Belmont—transfer to be picked up.

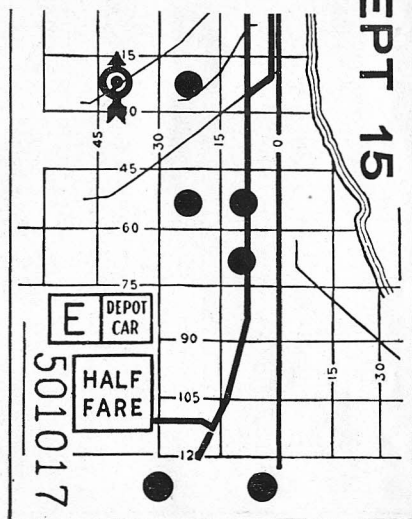
REASON If destination is south of Belmont, the passenger is using an unreasonable route in riding north to Irving Park and Milwaukee. An eastbound ride should have been made on Belmont or a line farther south.

Time and Date O. K.

**TRANSFERS CONTAINING FOUR PUNCHMARKS
PRESENTED FOR RIDES IN ONE GENERAL DIRECTION**



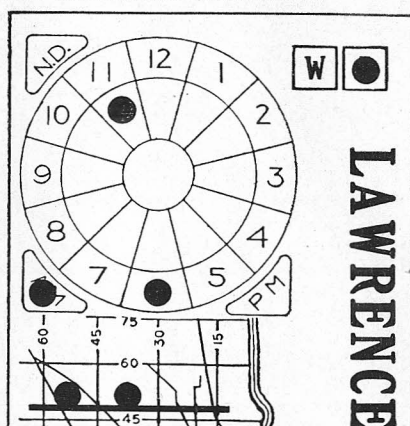
Presented North on
Crawford at Cermak Rd.



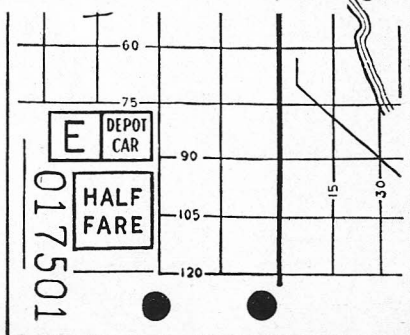
ACTION TO BE TAKEN Passenger allowed to ride. Transfer to be picked up unless it is to be used on Diversey, when it should be punched and returned.

REASON Transfer contains four punchmarks and should be returned only if passenger's next ride is on a line that does not intersect a line he has previously ridden.

Time and Date O. K.



Presented East on
Roosevelt at Western

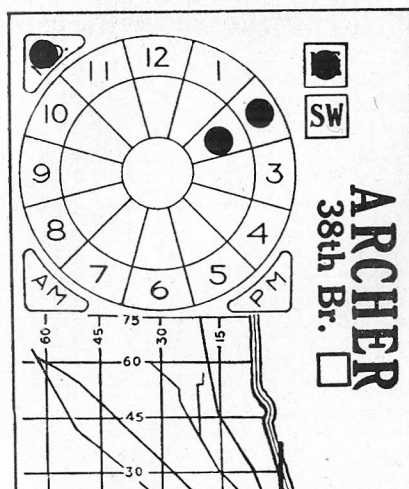


ACTION TO BE TAKEN Passenger allowed to ride. Transfer to be picked up unless it is to be used on Morgan-Racine or on certain routes on State or Wabash, when it should be punched and returned.

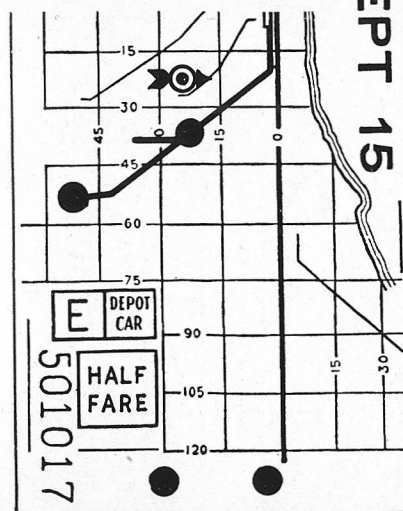
REASON Transfer contains four punchmarks and should be returned only if passenger's next ride is on a line that does not intersect a line he has previously ridden.

Time and Date O. K.

**TRANSFER PRESENTED FOR A RIDE
TOWARD DIAGONAL LINE ON WHICH THE TRIP STARTED**



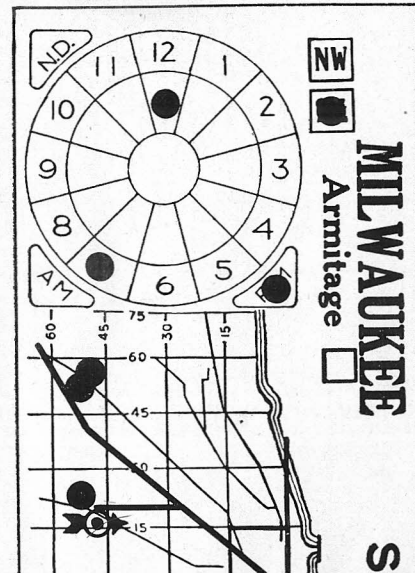
Presented East on
Cermak Rd. at Western



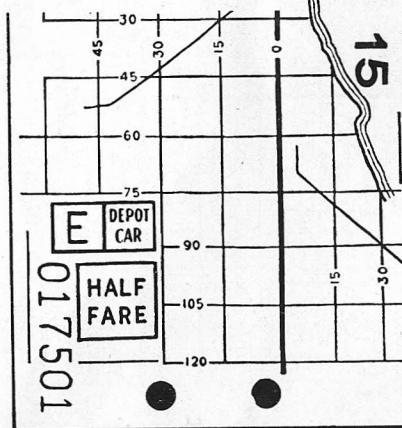
ACTION TO BE TAKEN Ride to be limited to Archer Avenue. Transfer to be returned if passenger wishes to transfer to 18th, Damen, Blue Island, Ashland, Morgan-Racine or Halsted.

REASON The passenger is permitted to ride two lines more than the smallest number needed to make the trip, but he cannot cross a line which he has previously ridden or crossed.

Time and Date O. K.



Presented East on
North at Cicero



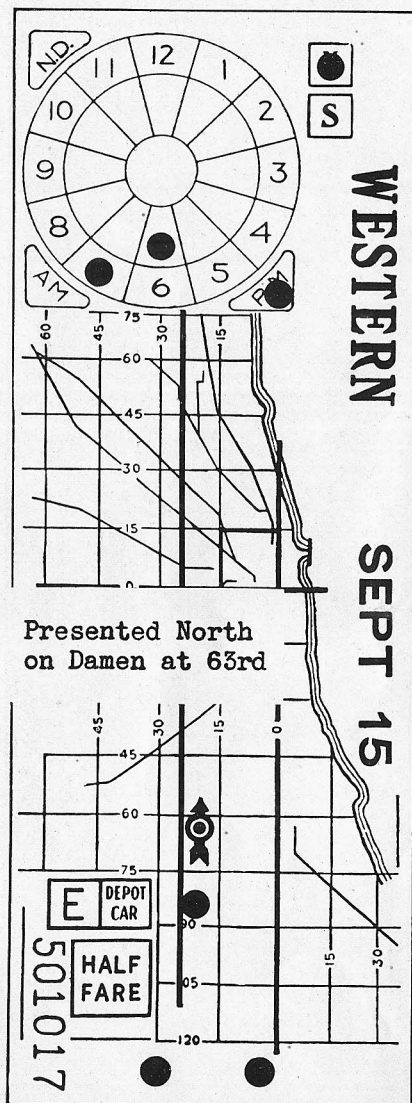
ACTION TO BE TAKEN Ride to be limited to Milwaukee Avenue. Transfer to be returned if passenger wishes to use Grand, Crawford, California or Western.

REASON The passenger is permitted to ride two lines more than the smallest number needed to make the trip, but he cannot cross a line which he has previously ridden or crossed.

Time and Date O. K.

WALKING BETWEEN LINES

(WHERE "WALKING TRANSFERS" ARE NOT PERMITTED)

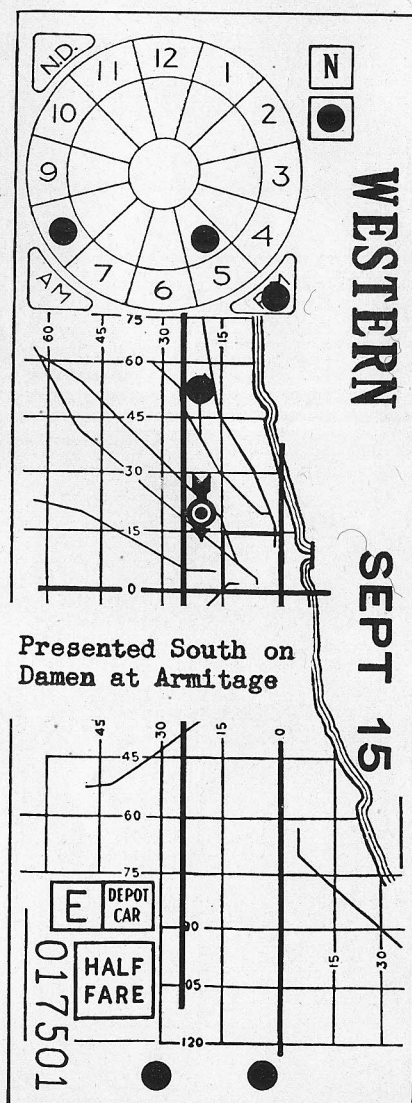


ACTION TO BE TAKEN

Ride to be refused.

REASON A walk is evident since the transfer would have another punchmark if the passenger had ridden the 63rd line.

Time and Date O. K.



ACTION TO BE TAKEN

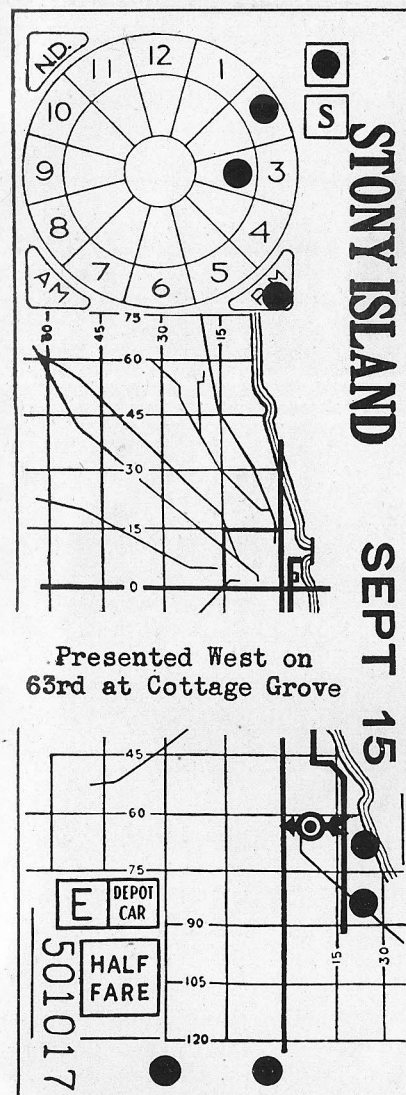
Ride to be refused.

REASON A walk is evident since the transfer would have another punchmark if the passenger had ridden the Armitage line.

Time and Date O. K.

TWO RIDES ON ONE LINE

(STOP-OVER EVIDENT)

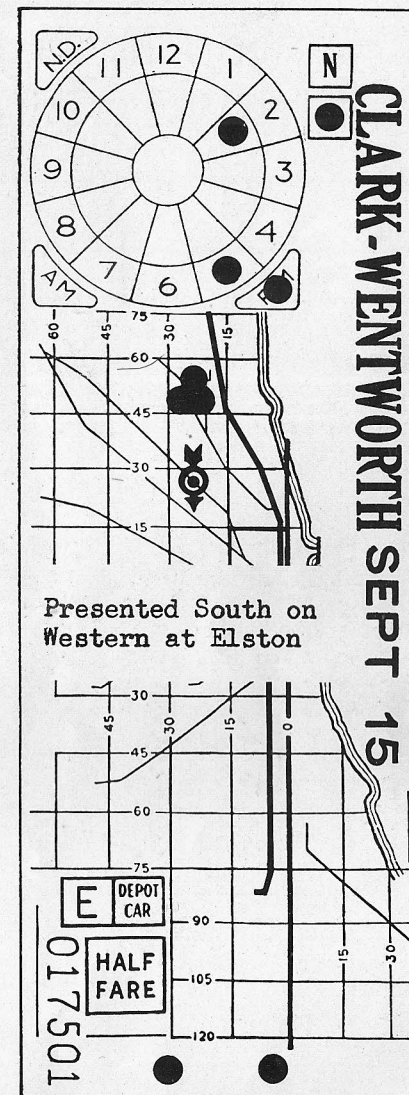


ACTION TO BE TAKEN

Ride to be refused.

REASON Transfer indicates a second ride on 63rd or a walk from some nearby line since there is no punchmark to show how the passenger could have reached 63rd and Cottage Grove except by using 63rd Street line.

Time and Date O. K.



ACTION TO BE TAKEN

Ride to be refused.

REASON Transfer indicates a second ride on Western or a walk from some nearby line since there is no punchmark to show how the passenger could have reached Elston and Western except by using Western Avenue line.

Time and Date O. K.

SECTION III

CORRECT METHOD OF REPUNCHING TRANSFERS WHEN PASSENGERS WANT THEM RETURNED

All valid transfers which passengers ask to have returned must be repunched in the same zone in which they are presented (except in the special cases described in Paragraphs C, D and E below).

Paragraphs A and B explain the correct method of repunching transfers received on routes or from routes operating along zone boundary line streets. Paragraphs C, D and E explain the method of handling pull-out and pull-in, turnback, emergency and depot car transfers respectively.

A. Transfers Received by Conductors Operating on Zone Boundary Lines Conductors operating on Madison Street, 75th Street, State Street or Commercial Avenue must repunch transfers on the same side of the zone boundary lines as previous punchmarks are located. (See illustrations on page 39.)

B. Transfers Received from Cars Operating on Zone Boundary Lines Transfers which were last used on cars operating on zone boundary lines must be repunched on the same side of this zone boundary line as previous punchmarks are located. (See illustrations on page 40.)

C. Transfers from Pull-in or Turnback Cars Transfers which were last used on pull-in or turnback cars **MUST NOT BE REPUNCHED** when they are returned to passengers. (See illustrations on page 41.)

D. Emergency Transfers A valid emergency transfer must not be returned to the passenger. If the passenger wants to make additional rides a "cash" transfer must be issued in its place. (See illustration on page 9 for means of identifying emergency transfers.)

E. Depot Car Transfers Depot Car transfers must be handled in exactly the same manner as emergency transfers. (See illustration on page 9 for means of identifying depot car transfers.)

When passengers ask to have transfers returned although they are not valid for additional rides conductors should place three punchmarks across the top of the transfer above the border line before they are returned to the passengers. (See FIGURE 23.)

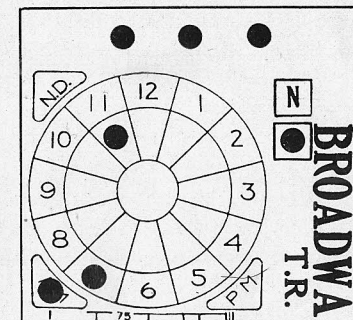


FIGURE 23

Transfers Must Be Issued in the Zone for Which They Are Punched

One of the basic features of this transfer plan is the punchmark record of the zone in which the passenger's trip actually begins.

Since the routes available to the passenger on any trip depend upon this starting point, it is **ABSOLUTELY NECESSARY** that each transfer be issued in the zone for which it is punchmarked.* Transfers issued outside of the zone for which they are punched will prevent the passenger from making some perfectly valid and acceptable trips for one fare. This mishandling of transfers may be divided into two types.

Type I—Transfers issued after leaving the zone for which they are punched

If the passenger receives a transfer punched for the last previous zone which the car has passed through it may not be

valid for the later reverse ride which the passenger intends to make and to which he is entitled.

Example—A passenger boarding westbound on 35th Street between Ashland and Western and transferring to Western is entitled to ride as far east as he wishes to go on any other line crossed by Western. However, if the 35th Street conductor gives the passenger a transfer punched in the zone east of 1500 west (instead of the zone in which he started) his eastbound ride will be limited to Ashland. (See also illustration I on page 8.)

*The only exceptions to this rule occur on lines operating outside the limits of the zone map. Special bulletins at the depots out of which these lines operate explain the proper zone punching for these routes.

Type II — Transfers issued before arriving in the zone for which they are punched

for transfer to lines in the zone in which he originally boarded.

Example — A passenger boarding northbound on Western Avenue south of Van Buren is entitled to ride east or west on Van Buren line, but if he receives a transfer punched in the zone north of Madison, it would not be valid for a ride on Van Buren line. It would appear from the transfer that this passenger who started north on Western at some point between Madison and 1500 north walked back or in some other way got back to Van Buren. (See also Illustration II on page 8.)

Red Route Line Helps in Direction Check on Certain Trips

Certain sections of the routes traveled by some lines run in directions different from the general direction of travel which is punched on the transfer. Broadway-Devon on the north side and Thru Route No. 1 on the south side are routes of this kind on which cars travel for a considerable distance over streets running approximately at right angles to the direction punched.

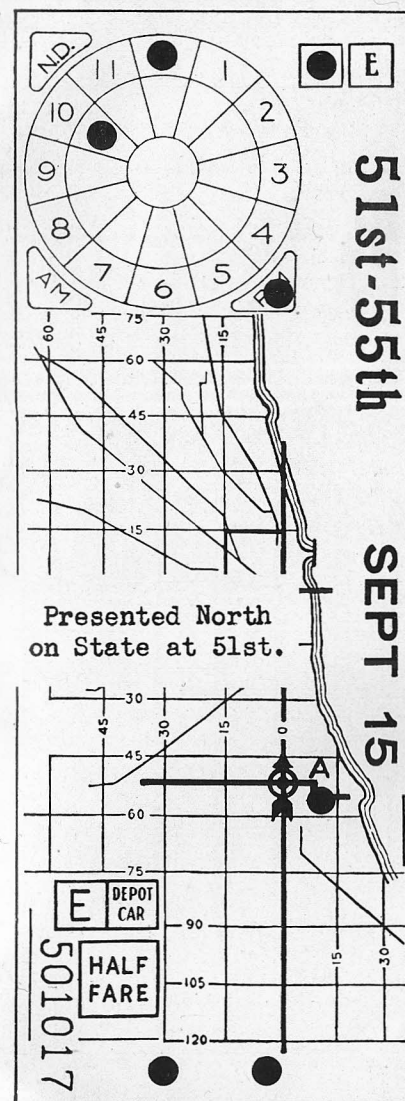
Passengers who start on the "Devon" or "55th" sections of such routes are sometimes prevented from making valid trips because conductors fail to consider the actual direction of car travel on the section in which they boarded as shown by the red route line on the transfer zone map.

With the aid of this red route line and the punchmark showing the zone in which the trip started, conductors can quickly determine if the passenger's route is reasonable. (See illustrations on page 42.)

C. H. EVENSON,
Supt. Transportation

If the passenger receives a transfer punched for a zone ahead of the one in which he paid his fare, it will not be valid

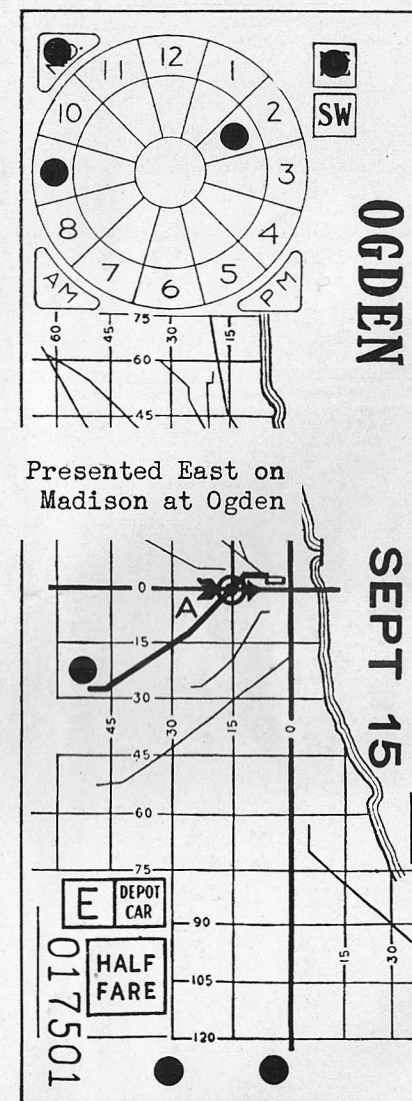
REPUNCHING OF TRANSFERS RECEIVED ON ZONE BOUNDARY LINE ROUTES



ACTION TO BE TAKEN Transfer to be punched in Zone A if passenger asks to have it returned.

REASON The zone to be punched in such cases is always the zone on the same side of the boundary line as previous punchmarks are located.

Time and Date O. K.

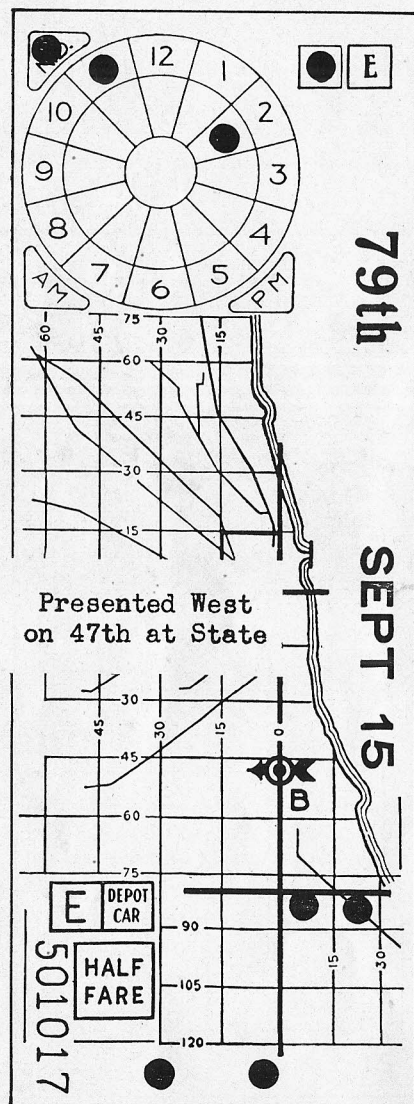


ACTION TO BE TAKEN Transfer to be punched in Zone A if passenger asks to have it returned.

REASON The zone to be punched in such cases is always the zone on the same side of the boundary line as previous punchmarks are located.

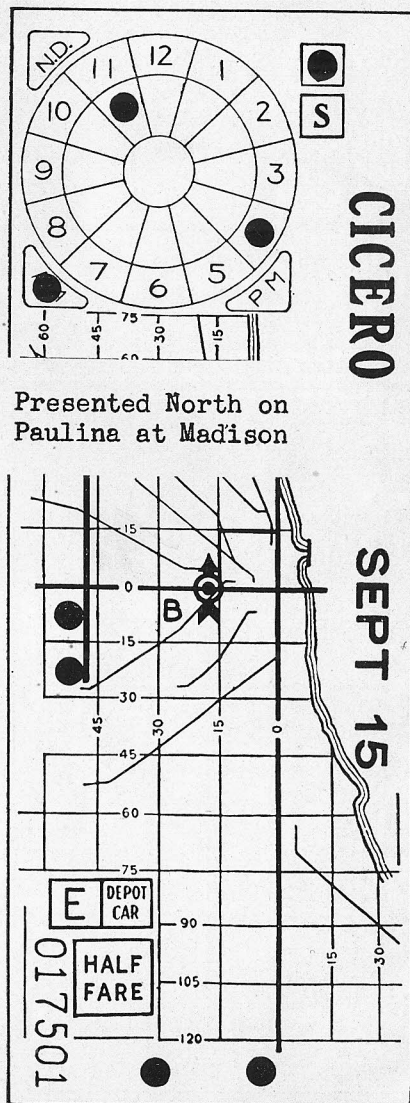
Time and Date O. K.

REPUNCHING OF TRANSFERS RECEIVED FROM ZONE BOUNDARY LINE ROUTES BUT ISSUED ON A PREVIOUS LINE



ACTION TO BE TAKEN Transfer to be punched in Zone B if passenger asks to have it returned.

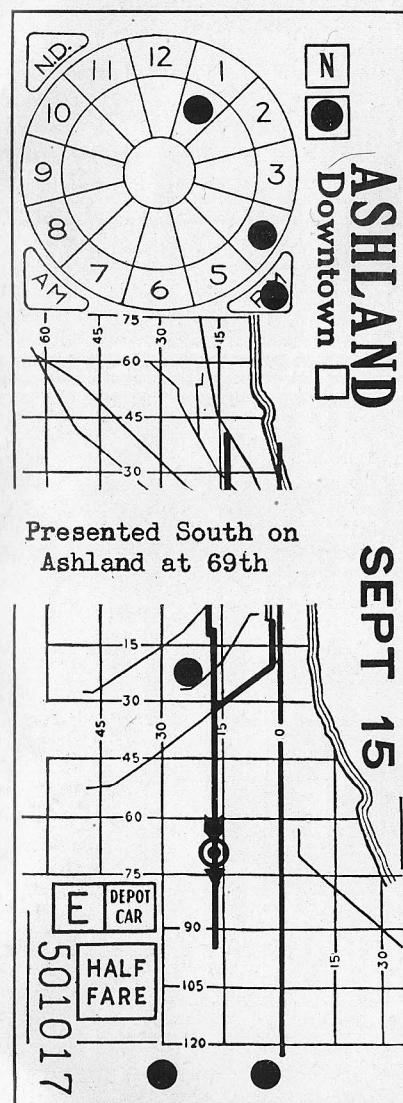
REASON The zone to be punched in this case is always the zone on the same side of the boundary line as previous punchmarks are located.
Time and Date O. K.



ACTION TO BE TAKEN Transfer to be punched in Zone B if passenger asks to have it returned.

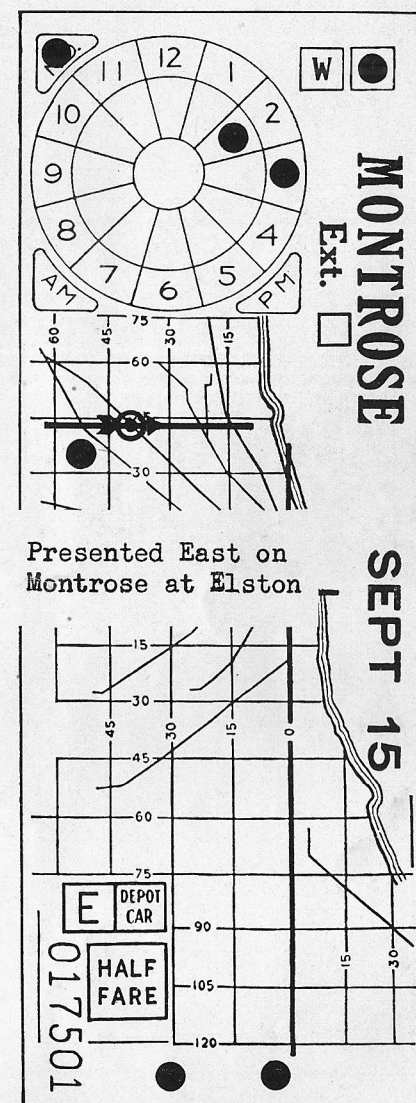
REASON The zone to be punched in this case is always the zone on the same side of the boundary line as previous punchmarks are located.
Time and Date O. K.

CORRECT HANDLING OF TRANSFERS RECEIVED FROM PULL-IN OR TURNBACK CARS AND RETURNED FOR ADDITIONAL RIDES



ACTION TO BE TAKEN Transfer to be returned without punching if the passenger is transferring from a pull-in or turnback car.

REASON Since cars frequently pull in or turn back at 69th, transfers from these cars are valid for further southbound rides.
Time and Date O. K.



ACTION TO BE TAKEN Transfer to be returned without punching if the passenger is transferring from a pull-in or turnback car.

REASON Since cars frequently pull in or turn back at Elston, transfers from these cars are valid for further eastbound rides.
Time and Date O. K.

RED ROUTE LINE HELPS IN DIRECTION CHECK

BROADWAY-DEVON SEPT 15
T.R. 1

Presented South on Halsted at 63rd

Presented South on Halsted at 63rd

DEPOT CAR
HALF FARE
501017

ACTION TO Ride O. K. Transfer to BE TAKEN be returned.

REASON Red route line on the transfer shows that the first ride was probably west on 55th, although the direction square indicates north.
Time and Date O. K.

STATE Lake-State Ext. SEPT 15

Presented South on Halsted at Division

Presented South on Halsted at Division

DEPOT CAR
HALF FARE
017501

ACTION TO Ride O. K. Transfer to BE TAKEN be returned.

REASON Red route line on the transfer shows that the first ride was probably west on Division, although the direction square indicates north.
Time and Date O. K.

INDEX

	Page		Page
AM, PM OR N.D. MARKING		EXTRA RIDES (over smallest number needed) When allowed	19, 32, 33
When each is used	4, 20	EXTRA TIME ALLOWANCES	
"BRANCH LINE" SQUARE		When permitted	11, 23
When punched	4	N.D., AM OR PM MARKING	
CHECK OF TRANSFERS		When each is used	4, 20
Complete method for complex trips	10	OVERRIDING DESTINATION	
Direction check	11	How handled	5
Fast method for simple trips	10, 21	PM, AM OR N.D. MARKING	
Reasonable route check	11	When each is used	4, 20
Time check	10, 21	PREPARING TRANSFERS	
DATE		Depot car transfers	6, 9
Check of correct date	20	Emergency transfers	5, 9
DELAYS DUE TO SERVICE INTERRUPTIONS		Regular transfers	2, 3
Correct handling of transfers received from passengers boarding delayed cars	7	PULL-IN OR TURNBACK CARS	
Walking transfers to nearby lines during delays—how prepared and when issued	5	Handling transfers from	36, 41
What to do when service is resumed after delays	6	REASONABLE ROUTE CHECK	
"DEPOT CAR" TRANSFERS		Requirements of reasonable route	11
How handled when presented for rides	9, 36	Reverse direction rides near beginning of trip	13, 26-28
How prepared	6, 9	Reverse direction rides near end of trip	16, 29-31
When and where issued	6	When most direct routes are required	12
DIRECT ROUTES		When two extra rides are allowed	19, 32
Trips on which passengers must use most direct routes	12	RECEIPT TRANSFERS	
DIRECTION CHECK		Marking transfers for receipt purposes	37
Reverse rides near beginning of trip	13, 26-28	REGULAR TRANSFERS	
Reverse rides near end of trip	16, 29-31	How prepared	2, 3
Trips on which red route line helps in direction check	38, 42	REVERSE DIRECTION RIDES	
DIRECTION SQUARE PUNCHING		Explanation of terms used	18
Depot car transfers	6, 9	Near beginning of trip	
Emergency transfers	5, 9	Lines within a mile apart	13, 26
Regular transfers	3, 4	Lines more than a mile apart	15, 27
"DOWNTOWN" SQUARE		Rides involving a diagonal line	13, 28
When punched	3, 4	Near end of trip	
EMERGENCY TRANSFERS		Lines within a mile apart	16, 29
How handled when presented for rides	9, 36	Lines more than a mile apart	16, 30
How prepared	5, 9	Rides involving a diagonal line	16, 31
When issued	5	REPUNCHING TRANSFERS TO BE RETURNED FOR FURTHER RIDES	
"EXTENSION" SQUARE		Received from pull-in or turn-back cars	36, 41
When punched	4		

Page

Received while operating on zone boundary lines	36, 39
Received from cars operating on zone boundary lines.....	36, 40
Regular transfers	36
Returned to passengers as receipts	37

RIDING BACK TOWARD LINE ON WHICH PASSENGER STARTED

When permitted	19, 33
When refused	19, 33

ROUNDAABOUT RIDES

See "Reasonable Route Check"

STOP-OVERS

Evident where passenger attempts second ride on one line	35
--	----

THIRD RIDE IN ONE ZONE

(Extra time allowed)	
Three rides made in starting zone	11, 23
Three rides made in one zone after leaving starting zone.....	11, 23

"THRU ROUTE" SQUARE

When punched	3, 4
--------------------	------

TIME CHECK

Extra time allowances.....	11, 23
How time check is made.....	10, 21
Regular time allowance.....	10, 24
Special cases when zone count follows passenger's route.....	11, 25

TIME CLOCK

AM, PM or N.D. marking.....	4, 20
Development of transfer time clock	22
Method of punching time clock.....	2, 3
Method of reading time clock.....	10, 21

TRANSFER POINTS

Points at which transfers may be accepted for rides.....	20, 34, 41
--	------------

Page

TURNBACK OR PULL-IN CARS

Handling transfers from.....	36, 41
------------------------------	--------

TWO RIDES ON ONE LINE

When passenger transfers from pull-in or turnback car.....	20, 41
When stop-over is evident.....	20, 35

WALKING TRANSFERS

Issued by conductors involved in delays	5
Walking between lines where walking transfers are not permitted	20, 34
Where permitted	5, 20

WATCH (CONDUCTOR'S) AS BASIS OF THE TRANSFER TIME CLOCK

22

ZIG-ZAG RIDES

Trips on which extra rides are permitted	19, 32, 33
--	------------

ZONE BOUNDARY LINES

Repunching transfers received while operating on zone boundary lines	36, 39
Repunching transfers received from cars operating on zone boundary lines	36, 40

ZONE MAP PUNCHING IN PREPARING TRANSFERS

Correct zone punching of transfers	3-6
Importance of punching correct zone of origin.....	8, 37

ZONE MAP PUNCHING WHEN TRANSFERS ARE RETURNED FOR FURTHER RIDES

Repunching transfers when zone punched is not affected by special rules	36
Repunching transfers received while operating on zone boundary lines	36, 39
Repunching transfers received from cars operating on zone boundary lines	36, 40

If this book is lost, please return it to CHICAGO SURFACE LINES or to

Mr.

Badge No.

Depot

215