

CHICAGO TRANSIT AUTHORITY  
TRANSPORTATION DEPARTMENT  
**OPERATING EMPLOYEES' PROCEDURE  
TO ESTABLISH VOCAL CONTACT WITH  
CONTROLLER**

**I. GENERAL INFORMATION**

A. Whenever possible, bus operators should use bus radio to contact the controller. Trainmen should use train phone. (Series 2400 cars: if train phone does not work, train radio should be used.) See "D. If bus radio or train phone/radio is defective. . ."

NOTE: Train radio is not operational in subway.

B. Bus operators and motormen (on Series 2400 cars) must have correct run number set on bus radio control head or train radio communications panel; passenger and employee safety depend on it.

C. (Bus only) If radio transmission or reception is poor and bus can be safely moved, move bus to another location and call the controller again.

D. If bus radio or train phone/radio is defective, or if bus is not equipped with a radio, use the radio on another bus or change cabs on the train to make a call whenever possible.

E. If bus radio or train phone/radio cannot be used to contact the controller, use a dial telephone (see "V. MAKING TELEPHONE CALLS").

**II. MAKING GENERAL CALLS**

A. Listen until messages are completed; (Handset button must be released to listen). Depress handset button, wait one second, then announce your run number; to receive, release button.

B. When acknowledged by the controller, give:

1. Run number.
2. Nature of call.

(OVER)

- C. Be prepared to give the following additional location and identification information if requested by the controller:

1. Location
2. Direction.
3. Bus or car number.
4. Badge number.

### **III. MAKING EMERGENCY CALLS**

When an emergency situation exists and the silent alarm is NOT used, use the bus radio or train phone/radio in the following manner:

- A. Depress the radio or phone handset button.
- B. Use code "10-86" or "10-99" (dire emergency) for:
  1. Crimes in progress ("10-86").
  2. Emergencies which require immediate assistance ("10-99").
- C. Do not abuse codes "10-86" and "10-99". These codes are to be used only in situations of crime or danger to human safety.

### **IV. MAKING SERVICE CALLS**

When a delay has been cleared or a bus exchange has been made and a supervisor is not at the scene,

- A. Call the controller to receive instructions.
- B. Follow additional instructions of the last supervisor you came in contact with.

### **V. MAKING TELEPHONE CALLS**

When a telephone must be used to contact the controller, use the following telephone numbers.

- A. Public telephone:
  1. Direct lines to Control Center:  
664-6235, 664-6236
  2. CTA switchboard: 664-7200, ask operator for "bus control"
- B. CTA telephone: 2345 (bus control)  
404 or 414 (rail control)