

CHICAGO TRANSIT AUTHORITY  
TRANSPORTATION DEPARTMENT

**BUS OPERATORS' PROCEDURE  
TO ESTABLISH VOCAL CONTACT  
WITH CONTROLLER**

**I. GENERAL INFORMATION**

- A. Whenever possible, use bus radio to contact controller.
- B. Always have correct run number set on bus radio control head; passenger and employee safety depend on it.
- C. If bus 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 is defective or if bus is not equipped with a bus radio, use the bus radio from another bus to make a call whenever possible.
- E. If a bus radio cannot be used to contact controller, use a dial telephone (see: V. Making Telephone Calls).

**II. MAKING GENERAL CALLS (BUS RADIO)**

- A. Listen until messages are completed; (Phone button must be released to listen). Depress radio handset button and announce run number.
- B. When acknowledged by the controller, give:
  - 1. Run number.
  - 2. Nature of Call
- C. Be prepared to give the following additional location and identification information if requested by the controller:

(OVER)

1. Bus Number
2. Badge Number
3. Location
4. Direction

### III. MAKING EMERGENCY CALLS (BUS RADIO)

When an emergency situation exists and the bus alarm was NOT used, use the bus radio in the following manner:

- A. Depress the radio hand set button.
- B. Use code "10-99" (dire emergency) for
  - a. Crimes in progress.
  - b. Emergencies which require immediate assistance.
- C. Do not abuse code "10-99." This code is to be used in situations of crime or danger to human safety.

### IV. MAKING SERVICE CALLS (BUS RADIO)

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 who you come 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.