

RAPID TRANSIT TICKET AGENT REFERENCE MANUAL

FOR USE DURING TRAINING AND
FOR REFERENCE THROUGHOUT
YOUR EMPLOYMENT




RECEIVED
for T.P.S. 3
JAN 2 1972
OPERATING MANAGER

Chicago Transit Authority
Transportation Department

This manual was prepared to aid you in your training. It is your property, and is to be used for homestudy during your training period, and as a reference manual throughout your employment as a Ticket Agent.

If you have any questions concerning this material or any part of your job, ask your Station Superintendent, your Superintendent of Agents and Janitors, or an Instructor.


Superintendent of Transportation

T.&P.S.
12/72

SECURITY OF TICKET AGENT'S BOOTH

Before ANYONE is permitted to enter a ticket agent's booth, the agent must take the following steps:

1. Thoroughly examine the identification of the person requesting entry.

NOTE: This also applies to Ticket Agents reporting for work. You must check his or her current CTA identification card and official agent's tag.

2. Call the Central Assignment Office and obtain clearance from the Assignment Agent.
3. If clearance is received, you may permit the person to enter the booth.

All ticket agents are to maintain maximum booth security at all times.

TRANSFER PRACTICE SHEETS

One of the duties of personnel who collect fares is to time check the validity of transfers received from passengers. Before a Student can become proficient in making this time check, the Student must attain skill in reading watch dials, transfer dials, elapsed time, and allowed time.

To aid the Student in attaining this skill, Transfer Practice Sheets have been provided. Answer sheets listing the correct answers and the allotted time for each of the sheets are also provided.

The Student should practice on each of these TRANSFER PRACTICE SHEETS in the order in which they are numbered until the necessary skill has been attained in each of the phases of time checking transfers. As the Student practices on these sheets at home, it is recommended that he enlist the aid of another person to check the answers and time. Attaining skill in reading these TRANSFER PRACTICE SHEETS will aid the Student when the final test on time checking transfers is given.

Listed on the following page are the instructions for using each of the TRANSFER PRACTICE SHEETS.

ANSWER SHEET
PRACTICE SHEETS NO. 1 AND NO. 2

WATCH DIAL							
SHEET NO. 1 (Reading Time: 50 Seconds)							
Reading from Left to Right or Top to Bottom							
5:50	7:45	4:55	10:55	1:10	9:00	11:20	8:10
2:25	2:45	5:50	6:10	6:10	10:00	6:15	5:30
7:55	8:10	4:55	7:55	1:10	10:00	2:45	10:05
12:05	11:30	10:55	6:15	9:00	12:05	6:15	12:05
8:05	1:10	5:55	2:25	11:30	10:05	8:05	11:20

TRANSFER DIAL							
SHEET NO. 2 (Reading Time: 60 Seconds)							
Reading from Left to Right or Top to Bottom							
6:30 AM	7:35 AM	5:30 PM	6:35 AM	9:15 AM	7:20 AM	1:00 ND	9:30 AM
9:10 AM	5:35 AM	5:05 PM	4:55 PM	8:10 PM	7:05 AM	6:35 AM	9:15 AM
4:35 PM	6:35 AM	5:45 AM	10:00 PM	9:40 AM	12:10 ND	4:45	6:15 PM
8:15 AM	8:20 AM	7:45 AM	9:40 AM	4:55 PM	6:40 AM	5:00	4:15 PM
5:40 PM	9:25 AM	2:30 ND	8:40 PM	8:05 AM	6:55 AM	6	9:05 AM

T.&A.P.
Rev. 5/70

Chicago Transit Authority
Transportation Department

RAPID TRANSIT

TRANSFER PRACTICE SHEETS

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To aid the Student in attaining this skill, Transfer Practice Sheets have been provided. Answer sheets listing the correct answers and the allotted time for each of the sheets are also provided.

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Listed on the following page are the instructions for using each of the TRANSFER PRACTICE SHEETS.

TRANSFER PRACTICE SHEET NO. 1 - WATCH DIALS

Practice reading the times on these watch dials until all of the times can be read aloud within fifty (50) seconds, with no errors. Practice reading from left to right and also from top to bottom.

TRANSFER PRACTICE SHEET NO. 2 - TRANSFER DIALS

Practice reading the times on these transfer dials until all of the times can be read aloud within sixty (60) seconds with no errors. Practice reading from left to right and also from top to bottom. Two punchmarks in the center of the clock indicate A.M. One punchmark indicates P.M. A punchmark in the N.D. triangle indicates "Next Day".

TRANSFER PRACTICE SHEET NO. 3 - ELAPSED TIME

Practice reading the elapsed time on these transfer dials. Use each of the times printed on the answer sheet as the time the transfers were received. Practice until all the elapsed times can be read aloud within sixty (60) seconds, with no errors. Practice reading from left to right.

TRANSFER PRACTICE SHEET NO. 4 - ALLOWED TIME

Practice reading the allowed time on these transfer maps until all the allowed times can be read aloud within thirty (30) seconds with no errors. The zone in which the transfer is received is indicated by an "X". Practice reading from left to right and also from top to bottom.

TRANSFER PRACTICE SHEET NO. 5 - COMPARISON OF ELAPSED AND ALLOWED TIME

Practice reading the elapsed times and the allowed times noting each late transfer. Use each of the times printed on the answer sheet as the time the transfers were received. Practice until all the elapsed and allowed times can be read aloud within thirty (30) seconds with no errors. Practice reading from left to right.

In reading these times aloud, read elapsed time first, then allowed time, noting transfers that are late. For example, merely say "20, 30" - "30, 30" - 60, 55, late" - etc.

TRANSFER PRACTICE SHEET NO. 6

The instructions for using this TRANSFER PRACTICE SHEET are the same as for TRANSFER PRACTICE SHEET NO. 5.

ANSWER SHEET
PRACTICE SHEETS NO. 1 AND NO. 2

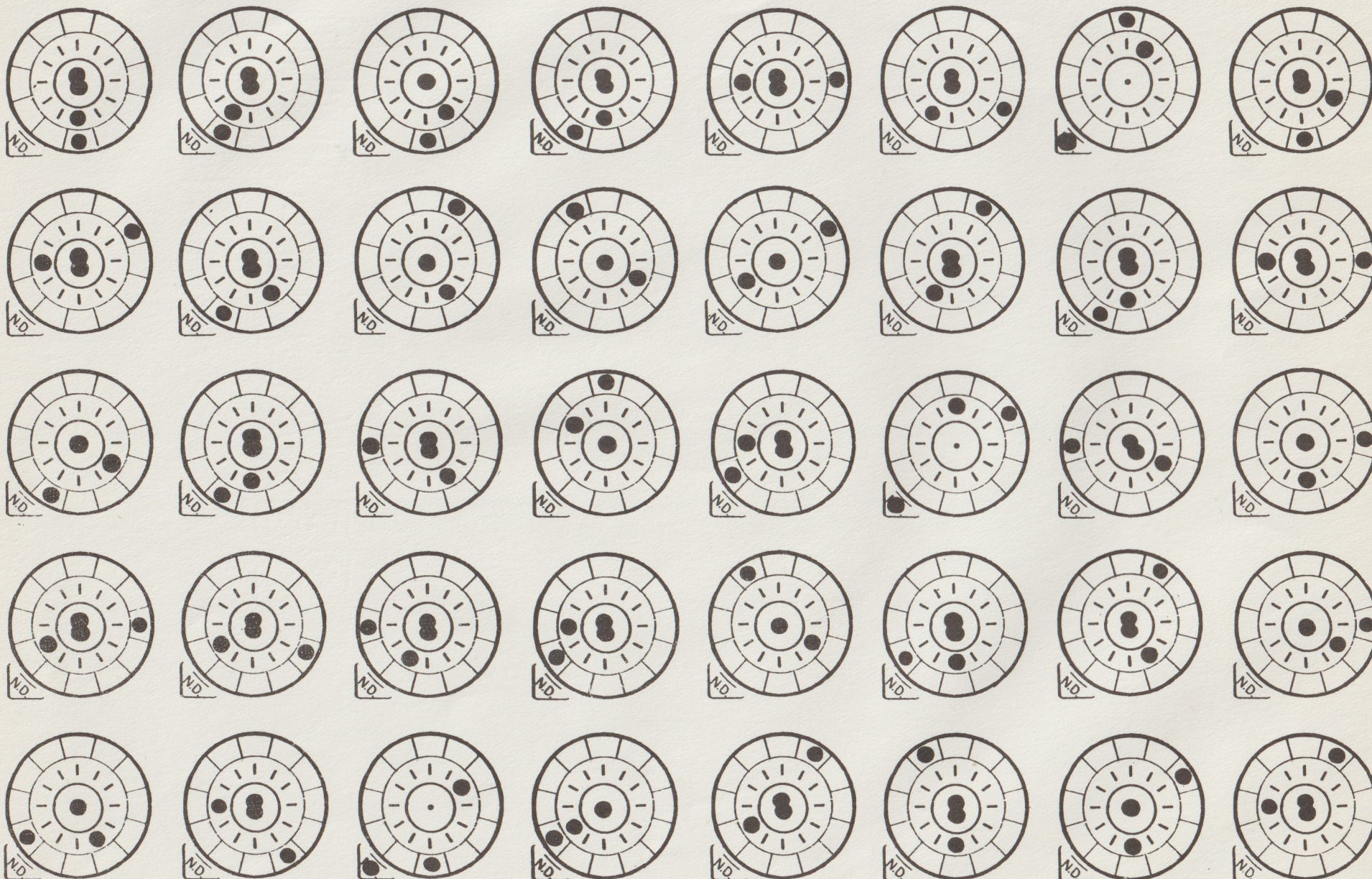
SHEET NO. 1 (Reading Time: 50 Seconds)						WATCH DIAL	
Reading from Left to Right or Top to Bottom							
5:50	7:45	4:55	10:55	1:10	9:00	11:20	8:10
2:25	2:45	5:50	6:10	6:10	10:00	6:15	5:30
7:55	8:10	4:55	7:55	1:10	10:00	2:45	10:05
12:05	11:30	10:55	6:15	9:00	12:05	6:15	12:05
8:05	1:10	5:55	2:25	11:30	10:05	8:05	11:20

SHEET NO. 2 (Reading Time: 60 Seconds)						TRANSFER DIAL	
Reading from Left to Right or Top to Bottom							
6:30 AM	7:35 AM	5:30 PM	6:35 AM	9:15 AM	7:20 AM	1:00 ND	4:30 AM
9:10 AM	5:35 AM	5:05 PM	4:55 PM	8:10 PM	7:05 AM	6:35 AM	9:15 AM
4:35 PM	6:35 AM	5:45 AM	10:00 PM	9:40 AM	12:10 ND	4:45 AM	6:15 PM
8:15 AM	8:20 AM	7:45 AM	9:40 AM	4:55 PM	6:40 AM	5:05 AM	4:15 PM
5:40 PM	9:25 AM	2:30 ND	8:40 PM	8:05 AM	6:55 AM	6:10 PM	9:05 AM

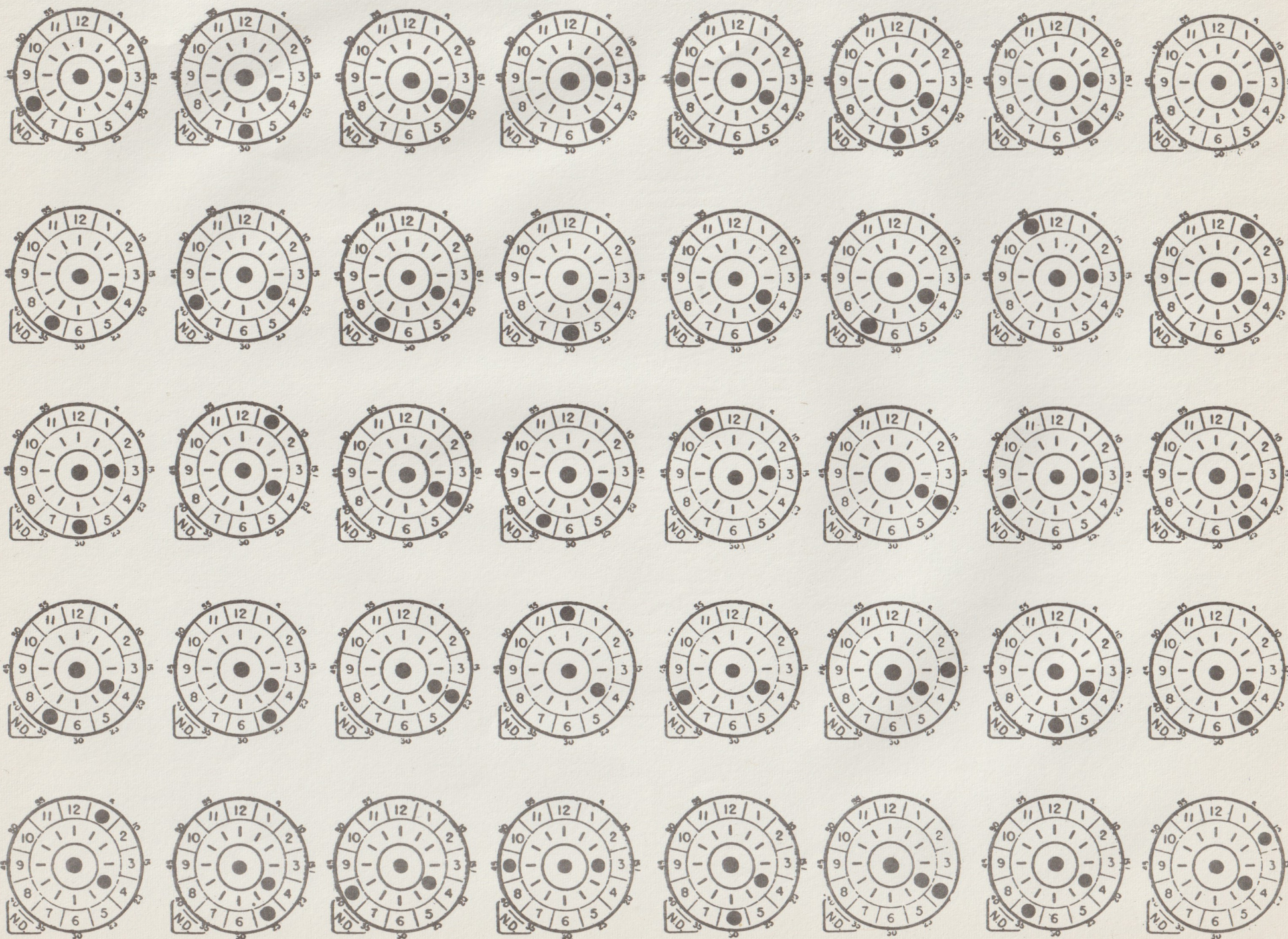
ANSWER SHEET
PRACTICE SHEETS NO. 5 AND NO. 6

NUMBERS 5 AND 6 COMPARISON OF ALLOWED AND ELAPSED TIME READING TIME: 30 SECOND FOR EACH SHEET											
NUMBER 5 READING FROM LEFT TO RIGHT						NUMBER 6 READING FROM LEFT TO RIGHT					
RECEIVED 4:45 PM		RECEIVED 4:50 PM		RECEIVED 4:55 PM		RECEIVED 4:45 PM		RECEIVED 4:50 PM		RECEIVED 4:55 PM	
Elap- sed Time	Al- lowed Time	Elap- sed Time	Al- lowed Time	Elap- sed Time	Al- lowed Time	Elap- sed Time	Al- lowed Time	Elap- sed Time	Al- lowed Time	Elap- sed Time	Al- lowed Time
20	35	25	35	30	35	25	45	30	45	35	45
30	20*	35	20*	40	20*	30	30	35	30*	40	30*
60	65	65	65	70	65*	40	55	45	55	50	55
50	70	55	70	60	70	20	35	25	35	30	35
45	30*	50	30*	55	30*	30	20*	35	20*	40	20*
75	60*	80	60*	85	60*	20	20	25	20*	30	20*
30	45	35	45	40	45	15	20	20	20	25	20*
15	20	20	20	25	20*	45	35*	50	35*	55	35*
30	35	35	35	40	35*	15	35	20	35	25	35
25	35	30	35	35	35	25	45	30	45	35	45
*INDICATES LATE TRANSFER						*INDICATES LATE TRANSFER					

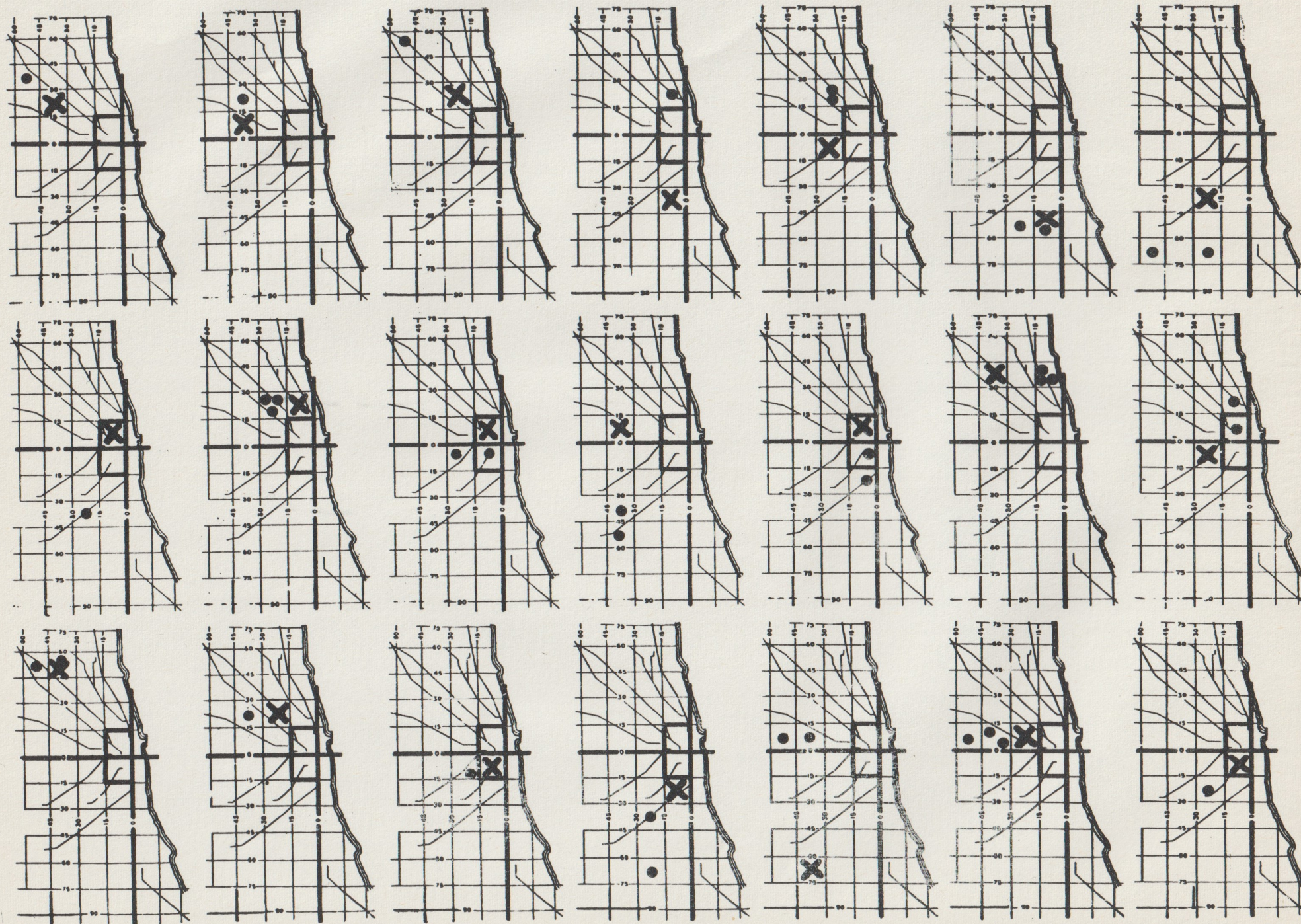
TRANSFER PRACTICE SHEET NO. 2 - TRANSFER DIAL



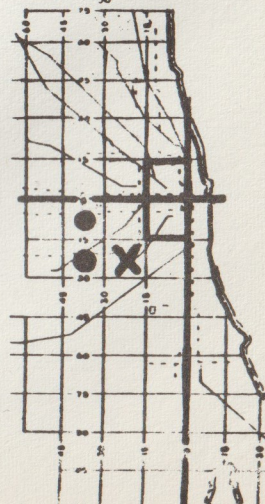
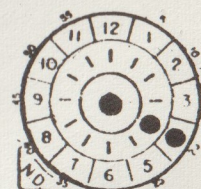
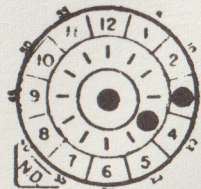
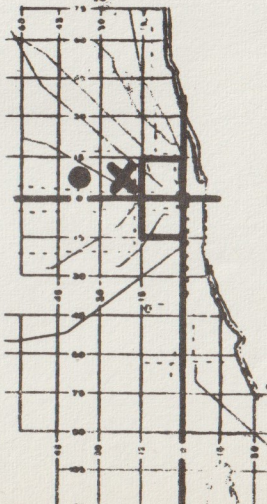
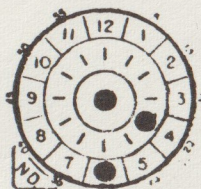
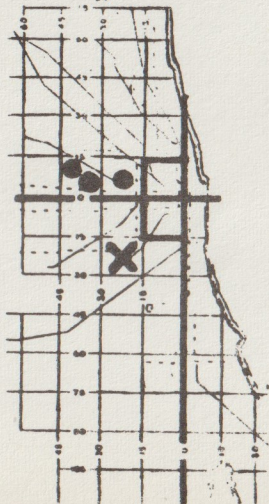
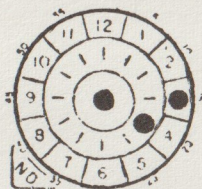
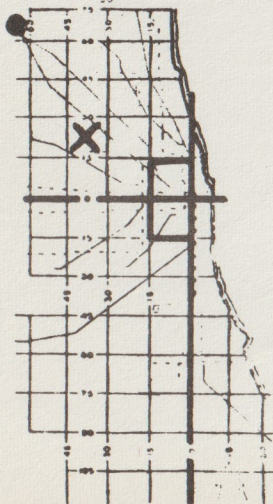
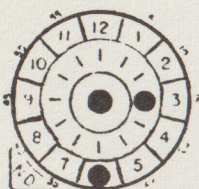
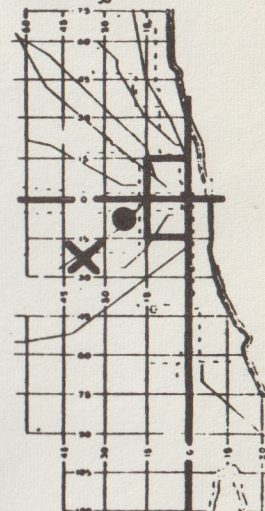
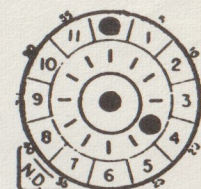
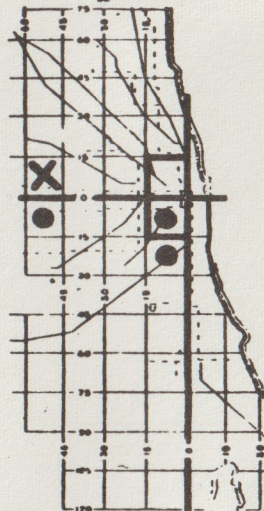
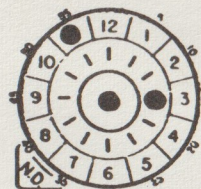
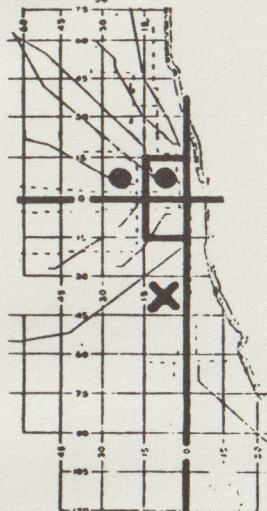
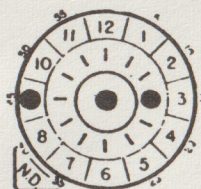
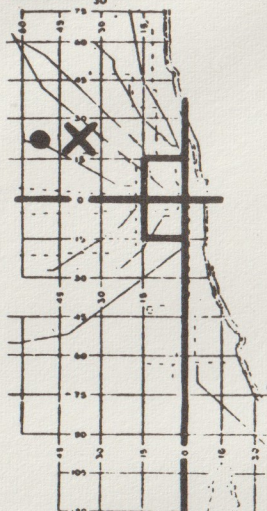
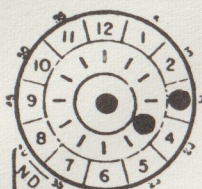
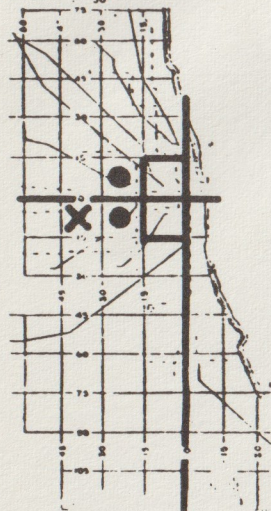
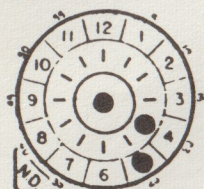
TRANSFER PRACTICE SHEET NO. 3 - ELAPSED TIME



TRANSFER PRACTICE SHEET NO. 4 - ALLOWED TIME

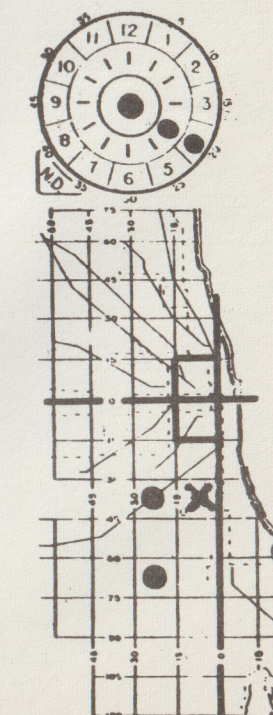
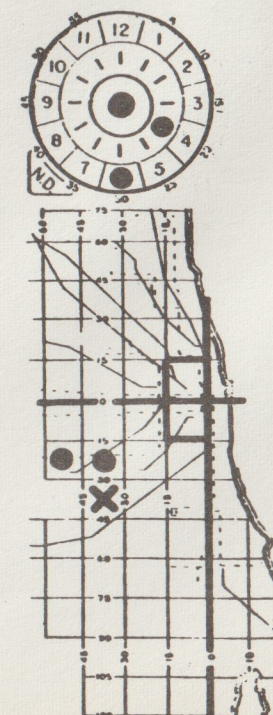
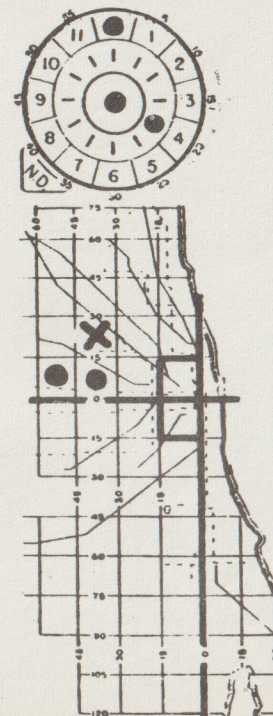
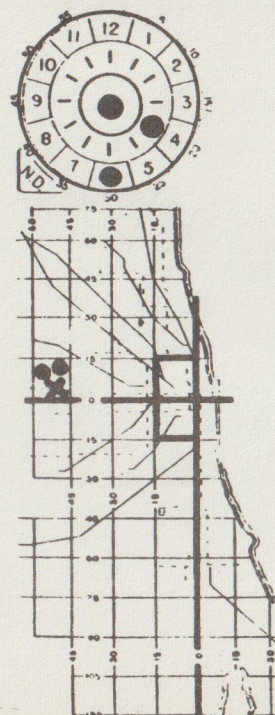
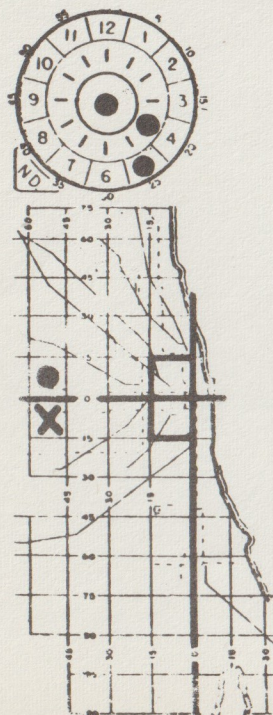
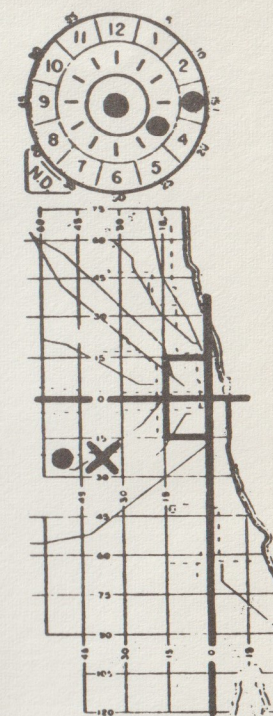
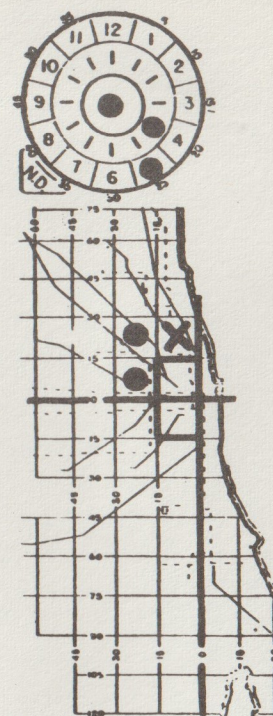
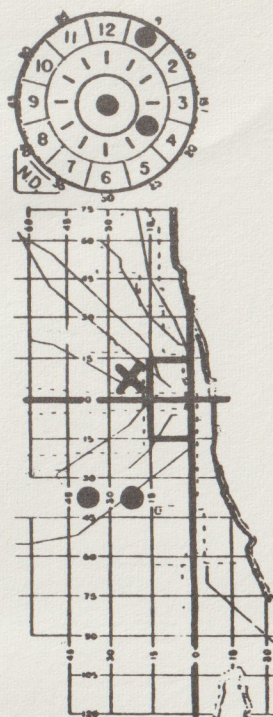
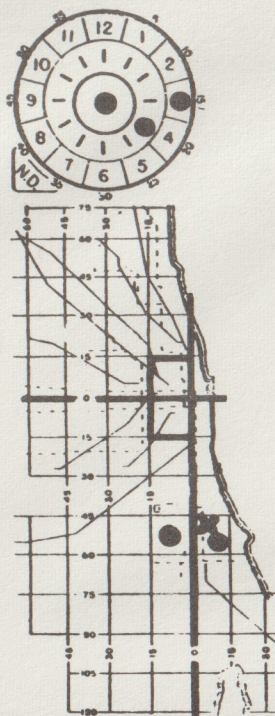
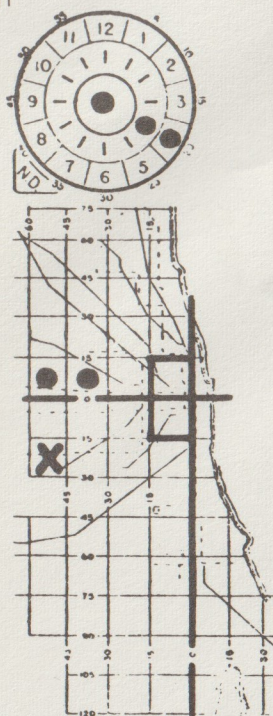


RAPID TRANSIT



TRANSFER PRACTICE SHEET NO. 6 - COMPARISON OF ELAPSED AND ALLOWED TIME

RAPID TRANSIT



FORMS

There are many forms which an Agent must fill in to record the different transactions that take place during a work day. It is important to know how to fill in these forms correctly.

Examples of these forms properly filled in are found on the following pages. Study them. It will help you later when it becomes necessary to use them.

T.&P.S.
12/72

Chicago Transit Authority

RAPID TRANSIT TICKET AGENT TRAINING PROGRAM

REPORTS AND FORMS NO. 1

I. INTRODUCTION

- A. Important to know how to fill in various report forms
 - 1. To keep track of transactions carried out during the working day
 - 2. To provide valuable information in case of accidents
- B. In most cases the forms you fill in are the only written record of certain transactions and incidents
 - 1. All necessary information must be in the report
 - 2. All information contained in report must be accurate
- C. You will receive practice in the proper procedures for filling in reports and forms
 - 1. By filling in reports and forms in class
 - 2. By filling in reports and forms during practice operation
- D. Reports and forms filled in during training period may be retained as reference
- E. First reports and forms to be covered
 - 1. Remittance and bagging forms
 - 2. Transfer envelope
 - 3. Agent's receipt
 - 4. Refund authorization slip
- F. Procedures for filling in other reports and forms will be discussed later
 - 1. Accident Report forms
 - 2. General forms

II. REMITTANCE AND BAGGING FORMS

A. Forms used in preparing cash for remittance

1. Bill straps
2. Bag seal

B. Important that standard procedure be followed in filling in these forms

1. Filled in legibly in ink (black or blue-black)
 - a. No errors or erasures
 - b. If errors or erasures are made, another form must be filled in
2. Filled in as much in advance as possible; take advantage of slack periods in filling in forms
 - a. Name
 - b. Tag number
 - c. Date
 - d. Station
 - e. Line
 - f. Section

BILL STRAP

R. Smith
4/14/63 # 624
Belmont
North-Lynch

OOI
100
OOI
100

OOI
100
OOI
100

R. Smith
4/14/63 # 624
Belmont
North-Lynch
\$50.00

1. Used to wrap bills and to show amount contained in band
2. Must show the full amount contained in band
3. Procedure for filling in Bill Straps
 - a. Name
 - b. Tag No.
 - c. Date
 - d. Station
 - e. Line
 - f. Amount enclosed

T.&P.S.
12/72

MONEY BAG SEAL

C. T. A. 3740		
Date <u>Jan. 31</u> 19 <u>69</u>	FOLD HERE LAST	CHICAGO TRANSIT AUTHORITY MONEY BAG SEAL
Station <u>35th St.</u>		
Line <u>North-South</u>		
Agent <u>A. Burns</u>		
Trick No. <u>252</u> Tag No. <u>1242</u>		
\$ <u>215.45</u>		
FOLD HERE FIRST		

1. Used to seal bags containing
 - a. Cash remittance
 - b. Station bank
2. The following information is entered on the bag seal
 - a. Date
 - b. Station
 - c. Line
 - d. Agent's name and tag number
 - e. Trick number
 - f. Amount of money enclosed in bag
3. Procedure for bagging and sealing remittance
 - a. Place remittance in money bag
 - b. Before sealing, check contents of bag against "Agent's Report"
 - c. Tie bag
 - (1) Tie as tightly as possible
 - (2) Secure with two knots
 - d. Fold seal and secure over string. Secure seal in such a manner that it will be noticeable if seal is tampered with.
4. Types of money bag seals used
 - a. Green - Partial Turn-in
 - b. Red - Final Turn-in

T.&A.P.
10/68

AGENT'S RECEIPT

CTA 3483 REV. 9-68

CHICAGO TRANSIT AUTHORITY
TRANSPORTATION DEPARTMENT
RAPID TRANSIT SYSTEM

AGENT'S RECEIPT

LINE NORTH - SOUTH STATION BEYN MAWR

DATE 10/30/68 TIME 7:30 ^{AM.}_{P.M.}

RECEIVED FROM AGENT R. Smith TAG NO. 1029

3 SEALED BAGS SAID TO CONTAIN CASH RECEIPTS.

SEALED BAGS SAID TO CONTAIN TURNSTILE RECEIPTS.

SEALED BAGS SAID TO CONTAIN TOKEN RECEIPTS.

SEALED BAG SAID TO CONTAIN \$ _____ 00 STATION BANK & PUNCH.

INSTRUCTIONS: Bag(s) containing money may only be turned over to a person who is identified to you as being a CTA Collector, another Agent, or Receiver. Whenever such bag(s) are transferred prepare this Receipt in DUPLICATE for the signature of the person to whom the bag(s) was given. The ORIGINAL copy is to be retained for at least 30 days by the Agent who turned over the bag(s). The DUPLICATE copy is to be taken by the person to whom the bag(s) was given.

Thomas Pryor
(SIGNATURE)

☒ COLLECTOR

☐ AGENT TAG NO. _____

- A. Used when sealed bags are turned over to Collector, Receiver, or another Agent
1. Cash receipts
 2. Turnstile receipts
 3. Token receipts
 4. Station bank and punch
- B. Prepared in two (2) copies
1. Original retained for at least 30 days by Agent who turned over bags
 2. Duplicate taken by person to whom bags were given
- C. Procedure for filling in "Agent's Receipt"
1. Agent turning over bags fills in
 - a. Line name
 - b. Station name
 - c. Date
 - d. Time bags are picked up
 - e. Name and tag number
 - f. Total number of sealed bags of various types (include in the total any bags which were previously turned over to you by other Agents)
 2. Person receiving bags signs name and checks appropriate box indicating title.
(If Agent, also enters tag number.)

T.&A.P.
12/68

REFUND AUTHORIZATION SLIP

Refund Authorization Slips (CTA 3622) are a part of station supplies and are kept in every Agent's booth. These slips provide a means for Agents to obtain a refund of money which was registered but had to be returned to a passenger.

If a passenger pays a fare after it has already been paid by another passenger, the Agent will return the overpayment and fill out a "Refund Authorization Slip" in the following manner:

FRONT OF CARD (Facsimile below)

1. Place a punch mark in the space designated "Overpayment".
2. Place a punch mark in the appropriate space or spaces indicating the "Amount of Refund to Passenger".
3. Have the passenger sign his name and either his address or telephone number.

CTA 3622 REV. 12-59		CHICAGO TRANSIT AUTHORITY TRANSPORTATION DEPARTMENT				
REFUND AUTHORIZATION SLIP						
REASON FOR REFUND <input checked="" type="checkbox"/> OVERPAYMENT <input type="checkbox"/> IMPROPER REGISTRATION BY FARE BOX	AMOUNT OF REFUND TO PASSENGER FOREIGN COIN OR TOKEN <input type="checkbox"/>	BRASS TOKEN	1	2	3	4
		DIME	<input checked="" type="checkbox"/>	2	3	4
		NICKEL	<input checked="" type="checkbox"/>	2	3	4
		PENNY	1	2	3	4
		QUARTER	<input checked="" type="checkbox"/>	2	3	4
The punchmark indicates the reason for and the amount of cash or tokens refunded to you.						
Thank you,						
Signature <u>Andrew Jones</u>						
Telephone No. <u>237-4058</u> (OR ADDRESS)						

BACK OF CARD (Facsimile below)

1. Fill in the required information: Date, Run Number, Time, Line and Location.
2. In the space "Amount of Refund," enter the amount which was registered and returned.
3. Sign the card and turn it in to the Receiver.

FARE BOX NUMBER	AMOUNT OF REFUND <u>\$.40</u>		
DATE <u>1/27/69</u>	RUN OR TRICK NO. <u>452</u>	TIME <u>9:15 A.M.</u>	
LINE <u>LAKE</u>			
LOCATION <u>MARION</u>			
I certify that the punchmarks indicate the exact amount of over or improper registration and that the coins were returned to the passenger.			
RECEIVER'S STAMP	Signed <u>Mary Smith</u>		
	Badge or Tag No. <u>1376</u>		
	Station <u>FOREST PK.</u>		

PROOF OF AGE CARD

To eliminate controversy concerning the age and proper fare for children under 12 years of age who appear older, CTA issues upon request, a PROOF OF AGE CARD to children whose age is frequently questioned.

If, in an employe's opinion, there is some question as to the age of a child and therefore as to the fare he must pay, the employe should attempt to collect what he feels is the proper fare. The employe must also inform the rider that a PROOF OF AGE CARD can and should be obtained by contacting CTA Student Card Department.

If a PROOF OF AGE CARD is shown, the employe must check its date to determine that the card is valid and must determine that the person presenting the card is the same one to whom it was issued.

A facsimile of a PROOF OF AGE CARD, filled in, is shown below:

CHICAGO TRANSIT AUTHORITY

TO ALL CONDUCTORS, COLLECTORS,
OPERATORS & TICKET AGENTS:-

THE BEARER John Smith
WHO WAS BORN December 1, 1955
WILL BE ENTITLED TO TRAVEL AT THE ESTABLISHED CHILD'S
FARE UNTIL November 30, 1967

3949

T. D. O'Malley
GENERAL MANAGER

CONDITIONS

This certificate is for the sole use of the child named and if presented by another will be taken up. On the date of expiration it should be mailed to the Chicago Transit Authority, Merchandise Mart Chicago 60654, Ill.

Signature of Child (In Ink) John Smith

Name John Smith

Address 1234 5th Ave

Phone No. AB-2-7639

CTA 3461 Rev. 10-64

T.&P.S.
12/72

PROPERTY PERMITS

Employees of other companies who have official business on the properties of Chicago Transit Authority are issued a "Property Permit".

"Property Permits" will be honored by Transportation Department Employees to allow such persons to gain entrance to the property designated thereon, provided the permit is completely filled out including the bearer's signature. Ticket Agents will retain a person's "Property Permit", noting the time that the person entered the paid area. When the person returns, the "Property Permit" is returned. However, if the person is gone for more than 30 minutes, the Ticket Agent should call the Radio Dispatcher for instructions.

A "Property Permit" is NOT GOOD FOR TRANSPORTATION on any vehicle of Chicago Transit Authority. Such permit being presented for transportation will be picked up by the Operating Employee and the Radio Dispatcher notified.

Semi-annually "Property Permits" are exchanged and a different color card is issued to those authorized persons.

SUBJECT TO CONDITIONS ON BACK		CHICAGO TRANSIT AUTHORITY SECOND HALF	
PROPERTY PERMIT		1971	
DATE ISSUED _____	NO. 850	SIGNATURE	
PERMIT MR. _____	OF _____		
TO ENTER THE FOLLOWING DESIGNATED PROPERTIES OF CHICAGO TRANSIT AUTHORITY WHEN ON OFFICIAL BUSINESS:			
THIS PERMIT EXPIRES _____			
COUNTER SIGNED: <i>H. J. Debeck</i> SUPERVISOR OF REAL ESTATE		<i>T. M. O'Connor</i> GENERAL MANAGER	

T.&P.S.

6/72

SURVEILLANCE CARD

Chicago police officers are assigned to make periodic surveillance of CTA rapid transit stations. When a police officer enters a station for this purpose, he will request a Surveillance Card which the Ticket Agent will fill out and give to him.

A supply of Surveillance Cards is stocked in each booth. If the supply is low, more cards are available from the Station Clerk or the Assignment Office.

A facsimile of a Surveillance Card (yellow in color), correctly filled in, is shown below:

CTA 2787	CHICAGO TRANSIT AUTHORITY
	SURFACE OPERATOR
NAME	J. JONES
BADGE	(TAG) 3475
STATION	LAKE ASHLAND EAST
RUN NO.	(TRICK) 465
STREET	—
DATE	6-25-72
TIME	8:45 A.M.

REPORT OF STUDENT CARD TAKEN UP

CTA 3565		CHICAGO TRANSIT AUTHORITY TRANSPORTATION DEPARTMENT	
REPORT OF STUDENT CARD TAKEN UP			
Date	<u>February 25</u>	Time	<u>3:10</u> AM PM
Line	<u>North-South</u>	Station or Location	<u>35th St.</u>
Card No.	<u>187632</u>	Direction	<u>SOUTH</u>
Reason	<u>Student fighting and causing a disturbance (light bulbs broken)</u>		
Agent or Trainman	<u>John Jones</u>	Tag or Badge No.	<u>793</u>

1. Used to provide a means to record taking up of Student Card for a violation of it's use
2. Procedure for filling in "Report of Student Card Taken Up"
(INSTRUCTOR: Pass out blank "Report of Student Card Taken Up" and have students fill in their forms as directed)
 - a. Date
 - b. Time
 - c. Line
 - d. Station
 - e. Card No.
 - f. Direction
 - g. Reason
 - h. Agent's name
 - i. Tag No.
3. After filling in form, attach form to Student Card and send both to Station Superintendent at Station to which you are assigned

LOST AND FOUND TAG

= FRONT OF TAG =

<p>No.</p> <p>THIS TAG TO BE ATTACHED TO ARTICLE FOUND</p> <p>CTA 3113 REV. 3-61</p>	CHICAGO TRANSIT AUTHORITY	
	LOST AND FOUND TAG	
	Date	<u>February 26, 1963</u>
	Article	<u>Umbrella</u>
	Line	<u>North - South</u>
	Amount of Money (if any) \$	_____
If not found on a vehicle state where: _____		
Turned in by <u>Jack Jones</u>	Badge or Tag <u>793</u>	
(OVER)		

= BACK OF TAG =

IF THE ARTICLE WAS TURNED OVER TO YOU, STATE BY WHOM:	
Name	<u>Alie Smith</u>
Address	<u>721 North St.</u>
City	<u>Columbus, Ohio</u>
Telephone No.	<u>MAIN 3564</u>

1. Used to identify articles found on CTA vehicles or property
2. Attached to article found
3. Tagged article turned in to terminal where Agent reports
 - a. If working at a station where receipts are turned in to a Receiver, turn in tagged article at the terminal with the station receipts
 - b. If working at a station where receipts are collected, forward the tagged article to the terminal by the Collector or by a Porter

4. Procedure for filling in "Lost and Found Tag"

(INSTRUCTOR: Pass out "Lost and Found Tag" and have students fill in their tags as directed)

a. If Agent finds article (Front of Tag)

- (1) Date**
- (2) Article**
- (3) Line**
- (4) Amount of money (if any)**
- (5) If not found on Station property, state where**
- (6) Turned in by -**
- (7) Tag No.**

b. If article was turned over to you, state by whom (Back of Tag)

- (1) Name**
- (2) Address**
- (3) City**
- (4) Telephone No.**

T.&A.P.

C3

4/68

FORM CTA 8431, EMPLOYEE CHANGE OF ADDRESS

When an Employee changes his address or telephone number or transfers to a new station, he must obtain Form CTA 8431, EMPLOYEE CHANGE OF ADDRESS from the Station Clerk and must complete it and return it to the Clerk.

A facsimile of the form is shown below:

CTA 8431 REV. 6-67

CHICAGO TRANSIT AUTHORITY
EMPLOYEE CHANGE OF ADDRESS

Please TYPE or PRINT PLAINLY

Date _____

Name Mr. _____ Badge or
Mrs. _____ Payroll No. _____
Miss _____ LAST _____ FIRST _____ MIDDLE INITIAL _____

New Home Address _____
_____ NUMBER _____ DIRECTION (N, S, E, W) _____ STREET
_____ CITY _____ STATE _____ ZIP CODE

New Telephone Number _____ Apartment Number _____

Department _____ Location or Station _____

Old Home Address _____
_____ NUMBER _____ DIRECTION (N, S, E, W) _____ STREET
_____ CITY _____ STATE _____ ZIP CODE

Forward the first three (3) copies to the Employee Relations Department.
Goldenrod copy to be retained by the originating department.

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T.&P.S.
12/72

OVERTIME SLIP AND TIME SLIP

A. Purpose

1. Overtime Slip - Record of overtime work performed
 - a. On Full Scheduled Trick
 - b. On Scrub Trick
 - c. Enables Agent to be paid for overtime work
2. Procedure for filling in Overtime Slips and Time Slips
 - a. Overtime Slips - made out in duplicate
 - b. Time Slips - one single copy

OVERTIME SLIP

RAPID TRANSIT SYSTEM

When an Agent working a full scheduled trick (except a scrub) exceeds the scheduled pay time for the trick, he must fill in two copies of the yellow OVERTIME SLIP (CTA 3559 Rev. 10-62) obtainable from the Assignment Agent. Both copies must be returned to the Assignment Agent.

A facsimile of a yellow OVERTIME SLIP, properly filled in for a full scheduled trick, is shown below:

ENTER SCHEDULED AND ACTUAL REPORT TIME FOR EACH PORTION OF WORK PERFORMED

IF WORK INCLUDES SPREAD TIME ALLOWANCE, ENTER 1/2 OF LINE 2.
IF WORK DOES NOT INCLUDE ALLOWANCE FOR SPREAD TIME BUT ACTUAL FINISH TIME WAS MORE THAN TEN HOURS FROM THE START TIME, ENTER SPREAD TIME ALLOWANCE

ENTER TOTAL OF LINES 3, 4, 5, AND 6

ENTER REASON FOR LATE FINISH

ENTER DAY, DATE, STATION

ENTER TRICK NO.

ENTER NAME

CHICAGO TRANSIT AUTHORITY
CTA 3559 REV. 10-62
RAPID TRANSIT SYSTEM

OVERTIME SLIP

(FOR USE WHEN SCHEDULED WORK IS NOT COMPLETED ON TIME)

REPORT TIME			FINISH TIME		Difference Clerk's	
Schedule	Actual		Schedule	Actual	Hrs.	Min. (✓)
6:20 A.M.	6:20 A.M.	1st Portion	10:20 A.M.	10:20 A.M.		1
3:14 P.M.	3:14 P.M.	2nd Portion	7:14 P.M.	7:24 P.M.	10	2
TOTAL TIME WORKED OVER SCHEDULE ITEMS (1) & (2)					10	3
ENTER 1/2 OF ITEM (3)					5	4
* IF SCHEDULED PAY TIME INCLUDES SPREAD TIME ENTER 1/2 OF ITEM (2)					5	5
ADDITIONAL ALLOWANCE (IF ANY) (EXPLAIN BELOW)						6
TOTAL OVERTIME (TOTAL OF ITEMS 3, 4, 5 & 6)					20	7

* IF THE ACTUAL FINISH TIME OF RUN BROUGHT IT INTO THE SPREAD CLASS ENTER SPREAD TIME ALLOWANCE

REASON FOR LATE FINISH

Order of Dept. 85 students passing through in a group to board special train.

REASON FOR ADDITIONAL ALLOWANCE

Day Wednesday

Date 2/25/63

Station Chicago Ave.

Run No. 436

Day Code (1 to 7) 4

Area 172

Class of Work 31

*Dev. Code 21

11 - Schedule Changes

21 - Traffic Delay

71 - Snow Removal

*DEVIATION CODES

Name Robert Smith Badge 234

ACCOUNTING DEPARTMENT USE ONLY				
Shift	Pay Hours	F. C. or Tower	Other Overtime	Additional Spread

TIME CORRECT: _____

APPROVED: _____

CLERK _____

STATION SUPT. _____

ENTER SCHEDULED AND ACTUAL FINISH TIME FOR EACH PORTION OF WORK PERFORMED

ENTER DIFFERENCE

ENTER TOTALS OF 1 AND 2

ENTER 1/2 OF LINE 3

OBTAIN DAY CODE, AREA, CLASS OF WORK, DEV. CODE FROM CLERK AND ENTER

ENTER TAG NO.

LEAVE THESE SPACES BLANK

Chicago Transit Authority

RAPID TRANSIT TICKET AGENT TRAINING PROGRAM

UNIT 2 - 2 REPORTS AND FORMS NO. 2

I. ACCIDENT REPORT FORMS

A. Introduction

1. General purpose of Accident Report Forms
 - a. Provide permanent record of incident
 - (1) Accident
 - (2) Unusual Occurrence
 - (3) Any incident resulting in injury, damage or opportunity for claim
 - b. Provide information for persons trained in accident investigation
 - c. Used with other information to establish validity and extent of personal injury and property damage claim brought against CTA
2. Requirements when completing forms
 - a. Completeness
 - b. Accuracy
 - c. Legibility
 - d. Clarity
 - e. Use of ink
3. General procedures for filling in forms
 - a. Filled in as soon as possible after incident occurs
 - b. Filled in during working day on CTA property
4. Availability
 - a. In stationery supplies of station
 - b. If station supply is low, order from Assignment Agent or Supt. of Agents and Porters
5. Disposition - Forward to Station Superintendent

B. Report of Station Accident

1. Purpose

- a. To report station accidents**
- b. To report unusual occurrences (arrests, etc.)**

2. Procedure for filling in Station Accident Report Forms

(INSTRUCTOR: Pass out blank Report of Station Accident forms. Review each item on the form and have students fill in their forms as directed)

C. Report of Subway Station Accident

(INSTRUCTOR: Pass out blank Report of Subway Station Accident forms)

- 1. Purpose - To report subway station accidents and unusual occurrences**
- 2. Similar to Station Accident Report but contains certain items pertaining only to subway station accidents - Example: Item No. 4 Escalators**


D. Report of Accident to Employee

(INSTRUCTOR: Pass out blank Report of Accident to Employee forms)

- 1. Purpose - To report personal injuries to employees**
- 2. Notify Assignment Agent as soon as possible by telephone**

II SUPPLEMENTAL ACCIDENT FORMS

COURTESY CARD

	COURTESY CARD	174
I am required to report any unusual incident which occurs. Your assistance will be the basis for fair treatment to all concerned. I will greatly appreciate your co-operation.		
Your CTA Employee		JAG Run No. 792
Name	John Brown	Phone NA 2-3406
Address	5937 W. North Ave. City Chicago	
REMARKS:	I saw man slip on ice and fall on platform.	
C.T.A. 3715		

1. Used to obtain information about an unusual occurrence or accident
 - a. From persons who actually saw the occurrence
 - b. From persons who did not see occurrence but were in the vicinity
 - (1) Combined with statements of others, the statements of persons not actually witnessing occurrence may provide valuable information
 - (2) For example, these persons may provide information about such things as:
 - (a) General condition of the property
 - (b) Weather conditions
 - (c) Actions of persons involved
 - (d) Extent of damage or injury
2. Indicates key figures in accident
 - a. An "X" placed in circle on card identifies person as being injured
 - b. A "checkmark" placed in circle identifies person as being in good position to see accident
3. Completion of report filled in by witnesses

COURTESY CARD ENVELOPE

INFORMATION FOR ACCIDENT REPORT

LOCATION Street and Van Buren
Rough platform - West of Agent's booth
 DATE 2/25/63 TIME 3:40 P.M.
 No. of Passengers in car or bus _____
 License Nos. of nearby vehicles whose occupants may
 have seen accident occur _____

Star No. of Police Officer _____ District _____

IF ACCIDENT INVOLVED A VEHICLE

Kind of vehicle _____ License No. _____
 No. of people in vehicle _____
 Driver's name _____
 Address _____
 Distance car or bus went after collision _____
 Distance vehicle went after collision _____
 Damage to vehicle _____

IF ACCIDENT INVOLVED AN INJURY

Name Mary Smith
 Address 4562 Center St.
 Name _____
 Address _____
 Name _____
 Address _____
 If taken away in Vehicle - License No. HK 3450
 Where taken Hospital
 Name of doctor or hospital Neurotin
 Address 939 No. La Salle

CTA 3306 REV. 9-57

1. Used to record certain information pertaining to an accident or unusual occurrence for later use
 - a. Information is readily available when report is filled in
 - b. Important data is not forgotten because it was recorded at the time of the incident
2. Courtesy Cards are inserted into envelope. Envelope and cards are turned in with Accident Report.
3. Procedure for filling in Courtesy Card Envelope:
 - a. Location
 - b. Date
 - c. Time

If accident involved an injury:

- a. Name
- b. Address
- c. If taken away in Vehicle - License No.
- d. Where taken
- e. Name of doctor or hospital
- f. Address

FOR THE INFORMATION OF THE GENERAL ATTORNEY

CHICAGO TRANSIT AUTHORITY
CLAIM DEPARTMENTREPORT OF STATION ACCIDENT
(ELEVATED AND SUBWAY)

PERSONAL INJURY AND UNUSUAL OCCURRENCE REPORT

IMPORTANT - ALL QUESTIONS MUST BE ANSWERED

DATE OF ACCIDENT	DAY OF WEEK	TIME	STATION	SECTION	BRANCH
_____ 19__		M			

Names, addresses and ages of persons injured:

Name _____ Address _____ Age _____

Name _____ Address _____ Age _____

PLACE OF ACCIDENT:

1. Train Platform _____
(IDENTIFY EXACT LOCATION)
2. Mezzanine (where Agent's booth is located) _____
(IDENTIFY EXACT LOCATION)
3. Stairway Accident: - On which stairs did person fall? _____ Stair No. _____
Top, middle or bottom flight? _____ Number of steps from
top or bottom of flight _____ Was person going up or
coming down? _____ Any other information about accident _____
4. Station Platform _____
(IDENTIFY EXACT LOCATION)
5. Station Waiting Room _____
(IDENTIFY EXACT LOCATION)
6. Sidewalk _____
(IDENTIFY EXACT LOCATION)
7. On Track _____
(IDENTIFY EXACT LOCATION)
8. Under Structure _____
(IDENTIFY EXACT LOCATION)
9. In Street _____
(IDENTIFY EXACT LOCATION)
10. Ramp _____
(IDENTIFY EXACT LOCATION)
11. Escalator Accident: - On which escalator did accident occur? _____ Escalator No. _____
Was person going up or coming down? _____ Was escalator
going up, coming down, or not in motion? _____
If escalator was not moving, were chains or other barricades across top and bottom entrances to keep passengers off
escalator? _____
Were employes repairing or cleaning escalator? _____
Any other information about accident _____
12. If in passageway, which one? _____
(IDENTIFY EXACT LOCATION)
13. Entrance to which store? _____ Inside or Outside of Store Door _____
(IDENTIFY EXACT LOCATION)

INSPECTION:

14. How soon after accident did you inspect premises? _____
Slippery Condition? _____ Ice? _____
Snow? _____ Water? _____
Refuse? _____ When cleaned or swept? _____
Any defective condition? _____ What? _____
If defective condition, had report
been made prior to accident? _____ By Whom? _____ To Whom? _____
Were lights necessary? _____ Were lights lighted? _____
When and by whom turned on? _____
Was weather outdoors clear? _____ Raining? _____ Snowing? _____
Did you have any other employes, or passengers inspect the premises? _____

Name _____ Address _____ Pass. Emp. Phone _____

Name _____ Address _____ Pass. Emp. Phone _____

Name _____ Address _____ Pass. Emp. Phone _____

15. Was Police Officer Present? _____ Officer's Name _____ Star No. _____

16. Name of doctor called _____ What ambulance _____

17. Nature of injuries _____

18. Extent of property damage _____

19. Type of shoe heel _____ Carrying bundles? _____ Wearing glasses? _____

20. What did injured party say concerning accident? _____

21. Who heard it?

NAME

RESIDENCE ADDRESS

BUSINESS ADDRESS

22. Was anyone with person?_____ If so, who?_____

23. What was done with injured? _____

24. Were you an eye witness to the accident? _____ What caused accident? _____

25. WITNESSES TO ACCIDENT

(Have Witnesses fill out Courtesy Cards)

NAME _____

RESIDENCE ADDRESS

BUSINESS ADDRESS

PHONE

STATE CLEARLY AND FULLY ANY ADDITIONAL INFORMATION
YOU HAVE CONCERNING THIS ACCIDENT

Dated _____ 19____ Signed _____

Occupation _____ Employee Number _____

CASH BANK

AGENTS MUST ACCEPT BILLS OF \$1.00, \$2.00, \$5.00 AND \$10.00 DENOMINATIONS WHEN PRESENTED BY PASSENGERS IN PAYMENT OF FARES. AGENTS ARE NOT REQUIRED TO ACCEPT BILLS OF \$20.00 DENOMINATION OR LARGER. IF THEY DO, THEY MUST PLACE THEIR TAG NUMBER ON THE BILL.

AGENTS MUST CHECK THEIR BANK TWICE DAILY, BEFORE STARTING WORK AND BEFORE TURNING IN. UNREGISTERED MONIES IN EXCESS OF BANK MUST BE TURNED IN TO THE RECEIVER.

TICKET AGENT TRAINING PROGRAM

PROCEDURES FOR STARTING AND ENDING A TOUR OF DUTY

WHEN MAKING A RELIEF AND BEING RELIEVED

1. The incoming Agent reports not later than the scheduled reporting time and not sooner than 30 minutes before the scheduled reporting time.
2. The outgoing Agent waits until the incoming Agent is present before taking register readings.
3. The outgoing Agent enters the following on a blank Agent Report.
 - a. Register readings - entered in the "START" spaces, front of Report.
 - b. On back of Report in "Statement of Agent Beginning Work" box, enters.
 - (1). Change fund.
 - (2). Number of bags of Agent's Supplies.
 - (3). Number of bags of Cash and number of bags of Tokens for remittance.
4. The incoming Agent checks the entries on the Agent Report in the outgoing Agent's presence and when satisfactory, signs name.

WHEN OPENING AND CLOSING A STATION NOT OPEN 24 HOURS A DAY

1. Before opening the station, the Agent proceeds as follows:
 - a. Picks up supplies, change fund, and keys at designated location.
 - b. Goes to the assigned station.
 - c. Prepares the entrances and exits so passengers must pass the booth to be used.
 - d. If there are turnstiles, checks if they are locked. If not, notifies the Station Superintendent.
 - e. Enters the booth and counts the change fund; compares the actual register readings with register readings entered on the Agent Report left by the previous Agent. (If there are discrepancies, calls the Assignment Agent immediately).

- f. Displays Tag number and begins collecting fares.
 - g. Issues Opening-Closing Checks to passengers who do not have, or do not purchase, a transfer.
 - h. When the next train passes, discontinues issuing Opening-Closing Checks and removes (or turns off light of) "Pay Fare on Train" signs.
2. When closing the station, the Agent proceeds as follows:
- a. Beginning 15 minutes before the scheduled closing time, issues "Opening-Closing Checks" to passengers who do not have (or do not purchase) a transfer.
 - b. At the scheduled closing time, displays (or turns on light of) "Pay Fare on Train" signs.
 - c. Prepares the entrances and exits so passengers can get to the platform.
 - d. If there are turnstiles, locks them.
 - e. Completes the Agent Report and makes up the remittance.
 - f. Enters the register readings in the "START" spaces of a blank Agent Report and leaves it in the booth for the next Agent.
 - g. If there are manual registers, places cords out of reach of passengers and locks registers that have locking devices.
 - h. Removes the Tag Number and locks the booth door.
 - i. Brings remittance bags to the designated location.

WHEN OPENING AND CLOSING AN EXTRA WINDOW OR BOOTH WHERE THERE IS A MAIN WINDOW OR BOOTH

The procedure is the same as when opening and closing a station not open 24 hours a day with the following exceptions:

1. When opening:
- a. Station supplies and transfers are picked up at the main window or booth.
 - b. The change fund is borrowed from the Agent at the main window or booth.
 - c. In a "Statement of Agent" box, the Main Agent enters the amount of the change fund and the word "BORROWED". The extra Agent signs in the space provided.
2. When closing:
- a. The change fund is returned to the Main Agent.

- b. In a "Statement of Agent" box, the Extra Agent makes the following entries:
 - (1). The amount of the change fund and the word "RETURNED".
 - (2). The number of bags of Cash and number of bags of Tokens for remittance.
The main Agent signs in the space provided.
- c. Supplies and the remittance are left with the Main Agent.

WHEN CASH AND TOKEN BANKS ARE PROVIDED BY A MAIN BOOTH TO AN EXTRA BOOTH

1. The Agent in the main booth enters on his Agent's Report the amounts of the banks in one of the "Statement of Agent" boxes
2. The Agent in the main booth crosses out the words "Change Fund" and inserts the word "Borrowed" in their place
3. The Agent in the extra booth signs his name in this box

EXAMPLE

CROSSED OUT BY AGENT IN MAIN BOOTH	<p align="center">STATEMENT OF AGENT BEGINNING WORK - 2ND PERIOD</p> <p>I hereby certify that the readings and stock shown at the "start" have been verified and found correct and that I have received the following:</p> <p>20 TOKENS BORROWED</p> <p>\$ <u>10.00</u> * Change Fund _____ Bags Agent's Supplies.</p> <p>_____ Bags of Cash and _____ Bags of Tokens for Remittance.</p> <p>(Signed) _____ Tag No. _____</p> <p>* If change is borrowed from main booth write "borrowed".</p>
ENTERED BY AGENT IN MAIN BOOTH	
SIGNED BY AGENT IN EXTRA BOOTH	

WHEN THE CASH AND TOKEN BANKS ARE RETURNED BY THE EXTRA BOOTH TO THE MAIN BOOTH

1. The Agent in the extra booth enters on his Agent's Report the amount of the banks in one of the "Statement of Agent" boxes
2. The Agent in the extra booth crosses out the words "Change Fund" and inserts the word "Returned" in their place
3. The Agent in the main booth signs his name to this box

EXAMPLE

CROSSED OUT BY AGENT IN EXTRA BOOTH	<p align="center">STATEMENT OF RELIEVING AGENT - AFTER 2ND PERIOD</p> <p>I hereby certify that the readings and stock shown at the "end" of the 2nd Period have been verified and found correct and that I have received the following:</p> <p>2 TOKENS Returned</p> <p>\$ <u>10.00</u> * Change Fund _____ Bags Agent's Supplies.</p> <p>_____ Bags of Cash and _____ Bags of Tokens for Remittance.</p> <p>(Signed) _____ Tag No. _____</p> <p>* If change was borrowed from main booth write "borrowed".</p>
ENTERED BY AGENT IN EXTRA BOOTH	
SIGNED BY AGENT IN MAIN BOOTH	

AGENT'S SUMMARY OF TRANSFERS ENVELOPE

- A. Purpose - Provides a complete written record of transfers assigned to a trick
- B. Procedure for filling in "Agent's Summary of Transfers" envelope
- C. Use pen or pencil
- D. Some entries are made before starting day's work:
 - 1. Trick No.
 - 2. Station
 - 3. Line
 - 4. Day, Date, and Year
 - 5. 10¢ Transfers assigned to trick
 - a. First number today's transfers - first number next day's transfers
 - b. Last number today's transfers - last number next day's transfers
 - 6. Agent's Signature - Name and Tag No.
- E. Other entries are made during working day:
 - 1. 10¢ Transfers purchased from: location of Agent - number of transfers
 - a. First number of transfers purchased
 - b. Last number of transfers purchased
 - 2. 10¢ Transfers sold to: location of Agent - number of transfers
 - a. First number of transfers sold
 - b. Last number of transfers sold
 - c. Date
- F. Unused transfers returned - enter total number of transfers which were not used during trick (enclosed in envelope)
- G. Disposition of envelope
 - 1. Enclose all unused transfers and seal envelope
 - 2. Turn in with receipts and report

OVER

CHICAGO TRANSIT AUTHORITY
TRANSPORTATION DEPARTMENT

AGENT'S SUMMARY OF TRANSFERS

TRICK NO.	STATION	LINE	DAY	DATE
218	54th Ave.	Douglas Pk.	Monday	Jan. 20 1969

DAY	FIRST NUMBER	LAST NUMBER	UNUSED TRANSFERS RETURNED (Include unused purchased transfers)
TRANSFERS ASSIGNED TO TRICK: 1000			- 1 2 3
CURRENT DATE	2434 01	2444 00	
NEXT DAY	01	00	
TRANSFERS SOLD TO: Tag # 1359			
DATE	244301	244400	
TRANSFERS PURCHASED FROM:			
DATE			

AGENT'S SIGNATURE	
NAME	TAG
John Brown	1247

EXAMPLE OF CORRECTLY FILLED-IN ENVELOPE

ACCEPTANCE OF TOKENS

Personnel handling tokens for fares from the public will follow the regulations listed below:

- (a) All tokens (small or large) will be accepted in any combination as long as the value amounts to fare being registered.
- (b) If the value of the tokens amount to more than the fare to be registered, the passenger must be advised before the fare is registered, that the tokens are acceptable but you cannot return the overcharge in change to them.
- (c) If tokens are accepted, and there is an amount over and above the fare being registered, the additional amount will be reflected on the report as a surplus.
- (d) If a fare is paid with the combination of tokens and money, and the amount comes to more than the fare being registered, the passengers should receive their change in the correct amount from the money end of the fare.
- (e) Regardless of the value of the tokens involved, the registration of these tokens depends on the fare being paid for at the time.
 - (Example) Three large tokens presented for a full fare would be registered on the full fare register.
 - (Example) One small token presented for two senior citizen fares would be registered as two fares on the half fare register.
- (f) When closing out your report all small tokens will be deducted from the full fare total fares, and all large tokens will be deducted from the half fare register total fares.
- (g) When depositing tokens with all reports make sure they are listed on both partial and final reports. Tokens are to be placed inside your receipt bag within a token envelope.

T.&P.S.
12/72

PROCEDURES CONCERNING THE USE OF PARTIAL

TURN-INS AT STATIONS WITH DROP SAFES

At stations where drop safes are installed, the following procedures must be adhered to:

1. The first deposit after the rush period will consist of all receipts (excluding the station bank) in even dollar amounts of each denomination and all tokens on hand (placed in a token envelope). Odd change will be left for the final report.
2. At all other times, without undue delay to passengers, each \$25.00 in cash receipts and all tokens must be placed in the drop safe as a partial. Retain a partial turn-in report to be available for the collectors when they remove contents of the deposit box. Only the station bank should be kept available for making change.

Agents who allow receipts to accumulate over the stated amount of \$25.00 and leave these receipts outside the security of the drop safe will be held accountable for any loss which should have been deposited in the drop safe.

T.&P.S.
12/72

PROCEDURES TO BE FOLLOWED ON THE MULTIPLE COIN
OPERATED TURNSTILE AND TRANSFER ISSUING MACHINE

The Multiple Coin Operated Turnstile and Transfer Issuing Machine is to be kept in service as long as it is accepting coins. If for any reason the transfer portion of this turnstile becomes defective or bad order, the turnstile must be kept in service. Passengers who have gone through the turnstile into the paid area and request a transfer, should be given one by the agent, free of charge. The agent should make this notation on the back portion of the agents report.

Only when the turnstile will no longer accept coins will the agent be permitted to take it out of service by locking the cover over the coin slot and fare information area.

When informed that a turnstile is defective, the agent is to verify this, call the Radio Dispatcher on extension 2345 and then lock the cover on the turnstile.

