

When

Making A

Complaint,

This Kind of

Information

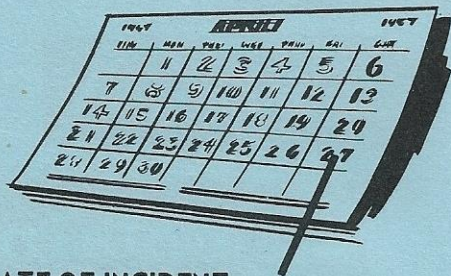
Is Helpful

Chicago Transit Authority is earnestly concerned with every complaint about its operations, its service, and its personnel.

For prompt corrective or disciplinary action, whichever may be warranted, specific information is required.

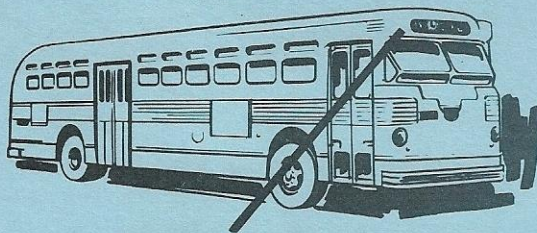
A vague or general complaint lacks the necessary identification information.

Here's The Kind of Information That is Essential and Helpful...



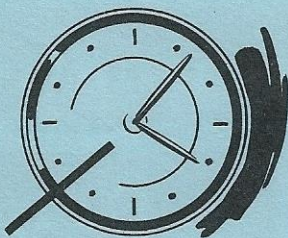
DATE OF INCIDENT

The date of the incident is necessary for investigative and corrective action.



NAME OR NUMBER OF ROUTE

CTA complaint investigators must know the name or the number of the route on which the incident occurred.



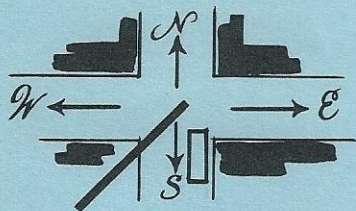
TIME OF INCIDENT

The time is required in identifying the employe or vehicle involved.



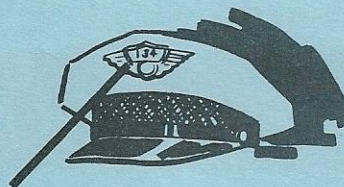
VEHICLE NUMBER

This number is prominently displayed on the front, the sides, and the rear and in the interior of each bus and car.



DIRECTION OF TRAVEL and LOCATION

Also essential is the direction of travel and the location at which the incident occurred.



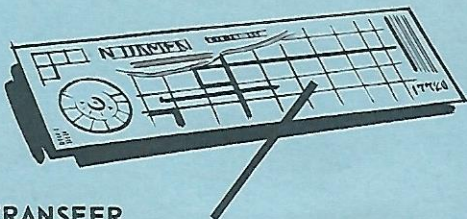
BADGE NUMBER

Every operator - motorman, conductor, bus driver, "L"-subway trainman - wears a badge number on his cap. If the number is not visible for any reason, please ask the employe for it. He is obliged to give it.



RUN NUMBER

This is a round, white tag, displayed on the exterior dash of a bus or car. The number on its face identifies the run.



TRANSFER

If a complaint involves a transfer, the transfer should be attached to the letter of complaint, if the transfer is still in the complainant's possession.

We welcome your co-operation in reporting service and operational shortcomings. Address your complaint to Chicago Transit Authority, Service Section, Room 742, Merchandise Mart, P.O. Box 3555, Chicago 54. Telephone MO 4-7200, Ext. 817, 818 or 819.

Chicago Transit Authority

P.S. We do get compliments, too, and in these instances, too, we need sufficient information to identify and notify the employe being complimented.