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Description of document:	Amtrak Service Standards Manual for Train Service and On-Board Service Employees, Version 6, 2011
Requested date:	07-May-2011
Released date:	28-July-2011
Posted date:	01-August-2011
Date of document:	Effective date: April 30, 2011
Source of document:	Amtrak FOIA Office 60 Massachusetts Avenue, NE Washington, D.C. 20002 Fax: 202-906-3285 Email: foiarequests@amtrak.com

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VIA E-MAIL

July 28, 2011

Re: Freedom of Information Act Request

We are further responding to your May 7, 2011 request for information made under the Freedom of Information Act (FOIA), which was received by Amtrak's FOIA Office on May 13, 2011.

Your request seeks a copy of the Amtrak Service Standards Manual for Train Service and On-Board Service Employees in electronic format.

In response to your request, please find attached copy of the above-referenced Manual.

There is no charge for processing your request.

If you have any questions regarding your request, please feel free to contact me at 202.906.3741 or via e-mail at Hawkins@amtrak.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharron Hawkins", written over a horizontal line.

Sharron Hawkins
FOIA Officer

Attachment

IM-93701

Service Standards

for

Train Service & On-Board Service Employees

Effective 12:01am, April 30, 2011

Manual No. 6

Transportation – Service Delivery



April, 2011

To all Co-Workers:

This Service Standards Manual has been provided to ensure the delivery of consistent, high quality service to our passengers by both frontline and supervisory employees. It ties together, in a single reference document, many diverse company policies, procedures and standards that apply to the services our Train Service and On-Board Service employees perform. Read through this book carefully. Have it in your possession while on-duty for reference.

It is our expectation that supervisors will enforce compliance with the Service Standards contained herein and provide coaching to our employees, every day.

This Manual will be a dynamic document subject to frequent revision, simply because the business environment and customer expectations continually change. The most successful companies are those that can read that change and make corresponding adjustments in their business practices and standards. Changes will be made to this Manual through the issuance of Operations Standards Updates, and actual revision pages that will be published semi-annually.

The primary goal of this Service Standards Manual is to ensure that Amtrak service is delivered consistently from train-to-train and station-to-station throughout our system. To that end, this Manual provides you with the most current Service Standards for the delivery of our service based on the new Amtrak organization.

We're all in this together, and your hard work and dedication are the keys to our success. Remember to stay focused on safety, on-time performance, revenue optimization, and customer services that exceed what our passengers expect.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Phelps", is written over a light gray rectangular background.

Richard Phelps
V.P. – Transportation

Receipt

My signature indicates that I have received a copy of ***Service Standards Manual for Train Service and On-Board Service Employees, Version 6 and a copy of the Policy Resource Booklet for Amtrak Employees, Version 3.*** Effective 12:01 am, April 30, 2011.

I understand that I am responsible for reading and updating my manual and that I must follow the procedures outlined. I also understand that this receipt will be placed in my personnel file.

Name: _____
(please print)

Signature: _____

Date: _____

Issuing Location: _____

Table of Contents

Definitions & Abbreviations

Definitions & Abbreviations	1
-----------------------------------	---

Chapter 1 – Safety & Security

Introduction	1-1
--------------------	-----

Section 1 Safety

Introduction	1-5
--------------------	-----

Safety Instructions for all Employees	1-5
---	-----

- All Employees1-5
- Train Service Employees1-5
- On-Board Service Employees1-5

Safety Instructions for On-Board

Service Employees	1-5
-------------------------	-----

- Safety Calendar1-6
- Safety Instruction Index1-9
- Safety Instructions1-9

Job Briefing	1-28
--------------------	------

Train Inspections	1-28
-------------------------	------

Boarding and Detraining	1-28
-------------------------------	------

- General Instructions1-29
- High Level Platforms1-29
- Low Level Platforms1-30

On-Board Passenger Safety	1-30
---------------------------------	------

- Basic Passenger Safety1-30
- Passengers With Disabilities1-31
- Announcements1-32
- Signage1-32
- Emergency Equipment1-32
- Car Doors and Vestibules1-32
- Restrooms1-33

Section 2 Passenger Train Emergency Preparedness

Introduction	1-37
--------------------	------

Emergency Preparedness Training	1-37
---------------------------------------	------

- Positions Requiring Training1-37
- Training1-38
- Employees Need Training To Work1-38

Train Emergencies	1-38
-------------------------	------

- General Train Emergency Instructions1-39
- Derailment1-41
- Head End Power Failure1-42
- Trespasser Strike, Grade Crossing Accident
Or Other Critical Incident1-44

- Service Disruption, Catenary/Third-Rail Power Failure, Equipment Failure, En Route Termination Of Train, Etc.1-46
- Fire1-48
- Emergency On-Board Police Activity1-50

Non-Emergency Evacuation – Non-Station

Train-To-Train Passenger Transfer – NEC1-50

- General Non-Emergency Evacuation Instructions1-50
- Passenger Transfer Between Trains Without A Jumper Cable Or Transfer Bridge1-51
- Passenger Transfer Between Trains With A Jumper Cable, Without A Transfer Bridge ...1-52
- Passenger Transfer Between Two Trains With A Jumper Cable And Transfer Bridge ...1-54
- Passenger Transfer Between Amfleet Equipment (or Amfleet to Acela Equipment) With a Jumper Cable and G2 Transfer Bridge .1-56
- Acela-Folding Stairs1-62

Emergency Evacuation1-69

- General Emergency Evacuation Instructions1-69
- Evacuation Through End Doors Into the Next Car1-70
- Evacuation Through Vestibule Side Doors1-71
- Evacuation Through Emergency Windows1-72
- Evacuation Using Acela's EVAC-CHAIR1-73
- Tunnel Information and Emergencies1-75

Unusual Occurrence Reporting Requirements1-77

- Examples of Qualifying Events to Be Reported1-77
- Examples of Events Not Qualifying For Reporting1-78
- Qualifying Event Reporting1-78

Section 3 Terrorist Activity

Introduction1-83

Bomb Threats and Unattended Items1-83

- Bomb Threat1-83
- Receipt of a Bomb Threat1-83
- Types of Bomb Threats1-84
- Unattended Items Guide1-86
- Personal Safety Guide1-86

Chemical, Biological and Radiological Threats	...1-87
• Chemical Threats	...1-87
• Biological Threats	...1-88
• Radiological Threats	...1-88

Host Railroad and Amtrak Joint

Security Procedures	...1-89
• Notification	...1-90
• Response	...1-90
• En Route Train Inspection	...1-91
• Standing Train Inspection	...1-92

Section 4 Law Enforcement Issues

Introduction	...1-97
Transporting Prisoners	...1-97
Firearms and Weapons On-Board Trains	...1-97
• Law Enforcement Officers	...1-97
• Carry-On and Checked Baggage	...1-98

Chapter 2 – Injury, Illness and Reporting

Injuries	...2-1
• General Instructions	...2-1
• First Aid	...2-2
Illness	...2-16
• Suspected Food-Borne Illness Procedures	...2-16
• Serious Communicable Disease Procedures	...2-17
• List of Serious Communicable Diseases (SCD)	...2-19
• Blood-Borne Pathogens (BBP) Exposure Control Plan	...2-19
Injury and Illness Reporting	...2-23
• Types of Reports	...2-24
• “Non-Employee Injury/Illness Report” (NRPC 3116)	...2-25
• “Employee Injury/Illness Report” (NRPC 260)	...2-28
• “Medical Information and Consent” (NRPC 488)	...2-32
• “Accident Investigation Report” (NRPC 405)	...2-33
• “Operation Heartsaver, Employee Responder Report” (NRPC 3245)	...2-35

Chapter 3 – FDA Rules & Inspections

Introduction	3-1
Food Service Cars	3-1
• General Instructions	3-1
• Refrigerators/Freezers	3-2
• Refrigerator/Freezer Failures	3-2
• En Route Refrigerator/Freezer Failures	3-2
• Emergency Food Provisioning For Trains	3-3
• Dishwashing Machines	3-4
• Toilet Facilities and Hand Washing Equipment Failures	3-5
• Cardboard Trash Containers	3-5
• Trash Handling Locations	3-6
• Car Watering	3-7
• Rodent and Insect Infestation	3-8
FDA Inspections	3-9
• Inspection Notification	3-9
• Inspection Procedures	3-10
• Common Sanitation Principles	3-10
• Potentially Hazardous Foods	3-12
• Temperature Monitoring Reports	3-13
• Additional Information	3-15

Chapter 4 – Baggage Handling

Introduction	4-1
Carry-On Baggage	4-1
• Carry-On Baggage Policy Requirements	4-1
• Carry-On Baggage Identification Tags Requirements	4-2
• Carry-On Baggage “Canadian Customs Tags” (NRPC) Requirements	4-3
• Continental Airlines Passengers	4-4
• Military Passengers on Active Duty	4-4
• Excess Baggage	4-4
• Firearms or Weapons Carried On-Board	4-4
• Folding Bicycles	4-5
• Full Size Bicycles & Surfboards	4-5
Checked Baggage	4-7
• Checked Baggage Policy Requirements	4-7
• Firearms in Checked Baggage	4-8
• Firearms in Checked Baggage – Unusual Circumstances	4-11

• Checked Baggage To or From Canada	4-16
• Prohibited Checked Baggage Items	4-16
• Unsuitable Containers	4-17
Wheelchairs, Scooters and Segway	
Personal Transporters	4-17
• Wheelchairs and Scooters	4-17
• Segway Personal Transporters	4-18
• Hoyer Lifts	4-18
Regular Bicycles	4-18
Snowboards, Surfboards, Golf Clubs and Kayaks	4-19
Ski Equipment	4-19
Scouting Organizations	4-19
Parcel Check	4-20
Pass Riders	4-20

Chapter 5 – Uniform and Grooming

Introduction	5-1
Policy	5-1
Uniform Component Guidelines	5-2
• Train Service Employees (Conductor & Assistant Conductor)	5-2
• On-Board Service Employees (Lead Service Attendant – Diner)	5-6
• On-Board Service Employees (Lead Service Attendant, Service Attendant, Train Attendant and Sleeping Car Attendant)	5-7
• On-Board Service Employees (Chef)	5-12
Dress Wear	5-13
Personal Appearance and Hygiene	5-14
• Hair	5-14
• Grooming	5-15
• Nails	5-15
Footwear and Accessories	5-16
• Footwear	5-16
• Glasses and Sunglasses	5-16
• Jewelry	5-17
• Neckwear	5-18
• Slides	5-19
• Uniform Name Tags	5-20

Chapter 6 – Crew Functions & Responsibilities

Introduction	6-1
Customer Service Tips for On-Train	
Service Employees	6-1
• Customer Service Tip Calendar	6-2
• Customer Service Tips	6-5
General information	6-15
• On-Train Authority Levels	6-15
• All Crew Members – General Responsibilities	6-16
• All Employees – General Guidelines	6-20
Conductor	6-28
• Conductor – General Responsibilities	6-28
• Conductor – Job Briefings	6-29
• Conductor – Pre-Departure Responsibilities	6-32
• Conductor – En Route Responsibilities	6-36
• Conductor – End-of-Trip Responsibilities - Intermediate Locations	6-41
• Conductor – End-of-Trip Responsibilities - Final Destination	6-42
Engineer	6-42
Assistant Conductor	6-42
Lead Service Attendant-Diner	6-43
• LSA-Diner – General Responsibilities	6-43
• LSA-Diner – Pre-Departure Responsibilities – Stock Verification/Acceptance	6-45
• LSA-Diner – Pre-Departure Responsibilities – On Train	6-46
• LSA-Diner – En Route Responsibilities	6-47
• LSA-Diner – End-of-Trip Responsibilities	6-50
Lead Service Attendant-Café/Lounge	6-51
• LSA-Café/Lounge – General Responsibilities	6-51
• LSA-Café/Lounge – Pre-Departure Responsibilities – Stock Verification/Acceptance	6-54
• LSA-Café/Lounge – Pre-Departure Responsibilities – On Train	6-54
• LSA-Café/Lounge – En Route Responsibilities	6-55
• LSA-Café/Lounge – End-of-Trip Responsibilities	6-57

LSA-Cart Service	6-58
• LSA-Cart – General Responsibilities	6-58
• LSA-Cart – Pre-Departure Responsibilities – Stock Verification/Acceptance	6-59
• LSA-Cart – Pre-Departure Responsibilities – Cart Preparation	6-59
• LSA-Cart – En Route Responsibilities	6-59
• LSA-Cart – End-of-Trip Responsibilities	6-60
Chef	6-61
• Chef – General Responsibilities	6-61
• Chef – Pre-Departure – Stock Verification	6-62
• Chef – Pre-Departure Responsibilities – On Train	6-62
• Chef – En route Responsibilities	6-63
• Chef – End-of-Trip Responsibilities	6-64
Food Specialist	6-64
• Food Specialist General Responsibilities	6-65
Service Attendant	6-66
• SA – Pre-Departure Responsibilities	6-67
• SA – En Route Responsibilities	6-67
• SA – End of Trip Responsibilities	6-69
Train Attendant-Coach (TAC)	6-69
• TAC – Staffing Levels	6-70
• TAC – General Responsibilities	6-70
• TAC – Pre-Departure Responsibilities	6-72
• TAC – Upon Departure and En Route Responsibilities	6-74
• TAC – End-of-Trip Responsibilities	6-79
Train Attendant-Sleeping Car	6-80
• TASC – General Responsibilities	6-80
• TASC – Pre-Departure Responsibilities	6-82
• TASC – Upon Departure Responsibilities	6-85
• TASC – En Route Responsibilities	6-87
• TASC – End of Trip Responsibilities	6-92
NEC En Route Cleaner	6-93
• NEC En Route Cleaner – General Responsibilities	6-93
• NEC En Route Cleaner – Work Schedule	6-93

Chapter 7 – Policies & Procedures

Introduction	7-1
Passenger Policies/Procedures	7-1
• Canadian Currency	7-1
• Carry-Bys	7-1

• Checks - Personal	7-2
• Conditions of Carriage	7-2
• Death En Route	7-7
• Displaced Sleeping Car Passenger Due to Equipment Change or Duplicate Sale	7-7
• Groups	7-8
• Identification	7-9
• Lost and Found Items	7-9
• Lost, Stolen or Found Tickets	7-9
• Ticket Refund Policy	7-10
• Special Assistance Seat Check (NRPC 3242)	7-10
• Smoking Policy	7-10
• Standees	7-11
• Unaccompanied Minor	7-12
• Authority to Board and Ride Amtrak Locomotives and Trains	7-14
Food & Beverage Policies/Procedures	7-18
• Alcohol Beverage	7-18
• Alcohol Beverage Serving Procedures	7-22
• Beverage – Non-Alcohol	7-23
• Beverage Refills	7-23
• At Seat Cart Service	7-24
• Crew Members Eating in the Dining Car	7-25
• Hours of Service – Dining Car	7-25
• Hours of Service – Café/Lounge Cars	7-25
• Ice	7-28
• At Seat/In Room Meal Service	7-28
• Non-Amtrak Food and Beverage (Non Alcohol)	7-29
• Public Health	7-30
• Meal Restrictions for Employees Occupying BT Space	7-30
• On-Board Guides/National Park Service	7-30
Dining Car Procedures	7-30
• Dining Car Operation	7-30
• Simplified Dining Service	7-33
• Staggered Seating Reservation System	7-34
Sleeping Car Procedures	7-42
• Room Set-up – Train Attendant Sleeping Car	7-42
• Proper Bed Making Procedures	7-42
• Sleeping Car Train Attendant Passenger’s “Welcome Aboard” Introduction	7-45

Baggage Cars	7-46
• Baggage Cars	7-46
Conductors Reporting Arrival and Departure Times via Cellular Telephone (Central Division Only)	7-46
• Procedure	7-46
Communication	7-47
• Radios	7-47
• Cell Phones/PDA	7-48
• “On-Board Communication” (NRPC 333AB)	7-50
Reporting Mechanical Defects	7-50
• Procedure	7-50
Reporting and Recording Delays on Railroads	7-51
• Responsibility	7-51
• Delay Reports — How They Are Designed ...	7-52
• Lateness vs. Delay	7-53
• Accuracy of Time	7-53
• Rounding of Times	7-53
• Train Origin Date	7-54
• Initial Terminal Delay; Final Terminal	7-54
• “Waiting-For-Time” or “Killing Time” Delays	7-54
• Delay Report Forms	7-55
• Examples of Abbreviations for Specifics-of-Delay Explanations	7-56
• Categories of Delay	7-59
• Host-Railroad Codes	7-61
• Crew-Change Points	7-62
• Coordinating Times with Station Agents	7-62
• Joint Amtrak/Host-Railroad Efficiency Tests	7-62
• Unscheduled Re-Crew En Route	7-62
• Planned Crew Swaps	7-62
• Police Activity On-Board Trains	7-63
• Name(s) of Host-Railroad Pilot(s)	7-63
• Abnormal Routing, Diversions, etc.	7-63
• Alternate Routes	7-64
• Detoured Train	7-64
• Combined-Cause Delays	7-65
• Slow-Order (DSR) Delays	7-65
• Heat Order or Cold Order Delays (Code “WTR”)	7-66
• Two or More Types of Delay at Same Location	7-66

- Sample Guide For Estimating Delay-Minutes by Slow Orders or Other "Simple" Delays7-66
- En Route Change to Daylight Saving Time or Standard (Winter) Time7-68
- Fuel Conservation Measures and Delays7-68
- Single Engineer Copying Authority or Restriction7-69
- Arithmetic7-69
- Legibility7-69
- Amtrak Special Trains7-69
- 1000-Series or 1100-Series Train Numbers7-70
- Bus Substitution for Train7-70
- Movement of Deadhead Equipment of Terminated or Cancelled Train7-70
- "On-Time" or "Advance" Section of a Train7-71
- Second Page of Delay Report7-71
- Delays Entered on Report7-71
- Reverse Side of Delay Report Form7-71
- Disposition of Completed Delay Report7-71
- Corrections to Delay Reports7-72
- Major Off-Corridor Delay-Input Offices Toll-Free Fax Numbers7-72
- "X"-Code Locations7-72
- Train Status Initiative7-73

Reporting En Route Delays7-73

- Rail Lines Dispatched by Amtrak7-73
- Rail Lines NOT Dispatched by Amtrak7-74

Chapter 8 – Accounting

Introduction8-1

Section 1 Train Service Accounting Procedures

Introduction8-5

General Information8-5

Forms, Documents and Supplies8-6

Ticket Verification Procedures8-7

- Random On-Board ID Verification8-7
- Acceptable Forms of Identification (ID)8-9

Ticket Lift Announcement – En Route8-12

Ticket Lift vs. Ticket Sweep8-12

- Ticket Lift8-12
- Ticket Sweep8-13

Tickets	8-13
• Introduction	8-13
• General Instructions	8-13
• Valid, Lost, Stolen, Found, Expired or Counterfeit	8-16
• Validity Period	8-17
• Sign Here is Required	8-18
Ticket Types and Other Permissible Forms of Transportation Documentation	8-19
• Advanced Paid (AP)	8-19
• Airline	8-23
• ARC/Travel Agent	8-24
• Arrow	8-25
• Authority to Board and Ride Amtrak Locomotives and Trains	8-25
• Book	8-25
• California Rail Pass	8-26
• Commuter Agency	8-28
• Commuter Agency - Caltrain	8-29
• Commuter Agency - MARC (Maryland Rail Commuter Service)	8-30
• Commuter Agency - Shore Line East	8-33
• Commuter Agency - VRE (Virginia Railway Express)	8-34
• Conductor and Assistant Conductor's On-Board Stock (COTS)	8-37
• Employee	8-37
• Lower-Level (Superliner)	8-37
• Monthly (Flash)	8-38
• Multi-Ride	8-39
• On-Board Passenger Record (NRPC 3085)	8-41
• Pre-Paid Internet Ticketing Printout	8-44
• Quik-Trak	8-44
• Railroad Request for Employee Transportation (Form 620)	8-45
• Station Authorization to Carry	8-47
• USA Rail Pass	8-48
• VIA Rail Canada	8-51
Revenue Structure	8-53
• Yield Management	8-53
• Fare Structure	8-53
• Fare Codes and Rules	8-53
• Accommodation Charges	8-54

Passenger Type and Discount	8-54
• Adult	8-54
• Child	8-55
• Disability and Companion	8-56
• Military Furlough	8-58
• Mobility Impaired and Companion	8-60
• Senior Citizen	8-62
• Unaccompanied Minor (8-14 years of age)	8-64
Service Classes	8-66
• Acela Express	8-67
• Auto Train	8-68
• Business Class	8-68
• Coach	8-68
• International (VIA Rail Canada)	8-69
• Sleeping Car	8-69
• Sleeping Car - Berth Service	8-69
• Sleeping Car - Non-Berth Service	8-71
• Thruway Bus	8-72
Conductor's Memorandum Tariff	8-72
• City Arrangement	8-72
• Fares	8-72
• Non-Negotiable On-Board Fare (OBF)	8-73
• Tariff Examples	8-73
Ticket Lift	8-74
• Introduction	8-74
• Announcements	8-74
• Conductor's Punch	8-74
• Location of Punch on Ticket	8-75
• Seat Checks	8-75
• ID Verification	8-79
• Correcting an Incorrect Punch	8-80
• Punch Indicating Baggage Checked and Reverse Direction	8-80
• Tickets Honored But Not Lifted (157)	8-81
Ticket Disposition En Route	8-82
• Sorting Tickets	8-82
• Live vs. Dead Tickets	8-83
• Long-Distance Trains Ticket Envelopes	8-83
• Short-Distance Trains Ticket Envelopes	8-84
Conductor On-Board Ticket Stock (COTS)	8-85
• Introduction	8-85
• Working With Multiple Sets of COTS	8-87
• COTS Layout	8-88

Selling Ticket Using Conductor On-Board

Ticket Stock (COTS)	8-90
• Preparing/Punching COTS	8-90
• One-Way	8-91
• To Canada on the Maple Leaf	8-92
• Round-Trip	8-93
• Farther Destinations	8-94
• Sleeping Car Accommodations	8-95
• Accessible Bedroom	8-95
• Coupon Distribution	8-97
Using COTS for Upgrades	8-99
• Upgrade from Acela Express Business Class to Acela Express First Class	8-99
• Upgrade from Coach to Business Class	8-99
• Upgrade from Coach to Sleeping Car	8-99
• Upgrade from Coach to Accessible Bedroom	8-101
• Upgrade from Sleeping Car to Sleeping Car	8-101
• Upgrade from Sleeping Car Accommodations on Auto Train	8-103
Forms of Payment	8-104
• Canadian Currency	8-104
• Cash	8-105
• Payment Cards (Credit Cards or Debit Cards)	8-105
• Payment Due	8-107
• Un-accepted Form of Payment	8-107
COTS as Other Documentation	8-107
• Deadhead (DHD)	8-107
• Passenger Removal (OFF)	8-108
• Payment Due (PYMT DUE)	8-108
• Prior Erroneous Lift (PEL)	8-111
• Return Carry-By (RET)	8-112
• Train Check	8-113
Other En Route Revenue Situations	8-114
• Charter Trains	8-114
• Death of a Passenger En Route	8-114
• Fare/Payment Dispute	8-115
• Groups	8-115
• Members of Congress Frequent Passenger Identification Card	8-115
• Musical Instruments	8-117

- Private Car Passenger
Record (NRPC 3160)8-117
- Railroad-Owned Business Cars8-119
- Service Adjustment (NRPT 27)8-120
- Standee Conditions/No Shows8-126
- Stopovers8-127
- Train Fare Penalty
Waiver (NRPC 2429)8-130
- Transfer8-131
- Uncollected Fare Report (NRPC 3008)8-131
- Union Business Travel Card8-132

Train Earnings Reports Envelopes

(NRPC 158)8-133

- Originating Conductor8-133
- Content8-134
- Disabled Trains8-136
- Disposition8-136

Conductor/Asst. Conductor Sales

Report (NRPC 193)8-137

- Form Layout8-137
- Completing Form8-138
- “No Sale” Entered in Paperless
Time Ticket (PPT) System8-140

Remit8-142

- Funds8-142
- Out-Dated COTS8-144
- “Conductor/Asst. Conductor Sales
Report” (NRPC 193) Distribution8-145

Section 2 On-Board Service Accounting Procedures

Introduction8-149

Working Fund (Applicable to the LSA)8-149

- Issuing a Working Fund8-149
- Working Funds Held by Employee8-149
- Returning a Working Fund8-151

Receiving Paperwork (Applicable to the LSA and Chef)8-151

- Food and Beverage Sales Report
Envelopes8-151
- Employee Stock & Paperwork
Accountabilities8-155

Receiving Food and Beverage Inventory	8-157
• “Transfer Out Form” (896)	
(Beginning of Trip)	8-157
• Physical Inventory	8-159
• Inventory Discrepancies (Overages/ Shortages) (Applicable to LSA and Chef)	8-159
• Start Issue Credit	8-160
• Backorders (Applicable to LSAs, Chefs or TAs)	8-160
• Transport of Stock	8-161
Obtaining Additional Stock En Route	8-162
• En Route Issue (Applicable to LSAs, Chefs or Train Attendants)	8-162
• NEC En Route Ordering Process	8-163
• Cash Purchase (Applicable to LSAs)	8-163
• Stock Transfers Between Food Service Cars	8-164
Complimentary Service (Applicable to LSAs)	8-164
• “Complimentary Service Accounting” (NRPC 3157)	8-165
• “Non-Meal Check First Class Revenue Item Accounting” (NRPC 3269)	8-167
• “Business Class Service Accounting” (NRPC 3236)	8-169
• Complimentary Service for Individual Passenger	8-170
• Service Recovery Kits (Snack Packs)	8-171
• Emergency Meal Package (Generally Canned Product)	8-172
• Train Delay Vouchers Capitol Corridors ONLY	8-172
• Coupons	8-173
• Red Star Program	8-173
Condemnation (Applicable to Chefs and LSAs)	8-174
• Introduction	8-174
• Chef/LSA En Route Condemnation Report (NRPC 3143)	8-175
• On-Board Items Condemned – Partially Consumed Items	8-176
• Items Condemned – Bagged and Tagged	8-177
• Catering Vendor	8-178
• Auto Train	8-178

Meal Checks	8-179
• Meal Checks Consist of	
Three Parts	8-179
• Meal Check Instructions	8-179
• Meal Check – Sleeping	
Car Guidelines	8-183
• Meal Check - Coach Guidelines	8-184
• Meal Check - Employee Guidelines	8-186
• Passengers Involuntary Downgrade	
from Sleeping Car to Coach	8-188
Cash Register Procedures	8-189
• Beginning of Trip	8-189
• Sales	8-189
• Manual Price Entry for	
Cash Register	8-189
• Receipts	8-190
• Voided Sales	8-190
• Refunds	8-191
• First Class Sales	8-191
• Complimentary Service	8-192
• En Route Cash Purchases	8-192
• End of Trip Cash Register Sales Reports ...	8-192
Point-of-Sale (POS) Accounting	8-193
• Beginning of Trip	8-193
• Sales	8-193
• Receipts	8-193
Forms of Payment	8-194
• Canadian Currency	8-194
• Cash	8-194
• Payment Cards	
(Credit Cards and Debit Cards)	8-194
• Personal Checks	8-196
• “Transfer Out Form” (896) Reporting	8-196
• Un-accepted Forms of Payment	8-197
Completing the Trip	8-197
• Onboard Stock	8-197
• “Transfer Out Form” (896) (End of Trip)	8-197
• Verification of Inventory	8-198
• Unattended Stock	8-199
Remittances	8-199
• Making a Remittance	8-199
• Making an En Route Remittance	8-200

• Completing the “Food and Beverage Service Remittance Receipt” (NRPC 124) . . .	8-200
• Crew Base	8-201
• Food and Beverage Sales Reports Envelopes	8-202
Notices	8-203
• Credit Notice Procedures	8-203
• Debit Notice Procedures	8-203
• Procedures for Protest	8-205

Chapter 9 – Service Recovery

Introduction	9-1
Types of Service Failures	9-1
• Operational Failures	9-2
• Equipment Failures	9-2
• Natural Disasters	9-2
• Safety and Security Issues	9-2
• Employee Failures	9-2
L.A.S.T. (Listen, Apologize, Solve and Thank)	9-2
Complimentary Food and Beverage Service	9-3
• General	9-3
• Catering Vendor Responsibility	9-4
• Acela Express and Regional Trains (Includes Boston - Newport News Service)	9-4
• Downeaster	9-6
• Amtrak Cascades, Heartland Flyer, Ethan Allen, Vermonter, Pennsylvanian, Niagara Falls Trains, Midwest and Pacific Surfliner Corridors	9-6
• Capitol Corridor	9-8
• San Joaquin	9-9
• Service Recovery Kits for Long Distance Trains Traveling in Excess of 500 Miles (Excludes Boston to Newport News Service) . .	9-10
• Emergency Meal Packages for Long Distance Trains Traveling in Excess of 500 Miles (Excludes Boston to Newport News Service)	9-13
• Auto Train	9-15
Complimentary Meal/Beverage to Individual Passenger	9-16

Service Upgrades or Credits9-16

- Upgrade Due to Malfunction or Change of Equipment, Etc.9-16
- Vouchers and Credits Due to Service Failure ...9-17

Service Recovery Options at (800) USA-RAIL or with Letters9-18

Service Recovery Options Available to Stations9-18

- Complimentary Food and Beverage Service ...9-18

Service Recovery - Passengers with Disabilities9-19

- Service Animals9-19
- Hidden Disabilities9-19
- Passenger with Mobility Restrictions9-19

Chapter 10 – On-Board Announcements & Signage

Introduction10-1

Announcements10-1

- Conductor Announcements – Departures10-3
- Conductor Announcements – Arrivals10-7
- Conductor Announcements – Conditional10-8
- LSA – Diner Announcements10-15
- LSA – Diner/Cafe/Lounge Announcement ...10-16
- LSA – Cafe/Lounge Announcements10-16
- LSA – Cafe Announcements10-17
- LSA – Cart Service Announcement10-17
- Coach Attendant Announcement10-17
- Sleeping Car Attendant Announcement10-17
- On-Board Coach Cleaner NEC Announcement10-18
- OBS Conditional Announcements10-18

On-Board Signage10-18

Chapter 11 – Assisting Passengers with Disabilities

Introduction11-1

Amtrak’s Commitment and Policies11-1

The ADA and What It Means for Amtrak11-1

- Under the ADA Law, a Person with a Disability is Defined as11-1
- Customer Service Commitment11-2

Services Offered and Provided to	
Passenger with Disabilities	11-2
• Advance Notice	11-3
• Personal Assistance	11-3
• Attendants	11-4
• Examples of Disability Situations with Suggested Actions	11-5
Transporting Passengers with	
Mobility Aids	11-6
• Accessible Cars	11-7
• Mobility Aids	11-8
• Transfer to Seat	11-8
• Checked Baggage (Wheelchairs, Scooters and Segway Personal Transporters)	11-8
• Boarding, Seating and Detraining	11-9
En Route Passenger Assistance	11-10
• General	11-10
• Meals	11-11
• Ice	11-11
• Oxygen	11-11
• Passengers with Medical Conditions	11-11
• Medical Certification	11-11
• Medication	11-12
Service Animals	11-12
• Service Animal vs. Emotional Support Animal	11-12
• Certification or Documentation	11-12
• Determining If An Animal Is A Service Animal – “Is This Your Pet”	11-13
• General Information	11-14
Offering the Most Appropriate Assistance	11-17
• Ask First	11-17
• Avoid Embarrassing Situations	11-17
Assisting Passengers with Vision	
Disabilities	11-18
• Approaching and Greeting	11-18
• Leading	11-18
• Attending and Assisting	11-19
• Meal Service	11-19
• Parting	11-19
• Boarding and Detraining	11-20
Assisting Passengers Who are Deaf or Hard of Hearing	11-20

Assisting Passengers who are Deaf/Blind	11-21
• Approaching	11-21
• Printing on Palm	11-21
• Other Assistance	11-21
Assisting Passengers with Mobility	
Impairments	11-21
• Self-Certification of Mobility Impairment	11-22
• Transferring to/from a Wheelchair	11-23
• Mobility Pointers	11-23
• Maneuvering Wheelchairs	11-24
• Transferring the Passenger with ONE Employee	11-24
• Transferring the Passenger with TWO Employees	11-24
• Boarding and Detraining	11-25
• Two-Handed Seat Carry	11-27
• Fore-and-Aft Carry	11-27
Assisting Passengers with Speech	
Disabilities	11-28
Assisting Passengers Who are HIV	
Positive or Who Have AIDS	11-28
Assisting Passengers of Short Stature	11-29
Assisting Passengers with Hidden	
Disabilities	11-29
• Psychiatric Disabilities	11-29
• Tourette Syndrome	11-30
• Epilepsy	11-30
• Cognitive Disabilities	11-30
Assisting Passengers of Large or	
Obese Size	11-31
• Assistance/Wheelchair Lift	11-31
• Seating	11-32
Discounts	11-32
Complaint Procedures	11-33

Chapter 12 – Equipment

Electrical Distribution System	12-1
• Overview	12-1
• Basic Equipment Protection	12-1
• Signage	12-1

HVAC (Heating, Ventilation and Air Conditioning)	12-2
• HVAC	12-2
• Temperature Controls	12-2
• Temperature Control Panel	12-2
• Operation of Air Conditioning Systems	12-3
Lighting	12-3
• General	12-3
• Emergency Lighting	12-3
• Standard Lighting Levels for Acela Express ..	12-4
Communication System	12-4
• Public Address & Intercom Overview	12-4
• Making Announcements via the PA	12-4
• Using Intercom System	12-4
Entertainment System	12-5
Water System	12-5
• General	12-5
• Types	12-5
• Portable Water System Filling Procedures ...	12-5
Side Door Trainline Test	12-6
• Acela Express Equipment	12-6
• All Other Equipment	12-6
Side Door Operating Procedure for	
Acela Express Trainsets	12-7
• General Guidelines	12-7
• Trainline Open Sequence	12-8
• Trainline Close Sequence	12-9
• Local Door Open Sequence	12-9
• Local Door Close Sequence	12-9
• Side Door Reset Procedure	12-10
Side Door Operating Procedure for	
Amfleet I Equipment	12-10
• General	12-10
• Opening Procedures – High Platform	12-10
• Closing Procedures – High Platform	12-11
• Emergency Opening of Vestibule	
Side Doors	12-11
• Emergency Closing of Vestibule	
Side Doors	12-12
• Door Seals	12-12

Body End Doors	12-12
• Normal Operation	12-12
• Manual/Emergency Operation	12-13
Sanitary Facilities Retention System	12-13
• Description	12-13
• Out-of-Service Toilets	12-13
High Speed Trainset (HST) Tilting Fault	
“Car Not Centered”	12-14
• Level 1 Fault	12-14
• Car Not Centered	12-15
• Car Is Centered	12-15
• Reporting	12-15
Acela Express High Speed Trainset (HST)	
120 Volt Convenience (At-Seat) Outlets	12-17
• Steps for Defective Outlets	12-17
• Acela Express Outlet Defect Chart	12-18
Bedroom Occasional Seat – Operating	
Instructions	12-19
Coffee Makers	12-21
• Douwe Egberts 300 Coffee Maker	12-21
Superliner Sleeping Accommodations	12-22
• Superliner Roomette	12-22
• Superliner Bedroom	12-23
• Superliner Family Bedroom	12-23
• Superliner Accessible Bedroom	12-24
Viewliner Sleeping Accommodations	12-24
• Viewliner Roomette	12-24
• Viewliner Bedroom	12-25
• Viewliner Bedroom Suites	12-25
• Viewliner Accessible Bedroom	12-26

Chapter 13 – Phone Numbers

Amtrak Police – Nationwide (Toll Free)	13-1
Operations	13-1
Services	13-1
Medical & Public Health	13-1
EAP Counselors	13-1
Operation Redblock	13-2

National Park Service

Partnership – Trails & Rails13-2

Crew Management T&E Payroll & Assignment13-2

Crew Management T&E Dispatch13-2

Crew Management On Board Services13-3

OBS Crew Bases13-3

Amtrak Claims Offices13-4

Amtrak Websites13-5

Definitions & Abbreviations

The following craft titles have been shortened to reflect common usage:

- LSA refers to Lead Service Attendant, EIC (Employee-in-Charge) and Steward. *(LSA positions consist of LSA-Diner, LSA-Café/Lounge and LSA-Cart)*
- TA refers to Train Attendant-Sleeper and Train Attendant-Coach.
- SA refers to Service Attendant.
- TAC refers to Train Attendant-Coach
- TASC refers to Train Attendant-Sleeping Car

"A" End of Car: Term used to identify the end of a railroad car that is the opposite end from where the hand brake is located.

Abstract Form: Form used to record separate specific items sold (generally entrees) from meal checks during a meal period.

AC: (1) Assistant Conductor - works under the supervision of the Conductor. (2) Air Conditioning (Also designated as A/C).

Acela Express: Amtrak's high-speed train sets. *(Origin - The name "Acela" is the blending of the words "acceleration" and "excellence")*

ADA: Americans with Disabilities Act - prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities and transportation.

AED: Automated External Defibrillator - is a portable automatic device used to restore normal heart rhythm to people in cardiac arrest.

Amtrak: Amtrak is a registered trademark of the National Railroad Passenger Corporation. *(Origin - The name "Amtrak" is the blending of the words "America" and "track") (See National Railroad Passenger Corporation)*

ARAMARK: Name of the current contract vendor who provides food, beverages and supplies to Amtrak's trains.

ARC: Airlines Reporting Corporation - provides ticket distribution, reporting and settlement services for over 150 air and rail carriers and more than 20,000 ARC-accredited Travel Agency locations and Corporate Travel Departments.

Arrow: The computer system Amtrak uses for reservations, ticketing, train status and equipment status. Arrow includes the capability of building train schedules, creating reservations, issuing tickets and accounting for ticket sales and other financial transactions.

"B" End of Car: Term used to identify the end of a railroad car on which the hand brake is located.

Bad Order: Term used when anything on the railroad is in need of repair and cannot be used. (i.e. track, equipment, components on equipment, etc.)

Bank: (See Working Fund)

BBP: Blood-Borne Pathogens – diseases that can be transmitted in blood. (i.e. HIV, HBV, etc.)

BT (Business Travel): Accommodations for employees on company business or for employees traveling on personal business who made reservations on the train's day of departure in the Superliner Transition Sleeping Car. Employees utilizing BT space are expected to make their own bed, remove soiled linen and leave the accommodation neat and clean. Meals are not provided and must be purchased. BT space can also be assigned to authorized Guides on a unique basis – in this case, the Guide is entitled to a complimentary meal.

Bump: To displace a junior employee (with less seniority) on an existing position.

Bump Cars: To couple railroad cars together.

Catenary: A system of wires suspended between poles and bridges supporting overhead contact wires normally energized at 11,000 volts.

Catering Vendor: Contractual provider of food, beverages and supplies for Amtrak's trains. (See ARAMARK)

CARE: Critical Assistance and Response Program for Employees. EAP administered program to assist employees involved with a traumatic event.

CDC: Centers for Disease Control and Prevention - is an agency of the United States Department of Health and Human Services.

CFR: Code of Federal Regulations - is the publication of the general and permanent rules and regulations published in the *Federal Register* by the executive departments and agencies of the Federal Government of the United States.

CMC: Crew Management Center.

CNOC: Consolidated National Operations Center.

Code 1000: Designates that Amtrak has received a *Non-Specific Bomb Threat* by a caller or letter that merely states there is a bomb on a train or in a station, but gives no specific details.

Code 2000: Designates that Amtrak has received a *Specific Bomb Threat* by a caller or letter that provides a combination of specific information about a bomb or explosive device.

Code 3000: Designates that Amtrak has discovered a device or suspected explosive device.

Cold Car: Term used for a passenger car that has been stripped of some or all of the required supplies rendering the car unfit for service. The car would need to be restocked before entering service.

Conductor: Is in charge of the train.

Conductor Delivery System: Tickets for passengers boarding at downline stations are pre-printed by a ticket office, and then handed to the Conductor who delivers the tickets to the boarding passenger once identification has been provided.

Consist: The combination of railroad cars and locomotives, which together comprise a particular train.

Control Center: Train Dispatcher's office.

COTS: Conductor's/Asst. Conductor's On Board Ticket Stock – used for creating a ticket and a passenger receipt on-board the train.

CPR: Cardiopulmonary Resuscitation - is an emergency medical procedure for a victim of cardiac arrest.

CSQS: Customer Service Quality Supervisor.

CST: Central Standard Time.

DA: Deadhead Available – Deadhead equipment listed on the Train Manifest as “No Defects” that may be used in revenue service after the Conductor contacts CNOC.

Deadhead: A railroad employee being compensated by the Railroad (applies to both Amtrak and other Railroad employees) while riding to or from a crew assignment, but not in service on-board the train. Employees traveling on business or pleasure are not deadheading.

Detrain: To exit from a train.

Double Spot: When the train is longer than the length of the platform and multiple stops are necessary to board and detrain passengers.

Down Time: Scheduled off-duty time.

DS: Deadhead Shop – Deadhead equipment listed on the Train Manifest as “Deadhead Shopped” or “Deadhead Bad Ordered” are not to be used in revenue service.

DST: Daylight Saving Time.

EAP: Employee Assistance Program – programs intended to help employees deal with personal problems that might adversely impact their work performance, health and well-being.

EEV: Emergency Exchange Voucher - a voucher issued by Station personnel to provide employees, that have been relieved from service pending an investigation, transportation back to their assigned crew base.

EIC: Employee in Charge. (See LSA)

EMS: Emergency Medical Service - to provide treatment to those in need of urgent medical care, with the goal of either satisfactorily treating the problem, or arranging for timely removal of the patient to the next point of definitive care.

En Route: On the way, from point to point.

En Suite: Opening the partition between two bedrooms to create a larger room or suite.

Engine: Term used to describe a railroad locomotive.

EO: Exclusive Occupancy.

EOT: (1) Term used to mean “end-of-trip” or (2) End-of-Train device (EOT) is a device that transmits brake pipe pressure to the lead unit (head end locomotive). A **two-way EOT** is capable of receiving a transmission from the lead unit to open the brake pipe and put the train into an emergency stop.

EPA: Environmental Protection Agency - is an agency of the federal government of the United States charged with protecting human health and with safeguarding the natural environment: air, water and land.

EST: Eastern Standard Time.

Exadigm: The name of the handheld card terminal used by the LSA to accept and verify credit and debit card payment for items purchased in Food Service Cars.

FDA: United States Food & Drug Administration.

FIFO: The procedure used to rotate items/stock according to expiration date. (First In, First Out)

Float: A cart used to move checked baggage and express packages within the station and station platform. (Also called a **Baggage Cart** or **Baggage Float**)

FO: (See Focus On)

Focus On: An Amtrak document used to highlight and re-emphasize existing Train Service, On-Board Service or Station Service Employee policies or procedures that are misunderstood or being disregarded by a significant number of employees. Employees are required to read and understand FOs but are not required to have them

in their possession while on duty.

FRA: Federal Railroad Administration - a division of the U.S. Department of Transportation that promotes rail transportation safety.

FSN: Food Service Notice – an Amtrak document used to inform OBS employees of food, beverage and menu related changes. Employees are required to read and understand FSNs but are not required to have them in their possession while on duty.

FS: Food Specialist.

GFI or GFCI: Ground-Fault Circuit Interrupter - a special electrical receptacle or outlet that can stop electrical power within milliseconds as a safety precaution.

Grab Iron: A hand rail attached to railroad cars and locomotives used to assist passengers or crew members.

HBV: Hepatitis B Virus.

HEP: Head End Power - electrical current that is supplied via cables attached between the locomotive (power source) and passenger cars. (Amtrak uses 480 volts, AC)

High Ball: A term used by the Conductor to indicated to the Engineer to proceed at maximum authorized speed. (*Origin – A “High Ball” was a type of signal used on early railroads to control train movements. When the track was clear ahead, the station agent would hoist the “ball” to the top of the wooden pole (via a rope and pulley system). The ball being high on the pole, “High Ball”, indicated to the Engineer that the train could proceed.*)

HIV: Human immunodeficiency virus.

Host Railroad and Amtrak Joint Security Procedures: Procedure to follow when confirmation of a detonation of an explosive device has occurred.

Hot Box: Excessive friction causing the wheel axle bearing to overheat. (*Origin – Early railroad cars had oil lubricated friction axle bearings. The axle bearing “Box” (Journal Box) held the oil that lubricated the axle bearing. When an axle bearing would overheat, the axle bearing “Box” (Journal Box) would become hot. Don’t touch the bearing box because it is a “Hot Box”.*)

HR: Human Resources Department (Personnel

Department)

HVAC: Heating, Ventilation and Air-Conditioning.

IC: Switches the Public Address System to an Intercom System.

Identification (ID) – Acceptable Forms of: The following are deemed acceptable forms of identification (ID) for persons who appear to be 18 years or older:

- One piece of original, current photo identification issued by a government authority, or
- Two pieces of original, current identification, at least one of which is a non-photo ID issued by a government authority.

Immediate Assistance: Wording used on the train's intercom system or the radio to alert the train crew that "Help" is needed. After "Immediate Assistance" is spoken, the location that the help is needed normally follows. (*Example – "Immediate Assistance is needed in the fourth car from the locomotive, Coach 21055"*)

Jumper Cable: Cable used to neutralize the difference in electrical current between electrically-powered trains on adjacent tracks.

Layover: The time spent in a turn around city before reporting back to work.

LOA: Leave Of Absence.

Loading Number: Changeable, four-digit numbers located on passenger cars near the end doors, used to identify cars for passenger boarding purposes. Loading numbers are shown in the manifest.

LSA: Lead Service Attendant - is responsible for the operation of Food Service Cars. The title of Steward and Employee-in-Charge (EIC) have been classified as LSA to reflect common usage.

Manifest: Report that displays the number of passengers riding on a specific date and includes other pertinent information.

MAP-21A: "Record of Defect and Repair – MAP 21A" (NRPC 2775) – form used by any on-train crew member to record defects needing repair on equipment or components.

MARC: Maryland Area Regional Commuter - a 187-mile

commuter rail system, providing service on three lines, between Washington, DC and Baltimore, MD; Washington, DC and Perryville, MD; and Washington, DC and Martinsburg, WV.

Mark Off or Marking Off: Reporting as “not available” for duty.

Mark Up or Marking Up: Reporting as “available” for duty.

Metrolink: Los Angeles-based commuter rail agency operating a 512 route-mile network covering six counties throughout the Los Angeles region.

MP: Mile Post - posts or markers spaced in one (1) mile increments trackside, having the amount of miles indicated from a specific starting point.

MST: Mountain Standard Time

National Railroad Passenger Corporation: Created by Congress in 1970 to take over the passenger rail services previously required to be operated by private freight railroad companies in the United States. (See Amtrak)

NEC: Northeast Corridor - Amtrak owns and operates 363 miles of the 457-mile Northeast Corridor (NEC) between Washington and Boston.

No Show: A passenger who does not board the train for which he or she held reservations, causing the accommodation or seat to remain empty.

NRPC: National Railroad Passenger Corporation. (See National Railroad Passenger Corporation)

OBF: On-Board Fare - the fare charged for a ticket on-board the train.

OBS: On-Board Services.

OH: On Hand.

On The Board: Employee does not hold a regular position and is on a list of employees organized by craft and seniority, contacted by crew callers to fill position vacancies.

ORB: Operation RedBlock - a labor-developed, company adopted drug and alcohol prevention and intervention program.

OSA: Operations Standards Advisory – an Amtrak document used to inform Train Service, On-Board Service and Station Service Employees of job related information that has a defined time limit and does not

permanently change any policies or procedures in the *Service Standards: Manual for Train Service and On-Board Service Employee*. OSAs are not used to review or reiterate current policies or procedures. Employees are required to read and understand OSAs but are not required to have them in their possession while on duty.

OSHA: Occupational Safety & Health Administration - an agency of the United States Department of Labor created by Congress. Its mission is to prevent work-related injuries, illnesses, and deaths by issuing and enforcing rules (called standards) for workplace safety and health.

OSU: Operations Standards Update - an Amtrak document used to inform Train Service and On-Board Service Employees of policy or procedural changes to the *Service Standards: Manual for Train Service and On-Board Service Employee*. Employees are required to read and understand active OSUs and are required to have all of them in their possession while on duty. (*Active OSUs are OSUs that have been issued but not included in the current printed Service Standards: Manual for Train Service and On-Board Service Employees.*)

OTC: Over the Counter - term used to describe medicine that is available without a prescription.

OTP: On-Time Performance – measurement of train arrival times.

PA: Public Address system.

Packet (Sales Report Envelopes): Term used to describe OBS envelope used to submit the “end-of-trip” paperwork. The following envelopes are used to submit OBS paperwork: Dining Car Report (NRPC131), Café/Lounge Food & Beverage Sales Reports (NRPC 695), First Class/Club Car Food & Beverage Sales Reports (NRPC 3275) or the POS Trains Food & Beverage Sales Reports (NRPC 3276)

Panic Box: Used to describe improvised service when a Food Service Car is placed out-of-service or removed from the train.

Pantograph: A device located on top of electric engines, which collects power from the overhead contact wire by means of a sliding contact shoe.

PAR: The quantity of items provided to a Food Service, Sleeping or Coach Car initially. The quantity of items is adjusted based upon ridership and on-time performance

variables.

PNR: Passenger Name Record.

Policy Resource Booklet: An Amtrak document comprised of corporate policies and employee programs. Employees are required to read and understand the policies contained within the Policy Resource Booklet but are not required to have the booklet in their possession while on duty.

POS: Point of Sale.

Pouch (Train Collections Pouch): Term used to describe the Train Earning Reports Envelope (NRPC 158), which is used by the Conductor to submit paperwork.

PPE: Personal Protective Equipment. (e.g. safety glasses, gloves, etc.)

PPO: Pre-Paid Order - used by groups to pay for food purchases in advance.

PREPARE: Passenger Railroad Emergency Preparedness and Response Education - this course prepares employees with onboard train responsibilities for the actions to be taken in the event of an unforeseen emergency.

PST: Pacific Standard Time.

PTT: Paperless Time Ticket.

Quiet Car: A car within the train consist that requires that occupants, both passengers and crew members, to be quiet. This means refraining from loud conversations and cell phone usage. All electronic devices that emit sound must be silenced or used with earpieces or headphones. The PA is to be on in the Quiet Car for safety and station announcements.

RRB: (1) Railroad Business mail or (2) Railroad Retirement Board - an agency of the United States government created in the 1930s, which established a retirement benefit program for the country's railroad workers.

Right Care Day One: (See TDP)

RR: Railroad.

RSCC: Reservation Sales Call Center.

RTS: Returned to Stock.

SA: Service Attendant - serves food and beverages to Dining Car passengers.

SAP: A database software program used by Amtrak to maintain employee information. SAP stands for Systems Applications and Products in Data Processing.

Service Standards: Manual for Train Service and On-Board Service Employees: An Amtrak document containing the policies and procedures that must be followed by all Train Service and On-Board Service employees. All Train Service and On-Board Service employees must have an up-to-date version in their possession while on duty. *(Up-to-date version is defined as the current printed Service Standards: Manual for Train Service and On-Board Service Employees and all of the active OSUs that have been issued but not included in the current printed Service Standards: Manual for Train Service and On-Board Service Employees.)*

Siding: Track adjacent to mainline track where one train waits while another passes, also a track on which to store or service railcars.

SIR: a web-based stored information retrieval system maintained by the Revenue Operations Group of Amtrak's Finance Department. The information in the system is a by-product of the Train Earnings, Conductor Sales, Food & Beverage Sales and Station Sales Support Document processes performed by the Finance Department's El Paso, TX location.

SOM: Action code to request a train manifest in Arrow.

Spotting: The stopping of a car or train at a specific location for the purpose of boarding and detraining passengers.

SSM: *(See Service Standards: Manual for Train Service and On-Board Service Employees)*

SSR: Special Service Request - Request for special assistance or service by a passenger that appears on the manifest. Special request codes are as follows:

- **ENST** - On-board en suite room request
- **HCPS** - Disabled seating request
- **KSML** - Kosher meal request
- **LIFT** - Wheelchair lift at station is required
- **LOWR** - Lower level seating required (Superliner)
- **MAAS** - Meet & assist at train side
- **MAXO** - Maximum occupancy exceeded in sleeping car accommodations
- **MEDA** - Passenger has medical condition
- **OXYG** - Passenger will be traveling with oxygen

- **REFG** - Ice & container requested to chill medicine or food
- **SEAT** - Special seating other than lower level
- **SMLS** - At-seat/in-room meals requested
- **SPML** - Special meal other than kosher
- **VIPP** - Very important passenger
- **WCHR** - Wheelchair
- **OTHS** - All other types of requests

Standee: A passenger who purchases a ticket for a particular class of service but is unable to find a seat in that class of service. A standee is not a passenger who chooses not to sit in a vacant seat because of its location (backwards, etc).

STARS: Station Ticket and Reservation System - used by Ticket Agents to access train information and generate passenger tickets. (Interfaces with Arrow system)

Step Box: A metal “step” which is placed on the ground to assist passengers in boarding and detraining.

Stewards: (See LSA)

Swing: Employee detrains short of train’s destination for the purpose of boarding another train going in the opposite direction. Primarily used to supplement Dining Car staff.

Switcher: Locomotive used for switching or positioning railroad cars.

Switching: Moving of railroad cars from one place to another within a terminal or yard.

T&E: Train & Engine - designation for the group consisting of Conductors, Assistant Conductors and Engineers.

TA: Technical Advisory - an official Amtrak document that informs and instructs employees during the implementation and training phases of specific electronic device programs. (i.e. Conductor Credit Card Device; E-Ticketing; Passenger Information Display System (PIDS); Point of Sale (POS) and other electronic device programs) Employees are required to read and understand TAs but are not required to have them in their possession while on duty.

TA: Train Attendant - assists passengers in either Coach or Sleeping Cars.

TAC: Train Attendant - Coach

TASC: Train Attendant - Sleeping Car

TDP: Amtrak's Transitional Duty Program - a program wherein employees who have sustained on-the-job injuries (and have temporary restrictions) are placed in alternative jobs within the company or are placed with local non-profit agencies (charities).

TDRS: Transportation Department Review System - a web-based employee observation and record system.

Ticket: Officially issued document that allows admission to the train for passage between certain stations.

Ticket Lift: The initial collection of tickets by the Conductor.

Ticket Sweep: When the operating crew checks the ticket receipt of every passenger aboard the train to ensure the collection of all revenue tickets.

Transfer Bridge: A bridge designed for placement in the vestibules of trains on adjacent tracks providing a walkway across the gap between the trains.

Triple Spot: (See Double Spot)

TS: Train Status - on-time status of any currently running train, status history of a recently run train, or reasons for delay on a recently run train.

TSA: Transportation Security Administration - is a component of the Department of Homeland Security and is responsible for security of the nation's transportation systems.

Upstairs Order: To-Go food service provided by the TA to Sleeping Car and Coach passengers.

VRE: Virginia Railway Express - operates passenger trains on an 89 route-mile system connecting Washington, DC with Fredericksburg and Manassas, Virginia.

Working Fund: Monies issued to the Lead Service Attendant assigned to a Lounge/Café, Cart or Dining Car for the purpose of providing "change" to passengers making purchase or for en route emergency food and beverage purchases.

Chapter 1

Safety & Security

This chapter has four sections.

- **Section 1 – Safety (page 1-5)** outlines the responsibilities of employees related to their personal safety, the safety of co-workers and of our passengers.
- **Section 2 – Passenger Train Emergency Preparedness (page 1-37)** outlines in detail the responsibilities and procedures to be used for a Derailment, Trespasser Strike, Grade Crossing Accident, Service Disruption, En Route Termination of Train, Fire, Emergency Evacuation or Transfer of passengers and other related train emergencies.
- **Section 3 – Terrorist Activity (page 1-83)** outlines the appropriate response to Bomb Threats, Chemical, Biological and Radiological threats.
- **Section 4 – Law Enforcement Issues (page 1-97)** outlines the appropriate way to respond to Transporting Prisoners, Law Enforcement Officers and Firearms and Weapons.

Introduction

The safety and security of employees and passengers is paramount. Everyone expects a safe, secure and injury free environment while on Amtrak's property or trains. Both employees and passengers have a responsibility to be aware of their surroundings and report any unsafe or suspicious situation requiring immediate attention. Safety and security instructions have been prepared to identify potentially hazardous situations and inform employees how to prevent personal injuries to themselves, co-workers and passengers.

All safety and security instructions, notices and updates must be followed at all times. If you do not understand any safety or security instructions or are not sure of the safest course of action to follow for a particular circumstance, ask your supervisor for an interpretation and/or a clarification on how to correctly handle the situation. You are responsible for understanding all of the requirements of your job and the possible hazards that could occur.

Chapter 1

Section 1

Safety

Introduction

It is a requirement of every Amtrak employee to perform his or her duties in a safe manner. This section of the chapter outlines the required work practices, instructions and methods to avoid injury.

A. Safety Instructions for all Employees

1. All Employees

Must comply with and are expected to understand all Corporate Safety and Security Notices, Updates and Bulletins.

2. Train Service Employees

Must comply with and are expected to understand the safety instructions contained within the *“Safety Instructions for Train and Engine Employees”* (AMT-5).

3. On-Board Service Employees

Must comply with and are expected to understand the safety instructions contained within this chapter under section B. *“Safety Instructions for On-Board Service Employees”*.

B. Safety Instructions for On-Board Service Employees

The following Safety Instructions contain the basic safety and work practices that apply to your job. Your commitment to the spirit of the Safety Instructions, in each work situation, will affect your safety and that of your co-workers and our passengers. It is not possible to cover all of the safety hazards you may encounter. However, in applying the Safety Instructions and principles outlined in this chapter, unsafe acts can be avoided and your safety assured.

Most personal injuries are caused by unsafe acts. By reducing unsafe acts, injuries can and will be prevented. Every employee must make regular assessments of their work habits and the work habits of co-workers to assure compliance with the Safety Instructions. Immediately report and/or correct unsafe acts as they occur.

During the daily Job Briefing employees must review, discuss and understand the Safety Instruction as indicated by the Safety Calendar.

1. Safety Calendar

For On-Board Service Employees

Accident prevention starts by knowing, understanding and complying with Safety Instructions. Let them be your guide each and every day.

Date	JAN	FEB	MAR	APR
1	2244 a	2240 c	2223 d	2020 c
2	2244 b	2240 d	2223 e	2020 d
3	2244 c	2240 e	2011	2031 a
4	2244 d	2240 f	2222 a	2031 b
5	2244 e	2240 g	2222 b	2031 c
6	2244 f	2240 h	2222 c	2031 d
7	2000 a	2240 i	2222 d	2031 e
8	2000 b	2004 a	2222 e	2031 f
9	2000 c	2004 b	2222 f	2031 g
10	2000 d	2004 c	2012 a	2021 a
11	2243	2004 d	2012 b	2021 b
12	2001 a	2226 a	2012 c	2021 c
13	2001 b	2226 b	2012 d	2021 d
14	2001 c	2226 c	2012 e	2021 e
15	2242 a	2226 d	2012 f	2021 f
16	2242 b	2005	2012 g	2021 g
17	2242 c	2225	2012 h	2202
18	2242 d	2006 a	2012 i	2022 a
19	2242 e	2006 b	2221	2022 b
20	2002 a	2006 c	2013	2022 c
21	2002 b	2006 d	2220 a	2022 d
22	2002 c	2224	2220 b	2201
23	2002 d	2010 a	2220 c	2023 a
24	2002 e	2010 b	2220 d	2023 b
25	2002 f	2010 c	2220 e	2023 c
26	2241 a	2010 d	2014	2023 d
27	2241 b	2223 a	2202	2023 e
28	2241 c	2223 b	2015	2023 f
29	2003	2223 c	2201	2023 g
30	2240 a		2020 a	2023 h
31	2240 b		2020 b	

Safety Calendar

For On-Board Service Employees

Accident prevention starts by knowing, understanding and complying with Safety Instructions. Let them be your guide each and every day.

Date	MAY	JUN	JUL	AUG
1	2023 i	2120 d	2032 a	2025 b
2	2200 a	2120 e	2032 b	2040 a
3	2200 c	2120 f	2032 c	2040 b
4	2200 b	2120 g	2032 d	2040 c
5	2200 d	2027	2032 e	2040 d
6	2200 e	2107	2101 a	2040 e
7	2200 f	2028	2101 b	2072 a
8	2200 g	2106 a	2101 c	2072 b
9	2024 a	2106 b	2101 d	2072 c
10	2024 b	2106 c	2101 e	2072 d
11	2024 c	2106 d	2101 f	2041
12	2124 a	2106 e	2101 g	2071 a
13	2124 b	2106 f	2033 a	2071 b
14	2124 c	2029 a	2033 b	2071 c
15	2124 d	2029 b	2033 c	2071 d
16	2124 e	2105 a	2000 a	2071 e
17	2124 f	2105 b	2000 b	2071 f
18	2124 g	2105 c	2000 c	2071 g
19	2124 h	2105 d	2000 d	2071 h
20	2124 i	2105 e	2015 a	2071 i
21	2025 a	2105 f	2015 b	2071 j
22	2025 b	2105 g	2015 c	2071 k
23	2121 a	2030 a	2015 d	2043
24	2121 b	2030 b	2016 a	2070 a
25	2121 c	2030 c	2016 b	2070 b
26	2121 d	2104 a	2016 c	2070 c
27	2121 e	2104 b	2004 a	2070 d
28	2026	2104 c	2004 b	2070 e
29	2120 a	2104 d	2004 c	2044
30	2120 b	2102	2004 d	2061 a
31	2120 c		2025 a	2061 b

Safety Calendar

For On-Board Service Employees

Accident prevention starts by knowing, understanding and complying with Safety Instructions. Let them be your guide each and every day.

Date	SEP	OCT	NOV	DEC
1	2061 c	2056 d	2120 g	2032 b
2	2061 d	2056 e	2027	2032 c
3	2061 e	2056 f	2107	2032 d
4	2061 f	2052	2029 a	2032 e
5	2061 g	2055	2029 b	2102
6	2045 a	2053	2106 a	2033 a
7	2045 b	2054	2106 b	2033 b
8	2045 c	2024 a	2106 c	2033 c
9	2045 d	2024 b	2106 d	2101 a
10	2045 e	2024 c	2106 e	2101 b
11	2045 f	2123 a	2106 f	2101 c
12	2045 g	2123 b	2030 a	2101 d
13	2045 h	2123 c	2030 b	2101 e
14	2045 i	2123 d	2030 c	2101 f
15	2060 a	2123 e	2105 a	2101 g
16	2060 b	2123 f	2105 b	2028
17	2060 c	2123 g	2105 c	2100 a
18	2060 d	2057	2105 d	2100 b
19	2060 e	2122	2105 e	2100 c
20	2060 f	2103	2105f	2100 d
21	2060 g	2022 a	2105 g	2100 e
22	2050 a	2022 b	2031 a	2100 f
23	2050 b	2022 c	2031 b	2100 g
24	2050 c	2022 d	2031 c	2100 h
25	2050 d	2026	2031 d	2100 i
26	2050 e	2120 a	2031 e	2100 j
27	2051	2120 b	2031 f	2100 k
28	2056 a	2120 c	2031 g	2100 l
29	2056 b	2120 d	2103	2100 m
30	2056 c	2120 e	2032 a	2042
31		2120 f		2043

2. Safety Instruction Index

Safety Instructions	Instruction Number
Professional Conduct & Responsibilities	2000–2006
Personal Protective Equipment & Clothes	2010–2016
Moving about Equipment/Facilities	2020–2033
Housekeeping	2040–2045
Tools	2050–2057
Elevators/Escalators	2060–2061
Wheelchair/Special Chairs	2070–2072
Lifting and Stacking	2100–2107
Moving and Transferring	2120–2124
General	2200–2202
Kitchen	2220–2226
Boarding/Detraining	2240–2242
En Route – On Train	2243–2244

3. Safety Instructions

Professional Conduct and Responsibilities

2000 Supervisor's Responsibilities

Supervisors at all levels are responsible for:

- Issuing safety instructions and ensuring the safe performance of all employees.
- Familiarizing all employees with unusual hazards before starting to work.
- Personally and continuously supervising work, when practical, that involves unusual hazards, and
- Regularly observing all employees under their jurisdiction, including employees from another department, in regard to safe work practices and rule compliance and promptly advising their immediate supervisors of any employees who resist correction and/or do not improve their unsafe work practices.

2001 Employee's Responsibilities

All Transportation employees are responsible for the safety of themselves, their fellow employees, and passengers. Therefore, it is important to:

- Be knowledgeable of all safety rules applicable to their work.
- Act in accordance with these rules to ensure a safe working environment.
- Report defects in equipment, tools, material or facilities to their immediate supervisor when applicable, or complete the appropriate form.

2002 Inform Supervisor

Immediately inform your supervisor and/or home crew base of any:

- a) Injury.
- b) Accident.
- c) Safety-related matter.
- d) Incident.
- e) Unsafe working conditions.
- f) Illness occurring on the job; promptly complete injury report forms, as applicable.

2003 Medical Attention

Immediately apply first aid or obtain medical attention for every injury, if practical. Report details of the injury and obtain treatment from a company doctor or a qualified physician as soon as possible.

2004 Demeanor

Your personal demeanor must be free of:

- a) Scuffling.
- b) Practical jokes.
- c) Horseplay.
- d) Careless or otherwise unsafe acts.

2005 Behavior

Your personal behavior must not interfere with or distract fellow employees in the safe performance of their duties. Always be attentive to and aware of safety procedures.

2006 At Other Work Locations

When you are at any Amtrak work location other than your own, you must:

- a) Introduce yourself to the person in charge.
- b) Familiarize yourself with the rules for that location.
- c) Obey all pertinent rules and regulations.
- d) Ask a supervisor for clarification if you have a question.

Personal Protective Equipment and Clothing

2009 Personal Protective Equipment (PPE)

When required, use only Amtrak-approved personal protective equipment.

2010 Suitable Clothing

When on duty, you must wear suitable clothing that will not interfere with your performance, and:

- a) Is not torn or loose enough to be hazardous.

Examples:

- *Neckties must be securely tucked in, clipped or tacked.*

- *Pant legs must not be so long that they hang over shoes or interfere with walking.*
- *Shirts and blouses must not be torn or hanging loose.*

- b) Is not greasy, oily, or saturated with flammable substances.
- c) Is nonflammable.
- d) Gives enough protection.

Examples:

- *When working in a kitchen, a cook's jacket must be worn at all times, properly buttoned, with sleeves fully extended.*
- *When handling dry ice or any potentially hazardous material, employees must wear Amtrak-approved protective gloves.*
- *When entering walk-in refrigerators/freezers, employees must wear warm, protective clothing.*

2011 Head/Ear Coverings

Use only Amtrak-approved head or ear coverings, ensuring they do not interfere with seeing or hearing. Employees are responsible for obtaining the current list of approved head and ear coverings.

2012 Suitable Shoes and Overshoes

All employees must wear suitable shoes and overshoes, which:

- a) Are fully laced, buckled, zipped or otherwise fastened. (Low-cut shoes secured by a built-in elastic band over the bridge of the foot are also acceptable.)
- b) Are not sandals, open-toed, open-heeled, wooden soles, canvas or shoes designed to not be fastened.
- c) Are not platform-type soles or soles that are loose, thick, or cracked.
- d) Do not have a metal plate or cleat on the sole or heel.
- e) Do not have laces dangling far enough to cause tripping.
- f) Do not have heels over 2 inches or elevated toes.
- g) Are not canvas, suede, woven leather, plastic, running shoes, leather athletic shoes, hiking or working boots, clogs or thongs.
- h) Provide ample protection in your working environment.
- i) Have a definite heel. Heels that are built into the shoes as an integral part of the bottom constructions are acceptable.

2013 Jewelry

Jewelry such as rings, bracelets, or chains, which are potentially hazardous, must be removed while on duty.

2014 Amtrak Protection Devices

When required, use only Amtrak-approved safety protective equipment.

2015 Approved Head and Eye Protection

Wear only Amtrak-approved head protection and eyewear while on duty in areas requiring that clothing, and follow these guidelines:

- a) Wear only Amtrak-approved accessories when wearing head protection.
- b) Wear your hard hat properly fitted with brim forward.
- c) Approved eye protection must be clean and properly fitted when working in or near work that requires eye protection.
- d) Employees who wear prescription glasses must wear Amtrak-approved safety goggles, unless they have obtained Amtrak-approved safety prescription glasses.

2016 Head and Eye Protection Required

Amtrak-approved head protection and eyewear must be worn by the following On-Board, Stations, and Commissary personnel:

- a) All On-Board Services employees performing utility and sanitation work, including ready crews.
- b) All dedicated Baggage employees.
- c) All Commissary employees while performing their duties.

Moving About Equipment/Facilities

2020 Authorized Route

- a) Use only the authorized route or path while going to or from work and while moving from one point to another while on duty.
- b) Walk, don't run.
- c) Never walk, step, or in any way touch rail, rail apparatus, pipe, or any potentially hazardous object in your path.
- d) Stay clear of tracks, except when necessary in the proper performance of duty.

2021 Halls and Stairs

When going through halls/passageways or around corners or up/down stairs, you must:

- a) Walk, not run.
- b) Keep to the right.
- c) Keep hands out of pockets.
- d) Use handrails, if available.
- e) Use every step on stairs.
- f) Be alert and avoid tripping and slipping hazards.
- g) Ensure secure footing.

2022 Vestibules

Do not attempt to pass through the vestibule of a car that is blocking a crossing at a station. When it is necessary to make a cut:

- a) Announce throughout the train that a cut will be made.
- b) Retract the curtains and secure end gates between cars.
- c) Wait until the cut has been made, then
- d) Descend to the platform in accordance with safety rule 2023.

2023 Walking or Standing

When walking or standing for any purpose, you must:

- a) Cross or walk over a track only when no crossing is provided.
- b) Keep at least 20 feet from the end of a standing car or train when crossing tracks.
- c) Maintain sufficient lookout in both directions to be alert to approaching equipment or close clearance of equipment of structures.
- d) Keep as far as practical from all passing trains.
- e) Stay clear and maintain a sufficient lookout in both directions, if equipment is approaching, and ensure that no other equipment is approaching on a nearby track.
- f) Look for and avoid any opening, tripping, falling, or slipping hazard.
- g) Stop if it is necessary to look away from the direction in which you are moving.
- h) Not walk through steam/smoke/other vapor or substance.
- i) Not jump from any height. Use stairs, ladder, or ramp.

2024 Moving Equipment

Expect the train, self-propelled, or other equipment to move at any time in any direction. Therefore, look in all directions:

- a) Before getting on/off any equipment

- b) Before crossing a track, walk or driveway.
- c) When pulling a hand truck or operating self-propelled equipment across any track, walk, or driveway.

2025 Leaning

Keep clear of and do not lean against:

- a) A standing train.
- b) Any self-propelled or other equipment.

2026 Using Hand Rails

Use handrails when getting on or off equipment, machinery, cars, trucks, or trailers that are so equipped.

2027 Getting on Equipment

Do not get on or off any train, vehicle, self-propelled, or other mobile equipment unless it is stopped.

2028 Three Points of Contact

When walking thru moving or standing equipment, in order to reduce your chance of falling, maintain three points of contact by extending your hands and arms to keep contact with grab irons, handrails, seatbacks, luggage racks or other bracing points.

2029 Getting off Equipment

Look in each direction before getting off a standing train, self-propelled, or other equipment and always:

- a) Look for and avoid any holes, slippery spots, or obstructions.
- b) Maintain a handhold until footing is firmly on the platform or ground.

2030 Seat Belts

Follow these guidelines when in a vehicle or other self-propelled equipment that is equipped with seat belts.

- a) As soon as you sit down, promptly adjust the belt around you with necessary slack for comfort, but snug enough to ensure you will not be thrown forward in the event of a collision, sudden movement, or quick stopping.
- b) Keep the belt secured around you until after the vehicle has stopped and you are prepared to leave.
- c) The senior Amtrak employee in the vehicle must ensure that the vehicle is not moved until all persons are seated and have their seat belts secured.

2031 Opening/Closing Doors, Windows, Drawers, etc.

Follow these guidelines when opening or closing a door, window, drawer (including filing cabinets and desk drawers), bed, or other objects (including boxes and containers):

- a) Face it.
- b) Disconnect safety latches.
- c) Use the knob, handle, or other safe means to open or close it. If it is stuck, do not force it.
- d) Keep your hands, feet, and other parts of your body clear of the jamb or other pinch points.
- e) Secure door, etc., while it is open if it is likely to close, fall, or become a hazard. Engage safety latches if it is designed or required to be secured.
- f) Look for and avoid sharp edges of any object.
- g) Secure or close the door, etc. as soon as you are finished with it; never leave it open even if you plan to return immediately.

2032 Standing/Sitting on Support

If it is necessary to stand, sit or place your weight on a support and make sure it:

- a) Is suitable.
- b) Is not defective.
- c) Will not wobble or move.
- d) Will support your weight.
- e) Is used for the purpose designed, including but not limited to these examples:
 - *Chair or stool must have all legs on the floor.*
 - *Step box must be placed securely, not thrown.*
 - *Never stand on the top rung of a ladder.*

2033 Reaching

Before reaching, you must:

- a) Visually inspect the area you are reaching into.
- b) Ensure you have secure and stable footing.
- c) Look for and avoid potentially hazardous conditions/objects such as sharp edges, hot material, etc.

Housekeeping

2040 General Cleanliness

Keep the following areas clean, orderly, and free of dirt, debris, grease spillage or items not required to be there.

- a) Your work area.
- b) Your locker.
- c) The facility where you work.
- d) Any equipment you use on the job.
- e) Any machinery with which you work.

2041 Refuse Disposal

Dispose of refuse, including garbage, bottles, or any such items in the designated containers. Do not compact trash. Fasten trash containers before disposal.

2042 Floors

Keep the floor and floor matting clean and free of all slipping and tripping hazards. Spills should be cleaned immediately.

2043 Storage

Store materials, supplies, or other items evenly and securely on a shelf, rack, or pallet. Heavy items must be placed on lower shelves and the bottom of the pallets.

2044 Flammable Items

Do not place any rag, paper, or other flammable item above, below, or near any heat source, wiring or electrical apparatus.

2045 Washing/Sanitizing

Follow these guidelines when you are washing, rinsing, or sanitizing equipment.

- a) Wear approved hand covering and other approved personal protective equipment, as required.
- b) Use only authorized chemicals, materials, and supplies.
- c) Follow instructions for the proper use of soaps, detergents, and chemicals.
- d) Read the caution label and handling instructions.
- e) Never mix cleaning agents in the same container. This avoids poisonous gases from being created.
- f) Read “Material Safety Data Sheets” available from your supervisor if you are uncertain about what to do.
- g) When handling chemicals, always wear protective equipment designed for the chemical being handled.
- h) Never switch the contents of bottles or store materials to any other than the labeled container.
- i) Ensure that chemicals are closed and stored properly after use.

Tools

2050 General Use

When using any tool, equipment, machine, or utensil, you must ensure that.

- a) It is not defective.
- b) It is used only for the purpose it is intended.
- c) You have a sure grip on the handle.

- d) It is cleaned and in good operating condition when returned and stored.
- e) You are qualified to operate it.

2051 Safe Placement

Do not place any tool, material, or other object above floor or ground level in such a position that it can be jarred or knocked off.

2052 Repairs

Do not operate, adjust, or make repairs to any tool, equipment, machine or utensil unless you are qualified and authorized to do so.

2053 Communication Devices

Radios and other communication devices must be used in compliance with the existing rules and regulations to ensure that safe and correct communication procedures are followed.

2054 Hammer

Use the correct hammer to drive nails or other items. Do not use a makeshift tool. Control the hammer swing; do not over-swing.

2055 Clearance

Allow for clearance when near an employee who is swinging a tool or when you are swinging a tool or other object. Always look in all directions before swinging a tool or other object.

2056 Using a Bar/Lever

Follow these guidelines when using a bar or lever.

- a) Place it securely and with a firm bite under object.
- b) Assume a properly braced position, not sitting on, standing on, or straddling it.
- c) Have all parts of your body in a position that will not be caught between it and another object.
- d) Move it slowly and steadily.
- e) Frequently check base and contact points to ensure stability.
- f) Use suitable blocks under raised objects.

2057 Fasteners

Always remove and properly discard fasteners, including metal staples, bands, or nails from boxes or cartons.

Elevators/Escalators

2060 Riding/Operating an Elevator

When riding or operating an elevator, you must:

- a) Require all persons to face the door or gate.
- b) Not get on or off before it stops or the barrier is completely open.
- c) Not use the floor of a two-entrance elevator as a passageway.
- d) Not open the door, gate or barrier, until the elevator is stopped.
- e) Not exceed weight limits.
- f) Not smoke.
- g) Not reach through or place any part of your body into the elevator shaft to open the door or operate the controls.
- h) Never use an elevator during a fire.

2061 Using an Escalator

When using a moving escalator, you must:

- a) Keep one hand free and use handrail.
- b) Keep both feet firmly on the step.
- c) Not walk up or down steps.
- d) Not handle more material than can safely be transported.
- e) Not transport hand trucks, carts, wheelchairs, or strollers.
- f) Make sure shoe laces and pant cuffs are not dangling.
- g) Be aware of shut off.

Wheelchair/Special Chairs

2070 Wheelchair Movement

Follow these guidelines when transporting a customer in a wheelchair.

- a) When seating the customer, make sure handbrakes are locked.
- b) Set wheelchair brakes when chair is not in use.
- c) When taking a customer inside a building, over a curb, across a crossover, or boarding the train, turn wheelchair around so you are pulling the wheelchair in backward.
- d) When approaching cracks, holes, inclines, ramps, dirt or uneven floor, slow wheelchair and proceed with caution. In such cases, it is often best if the wheelchair is pulled backward over the obstruction.
- e) Seek assistance if necessary.

2071 Wheelchair Lift

Follow these guidelines when using a wheelchair lift.

Make sure:

- a) Equipment is in working order at all times.
- b) Electrical socket is unplugged, if applicable, before releasing wheelbrakes.
- c) Wheelchair lift is pulled to location needed. (One or two people can do this).
- d) Opening gate on wheelchair lift is secure before pulling to location.
- e) Train has come to a complete stop before placing wheelchair lift at vestibule door.
- f) Opening gate on lift is lined up with vestibule before resetting wheelbrakes.
- g) No obstruction (poles, platform sign, etc.) is in the way of the opening gate on wheelchair lift.
- h) Wheelchair brakes are set after moving customer into lift.
- i) The pulling handle on the lift is in the UP position and locked along with locking the wheel-brakes, when the wheelchair lift is not in use.
- j) The weight of the wheelchair and customer does not exceed lift capabilities.
- k) The immediate area is clear of other personnel.

2072 Straight-Back Chair

Follow these guidelines when using a straight-back chair.

Make sure:

- a) The person being placed in the straight-back chair for boarding and detraining is within a manageable weight limit.
- b) Two people always assist in handling a customer in a straight-back chair.
- c) The customer is securely strapped into the chair.
- d) You use extreme caution when boarding and detraining a customer in a chair.

Lifting and Stacking

2100 Lifting Materials

- a) Follow these guidelines when lifting an object alone, or with others: remove slipping or tripping hazards when practical, or take the necessary precautions to prevent slipping or tripping.
- b) Know “walking conditions,” i.e. the locations of other objects in your path and take the necessary

precautions to avoid them. If required to walk backward, walk slowly and avoid hazards by looking behind you before walking.

- c) Lift only within your physical limitations. Test the weight of the object before lifting.
- d) Get help with heavy and/or unwieldy objects.
- e) Maintain secure footing with your feet clear of the object you are carrying and as close together as possible.
- f) Bend your knees, tuck your chin in, and keep your back as erect as possible. Grip the object firmly at the most suitable points, clear of sharp edges or slivers.
- g) Slowly straighten your legs to avoid violent pulls, jerks, sprains, and strains. Wear gloves when practical. Move cautiously and carefully.
- h) If you are losing your handhold, gradually lower the object and tell the other person what is happening.
- i) Immediately move clear of an object of which you are losing control until it comes to rest.
- j) Never lift and twist your body while in the process of lifting and placing an item.
- k) Never attempt to move material that blocks your vision without the assistance of another authorized individual who can clearly guide you.
- l) If two people are lifting, discuss the movement before lifting.
- m) If help is needed, inform your supervisor.

2101 Multi-Person Handling

Follow these guidelines, when two or more people are handling an object.

- a) Observe the conditions and take the necessary precautions to prevent the object(s) from getting out of control.
- b) Designate one person to give commands for lifting, walking, placing or lowering having him/her at the most advantageous point.
- c) The designated person must inform the others of exactly what is to be done and what the words of a command will be. The commands should be loud and distinct.
- d) Listen to the designated person for commands. Others must not give commands or talk unnecessarily.

- e) Lift and make moves only on command.
- f) Place people according to size, strength and experience.
- g) Do not throw any objects.

2102 Placing Items

Only place an object, truck, mechanized equipment, tackle, tool, pallet, material, board, or other items a minimum of 36 inches from track, edge of platform, roadway, doorway, walkway or in its designated place. Do not block fire extinguishers or hydrants.

2103 Moving Hand Trucks

Keep hand trucks balanced and controlled by having a firm handhold on each handle or grip. Do not overload. Use straps, if provided.

2104 Handling Luggage

When handling luggage, be sure that it is:

- a) Clear of aisle, hallway, or passage between cars.
- b) Placed securely to prevent from dislodging.
- c) Not stacked on top of other pieces while in the luggage rack.
- d) Examined for protruding objects.

2105 Handling Food Modules

Follow these guidelines when handling food modules.

- a) Examine the module for defects and promptly repair or report them to your immediate supervisor.
- b) Wear protective gloves and look for and avoid sharp edges.
- c) Close and secure the module door and only lift and handle one module at a time.
- d) Use extreme caution when carrying food modules through equipment to avoid damaging the equipment or causing personal injury.
- e) Handle the modules properly and never throw them.
- f) Test the weight and do not overload; redistribute weight if needed. Never place more than 40 pounds in a module.
- g) Insert modules into cavity with care, watching for pinch points.

2106 Stacking Material

Follow these guidelines when stacking material.

- a) Keep your hands, fingers, arms, and other parts of your body away from pinch points.
- b) Place material on a suitable and substantial foundation and secure it, if necessary.
- c) Place material in a safe and orderly manner and avoid making a high or narrow pile.
- d) Securely block material that is likely to shift or fall.
- e) Limit stacks to 6 feet, 6 inches.
- f) Always place heaviest items (i.e. cans, containers, and crockery) on the bottom and ensure stability of the stack.

2107 Loading/Securing Equipment

Properly load and secure all equipment. If necessary, use rope or a similar device to prevent shifting or falling.

Moving and Transferring

2120 Moving Material

Follow these guidelines when moving material.

- a) Make a visual inspection of the path to be used before starting, then remove all hazards, i.e. tools, materials or other objects.
- b) Observe the location of obstructions and people nearby when carrying material, especially when making a turn.
- c) Keep a safe distance behind material being moved or carried by someone else. Do not follow closely.
- d) Always keep the material being moved—whether manually on rollers, dollies or wheels—under complete control at all times.
- e) Never throw or drop the material.
- f) Seek assistance in moving material when it is obvious that it will require more than one person.
- g) Never attempt to move material that blocks your vision without the assistance of another authorized individual who can clearly guide you.

2121 Moving Wheel Material

When moving wheeled, roller-borne, or manually handled material, be sure to:

- a) Keep it under complete control at all times with respect to speed and position.

- b) Keep it clear of your body or obstructions, especially when rounding corners, moving up or down a ramp, or through or past a door or passageway.
- c) Keep behind the material to the extent practical.
- d) Keep your feet or hands clear of wheel, roller, or other pinch points.
- e) Examine it to see if it is designed to be pushed or pulled.

2122 Moving Long or Heavy Objects

When moving long or heavy objects from a car or other place, assign someone to a strategic point to protect others.

2123 At Seat Cart Service

Follow these guidelines when using the cart for “At Seat Cart Service”.

- a) When stationary always have brakes applied.
- b) When serving passenger make sure brakes are applied.
- c) Be aware of where you are, readying yourself to park the cart safely out of the way of boarding or detraining passengers.
- d) Ensure that doors are closed while moving the cart.
- e) When proceeding through the vestibule pull the cart carefully through this area.
- f) Keep heavier items on bottom shelves of the cart.
- g) Items on top of cart should be secured.

2124 Baggage and Material Transfer Plates

Observe these precautions when placing, using, or removing a transfer plate.

- a) Do not place a transfer plate in a car when the car is coupled to a locomotive unless precautions have been taken to prevent movement.
- b) Do not place a transfer plate in a trailer when the trailer is coupled to a tractor unless precautions have been taken to prevent movement.
- c) Place or remove the plate with a hand truck or other suitable equipment.
- d) When it is necessary to lift a plate by hand, obtain a secure handhold, then hold it away from your body when safe to do so.
- e) Plates that are not equipped with permanent hold devices must be secured when placed for use.

- f) Avoid running off the side or knocking the plate out of place.
- g) When not in use, plates must be stored in a flat position with the slanted ends down. Keep them clear of tracks, driveways, trucking areas, walkways, or edges of platforms, unless there is a designated safe place for storage.
- h) Before placing or removing the plate, be sure that all people and equipment are clear of the area.
- i) Ensure compliance with all lifting procedures.

General

2200 On a Moving Train

On a moving train, assume and maintain a position with firm footing at all times, especially under the following conditions.

- a) When you feel or hear an air brake application.
- b) During an emergency brake application.
- c) Going through crossovers.
- d) Entering or leaving a station.
- e) While moving on a curve.
- f) Using one hand for balance (keep one hand free).
- g) During switching or coupling operations in the yards, terminals, or along the road when the train is subject to having cars or engines added, removed, or switched.

2201 Moving Cars

Keep your head, arms and other parts of your body inside a moving car.

2202 Moving Trains

Do not board or detrain from a moving train.

Kitchen

2220 Dining Car Side Ladder

Follow these guidelines when ascending or descending a Dining Car side ladder.

- a) Face it.
- b) Do not carry anything in either hand.
- c) Have a secure handhold on the rail, making sure the rail is clean of any foreign substance that might be slippery.

- d) Place your feet firmly with your instep on the rung, and keep your body as close to the ladder as possible.
- e) Do not use the ladder when it is occupied by anyone else.

2221 Safety Bar

The safety bar or safety gate on the side of the car must be kept secured. The side door must be closed and locked while the train is in motion.

2222 Pots/Pans

Always assume that every pot or pan in use is hot, and follow these guidelines.

- a) Use a dry, protective cloth or something similar, such as an oven mitt, to protect yourself while handling them. Never use a wet rag.
- b) Keep the handle and spout clear of the edge of the range, table, or aisle, when possible.
- c) Fill a pan or other container with grease or liquid to not more than three-fourths of its capacity.
- d) Food must be placed gently, not dropped, into hot grease or liquid. When turning meat or other food in hot grease, turn it away from you to prevent splattering.
- e) When removing a lid from a kettle, pot, or other container that contains hot food or liquid, “crack” the lid at the point farthest from you to permit steam to escape slowly.
- f) Do not store pots and pans until they are empty and clean.

2223 Knives/Cutlery

Knives and cutlery must be kept sharp to be useful. Therefore, it is extremely important to handle these utensils with care, and follow these instructions.

- a) Cut away from you while using a knife to carve, slice, trim or bone.
- b) Keep fingers away from path of blade.
- c) Do not store utensils until they are clean.
- d) Make sure frozen food is thoroughly thawed before cutting it with a knife.
- e) When not in use return any sharp, edged, or pointed knife or tool to its designated place in a drawer, rack, shelf, or any other proper storage

place. It must not be left exposed on a table, dresser, or elsewhere, or covered with a towel, utensil, or other item.

2224 Ensuring Stability

Always place a wet rag under a meat board or other unstable item to ensure stability.

2225 Draining Sink

Do not drain the sink when the train is stopped at a station or other facility.

2226 Food Trays

Employees carrying food trays must:

- a) Not overload them.
- b) Be given the right of way; with hot service a priority.
- c) Maintain stable footing.
- d) Keep pitcher spouts turned to center of tray.

Boarding/Detraining

2240 Trap Doors

Follow these guidelines when handling a trap door.

- a) Place feet firmly.
- b) Maintain a braced position.
- c) Keep all fingers clear of the latch and other pinch points.
- d) Use the handle, if so equipped, when opening or closing the door, and keep your body clear of movements.
- e) Release the latch with one foot. Place the tip of the other foot lightly over the edge of the trap door to prevent the door from suddenly springing up.
- f) Never open or close the trap door while standing on the ground or when train is in motion.
- g) Trap doors must be closed except when in constant use.
- h) Safety wall latch should be applied when trap door is open.
- i) Do not jerk an unwieldy trap door in an attempt to open it. Report the condition on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775) form. (Refer to Figure I-1)

2244 Berths

Follow these guidelines when lowering/raising upper/lower berths.

- a) Never stand under an upper berth when lowering it.
- b) Always keep an arm or hand on the bed when lowering it.
- c) Use a work ladder or Amtrak approved berth stool when making beds, not a berth ladder.
- d) When closing, ensure the upper and lower berths are secured, and attach safety latch.
- e) Never use excessive force.
- f) Do not leave work or berth ladders in aisles or unsecured in rooms. When not in use, work or berth ladders must be secured in the proper storage area.

C. Job Briefing

All On-Board Service and Train Service employees must participate in a job briefing before each trip.

- The Conductor's Job Briefing must be conducted daily, as outlined in the Conductor's responsibilities section of Chapter 6 "*Crew Functions & Responsibilities*".
- Job Briefings should be conducted at the train's point-of-origin, en route and whenever a crew change occurs.
- It is essential that the LSA-Diner conduct a Job Briefing with all OBS employees – including the LSA-Café/Lounge and Train Attendants at the point-of-origin.
- If an OBS Job Briefing involving all employees is not possible after a crew change, the Conductor must, at a minimum, have a Job Briefing with the LSA.

D. Train Inspections

All assigned inspections must be completed during designated times and recorded and/or reported using the approved method as outlined in Chapter 6 "*Crew Functions & Responsibilities*". All defects must be reported on the "*Record of Defect and Repair - MAP 21A*" (NRPC 2775) form.

E. Boarding and Detraining

Passengers sustain more injuries during the boarding and detraining process than at any other time. Employees can also sustain injuries while assisting

passengers. Injuries can be avoided by adhering to the following instructions.

1. General Instructions

- Make sure the train has completely stopped before opening an individual or train-line door.
- Wipe the handrails.
- Be positioned near assigned doorway to lend an arm and assist with luggage between the train and platform. (This is particularly important during inclement weather.)
- Step onto the platform ahead of the passengers.
- Asking those on the platform, waiting to board, to step aside and make room for those detraining.
- Make frequent announcements to remind passengers to: “*Please Watch Your Step*” and to “*Use the Handrails*”.
- Pay particular attention to children, elderly, women wearing high heels or open-toed shoes, passengers with disabilities and anyone overburdened with luggage, packages, etc. as these individuals are most likely to trip or fall.
- When taking luggage from detraining passengers, place it on the platform in a location not interfering with normal walkways.
- Remind passengers to seek assistance from Station personnel wherever necessary.

2. High Level Platforms

When assisting passengers at High Level Platforms, follow these instructions in addition to all of the instructions listed in Section 1.E.1 “General Instructions” of this chapter.

- Always notify the passengers that there is a space between the train & platform before arriving at the station (*Refer to Chapter 10, “On-Board Announcements and Signage”*).
- Assist passengers across the space between the train and platform. (This is particularly important during inclement weather.)
- Advise passengers with children to cross the space between the train and platform first, then turn to help children across the space.

3. Low Level Platforms

When assisting passengers at Low Level Platforms, follow these instructions in addition to the all of the instructions listed in Section 1.E.1 “General Instructions” of this chapter.

- Ensure folding steps, when opened, are adjusted properly and do not “rock” when stepping on the first step.
- When opening folding steps, check for debris and slippery conditions such as snow and water that may have accumulated while steps were in the closed position.
- Use a step box.

F. On-Board Passenger Safety

Many passengers do not understand the on-board systems or features of the train. It is the crew’s responsibility to talk to passengers about train safety and answer any questions they may have. Help passengers to become familiar with the features and services that Amtrak trains have to offer. Crews should consider the following passenger safety requirements.

1. Basic Passenger Safety

- Passengers must not be permitted to violate any safety rules or engage in unsafe acts while on-board the train.
- On-train employees will politely inform passengers that they are required to wear shoes while moving about the train.
- Passengers must not open exterior car doors, or get on or off moving trains.
- If seats are not available or the passenger chooses not to sit, they should stand inside the car body, rather than in the vestibule.
- Running through aisles and horseplay is prohibited.
- Remind passengers to use seat backs and luggage racks for stability when walking inside the train, and to use handrails while moving through vestibules and on stairways.
- Keep all aisles and vestibules clear by storing luggage and packages in overhead, end-of-car or lower level racks.

2. Passengers With Disabilities

The Americans with Disabilities Act requires reasonable accommodations be made to help those with disabilities. *(Refer to Chapter 11 “Assisting Passengers with Disabilities” for additional information)*

a) **Non-Wheelchair Assistance**

- Passengers who cannot perform major life functions without limited assistance (e.g., walking, breathing, eating, using the restroom) are required to have someone accompany them throughout the duration of their trip to provide this assistance.
- Passengers with disabilities, who do not utilize a wheel chair but may need special assistance, can be seated in either an accessible seat or the lower level of Superliner equipment (providing reservations have been made to be seated in the lower level).

b) **Wheelchair Assistance – Ramps, Lifts and Bridge Plates**

- On Superliner equipment when assisting a passenger in a wheelchair, use the ramp available in all Coach and Sleeping Cars.
- On single level equipment at locations with low platforms use the wheelchair lift.
- On single level equipment at locations with high platforms use the bridge plate as necessary.
- Back wheelchairs into vestibule area when entering or exiting.
- Never tilt wheelchairs at any time.
- Crews must ask the if passengers in wheelchairs if they would like arm assistance to transfer from their wheelchair to a seat. Determine from the passenger if they can reasonably participate in this transfer.
- Passengers who choose to remain, or need to remain in their wheelchair must use the designated area with the wheelchair lockdown mechanism to securely hold the wheelchair from moving to prevent injuries.
- Designated wheelchair areas must be kept clear of overflow luggage to ensure sufficient room for passenger comfort and safety. (This area may be used for overflow luggage ONLY when not in use.)
- When a station stop will require the use of a

wheelchair lift, the Conductor must notify the station in advance of arrival to advise station personnel the car location within the consist, so the wheelchair lift can be positioned correctly.

3. Announcements

(Refer to Chapter 10 “On-Board Announcements and Signage” for required emergency announcements.)

- Train crews are required to make announcements for a variety of reasons throughout the trip.
- Special announcements may be required due to unusual situations or conditions.
- Preparing passengers for station arrivals in sufficient time to prevent last minute anxiety and confusion is one of the most important on-board announcements crews can make to avoid injuries.

4. Signage

(Refer to Chapter 10 “On-Board Announcements and Signage” for a listing of signage that is available for use by the crew.)

Signage has been developed to provide specific safety instructions to assist passengers during emergency situations when an employee is not present.

5. Emergency Equipment

Emergency equipment on-board trains is to be used for emergency situations only, and is not to be used as a substitute for the equipment/tools required to be carried by Train Service and OBS employees in the normal performance of their duties.

Light sticks on-board Amtrak equipment are for emergency use only and are not to be used for passing signals, illuminating dark platforms while performing station work, or for providing illumination in dark areas in the normal performance of duties. Light sticks from the emergency equipment locker **are not** to be given to children to play with. They are for emergency use only.

6. Car Doors and Vestibules

- Unless otherwise noted on the manifest, all revenue cars must be open to passengers. *(The arbitrary closing of revenue cars is prohibited.)*

- With the exception of the first and the last occupied Passenger Cars in the consist, the end doors of all cars must be unlocked while the train is in motion.
- The collision post doors at the extreme ends of trains must be closed and locked to prevent accidental exit and injury to passengers. (*When these doors do not exist, chains, bars, gates, etc., must be secured for the same reason.*)
- Except when necessary for train crews to open doors in the performance of duties, side doors, trap doors and windows at each end of the car must be closed while the train is in motion. (*Door latches must be in the “down” or secured position.*)
- Ensure diaphragm walkways are level and side curtains are in place.
- Handholds should be clean.
- Ensure sliding door activation switches are properly set for normal door operation.
- Frequently inspect vestibule areas to protect against slippery conditions.
- Inform passengers of any hazards in vestibule areas (water, ice, snow, etc.).
- When cars are to be separated, employees must ensure the end doors/gates are closed and diaphragm curtains are unfastened.

7. Restrooms

- Remind passengers that while standing in restrooms, it is important to maintain a braced position.
- Explain how to safely operate and lock restroom doors to ensure privacy and prevent pinch points.
- Explain how lavatories operate showing passengers the provided instructional signage.
- Frequently check restrooms for cleanliness and for water or paper on floors that could become slipping hazards.
- Restroom that are not operating properly must be locked to prohibit passenger usage along with the authorized “*This Restroom is Out Of Service*” sign posted on the door until repairs can be made (*Refer to Chapter 10 “On-Board Announcements and Signage.”*)
- Make periodic announcements in the car that has a closed restroom notifying passengers that adjacent cars have operational restrooms that are available.

Chapter 1

Section 2

Passenger Train Emergency Preparedness

Introduction

During all emergency situations, Amtrak's primary focus is to ensure that maximum safety is provided to employees, passengers and other involved individuals.

On May 4, 1998, The Federal Railroad Administration (FRA) published the Passenger Train Emergency Preparedness, Final Rule (49 CFR, Parts 223 and 239) in the Code of Federal Regulations (CFR). In response to the requirements of this rule, Amtrak developed the "Passenger Train Emergency Response Plan." In joint agreement with each operating railroad, the function of this plan is to provide comprehensive emergency response under the direction of a senior railroad official, their designee or other local emergency responders.

The primary objectives of the "Passenger Train Emergency Response Plan" can be summarized as follows:

- Preservation of life
- Injury reduction and control
- Expeditious restoration of service
- Asset protection against loss
- Assistance in any subsequent accident investigation process conducted by federal or state agencies

A. Emergency Preparedness Training

1. Positions Requiring Training

All on-train employees (Engineers, Conductors, Assistant Conductors, Frontline Supervisors, Stewards, Lead Service Attendants, Chefs, Food Specialists, Coach Attendants, Sleeping Car Attendants and Service Attendants) are required to complete Emergency Preparedness Training every two (2) years to remain in compliance.

The level and nature of Emergency Preparedness Training depends upon the employee's position and areas of responsibility. Regardless of the level of training, the following five key elements are covered:

- Rail equipment familiarization
- Situational awareness
- Passenger evacuation
- Coordination of functions
- Emergency care (CPR, injury and illness situations), Automatic External Defibrillator

(AED), Blood-Borne Pathogens (BBP) and prevention of disease transmission. *(Refer to Chapter 2, Injury, Illness and Reporting)*

2. Training

Emergency Preparedness Training describes various emergency situations and the appropriate actions to take when an emergency happens. Emergency Preparedness Training is delivered during New Hire Training Classes and every two (2) years during Block Training Classes. *Example: If an employee attended Emergency Preparedness Training on December 31, 2007, they would need refresher training before December 31, 2009 to remain in compliance.*

New employees shall be provided training within 90 days of their initial service date and periodic training will be provided every two (2) calendar years, at a minimum.

3. Employees Need Training To Work

Employees who do not complete refresher training prior to the end of the two (2) year period will not be permitted to work until they complete the training requirements. Employees needing Emergency Preparedness Training must contact their supervisors in advance to allow sufficient time for class scheduling.

B. Train Emergencies

This section provides employees with an overview of various critical situations and what actions can be taken to lessen any dangers to themselves, other Amtrak employees or the passengers.

Emergency situations may include, but are not limited to: a derailment, service disruption, fire, prolonged loss of HEP during extreme temperatures, grade crossing accident, trespasser fatality, exposure to a serious communicable disease and any situation requiring evacuation of a train. Emergencies are any problem with the train's operation that endangers the safety, health or security of employees and passengers.

Passengers traveling on Amtrak have entrusted us with their health and safety. All employees, whether on-duty or off-duty, deadheading or traveling under

their pass privileges, must identify themselves to the appropriate person in charge and offer assistance to passengers and other employees in the event of an emergency.

On-train employees should note whether other employees are traveling on their train so they can be called upon for assistance if necessary. When a delay or an emergency situation occurs, all crew personnel must ensure that passengers are kept informed of the situation and if any actions must be taken to provide for their safety and security. Accurate and accessible information pertaining to emergency guidelines and evacuation locations must be readily available to all passengers at all times.

All claims of legal liability presented by passengers for personal injury or property damage (except checked baggage claims), will be handled by the Amtrak Claims Department.

1. General Train Emergency Instructions

- a) **Immediately notify the Conductor** or other train service crew members of any emergency situation. The public address system should be used (if operational) to alert crew members of an emergency by stating “immediate assistance” is required along with the car’s location in the train.
- b) **The Conductor will be in charge** and have authority over all employees during emergency situations. Depending on the type of emergency situation, an additional job briefing should be held with all crew members; especially before anyone leaves the train.
- c) **The Conductors should limit the exposure of employees in certain situations** to only those required to inspect the train or provide other necessary assistance. At least one Train Service employee must remain on-board the train at all times.
- d) **The train must immediately be protected** in compliance with all applicable railroad operating procedures and instructions during an emergency situation.
- e) **Notification of the emergency must be made to the Train Dispatcher, CNOC, CETC, etc.** as soon as possible during the emergency to report the current location and condition of the train. The

following information should be communicated.

- A description of the emergency condition
- Location
- Need for immediate medical assistance
- Total number of passengers
- Number of any wheelchair passengers on the train
- Number of physically challenged passengers not included with any wheelchair passengers
- Number of any unaccompanied children

Also, obtain relevant information for keeping passengers adequately informed, and periodically apprise the dispatcher as to the disposition of the passengers.

- f) **The Conductor should provide CNOC** (800) 424-0217, ATS 734-2105, (302) 683-2105 with updates of the situation, when possible, during the emergency.
- g) **Employees (on or off duty) must take charge of the situation** and provide leadership for the passengers by providing frequent and current information, instruction and direction.
- h) **Employees (on or off duty) that are currently not performing operational duties** must walk the train (inside) and help passengers by keeping them informed, answering questions and assisting as needed.
- i) **Solicit assistance from all employees on-board**, such as those off duty, pass riders, etc. Employees can participate by helping to maintaining order, attend to the injured or assist with evacuation procedures. Keep passengers informed of anticipated delays or arrangements for alternate travel.
- j) **Make frequent announcements informing passengers** of current conditions, instructions and estimated time delays. Use announcements from Chapter 10 “*On-Board Announcements and Signage*” as required.
- k) **When rescue or fire personnel are called for**, the Conductor must act as or appoint another employee to act as a liaison with the local authorities. The following information should be communicated to rescue or fire officials:
 - Train consist
 - Assessment of conditions

- Evaluation of the number and severity of the injured
Number of any wheelchair passengers on the train
 - Number of physically challenged passengers not included with any wheelchair passengers
 - Number of any unaccompanied children
 - Emergency window locations and removal procedures
 - Car interior layout descriptions
 - Total number of passengers and crew on-board
- l) **If emergency responders remove injured passenger(s) from the train**, items 41-48 in the “Debriefing and Critique (49CFR Part 239)” section of the “*Non-Employee Injury/Illness Report*” (NRPC 3116) must be completed by a member of the crew.
 - m) **While in the vicinity of passengers**, ensure that the volume of portable radios is turned down (if possible), so radio conversations will not be overheard.
 - n) **All on-train employees must be familiar with the locations and procedures for utilizing emergency exits and fire extinguishers** on-board the train.
 - o) **Employees must be available to passengers to answer questions** regarding the “*Passenger Safety Instruction Cards*”, emergency evacuation procedures, exit doors and windows and the operation of fire extinguishers.
 - p) **Employees must pay particular attention to any disabled passenger who may need special assistance.**
 - q) **If contacted by the news media**, refrain from making any statements and refer all questions to the Amtrak Media Relations Department at (202) 906-3860.
 - r) **Once the emergency situation has stabilized**, the Conductor must complete all appropriate forms in compliance with FRA regulations and Amtrak instructions. Examples are the “*Non-Employee Injury/Illness Report*” (NRPC 3116), “*Employee Injury/Illness Report*” (NRPC 260) and “*Unusual Occurrences Report*” (NRPC 2673).

2. Derailment

In the event of a derailment, On-Train Crews must follow these instructions in addition to all of the instructions

listed in Section 2.B.1 “General Train Emergency Instructions” in this chapter.

- a) **All Employees (on or off duty) will assist passengers in derailed cars** making safety the primary focus. Before initiating a train evacuation, the following factors must be considered:
 - Outside temperature
 - Weather
 - Visibility
 - Topographical surroundings
 - Downed electrical wires
 - Other hazards
- b) **Passengers must be kept informed of changing developments** including alternate transportation arrangements, disposition of their personal possessions and expected length of the delay. Wherever possible, assist passengers in notifying family members of their situation.
- c) **Sleeping Cars may be used to accommodate the injured.** Bedding, equipment and supplies may be used to provide for the comfort, care and welfare of passengers.
- d) **Employees will protect railroad property and equipment** while securing passengers’ personal property.
- e) **Once the situation has stabilized,** begin identifying and accounting for all employees and passengers on-board at the time of the incident. List the following information:
 - Name
 - Address
 - Contact person(s)
 - Car they were riding in
 - Origin and destination
 - Their assessment of any injury
 - Other relevant information as appropriate

3. Head End Power Failure

In the event of a HEP Failure, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.B.1 “General Train Emergency Instructions” in this chapter.

- a) **This procedure will apply during any instance of a HEP disruption on revenue trains** except when such HEP disruptions can immediately be reset. *(Such as during locomotive changes or when Mechanical Department employees are on or about the equipment.)*

- b) **The Conductor must immediately notify the Train Dispatcher of the situation, including:**
- Total number of passengers affected.
 - If any of the passenger are in wheelchairs, require special assistance or are an unaccompanied child.
 - Number of crew members affected.
 - Can the train proceed under its own traction power?

Train Dispatcher is required to notify CNOC. On non-Amtrak dispatched territory, the Conductor or Engineer, at the first available opportunity, must also notify CNOC of the situation directly through Qualcomm, or by cellular telephone, if available.

- c) **During such instances, the Conductor remains in charge of the train,** and is expected to make the appropriate decisions to protect the welfare and comfort of the passengers on-board. This includes providing for complimentary snack packs and/or other complimentary food & beverage items, where appropriate. (*Refer to Chapter 9 “Service Recovery”*)
- d) **Upon notification of a specific HEP failure,** a group advisory page will immediately be initiated by CNOC.
- e) **If the train cannot move,** CNOC will immediately develop a rescue plan in coordination with the Train Dispatcher and the Conductor. In the development of a rescue plan, first priority must be given to the welfare and comfort of the passengers and on-train crew. Accommodations must be made for any passenger in a wheelchair or needing special assistance.
- f) **The Conductor must provide the Train Dispatcher an update every 15 minutes** regarding the approximate ambient temperature on-board the train, overall level of interior environment comfort, and the number of passengers affected.
- g) **The train and OBS crew, under the direction of the Conductor, must walk the train continuously,** checking on the comfort and well-being of the passengers; frequent announcements must be made (at least every 15 minutes) informing passengers of the current status of the situation, even if there is no change from the previous

announcement. It is essential that passengers not feel forgotten or abandoned by the on-train crew in these circumstances. On-train crew members should personally speak to passengers needing special assistance or any unaccompanied children.

- h) **The Conductor must notify the Train Dispatcher of any known passengers with medical conditions or disabilities** that could be exacerbated by the lack of climate-control on-board the train. CNOC should also be notified of such passengers. If available, the Conductor or Engineer can utilize the Qualcomm system.
- i) **CNOC will continue to provide group advisory pages** updating the status of the specific HEP failure every 30 minutes, until the situation has been resolved. This will include information about the number of passengers, the conditions on board the train, etc.

4. Trespasser Strike, Grade Crossing Accident Or Other Critical Incident

In the event of a Trespasser Strike, Grade Crossing Accident or Other Critical Incident, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.B.1 “General Train Emergency Instructions” of this chapter.

- a) **Assess the condition of both employee and non-employee injuries** on-board the train, if any.
- b) **Protective gloves must be worn prior to exiting the train** in situations involving a possible trespasser strike. Latex gloves are available in all first aid kits.
- c) **Contact CNOC immediately, and follow their instructions regarding fatalities and accidents involving a motor vehicle.**

Trains involved in fatalities and accidents involving a motor vehicle or other highway conveyance where roadways cross railroad lines are governed by federal laws and regulations. They are not subject to state or local highway laws.

Railroad employees involved in accidents at grade crossings or other locations have no obligation to submit to a breath or toxicological test requested by a state or local law enforcement authority, unless the authority has specific cause to believe

a particular individual they wish to test has committed a **criminal law violation**.

Section 20106 of Title 49 of the United States Code (previously Section 205 of the Federal Railroad Safety Act of 1970) prohibits states from adopting laws with respect to railroad safety if the U.S. Department of Transportation has adopted standards governing the subject matter, unless the state requirement is necessary to deal with a unique local problem and is not incompatible with the federal standards.

Localities generally are not permitted to adopt laws with respect to railroad safety under any circumstances. The federal regulatory authority has been delegated to the Federal Railroad Administration (FRA).

In Part 219 of Title 49 of the Code of Federal Regulations (CFR), the FRA has promulgated broad regulations regarding the control of alcohol and drug use by railroad employees. These regulations include very specific provisions concerning testing of employees after major accidents and in other situations. They govern who may be tested and who may not be tested, and also prescribe precise standards and procedures that must be followed in performing testing. In adopting these regulations, **the FRA specifically determined that, in the absence of reasonable cause to believe a particular individual is impaired based on their appearance or behavior, train crews should not be required to submit to testing in connection with the collision of a train and a motor vehicle or other highway conveyance at a rail/highway grade crossing. See 49 CFR 219.201 (b). In addition, testing is normally not permitted when a person on the railroad's right-of-way is hit by a train.** Section 219.13 specifies that the regulations in Part 219 of 49 CFR have the preemptive effect contemplated by Section 20106 of Title 49 of the United States Code, **and therefore, states and localities may not adopt laws requiring employees to submit to testing after an accident that does not involve reckless conduct in violation of criminal law.**

State and local law enforcement authorities can call the **Amtrak Police Department 24 hours a day at (800) 331-0008** to obtain further information concerning the permissible treatment of railroad employees involved in an accident.

5. Service Disruption, Catenary/Third-Rail Power Failure, Equipment Failure, En Route Termination Of Train, Etc.

In the event of a Service Disruption, Catenary/Third-Rail Power Failure, Equipment Failure, En Route Termination of Train, etc., On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.B.1 “General Train Emergency Instructions” of this chapter.

- a) **When train service is interrupted or unusual or serious delays occur**, on-train employees will make appropriate announcements from *Chapter 10, “On-Board Announcements and Signage”* as required. The Conductor will inform all on-train employees and passengers as to the probable delay or rerouting of the train. After the initial announcement, continue making update announcements every 15 minutes if only to reassure the passengers. Promptly advise passengers when new information is received.
- b) **On-train employees should assist passengers with making arrangements** for the completion of their trip. Particular attention should be given to passengers in wheelchairs or needing special assistance.
- c) **When an en route termination of a train occurs**, perhaps to be turned to represent another train, through-passengers are usually bused to their destinations or to a connecting train or, if possible, transferred to another train on an adjacent track.
 - Under these circumstances train crew(s) are expected to assist passengers with the transporting of luggage and offering arm assistance until they are safely clear of the right-of-way or boarded onto another train or bus. (*Refer to section 2.C. “Non-Emergency Evacuation – Train-to-Train Passenger Transfer” section in this chapter and “Electrical Operating Instructions” (AMT-2) for additional information*).
 - Passengers in wheelchairs or needing special arrangements must be kept informed.

- An Amtrak employee must remain with the passengers until they are transported to their destination.
- d) **In the event of a service disruption:**
- All Lead Service Attendants are to call CNOC Crew Management at (800) 522-7397.
 - Crew Management will arrange for a conference call with a crew base manager or train manager to coordinate the disposition of the OBS crew.
 - The LSA may be instructed to remain with the disabled equipment or to take inventory, close out and transfer with the passengers to the receiving train.
 - In the event that the LSAs and/or other crew members are instructed to transfer with the passengers, they should assist with the transfer of passengers and the passengers' possessions between the disabled and receiving trains.
 - Once the transfer process is completed, those crewmembers that transferred to the receiving train will now be available to assist in Food Service Cars or First Class Cars of the train.
 - LSAs will again call Crew Management when arriving at destination (unless returning to home crew base) for confirmation on the return trip.
- e) **Generally, the Dining and Lounge Car employees stay with the train.** Sleeping Car Attendants also traditionally stay with the equipment. Coach Attendants may or may not remain with the equipment.
- f) **Employees remaining with the equipment shall:**
- Work together to ensure that the train is clean, seats are properly turned, all beds are made and food service cars are ready for service when passengers arrive.
 - When necessary, arrangements should be made to replenish food supplies.
 - Contact CNOC, (800) 424-0217 ext. 2307, if circumstances prevent the train from being ready to receive passengers or crew member responsibilities are unclear regarding what action should be taken.

6. Fire

A fire is a train emergency that may require evacuation. (Refer to the section 2.D.2 “Emergency Evacuation” in this chapter and “Electrical Operating Instructions” (AMT-2) for additional information.) Make the appropriate announcements from Chapter 10 “On-Board Announcements and Signage” as required.

- a) **TURN OFF THE BLOWER SYSTEM** so that smoke will not circulate to other parts of the car. Different types of equipment have slightly different procedures for turning the blower system off.
- **Acela** – Turn off the “HVAC Blower” breakers located in the electric lockers.
 - **Amfleet I & II** – Turn the chrome Temperature Control Switch in the electric locker to the center “OFF” position. (Up is ON, Down is LAYOVER). Also, turn OFF the Exhaust Fan Circuit Breaker.
 - **Heritage** – Turn OFF the three-position Temperature Control Switch, which is located on the Temperature Control Panel in the electric locker. Also, on many cars there is an Emergency Blower Switch located high on the wall in the passageway that should be turned OFF.
 - **Horizon** – Turn OFF the Selector Switch located in the AC Control Cabinet in the vestibule at one end of the car.
 - **Santa Fe Bi-Level** – Turn OFF the Selector Switch located downstairs in the AC Control Cabinet.
 - **Superliner I & II** – Turn OFF the Selector Switch located downstairs on the wall in front of the stairway in the AC Control Cabinet. An Emergency Blower Switch is located upstairs directly in front of the stairway. Lift the red cover and flip the toggle switch UP to the OFF position to shut down the blower.
 - **Viewliner** – Place the mode switch on both indicator panels, of the Temperature Control Panels A and B located in the Electric Locker, in the OFF position.
- b) **If the Acela Power Car Fire Detection Alarm is activated** by a fire in the central block or auxiliary block, the engineer should respond in the following manner:

- Allow the automatic Fire Suppression System to activate, which occurs after a two-minute delay from initial alarm.
 - Acknowledge the alarm and deactivate Fire Suppression System, after confirming no fire exists, with the Multifunction Display No. 1 (MFD1), or the fire supp. INHIBIT pushbutton.
 - Once a Fire Suppression System has been deactivated, the Fire Control Unit (FCU) must be reset to get back the detection mode.
 - Manually activate the Fire Suppression System, after confirming a fire exists, with the FIRE SUPP. ACTIVATION pushbutton.
 - The fire control unit bypass switch, on the propulsion electrical cubicle, is used to bypass the Fire Suppression System when a false fire alarm has been triggered. *(It must be used only when it is confirmed that no fire exists.)*
 - The automatic Fire Suppression System is deactivated when the Fire Control Unit is bypassed.
- c) **Get to the nearest Fire Extinguisher** located in the Emergency Equipment compartment.
- Any Dry Chemical Fire Extinguisher on the train is effective on all types of fires: electrical, cloth or grease.
 - Remove Fire Extinguisher from the cabinet by unlatching the metal strap.
 - Lift and carry Fire Extinguisher by the handle
 - Approach the source of the fire and determine if the fire is controllable.
 - To operate the Fire Extinguisher follow the instructions on the extinguisher and squeeze the handle levers spraying the Extinguisher in a side-to-side motion at the base of the fire until the fire is out.
 - If one Fire Extinguisher is not enough, you may have to evacuate the car (or engine). *Remember; evacuate the car (or engine) ONLY if staying in it would mean a continuing threat to the people inside. Protect yourself and others from overexposure to smoke and fumes.*
 - Once the seal on the Fire Extinguisher has been broken, the extinguisher must be removed from service and recorded in the “Record of Defect and Repair - MAP 21A” (NRPC 2775) form.

7. Emergency On-Board Police Activity

On-train employees should use the “*Emergency On-Board Police Activity Announcements*” from Chapter 10 “*On-Board Announcements and Signage*” to instruct passengers on appropriate action during times of on-board police activity in an emergency situation, but only at the direction of the Conductor.

C. Non-Emergency Evacuation – Non-Station Train-To-Train Passenger Transfer - NEC

(Refer to “*Electrical Operating Instructions*” (AMT-2), regarding the use of a jumper cable to neutralize the difference in electrical current for trains on adjacent tracks.)

1. General Non-Emergency Evacuation Instructions

- a) **Safety and injury prevention is critical during the transfer process.**
- b) **The Conductor is in charge of the train** and will conduct a job briefing to instruct all crewmembers as to each employee’s responsibilities during the train-to-train transfer of passengers. All On-Board Service employees are to take their direction from the conductor.
- c) **Use the train’s P.A. system; if possible, to relay instructions to passengers.** Set the P.A. to LOCAL to only communicate with the passengers in the present car.
- d) **Inform the Conductor of passengers requiring special assistance** (i.e., mobility impaired or medical conditions). The Conductor will notify the Train Dispatcher of any additional assistance that is required.
- e) **As directed by the Conductor, the LSA is to secure their work area**, and then move to a location on the train where they can provide assistance to the passengers during the transfer process.
- f) **Once each train’s doorways are properly positioned**, the Conductors and Engineers of both trains must ensure that Three-Point Protection has been provided consisting of:
 - Slack has been adjusted first, followed by the train and engine brake being applied.
 - Throttle must be in idle position, or controller in off position, and then place the reverser in neutral position.

- Shut down and isolate HEP from the providing locomotive, if applicable.
 - Engineer must confirm to the requesting employee that the “Three-Point Protection” has been provided.
- g) **After Three-Point Protection has been provided,** follow these steps if needed.
- Jumper cables are prohibited between trains that have one or more wheels derailed.
 - In electrified territory, pantographs do not need to be lowered when a jumper cable is used during a non-station transfer of passengers. HEP should remain on, if possible.
 - In third rail territory the power must be de-energized before the transferring of passengers.
- h) **Once the passenger transfer has been completed,** the following should occur under normal circumstances:
- Assistant Conductors from the disabled train should be assigned to the receiving train to accompany the transferred passengers.
 - Assistant Conductors from the disabled train should practice service recovery and lend assistance to the receiving on-train crew with passenger luggage, information, etc.
 - The disabled train's Conductor and Engineer will remain with the disabled train in anticipation of receiving movement instructions.
- i) **Service Recovery efforts can be applied** as appropriate for the service and time. This would be decided by the Division(s) in conjunction with CNOC and the Customer Service Desk.

2. **Passenger Transfer Between Trains Without A Jumper Cable Or Transfer Bridge**

In the event of a Passenger Transfer Between Trains Without a Jumper Cable or Transfer Bridge, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.C.1 “General Non-Emergency Evacuation Instructions” of this chapter..

- a) **The Conductor on the disabled train will determine the doorway location(s)** for the transfer. Depending on conditions, more than one location can be used to expedite the transfer of passengers and should be considered whenever possible.
- b) **The exit doorway of the disabled train MUST NOT be positioned directly across from the entrance doorway of the receiving train.**

Doorways must be staggered to prevent electrical shock by minimizing the opportunity for passengers to make simultaneous contact with both trains. Non-Acela Express trains should use step boxes to shorten the distance of the last step to the ground. Acela Express trains will use the portable folding stairs (located on the first and last car of each trainset).

- c) **Passengers should be transferred, one car at a time**, starting with the car having the designated exit doorway and then proceeding to each subsequent car on the train.
- d) **An employee must remain with any passenger who is unable to** physically transfer until that passenger has been moved.
- e) **Crew members from both trains should be positioned in the vestibule area and on the ground** at the bottom of the steps or ladder, and on the ground between the trains, to assist with the transfer of both passengers and passengers' luggage/carry-on items. **Do the following in this order:**
 - **First** - transfer exiting passenger's luggage and carry-on items from the disabled train to the receiving train.
 - **Second** - assist the passenger down the steps or ladder of the disabled train onto the ground.
 - **Third** - assist the passengers towards and up the steps or ladder of the receiving train; reuniting the passengers with their possessions. Passenger's carry-on baggage is to be transferred with the passenger.
- f) **Passengers should be cautioned not to touch both trains at the same time** and crew members should take precautions to prevent this from happening.

3. **Passenger Transfer Between Trains With A Jumper Cable, Without A Transfer Bridge**

In the event of a Passenger Transfer Between Trains With a Jumper Cable, Without a Transfer Bridge, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.C.1 "General Non-Emergency Evacuation Instructions" of this chapter.

- a) **The Conductor on the disabled train will determine the doorway location(s)** for the transfer. Depending on conditions, more than one location

can be used to expedite the transfer of passengers and should be considered whenever possible.

- b) **The exit doorway of the disabled train must be positioned as closely as possible to be directly across from the entrance doorway of the receiving train** if the clearances between trains permit.
 - Non-Acela Express trains should use step boxes to shorten the distance of the last step to the ground.
 - Acela Express trains will use the portable folding stairs (located on the first and last car of each trainset).
- c) **The jumper cable**, approximately 12 feet long with insulated alligator-type clamps at each end, is to be attached to each train car body (e.g., grab iron, door, stirrup, etc.) on each train so that a good connection is made between the two trains.
 - When attaching the clamp to an Acela Express use the car body or door support bracket, not the grab iron. (*The grab irons on Acela Express equipment are insulated from the car body and will not neutralize the current between trains.*)
 - The jumper cable should be positioned near the transfer location(s) yet out of the way from the transfer process.
- d) **Passengers should be transferred, one car at a time**, starting with the car having the designated exit doorway and then proceeding to each subsequent car on the train.
- e) **An employee must remain with any passenger who is unable to** physically transfer until that passenger has been moved.
- f) **Crew members from both trains** should be positioned in the vestibule area and on the ground at the bottom of the steps or ladder, and on the ground between the trains, to assist with the transfer of both passengers and passengers' luggage/ carry-on items. Do the following in this order:
 - **First** - transfer exiting passenger's luggage and carry-on items from the disabled train to the receiving train.
 - **Second** - assist the passenger down the steps or ladder of the disabled train onto the ground.
 - **Third** - assist the passengers towards and up the steps or ladder of the receiving train,

reuniting the passenger with their possessions. Passengers' carry-on baggage is to be transferred with the passengers.

- g) **Do NOT allow passengers to step or jump from one vestibule platform or set-of-steps to another.**
- h) **When the transfer is complete,** disconnect the jumper cables and store in designated location.

4. **Passenger Transfer Between Two Trains With A Jumper Cable And Transfer Bridge**

In the event of a Passenger Transfer Between Two Trains With a Jumper Cable and Transfer Bridge, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.C.1 “General Non-Emergency Evacuation Instructions” of this chapter.

- a) **The Conductor on the disabled train will determine the doorway location(s)** for the transfer.
Depending on conditions, more than one location can be used to expedite the transfer of passengers and should be considered whenever possible.
- b) **The exit doorway of the disabled train must be positioned directly across from the entrance doorway of the receiving train** to use the Transfer Bridge.
- c) **The jumper cable**, approximately 12 feet long with insulated alligator-type clamps at each end, is to be attached to each train car body (e.g., grab iron, door, stirrup, etc.) on each train so that a good connection is made between the two trains.
 - When attaching the clamp to an Acela Express use the car body or door support bracket, not the grab iron. *(The grab irons on Acela Express equipment are insulated from the car body and will not neutralize the current between trains.)*
 - The jumper cable should be positioned near the transfer location(s) yet out of the way from the transfer process.
- d) **If a jumper cable is not available**, the transfer can still be made utilizing the bridge, as long as precautions are taken to prevent passengers from simultaneously touching both trains.
- e) **The Transfer Bridge is designed for placement in the vestibules of trains on adjacent tracks** thus providing a walkway with handrails across the gap between trains.

- f) **The component pieces of the Transfer Bridge are:**
- 1 - black leather carrying case with handles
 - 1 - transfer bridge with two hinged ramp “wings” (W24" x L76" extended)
 - 2 - two-piece handrails with netting attached
 - 2 - two-piece sets of foam handrail packing
- g) **The Transfer Bridge should not be used if the distance between trains is greater than 66 inches.** Use the yellow tape markings on the jumper cable, which are spaced 66 inches apart, as a guide to determine if the distance between trains is greater than 66 inches.
- h) **The Conductor on the disabled train will remove the Transfer Bridge and jumper cable** from its storage location and move them to the vestibule where the transfer will be made.
- i) **The Conductor on the disabled train will communicate the doorway location to the receiving Train Conductor,** and assist in spotting the receiving train so that both train doorways are located directly across from one another.
- j) **Unfold the Transfer Bridge and secure the ends in the open position** using the hook-and-eye fixtures near the hinges. Tilt the bridge on its side and slide it toward the crew members on the other train.
- k) **When the Transfer Bridge is inside the door-ways of both trains,** and past the side edge clearance marking (yellow & black striped tape), set it down in the vestibules and ensure it is securely in place.
- l) **Assemble the two side rails and netting** placing them in the support holes on the sides of the Transfer Bridge. (As weight is placed on the bridge, the tension causes tightening of the handrails in the support holes.)
- m) **Begin the transfer process with the passengers** by handing their luggage across to the crew member(s) on the rescue train and then support the passengers as they cross the bridge. Have them pick up their luggage and proceed away from the transfer area.
- n) **Passengers should be transferred, one car at a time,** starting with the car having the designated exit doorway and then proceeding to each subsequent car on the train.

- o) **When the transfer is complete**, disassemble the handrails and Transfer Bridge, store in the carrying case and place in the storage compartment.
- p) Passengers in wheelchairs, which do not fit onto the transfer bridge, must be assisted or carried across by employees. (*Refer to Chapter 11 “Assisting Passengers with Disabilities”*)

5. Passenger Transfer Between Amfleet Equipment (or Amfleet to Acela Equipment) With A Jumper Cable And G2 Transfer Bridge.

In the event of a Passenger Transfer Between Two Trains With a Jumper Cable and G2 Transfer Bridge, On-Train Crews must follow these instructions in addition to all of the instructions listed in Section 2.C.1 “General Non-Emergency Evacuation Instructions” of this chapter.

- a) **The Conductor on the disabled train will determine the doorway location(s)** for the transfer. Depending on conditions, more than one location can be used to expedite the transfer of passengers and should be considered whenever possible.
- b) **Train positioning should give priority for transferring passengers in wheelchairs.** Move the Transfer Bridge to the vestibule nearest to where the wheelchair passenger(s) is located.
- c) **The exit doorway of the disabled train must be positioned directly across from the entrance doorway of the receiving train** to use the G2 Transfer Bridge.
- d) **The jumper cable**, approximately 12 feet long with insulated alligator-type clamps at each end, is to be attached to each train car body (e.g., grab iron, door, stirrup, etc.) on each train so that a good connection is made between the two trains. When attaching the clamp to an Acela Express train, attach it to the car body or door support bracket, not the grab iron. (*The grab irons on Acela Express equipment are insulated from the car body and will not neutralize the current between trains.*)
- e) **The G2 Transfer Bridge is designed for placement in the vestibules of trains on adjacent tracks** thus providing a walkway with handrails across the gap between trains.

- f) **The component pieces of the G2 Transfer Bridge are:** (Refer to Figure 1-2)
- 1 - carrying case with handles and wheels (this contains the transfer bridge)
 - 1 - carrying case with handles (this contains the railings)
 - 1 - transfer bridge with four hinged ramp “wings” (W30" x L76" extended)
 - 2 - one-piece handrails
 - 1 - Jumper Cable with Safety Lock Bar

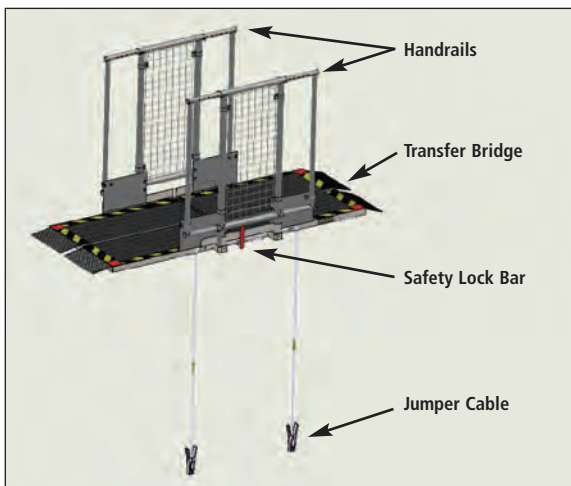


Figure 1-2 – Example view of assembled G2 Transfer Bridge

- g) **The G2 Transfer Bridge should not be used if the distance between trains is greater than 69 inches or without the Jumper Cable with Safety Lock Bar.** Use the yellow tape markings on the jumper cable, which are spaced 69 inches apart, as a guide to determine if the distance between trains is greater than 69 inches.
- h) **The Conductor on the disabled train will remove the G2 Transfer Bridge and jumper cable** from its storage location and move them to the vestibule where the transfer will be made.
- i) **The Conductor on the disabled train will communicate the doorway location to the receiving train Conductor,** and assist in spotting the receiving train so that both train doorways are located directly across from one another.

j) **Deploy the G2 Transfer Bridge and secure as follows:**

Watch out for pinch points! Use Personal Protective Equipment when assembling the bridge.

- Position the wheeled bag in the aisle adjacent to the vestibule with the pull handle near the door.
- Remove the Transfer Bridge and Jumper Cable with Safety Lock Bar.
- Remove the bag from the pathway.
- With an employee positioned on the ground, attach the Jumper Cable between the trains at stirrups or grab irons. *(Refer to Figure 1-3)*
- Note the location of the arrows on the Transfer Bridge.
- Move the Transfer Bridge into the vestibule with the arrows facing the adjacent train. *(Refer to Figure 1-4)*
- Separate the Velcro safety handles used for carrying the bridge while folded.
- Carefully unfold the Transfer Bridge (one fold). *(Refer to Figure 1-5)*
- Flip the entire Transfer Bridge over. *(Refer to Figure 1-6)*
- Unfold the second section.
- The Transfer Bridge should still be folded lengthwise. *(Refer to Figure 1-7)*
- Re-attach the Velcro safety handles to keep the bridge from unfolding for safer handling.
- Slide the Transfer Bridge to the adjacent train with handles on the top edge and the assistance of an employee on the ground. *(Refer to Figure 1-8)*
- Unfold the Transfer Bridge into the flat position. *(Refer to Figure 1-9)*
- The employee on the ground must insert the Safety Lock Bar, handle up, into the hinge slot, assist with the installation of the handrails, and then return to the train to assist with the transfer process.

k) **When the G2 Transfer Bridge is inside the doorways of both trains**, and past the side edge clearance marking (red indicator blocks), set it down in the vestibules and ensure it is securely in place.

l) **Assemble the handrails to the G2 Transfer Bridge as follows:** *(Refer to Figure 1-10)*

- Remove the handrails from the storage bag.
 - Remove the storage bag from the pathway.
 - Attach the railings by inserting the railing posts into the post pockets on the transfer bridge with the sliding safety panels toward the transfer bridge.
 - Extend the railings as needed to fill the gap between the cars and pin them in place.
- m) **Begin the transfer process with the passengers** by handing their luggage across to the crew member(s) on the rescue train and then support the passengers as they cross the G2 Transfer Bridge. Have the passenger pick up their luggage and proceed away from the transfer area.
- n) **When transferring at two locations**, passengers should be transferred one car at a time at each location starting with the car having the designated exit doorway and then proceeding to each subsequent car on the train.
- o) **When the transfer is complete**, disassemble the handrails and G2 Transfer Bridge. Make sure all of the components, including the jumper cable, are placed in the carrying case and returned to the designated storage compartment.
- p) **Refer to Chapter 11 “Assisting Passengers with Disabilities”** for accommodating passengers that may not be covered by these procedures.



Figure 1-3 – Remove jumper cable from transfer bridge bag and connect to metal car body of both train cars involved in the transfer.

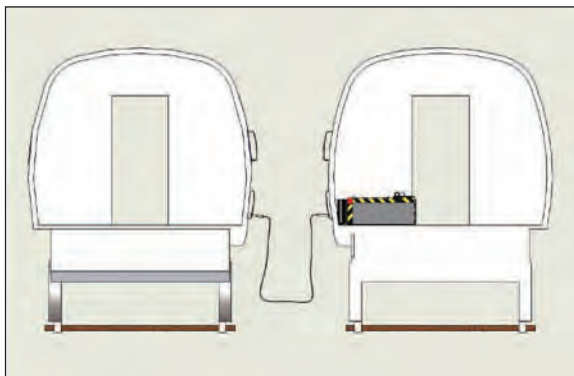


Figure 1-4 – Remove transfer bridge from bag, standing it on its side. Have railing mounts facing upward and flap plates toward the outside door.

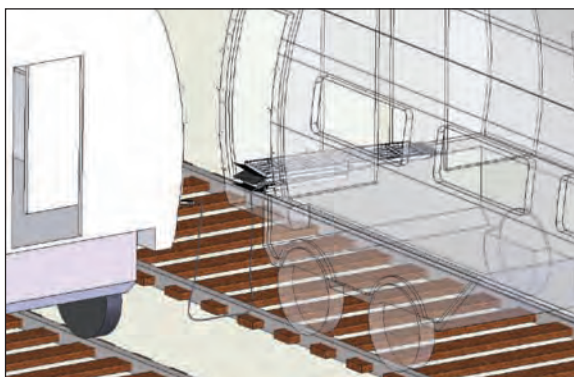


Figure 1-5 – Turn transfer bridge 90° and carefully unfold top section (one fold) as shown.

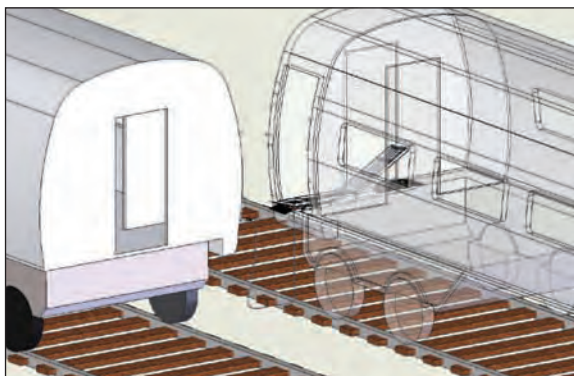


Figure 1-6 – Flip transfer bridge over 180° and unfold 2nd side making transfer bridge flat on floor surface.

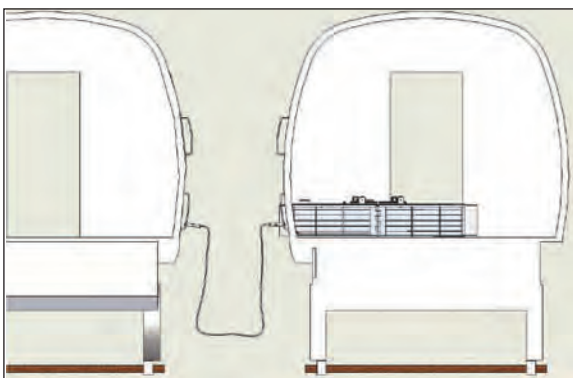


Figure 1-7 – Stand transfer bridge on its side with railing mounts upward. The transfer bridge connecting hinges should be toward the outside door.

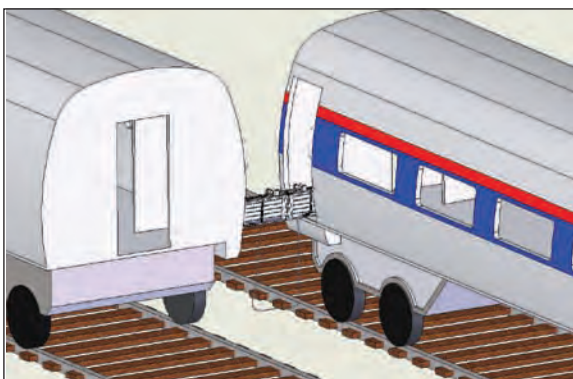


Figure 1-8 – Transfer bridge shown deployed to 2nd car in upright position. Hinged end must be fed to car #2 first with railing mounts facing up.

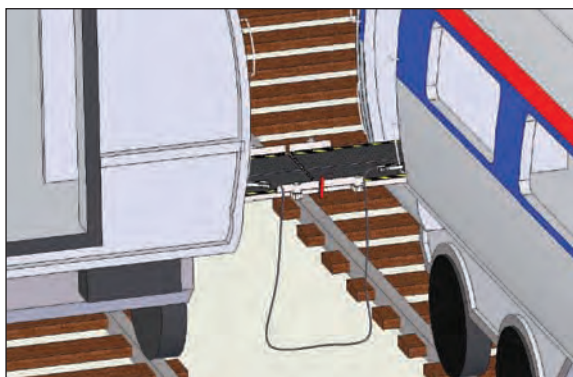


Figure 1-9 – Unfold transfer bridge to flat position and insert Safety Lock Bar with red handle up.

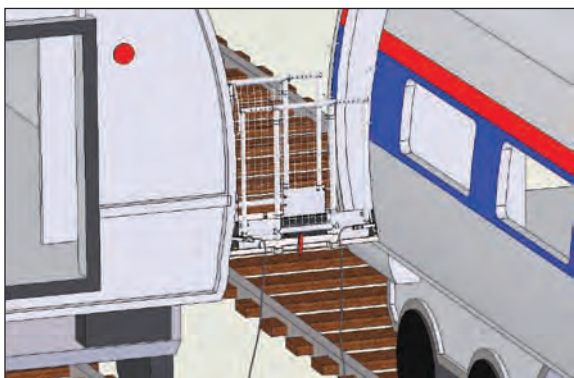


Figure 1-10 – Assemble railing and attach to railing post holder mounts as shown.

Take all precautions necessary to reduce risk of injury to employees and passengers.

6. Acela-Folding Stairs

a) **Locate Folding Stairs.**

- There are two (2) folding stairs, one (1) located on each end of the trainset, in a storage compartment under the vestibule of the first car adjacent to the power car (*A small gray decal showing an icon of stair steps and the wording “Folding Stairs” is located above the storage compartment door.*) (Refer to Figure 1-11)
- Folding stairs can be accessed from either the right or left side of the train.
- Approximately 8’ of clearance from the side of the train is required to remove the folding stairs from storage compartment.
- Two crew members are needed to assemble the folding stairs for use. (*Crew members need to be aware that the storage compartment is unprotected from the elements allowing dirt to cover all assembly instruction on both the lower door panel and the stairway. The stairs should be wiped down, if possible, before passenger use.*)

b) **Open Upper Storage Compartment Door.**

- Open the upper storage compartment door by pulling the release latch located on the front of the door next to the light.
- Lift the storage compartment door to the open position ensuring that the door safety bar is

locked in the open position to prevent the door from closing unexpectedly. *(Refer to Figure 1-12)*

c) **Open and Remove Lower Storage Compartment Door.**

- Open the lower storage compartment door by releasing the two (2) side latches. *(The latch is mounted on the carbody, not the door, next to the safety cable door bracket.)*
- Pushing the short release lever down on the latch will open the lower storage compartment door. *(Both side latches should be released at the same time.) (Refer to the inset in Figure 1-13)*
- The two (2) safety cables located on each side of the lower storage compartment door will prevent the door from falling off the rear hinge. *(The rear hinge is a two (2) piece hinge that is not connected together.) (Refer to Figure 1-13)*
- With two employees, unclip both safety cables, lift the lower door off the rear hinge and set aside out-of-the-way. *(Inside the lower storage compartment door is a decal with the folding stairs assembly instructions, which may or may not be visible due to the accumulation of dirt.)*

d) **Remove Folding Stairs From Compartment.**

- Unlock the center hold-down clamp that secures the folding stairs by pushing the red handle towards the center of the car. *(Refer to Figure 1-14)*
- Once the center clamp is released, two crew members can slowly pull the folding stairs, straight out, placing the stairs on the ground.
- When pulling the folding stairs out, watch for pinch points. *(If the folding stairs will not slide out easily, try jiggling side-to-side or up-and-down to get past the obstruction.)*
- If the folding stairs cannot be removed from this side of the car, try sliding stairs out from the other side, if clearances permit.

e) **Close Upper Storage Compartment Door.** *(The light on the door could be helpful if nighttime assembly is required.)*

f) **Position Folding Stairs.**

- When the folding stairs are removed from the storage compartment, they will be in the face-up position. *(Small numbered assembly decals are located at strategic points on the stairs that*

correspond to the large instructional decal located inside the lower storage compartment door.)

- The hook assembly on the end of the folding stairs must be positioned towards the car.

g) Removal of Handrails.

- Using two employees, turn the folding stairs over in the face-down position exposing the two handrails.
- Remove the one (1) retaining pin that secures the handrails to the back of the stairs.
- After lifting the handrails out of the storage brackets, reinsert the retaining pin.
- Set the handrails in a location away from the present work area.
- Using two employees, turn the folding stairs back over to the face-up position.

h) Extend Hook Assembly.

- Extend the two (2) hook assemblies located at the top of the stairs.
- Remove the two (2) retaining pins, one (1) from each stair side rail, pull the hook assemblies outward approximately 7" and reinsert the retaining pins back into the stair side rails. *(If needed, jiggle the hook assembly to get the retaining pin holes to properly align.)*

i) Extend Feet Assembly.

- Extend the two (2) feet assemblies located at the bottom of the stairs.
- Remove the two (2) retaining pins, one (1) from each stair side rail pulling the feet assemblies outward. *(The feet can be extended independently in 2" increments, up to a total of 10", depending on the terrain.)*
- When the feet have been set, reinsert the retaining pins back into the stair side rails. *(If needed, jiggle the hook assembly to get the retaining pin holes to properly align. The feet can also be adjusted once the ladder has been installed on the car.)*

j) Securing Stairs to Car.

- Using two employees, carefully lift the folding stairs into position securing to the car. *(Refer to Figure 1-15)*
- The locking pins, located in the center of both hook assemblies, must be inserted into the mounting holes located on the outer edge of

the vestibule threshold. *(Refer to the inset in Figure 1-15)*

- The locking pins must be inserted all the way into the holes, allowing the hook assembly to sit flush on the vestibule threshold.

k) Level Stair Steps.

- Using two employees, both employees should simultaneously have one hand securely holding the back of a step while their other hand removes the retaining pin from the stair side rail. (There are two (2) retaining pins, one (1) on each side of the stairs.)
- Begin unfolding the steps, watching for pinch points, until the steps are level.
- Once the steps have been adjusted, insert the retaining pin to lock the step into position. *(Refer to Figure 1-16)*

l) Position Handrail Support Brackets.

- Remove the two (2) retaining pins from the four (4) handrail support brackets that are secured against the stair side rails. *(There are two (2) handrail support brackets located on each side of the folding stairs secured with one (1) retaining pin per side.)*
- Raise all four (4) handrail support brackets into an upright position.

m) Install Handrails.

- When installing the handrails on to the handrail support brackets, ensure that the end of the handrail with the long overhang is towards the top of the stairs and the end with the short overhang is at the bottom of the stairs.
- The handrail pegs must be inserted all the way into the handrail support brackets. *(Because there is no device to secure the handrails to the top of the handrail support brackets, handrails can easily come off if a passenger should lift-up on the handrails. Crew members should be positioned on both sides of the stairs to prevent the handrails from pulling out of the top of the handrail support brackets and assist passenger using the stairs.)*

n) Using Folding Stairway.

- Attach folding stairway to any open vestibule doorway on the train. *(Depending on ground conditions, the vestibule above the stairway storage*

compartment may not be the best location to position the folding stairs.)

- When assisting passengers, only one person should be on the stairway at a time.
(Passengers with special needs may need a crew member next to them for assistance when using the stairway to prevent a slip or fall.)
 - Crew members should verbally inform all passengers that only one person should use the stairs at a time.
 - Remind passengers to use the handrails and to “*Watch Their Step*”.
 - If further evacuation instructions are needed at this time, make sure all passengers understand what is expected of them and answer all questions.
- o) **Storage of Folding Stairs.**
- To disassemble the folding stairway for storage follow steps b-m in the reverse order.
 - Ensure that the handrails are returned to the storage area on the back of the steps.
 - All retaining pins must be properly installed to secure all of the stairway components in a locked position.
 - The stairs must be inserted into the storage compartment in the face-up position and locked into position with the center hold-down clamp.
 - Reattach the lower storage compartment door including the two (2) safety cables.
 - Ensure that the upper storage compartment door is securely latched in the closed position.

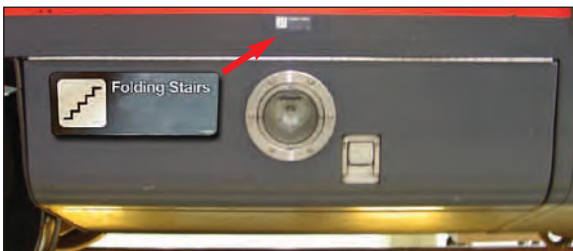


Figure 1-11 – Upper storage compartment door, latch and decal



Figure 1-12 – Secure the door safety bar



Figure 1-13 – Lower storage compartment latches and safety cables

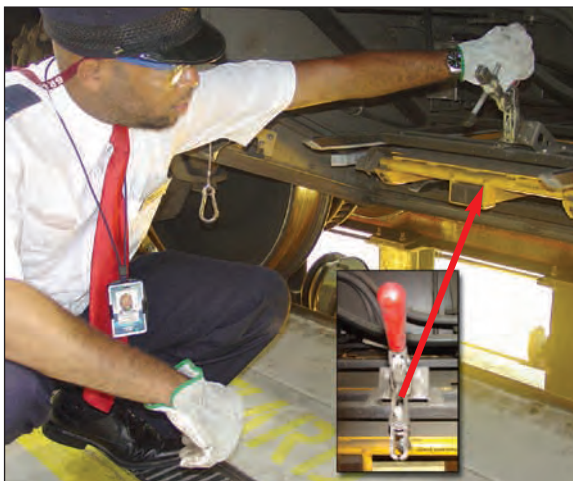


Figure 1-14 – Release folding stairs hold-down clamp



Figure 1-15 – Secure folding stairs to car body



Figure 1-16 – Level stair steps

D. Emergency Evacuation

1. General Emergency Evacuation Instructions

- a) **Remain Calm.**
- b) **Remember that you will be looked upon for leadership and guidance** in unforeseen and emergency situations.
- c) **Notify the train service operating crew members** that you need urgent help by using the exact words “*immediate assistance*”.
- d) **The Conductor or a designated Train Service employee will make emergency announcements** from *Chapter 10 “On-Board Announcements and Signage”* as required.
- e) **Be prepared to provide evacuation instructions and guidance to passengers** which include:
 - The nature of the emergency.
 - The evacuation plan which includes where passengers and crew will gather and wait after evacuating.
 - Instruct passengers to stay in the designated “waiting area” and not to wander around the tracks or equipment for their own safety.
 - Instruct passengers to take or leave personal possessions and luggage based on the nature of the emergency evacuation.
 - Instruct passengers to wear their shoes when evacuating the car or train.
 - Anytime you leave the car, inform passengers where you are going and that you will return as soon as possible.
- f) **Pay special attention to anyone who may need extra help such as young children, elderly people, the disabled or non-English speaking passengers.** An employee needs to remain with any passenger who is unable to evacuate. (*Refer to Chapter 11 “Assisting Passengers with Disabilities”*)
- g) **Be prepared to provide the following information to the appropriate operations office:**
 - Nature of the emergency
 - Location
 - Condition of employees, passengers and equipment
 - Evacuation plan
 - Where passengers and crew will gather and wait after evacuating.

- Number of passengers who need additional assistance.
- Number of unaccompanied children.

2. Evacuation Through End Doors Into the Next Car

Make sure that the designated evacuation end doors are set to remain open. Use the following instructions, based on equipment type, to properly operate the door controls:

a) **Acela and Amfleet I & II**

- To open the end doors use the door control switches located near the top left (vestibule side) or top right (car interior side) of the door frame.
- Lift the red switch cover and place the toggle switch in the up position (MANUAL).
- Only one of the two door switches need to be set in the up position to allow the sliding door to be manually opened and remain open.

b) **Heritage**

- Most end doors are manually operated and swing inward towards the center of the car.
- For manually operated end doors to remain in the open position, swing the door open wide enough to engage the wall latch located near the top of the door.
- On equipment with power sliding doors, set the door control switch inside the car located adjacent to the door to MANUAL position.
- The MANUAL position will allow the sliding door to be manually opened and remain open.

c) **Horizon and Viewliner**

- To open the end doors use the Emergency End Door Switches located on both the vestibule and interior sides of the door.
- Lift the red switch cover and place the toggle switch in the up position (MANUAL).
- Only one of the two door switches needs to be set in the up position to allow the sliding door to be manually opened and remain open.

d) **Santa Fe Bi-Level and Superliner I & II**

- To open the end doors use the Emergency End Door Switches located on both the inside and outside of the door.
- Lift the red switch cover and place the toggle switch in the up position (MANUAL).

- Only one of the two door switches needs to be set in the up position to allow the sliding door to be manually opened and remain open.
- The downstairs automatic door in the full Coach also has two Emergency Door Switches.
- One switch is located in the seating section near the overhead baggage rack on the right side of the door.
- The other switch is located in the vestibule, beneath the baggage rack shelf, to the left of the door.

3. Evacuation Through Vestibule Side Doors

The Conductor will designate which door(s) will be designated as evacuation doorway(s). Use the following instructions, based on equipment type:

a) **Acela**

- Open side door(s) using the interior or exterior emergency release handle.
- When exiting at locations other than normal high-level platforms, folding stairs should be used if time and clearances permit. *(Refer to section 2, subsection C6. “Acela Folding Stairs”, in this chapter.)*
- If folding stairs are not an option for emergency evacuation, use the vestibule emergency ladders located in the storage compartment to the right of the Communication Station. *(Emergency ladders must be secured to the vestibule using the ladder bracket. Ladder angle will vary depending on obstructions or the topography of the ground and could be in a totally vertical position.)*
- If evacuation must take place immediately, instruct passengers to sit in the doorway opening with their feet hanging out of the car body, and then push themselves out and away from the train. *(Train crew employees should position themselves on the ground, outside the vestibule opening, to assist passengers with the evacuation.)*

b) **Amfleet I**

- Open side door by pulling down the red handle located above the door in the ceiling.
- Once the red handle is pulled all the way down, the side door should open slightly.
- Continue to manually slide the door into the

door pocket all the way before opening the trap door.

c) **Amfleet II, Heritage, Superliner, Viewliner and Horizon**

- Open side doors using normal door opening procedures.
- Some doors have operational windows that could be used for evacuation, if doors will not open.

4. Evacuation Through Emergency Windows

a) **From Inside the Train**

- Grasp the red plastic handle firmly, and pull the red handle towards you to release the rubber molding from around the window frame.
- Remove all of the rubber molding from around the frame to remove the window.
- Grasp the aluminum handle pulling the handle toward you to loosen the window.
- Hold both sides of the window when lifting away from the window frame. (*Window weight is approximately 30 lbs. for Coaches and approximately 60 lbs. for Acela, Dining and Lounges Cars.*)
- Store window out of the evacuation path so that it does not interfere with people exiting through the window opening.
- Check outside conditions to ensure they are better and safer than those inside the equipment.
- Place a blanket or jacket over the lower window edge.
- Assist passengers for a safe evacuation.
- Berth ladders can be of great assistance in the evacuation of a car, especially if the car is on its side.

b) **From Outside The Train**

- A thin rubber cord, which is located in the center of the wide rubber molding that surrounds the window frame, holds the window in place.
- Locate the rubber cord in the center of the wide rubber molding follow the cord to the point where the cord ends meet.
- At the location where the cord ends meet, insert a pointed object like a coach key.
- Twist the key and pry out one of the ends of the rubber cord from the middle of the wide rubber molding.

- Grab the rubber cord end and pull all of the cord from around the window frame.
- Retrieve the pry bar from the emergency equipment locker.
- When using the pry bar, make certain that the curved portion is turned away from you.
- Wedge the curved edge of the pry bar underneath the remaining wide window molding, and loosen the window frame from the carbody by raising the other end of the bar up and down as many times as is necessary until the window gives way and is dislodged.
- Push on the window to make it fall into the car.
- Place a blanket or jacket over the lower window edge.
- Assist passengers for a safe evacuation.

5. Evacuation Using Acela's EVAC-CHAIR

Each set of Acela Express equipment contains an EVAC-CHAIR (emergency evacuation wheelchair) to be used in transporting a mobility-impaired passenger during train transfers or evacuations. The EVAC-CHAIR requires only one operator to assist the seated person when crossing a transfer bridge or utilizing an Acela folding stairs to descend to ground level.

- The EVAC-CHAIR carries individuals weighing up to 300 lbs.** The EVAC-CHAIR can be used for transporting individuals across the transfer bridge or down the folding stairs but will not work going up the folding stairs.
- The EVAC-CHAIR is stored with the transfer bridge** at the "A" end of the Café Car. A separate large yellow dust cover may also be included with the EVAC-CHAIR, but is not used when operating the chair.
- Use Move Smart techniques** such as “Smart Hands” when gripping the chair and position the occupant and chair to operate within your “Line of Power”.
- When reaching the bottom of the folding stairs,** ask the passenger how they would like to be assisted. Depending on the extent of the disability and the conditions of the surface they may wish to:
 - Return to their personal wheelchair

Instructions to Use Acela's EVAC-CHAIR



Fig (1)

Grip both sides of extension handle, then pull up until it locks in place.



Fig (2)

Slide headrest/torso restraint down to mid-position and unbuckle safety lap belt.



Fig (3)

Pivot seat open, use foot to extend two inner wheels, assist passenger into chair.



Fig (4)

Roll chair toward exit.



Fig (5)

Align EVAC-CHAIR with top of folding stair and use foot to retract inner wheels.



Fig (6)

Roll chair onto folding stair. As chair starts to descend, slide hands to grip top of handle. Press down on handle for smoothest ride.

- Be supported while walking with a cane or walker.
- Be lifted or carried away from the train.

6. Tunnel Information And Emergencies

Fires and other emergency situations occurring within a tunnel are among the most difficult to cope with due to the limited space and minimal lighting for fire and emergency personnel. Due to the variety of hazards involved, local fire and emergency authorities must establish a direct line of communication between railroad authorities and the division's top management personnel to keep emergency forces apprised of current conditions. *(Refer to Figure 1-17)*

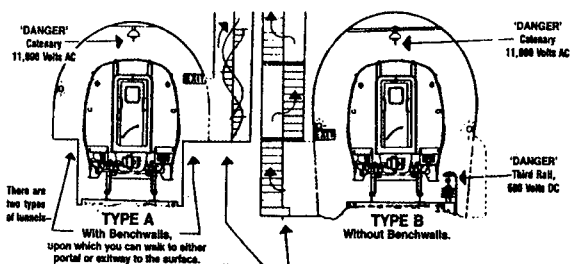


Figure 1-17 – Tunnel Hazards

a) Moving Trains in Tunnels

- In the event of a fire or emergency situation on a train moving through a tunnel, every effort must be made to expedite movement of the train out of the tunnel.
- Train crews must promptly establish communication with the engineer to discuss appropriate action to keep the train moving.
- The train must not be stopped unless there is reason to believe that derailment or personal injury may otherwise result.

b) Evacuating Passengers from Tunnels

- Evacuating passengers from a train in a tunnel should be a last resort in extreme emergencies.
- In the event of a severe fire, accident, or other emergency occurring in a tunnel that endangers the safety of passengers, the train crew and any available emergency personnel must take immediate action to stop all train movements and escort the passengers from the train.

- Passenger evacuation requires a safe place of refuge, e.g., a station platform or vertical exit way leading directly to open air.
- Passengers should evacuate the train to a walkway on the side opposite, or a safe distance away from, the power source.
- Train Dispatcher must be immediately contacted that an evacuation is occurring.

c) **Electric Power Hazards in Tunnels**

Electric (traction) power to operate electric trains is transmitted by overhead catenary wires (AC) or third rail (DC).

Employees working in catenary or third rail territory must consider these systems live and lethal until it is known the system is de-energized and properly grounded.

Most third rail systems have cover boards installed to prevent accidental contact. Amtrak has such cover boards in the New York area. **Amtrak Safety Rules strictly prohibit employees from standing, sitting on, walking on or touching third rail cover boards.**

Catenary systems supply electricity to electric locomotive or MU cars through a pantograph mounted on the roof of the locomotive or MU car.

Most AC electric locomotives, commuter agency locomotives and MU cars operated on the NEC are equipped with vacuum-type interrupt main circuit breakers, which connect the pantograph to the main transformer.

Pantograph(s) may be lowered using the pantograph DOWN switch located in the engineer's control compartment. Some commuter agency equipment has a pneumatically operated plunger that, during certain fault conditions, acts to ground and lower the pantograph simultaneously. In some unusual cases, a pantograph pole may be required to lower the pantograph(s). Pantograph poles are located inside a tube mounted horizontally on the side of a car or locomotive. Also, some electric locomotives have a telescoping pantograph pole mounted in the machine room.

If it is necessary to mount the roof of electric equipment, the manual grounder, normally labeled: "*Danger High Voltage-Ground Pantograph(s) Before Going on Roof*," located on the roof at the end of equipment or in the machine room must be activated. Locomotive pantographs are bussed together; therefore, if one pantograph is against live overhead catenary wire both pantographs are energized and dangerous.

When MU cars are interconnected (bussed), it is necessary to lower all pantographs and manually ground each car. The utmost caution must be taken when applying manual grounding devices and must only be done by or under the supervision of a Class A or B employee.

Only Class A or B employees may go on the top of electric equipment. All T & E employees are Class C and must not get closer than 3 feet to the catenary wire, unless proper protection is provided by a Class A employee. (Refer to "Electrical Operating Instructions" (AMT-2) for further instructions.)

E. Unusual Occurrence Reporting Requirements

Conductors are responsible for thoroughly and accurately completing an "*Unusual Occurrence Report*" (NRPC 2673) when any of the following qualifying events have occurred:

1. Examples Of Qualifying Events To Be Reported

- Any grade crossing accident (public or private)
- Any derailment (yard, station, main line, etc., with one or more wheels on the ground).
- Any damage to on-track equipment (standing or moving) that cannot be repaired by a train crew en route but will be repaired before being dispatched again at the home terminal.
- Any car, locomotive, or other on-track equipment, incurring damage in a yard, terminal, and/or shop that requires repair.
- Any car, locomotive, or other on-track equipment, that is removed from service as a result of any collision with damage.

- Any physical damage to track, signals, catenary and/or structures incurred while operating on-track equipment on a main line, yard, terminal, etc.

2. Examples Of Events Not Qualifying For Reporting

- Air hose breaks
- Damage to 480 volt cables
- Damage to knuckles
- Bent grab irons
- Bent pilots
- Minor cracks in the wind-shield
- Minor debris strikes
- Minor vandalism

3. Qualifying Event Reporting

- All qualifying events must be reported as soon as possible to CNOC at (800) 424-0217 or ATS 734-2308.
- If in doubt as to whether the event is qualifying, contact Central Reporting at ATS 777-3280.
- Fax the completed “*Unusual Occurrence Report*” (NRPC 2673) to Amtrak’s Central Reporting Office at (800) 888-2185 or ATS 777-2595 within 72 hours of the occurrence.
- Submit the original “*Unusual Occurrence Report*” (NRPC 2673) to your supervisor after faxing.
- Failure to comply with these requirements is a violation of Federal Regulations 49 CFR - Part 225, and could result in civil and criminal penalties. (Refer to Figure I-18)

Unusual Occurrence Report

IMPORTANT: Timely submission of this form is required by Federal Railroad Administration (FRA) Title 49, Part 225 of the code of Federal Regulations.

The following sequence of reporting must be strictly adhered to:

- **First** Notify the Operations Center at 1-800-424-6217 or ATIS 734-2309 immediately when an incident occurs.
- **Second** Complete one form for each Amtrak consist involved in the incident.
- **Third** Fax the completed form and all accompanying documents to Central Reporting at 1-800-886-2183 within 72 hours of the incident.

Section 1: To be completed by person on damaged equipment				1. Name of Person Completing Section 1:																																																
2. Date of Occurrence: / /		3. Time: : <input type="checkbox"/> AM <input type="checkbox"/> PM		4. Milepost Number: (nearest tenth)		5. Nearest City/Town:																																														
7. County:		8. Name Other Railroad Involved:		9. Railroad that owns the track:		10. Timeable Direction: <input type="checkbox"/> N <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/> W																																														
11. Type of Accident: <input type="checkbox"/> Derailment <input type="checkbox"/> Collision <input type="checkbox"/> Grade Crossing <input type="checkbox"/> Fire <input type="checkbox"/> Obstruction <input type="checkbox"/> Explosion <input type="checkbox"/> Other (Explain in box 44)																																																				
12. Consensus Service: <input type="checkbox"/> N/A <input type="checkbox"/> Conductor (NOR) <input type="checkbox"/> Conductor <input type="checkbox"/> Motorman <input type="checkbox"/> VME <input type="checkbox"/> MISC <input type="checkbox"/> Conductor																																																				
13. Train No.:		14. Special Amtrak No.:		15. Type of On-Track Equipment: <input type="checkbox"/> Freight <input type="checkbox"/> Passenger <input type="checkbox"/> Commuter <input type="checkbox"/> Work Train <input type="checkbox"/> Single Car <input type="checkbox"/> Unit of Cars <input type="checkbox"/> Light Locomotive <input type="checkbox"/> Yard Switching <input type="checkbox"/> Motor Inspection Car		16. Was Current Transporting Passengers? <input type="checkbox"/> Yes <input type="checkbox"/> No																																														
17. Total Locomotives Detailed:		18. Total Cars Detailed:		19. Was Current Transporting Passengers? <input type="checkbox"/> Yes <input type="checkbox"/> No		20. Total People Employed:																																														
21. No. of Flammable Cans: (Damaged Detailed)		22. No. of Flammable Cans: (Undamaged Detailed)		23. No. of People Employed:		24. Trip No. Name: (if any)																																														
25. Type of Work: <input type="checkbox"/> Main <input type="checkbox"/> Sideline <input type="checkbox"/> Industry <input type="checkbox"/> Mail Line		26. Specific No. of Work: Main Line		27. Visibility: <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Other		28. Weather: <input type="checkbox"/> Clear <input type="checkbox"/> Partly Cloudy <input type="checkbox"/> Cloudy <input type="checkbox"/> Rain <input type="checkbox"/> Fog <input type="checkbox"/> Snow																																														
29. JIRA Track Class (check one box):				30. Method of Operation (check all boxes that apply):																																																
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31. Number of Crew Members? Engineers/Operator: Conductor: Other: Frequent				32. Length on Turn of Key? Engineer/Operator: Conductor: Other: Hours: Minutes: Frequent																																																
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Head		Mid		Rear																																																
Section 2: To be completed by person accountable for damaged equipment				34. Name of Person Responsible for Submitting Form:																																																
35. Title:		36. Telephone No.:		37. Department: <input type="checkbox"/> Corporate <input type="checkbox"/> Mechanical <input type="checkbox"/> Engineering <input type="checkbox"/> Operations		38. Division:																																														
39. Actual Train Speed (MPH):		40. Estimated MW Damage:		41. Estimated Equipment Damage:		42. Remote Control: <input type="checkbox"/> Yes <input type="checkbox"/> No																																														
43. Primary Cause (be specific):		44. Contributing Cause (be specific):		45A. Latitude:		45B. Longitude:																																														
46. Narrative: Describe what happened. Provide information you possess. If the information comes from someone else, please identify the person. (Continue on separate sheet if necessary.)																																																				
47. Was a Drug and Alcohol Test Performed? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, include a copy of NRPD 27-44 Notification of DTA Testing.				48. Was the cause or contributing cause a Human Factor? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, include NRPD 27-44 Notification of DTA Testing.																																																

NRPD 2673 (4/01) (Rev. 01)

Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 1-18 – Unusual Occurrence Report (NRPD 2673)

Chapter 1

Section 3

Terrorist Activity

Introduction

This section covers threats to employees, passengers, facilities, bridges, tunnels, stations and other assets of the corporation. Included are the various threat levels and information on bomb threats (receiving, response), chemical, biological and radiological threats.

A. Bomb Threats and Unattended Items

Code 1000 – The Non-Specific Bomb Threat

Code 2000 – A Site-Specific Bomb Threat

**Code 3000 – A Device or Suspected Device
Discovered**

1. Bomb Threat

For the purpose of this policy, the term “bomb threat” shall include threats or notice that an incendiary or explosive device has been or may be placed on Amtrak’s right-of-way, on a train, in a station or facility. Employees can assist the Amtrak Police by becoming familiar with and following the guidelines below.

2. Receipt of a Bomb Threat

- Get another person to listen in on the conversation.
- Remain calm and keep the caller on the line as long as possible.
- Record every word that is spoken.
- Ask for date, time of detonation, and the location .
- Listen for background noises, caller’s accent, tone of voice, etc.
- Report all information immediately to Amtrak Police at (800) 331-0008.
- Refer to the *Bomb Threat Call Check List* (NRPC 1373) for guidance. (*Refer to Figure 1-19*)



INSTRUCTIONS:

Be calm. Be courteous. Listen, do not interrupt the caller. Notify your supervisor / police officer by a pre-arranged signal while the caller is on the line.

PRETEND DIFFICULTY WITH HEARING. KEEP CALLER TALKING. IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

1. When is the bomb going to explode?
2. Which building is it in?
3. Where is the bomb right now?
4. What does it look like?
5. What kind of bomb is it?
6. What will cause it to explode?
7. Did you place the bomb?
8. Why?
9. What is your address?
10. What is your name?

IF BUILDING IS OCCUPIED, INFORM CALLER THAT DETONATION COULD CAUSE INJURY OR DEATH.

EXACT WORDING OF THE THREAT
(Use separate sheet for additional comments and attach to this checklist.)

Sex of Caller:	Race:
Age of Caller:	Length of Call:
Number at which call was received:	
Time:	Date:

BOMB THREAT CALL
This form should be printed, folded in half and placed under your telephone.

NRPCC 1373 (Rev. 1) MS West Template

CALLER'S VOICE

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal
<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter
<input type="checkbox"/> Excited	<input type="checkbox"/> Lirp
<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy
<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep
<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged
<input type="checkbox"/> Loud	<input type="checkbox"/> Clearing Throat
<input type="checkbox"/> Laughter	<input type="checkbox"/> Deep Breathing
<input type="checkbox"/> Crying	<input type="checkbox"/> Cracking Voice
<input type="checkbox"/> Normal	<input type="checkbox"/> Disguised
<input type="checkbox"/> Distinct	<input type="checkbox"/> Accent
<input type="checkbox"/> Stuttered	<input type="checkbox"/> Whispered
<input type="checkbox"/> Familiar (if voice is familiar, who did it sound like?)	

BACKGROUND SOUNDS

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Noises
<input type="checkbox"/> Crockery	<input type="checkbox"/> Animal Noises
<input type="checkbox"/> Voices	<input type="checkbox"/> Clang
<input type="checkbox"/> PA System	<input type="checkbox"/> Static
<input type="checkbox"/> Music	<input type="checkbox"/> Local
<input type="checkbox"/> House Noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Motor	<input type="checkbox"/> Bleed
<input type="checkbox"/> Office Machinery	<input type="checkbox"/> Other (Specify)

THREAT LANGUAGE

<input type="checkbox"/> Well-spoken (educated)
<input type="checkbox"/> Cursing
<input type="checkbox"/> Irrational
<input type="checkbox"/> Incoherent
<input type="checkbox"/> Taped
<input type="checkbox"/> Message read by threat maker

ACTION TO TAKE IMMEDIATELY AFTER CALL
Notify your supervisor / police officer as instructed. Talk to no one other than as instructed by your supervisor / police officer.

Date:
Name:
Position:
Phone Number:

Figure 1-19 – Bomb Threat Call Check List (NRPCC 1373)

3. Types of Bomb Threats

There are two basic types of bomb threats: the non-specific and the specific threat. A series of codes has been developed to help in responding to bomb or other serious threats.

Code 1000 – The Non-Specific Threat

a) Definition

A non-specific threat is when a caller or letter merely states there is a bomb on a train or in a station, but gives no specific details. Examples could include:

- A threat made against a train without a specific train name, number, time or location.
- A threat involving a station, facility, tunnel or bridge without a specific name or location of the target.

b) Response

When a non-specific bomb threat has been made, increase vigilance. Pay particular attention to train compartments, station platforms and public

areas for suspicious objects or packages. Report any findings to the Amtrak Police Department at (800) 331-0008.

Code 2000 – A Site-Specific Threat

a) Definition

A site-specific threat is when a caller or letter provides a combination of specific information about a bomb or explosive device. Examples could include:

- A specific train number such as: train number 178.
- A specific station and or location in or about the station such as: Baggage Room.
- A specific piece of luggage or baggage.

b) Response

Conduct a search of the potential target to identify suspicious packages. Identify the owner(s) of baggage and packages. If no device or suspected device is discovered, scale back to a Code 1000 response for the next 24 hours.

Code 3000 – A Device or Suspected Explosive

Device Discovered

a) Definition

A suspected explosive device has been discovered.

b) Response

When a suspected explosive device has been discovered:

STOP!

MOVE AWAY!

**DO NOT USE A RADIO OR CELL PHONE
NEAR THE SUSPECTED EXPLOSIVE DEVICE!**

CONTACT AMTRAK POLICE IMMEDIATELY

at 800-331-0008 once clear from the suspected explosive device. If unable to contact Amtrak Police – contact Railroad Dispatcher.

At the direction of the Amtrak Police Department, assist in the evacuation of the station, train, or facility and/or the restricting of access to a particular area.

**NO AMTRAK EMPLOYEE WILL TOUCH A
SUSPECTED EXPLOSIVE DEVICE.**

The Amtrak Police and/or local police will coordinate.

4. Unattended Items Guide

- a) **If, during the course of your normal duties, you discover an unattended item or an object that appears out of place**, please consider the following (HOT Characteristics) when attempting to confirm its status:

- H** – has the item been **HIDDEN**, or concealed?
O – is the item **OBVIOUSLY** suspicious? (i.e., looks like a bomb?)
T – is the item **TYPICAL** of what should be there?

- b) **Once you are satisfied that an item cannot be accounted for through normal questioning**, consider the following factors:

LOW	LEVEL OF SUSPICION	HIGH
No	Any bomb threats?	Yes
No	Suspicious activity?	Yes
No	Has it been hidden?	Yes
No	Is the item unusual?	Yes

A **“YES”** response to any of the above questions results in the item being considered suspicious.

CONTACT AMTRAK POLICE IMMEDIATELY
800-331-0008

DO NOT TOUCH IT
DO NOT OPEN IT
DO NOT TAMPER WITH IT
DO NOT MOVE IT
DO NOT COVER IT

REMEMBER to move away from the item before using a radio or cell phone.

5. Personal Safety Guide

- a) **If you think you are dealing with a bomb or confirmed suspicious item**, move yourself and anyone nearby to an area that is:
- **NOT** in direct line of sight of the item.
 - **MORE** than 300 feet away from a small item (hand luggage, etc.).
 - **MORE** than 600 feet away from a large item or car.

- **MORE** than 1200 feet away from a large vehicle (load carrying vehicle).
 - **AWAY** from glass and parked cars.
 - **AWAY** from secondary hazards (i.e., gas, electricity, etc.).
 - **BEHIND** hard cover.
- b) **If on-board a train**, move two (2) cars away from the car containing the suspicious item and secure all carbody end doors. Contact Amtrak Police at (800) 331-0008. The following information will be asked once you are in a safe location.
- **WHAT** it is (size, description, etc. – prepare sketch if possible).
 - **WHERE** it is (precise location, other hazards, access route).
 - **WHY** you think it is suspicious.
 - **WHO** discovered it (or witnessed anything suspicious).

B. Chemical, Biological and Radiological Threats

International terrorist incidents involving chemicals such as nerve gas, the perceived potential for a biological attack involving the disease smallpox, and the increased use of radiation in weaponry worldwide, attest to the belief of the United States government that we are vulnerable to chemical, biological, and radiological incidents. Transportation employees should have a basic understanding of the difference between these threats; some information on what symptoms to look for; and immediate actions that can be taken if one of these incidents occurs.

1. Chemical Threats

Chemical agents come in the form of a solid, liquid or gas. Some of the most familiar are Chlorine, Cyanide and Sarin (used in the Tokyo subway attack).

a) Typical Observations:

- Rapid onset of medical symptoms (minutes to hours).
- Easily observed signatures (i.e., colored residue, dead foliage, pungent odor, dead insect and/or animal life).
- Difficulty breathing or uncontrollable cough.
- Collapsing, nausea, seizures or blurred vision.

b) Actions to be Taken:

- Consider your personal safety first.

- Notify Amtrak Police at (800) 331-0008 and your supervisor immediately.
- If outside, evacuate upwind of the suspected area.
- If inside and the incident is inside, evacuate while minimizing passage through the contaminated area.
- Keep unused doors and windows closed.
- If inside and the incident is outside, stay inside.
- Turn off air conditioning, close/seal windows and doors with plastic tape.

2. Biological Threats

Biological agents are usually in liquid or dry form. Cholera, Ebola and Anthrax (used in the U. S. Post Office incidents) are examples of the most familiar biological agents.

a) **Typical Observations:**

- The onset of symptoms requires days to weeks, no characteristic signatures.
- The actual incident would most likely be identified following a threat, or after employees or passengers have become ill.
- The affected area may be greater due to the migration of contaminated individuals.

b) **Actions to be Taken:**

- Consider your personal safety first.
- Notify Amtrak Police at (800) 331-0008 and your supervisor immediately.
- If outside, evacuate upwind of the suspected area.
- If inside and the incident is inside, evacuate. while avoiding passage through the contaminated area.
- Keep unused doors and windows closed.
- If inside and the incident is outside, stay inside.
- Turn off air conditioning, close/seal windows and doors with plastic tape.
- If you suspect that you have become contaminated, a soap and water shower is the single most important action for decontamination.

3. Radiological Threats

Radiological materials are not recognizable by the senses. They are colorless and odorless. Exposure occurs when radioactive materials are introduced

and contaminate an object, person or area.

a) **Typical Observations:**

- The onset of symptoms requires days to weeks and typically, there are no characteristic signs.
- In the case of a nuclear attack, an explosion has taken place and in addition to the effects of radiation, victims will show signs of burn or heat-related injuries, and blast/ explosion related injuries.
- A “dirty bomb” is a conventional explosive or bomb containing radioactive material.
- The bomb is used as a means of spreading radioactive materials.
- In the case of the detonation of a “dirty bomb”, for those in the immediate vicinity, the effects of the blast will overshadow the low levels of radiation emitted.

b) **Actions to be Taken:**

- Consider your personal safety first.
- Notify Amtrak Police at (800) 331-0008 and your supervisor immediately.
- Report the circumstances, and as much information about the victims and/or the scene as possible.
- If outside, evacuate upwind of the suspected area.
- In any suspected radiological incident, minimize exposure by minimizing the time around the suspected site.
- Maximize the distance between you and the site, trying to place some shielding (i.e., buildings, vehicles, train cars, land features such as a hill, etc.) between yourself and the site.
- If inside and the incident is inside, evacuate while avoiding the contaminated area.
- Keep unused doors and windows closed.
- If inside and the incident is outside, stay inside.
- Turn off air conditioning, close/seal windows and doors with plastic tape.

C. Host Railroad and Amtrak Joint Security Procedures

Upon confirmation of a detonation of an explosive device on or at one of the following specified areas these procedures will be implemented:

- An Amtrak Train.
- An Amtrak Station.

- Any Railroad Infrastructures (i.e. bridge, tunnel) that passenger trains would operate over or through.
- Any other U.S. rail operations. (i.e. freight, commuter, subway)

These procedures can also be initiated if an imminent/confirmed threat has been determined based on credible information.

1) Notification

- a) **If an event**, specific to an explosive device (i.e. detonation, discovery), occurs on-board an Amtrak train, the train crew must; notify the dispatcher in the following manner:

“Emergency, Emergency, Emergency.” Train #_____, (describe event).

- b) **Upon notification**, the Train Dispatcher will repeat the emergency transmission to ensure all trains are notified and then attempt to obtain further information regarding the situation. The Train Dispatcher must then ensure the appropriate notifications are made to CNOC (800-424-0217) and the Amtrak National Communications Center (NCC) (800-331-0008).

2) Response

Unless otherwise directed by the Dispatcher, passenger trains hearing this emergency transmission must bring their train to a safe stop clear of passenger stations, tunnels and bridges. Trains stopped at a passenger station, tunnel or bridge at the time of the report must be dispatched clear of these structures as soon as possible.

Once a train is stopped clear of the above structures it must remain at that location until directed to proceed by the Train Dispatcher.

- a) **When a train is stopped**, crew members **will not** initiate an evacuation unless instructed by or coordinated with Train Dispatcher; or, if the Conductor or any other crew member ascertains that a clear and present danger exists regarding a situation or threat on-board.
- b) **If any evacuation of a passenger train occurs**, the

Train Dispatcher **must be notified immediately.**

- c) **If directed to proceed** by the Train Dispatcher, the **En Route Train Inspection** procedures will apply or if standing, the **Standing Train Inspection** procedures will apply.

3) En Route Train Inspection

Operating crews must take the following actions for all en route passenger trains including any special instructions from the Train Dispatcher:

- a) **Make the following announcement:** “On-Board Incidents with a Police Response Announcement” from “Service Standards for Train Service and On-Board Service Employees ” Chapter 10 – “On-Board Announcements & Signage” which reads: Ladies and gentlemen, we will be delayed [if not stopped, provide location where train will stop] due to police activity. At this time, we do not have an estimate for the length of this delay. We ask you to remain in your seats and please be prepared to identify your baggage and provide photo identification if requested. We apologize for any inconvenience and thank you for your patience.
- b) **The Conductor must make a public address announcement** to all on-board employees that their “immediate assistance” is required at this time including the designated meeting location on the train.
- c) **The Conductor will conduct a Job Briefing** with all Train and On-Board Service employees to review the Host Railroad and Amtrak Joint Security Procedures and any instructions from the Train Dispatcher.
- d) **The Conductors will be in charge and have authority** over all Train and On-Board Service employees. All employees (i.e. Chef, LSAs, SAs, TAs and ACs) must follow the Conductor’s instructions; this is not discretionary.
- e) **The Conductor will assume the responsibility for simultaneously coordinating multiple inspections of equipment as follows:**
- The Train and On-Board Service employees will perform an interior inspection checking all restrooms, electrical lockers, overhead luggage

racks and storage compartments for any unusual items. All findings must be reported to the Conductor.

- Once the equipment has been inspected and cleared, Train and On-Board Service employees will go car-to-car matching luggage and personal belongings to the proper passenger while checking for proper photo identification. All findings must be reported to the Conductor.
- In the event that crew members can not match carry-on items (unclaimed) or a suspicious package or device is found, all crew members and passengers will be required to move two (2) car lengths away from the package or suspected device and ensure that all bulkhead doors are closed and secured. **No attempt should be made to touch the package or suspected device.**
- As soon as all passengers and crew members are safely positioned away from the package or suspected device, the Conductor will immediately contact the Train Dispatcher with a description and location of the package or suspected device along with the car numbers of the evacuated equipment.
- In the event a passenger(s) cannot produce photo identification when requested, the crew should try to ascertain the name(s), date of birth and any other relevant information about the passenger(s). The information regarding passenger(s) without photo identification will be relayed to the Conductor who will inform the Amtrak National Communications Center (NCC) at (800) 331-0008 of the situation and then wait for further instructions.
- The Train Crew should prepare for a possible evacuation of the entire train if instructed by the Train Dispatcher.

4) Standing Train Inspection

Operating crews must take the following actions for all trains that are stopped en route, stopped in a station or will be stopping.

The Conductor will coordinate all instructions covered in the **En Route Train Inspection** section in addition to the following:

- a) **The Locomotive Engineer will perform an interior and exterior inspection of the locomotive(s)** looking for anything unusual. All findings must be reported to the Conductor. At the completion of the locomotive inspections, the Engineer must return and remain on the head-end of the locomotive.
- b) **The Conductor will perform or designate a Train Service employee to perform an exterior inspection of the entire train** looking for anything unusual or out-of-place. (If a designated Train Service Employee is used, they will report the findings back to the Conductor)
- c) **If an immediate emergency evacuation is needed,** make the following announcement: *“Train Evacuation Where Baggage Must Be Left on Train Announcement”* from *“Service Standards for Train Service and On-Board Service Employees ”* Chapter 10 – *“On-Board Announcements & Signage”* which reads: Ladies and gentlemen thank you for your patience and cooperation. Due to the nature of the police activity, please leave your baggage on board the train and exit the train immediately as directed by a member of the crew. Passengers on required medications are asked to retrieve them at this time and exit the train in an orderly fashion. We will provide you with more information as soon as possible. Thank you for your assistance.
- d) **If an evacuation is needed that is not an immediate emergency,** make the following announcement: *“Train Evacuation Where Baggage May be Retained by Passengers Announcement”* from *“Service Standards for Train Service and On-Board Service Employees”* Chapter 10 – *“On-Board Announcements & Signage”* which reads: Ladies and gentlemen, due to the nature of the police activity, we ask that you gather all of your possessions and exit the train in an orderly fashion as directed by a member of the crew. We will provide you with more information as soon as possible. Thank you for your assistance.

Chapter 1

Section 4

Law

Enforcement

Issues

Introduction

Amtrak personnel must cooperate completely with any and all law enforcement agencies, and their agents, while such agents are acting in an official capacity.

A. Transporting Prisoners

Amtrak will transport prisoners on-board trains only with private room accommodations of adequate size depending upon accommodations available and the number of persons involved. The transporting agency will provide two (2) escorts per prisoner. Amtrak does not assume responsibility for the security of prisoners. The transporting agency must notify the Amtrak Police Department of the transport before departure and provide all details so that an incident number can be assigned to the detail. Amtrak procedures will govern.

B. Firearms and Weapons On-Board Trains

1. Law Enforcement Officers

- a) **It is Amtrak's policy that only qualified active law enforcement officers** employed by a local, state, federal or railroad law enforcement agency on official business be permitted to carry handguns or small weapons (not exposed or needlessly displayed) aboard Amtrak trains.
- b) **A "qualified active law enforcement officer" is defined** as an employee of a government agency or railroad who:
 - is authorized by law to engage in or supervise the prevention, detection, investigation, prosecution or the incarceration of any person for any violation of law.
 - has statutory powers of arrest.
 - is authorized by the agency to carry a firearm
 - is not the subject of any disciplinary action by the agency.
 - meets the standards, if any, established by the agency which require the employee to regularly qualify in the use of a firearm.
 - is not under the influence of alcohol or other intoxicating or hallucinatory drug or substance.
 - is not prohibited by federal law from possessing a firearm.

- c) **Under no circumstances is a non-law enforcement passenger or employee permitted to carry firearms or ammunition on-board Amtrak trains either on their persons or in carry-on baggage.**

2. Carry-On and Checked Baggage

- a) **Firearms, ammunition and/or other weapons**, whether or not packaged, are prohibited in carry-on baggage or on the person at all times, even if the person has a permit to carry a firearm or weapon. There are no exceptions, other than as stated in number 1 of this section.
- b) **Firearms and ammunition** are the only weapons permitted in checked baggage. (*Refer to Chapter 4 “Baggage Handling”*)

Chapter 2

Injury, Illness & Reporting

A. Injuries

In the event an employee or passenger is injured on-board the train, your first responsibility is to ensure that appropriate medical attention is provided. Appropriate medical attention may range from providing basic first aid to arranging an emergency medical assistance response en route or at the nearest station. The level of assistance required will depend on the crew's assessment of the situation and request from the injured employee or passenger. Crew members are expected to be supportive and lend assistance until the proper level of care has been arranged.

1. General Instructions

- a) **When a passenger or employee requires immediate medical attention**, the Conductor must be notified of the situation by the quickest available means. The public address system should be used (if operational) to alerted crew members of an emergency by stating "immediate assistance" is required along with the car's location in the train.
- b) **The Conductor must notify the Train Dispatcher when emergency medical assistance is needed.** The Train Dispatcher will determine the nearest location where emergency medical services can meet the train, directing the train to express to that location. If the medical emergency occurs while the train is making a scheduled station stop, the train must remain at that location until either medical assistance is rendered or the Train Dispatcher directs the train to express to another location where faster assistance can be provided.
- c) **At the direction of the Conductor, a PA announcement may also be made requesting the assistance** of any medical personnel on-board. *(Refer to the "Medical Emergency Announcement" in Chapter 10 "On-Board Announcements and Signage")*. Employees should clear the area or car where the assistance will be provided when practicable. If a person on-board identifies him/herself as a medical professional, request medical identification before allowing them to give assistance.

- d) **Many injuries can be treated on-board** by following the procedures outlined in the First Aid section of this chapter and the materials found in the First Aid kit. Injured employees or passengers can be taken to a Customer Service Representative at the next staffed station or to Police or EMS personnel who can provide further assistance.
- e) **On-Train employees who have successfully completed “Preparedness Training”**, which covers First Aid, Blood Borne Pathogens and Automated External Defibrillator (AED) may render emergency first aid treatment until the services of a physician, emergency medical services, or other medical professional can be obtained. Employees should refrain from giving treatment to passengers when they refuse it.
- f) **Amtrak will indemnify its employees, acting in the course of their duties, against liability for injuries they may cause while** lifting disabled passengers, giving first aid treatment or administering the Automated External Defibrillator (AED) to an individual in a manner that is reasonably consistent with Amtrak’s policies, procedures, training courses, or other instructions.

2. First Aid

Emergency medical situations can occur anytime and anywhere. All Amtrak employees should, at the least, be aware of the fundamentals of First Aid. The following procedures include summaries from the American National Red Cross Standards First Aid Course. Although not a comprehensive listing, these procedures will provide a guide for most serious medical emergencies.

Procedures for responding to food-borne illnesses, serious communicable diseases, and preventing exposure to blood-borne pathogens can be found in section B. “*Illness*” of this chapter.

First Aid is the immediate and temporary care given to the victim of an illness or injury, until medical assistance can be obtained.

a) **First Aid Kit**

Each passenger car should contain a sealed First Aid Kit located in the emergency equipment compartment. On-Train employees who notice missing First Aid Kits (or any other missing safety related items) must promptly notify the appropriate supervisor and record the missing item on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775).

First Aid Kit Contents			
Unit Qty.	Pcs Qty.	Description	Size
1	16	Strip Adhesive Bandage	1" x 3"
1	10	Alcohol Wipe	1" x 2"
1	1	Scissors, Metal	4.5"
1	2	Gauze Roll	2" x 6 yd.
1	2	Adhesive Tape	1.2" x 2.5 yd.
2	1	Trauma Pad	8" x 10"
2	1	Triangular Bandage with Pins	40"
1	2	Gauze Pads	4" x 4"
1	1PR	Gloves, Latex, Pair-Sealed Bag	M/L
2	1	CPR Barrier W/One Way Valve	
1	1	Absorbent Powder	2 oz.

b) **Automated External Defibrillator (AED)**

Each Food Service Car on the train must be equipped with a functioning AED unit, which also contains an oxygen tank. The Federal Railroad Administration (FRA) does not mandate the physical presence of an AED aboard Amtrak’s trains. Trains operating without AED units or malfunctioning units may be dispatched.

AED units are stored in different locations based on the design of the Food Service Car. The storage compartment of the AED unit will have a red sign with white letters affixed to the outside of the storage compartment door. (*Refer to Figure 2-1*)



Figure 2-1 – AED Sign affixed to outside of Food Service Car storage compartment door.

The AED has a built in audible alarm to alert the crew to a defect (such as a weak or dead battery). The needle on the oxygen tank gauge should be in the green or serviceable area of the gauge. If the gauge needle is showing a red visual indication, the oxygen tank must be replaced.

Pre-departure inspections that identify the AED unit and/or the oxygen tank is missing or operating improperly must promptly notify the appropriate supervisor and record the defective or missing component on the “*Record of Defect and Repair – MAP 21A*” (NRPC 2775).

For all AED or oxygen tank failures encountered en route, contact the CNOC 24 hour Mechanical Desk at 800-424-0217 ext. 2082/2083, Bell 302-683-2082/2083 or ATS 734-2082/2083. This does not relieve on-train employees of the requirement to complete the “*Record of Defect and Repair – MAP 21A*” (NRPC 2775). Provide CNOC with the defective AED unit number. CNOC will notify the final destination mechanical facility of the need for the AED unit to be serviced.

When an AED or oxygen tank is used, both the “*Operation Heartsaver, Employee Responder Report*” (NRPC 3245) (*Refer to Section C.6 in this chapter*) and the “*Record of Defect and Repair – MAP 21A*” (NRPC 2775) must be completed.

c) Personal Protection

When an employee renders First Aid, latex gloves must be worn. Once used, the gloves must be properly removed and placed in disposable bag.

d) Medications

Never offer prescription medication or over-the-counter drugs to any employee or passenger. To offer or present specific prescription medication puts Amtrak and the employee in a legal liability situation. If another passenger offers a prescription medicine to an ill passenger and that passenger accepts it, employees are not responsible.

e) **Bleeding**

A person can bleed to death in one minute or less if a large blood vessel is cut. Applying firm, direct pressure to the wound can often stop serious bleeding.

Serious Bleeding

Follow these instructions in cases of serious bleeding.

If...	Then...	And...
The wound is on an arm or leg	elevate the extremity.	If bleeding persists, apply pressure on the appropriate pressure point.
The wound is not on an arm or leg	apply direct pressure.	Continue applying pressure and bandage into place the dressing used to stop the bleeding.
The bleeding continues uncontrolled.	The Conductor must call ahead for medical assistance or emergency personnel.	

Nosebleeds

Follow these instructions if a customer has a nosebleed.

Step	Action
[1]	Have the person sit up or lie down with head and shoulders elevated.
[2]	Apply direct pressure by holding the bridge of the nose with the thumb and index finger. Press firmly.
[3]	If bleeding does not stop, pack the bleeding nostril lightly with gauze (not cotton) and apply pressure again. Cold towels applied to the nose area may be helpful.
[4]	Get medical help if the bleeding does not stop.

f) **Shock**

Shock may occur in seriously injured persons and can result in death, even though the injury itself is not fatal.

Symptoms of shock are:

- Pale, cool, moist skin
- Weak and rapid pulse

- General body weakness
- Restlessness or instability
- Rapid breathing

Preventing Shock

Follow these steps for preventing and giving first aid for shock.

Step	Action
[1]	Help the victim lie down.
[2]	Cover <i>only</i> enough of the victim to keep him or her from losing body heat.
[3]	Get medical help as soon as possible.

If further action is needed or the situation warrants, follow these instructions.

If...	Then...	But...
The injury is severe	raise the victim's feet eight to 12 inches above the chest and head.	Never raise the victim's feet if there is a head injury, an unsplinted fracture, breathing difficulty, or if it causes pain.
The victim has trouble breathing	raise their head and shoulders.	
The victim is unconscious or nauseated.	Never give fluids.	

g) Rescue Breathing

The average person will experience brain damage if deprived from oxygen for more than four (4) minutes. It is often impossible to tell exactly when a person stopped breathing, therefore, follow proper CPR protocols when it comes to initiating resuscitation.

Follow these steps to administer artificial respiration.

Step	Action
[1]	Open airway using the chin-lift method.
[2]	Kneel beside the victim's shoulder.
[3]	Lift the chin up gently with one hand while pushing down on the forehead with the other to tilt the head back. The chin should be lifted so the teeth are brought almost together. Avoid completely closing the mouth.
[4]	Confirm the victim is not breathing.
[5]	If a pocket ventilation mask is available, place the mask over the nose and mouth, maintain an open airway with the chin-lift technique, and begin artificial respiration via mask.
[6]	Administer rescue breathing once every five seconds to an adult, once every three seconds to a child. If airway is blocked by the victim's tongue, remember to tilt the head back and, if absolutely necessary, jut the victim's jaw.
[7]	Continue to administer rescue breathing until the person resumes normal breathing or until medical assistance is available.
[8]	If breathing is difficult, clear airway and be sure that victim's tongue is forward.

h) **Heart Attack**

The signs and symptoms of heart conditions include:

- Shortness of breath
- Chest pain
- Bluish color of the lips and fingernails
- Nausea
- Sweating

Acute Heart Attack Symptoms

The principal symptoms of an acute heart attack include:

- Pain in the chest, which may radiate down the left arm to the upper abdomen, jaw, neck or back
- Shortness of breath
- Nausea, vomiting, sweating, light-headedness and weakness

Follow these steps if you suspect someone has a heart condition or is having a heart attack.

Step	Action
[1]	Have the victim sit or lie down in a comfortable position.
[2]	Loosen any tight clothing at neck and waist.
[3]	If shortness of breath is evident, raise the head and chest to the most comfortable position with as many pillows as needed. Do not block the airway. Guard against drafts and cold.
[4]	Help the victim with prescribed medicine if under medical care.

Moving the Victim

Moving the victim places added strain and should not be attempted until medical advice is received. If it is necessary to move the victim it is extremely important that they remain comfortable while being moved. An ambulance attendant may transport the victim in an elevated position. The Conductor should call ahead for medical assistance.

i) **Stroke**

A stroke is usually caused by a blood clot or bleeding in the brain.

Listed are the symptoms and treatment for stroke victims.

Stroke	Symptoms	Treatment
Severe	<ul style="list-style-type: none"> • Unconsciousness • Difficulty breathing • Paralysis on one side of the body • Pupils of the eyes may be of unequal size 	<ul style="list-style-type: none"> • Keep the victim on his side to allow fluids to drain from the mouth • Maintain an airway by keeping the head tilted • Provide moderate covering • Get medical help as soon as possible • Do not give any fluids or food
Less severe, or a small stroke	<ul style="list-style-type: none"> • Dizziness • Headache • Sudden partial memory failure • Mood change • Muscular difficulty involving some body part • Speech defect • Ringing in the ears 	<ul style="list-style-type: none"> • Protect the victim against accident or physical exertion • Suggest medical attention • Keep the victim under observation at all times

j) **Simple Fainting**

Simple fainting is a reaction of the nervous system that reduces the blood supply to the brain for a short time.

Follow these guidelines when treating a fainting victim.

If a person...	Then...
Feels faint...	<ul style="list-style-type: none">• Have them lie with their head low or,• If they cannot lie flat, have them lower their head between the knees and breathe deeply
Has already fainted...	<ul style="list-style-type: none">• Keep them lying down for 10 minutes or more, with a pillow under their knees, or until recovery is complete.

k) **Burns**

Follow these instructions for treating burn victims.

Burn Type	Treatment
First-Degree or small second-degree	<ul style="list-style-type: none">• Flush with cool water until pain subsides.• Apply loose, moist, sterile dressing and bandage.• Treat for shock
Third-degree	<ul style="list-style-type: none">• Apply a loose, dry, sterile dressing and bandage.• Treat for shock if the burn covers a large area• Get medical help immediately.
Large or severe	<ul style="list-style-type: none">• Cover the victim according to the environment and treat for shock.• Get medical help immediately.

1) **Effects Of Heat**

Listed are the symptoms and treatment for heat stroke and severe heat exhaustion.

Type	Symptoms	Treatment
Heat Stroke	<ul style="list-style-type: none">• Hot, red skin• High body temperature	<ul style="list-style-type: none">• Heat stroke is life threatening, so get the person out of the heat and into a cooler place.• Cool the victim fast. Apply cold packs.• Treat for shock.• Give nothing orally.• Get medical help as soon as possible.
Severe Heat Exhaustion	<ul style="list-style-type: none">• Cool, pale and moist skin• Heavy sweating• Dilated pupils• Headache and Nausea• Dizziness and vomiting• Body temperature about normal	<ul style="list-style-type: none">• Get the victim into a cooler place• Lie victim on back with feet up.• Loosen their clothing.• Apply cold packs.• Treat for shock.• Give victim a half glass of water every 15 minutes if conscious and can tolerate it.

m) **Head Injury**

Follow these steps to treat a head injury victim.

If the victim	Never...	But you should...
Conscious	Give Stimulants or Liquids or Raise the Victim's Feet	<ul style="list-style-type: none"> • Elevate the head • Maintain an open airway. • Observe whether they have stopped breathing or for a blocked airway. • Get medical help immediately. • Never bend head forward.
Unconscious		<ul style="list-style-type: none"> • Position the victim flat. • Place a small pillow under their shoulders to maintain an open airway if there are no signs of neck injury. • Turn their head to the side so fluids may drain from the corner of the mouth—remember to maintain an open airway. • Loosen clothing around their neck. • Observe whether they have stopped breathing or for a blocked airway. • Get medical help immediately.

h) **Bruises, Sprains, Fractures**

Follow these guidelines for treating a victim of a bruise, sprain or fracture.

Always...

- Immobilize the sprain or fracture.
- Elevate the joint to reduce swelling.
- Remove any rings, watches, etc., from the injured limb.
- Cover an open fracture wound with a clean sterile dressing to reduce the possibility of infection.

Never...

- Move a victim with a suspected back fracture.
(If the victim's life is in danger, such as from fire or chemical accident, obtain enough help so the entire body is turned as a unit and no part twists or turns faster than other parts. Whenever possible, keep the victim in the position in which they were found.)

- Test for fracture by having the victim move the injured body part or by having them try to walk on a possibly broken leg.
- Allow an accident victim to move their head, or move it yourself, when there is a possible neck or spine injury.
- Bend the head or neck forward or back.
(*Always maintain a neutral position.*)
- Push back a protruding bone end of an open fracture.

o) **Epileptic Attack**

Follow these steps to treat an epileptic attack victim.

Step	Action						
[1]	Do not restrain the victim, but protect them from injury.						
[2]	Push away nearby objects.						
[3]	Do not force a blunt object between their teeth.						
[4]	When the spasms are over, loosen the clothing from around their neck.						
[5]	Keep them lying down, and keep the airway open. <table border="1"> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>Breathing stops</td><td>Give artificial respiration</td></tr> <tr> <td>Convulsions occur again</td><td>Get medical help</td></tr> </table>	If...	Then...	Breathing stops	Give artificial respiration	Convulsions occur again	Get medical help
If...	Then...						
Breathing stops	Give artificial respiration						
Convulsions occur again	Get medical help						
[6]	When they regain consciousness provide for undisturbed rest. Do not question him or her and try not to embarrass the victim. (Victims usually are drowsy and need a period of undisturbed sleep. If they get up immediately and walk around they might experience another attack.)						

Prevent a victim from breathing vomit into their lungs by turning their head to one side or by having them lie on their stomach.

p) **Choking**

Follow these steps to treat a choking victim.

If the victim...	Then you should...						
Can cough, speak or breathe	Not interfere, but observe						
Cannot cough, speak, or breathe and is conscious	Perform the abdominal thrust.						
Is Unconscious	<div><ul style="list-style-type: none">• Check for responsiveness. If no response, call for help.• Position the victim.• Open the airway.• Check for breathlessness.<table><tr><th>If...</th><th>Then...</th></tr><tr><td>No breath</td><td>Give two full breaths</td></tr><tr><td>Unable to breathe air into the victim</td><td>Re-tilt the victim's head and give two full breaths again.</td></tr></table><ul style="list-style-type: none">• Have someone call emergency medical service for help.• Perform five abdominal thrusts.• Do finger sweep of mouth.• Give two full breaths.• Repeat the last three steps until the obstruction is cleared or help arrives.</div>	If...	Then...	No breath	Give two full breaths	Unable to breathe air into the victim	Re-tilt the victim's head and give two full breaths again.
If...	Then...						
No breath	Give two full breaths						
Unable to breathe air into the victim	Re-tilt the victim's head and give two full breaths again.						

q) **Foreign Object In The Eye**

Never touch the eyeball or attempt to remove an object with a match, toothpick or other instrument. If the eyeball appears to be scratched or to have been penetrated, even a fraction of an inch, the injury may be extremely serious. Apply a sterile dressing or clean cloth, bandage loosely, and get medical help.

Never rub the eye. Rubbing can cause a loose object to become imbedded or scratch the eye. Rubbing the eye may cause an imbedded object to cause further serious damage.

Object Lodged In Upper Lid

Follow these steps to remove a loose, foreign object in the eye, usually lodged on the inner surface of the upper lid.

Step	Action
[1]	Ask victim to look down.
[2]	Grasp the edge of the upper lid firmly.
[3]	Apply slight pressure to the surface of the upper lid with the side of a blunt pencil.
[4]	Turn the inner side of the lid outward.
[5]	If you see the object on the inner surface of the lid, remove it by touching it with the corner of a clean handkerchief. NEVER touch the eye itself.

Object Lodged In Cornea

Follow these instructions to remove an object stuck to the cornea surface (the clear, front part of the eye).

If...	Then...	And...
You see the object on the surface of the cornea	Ask the victim to wink several times	If the object is not imbedded in the eye it will usually be washed away with the tears produced by winking.
The object is not washed away with the tears.	Do not try to remove it from the surface of the eye. Assume it is embedded.	<ul style="list-style-type: none">• Ask the victim to close his or her eyes.• Put a pad or piece of moist cotton over the closed lids.• Bandage. Make sure bandage is not too tight, which will cause the lid to press against the eyeball and cause pain.• Get medical attention as soon as possible.

r) Moving The Injured

Moving an injured person before the full extent of the injury is known or before the injured body part(s) have been immobilized may cause additional injuries.

Follow these guidelines regarding moving the injured:

- Do not move an injured person unless it is necessary to protect him or her from further injury or to provide urgent first aid care.
- Always check for injuries and immobilize

injured areas, whenever possible, before moving the victim even a short distance.

s) **Medic Alert**

Medic Alert is a medical identification, usually worn as a bracelet or necklace, advising first aid providers of a special medical condition such as:

- Diabetes
- Contact-lens wearers
- Allergies to common medications, such as penicillin

Always look for a medic alert if the victim is unconscious.

t) **Motion Sickness**

Motion sickness is caused by an imbalance in the inner ear and can produce an upset stomach.

The symptoms of motion sickness (nausea) and upset stomach are :

- Too much food
- Too little food
- Lack of air

Follow these steps to ease the discomfort of the upset stomach caused by motion sickness.

Step	Action
[1]	Tilt the head back.
[2]	Apply ice to the forehead or back of the neck.
[3]	Loosen any tight clothing, scarves, belts, etc.
[4]	Offer ice chips to suck on or ginger ale to sip if the mouth is dry, but do not offer anything to eat.

u) **Over-breathing (Hyperventilation)**

Over-breathing, or hyperventilation, occurs when a person breathes too much air too quickly. The result is too much oxygen causing the person to become irrational. He or she feels they are suffocating when, in reality, the problem is the exact opposite.

Follow these guidelines for a victim of over-breathing.

If...	Then...
A paper bag is available	Place it over the mouth and nose until normal breathing is restored and he or she returns to the conscious level.
No paper bag is available	Instruct the victim to cup their hands over their mouth and nose and breathe normally.

B. Illness

Certain Amtrak employees may, during the course of their duties, be required to assist passengers or fellow employees who are suspected of contracting a food-borne or blood-borne illness. This section will help you understand and react to these situations.

1. Suspected Food-Borne Illness Procedures

- a) **In the event of a suspected food-borne illness** the Conductor or Division Supervisor will immediately make a report to CNOC and the appropriate manager. The report should include the following information:
 - Train number
 - Car number
 - Name of LSA
 - Name, age and sex of person(s) involved
 - Address and telephone number
 - Where passenger boarded and their destination
 - What the passenger/employee ate on-board (as complete as possible)
 - What time(s) the passenger/employee ate on-board
 - What time did the passenger/employee become ill and the duration of the illness
 - The symptoms of the illness (e.g., headache, nausea, vomiting, cramps, diarrhea, fever, or other)
 - Was medical treatment offered
 - Was medical treatment accepted
 - If possible, a 48 to 72 hour history of food consumed and where, prior to the onset of the illness
 - Was the person observed eating personal food brought on-board the train
 - Whether the passenger/employee had other medical problems, such as flu, intoxication, etc.

- How many of the same type meals were served
 - Did other persons complain of illness
 - Were there any mechanical (refrigeration or freezers), stocking or preparation problems
 - Were samples of any remaining suspected food obtained (bagged, tagged, separated and refrigerated).
 - If samples were obtained, notify the commissary to strip samples and store in refrigerator for Amtrak Public Health bacteriological testing
 - How long was food left out on display, refrigeration, etc.
 - Where was the food stocked
 - What was the expiration date of the food
- b) **Stop serving suspected food(s) or beverage(s) immediately.**
- c) **Secure all suspected food(s) and beverage(s) in an isolated refrigerated area.** Hold suspected items until an Amtrak Public Health representative or other designated employee can retrieve them.

2. Serious Communicable Disease Procedures

The following information is excerpted from “Public Health Bulletin 5-96”, revised February 3, 2006.

When a member of the crew is made aware that an employee or passenger on-board the train may have a serious communicable disease (SCD) (A list of serious communicable diseases can be found in Section 3 “*Communicable Diseases*”), the subsequent steps must be followed:

- a) **The Conductor must be immediately notified of the situation.**
- The Conductor should isolate the ill employee or passenger from other persons on-board the train, if possible
 - If first aid or medical assistance is required, follow the procedures in section A. “Injuries” in this chapter
- b) **The Conductor must immediately notify CNOC** at (800) 424-0217 or ATS 734-2307 or 734-2105 and give the following information:
- Name of person notifying CNOC
 - Train number
 - The nature of the problem

- Name and status of the ill individual(s)
 - Name and phone number of personal physician of the ill individual(s)
 - Current location and next station stop
 - If known, the name and phone number of the local health department
 - Course of action ordered or taken by the health authorities
- c) **CNOC will disseminate the information obtained from the Conductor** and contact the appropriate personnel and departments.
- d) **On-Train Employees should follow instruction from CNOC and not contact the personal physician** for the ill individual unless instructed by CNOC.
- e) **The Corporate Communications Department will** issue employee and passenger advisories through the Arrow system and by written notices posted at appropriate locations, as deemed necessary, in coordination with the local health department, CDC and the following Amtrak departments:
- Law
 - Medical
 - Public Health
 - Service Delivery
- f) **The Emergency Medical Facility and/or the Amtrak Medical Director will make the medical decisions** as to the management of the ill individual. If it is deemed necessary by the local health authorities and/or the Amtrak Medical Director that notification of passengers and crew is needed, Amtrak will coordinate this effort with local and state health departments and the CDC.
- g) **Medical details must not be revealed to anyone** other than properly identified Amtrak personnel or local, state or federal health officials. The confidential nature of Medical Information must be upheld.
- h) **The importance of maintaining accurate passenger and crew lists becomes apparent in these circumstances.** The Conductor should obtain telephone numbers and addresses of passengers who may be involved, if possible, to help expedite any further investigation or passenger notification.
- i) **The Conductor must complete** a “*Non-Employee Injury/Illness Report*” (NRPC 3116) or “*Employees Injury/Illness Report*” (NRPC 260)

as the circumstances require. (*Refer to Section C “Injury and Illness Reporting” in this chapter.*)

- j) **Effective and prompt communication is an essential tool in handling this type of occurrence** and can lead to successfully preventing disease transmission and defusing rumor and conjecture in these circumstances.
- k) **For further information and assistance**, contact:
Public Health Superintendent
60 Massachusetts Ave., NE
Washington, DC 20002
Phone: (202) 906-3943 ATS: 777-3943
Fax: ATS 777-2117

3. List of Serious Communicable Diseases (SCD)

It should be noted that this is only a partial list of the most likely Serious Communicable Diseases to be encountered in the United States that may be transmitted from person to person through the air. Serious Communicable Diseases that are transmitted by other means, e.g., by blood, by vector (i.e., insects, parasites, etc.) or by sexual activity, and are considered not likely to be transmitted to passengers and/or crew, have been omitted from the list.

- Tuberculosis
- Meningitis, Bacterial or Viral
- Encephalitis, Bacterial or Viral
- Chicken Pox
- Rubella (German Measles)
- Rubeola (Measles)
- Mumps
- Hepatitis “A”
- Alleged Food (or Water) Borne Illnesses
- Pandemic Influenza, such as Avian or Swine Flu

4. Blood-Borne Pathogens (BBP) Exposure Control Plan

Amtrak’s goal is to minimize the number of its employees who are exposed to blood and body fluids; thus containment of any such material to prevent exposure is of paramount concern. It is conceivable that any employee might experience an incidental exposure. OSHA recognizes that accidents can occur in any work environment and that exposure to blood is theoretically possible in all work environments. However, OSHA does not require that all employees

be trained and protected under the provisions of its regulations. In addition, OSHA recognizes a distinction between requiring employees to assist injured persons and so-called "Good Samaritan" acts. Only those whose job duties may reasonably entail potential exposure are covered.

a) **Risk of Exposure**

Designated Amtrak employees and their risk of exposure are broken down into the following three categories:

- All employees at risk of exposure such as nurses, physicians and police/security personnel
- Some employees at risk of exposure such as those designated to perform first aid and CPR as part of their job duties
- Clean-up and janitorial crews can potentially be exposed to BBP

Tasks/procedures with risk of BBP exposure include: first aid, CPR, phlebotomy, intravenous placement, restraining an uncooperative individual and decontamination of potentially infectious body fluids/tissue.

b) **Universal Precautions**

Amtrak guidelines are based on recommendations by the Center for Disease Control (CDC) and follow a "universal precautions" approach. Under universal precautions, blood and other specified body fluids are considered potentially infectious for human immunodeficiency virus (HIV), hepatitis B virus (HBV) and other blood-borne pathogens. This approach is designed to protect employees from parenteral (puncture/injection), mucous membrane, or non-intact skin exposures to such pathogens. Amtrak employees performing tasks potentially exposing them to BBP will observe universal precautions. In addition to blood, the following body fluids will be treated as if they were infectious with HIV, HBV and other blood borne pathogens: amniotic, cerebrospinal, pericardial, peritoneal, pleural, semen, synovial, and vaginal fluids/secretions.

Not included, unless visibly contaminated with blood, are saliva, urine, feces, tears, sweat, sputum or vomit. Exposure in this context means eye, mouth, and other mucous membrane, broken skin or parenteral contact with any of the above infectious fluids.

In case of mucous membrane or skin contact with infectious fluids, the exposed areas should be immediately flushed with water and subsequently washed with soap. In the absence of washing facilities, approved antiseptic skin cleanser may be used.

c) **Personal Protective Equipment (PPE)**

On-train employees performing tasks that may result in contact with body fluids are required to use the provided personal protective equipment, unless use leads to significant delays in saving life or limb.

- Gloves shall be worn during all invasive procedures, in wound care and cleaning and decontaminating materials or spills.
- When splashing is possible, always wear safety glasses with solid side shields.
- CPR resuscitation masks shall be used during resuscitation efforts when available.
- With the exception of safety glasses, only disposable PPE shall be used.
- Disposal of used PPE, unless grossly contaminated, will be in non-infectious waste receptacles.
- Grossly contaminated items will be placed into infectious waste receptacles, which must be clearly labeled as biohazard.
- Employees must never use their hands to pick up or handle a blood-tainted item when a mechanical device is available.

d) **Personal Hygiene**

Employees must wash their hands with soap and hot water immediately after removal of personal protective equipment (PPE) or performing any task that involved contact with body fluids. In case of mucous membrane or skin contact with infectious fluids, the exposed areas should be

immediately flushed with water and washed with soap. In the absence of washing facilities, approved antiseptic skin cleanser may be used. Never touch or handle any infectious waste bags after PPE has been removed.

Never wear clothes that have traces of a bodily fluid on them. If blood or bodily fluid is found on your clothes, they are to be removed, bagged and treated as an infectious waste product. The CDC recommends two methods of disinfecting items: extremely high heat or washing in bleach and water. If clothes cannot be disinfected they should be identified as a biohazard and disposed of with infectious waste.

Eating, drinking, smoking or applying cosmetics and handling contact lenses is prohibited in any area where emergency care is rendered.

Avoid placing your hands near your face.

e) **En Route Housekeeping**

Surfaces that may have become contaminated with infectious material must be cleaned and disinfected as soon as possible. Barricade the area to be cleaned and do not remove barricade until area has been cleaned and inspected. As an option, if household bleach is available and access to the area is needed for proper delivery of the service (e.g., access to toilets, dining area or walkways), wash all surfaces and items with a solution of 1/4 cup of bleach with one gallon of water. Anything that cannot be cleaned must be removed, identified with a biohazard label and placed with infectious waste.

f) **Removal of Infectious/Contaminated Waste**

Contaminated waste, protective equipment and clean-up materials must be disposed of in biohazard-labeled, leak proof, closeable bags. In the absence of a biohazard bag, use a black plastic bag that is clearly labeled and separated from other trash.

A licensed hazardous waste contractor must remove infectious waste from Amtrak property. Employees involved in hazardous/infectious waste clean-up can expedite waste removal by having hazardous/infectious waste containers placed in a location away from passengers, designated by local

Amtrak management. The manager in-charge of hazardous/infectious waste clean-up should have the contact information, call procedures and any other instructions regarding the hazardous waste container and contractor.

g) Post-Potential BBP Exposure Evaluation

Should any employee be exposed to potentially infectious body fluids or tissues, the employee or their supervisor will make immediate arrangements for a medical evaluation by a physician and will report the incident to the Amtrak Medical Department within 24 hours.

The employee may decline medical evaluation, which must be documented in the employee's medical file. The Medical and/or Safety departments will assist as necessary. If permissible by state law, and the source individual consents, their blood shall be tested for HIV and HBV and the results disclosed to the exposed individual. A refusal to be tested shall be documented. If medically indicated, counseling and post-exposure prophylaxis is offered to the exposed employee according to the most recent CDC guidelines.

The Amtrak Medical Department will ensure that any physician performing a post-exposure assessment has a copy of the pertinent OSHA standard and current CDC/BBP guidelines, as well as access to the employee's vaccination status and any relevant information on a given exposure case.

C. Injury and Illness Reporting

Amtrak is fully committed to the safety of its employees, passengers and being in full compliance with the letter and spirit of the Federal Railroad Administration's Accident Reporting Regulations (49 CFR Part 225.33) for the complete and accurate reporting of all accidents, incidents, injuries and occupational illnesses arising from the operation of the railroad.

Amtrak will not permit or tolerate any form of harassment or intimidation towards any injured person that discourages them from receiving proper medical treatment or from reporting an accident, incident, injury or illness. Any harassment or

intimidation of this type will result in disciplinary action (up to and including suspension and/or termination) against all involved employees, supervisors, managers or officers of Amtrak.

Any employee who has reasonable grounds to believe they have been subjected to harassment or intimidation regarding the reporting of an injury or should contact the Amtrak Intimidation and Harassment Hotline at (202) 906-3015 or ATS 777-3015, and may refer matters to the Inspector General, if warranted.

Amtrak provides “whistle blower” protection to any person subject to the harassment or intimidation policy. Employees shall be free from restraint, interference, coercion or reprisal for communicating directly or indirectly information that they believe violates the law or company policy.

1. Types of Reports

a) Non-Employee

- ***“Non-Employee Injury/Illness Report” (NRPC 3116)***

This form is to be completed any time a non-employee (passenger) is injured or ill. (Refer to Section C.2 of this chapter.)

- ***“Medical Information and Consent” (NRPC 488)***

This form should be completed, if at all possible, for non-employee (passenger or trespasser) injuries requiring professional medical attention. (Refer to Section C.4 of this chapter.)

b) Employee

- ***“Employee Injury/Illness Report” (NRPC 260)***

This form is to be completed any time an employee is injured or ill. (Refer to Section C.3 of this chapter.)

- ***“Medical Information and Consent” (NRPC 488)***

This form is to be completed for all employee injuries. (Refer to Section C.4 of this chapter.)

- ***“Accident Investigation Report” (NRPC 405)***

This form is to be completed for all employee injuries. (Refer to Section C.5 of this chapter.)

c) Other

- ***“Operation Heartsaver, Employee Responder Report” (NRPC 3245)***

This form is to be completed when an

Automated External Defibrillator (AED) and/or oxygen is used. (Refer to Section C.6 of this chapter.)

2. “Non-Employee Injury/Illness Report” (NRPC 3116)

All non-employee (passenger) injuries must be reported, regardless of the circumstances, on the “Non-Employee Injury/Illness Report” (NRPC 3116). (Refer to Figure 2-2) The front of this report is to be completed by a member of the train crew interviewing the injured person. Crew members should refrain from telling passengers that a representative from Amtrak’s Claims Department will contact them within 5 days. Instead, refer all passengers with questions to call the Passenger Claims Unit’s toll free number at (800) 424-7960. The backside of this form is to be completed by the injured person and include, in their own words, how the injury occurred and the extent of their injury. To help in properly completing this report, the following instructions have been provided:

AMTRAK®									
NON-EMPLOYEE INJURY/ILLNESS REPORT									
(This form is to be completed only if a passenger is injured or ill, whether on a train or in an Amtrak facility)									
Incident Information									
1. Incident Date	2. Incident Time	3. Type of Event		4. First Aid Only Injury		5. Medical Treatment Injury		6. Fatality	
		<input type="checkbox"/> AM <input type="checkbox"/> PM		<input type="checkbox"/> First Aid Only Injury		<input type="checkbox"/> Medical Treatment Injury		<input type="checkbox"/> Fatality	
7. City	8. State	9. County	10. Amtrak Station	11. Railroad Mile Post	12. Specific location (if not on train)				
13. Class of Service									
<input type="checkbox"/> C = Passenger (in train - boarding or traveling) <input type="checkbox"/> G = Passenger (not on the train - Station Incident) <input type="checkbox"/> E = Employee <input type="checkbox"/> F = Contractor (working on railroad equipment) <input type="checkbox"/> H = Volunteer (working on Railroad Equipment) <input type="checkbox"/> I = Volunteer (Not Working on Railroad Equipment) <input type="checkbox"/> J = Passenger (not on railroad property)									
14. Train Number (if Applicable)			15. Car Number (if Applicable)			16. Originating Station		17. Destination Station	
Description of Event									
18. What does the passenger say he/she was doing when the event occurred? (Walking through the Club Car)									
19. How does the passenger say the event occurred? (Tripped over an exposed cable wire)									
20. What does the passenger say caused the event? (Loose Carpet in the Club Car)									
21. What does the passenger say was the result of the event? (Bruised right leg and left elbow)									
Treatment or Medical Facility Information									
22. Did the injured person decline first aid and/or medical treatment?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
23. Was the injured person taken to a Medical Facility?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
24. Did the injured person seek medical attention?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
25. Was the injury sustained?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
26. Was CPR performed?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
27. Name of Treating or Medical Facility									
28. City									
29. State									
Passenger Information									
30. Last Name									
31. First Name									
32. MI									
33. Home Address									
34. City									
35. State									
36. Zip									
37. Home Phone Number									
38. Date of Birth									
39. Gender									
<input type="checkbox"/> Male <input type="checkbox"/> Female									
40. Social Security Number									
Follow-up and Follow-up (NRPC 3116, Part 210). Complete this Section if you are On-Board A Train									
41. Did you contact the Amtrak Control Center?									
<input type="checkbox"/> No <input type="checkbox"/> Yes									
42. Date/Time Control Center was contacted									
<input type="checkbox"/> AM <input type="checkbox"/> PM									
43. Did you contact the Host Railroad Control Center?									
<input type="checkbox"/> No <input type="checkbox"/> Yes									
44. Date/Time Control Center was contacted									
<input type="checkbox"/> AM <input type="checkbox"/> PM									
45. Did Emergency Unit respond (if known)?									
<input type="checkbox"/> AM <input type="checkbox"/> PM									
46. Did Emergency Unit Arrive?									
<input type="checkbox"/> AM <input type="checkbox"/> PM									
47. Was a professional cleanup company used?									
<input type="checkbox"/> Yes <input type="checkbox"/> No									
48. Comment/Remarks (Describe any injuries, circumstances surrounding this incident)									
Point of Contact Information									
49. Employee ID No. of person completing form									
50. Project name of person completing form									
51. Title of person completing form									
52. Phone number of person completing form									
53. Date/Time Event was Reported									
<input type="checkbox"/> AM <input type="checkbox"/> PM									
54. Date/Time Form Completed									
<input type="checkbox"/> AM <input type="checkbox"/> PM									

NRPC 3116 (05/04)
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Figure 2-2 – “Non Employee Injury/Illness Report” (NRPC 3116) Page 1

- a) **Page 1** (*must be completed by an Amtrak employee*)
- All numbered items must be completed.
 - All information should be printed, except where signatures are required.
 - If a numbered item or question is not applicable, enter “N/A”.
- b) **Incident Information Section**
- Enter requested information.
 - **Item 9** should have only one box marked identifying the “Class of Person”.
- c) **Description of Events Section**
- Enter requested information.
 - Be as detailed or descriptive as possible when answering each question.
 - You may need to repeat or elaborate the question so that the passenger understands what is being requested.
 - Attach additional statements addressing the condition of the passenger/non-employee, facility and equipment that may be important.
 - **Item 17** must describe the body part injured as a result of the event. (*Be as descriptive as possible.*)
- d) **Treating or Medical Facility/Provider Section**
- Enter requested information.
 - **Item 18** designates if the injured person declined first aid and/or medical treatment.
- e) **Passenger Information Section**
- Enter requested information.
- f) **Debriefing and Critique (49 CFR Part 239) Section**
- Enter requested information.
 - Required for all passengers and non-employee injuries on-board passenger trains if they are removed from the train by emergency response personnel.
- g) **Point of Contact Information Section**
- Enter requested information.
 - Amtrak employee entering report information must completing this section.

NON-EMPLOYEE PERSONAL STATEMENT <i>(To be completed and signed by the injured person)</i>			
Last Name:	First Name:	M/I:	SSN:
Date of Accident: / /		<small>Accidents may need to contact you within five (5) days. Please provide a list of telephone numbers where you can be reached. Be sure to include the appropriate area code.</small>	
Place of Accident:			
Where did the accident happen?			
What caused the accident?			
Describe the injury/illness:			
<small>Were you provided first aid treatment at the place of the accident?</small>		<small>Were you taken to a medical facility for treatment?</small>	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Describe the treatment provided:			
<small>Witnesses:</small>			
Name	Address	Telephone	
Signature of Injured Person:		Date: / /	
<small>NRPC 3116 (05/04)</small>			

Figure 2-3 – “Non-Employee Injury/Illness Report” (NRPC 3116) Page 2

h) Page 2 “Non-Employee Personal Statement”
(Refer to Figure 2-3)

- Must be completed and signed by the injured person.
- If necessary, assist the injured in completing this portion of the form and ask them to sign it, unless they are unable to do so.
- Make note of any inability or refusal to complete and sign this statement.

i) Additional Information (Page 1 or 2)

- Use the back of the page or additional paper to make notes of conditions or situations relating to the person’s injury.
- Submit additional pages along with the “Non-Employee Injury/Illness Report” (NRPC 3116).

j) Submitting Paperwork

Submit the completed “Non-Employee Injury/Illness Report” (NRPC 3116) to a station’s supervisor where the injured person detrains, or to a Passenger Service Supervisor upon completion of the trip.

3. “Employee Injury/Illness Report” (NRPC 260)

All injuries must be reported, regardless of the circumstances, on the “Employee Injury/Illness Report” (NRPC 260). (Refer to Figure 2-4) All employee injuries must be reported as soon as possible to an appropriate supervisor and never after the employee’s tour of duty has ended. In cases where the injury may not require immediate medical treatment, the injured employee must report it to the Conductor or immediate supervisor and may receive treatment at the next station where supervision and appropriate medical treatment can be offered.

Employee injury reporting requires the employee to complete “Employee Injury/Illness Report” (NRPC 260). The front of this report is to be completed by a member of the train crew interviewing the injured person. The backside of this form is to be completed by the injured person and include, in their own words, how the injury occurred and the extent of their injury. To help in properly completing this report, the following instructions have been provided:

AMTRAK **EMPLOYEE INJURY/ILLNESS REPORT**
(To be completed by the supervisor of injured person)

Incident Information:

1. Incident Date: _____ Incident Time: ☐ AM ☐ PM 2. Rail/Car: _____ 3. Specific Incident Location (i.e. 100 Track etc.): _____

4. City: _____ 5. State: _____ 6. Country: _____ 7. Nearest Amtrak Station: _____ 8. Mile Post: _____

Injured Person Information:

9. FRA Class of Person: ☐ A- Amtrak employee-in duty ☐ B- Amtrak employee-not-in-duty

10. Injured Person Railroad: ☐ Amtrak ☐ Commuter Agency (name): _____ 11. Injured Person Division: _____ 12. Injured Person Department: ☐ Corporate ☐ Mechanical ☐ Engineering ☐ Operations 13. Latitude: _____ Longitude: _____

14. Last Name: _____ 15. First Name: _____ 16. ME: _____ 17. Injured Person's Employee ID No: _____

18. Home Address: _____ 19. City: _____ 20. State: _____ 21. Zip: _____

22. Home Phone Number: () - - 23. Date of Birth: - / - / 24. Gender: ☐ Male ☐ Female 25. Best Days: ☐ Su ☐ Mo ☐ Tu ☐ We ☐ Th ☐ Fr ☐ Sa 26. Work Order No: _____

27. Occupation: _____ 28. Was employee working Extra Board? ☐ Yes ☐ No 29. Employee's Four Shift Time: _____ 30. Employee's Shift Time End Time: _____

Description of Injury/Illness:

31. What task does the injured person say he/she was performing when they became injured or ill? (i.e. Changing Coach)

32. How does the injured person say the injury/illness occurred? (i.e. Tripped over loose carpet)

33. What object or substance does the injured person say caused the injury/illness? (i.e. Loose carpet)

34. What injury/illness does the injured person report? (i.e. Bruised knee and sprained wrist)

35. Train number of accident: _____ 36. Locomotive/Car Number of accident: _____ 37. Was a Drug-Alcohol Test Performed? ☐ Yes ☐ No

Treating or Medical Facility Provider:

38. Did the injured person decline first aid and/or medical attention? ☐ Yes ☐ No 39. Was injured person taken to a Medical Facility? If so, FRA ID# name of accompanying supervisor: ☐ Yes ☐ No Printed Name: _____

40. Name of Treating or Medical Facility Provider: _____ 41. Telephone number of Treating or Medical Facility Provider: _____

Print of Contact Information:

42. Impl. ID No. of person completing form: _____ 43. Printed name of person completing form: _____ 44. Title of person completing form: _____

45. Phone number of person completing form: _____ 46. Date/Time Event was Reported: ☐ AM ☐ PM 47. Date/Time Form Completed: ☐ AM ☐ PM

48. Supervisor Name: _____

Figure 2-4 – “Employee Injury/Illness Report” (NRPC 260) Page 1

- a) **Page 1** (*Must be completed by a member of the train crew interviewing the injured employee.*)
- All numbered items must be completed.
 - All information should be printed, except where signatures are required.
 - If a numbered item or question is not applicable, enter “N/A”.
- b) **Incident Information Section**
- Enter requested information.
 - **Item 2 Res/Cen** – If the Res/Cen cannot be determine, the employee completing the report must inform the submitting supervisor that this field has not been completed. (Do not enter N/A.)
- c) **Injured Person Information Section**
- Enter requested information.
 - **Item 9 FRA Class of Person** – Amtrak employee on duty (e.g., compensated for time, signed-in), Amtrak employee not on duty (e.g., on “downtime”, not signed-in, etc.).
 - **Item 26 Work Order Number** is assigned to a person who is on-duty but not working their regular assigned position or extra board (e.g. attending class).
 - **Item 27 Occupation** should be in one of the following: Conductor, Assistant Conductor, LSA-Diner, LSA-Café/Lounge, Chef, Train Attendant or Sleeping Car Attendant, etc.
- d) **Description of Injury/Illness Section**
- Enter requested information.
 - Be as detailed or descriptive as possible when answering each question.
 - You may need to repeat or elaborate the question so that the employee understands what is being requested.
 - Attach additional statements addressing the condition of the employee, facility and equipment that may be important.
 - **Item 34** must describe the body part injured as a result of the event. (*Be as descriptive as possible.*)
- e) **Treating or Medical Facility/Provider Section**
- Enter requested information.
 - **Item 38** designates if the injured person declined first aid and/or medical treatment.

f) **Point of Contact Information Section**

- Enter requested information.
- Amtrak employee entering report information must completing this section.

EMPLOYEE PERSONAL STATEMENT
(To be completed and signed by the injured person)

Last Name: _____ First Name: _____ MI: _____ Employee ID No.: _____

Date of Accident: _____ Time of Accident: _____

Amtrak may need to contact you within the next 5 days. Please provide a list of telephone numbers where you can be reached. Be sure to include the appropriate area code.

How did the accident happen? _____

What caused the accident? _____

Describe the injury/illness: _____

Were you provided first aid treatment at the place of the accident? ☐ Yes ☐ No

Were you taken to a medical facility for treatment? ☐ Yes ☐ No

If Yes, what facility were you taken to? _____

Describe the treatment provided: _____

Witnesses:

Name	Address	Telephone

Signature of Injured Person: _____ Date: ____/____/____

NRPC 260 (04/04) Page 2

Figure 2-5 – “Employee Injury/Illness Report” (NRPC 260) Page 2

g) **Page 2 “Employee Personal Statement”**

(Refer to Figure 2-5)

- Must be completed, signed and dated by the injured employee.
- If necessary, assist the injured employee in completing this portion of the report and ask them to sign it, unless they are unable to do so.
- If they are unable to write or sign a statement, someone else may transcribe what they are told by the injured employee.
- The person writing the statement for the injured employee must sign the report at the bottom of the page indicating they accurately recorded the statements made by the injured employee. *(In this case, it would be beneficial if*

the employee could read and initial his or her concurrence with the written statement.)

- Employees should include their assessment of what caused them to be injured and what part of their body is injured.
- Make note of any inability or refusal to complete and sign this statement.
- If there were other employees or passengers who were present at the time of the injury and can attest to the circumstances, or personally witnessed the events of the injury, their names and method for contacting them are to be listed *(If possible, ask any witnesses to write a statement of what they saw or heard. Attach any statements from witnesses to the “Employee Injury/Illness Report” (NRPC 260) when submitted.)*

h) Additional Information (Page 1 or 2)

- Use the back of the page or additional paper to make notes of conditions or situations relating to the employee’s injuries.
- A brief description of the treatment the employee received is also requested and should include any forms of first aid, professional medical assessment and treatment, or whether the employee declined any professional medical treatment that was offered.
- Submit additional pages along with the “Employee Injury/Illness Report” (NRPC 260).

i) Submitting Paperwork

- Submit the completed “Employee Injury/Illness Report” (NRPC 260) to a Station Services Supervisor where the employee detrains for treatment, or to a Passenger Service Manager upon completion of the trip.
- It is mandatory that the reporting Supervisor report all injuries to the Amtrak Injury Care Hotline at (800) 505-5549, and follow the directions given by the Right Care, Day One Case Manager.
- Responding Supervisors should immediately fax both sides of the “Employee Injury/Illness Report” (NRPC 260) to Central Reporting (800) 888-2185 or ATS 777-2595.
- Responding Supervisor must fax both sides of the “Employee Injury/Illness Report” (NRPC 260) to the Manager of Train Operations at CNOC

ATS 734-2151, and to the Manager or Service Manager of the employee's home Crew Base.

4. ***“Medical Information and Consent” (NRPC 488)***

This report is required to be completed for all employee injuries and is recommended for non-employees (passengers) and trespasser related injuries requiring professional medical attention.

Employee injuries also require the injured to sign the *“Medical Information and Consent”* (NRPC 488), which authorizes the treating physician and facility to release information to Amtrak regarding the evaluation and treatment provided. (*Refer to Figure 2-6*)

All injured employees must complete the *“Medical Information and Consent”* (NRPC 488), regardless of whether medical treatment was received. If medical treatment was declined, note this on the bottom of this form.

AMTRAK		MEDICAL INFORMATION AND CONSENT	
<i>(To be completed and signed by the injured person and the medical provider)</i>			
Fax the completed form to Central Reporting at 1-800-888-2185.			
Injured Person Information:			
Last Name:	First Name:	MI:	Employee ID No.:
Address:		City:	State: Zip:
Occupation:	Place of Injury/Illness:	Railroad:	Division:
Injury/Illness Date:	Incident Time:	Date of Initial Treatment:	Department:
	<input type="checkbox"/> AM <input type="checkbox"/> PM		<input type="checkbox"/> Transportation <input type="checkbox"/> Mechanical <input type="checkbox"/> Engineering <input type="checkbox"/> Operations <input type="checkbox"/> Other:
Release of Information/Case Consent:			
I hereby authorize and direct you to release to Amtrak and its authorized representatives any and all health and medical information, including all records, reports, notes, diagnostic tests and imaging studies, and all other information relating to my medical history, diagnosis, and treatment. This also authorizes you to communicate with Amtrak, in writing, orally, or by other means (e.g., electronically, by e-mail) in order to discuss and/or exchange information concerning my injuries, illness, condition, and treatment. A copy of this authorization shall be as effective as the original. This authorization shall remain in full force and effect until revoked by me in writing.			
Printed Name:		Date:	
Signature of the Injured Person:		Date:	
Medical Treatment Information:			
Diagnosis of Injury/Illness:			
How did injury occur?			
Were X-Rays Taken?	If yes, Type:	Results:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was prescription Medication given at time of treatment?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Was prescription Medication Prescribed?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, type:	Prescription Name:	Prescription Strength:	
	Prescription Name:	Prescription Strength:	
Primary Care Physician: Name:		Phone Number:	
Height:	ft in	Weight:	
Did the injured person receive a closure device (i.e., sutures, staples etc.)?		If yes, Type:	
Did the injured person receive an immobilization device (i.e., cast, sling, etc.)?		If yes, Type:	
Is the injured person able to resume normal work activities immediately after treatment?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If No:			
Total days of restricted activity:	As of: / /	Total days of lost time:	As of: / /
Did the injured person lose consciousness?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Was the injured person hospitalized for treatment as an inpatient?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Describe prior injuries/problems to the symptomatic area:			
Prior work/lifting/sports/traumatic/MVA injuries? If yes, describe:			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Prior PT/Chiropractic/Orthopedic treatment? If yes, describe:			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Describe the Treatment Given:			
List of hobbies:			
Comments:			
Printed Name of Treating Facility:		Phone Number of Treating Facility:	
Physician's Signature:		Date: / /	
NRPC 488 (1/1998)		Amtrak is a registered service mark of the National Railroad Passenger Corporation.	

Figure 2-6 *“Medical Information and Consent”* (NRPC 488)

- a) **Injured Person Information Section**
 - All information should be printed, except where signatures are required.
 - All information should be completed, if not applicable enter “N/A”.
- b) **Release of Information/Case Consent Section**
 - The injured person should print their name, sign and date.
- c) **Medical Treatment Information Section**
 - This should be completed by the Physician.
 - The Physician should sign and date.
- d) **Submitting Paperwork**
 - The form is to be returned to the Supervisor accompanying the injured person.
 - Responding supervisors should immediately fax the “*Medical Information and Consent*” (NRPC 488) to Central Reporting (800) 888-2185 or ATS 777-2595.
 - The original “*Medical Information and Consent*” (NRPC 488) is to be forwarded to the appropriate Claims Department office.

5. “Accident Investigation Report” (NRPC 405)

The “*Accident Investigation Report*” (NRPC 405) is used to record the facts and circumstances surrounding an injury. It is intended to determine the cause of the injury and identify ways to avoid similar injuries in the future. (*Refer to Figures 2-7 and 2-8*)

AMTRAK		Accident Investigation Report		
1. Name of Incident		2. Date of Report	3. Employee ID	4. Title of Previous Incident
Incident Number:				
Location of Occurrence				
5. Date of Occurrence		6. Time of Occurrence		
7. Division		8. Department		9. Facility/Stop
10. Street Address				
11. City		12. State		13. Zip
14. Specific Location of Incident, Operation or Job (Bldg. No., Room No., Mile Post, etc.)				
15. Description of Work Performance				
Conditions				
16. Physical Conditions at Time of Occurrence				
Findings				
17. Factual Findings of Investigation				
Witnesses				
18. Investigation Team (Use separate sheet additional listing if necessary)				
Name	Telephone No.	Address	Signature/Title	
Investigation Team				
19. Investigation Team (Use separate sheet additional listing if necessary)				
Attending Name	Title	Telephone No.	Signature	Title
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Figure 2-7 – “Accident Investigation Report” (NRPCC 405) Page 1

Inspection of Tools/Equipment		Incident Number:		
20. Was an inspection performed?		21. Date and Time Inspected		
22. Findings of Inspection:		23. Date and Time of Next Inspected		
24. Inspector's Name		25. Title		26. Telephone No.
27. Signature		28. Date		29. Date of Next Inspected
30. Photo or Drawing of Incident Scene				
Because this is a limited space form, it is not possible to allow users to insert numerous pictures into this form. If you have an electronic file to include with this form, please create your own file to accompany this form. If you cannot create electronic files, include the incident number in the name of the picture file.				
31. Was tool used analysis conducted?				
Conclusions				
32. Comments and Recommendations of Responsible/Competent Person				
33. Comments on/for Proposed Date of Implementation				
Review				
34. Incident Review (To be filled by Supervisor and Department Head or Equivalent)				
Name	Title	Telephone No.	Signature	Title
NRPCC 405 (12/17) second printing				

Figure 2-8 – “Accident Investigation Report” (NRPCC 405) Page 2

Root Cause Analysis Checklist					
Name of Subject:		Event:		Incident No.:	
A. Behavior (Check all that apply)		B. Tools (Check all that apply)		C. Equipment / Material (Check all that apply)	
<input type="checkbox"/> 1. Knowledge <input type="checkbox"/> 2. Experience <input type="checkbox"/> 3. Instruction <input type="checkbox"/> 4. Procedures <input type="checkbox"/> 5. Accidents / ETC. <input type="checkbox"/> 6. Use of tools / equip. <input type="checkbox"/> 7. Rules, policies <input type="checkbox"/> 8. Requirements <input type="checkbox"/> 9. Language <input type="checkbox"/> 10. Training		<input type="checkbox"/> 1. Wrong ROP <input type="checkbox"/> 2. Location <input type="checkbox"/> 3. Proper tool used <input type="checkbox"/> 4. Improper use <input type="checkbox"/> 5. Tool difficulty		<input type="checkbox"/> 1. Damaged equipment <input type="checkbox"/> 2. Defective tool <input type="checkbox"/> 3. Defective wear <input type="checkbox"/> 4. Damaged, too hot <input type="checkbox"/> 5. Layout of work site <input type="checkbox"/> 6. Poor design <input type="checkbox"/> 7. Configuration / condition	
D. Management (Check all that apply)		E. Environment / Weather Conditions (Check all that apply)		F. Other Factors (Check all that apply)	
<input type="checkbox"/> 1. Training <input type="checkbox"/> 2. Supervision provided <input type="checkbox"/> 3. Instruction <input type="checkbox"/> 4. Work conditions <input type="checkbox"/> 5. Language <input type="checkbox"/> 6. Equipment <input type="checkbox"/> 7. Communication <input type="checkbox"/> 8. Motivation <input type="checkbox"/> 9. Priority		<input type="checkbox"/> 1. Temperature <input type="checkbox"/> 2. Precipitation <input type="checkbox"/> 3. Wind <input type="checkbox"/> 4. Light (darkness) <input type="checkbox"/> 5. Noise <input type="checkbox"/> 6. Slipping / tripping <input type="checkbox"/> 7. Tripping hazard <input type="checkbox"/> 8. Heat / cold		<input type="checkbox"/> 1. Third party <input type="checkbox"/> 2. Outside interference <input type="checkbox"/> 3. Other	
Prepared by:					
Prepared by:					
Prepared by:					
Reviewed by:			Date:		
NAME, ADDRESS, TELEPHONE:					

Figure 2-9 – “Accident Investigation Report” (NRP 405) Page 3

A committee consisting of supervisors from other crafts such as Maintenance of Equipment, Terminal Services, Safety, etc. will be created to investigate how the injury happened. To a large extent, the injured person will be relied upon to provide a description of their actions and the events leading up to the injury. An inspection and report of the condition of the equipment is often required to identify potential defects that may have contributed to the injury.

Instructions on how to complete the “*Accident Investigation Report*” (NRP 405) can be found on Amtrak’s Intranet in the Safety Section. Select the “Accident/Incident Reporting Training Course” link.

6. “Operation Heartsaver, Employee Responder Report” (NRP 3245)

The “*Operation Heartsaver, Employee Responder Report*” (NRP 3245) is to be completed when an Automated External Defibrillator (AED) and/or oxygen is used. (Refer to Figure 2-10)

This form has four sections that must be completed in its entirety at the time of incident.



Operation Heartsaver

Employee Responder Report

This form must be completed in its entirety at the time of incident.

Name of individual(s) being treated: _____

☐ Passenger
 ☐ Employee
 ☐ Employee Riding as a Passenger
 ☐ Other _____

Circumstances to which you responded were as follows: *(Check all that apply)*

A CONSCIOUS person who complained of:

<input type="checkbox"/> Arm Pain	<input type="checkbox"/> Dizziness	<input type="checkbox"/> Vomiting
<input type="checkbox"/> Blurred Vision	<input type="checkbox"/> Headache	<input type="checkbox"/> Numbness On One Side
<input type="checkbox"/> Chest Pain	<input type="checkbox"/> Nausea	<input type="checkbox"/> Weakness
<input type="checkbox"/> Coughing	<input type="checkbox"/> Neck Pain	<input type="checkbox"/> Excessive Perspiration
<input type="checkbox"/> Difficulty Breathing	<input type="checkbox"/> Upper Stomach	<input type="checkbox"/> Cold Sweats

An UNCONSCIOUS person who needed:

☐ CPR
 ☐ Oxygen via Mask
 ☐ AED Shock

☐ None of the Above
 If None of the Above: ☐ Person Awakened
 ☐ Person Had Bleeds or "passed out"

Print Clearly: The following is to be completed by the employee responding to the incident.

Location of Incident:

☐ Station
 List Station Name: _____
 ☐ Train
 List Train Number: _____
 Car # _____

☐ Facility
 List Facility Name: _____
 ☐ Other
 Describe Other: _____

Emergency Medical Services Requested: ☐ Yes ☐ No EMS Agency (if known): _____

Exact Location of EMS response (such as MP 24, or 3 miles west of Elm City): _____

Did EMS Transport Person? ☐ Yes ☐ No

If Yes, Medical Facility to which person was transported, if known: _____

If No, did person refuse medical treatment or transport? ☐ Yes ☐ No

Equipment used during incident: *(check all that apply)*

☐ AED Serial # of AED: _____
 ☐ Oxygen
 ☐ Gloves
 ☐ Razor
 ☐ Scissors

Name of Employee Responding to the Incident: _____		Employer (if not suggested): _____
Employee Work Phone: _____	Date of Incident: _____	Time of Incident: _____ : _____ <input type="checkbox"/> AM <input type="checkbox"/> PM

Instructions: Complete this form in its entirety.

FAX a copy as soon as possible to: Mgr. Emergency Preparedness at **202-906-2138**

MAIL original to: Amtrak, Mgr. Emergency Preparedness, 60 Mass. Ave., NE, Washington, DC 20002

ATTACH a copy of this form in the Trip Report (if applicable)

KEEP a copy for your file and/or your supervisor's file.

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Figure 2-10 – “Operation Heartsaver, Employee Responder Report”
(NRPC 3245) Page 1

a) **Section 1**

- Clearly print the full name of the person being treated.
- Check the appropriate box to identify if the person is a passenger or an employee.

b) **Section 2**

- Check all options that describe the circumstances to which you responded.

c) **Section 3**

- This section is to be completed by the employee responding to the incident.
- Print clearly and complete all questions.

d) **Section 4**

After completing this form in its entirety, follow these instructions:

- **FAX** a copy as soon as possible to: Mgr. Emergency Preparedness at (202) 906-2138.
- **MAIL** original to: Amtrak, Mgr. Emergency

Preparedness, 60 Mass. Ave., NE, Washington, DC 20002.

- **ATTACH** a copy of this form to the Trip Report (if applicable).
- **KEEP** a copy for your file and/or your supervisor's file.

Chapter 3

FDA Rules & Inspections

Introduction

All Amtrak trains and facilities are subject to FDA rules and inspections. The FDA is authorized to board Amtrak trains and/or enter Amtrak facilities to perform inspections, either announced or unannounced, to check for compliance with federal interstate food and sanitation regulations.

In accordance with Amtrak's Comprehensive Sanitation Plan, specific guidelines and standards of cleanliness have been issued for our public facilities, the workplace and rolling stock. Amtrak Conductors must follow all applicable instructions, guidelines and standards issued by the corporation as outlined in this chapter.

A. Food Service Cars

1. General Instructions

- a) **Employees with communicable diseases are not permitted to work** in any capacity that involves handling food. Signs of communicable diseases include, but are not limited to, open sores, infected cuts or wounds, boils, rashes or other skin infections, runny nose, coughing, sneezing or other respiratory infections, jaundice (yellowing of skin or eyes), diarrhea, fever and vomiting.
- b) **Employees' fingernails should be clean**, well manicured and short (1/8 inch from the tip of your finger). Chefs and Food Specialists may not use nail polish.
- c) **Chefs and Food Specialists must remove watches or other jewelry** from their hands and arms during food preparation; one plain ring may be worn.
- d) **Food handling employees must wear proper uniforms**, including effective hair/beard restraints (where required), at all times during food preparation.
- e) **Employees must maintain a sufficient number of clean uniforms.**
- f) **Work tools, including thermometers and chlorine test strips must be maintained** and used as required for food preparation and sanitation.
- g) **To reduce the potential for food contamination**, people other than food service employees should not enter food service areas (kitchens, pantries and café/lounge counters) unless absolutely necessary.

- h) **The only food and beverage items to be sold or given to Amtrak passengers** are food and beverage items authorized and paid for by Amtrak.
- i) **Food service workers must not use any form of tobacco** in food preparation areas.
- j) **A food service car may be dispatched as a non-food service coach** to be used for seating.

2. Refrigerators/Freezers

- a) **All refrigerators must maintain an ambient temperature between 33° and 40° F.**
- b) **All freezers must maintain a temperature of 0° F or below.**

3. Refrigerator/Freezer Failures

- a) **When all refrigerators and freezers cannot maintain proper temperatures**, Food Service Cars may not be dispatched unless only menu items not requiring refrigerators or freezers are stocked and served.
- b) **When partial refrigerators and/or freezers cannot maintain proper temperatures**, crew base management will determine if the available functioning refrigerator and/or freezer storage capacity is adequate to store all required potentially hazardous food items. If adequate storage capacity is available with the remaining functioning units, which can properly maintain temperature, the car can be dispatched. Only menu food items that can be properly refrigerated and/or frozen should be stocked and served. *(Example: If all freezers on a car are not maintaining proper temperature, frozen menu items should not be stocked. Only the refrigerated menu items would be stocked and served on the train.)* Defective refrigerators and/or freezers on a dispatched car will be tagged and the endpoint notified.

4. En Route Refrigerator/Freezer Failures

- a) **If a refrigerator or freezer malfunctions en route** (units are not maintaining approved temperatures), it is the Conductor's responsibility to assist the LSA with determining whether or not food service can continue using the following guidelines:
 - If the freezer malfunctions but the capacity of

the refrigerator permits transfer of freezer items with no change in quality, then food service should continue.

- If the freezer malfunctions, the freezer cannot be used as a refrigerator.
- In the case of total refrigeration failure, only non-refrigerated and frozen foods can be served (e.g. potato chips, candy bars, peanuts or pre-plated frozen entrees).

- b) **If a refrigerator or freezer malfunctions en route** (units are not maintaining approved temperatures), notify CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.

5. Emergency Food Provisioning For Trains

(The following information is from the Amtrak Public Health Bulletin 1-96 issued January 16, 1996.

- a) **If possible, first use the food on-board the train,** or purchase food that can be prepared on the train (e.g., pans of frozen lasagna, etc.).
- b) **When selecting a food vendor,** a national chain is preferred (e.g. Kentucky Fried Chicken, Burger King, McDonalds, etc.).
- c) **When contacting a food vendor,** several questions must be asked, and affirmative answers must be received for all. Is the vendor:
- in an approved status with the local/state health agencies?
 - capable of producing the quantity needed in a short time?
 - capable of delivering it to the train in a short time (45 minutes or less), or capable of holding the food either at 41° F or below, or 140° F or above, during transportation if it takes longer than 45 minutes to deliver?
 - capable of cooking and handling food consistent with the FDA food code?
- d) **Amtrak must assure that the food is served or discarded within four hours** from the time that it is removed from temperature control. No leftovers may be saved. Whatever food is unused must be discarded.

6. Dishwashing Machines

- a) **Dishwashing machines must pass a 160°F thermolabel heat test.** If thermolabel is not available, the final rinse thermometer must register 180-195°F.
- b) **If the sanitizing cycle is not hot enough to turn the thermolabel black** (less than 160°F at plate surface) follow these steps.
 - The dishwashing machine can be used to wash and rinse the plates, pans, glassware, etc.
 - Washed and rinsed items must be removed from the dishwasher and placed in a sanitizing solution consisting of chlorine bleach (100ppm) in warm water (80-100°F) that is made in one of the three compartment sinks. Use test strips to check the chlorine bleach solution level.
 - Sanitized items must be air dry before storing or using.
- c) **If a total failure of the dishwashing machine** (will not wash, rinse or sanitize) follow these steps.
 - Set up the 3 compartment sink with hot soapy wash water (110-120°F) made with a manual dish detergent in far left sink, warm and clean rinse water (80-100°F) in middle sink and a sanitizing solution consisting of chlorine bleach (100ppm) in warm water (80-100°F) in the far right sink.
 - Scrape, presoak and sort items.
 - Wash items in the left sink, transfer and submerge to rinse in the middle sink and then completely submerge items in sanitizing solution for at least two minutes in the right sink.
 - Sanitized items must be placed on dish racks and air dry before storing or using.
- d) **During a dishwasher machine failure, use of “paper and plastic” plates, bowls, utensils, etc. can be utilized to** minimize the amount of dishwashing required at each meal service with the permission of OBS supervision.
 - Permission to use “paper and plastic” will only be granted if there is a business demand that cannot be met with the manual washing process.
 - Three compartment sink process must be used to wash, rinse and sanitize kitchen items such as hotel pans, pots, etc.

- e) **Cleaning procedures for dishwashing machines.**
- Drain the dishwashing machine according to machine instructions. (On Heritage equipment, remove the scrap basket, wash and rinse.)
 - Remove large particulate matter.
 - Scrub interior with brush and detergent solution.
 - Rinse.
 - Wipe dry.
 - Clean dishwasher racks.

7. Toilet Facilities and Hand Washing Equipment Failures

a) Superliner Equipment

Superliner equipment may not be dispatched when more than one public and/or hand washing facility is non-functional. The toilet and hand washing facility provided within bedrooms are not considered public facilities.

b) Amfleet, Heritage and Horizon Equipment

This equipment may not be dispatched unless all public toilets and hand washing facilities are fully functional. The toilet and hand washing facility provided within the bedrooms and roomettes are not considered public facilities.

c) En Route Toilet Facility Failure

If toilet facilities become non-functional en route, the facility must be locked to prohibit passenger usage. Post the authorized “*This Restroom is Out Of Service*” sign on the door until repairs can be made. (Refer to Chapter 10 “On-Board Announcements and Signage”) Defective toilet facilities must be recorded on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775) form.

8. Cardboard Trash Containers

Cardboard trash containers are delivered to the train by the Catering Vendor as part of the train’s PAR or by the Mechanical Department, depending upon local procedure. Amtrak employees working in the Dining Car, Lounge Car, Sleeping Car or Coaches are responsible for assembling the containers and lids. The employee is to insert a plastic liner in the container. Once assembled, place the lid on the container and position the required number of trash containers in the areas summarized in the Cardboard Trash Container Location Chart.

Cardboard Trash Container Locations

Single Level Equipment	Superliner Equipment
Crew/Dorm Car Vestibule near the electrical locker (one)	Crew/Dorm Car Lower level in the vestibule (one) Lower level in the crew area (one)
Lounge Car Accessible restroom (one) Garment bag area (one)	Superliner Lounge Lower level service counter (one) Lower level electrical locker area (two) Upper level Lounge Car, in the center and at each end (three)
Coach Accessible restroom (one) Garment bag area (one)	Coach Upper level between the stairwell and water fountain (one) Lower level series cars 34000 in the seating area across from the luggage rack (one) Lower level in the vestibule (one) Lower level in the women's Lounge (one)
Dining Car Chef's work area (one)	Dining Car Pantry area (one)
Sleeping Car Vestibule area (one)	Sleeping Car Vestibule area (one)

9. Trash Handling Locations

Trash bags are to be tied off at 75% of full capacity by the OBS crew. Bags are to be set off, not thrown off, at approved trash handling locations only. It is the responsibility of the train crew to monitor the amount of accumulated trash and notify the LSA when trash bags need to be removed.

All trash liners are to be replaced once the container is 75% filled, or if soiled or damage while en route (at stations that can facilitate trash removal). Additionally, employees are to discard all trash containers at the end of the trip per facility instructions.

Approved Trash Handling Locations by Divisions

Central Division	Mid-Atlantic Division	Northeast Division
Carbondale, IL	Harrisburg, PA	Albany/Rensselaer, NY
Chicago, IL	Newport News, VA	Buffalo-Depew, NY
Denver, CO	Pittsburgh, PA	(Also emergency watering)
Galesburg, IL	Richmond, VA	Montreal, Canada
Grand Junction, CO	Washington, DC	Niagara Falls, NY
Grand Rapids, MI		Penn Station, NY
Kansas City, MO		Portland, ME
Memphis, TN		Rutland, VT
Milwaukee, WI		Springfield, MA
Minneapolis/St. Paul, MN		St. Albans, VT
Minot, ND		Toronto, Canada
Omaha, NE		
Pontiac, MI		
Port Huron, MI		
Quincy, IL		
St. Louis, MO		
Toledo, OH		

Pacific Division	Southern Division	Southwest Division
Havre, MT	Atlanta, GA	Albuquerque, NM
Klamath Falls, OR	Charlotte, NC	Flagstaff, AZ
Oakland, CA	Florence, SC	Ft Worth, TX
Portland, OR	Jacksonville, FL	Houston, TX
Reno, NV	Lorton, VA	LaJunta, CO
Sacramento, CA	Meridian, MS	Los Angeles, CA
Salt Lake City, UT	Miami, FL	Oklahoma City, TX
Seattle, WA	New Orleans, LA	San Antonio, TX
Sparks, NV	Raleigh, NC	San Diego, CA
Spokane, WA	Sanford, FL	San Luis Obispo, CA
Whitefish, MT	Savannah, GA	Tucson, AZ

10. Car Watering

Amtrak ensures that uncontaminated potable (drinkable) water is dispensed from each watering facility. Employees involved with watering cars must receive the required training regarding proper car watering procedures.

During the watering process:

- Never drag the hose nozzle on the ground.
- Only use hoses labeled “potable” from approved Amtrak watering locations.
- Flush the hose for two (2) minutes.
- Flush out the car connection.
- When finished, empty out hoses and make sure the end cap is over the nozzle.
- Be sure the nozzle is stored at least 18” above ground and that it is pointing down.

11. Rodent And Insect Infestation

- a) **Amtrak has a comprehensive sanitation plan in place** with independent exterminating contractors providing pest control services. To control rodents actively, three things must occur:

- Keep areas, especially floors, clean of debris.
- Extermination services must be used on a routine basis.
- Rodent entry accesses must be prevented.

- b) **Signs of Rodent Infestation**

Employees must know how to identify the signs of infestation. Even with comprehensive control efforts in place, rodents or evidence of rodent activity may be noted occasionally while a train is en route. *(Additional information concerning en route rodent sightings can be found in the ARROW system under G/POL/PHB/P57-59.)*

- **Rodent Droppings** - Mouse droppings (feces) are about the size of a grain of rice (1/4" long) and will take on the color of whatever has been eaten. *(Generally, mouse droppings are brown but if a crayon (a favorite food) is eaten, their droppings will turn the color of the crayon.)*
- **Gnawing** - Chewed boxes, packaging and food.
- **Nesting** - Mice require a warm, soft area to nest and can make a nest out of almost anything (e.g., pillows, headrest covers and chewed up newspapers).
- **Reproduction** - A mouse can reproduce as often as every six weeks, with as many as 10 mice to a litter.

- c) **Reporting Rodent And Insect Infestation**

When rodent and/or insect sightings (cockroaches, spiders, flies, ants, bed bugs and other common insects) occur, the following steps must be taken:

- Contact CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083. *(The CNOC Mechanical Desk will arrange for the pest control treatment of car and will contact CNOC Operations Customer Service Desk to help with re-accommodating displaced passengers.)*
- Provide name of person reporting the sighting and a contact phone number.
- Details of sighting (mice/insect) and where sighted if possible.

- Car number and date.
- Train number/facility name and location.

d) **Removing Cars From Service**

- If evidence of bed bugs, rodents or rodent activity is noted on a car prior to departure of the initial terminal, the car should be removed from service and treated by the contracted pest control vendor.
- If bed bug activity is discovered or suspected en route, the infected car must be quarantined with passengers being re-accommodated. *(Nothing should be removed from the car (e.g. sheets, blankets, pillows, etc.), except the passengers personal possessions.)*
- Cars on which evidence of rodent activity is noted en route do not necessarily need to be taken out of service. *(However, such may be justifiable in certain cases, (e.g., multiple “sightings” or complaints by passengers) if in the judgment of the train crew the rodent activity is considered hazardous to the passengers or crew.)*
- Food Service Cars should only be taken out of service if rodent activity is noted in the food preparation areas (e.g., behind the counter, or if food is partly consumed by rodents or contaminated with rodent droppings).

B. FDA Inspections

When an FDA inspector conducts an inspection on-board a train or at one of Amtrak’s facilities, the FDA inspectors should be shown every courtesy during the inspection and be provided safe unrestricted access to Amtrak’s facilities and rolling stock.

1. Inspection Notification

When an FDA inspector boards a train, it is the Conductor’s responsibility to ensure that the highest-ranking responsible Amtrak manager at the nearest location be notified immediately. This can be done by contacting CNOC at (800) 424-0217, which in turn will notify the appropriate Division.

A responsible Amtrak representative, preferably the highest level at that location, with familiarity of the applicable FDA regulations, shall accompany the

inspector at all times. In the case of on-board inspections, this person should be the Conductor or manager, if available.

All Amtrak personnel should be responsive and provide honest and thoughtful answers to all inquiries. Make it clear to the FDA inspector that if there are any problems identified, Amtrak will do everything reasonable to remedy the problems.

2. Inspection Procedures

- a) **The Conductor must accompany the inspector** (unless a responsible Amtrak Manager is available). Ideally, management representatives will meet the train when an FDA inspection occurs. A copy of the inspection report will be given to the ranking Amtrak employee at the completion of the inspection. The individual who accompanies the FDA inspector must immediately prepare a brief written summary of the inspection indicating:
 - Who was there (employees, inspectors).
 - What areas were inspected (Cafe Car, refrigeration, toilets, etc.).
 - When and where the inspection occurred (date, train number, time).
 - This report, along with all original documents received from the FDA, must be immediately turned over to local management upon arrival.
- b) **Using good interpersonal skills is especially important** during an FDA inspection.
- c) **Every effort must be made to be honest, cooperative and courteous.**
- d) **Other types of behaviors that will lead to constructive outcomes** are as follows:
 - Use clear and specific language.
 - Be responsive.
 - Use active listening skills and pay attention to words, tone of voice and body language.
 - Clarify unclear communications before going further (this will minimize the chance of misunderstandings).
 - Be cooperative and provide appropriate assistance.

3. Common Sanitation Principles

Amtrak is committed to serving safe, quality food to our passengers in a clean and sanitary environment. The following definitions explain common sanitation

principles that are fundamental to meeting Amtrak and FDA regulations.

- a) **Critical Violations**, as defined by FDA regulations, are more likely than other violations to result in food contamination or food-borne illness.
- b) **Sanitation** - Sanitation is the formulation and application of measures designed to protect public health. Amtrak is required to follow those rules and regulations approved and monitored by the FDA. Typically, on a day-to-day basis, sanitation means maintaining cleanliness and controlling undesirable variables (such as odors) and the associated microorganisms.
- c) **Bacteria** - Bacteria can be useful to mankind, but there are bacteria, which produce diseases in humans, animals and plants. As these bacteria grow, they produce harmful poisons and toxins, which can cause serious illness even though their initial presence is not easily detected.
- d) **Food-Borne Illness** – Food-borne illness is the result of eating food that has been contaminated by harmful bacteria or chemicals. If someone gets sick aboard our trains after eating or drinking a food product, the illness most likely was caused by the spread and growth of bacteria due to cross-contamination and mishandling. However, the illness could have been the result of any food consumed up to 72 hours prior to the occurrence of symptoms. In the case of suspected food-borne illness, it is the Conductor's responsibility to help assess the situation and call for medical help if necessary. Do not be judgmental about the incident; develop the facts, (e.g., personal food was consumed on-board, alcoholic beverages, medications, etc.). As with any serious medical situation, notify CNOC at (800) 424-0217 and complete the necessary "*Employee Injury/Illness Report*" (NRPC 260) or "*Non-Employee Injury/Illness Report*" (NRPC 3116).
- e) **Personal Hygiene** - The most common cause of contamination is the mishandling of food by people. Therefore, the best way to eliminate contamination is by ensuring everyone practices good personal hygiene. This includes hand washing before handling food, after smoking, using the toilet or urinal, collecting tickets, doing paperwork, or whenever hands become dirty or contaminated. Never use the hand sink for food preparation,

chilling food/beverages or for washing food equipment or utensils. Only trained and qualified employees are allowed in food preparation areas. All other employees are prohibited.

- f) **Clean Uniforms** - Train crew duties often cause uniforms to become soiled or dirty. Dirty uniforms may contaminate surfaces or re-contaminate skin or hands, even after washing. To reduce contamination, employees should not enter food service areas (kitchens, pantries and cafe/lounge counters) unless absolutely necessary.
- g) **Personal Food** - The storage of personal food items in refrigerators or freezers is prohibited because personal food and/or containers may be contaminated. Train crews must never request that personal and/or passenger food items be stored in any refrigerator or freezer. Passengers requesting the storage of items, such as insulin and baby formula, are also prohibited. Ice buckets, a freezer bag of ice (available from the kitchen) or a glass of ice can be provided to keep medications chilled.
- h) **Smoking** - Smoking is always prohibited in all food service and preparation areas. Harmful bacteria are easily transferred from your mouth to your hands when smoking. Your responsibility is to assure that you observe this restriction and monitor crew members and passengers alike.

4. Potentially Hazardous Foods

Potentially hazardous foods are foods that require a specific controlled temperature to prevent the growth of infectious micro-organisms. (e.g., meat, seafood, dairy products, etc.).

The safe temperature thresholds of potentially hazardous foods are summarized as follows:

- a) **Internal temperature of cold foods** must be 41°F or below.
- b) **Internal temperature of hot foods** must be held at 140°F or above.
- c) **No cooking, warming or thawing of potentially hazardous foods** (e.g., meat, fish, dairy products) in steam tables or holding drawers.
- d) **Cooking temperatures required:**
 - Rare Roast Beef = 130°F
 - Pork and Ground Beef = 155°F
 - Beef, Fish and Eggs = 145°F
 - Poultry = 165°

5. Temperature Monitoring Reports

The following reports are to be used to record refrigeration boxes and internal food temperatures on all trains. It is mandatory that the Temperature Monitoring Reports be submitted in the appropriate Food and Beverage Sales Reports Envelope immediately following the completion of each trip.

a) **Instructions for the “LSA Temperature Monitoring Report” (NRPC 3220)** (Refer to Figure 3-1)

- The “LSA Temperature Monitoring Report” (NRPC 3220) is to be used by LSA’s in all Food Service Cars, including Dining Cars, (except Amtrak Cascades, Capitol Corridor, San Joaquin and Pacific Surfliner trains which used approved alternate systems) to monitor the temperature of refrigeration boxes and internal food temperature of test items. Chefs will continue to use NRPC 2908.
- **The monitoring of temperatures of both refrigeration boxes and internal food (test yogurt) are to be performed and documented in a timely, legible and accurate manner.**
- **All thermometers must be calibrated before each trip to ensure accuracy.**
- The following procedure is to be followed to properly complete this form.
Section A: Train/LSA Information – Enter Train#, Car #, current date and LSA’s full name.
Section B: Initial Temperature Check – Complete this section upon delivery of stock from catering.
Section C: Reporting/Opening – Upon reporting to the food service car, each refrigeration (including freezers) box temperature should be taken and recorded on the first line of this section. The remaining lines of this section are completed (including internal food temp) during subsequent openings of each day.
Section D: Enroute Monitoring – Approximately 4 hours after recording the temps in section C, the next set of temps of each box and internal food are taken and recorded on the first line. Subsequent testing is performed about every four hours and recorded on the remaining lines of this section.
Section E: Closing – When the food car is closing for the night or before arrival at the terminal, a final check of temps of each box and internal food are done and recorded.

Section F: Sanitizing Solution Check – Sanitizer must be checked with a test strip upon making or receiving the solution in red buckets or spray bottles. Spray bottles must be checked daily and recorded here. Red buckets must be checked and recorded after each solution is made.

- **For trips under 4 hours, one opening, one enroute (at midpoint), and one closing** temperature check of refriger boxes and internal food is made and documentation of same is required.

AMTRAK **LSA Temperature Monitoring Report**

NOTE: When processing this form, use 80° x 11" paper only.

Acceptable temperature range for internal food temperatures: 33° to 41° F;
Ambient temperature range for refrigerators: -33° to 40° F.

A. Train / LSA Information
Train # _____ Date: ____/____/____ LSA: _____

B. Initial Terminal Temperature Check
Location: _____ Time: _____ Food Temp: _____ Temperature: LSA Initial

C. Reporting / Opening

Date	Time	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Freezer #	Freezer #
	AM												
	PM												
	PM												
	PM												

D. Enroute Monitoring
(Every 4 hours unless specified or per direction)

Date	Time	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Freezer #	Freezer #
	AM												
	PM												
	PM												
	PM												
	PM												
	PM												
	PM												
	PM												
	PM												

E. Closing

Date	Time	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Ref. #	Food Temp	Freezer #	Freezer #
	AM												
	PM												
	PM												
	PM												
	PM												

F. Sanitizing Solution Check

Date	Time	PM	Date	Time	PM

Comments:

OBS Supervisor Signature: _____ **Date:** _____

Instructions:

- This form is to be used by LSA's on all food service cars, including Dining, to monitor the processing of refrigerated food and internal food temperatures for use later. Check off completion and NRPCC DMS.
- The monitoring of temperatures of both refrigeration boxes and internal food is to be performed and documented in a timely, legible, and accurate manner.
- All thermometers must be calibrated before each trip to ensure accuracy.
- The following procedure is to be followed to properly complete this form:
 Section A: Train / LSA Information - Enter Train # and LSA name, date, and LSA's duty name.
 Section B: Initial Temperature Check - Document the ambient temperature of each food storage area.
 Section C: Reporting / Opening - Upon opening to the food service car, food refrigeration (including freezer) box temperature should be taken and recorded on the first line of this section. The remaining lines of this section are completed containing internal food temp during subsequent openings of each day.
 Section D: Enroute Monitoring - Approximately 4 hours after opening the service to ensure a continuous 4-hour cold chain of each box and internal food storage and recorded on the first line. Subsequent testing is performed about every 4 hours and recorded on the remaining lines of this section.
 Section E: Closing - When the food car is closing for the night, a final check of temps of each box and internal food are done and recorded.
 Section F: Sanitizing Solution Check - Solution must be checked with a test strip once making or using the solution in red buckets or spray bottles. Agency food service for additional and accurate use. All facilities must be checked and recorded after each solution is made.
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Figure 3-1 – "LSA Temperature Monitoring Report" (NRPCC 3220)

- b) “Enroute Monitoring Report” (NRPC 2908) is used by Chefs. (Refer to Figure 3-2)

Amtrak		Enroute Monitoring Report																																																																																																																																																																																																								
Train:		Car:		Date Of Departure:				Chef:																																																																																																																																																																																																		
Refrigerator/Freezer Temperatures - Record air temperature and time of day that temperature was taken. Allow thermometer to remain in refrigerator/freezer at least 2 minutes prior to reading.																																																																																																																																																																																																										
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Food Temperatures - Record dry internal temperature of entrees when they are removed from ovens following cooking. If item is on steamtable or in warmer, record temperature taken as part of seating. Place thermometer at least 2 inches into thickest part of food and allow to remain in food at least 30 seconds.																																																																																																																																																																																																										
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Figure 3-2 – “Enroute Monitoring Report” (NRPC 2908)

6. Additional Information

Further information regarding Amtrak Public Health Standards and Compliance can be found in the:

- Amtrak Public Health Standards (separate stand-alone volume).
- individual Division Sanitation Plan.
- Amtrak Public Health Bulletins (available through Crew Bases).
- current edition of the FDA Food Code.

Chapter 4

Baggage Handling

Introduction

This chapter covers the Carry-On Baggage Policy, Checked Baggage Policy and the Parcel Check Policy at Stations. Safety rules related to the lifting, storage and movement of luggage are outline in Chapter 1 “*Safety & Security*”, Section 1 “*Safety*”. Train Service employee responsibilities related to baggage are outlined in Chapter 6 “*Crew Functions & Responsibilities*”.

Amtrak does not assume liability for carry-on baggage, only checked baggage. Passenger baggage must be handled with care whenever it is moved, transported or transferred. When assisting passengers with heavy luggage, employees must stay focused on their personal safety, exercising care and following proper safety procedures to avoid injury.

OBS and Train Service employees must check their assigned cars frequently, looking for unsafe situations and conditions resulting from the improper storage of carry-on articles. Corrective action must be taken to avoid potential injury or inconvenience on the part of the passenger.

OBS and Train Service employees will be relied upon to assist passengers at un-staffed stations during train arrivals and departures.

A. Carry-On Baggage

1. Carry-On Baggage Policy Requirements

- a) **Carry-on luggage is limited to two (2) pieces per passenger.**
- b) **Carry-on luggage may not exceed 50 lb/23kg per unit.**
- c) **Carry-on luggage must not exceed 28"x 22"x 14"**, the dimensions of a moderate-sized Pullman suitcase per unit.
- d) **If a single carry-on bag is larger than the acceptable per unit dimensions of 28"x 22"x 14"**, however if in the employee's judgment the total volume of the bag does not exceed the space that would be occupied by two Pullman suitcases of the prescribed size, then the passenger may be permitted to carry the bag on-board.
- e) **Items that do not apply to the two (2) piece carry-on limit are as follows:**
 - Purses
 - Briefcases
 - Laptop cases
 - Small daytime backpacks

- Cosmetics cases
 - Infant paraphernalia (such as car seats, diaper bags, strollers)
 - Equipment required for a customer's medical condition (e.g., oxygen breathing device, etc.)
 - Folding bikes
- f) **Employees should direct passengers to stow smaller items under seats**, when practicable, leaving the overhead and lower level luggage racks for the larger items.
- g) **Pacific Surfliner overhead luggage racks can only accommodate carry-on items that are 11 inches or less in size.**

2. Carry-On Baggage Identification Tags Requirements

- a) **All carry-on baggage must be visibly tagged** with the name and address of the person traveling with the baggage.
- b) **Customers failing to comply with the baggage identification standard** must not be permitted to board trains.
- c) **Passengers may use their own personal identification tags**, or obtain pre-printed Amtrak “*Baggage Identification Tags*” (NRPC 347) available at station ticket offices or on-board trains from a member of the train crew. (Refer to Figure 4.1)
- d) **OBS and Train Service employees must maintain a supply of the pre-printed Amtrak “*Baggage Identification Tags*” (NRPC 347)**, which are available at crew base locations. (Refer to Figure 4.1)
- e) **OBS and Train Service employees must be vigilant** to ensure that all carry-on baggage is properly tagged (such as briefcases etc).
- f) **Items that do not apply to the two (2) piece carry-on limit are not required to have identification tags.**

The form is a rectangular card with a circular hole on the left side. It contains the following fields:

- Name
- Address
- City
- State/Province
- Zip/Postal Code
- Country
- Phone

At the bottom, it states: "Amtrak is a registered service mark of the National Railroad Passenger Corporation." and "NRPC 347 (08/02)".

Figure 4–1 “Baggage Identification Tag” (NRPC 347)

3. Carry-On Baggage “*Canadian Customs Tag*” (NRPC 3088) Requirements
- a) ***The “Canadian Customs Tag” (NRPC 3088) is to be used on Adirondack and Maple Leaf trains entering Canada. (Refer to Figure 4-2.)***
 - b) ***Conductors must make the Canadian Customs Tag Announcement*** to inform passengers that all carry-on items crossing the US/Canadian border into Canada on the *Adirondack* and *Maple Leaf* must be tagged with a completed “*Canadian Customs Tag*” (NRPC 3088) which includes the passenger’s name and citizenship. *(Refer to Chapter 10 “On-Board Announcements & Signage”)*
 - c) ***Carry-on items are defined as:***
 - Handbags
 - Purses
 - Briefcases
 - Baby Bags
 - Baby Strollers
 - Baby Car Seats
 - Backpacks
 - Duffle Bags
 - Suitcases
 - Camera Bags
 - Plastic or Paper Bags
 - Boxes
 - Other containers not identified in this list
 - d) ***The “Canadian Customs Tag” (NRPC 3088) may be affixed to carry-on items*** using the attached elastic string or as a sticker by peeling off the entire top of the tag.
 - e) ***The small tag number sticker in the lower right-hand corner of the tag must be removed and affixed to the back of the passenger’s ticket receipt.***
 - f) ***All on-train crewmembers must carry a sufficient supply of “Canadian Customs Tag” (NRPC 3088) to meet demand.***
 - g) ***Conductors and Assistant Conductors are the only on-train crewmembers allowed to affix tags to carry-on items.***
 - h) ***The “Canadian Customs Tag” (NRPC 3088) is not a substitute for baggage identification tags.*** Luggage identifications tags (passenger or Amtrak supplied) must be attached to luggage as defined in Chapter 4 “*Baggage Handling*”, Section A2 “*Carry-On Baggage Identification Tags Requirements*”.



Figure 4-2 "Canadian Customs Tag" (NRPC 3088)

4. Continental Airlines Passengers

Carry-on luggage limits will not apply to Continental Airlines "involuntary rerouted" passengers.

5. Military Passengers on Active Duty

Passengers traveling under Military travel orders are exempt from baggage size, weight and quantity limitations. Obtain assistance from another employee or possibly the military person in order to load or unload baggage with weight over 50 lb/23 kg.

6. Excess Baggage

- a) **In cases where passengers arrive at trainside with carry-on baggage that clearly exceeds the permitted amount**, OBS and Train Service employees must not permit the passenger(s) to board the train with the excess luggage.
- b) **Passengers exceeding the carry-on baggage limits**, traveling between points where checked baggage service is available, should be instructed to check their excess luggage.
 - It is important that instances where passengers are not permitted to board trains due to excess luggage be handled with tact and professionalism.
 - It should be explained to those passengers that Amtrak security standards have been implemented placing limits on the size, weight and amount of luggage that can be brought on-board the train.
 - Alternative options should be offered at staffed stations, where practicable.

7. Firearms or Weapons Carried On-Board

Firearms, ammunition and/or other weapons, whether or not packaged (assembled or disassembled),

are prohibited in carry-on baggage or on the person at all times, even if the person has a permit to carry. The only exception is if the person is a “qualified active law enforcement officer” as defined in Chapter 1 “*Safety & Security*”, Section 4 “*Law Enforcement Issues*”.

8. Folding Bicycles

Folding bicycles may be brought aboard passenger cars as carry-on baggage. Only true folding bicycles (bicycles specifically designed to fold up into a compact assembly) are acceptable and must be able to fold into a size no greater than 34" x 15" x 48".

Generally, folding bicycles have small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles, and may not be stored aboard the train as a carry-on folding bicycles. Folding bicycles must be folded before boarding the train and will not count against the two-baggage carry-on limit. Folding bicycles can only be stored in luggage storage areas at the end of the car (or, in Superliners, on the lower level). Folding bicycles cannot be stored in overhead luggage racks, vestibules or in reserved (ticketed) bicycle racks.

9. Full Size Bicycles and Surfboards

a) **Pacific Surfliner Trains 550-599 and 750-799**

Passengers are permitted to bring bicycles and surfboards on-board. Trains 798-799 operating with Horizon equipment are not equipped with bicycle racks. When *Pacific Surfliner* equipment is substituted with Horizon or Superliner equipment, neither bicycles nor surfboards are accepted on this equipment (advance notice is often not provided).

Conditions of travel:

- Reservations not required (first come, first serve).
- No charge.
- Passenger must place bicycle in the self-service racks.
- Six bicycle racks are available per train (two cars with three racks each).
- No tandem bikes allowed.
- Surfboards must be in a carrying case and no longer than 7 feet.

b) **Capitol Corridor Trains 520-549 and 720-749 and San Joaquin Trains 701-717**

Passengers are permitted to bring bicycles on-board.

Conditions of travel:

- Reservations not required (first come, first serve).
- No charge.
- Passenger must place bicycle in the self-service rack on the lower level.
- Each car holds only three bicycles. If the racks are filled, the passenger must go back to the platform and board another car.
- Bicycles ARE NEVER to be stored in the open area designated for wheelchairs.

c) **California Thruway Buses 3000 to 6999**

Unboxed bicycles may be placed in the storage bin under the buses connecting with *Capitol Corridor* or *San Joaquin* trains.

- Passengers assume the risk – Amtrak has no liability.
- No tandem bikes allowed.

d) **Amtrak Cascades Trains 500-517**

Passengers are permitted to bring bicycles on-board if placed in special racks located in the Talgo trainset Baggage Car. (If trains 510 and 517 are operating with Superliner equipment, bicycle racks will not be available.)

Conditions of travel:

- Reservations are required.
- Passenger must be ticketed for the same train.
- Passenger will load and off load bicycles at the Baggage Car. They may use their own locking device (if he or she chooses).
- If the Talgo equipment is not operating, bicycles must ONLY be handled as checked baggage.

e) **Downeaster Trains 680-697**

Unboxed bicycles are permitted in the baggage compartment of the Cab Car.

Conditions of travel:

- Reservations are required.
- There is a \$5.00 charge for the bicycle.
- Bicycles will be placed in the baggage compartment of the Cab Car.

f) **Heartland Flyer Trains 821-822**

This train operates with Superliner equipment.
Bicycles are not permitted on-board the train.

g) **Illinois/Missouri Service Trains 300-series**

Passengers are permitted to bring full sized bicycles on-board the following trains:

- Chicago – Quincy
- Chicago – Carbondale (Does not include the *City of New Orleans*)
- Chicago – St. Louis (Does not include the *Texas Eagle*)
- St. Louis – Kansas City

Conditions of travel:

- Reservations are required.
- Passengers are required to remove the front tire and use a bungee cord to secure the wheel to the frame.
- Passengers are required to load and off load the bicycle.
- Passengers are required to place the bicycle in the overhead rack.

h) **Piedmont Trains 73-74**

Passengers are permitted to bring bicycles on-board.

Conditions of travel:

- Reservations are required.
- Bicycle reservations must be on the same train the passenger is traveling.
- There is no charge for bicycles.
- Bicycles do not need to be boxed.
- Station agent is to place a checked baggage tag on the bicycle, even if the destination is an unstaffed station.
- Bicycles are placed in the Baggage Car by an employee.
- There are six bicycle slots per train.
- At the passenger's destination, bicycles are given to the passenger when their claim check is presented at the Baggage Car.

B. Checked Baggage

1. Checked Baggage Policy Requirements

- a) **Passengers are permitted to check up to three (3) pieces** (suitcase, truck, garment bag, etc) per persons at no charge.

- b) **Segways and Hoyer Lifts that are checked**, are exempt from additional charges.
- c) **In addition to the three (3) pieces of baggage at no charge**, passengers are permitted to check an additional three (3) pieces of baggage for \$10.00 each. Additional baggage must be sent by Amtrak Express.

2. Firearms in Checked Baggage

On December 15, 2010, Public Law 111-117 permitted passengers to check unloaded firearms and ammunition on Amtrak trains within the United States that offer checked baggage service. This law does not apply to Amtrak trains to Canada or Thruway Bus Services that provide checked baggage.

Under no circumstances is a non-law enforcement passenger or employee permitted to carry firearms or ammunition on-board Amtrak trains either on their persons or in carry-on baggage. (*Refer to chapter 1, section 4 “Law Enforcement Issues”, letter B. “Firearms and Weapons On-Board Trains”*)

The Conductor/Assistant Conductor will be responsible for overseeing checked baggage and the loading/unloading of long gun cases (rifles and shotguns) from the designated secure on-board firearms storage area located within the train or Baggage Car until relieved en route (crew transfer point) or arrival at final destination.

- a) **Checked Baggage Containing Handguns/Starter Pistols/Ammunition – All Trains Except *Pacific Surfliner* and *San Joaquin*.**
 - Firearm case(s) or ammunition that are contained inside checked baggage will follow normal handling procedures for checked baggage and must not be segregated from other baggage for that train or transported in a secured transport float.
 - After the baggage leaves the origin city, there should be no knowledge conveyed that firearms/ammunition exists in this baggage.
- b) **Checked Baggage Containing Handguns/Starter Pistols/Ammunition – *Pacific Surfliner* and *San Joaquin*.**

- Once Amtrak takes possession of checked baggage containing handgun cases or ammunition, it must be secured at all times.
- Checked baggage containing handgun cases or ammunition must be transported to and from the station in a secured firearms float.
- Load/unload the checked baggage containing handgun case(s) and/or ammunition transferring them to/from the secured firearms storage area on the train.
- Baggage Agents may load/unload checked baggage containing handgun cases or ammunition but **must not** load/unload long gun cases without notifying the train crew. *Stations have been provided with number 102 switch lock keys that can open the secured on-board firearms storage area.*
- The origin station must contact the destination station via telephone to notify employees of the incoming handgun cases or ammunition in checked baggage.

c) **Long Gun Cases – All Trains**

- Once Amtrak takes possession of a long gun case (rifles and shotguns), it must be secured at all times.
- Secured on-board firearms storage areas can only accommodate a maximum of six (6) long gun cases.
- Station baggage personnel will transport long gun cases to/from trains in a secured baggage float.
- Station baggage personnel will load/unload the long gun case(s) from the secured baggage float transferring case(s) to/from the Conductor/Assistant Conductor.
- The Conductor/Assistant Conductor will be responsible for loading/unloading long gun case(s) to/from the secure on-board firearms storage area provided on the train. *The locks on the secured storage cabinets can be unlocked with a number 102 switch lock key.*

d) **Train Manifest**

The train manifest will be used to track which long gun case(s) have been loaded and unloaded from the train.

- Long gun case(s) reservations are noted after the special service request section in the train manifest.
 - Conductors/Assistant Conductors are required to legibly print their initials on the appropriate line verifying the long gun case(s) that have been loaded or unloaded at the station.
 - At the completion of the trip, or when a crew is relieved in route (crew transfer point), the manifest page containing the long gun case tracking information must be removed from the manifest and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
 - The relieving crew is responsible for comparing the original manifest page in the “*Trains Earnings Reports Envelope*” (NRPC 158) with the actual long gun case(s) on-board the train.
 - If long gun case(s) continue to be loaded and unloaded, the relieving crew will document by printing their initials on the original manifest page contained in the “*Trains Earnings Reports Envelope*” (NRPC 158).
 - If new long gun cases have been listed on the relieving crew’s train manifest, printed initials will be placed next to the newly listed guns with this page of the manifest being included with the original manifest gun case tracking page in the “*Trains Earnings Reports Envelope*” (NRPC 158).
- e) **Station employees have been provided with number 102 switch lock keys**, but will not open a secure on-board firearms storage area unless they have made multiple attempts to contact the crew.
- f) **Station employees can load/unload long gun cases if the Conductor/Assistant Conductor is unable to work the Baggage Car** or designated secure on-board firearms storage area.
- Station employees will load/unload long gun cases.
 - Station employees must contact the Conductor/Assistant Conductor with the number of long gun cases that are loaded/unloaded.
 - Conductor/Assistant Conductor must inventory the firearms storage area updating the manifest whenever long gun cases are loaded or unloaded.

- g) **In cases where the station employee does not meet the train at arrival**, the Conductor/Assistant Conductor is to remain at the Baggage Car until the firearms are released to the station personnel.
- h) **When firearms discussions take place face-to-face or over the radio between employees in the presence of passengers**, employees should refrain from mentioning firearms. The discussion should be communicated in this manner: *“One item was removed from the secured area in the Baggage Car” or “Two items have been added to the secured area on the train”*.
- i) **Unaccompanied minors may check unloaded firearms and/or ammunition** in accordance with normal firearms handling procedures.
- j) **Employee pass riders traveling on their personal passes in a non-duty, non-travel status** (vacation, personal leave, rest days, etc.) may check firearms under the same policies as for revenue passengers.

3. Firearms in Checked Baggage – Unusual Circumstances

a) **Recording of Delays Caused by Checked Baggage Firearms:**

Delays caused by or related to unloading firearms or ammunition in checked baggage should be coded "HLD". They will be considered a type of Passenger-and-Baggage Delay. The explanation for any such delays must begin with the word **"FIREARM"** so the delay can be easily distinguished from other types of "HLD" delays. The word "FIREARM" may either be used as the first word in the delay explanation, or be a stand-alone word before the rest of the explanation.

b) **Passenger Removal**

- If a passenger is removed from the train and has checked baggage, the Conductor must contact CNOC (302) 683-2299 with the passenger's travel reservation number and the baggage tag numbers before releasing the checked baggage to the passenger.
- CNOC will be able to identify if the passenger has a firearm or ammunition in their checked baggage.
- The baggage tag or manifest will identify if a long gun is on-board.

- Under no circumstances will checked baggage involving a firearm be released to the sole custody of the passenger that is being involuntarily removed from the train.
- The Conductor must advise responding police that the passenger is transporting firearms.
- The Conductor and police will determine if:
 - the police will take possession of the firearms.
 - the station where the passenger is removed will take possession of the firearms, provided that the station can handle checked firearms.
 - the firearms will remain on-board the train to the ticketed destination station.
- If the firearms or ammunition in checked baggage are not taken off the train with the passenger, the checked firearms or ammunitions should remain on the train to the station that it was checked. The checked firearms or ammunition will be handled as outlined in section 3.e “*Missing, Mishandled or Delayed Firearms*”, but the passenger will not be eligible for reimbursement expenses.
- The Conductor must notify CNOC (302) 683-2299 of the status of the firearm(s).
- CNOC will record the status of the firearm(s) in the “Ticket” field of the “Remarks” section of the PNR.

c) Derailment

- During a derailment situation, the Conductor will need to provide first responders with the quantity and location of on-board firearms.
 - The train manifest will list any long gun cases onboard the train.
 - Contact CNOC (302) 683-2299 to determine checked baggage containing firearms.
- Emergency crews should be the only ones permitted near the car containing the secured on-board firearms storage area if the car is on fire.
- If the passengers are taken to a shelter, the checked firearms and ammunition should be stored in a separate secured area. If a passenger needs other items out of the suitcase that contains firearms and ammunition, they should be permitted to remove those items and then

return the baggage with the checked firearms and ammunition to the secured area.

d) **Service Disruptions – Bussing**

- If train service is interrupted and the passengers have to be bussed, all firearms must be loaded in the storage bins under the bus.
 - No firearms in checked baggage may be loaded in the passenger areas of the bus.
 - Long gun cases should be loaded together in the same storage bin, but other baggage can also be loaded in this bin.
 - The storage bin containing long gun cases should be locked if possible.
- Contact CNOC (302) 683-2299 to determine checked baggage containing firearms.
- An Amtrak employee does not need to ride with the bus.
- If an Amtrak employee does not accompany the bus, the bus driver can become Amtrak's representative.
- When the bus arrives at its final destination, an Amtrak agent must take charge of the luggage – especially the long gun cases. *The destination station would have received a notice that long gun cases were coming and should prepare for the arrival of the bus with the secure firearms float if possible.*
- If the bus is being utilized to reconnect to rail service at an intermediate point, the transfer station must be notified by the Amtrak employee in charge at the station the bus was dispatched from, of any firearms that must be handled. *The intermediate station should use the secure firearms float to transport long gun cases from the bus to the train.*
- Checked hand guns and ammunition may continue to ride anonymously as long as checked baggage is not placed in the passenger area of the bus.
- If a bus company refuses to accept firearms, allow the passengers to travel along with any checked luggage that does not contain firearms. *Alternate transportation will need to be arranged to carry the firearms.*
- In situations where Amtrak will be providing prolonged bus operations to replace rail service,

firearms and ammunition in checked baggage must continue to be accepted if checked baggage service is being offered. *If checked baggage service is suspended, firearms and ammunition in checked baggage service can also be suspended.*

e) **Blanked or Shopped Car**

- If a car containing a secured on-board firearms storage area is blanked or shopped in route, firearms must be moved to a secured locked bathroom or other lockable area within the car.
- Firearms contain within checked baggage cannot be stored in the same car that passengers occupy unless the firearms are in a secured locked bathroom or other lockable area within the car. Contact CNOC (302) 683-2299 to determine which checked baggage containing firearms.
- If a Coach Car is provided to replace a Baggage Car.
 - The Coach Car should be locked when long gun case(s) are being transported within the car.
 - If the Coach Car cannot be locked, all long gun cases must be secured separately in a locked bathroom or other lockable area within the car.
 - If there is no lockable space in the car, all long gun cases must be transported in the next available Baggage Car. The Conductor can use the manifest to determine which passengers are transporting long gun cases and notify them that the next available Baggage Car will be transporting their firearms.
 - Handgun cases and ammunition contained inside checked baggage may be transported in an unlocked Coach Car not occupied by passengers.
- Contact CNOC (302) 683-2299 to determine checked baggage containing firearms.

f) **Missing, Mishandled or Delayed Firearms/Ammunition**

Station employees will use the follow steps when handling missing, mishandled or delayed firearms/ammunition.

- Verify the passenger has a firearms checked baggage receipt.
- If the firearm is a long gun case, check with the station agent to determine if an alert was sent through the Arrow system notifying the destination station that a long gun case is being stored inside the secured storage cabinet of the incoming train's Baggage Car that should be offloaded.
- If long gun case(s) do not arrive on the same scheduled train that the passenger is riding, the Baggage Agent must contact the origin station at the first opportunity to confirm that the long gun case(s) was loaded on the train.
- Check with the Conductor if it's a long gun case to ensure the firearm was removed from the storage locker.
- Baggage that is mishandled or misconnected during a passenger's trip resulting in a delay of baggage containing firearm case(s) and/or ammunition, Amtrak will ship the firearm case(s)/ammunition to the departure or destination station at the passenger's discretion.
 - At no time will Amtrak ship the firearm case(s)/ammunition using other means of transportation other than Amtrak's checked baggage service.
 - The passenger will be required to pickup their firearm case(s)/ammunition at the designated station and will be reimbursed for their expenses.
 - Passengers will be reimbursed up to 200 miles round trip at the current rate per mile allowance.
 - The maximum for transportation costs other than the passenger's personal vehicle is \$100.
 - Receipts are required from the passenger and should be reimbursed through an EEV.
 - For mileage, the passenger should provide the address of where they are staying.
 - Costs in excess of the above mentioned limits must be approved by the District Manager.
 - Misrouted firearm case(s) are not to be delivered by employees, taxis or any other courier services.

- If unsuccessful in locating the item, Amtrak Police must be notified at (800) 331-0008 to respond and initiate a lost or stolen property report. Once the Amtrak Police have been notified call CNOC's 24-Hour Operations Customer Services Desk (302) 683-2299.

4. Checked Baggage To or From Canada

- Passengers crossing the border must be on the same train as their checked baggage.
- Unaccompanied baggage will be turned back at the border.
- Each piece of baggage must have an identification tag and be unlocked to allow Boarder Patrol inspections.
- Firearms and ammunition are not allowed in checked baggage on trains going to Canada.

5. Prohibited Checked Baggage Items

The following items must not be accepted as checked baggage:

- Animals
- Books (applies to boxes or containers of books)
- Phonograph records, tapes, etc.
- Cameras and photographic accessories
- Controlled or illegal substances
- Electronic equipment (TVs, computers, video games, etc.)
- Dangerous or hazardous items (fireworks, flammable items, radioactive materials, etc.)
- Fishing poles not in containers
- Fragile articles (antiques, art work, etc.)
- Hand trucks
- Household goods (appliances, china, clocks, furniture, hooded hair dryers, sewing machines, silverware, etc.)
- Liquids (including toiletries such as perfumes)
- Medications and prescriptions
- Motorized vehicles and engines
- Office equipment (calculators, typewriters, etc.)
- Perishable items (food, plants, etc.)
- Sailboards with masts
- Tennis rackets
- Tools and tool boxes
- Tow-bars, trailer hitches, etc.
- Valuable items (credit cards, coin or stamp)

collections, gems and minerals, irreplaceable papers and manuscripts, jewelry, stock certificates, watches, etc.)

- Weapons other than handguns, firearms and ammunition
- Any other oversized or overweight item, or an item unsuitably packed or too fragile to withstand normal handling

6. Unsuitable Containers

Containers which are too fragile (paper or plastic bags), unable to withstand cold (plastic containers), have exposed hooks which can damage other baggage, or woven items which can be easily pierced are not to be accepted as checked baggage.

C. Wheelchairs, Scooters and Segway Personal Transporters

There are occasions when disabled passengers will chose to check a mobility device, such as a battery operated wheelchair or scooter. A passenger may bring a lighter weight device on the train while checking the heavier more cumbersome battery operated unit.

1. Wheelchairs and Scooters

a) **The following wheelchairs and scooters are allowed in checked baggage:**

- Non-motorized wheelchairs are accepted at all baggage stations.
- Four-wheel wheelchairs with only the two large wheels powered.
- Three wheel powered scooters (i.e., Rascals) which should be dismantled by the customer to the extent possible and palletized for protection enroute.

b) **Wheelchairs and scooters with all four wheels battery powered** cannot be accepted in checked baggage.

c) **Battery powered wheelchairs and scooters can be checked as baggage**, if the following applies to both origin and destination:

- The station has high level platforms or,
- The station has a low level platform and is equipped with either a forklift or wheelchair lift

(unit cannot weigh more than 600 lbs in total)
or,

- The station has a low level platform and is served by Superliner Coach-Baggage Cars with an on-board ramp.

2. Segway Personal Transporters

The Segway Personal Transporter does not qualify as a mobility assistance device.

Segway Personal Transporters can only be transported as checked baggage and must be boxed for the unit's protection (customer to supply box).

Segway Personal Transporters cannot be brought inside the passenger space of the train due to their large size and heavy weight, which prevents safe loading. The Segway's design also prevents storing or securing of the unit against undesired movement in the event of an emergency.

3. Hoyer Lifts

Hoyer lift can only be transported as checked baggage and must be boxed for the unit's protection (customer to supply box). The Hoyer Lift cannot be brought inside the passenger space of the train due to the Hoyer Lifts' size. In addition, the lift can not be secured in the body of the car.

The Hoyer Lift is used to lift an individual from one area to another. An example would be to lift someone from a motorized chair to a non-motorized chair.

D. Regular Bicycles

Regular bicycles must be checked as baggage in a box (with handlebars and pedals removed) or other secure container on trains offering checked baggage. Regular bicycles will not count against the two-baggage carry-on limit and must never be transported in the vestibule of any car. Trains having specially designed equipment that can safely and securely accommodate the storage of regular bicycles as checked baggage without boxes are as follows:

- Amtrak Cascades – six reserved regular bicycle spots per train

- Piedmont – six reserved regular bicycle spots per train
- Downeasters – eight reserved regular bicycle spots per train
- Most Pacific Surfliner Cars – three regular bicycle spots per car, first come, first serve
- 1st Generation California Cars (Capitol Corridor and San Joaquin) – three regular bicycle spots per car, first come, first serve
- Heartland Flyer – up to four regular bicycle spots per train (depending on consist)

E. Snowboards, Surfboards, Golf Clubs and Kayaks

- Snowboards, surfboards and golf clubs** may only be handled as checked baggage on Amtrak trains unless they can be safely stowed in the exterior lockers on Superliner equipment or on-board equipment that is specifically designed to safely and securely accommodate the storage of those items (e.g., surf boards on Capitol Corridor and Pacific Surfliner trains). Snowboards, surfboards and golf clubs will not count against the two-baggage carry-on limit and must never be transported in the vestibule of any car.
- Kayaks are only permitted as checked baggage** if they are marked fragile and have an identification tag.

F. Ski Equipment

Ski equipment can be handled as checked baggage or as unchecked baggage (if the ski equipment can be safely stowed in the exterior lockers on Superliner equipment or on-board equipment that is specifically designed to safely and securely accommodate ski equipment) or as carry-on baggage (as long as the skis and poles are contained in a ski bag that can be secured to the overhead luggage rack with tie wraps). Ski equipment will not count against the two-baggage carry-on limit and must never be transported in the vestibule of any car.

G. Scouting Organizations

Such luggage dimension limits will not apply to scouting and other organizations that require backpacks of a specific size. Luggage requirements

should be established beforehand whenever practical, so that appropriate accommodation may be made for special groups.

H. Parcel Check

Parcel Check service is available at many staffed stations in the Amtrak system for the temporary storage of items. There is a charge of \$3.00 per item per 24 hours or fraction (\$4.50 in NYP) thereof.

I. Pass Riders

Amtrak pass riders have the same restrictions and coverage as fare paying passengers.

Chapter 5

Uniform & Grooming

Introduction

While each of us is important to Amtrak's success, those providing direct service to our customers have a unique role. As a front line employee of Amtrak, you create a deep and lasting impression on our customers. An employee's behavior and appearance send clear messages about how they feel about themselves, their responsibilities and their company. In turn, our customers form impressions about Amtrak from its employees – impressions of reliability, consistency, proficiency and courtesy. An employee's neat, polished and professional appearance helps to create a positive image of Amtrak for the traveling public and is the first step for providing excellent service. In this chapter, employees will find uniform and grooming standards designed to help them present a professional and consistent appearance.

A. Policy

Uniformed employees are required to abide by all uniform and grooming standards outlined in this chapter and/or any other official memo, bulletin, advisory or other document issued by Amtrak. Any questions regarding these standards should be directed towards your immediate supervisor for clarification.

All employees on duty must wear the regulation uniform as designated by Amtrak. Components for the uniform can only be ordered through the Amtrak Uniform Program. It is supervision's responsibility to assist employees in complying with the policy and to enforce as necessary.

You must wear the required uniform components for your particular job/craft only. Uniform Coordinators can provide you with specific information. All components must be issued by the Customer Services Department and obtained from an approved Amtrak vendor unless specifically authorized otherwise (e.g., some special-size items). Each of you has a responsibility to create a positive image of yourself and Amtrak when in uniform. The uniform and grooming standards are designed to enable you to achieve this goal through a consistent, professional appearance.

Uniform guidelines and grooming standards can be found in the uniform catalog titled “The Uniformed Look”, and on Amtrak’s Intranet and the Customer Services Department Website at: <http://customerservice.amtrak.com>

B. Uniform Component Guidelines

Amtrak’s Uniform Program is a component system that provides employees with a consistent look and image. Each craft has a *Prescribed Uniform* using specific components that are worn year-round. During certain work situations, weather conditions or months of the year, specified uniform components can be added or removed to the prescribed uniform. Uniform items not specifically mentioned are not authorized. Uniforms and company accessories are to be worn only while on duty. Employees, who commute to and from work by Amtrak or commuter rail service trains, may wear their uniforms but *must* remove all Amtrak accessories.

1. Train Service Employees

Conductor and Assistant Conductor

a) Prescribed Uniform

The prescribed uniform includes the navy jacket with or without collar eyelets (collar eyelets require collar pins), navy pants, plain white long sleeve shirt/blouse, approved custom red or blue neckwear and navy pillbox-style hat with appropriate pewter hat badge. (*Refer to Figure 5-1*)

b) Uniform Options

The navy vest or sweater is optional, but may not be worn without the jacket. The vest and sweater cannot be worn simultaneously. The female long style vest is not permitted. The white short sleeve shirt/blouse without epaulets (no longer available from Amtrak) and the white short sleeve shirt/blouse with epaulets and slides may be worn year-round only when covered with the prescribed jacket. Previously issued navy pleated trousers/slacks are authorized to be worn. Maternity clothing is available upon request.

c) **Seasonal Uniform Options**

During the period from May 1 to October 31 or when there are periods of sustained temperatures exceeding 80-degrees during the year, Train Service employees may remove their jacket as long as the prescribed white long sleeve shirt/blouse or the white short sleeve shirt/blouse with epaulets and appropriate slides is worn. The short sleeve shirt/blouse with epaulets is always worn with the appropriate slides and is never worn without slides. When the jacket is removed, the vest, sweater and short sleeve shirt/blouse without epaulets cannot be worn. (Refer to Figure 5-2)



Figure 5-1 – Prescribed Uniform for Conductor and Assistant Conductor

d) **General Uniform Information**

All uniform components must be issued by Amtrak, excluding white short sleeve shirts/ blouses without epaulets. Blue on blue slides with four hash marks must only be worn by the employee designated “Conductor” per the job assignment. Blue on blue slides without hash marks must only be worn by the employees designated as “Assistant Conductor” per the job assignment. Amtrak photo ID must be worn at all times. Amtrak nametag must be worn on left breast panel of uniform at all times while on duty.



Figure 5-2 – Correct Seasonal Uniform Option for Conductor and Assistant Conductor

e) **Non-Compliant Issues**

- The Conductor in Figure 5-3 cannot wear this short sleeve shirt without epaulets in this manner. The white short sleeve shirt/blouse without epaulets (no longer available from Amtrak) must always be worn with the prescribed jacket.
- The Conductor in Figure 5-4 cannot wear this short sleeve shirt with epaulets in this manner. The white short sleeve shirt/blouse with epaulets must always have the correct slides attached or worn with the prescribed jacket.
- A vest is never to be the outermost garment. If a vest is worn, the prescribed jacket must be the outermost garment.



Figure 5-3 – Non-Compliant Usage of Short Sleeve Shirt without Epaulets for Train Service Employee

Figure 5-4 – Non-Compliant Usage of Short Sleeve Shirt with Epaulets for Train Service Employee

NON-COMPLIANT

2. On-Board Service Employees

Lead Service Attendant – Diner (LSA–Diner)

a) Prescribed Uniform

The prescribed uniform includes the navy blazer, navy pants (navy dress or navy skirt), plain white long sleeve shirt/blouse and approved custom red or blue neckwear. (*Refer to Figure 5-5*)

b) Uniform Options

Previously issued navy pleated trousers/slacks are authorized to be worn. Female skirts and slacks are interchangeable. Maternity clothing is available upon request.

c) General Uniform

Information All uniform components must be issued by Amtrak. Amtrak photo ID must be worn at all times. Amtrak nametag must be worn on left breast panel of uniform at all times while on duty.



Figure 5-5 – Prescribed Uniform for (LSA-Diner)

3. On-Board Service Employees

Lead Service Attendant, Service Attendant, Train Attendant and Sleeping Car Attendant

a) Prescribed Uniform

The prescribed uniform includes the navy vest, navy pants (navy dress or navy skirt), plain white long sleeve shirt/blouse and approved custom red or blue neckwear. (*Refer to Figure 5-6*)

b) Uniform Options

A blazer may be worn individually or over the vest and cardigan sweater. The vest and cardigan sweater cannot be worn simultaneously. A white short sleeve shirt/blouse without epaulets (no longer available from Amtrak) may be worn year-round when covered with the prescribed blazer, vest or sweater.



Figure 5-6 – Prescribed Uniform for On-Board Service Employees

A white short sleeve shirt/blouse with epaulets and appropriate slides may be worn year-round when covered with the prescribed blazer or sweater but not the vest. When an apron is worn (LSA/SA only), it must be the outermost garment and can only be worn over the prescribed white long sleeve shirt/blouse or the prescribed white short sleeve shirt/blouse with epaulets and appropriate slides. Aprons cannot be worn over a blazer, vest, sweater or a white short sleeve shirt/blouse without epaulets. Previously issued navy pleated trousers/slacks are authorized to be worn. Maternity clothing is available upon request.



Figure 5-7 – Correct Seasonal Uniform Option for On-Board Service Employees

c) **Seasonal Uniform Options**

During the period from May 1 to October 31 or when there are periods of sustained temperatures exceeding 80-degrees during the year, On-Board Service Employees may remove their vest, as long as the prescribed white long sleeve shirt/blouse or the white short sleeve shirt/blouse with epaulets and the appropriate slides are worn. The short sleeve shirt/blouse with epaulets is always worn with the appropriate slides and is never worn without slides. (*Refer to Figure 5-7*)

d) **General Uniform Information**

All uniform components must be issued by Amtrak, excluding white short sleeve shirts/blouses without epaulets. On-Board Service Employees must use the white on blue slides. Amtrak photo ID must be worn at all times. Amtrak nametag must be worn on left breast panel of uniform at all times while on duty.

e) **Non-Compliant Issues**

- The On-Board Service employee in Figure 5-8 cannot wear a vest over this short sleeve shirt with epaulets and slides in this manner. A white short sleeve shirt/blouse with epaulets and the appropriate slides is not permitted when a vest is worn.
- The On-Board Service employee in Figure 5-9 cannot wear a vest over this short sleeve shirt with epaulets in this manner. A white short sleeve shirt/blouse with epaulets minus slides is not permitted when vest is worn.



Figure 5-8 – Non-Compliant Usage of Vest over a Short Sleeve Shirt with Epaulets and Slides for On-Board Service Employee



Figure 5-9 – Non-Compliant Usage of Vest over a Short Sleeve Shirt with Epaulets for On-Board Service Employee

- The On-Board Service employee in Figure 5-10 cannot wear this short sleeve shirt without epaulets in this manner. A white short sleeve shirt/blouse without epaulets must always be worn with the prescribed blazer, vest or sweater.
- The On-Board Service employee in Figure 5-11 cannot wear this short sleeve shirt with epaulets in this manner. A white short sleeve shirt/blouse with epaulets must always have the correct slides attached or must be worn with the prescribed blazer.



Figure 5-10 – Non-Compliant Usage of Short Sleeve Shirt without Epaulets for On-Board Service Employee



Figure 5-11 – Non-Compliant Usage of Short Sleeve Shirt with Epaulets for On-Board Service Employee

NON-COMPLIANT

4. On-Board Service Employees

Chef

a) Prescribed Uniform

The prescribed uniform includes the apron, beard net, chef coat, chef hat or baseball cap and chef trousers. (*Refer to Figure 5-12*)

b) Uniform Options

The chef coat may be worn with or without the apron. The chef hat is only to be worn by the Chef. Maternity clothing is available upon request.

c) General Uniform Information

All uniform components must be issued by Amtrak. Amtrak photo ID is not required during food preparation, for safety reasons. Amtrak nametag or embroidered nametag must be worn on left breast panel of uniform at all times while on duty.



Figure 5-12 – Prescribed Uniform for Chef Employees

C. Dress Wear

Proper cleaning and maintenance of all uniform articles are required. The prescribed uniform must be worn and in a presentable condition at all times.

- Company photo identification must be worn and be clearly visible above the waist at all times while on company property, in accordance with Amtrak's Employee Security Handbook.
- Maintain all uniform items in a clean, crisp, and presentable condition at all times.
- Uniform must fit well and not be excessively tight or baggy.
- Avoid overstuffing pockets that cause bulging or distort the shape of the uniform item. (*Shoulder pouches and/or hip pouches are available to accommodate COTS and other forms that are required.*)
- Uniform items may not be changed in any way. (*For example, do not have pants/slacks altered so that they are tapered, pegged, or cuffed.*)
- Suit jackets or blazers may be buttoned or unbuttoned and worn over all uniform components.
- Sweaters are not permitted to be worn over vests.
- Vests, when worn, must always be buttoned.
- Vests are not permitted to be worn over short sleeve shirts that have epaulets.
- Pants/slacks must be tailored to fall at the front of the instep of the shoe without breaking and to the seam of the heel of the shoe at the back.
- Belts must be worn at all times, except with skirts.
- Skirt lengths are not to be any shorter than two (2) inches above the knee.
- Plain white dress shirts must always be fully buttoned and worn with a knotted tie.
- Cuffs on the shirt/blouse must always be buttoned and must never be rolled up or tucked under.
- Shirts/blouses must be worn inside the pant or skirt at all times.
- Shirts/blouses must not be monogrammed.
- Plain white blouse must be fully buttoned when wearing the jabot.
- Blouse may be worn with the top button open when wearing the scarf.
- Collars must lay flat and not be turned up around neck. (*If jackets are worn, make sure the collar stays flat inside the jacket.*)

- Train Service females are not allowed to wear the scarf and must always wear their blouses fully buttoned with the jabot.
- Outerwear garments that are Amtrak-issued may be worn with the uniform while on duty.
- Outerwear garments not issued by the company must be navy and similar to the style of the Amtrak-issued.
- Outerwear may not be worn on-board trains while performing duties (e.g., ticket lifts, or serving food).
- Hats that are required, must be worn when in uniform. (*When entering the Dining Car, hats must be removed and carried under the arm as a matter of common civility.*)
- Only Amtrak-issue skull caps may be worn while on duty (in drafty outdoor areas such as platforms while entraining and detraining passengers) by OBS employees who do not have a hat as part of their prescribed uniform.
- Gloves must be black and only worn when outdoors.
- Train service employees are only authorized to wear the prescribe pillbox-style hat while on duty.
- Suspenders, when worn, must be under the jacket or vest.

D. Personal Appearance and Hygiene

Employees are the face of Amtrak. Everything you do while in uniform reflects on the company. Customers notice and appreciate a friendly tone of voice, open and attentive body language and a caring, helpful attitude. These are the things that keep passengers coming back. Remember, a genuine smile is part of every Amtrak uniform.

- Employee's hygiene should be non-offensive, even when deadheading or off-duty.
- Employee's appearance should always be neat, clean and professional at all times in the presence of passengers, even when deadheading or off-duty.
- Use of a lightly scented perfume, cologne or after-shave lotion is permitted.
- Tattoos may not be visible while in uniform.

1. Hair

a) Both Males and Females

- Hair must not extend below the shirt collar.

- Hairstyles must not exceed 11/2 inches in fullest.
- Hair and scalp should be clean and contribute to an overall neat appearance.
- Hairstyle should be professional and business-like.
- Hair color must be natural looking.

b) **Males**

- Hair may not be worn in ponytails, spikes or punk rock styles.
- Hairpieces may be used provided they are natural looking.

c) **Females**

- Shoulder length or longer hair should be secured and pulled back.
- Hair may not be worn in spikes or punk rock styles.
- Conservative hair accessories may only include black colored barrettes, bows, hair combs, hair bands and banana combs.
- Hairpieces including wigs, falls and extensions may be used provided they are natural looking.

2. Grooming

a) **Males**

- Sideburns must be even in length, well trimmed, and may not be lower than the bottom of their ear lobe.
- Moustaches should be clean, well shaped, properly trimmed and may not be grown below or outside the upper lip line.
- Beards and goatees must be clean and neat in appearance.

b) **Females**

- Makeup should be tastefully applied.
- Use tasteful and professional blush, lipstick and mascara.
- Foundation, if worn, should complement the skin tone.

3. Nails

a) **Males**

- Nails must be clean and well manicured.
- Length should be even with the top of the fingers.
- Only wear clear nail polish.

b) Females

- Nails should be clean and well manicured.
- Maximum length, for both natural nails and nail extensions is 1/2 inch from the tip of the finger.
- Only wear nail polish that complements the skin tone.
- Nail polish designs, decals and charms are not allowed.

c) Food Service Employees

Food service employees should follow the grooming standards that are outlined in Chapter 3 “*FDA Rules & Inspection Standards*”, section A. “*Food Service Cars*.”

E. Footwear and Accessories

1. Footwear

- Shoes must be black leather, plain, clean and polished.
- Shoes must provide ample protection in the work environment (e.g., cover the entire foot, including toes and heels) and conform to all guidelines.
- Shoes must fasten to the foot and have a definite heel.
- Shoes must cover entire foot including toes and heel.
- Heels may not exceed 2 inches.
- Stacked and platform shoes may not be worn.
- Socks or hosiery are required.
- Hosiery must be skin tone or black sheer only.
- Boots or yard work type shoes are never to be worn with dresses or skirts.
- Only stockings, pantyhose or tights are to be worn with a skirt or dress.
- Socks must only be worn with slacks/trousers and be plain, black and high enough so that the tops do not show at any time.

2. Glasses and Sunglasses

- Select a style of glasses that is business-like and conservative in size and frame color and that complement the facial structure.
- The eyeglass lenses may be tinted slightly.
- Glasses or sunglasses should not be worn on the top of the head.

- Do not wear sunglasses inside trains, stations or facilities. (*Certain medical exceptions may apply.*)

3. Jewelry

Jewelry or ornamentation other than the types described in this section must not be worn.

a) **Both Males and Females**

- All employees must have a working watch that is conservative and business-like.
- Medic Alert bracelets may be worn.
- If a necklace of any type is worn, make sure it is not visible when you are in uniform.
- Only one (1) of the following lapel pins may be worn in addition to the Amtrak name tag. Employees may wear their union affiliation, Amtrak brand, Years of Service, special promotion or an earned Incentive Award Program pin.
- In addition to the Amtrak name tag and one (1) lapel pin, a second military service honors pin with respect to the traditions of the service may be worn (i.e. ribbon pins, unit crests, miniature insignia, blue/gold-star service flags, rosettes, rank insignia, POW/MIA flag, U.S. flag or yellow ribbon insignia).
- Body-piercing ornamentation that is visible to customers is not permitted.

b) **Males**

- Wearing earrings of any type is not authorized.
- A single bracelet or narrow band with a polished or brushed finish is acceptable as long as it is not more than 1/2 inch wide in either gold or silver.
- Employees may wear up to two (2) rings of a conservative size and style. (*Only one ring may be worn on any finger.*)

c) **Females**

- Employees may wear one set of matching earrings (*one in each ear lobe only*).
- A single bracelet or narrow band with a polished or brushed finish is acceptable as long as it is not more than 1/2 inch wide in either gold, silver, white pearl or diamond.
- Earrings must not be larger than 1 inch in diameter (about the size of a quarter) and may be oval, triangular, square, or round in shape.
- Employees may wear up to two (2) rings of a conservative size and style. (*Only one ring may be worn on any finger. Wedding band sets are considered one ring as long as you wear them on the same finger.*)

4. Neckwear

a) Males

- Ties, where required, must be knotted with a Windsor or four-in-hand knot and must be worn at all times.
- Ties must be secured firmly against the collar and cover the top button.
- Do not tuck ties into shirt or under waistband or belt.
- Ties must extend to the top of the belt buckle, but not beyond. (*Refer to Figure 5-13*)



Figure 5-13 – Prescribed Neckwear for Males

b) Females

- Jabots must be secured firmly against the collar.
- Scarves must be worn at the neck. (*Refer to Figure 5-14*)



Figure 5-14 – Prescribed Neckwear for Females

5. Slides

(Refer to Figure 5-15)

EMPLOYEE CRAFT	SLIDE COLORS
Conductor	Blue on Blue with 4 Hash Marks
Assistant Conductor	Blue on Blue without 4 Hash Marks
On-Board Services	White on Blue
Baggage	Red on Blue
Red Cap	Blue on Red



Figure 5-15 – Slide Examples

6. Uniform Name Tags

- a) **Uniform name tags must be either:**
- First initial, last name.
 - First name (official first name or derivative associated with SAP number – no nicknames).
- b) **The first name and/or initial must be your official name associated with your SAP number.**

Example:

If your official name is Michael Smith, Mike is acceptable on your name tag since it is a derivative of Michael. However, if your official name is Michael, you cannot use Joe – even if Joe is your middle name. If you do not want your name tag to display Michael or Mike, you would use M. Smith.

- c) **Name tags must be kept** current, clean, straight and worn on your left breast panel of the uniform.

Chapter 6

Crew Functions & Responsibilities

Introduction

This chapter contains general information, which pertains to all train crew positions. Employee responsibilities are not limited to the following descriptions, and may be augmented or modified by Crew Base management when deemed necessary. On-train crew members are responsible for understanding and following all applicable chapters in the “Service Standards: Manual for Train Service and On-Board Service Employees” that pertain to the type of service being provided.

A. Customer Service Tips for On-Train Service Employees

The following Customer Service Tips provide useful reminders of basic customer service activities designed to enhance the level of our passenger’s satisfaction – that is, the feeling that our service has met or exceeded the passenger’s expectation.

Good customer service is the ability to provide the type of service expected by our passengers before, during and after their trip.

A satisfied passenger is a repeat passenger. If we improve our retention rate by just 1% - that translates into additional revenue totaling over one millions dollars annually.

During the daily Job Briefing, employees must review, discuss and understand the Customer Service Tip as indicated by the Customer Service Tip Calendar.

1. Customer Service Tips Calendar

For On-Train Service Employees

Date	JAN	FEB	MAR	APR
1	1	32	61	92
2	2	33	62	93
3	3	34	63	94
4	4	35	64	95
5	5	36	65	96
6	6	37	66	97
7	7	38	67	98
8	8	39	68	99
9	9	40	69	100
10	10	41	70	101
11	11	42	71	102
12	12	43	72	103
13	13	44	73	104
14	14	45	74	105
15	15	46	75	106
16	16	47	76	107
17	17	48	77	108
18	18	49	78	109
19	19	50	79	110
20	20	51	80	111
21	21	52	81	112
22	22	53	82	113
23	23	54	83	114
24	24	55	84	1
25	25	56	85	2
26	26	57	86	3
27	27	58	87	4
28	28	59	88	5
29	29	60	89	6
30	30		90	7
31	31		91	

Customer Service Tips Calendar

For On-Train Service Employees

Date	MAY	JUN	JUL	AUG
1	8	39	69	100
2	9	40	70	101
3	10	41	71	102
4	11	42	72	103
5	12	43	73	104
6	13	44	74	105
7	14	45	75	106
8	15	46	76	107
9	16	47	77	108
10	17	48	78	109
11	18	49	79	110
12	19	50	80	111
13	20	51	81	112
14	21	52	82	113
15	22	53	83	114
16	23	54	84	1
17	24	55	85	2
18	25	56	86	3
19	26	57	87	4
20	27	58	88	5
21	28	59	89	6
22	29	60	90	7
23	30	61	91	8
24	31	62	92	9
25	32	63	93	10
26	33	64	94	11
27	34	65	95	12
28	35	66	96	13
29	36	67	97	14
30	37	68	98	15
31	38		99	16

Customer Service Tips Calendar

For On-Train Service Employees

Date	SEP	OCT	NOV	DEC
1	17	47	78	108
2	18	48	79	109
3	19	49	80	110
4	20	50	81	111
5	21	51	82	112
6	22	52	83	113
7	23	53	84	114
8	24	54	85	1
9	25	55	86	2
10	26	56	87	3
11	27	57	88	4
12	28	58	89	5
13	29	59	90	6
14	30	60	91	7
15	31	61	92	8
16	32	62	93	9
17	33	63	94	10
18	34	64	95	11
19	35	65	96	12
20	36	66	97	13
21	37	67	98	14
22	38	68	99	15
23	39	69	100	16
24	40	70	101	17
25	41	71	102	18
26	42	72	103	19
27	43	73	104	20
28	44	74	105	21
29	45	75	106	22
30	46	76	107	23
31		77		24

2. Customer Service Tips

For On-Train Service Employees

1. Follow Through

If you say you will do something for the passenger, follow through and make sure it gets done. If you don't know the answer, make every effort to find it.

2. Expectations

Consistently exceed our passenger's expectations. They will appreciate your efforts.

3. Experience

Amtrak is a unique experience. Help ensure that passengers enjoy it.

4. Greetings

Always greet passengers promptly and with a smile, and ask if you can address your customer by name, when appropriate.

5. Praise in Public

Criticize in private. Praise in public.

6. Listen

Listen to our passenger's needs. Give them your complete attention and determine how you can help.

7. Apologize

On behalf of Amtrak, apologize to the customer. Even if it is not your fault. He/she will appreciate and value your apology.

8. Repeat Riders

Your mission is to turn first-time riders into repeat riders!

9. Teamwork

Every employee has a stake in providing great customer service. The company's success depends on it.

10. Communication

Let our passengers know what is going on, even if the news isn't pleasant. They will appreciate your honesty. Effective communication keeps problems small.

11. Attention

Give your full attention and respect to the passenger with whom you are interacting.

12. Empathy

Listen to passengers. Determine what they need. If you cannot provide it, at least try to understand the passenger's point of view and practice empathy.

13. Complaints

Value and listen to our passengers' concerns. They are learning experiences.

14. Anticipation

The more you get to know your passengers, the better you can anticipate their needs.

15. Sincerity

Be sincere. Unpleasant news told with sincerity is appreciated.

16. Team Members

Treat fellow crew members well and with respect. Passengers are watching too.

17. Thank You

A thank you goes a long way. Whenever you get the chance, thank your passengers. Thank them often.

18. Saying Yes

Yes is a powerful word. Use it often.

19. Reassurance

When a passenger has a concern, reassure them that you understand. Rephrase their concerns back to them.

20. Perception

The passenger's perception of Amtrak depends upon the service you provide and how you provide it.

21. Clear Language

Avoid using Amtrak jargon when talking with passengers. This makes us look unprofessional. (i.e. deadhead, hotbox, LSA, etc.)

22. Loyalty

Build passenger loyalty by going above and beyond what passengers expect.

23. Staying Positive

Speak positively about Amtrak and train travel when you are around or talking to passengers.

24. Smile

Sometimes all it takes is a smile.

25. Over Deliver

Try to deliver more than you have promised.

26. Speed

Resolve problems as quickly and safely as possible.

27. Attitude

Project a can-do attitude. Others will notice it.

28. Seniors

Be aware that senior passengers may hesitate to request needed assistance. Always ask.

29. ADA Passengers

Be sure to give special attention to passengers with special needs. "How may I assist you?"

30. First-Class

All passengers deserve first-class service. They have paid for it.

31. Performance

Any one of us may be the customer's only contact with Amtrak. They will judge the whole company on that one person's performance.

32. Job

Treat passengers as if your job depends on it.

33. Great Service

Equipment may develop problems and the train may be late, but the service you provide should reflect friendly and helpful service.

34. Grooming

Be well groomed and neat in appearance.

35. Availability

Always let passengers know where you are located.

36. Patience

Some passengers need more help than others, and some situations will be difficult to handle.

37. Tips

Never solicit, but remember, good service can mean good tips!

38. First-Time Riders

Remember many of our passengers have never traveled by train before and may need more assistance or have questions.

39. Disappointment

When a passenger is disappointed with the service he/she received, make every effort to fix it immediately, if you can.

40. Arguments

You may be right, but never argue with a passenger! Resolve the issue with dignity and respect.

41. Blame

Take the heat even if the customer is wrong.

42. Cleanliness

Litter and overflowing trash make a bad impression on our passengers.

43. Equipment Problems

You may not be able to control problems with the equipment. However, you can control your reaction to the problems.

44. Customer Relations

Exhaust all options to solve a customer's problem, and as a last resort, direct customers to call Customer Relations at 1-800-USA-RAIL.

45. Nice Touches

At station stops, wipe the handrails so customers don't get their hands dirty.

46. Luggage

When practical, safely help passengers with their luggage.

47. Announcements

Clear, concise PA announcements are appreciated by our passengers.

48. Question

If you were the passenger, what kind of service would you want?

49. Information

Information and knowledge are powerful. Share them with our passengers.

50. Complaints

Don't complain to our passengers. They are here to enjoy their trip.

51. Cell Phones

Don't use your cell phone for personal calls in view of passengers.

52. Co-workers

Help your coworkers. Work together. Support each other. Teamwork speaks volumes.

53. Golden Rule

Do unto others what you would want done unto you.

54. Opportunities

Look for an opportunity today to make someone's day better.

55. Travel Options

Remember, passengers chose to travel by train. Make it a great experience for them.

56. Expectations

Exceed the passenger's expectations. They'll love it.

57. Importance

Treat every passenger with importance. They are all important!

58. Ask

Ask your passenger what you can do to give them better service.

59. Thank you

Thank the passenger for riding Amtrak and ask them to ride again!

60. Empathy

Always show courtesy and respect, especially if a passenger is upset.

61. Can-Do

Choose a “can-do” attitude. It pleases our passengers and gives them confidence in us.

62. Perception

Perception is everything. Help passengers feel you are right there, ready to help.

63. Going the Extra Mile

Always go the extra mile to solve a passenger’s problem.

64. Frustrations

Don’t take passenger’s frustration personally. Stay professional.

65. Staying Calm

Do your best to stay calm. Don’t allow yourself to be drawn into an argument. Focus on the issue and solution rather than on the person.

66. Distractions

Put distractions aside and give each passenger your undivided attention.

67. Welcome

Welcome passengers as if they were guests in your home.

68. Family

Treat each passenger the way you would want someone to treat your grandparents, parents, or children.

69. FAST

Customer Service Excellence is Friendly, Attentive, Sincere and Timely. How FAST are you?

70. Weather

Inclement weather in the forecast? Caution and assist our passengers as they en-train and de-train.

71. Trust

Build trust by giving the passenger the benefit of the doubt.

72. Quality

Customer service is as good as the people who provide it. How good are we?

73. Ambassador

Be an ambassador to our passengers from other countries.

74. Transportation Choice

The customer has many transportation options available to them. Provide excellent service so they will choose Amtrak.

75. Children

Help children have positive, memorable train trips. After all, they are our future customers.

76. Pride

Take personal pride in the quality of each passenger's Amtrak experience.

77. Assistance

Step forward and offer assistance to passengers before they ask for help.

78. Alternatives

Offer a positive alternative rather than just telling a passenger "no."

79. Repeating Information

Cheerfully repeat or explain information for a passenger who could not hear or understand it.

80. Assistance

Offer to bring food and drinks to the seat of passengers who cannot easily move through the train.

81. Families

Assist parents who are overwhelmed with children and baggage.

82. Employee Chatter

Complete conversations with other employees later, not while interacting with a passenger.

83. Passenger Requests

Understand that a passenger's request is what is most important to him or her at that moment.

84. Body Language

Use body language that invites passengers to approach you with their questions and needs.

85. Cleanliness

Take pride in the cleanliness and appearance of the train and make it inviting to passengers.

86. Fresh Look

Take a fresh look at the train from a passenger's perspective. Look for what you can improve.

87. Special Trip

Recognize that this may be a special trip for a passenger. Help make it even better.

88. Not My Job

Ask passengers how you can help them rather than telling them that something is not your job.

89. Delays

If there is a problem or a delay, give passengers factual information as soon as possible.

90. Priorities

Show each passenger that he or she is your highest priority at that moment.

91. Professionalism

Maintain a professional demeanor at all times. You never know what passengers may see or hear.

92. Try to Help

Don't tell a passenger "I can't do anything" or "it is not my problem." Supply solutions, options or alternative. Tell the customer what is possible.

93. Can-Do

Tell your passengers what you can do for them, not what you can't do.

94. Tone of Voice

Always maintain a respectful tone of voice.

95. Thanks

Never take your passengers for granted and thank them for their business.

96. Smile

The best thing about a smile is it makes you feel good. It also makes your passengers feel good about you.

97. Company

When you interact with passengers, you aren't merely working for the company; you are the company.

98. Facial Expressions

Be mindful of your facial expressions. Unintentional facial expressions can imply a completely different meaning to the words you speak and your sincerity.

99. Tone

Sometimes it's not about what you say, but how you say it. People may forget what you said but they'll never forget how you made them feel by the way that you said it.

100. Consistency

The enemy of excellent customer service is inconsistency.

101. Average

Don't be content being average at customer service; average is as close to the bottom as it is to the top.

102. Excellence

Customer service excellence is to do a common thing in an uncommon way.

103. Understanding

When something goes wrong for a customer, they want to feel like you understand their frustration and that you are genuinely concerned that they are being inconvenienced.

104. Determination

Some succeed with passengers because they are destined to, but most do so because they are determined to.

105. On the Spot

Employees have the power and obligation to solve customer problems on their own and on the spot.

106. Service

Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer service is not a department; it's an attitude.

107. Every Day

Customer Service is not a single act. It is a habit practiced every moment of every day.

108. Solutions

Anticipate the needs of the customer and provide the solution before the customer requires it.

109. Hold on to Customers

Our goal is to retain each and every customer. It takes months to find a customer and seconds to lose one.

110. Responsibility

The sea of change can pull customers in many directions. It is our responsibility to lead the way and take care of them, before the competition does.

111. Your Voice

Your voice is the best vehicle for making the customer trust you. Your voice sells people on your level of knowledge and professionalism.

112. Success

We must set success as our standard, a level where good enough is not good enough. We must put our customers at the center of everything we do, because our future depends on it.

113. Self Portrait

Every job is the self-portrait of the person who does it. Autograph yours with excellence.

114. Take Time

Say please when you ask a customer a question. Thank them for their information and take time when talking to them. Nothing makes a customer feel more devalued than being treated like a number.

B. General Information

All on-train employees are responsible for understanding and following all the information contained in Section B. “General Information” of this chapter. The Conductor supervises the operation and administration of their assigned train. All employees must follow the Conductor’s instructions. Whenever the Conductor is unable to perform their duties, the Engineer will be “in-charge” of the train.

1. On-Train Authority Levels

a) Conductor

The Conductor is responsible for the safe movement and operation of the train, the collection and protection of Amtrak ticket revenue, the conduct of the Operating and On-Board Service crews, the boarding and detraining of passengers, as well as the assignment of passenger accommodations.

Conductors and Assistant Conductors report to and receive their instructions from the Superintendent or other designated officers. Conductors and Assistant Conductors must obey the instructions of Trainmasters, Road Foremen, Transportation Supervisors, and from officers of other departments on matters pertaining to those departments.

b) **Engineer**

The Engineer is responsible for operating locomotives and cab control cars safely and efficiently. The Engineer also has the responsibility for managing the conduct of any other individuals in the locomotive. All employees who operate the locomotive must have a current certificate in their possession. A student Engineer or other qualified employee may operate the locomotive under the Engineer's close supervision.

c) **Assistant Conductor**

The Assistant Conductor assists the Conductor with providing the safe movement of the train, care of passengers, properly handling luggage and revenue collection. The Assistant Conductor must be vigilant in their duties and remain within the rules set forth for Conductors in this chapter. Assistant Conductors, just like Conductors, report to and receive their instruction from the Superintendent or other designated officer. They must obey the instructions of Trainmasters, Road Foremen, Transportation Supervisors, and from officers of other departments on matters pertaining to those departments.

d) **Lead Service Attendant (LSA)**

The Lead Service Attendant is responsible for providing a high level of customer service and implementing Amtrak's On-Board Service policies and procedures as they affect passengers and On-Board Service employees. All LSA's be proficient in the applicable accounting procedures. Depending on the type of service, the LSA will be responsible for directly supervising all On-Board Service employees.

e) **On-Board Service Employee**

Service Attendant, Train Attendant, Chefs, Food Specialist and En Route Cleaner are responsible for the proper performance of their duties and ultimately report to the Conductor. Communication between the Conductor and the On-Board Service employees is essential to operate the train safely and promote effective teamwork.

2. All Crew Members – General Responsibilities

a) **All Employees – Reporting for Duty**

- Report to the designated location at the prescribed time.

- Report in full uniform with Amtrak photo identification badge prominently displayed at all times. (*Refer to Chapter 5 “Uniform and Grooming”*)
- Amtrak issued “Crew Luggage Identifications Tags” must be attached to employee’s luggage.
- Sign-in as directed by Crew Base management.
- Review bulletin board(s) for any pertinent information.
- Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Attend all pre-departure safety and crew briefings.
- Carry all tools necessary to properly perform job duties, including all paperwork and operating rule books/manuals.
- Obtain and review the most recent manifest.
- Adhere to Amtrak’s policies when on or off duty.

b) **All Employees – Pre-Departure Duties/Responsibilities**

- Ensure that all safety equipment is present and in proper working order including a working flashlight that is properly maintained and readily available.
- Inspect and prepare areas of responsibility.
- Ensure that all doors function properly.
- Review the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775) to determine whether previously reported defects have been corrected.
- Comply with Public Health and FDA rules and inspection standards.
- Ensure all cars are in compliance with all Public Health and FDA rules and inspection standards as detailed in Chapter 3 “*FDA Rules & Inspection*”.
- Immediately report cleaning and equipment defects to the appropriate supervisor.

c) **All Employees – En route Responsibilities**

- Maintain a professional demeanor, a professional appearance and a clean, organized work area at all times.
 - Do not chewing gum and using toothpicks while on duty.
 - Do not eat or drink while boarding or detraining passengers.
 - Gambling, begging and/or soliciting of any type while on-board the train or on any Amtrak property is prohibited.
 - Any distribution of unauthorized advertising material or solicitations while on-board the train or on any Amtrak property is prohibited.
 - Stay in his/her assigned area of responsibility.
 - Do not loiter or congregate in Coach, Sleeping or Food Service Cars.
 - Do not disturb the passengers' traveling experience with unprofessional conduct.
- Assume responsibility for his/her personal safety, as well as the safety of other employees and passengers.
 - Be alert and vigilant at all times.
 - Do not lean against cars or structures, nor appear to stroll aimlessly on platforms.
- Maintain an appropriate voice level to be heard and understood, but not boisterous or annoying to passengers.
- Make appropriate announcements from Chapter 10 *"On-Board Announcements and Signage"*.
- Tactfully enforce the smoking policy. (*Refer to Chapter 1 "Safety & Security"*)
- Ensure that the Conductor is kept informed of any passenger problems, issues or service disruptions before taking any action, except in life-threatening emergency situations such as a derailment.
- Be aware of whether or not other Amtrak employees are traveling so they can be called upon for assistance, if necessary.
- Ask other crew members for assistance as needed (i.e. baggage, passenger assistance, etc.).
- Be respectful of co-workers.
- Assist, encourage, train and motivate fellow crew members.

- Never relinquish your responsibilities to another employee who is observed as not “fit for duty”.
- Ensure trash is off-loaded at the designated locations. (*Refer to Chapter 3 “FDA Rules & Inspections”*).
- Water cars only at designated watering points when necessary.
- Report mechanical defects and service failures to appropriate employees and record on “*Record of Defect and Repair MAP-21A*” (NRPC 2775) as well as any other required forms. To report enroute defects, call the CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, Bell (302) 683-2082/2083 or ATS 734-2082/2083 for assistance 24 hours a day seven days a week.
- When performing paperwork or administrative functions associated with job responsibilities employees are required to:
 - **Use the crew office or Dormitory Car.** If the train is not equipped with a crew office or Dormitory Car or if crew office or Dormitory Car space is not available, then employees are expected to use a vacant Coach seat with drop down seat tray.
 - **Avoid using tables in Dining Cars.** Employee paperwork is not to be performed at tables during service hours. If it becomes necessary to use a table during non-service hours, no more than one table may be used.
 - **Avoid using tables in Food Service Cars operating in continuous service** (bumper to bumper). If it becomes necessary to use a table, no more than one table may be used.
- Employee grips and outerwear must be stored out-of-sight, and must not be left on tables or seats.

d) **All Employees – End-of-trip Responsibilities**

- Complete all necessary paperwork as required by craft.
- Remit Amtrak monies.
- Clean car as directed by Crew Base management.
- Check train for passengers, luggage, stock and forgotten items.
- Secure train as required.

e) **All Employees – Passenger Service Responsibilities**

- Assist passengers with boarding and detraining.
- Provide directions to passengers in finding the correct train or proper car location.
- Meet and greet all passengers and offer assistance as needed.
- Provide useful information in an easy-to-understand language, avoiding railroad jargon.
- Respond to passenger questions in a courteous and helpful manner.
- Listen to passenger complaints, ideas and suggestions.
- Take the appropriate steps to resolve passenger complaints.
- Look for service recovery opportunities when passengers have expressed dissatisfaction.
- Look for opportunities to enhance passenger comfort and satisfaction.
- Assist disabled passengers with meal service, movement to a feature cars (if requested), restroom, etc.
- Assist with wheelchair and wheelchair lift operation as necessary.
- Be knowledgeable about stations and connecting services.
- Offer suggestions regarding Amtrak products that might increase passenger travel comfort and satisfaction.
- Thank passengers warmly for their patronage.

3. All Employees – General Guidelines

a) **Crew Luggage Identification Tags**

- All Train Service and On-Board Service employees are required to affix Crew Luggage Identification Tags to their personal grips.
- Crew Luggage Identification Tags must be visible when on both railroad property and the train.
- Crew Luggage Identification Tags are available at each Crew Base.
- Employees are permitted two luggage identification tags. *(If more tags are needed, please provide justification to the Crew Base Manager.)*
- Each Crew Luggage Identification Tags serial number associated with the employees name will be recorded in the Transportation Department Review System (TDRS) database.

- If a Crew Luggage Identification Tag is lost or stolen, immediately report this information to your Supervisor. *(There is no charge for a replacement.)*
- All Crew Luggage Identification Tags must be returned to the issuing Crew Base when you no longer hold a position in Passenger Train Service or as an OBS employee.
- Currently, two versions of Crew Luggage Identification Tags are valid for use. *(Refer to Figure 6-1.)*



Figure 6-1 – Examples of valid Crew Luggage Identification Tags

b) Amtrak Provided Accommodations

- Restrict any unauthorized visitor or relative from employee accommodations on-board or at layover locations.
- Use the Corporate Lodging card for check-in at Amtrak provided accommodations.
- Employees must conduct themselves properly in Amtrak provided accommodations at all times.
- Pay for all personal charges prior to checking-out of accommodations.

c) Amtrak Police Credentials

- When presented with proper credentials by Amtrak Police and Security, employees must fully cooperate as directed.
- When presented with proper credentials by Amtrak officers, employees must fully cooperate with all reasonable requests for access to documents, tickets lifted, equipment, meal checks and food stock.

d) **News Media**

- Contact with the news media is prohibited.
- Any questions from the news media are to be referred to Amtrak's Government and Public Affairs Department at (202) 906-3860.
- Amtrak field personnel should not initiate contact with the press, unless directed.

e) **Electronic Devices**

- Electronic devices used for personal business or entertainment are prohibited while on duty. For the purpose of this policy, electronic devices can be any of the following:
 - Phones (cellular, satellite, wireless, web)
 - Pagers
 - PDA (Personal Digital Assistant)
 - Text Message/E-mail Devices
 - DVD/CD Disc Players (audio or video)
 - Portable audio or video players
 - Radios (music or communication)
 - Tape or Digital recording devices
 - Cameras
 - Electronic games
 - Computers
- Personal Electronic Devices – Personal electronic devices used during off-duty time are only permitted when equipped with earphones or headsets.

f) **Commissions**

- Commissions from the sale of transportation or transportation-related services must never be accepted by employees
- Commission earnings or profits are considered property of the National Railroad Passenger Corporation (Amtrak)
- The commission policy covers, but is not limited to, profits derived from the sale of tours, car rental services, hotel arrangements and arrangements for connecting bus services.

g) **Reporting Tips**

- Employees who receive at least \$20 a month in combined tips from all sources (e.g., cash, credit cards and other employees) must report their tips to their local time keeping facility on or before the tenth of the month subsequent to that in which the tips were received.

- Employees must report their tips on their time documents using labor category 46, “Tips,” along with their other hours worked.
- Employees may use IRS Form 4070A, “Daily Record of Tips,” for their convenience in recording tips and for their own records.
- Tips will be taxed and reported as income on employees’ W-2 forms at the end of the calendar year. Allocated Tip Requirement Employees who work job code SF112, Service Attendants (TIP); SF128, Auto Train Attendants; SF131, Lead Service Attendants (LSA) Diner Auto Train; or SF132, LSA Diner (TIP) positions in Dining or Lounge/Café Cars with table service are all subject to the allocated tip requirement, as follows:
 - Eight (8) percent of total gross receipts in each covered service are divided among tipped employees working that train.
 - The difference between the amount reported by the employees and 8% of the total gross receipts in each covered service must be allocated to the employees and reported on the employees’ W-2 forms. Allocated tips will appear in Box 8 of Form W-2.
 - The amount allocated and reported in Box 8 of Form W-2 is not subject to federal income tax withholding or Railroad Retirement Tier 1, Tier 2 or Medicare taxes. However, employees may be subject to payment of income taxes on these amounts.

h) Absence from Work

- Employees must not be absent from work without first obtaining permission from their supervisor.
- If for any reason, an employee cannot report for duty they must immediately notify Crew Management Services, appropriate crew dispatcher or other persons in charge.
- Employees must provide the necessary documentation substantiating their assignment that was missed.

i) Completing Assignments

Although the Corporation is mindful that certain circumstances may occur that could be considered legitimate cause to excuse an employee from completing his/her assignment, such circumstances

should be limited to emergency situations. "Merely a feeling ill" does not normally constitute an emergency situation unless such illness necessitates immediate medical attention.

The following procedures will apply when an employee has proper cause to detrain prior to the bulletined end point of his or her assignment.

- Assistant Conductors will request permission from their Conductor to detrain at a pre-arranged location, not to deviate from the regular train schedule unless emergency conditions are extreme. Conductors must obtain permission to detrain directly from the Chief Train Dispatcher.
- Conductors will immediately report the detraining of the crew member to the Chief Train Dispatcher, providing the name, location of departure, and reason why the detraining was considered necessary. The Conductor will also report the number of working cars on the train, and the number of train crew members still employed thereon.
- Employees receiving permission to detrain due to illness will be required to present medical documentation within 24 hours of the occurrence, or prior to marking back up for work, whichever is later.

When an employee is found to have detrained prior to his or her final destination, and the Chief Train Dispatcher has not received a timely report, both the Employee and the Conductor will be disciplined accordingly.

Abandonment of assignment is considered a serious matter and will be treated accordingly. Employees will subject themselves to charges of both insubordination and extreme negligence for participation in, or the attempted cover-up of an unauthorized departure from their assignment.

j) **Guidelines for Withholding an Employee from Service En Route**

Under certain circumstances, it may become necessary for the Conductor to withhold an employee from performing service en route pending investigation. If an employee observes or has reason to believe a violation of the rules has occurred, they

should inform the Conductor. A determination will be made whether or not to relieve or withhold the employee from service pending investigation.

There are two possible options for withholding an employee from service en route. The Conductor may decide to leave the employee on the train in the dormitory or other non-service area.

Withholding from service does not necessarily mean removal from the train. However, under serious circumstances, the Conductor may remove the employee from the train. This option should be taken only if the incident leading to removal from service involves violence or threatens the safety of the employees or passengers. With either option, the removed employee's time is to be cut at the same time they were taken out of service.

Circumstances calling for withholding from service pending investigation include:

- Misappropriation of Amtrak funds or property.
- Threatening a passenger or crew member.
- Assaulting a passenger or crew member.
- Having unauthorized firearms in their possession.
- Being under the influence, possessing or using alcoholic beverages or narcotics while on duty or on company property.
- Using medication that alters the physical condition of the employee to the extent that they can not properly perform their duties.
- Being insubordinate, which includes deliberate and willful refusal to execute a proper order.

If the Conductor decides, based on the above criteria, that an employee should be withheld from service and left on-board the train, the following steps must be taken:

- The employee taken out of service must have their time cut at the same time.
- The employee must be informed of the reason for their removal. This should be done in the presence of witnesses.
- The Conductor and other employees must provide written and signed statements with all pertinent facts. The Conductor will make a detailed report in writing of the circumstances

to the immediate management supervisor as soon as possible.

- In offenses involving passengers, a signed statement describing the alleged violation should be obtained from the witnesses to the employee's Crew Base manager. If the witness refuses to provide a statement, the name, address and space occupied should be documented.
- If overnight travel is involved, the removed employee is entitled to sleeping accommodations.
- If a management supervisor is not present or available, contact the Consolidated National Operations Center (CNOC) by the quickest means of communication.

Based on the above criteria, if the Conductor decides that an employee should be removed from service en route pending investigation and also removed from the train, the following steps should be taken in addition to the above items:

- The employee should be removed from the train at the next staffed station, where management is present. (In extreme cases, when necessary to detain an employee immediately in order to ensure safety, they may be taken off at any point, as long as they are placed into the custody of local law enforcement officers.)
- Station personnel must be advised of the circumstances regarding the removal of the employee from the train.
- The Conductor and other employees must provide written and signed statements with all pertinent facts. The Conductor will make a detailed report in writing of the circumstances to the immediate management supervisor as soon as possible.
- The employee's Amtrak Photo ID/Flash Pass will be confiscated and immediately forwarded to the employee's Crew Base manager. The employee will be directed to return to their assigned crew base via an alternate mode of transportation, preferably a bus.
- Station personnel will be advised to issue an Emergency Exchange Voucher (EEV). The EEV will only be issued to return the employee to their assigned crew base.
- If a management supervisor is not present or available, contact CNOC by the quickest means of communication.

In compliance with labor agreements, an employee removed from service will be notified in writing of charges and/or pending investigation.

k) Storing Items in Electric Lockers

Employees are not permitted to store personal luggage or excess supplies in any electrical lockers. Only authorized items (e.g., light sticks, Record of Defect and Repair - 21A (NRPC 2775), and other authorized items) may be stored in electrical lockers. Storage of any unauthorized items may cause personal injury, create an unsafe or dangerous condition or cause a delay due to a damaged component. Personal items must be stored in Crew Dormitory Car (if available), the Conductors' office or overhead luggage rack.

l) Deadheading Employees

- Employees deadheading to and from work may be placed in service when necessary, and must maintain professional behavior at all times. *(Employees subject to Hours of Service restrictions shall not be used if the time needed for assistance will result in a violation of the Hours of Service Act.)*
- Deadheading employees must not loiter in Food Service Cars and must maintain a neat, professional appearance at all times in the presence of passengers when in uniform.

m) On-Board Service Employees – Block Training Notification

- A block training schedule will be posted indicating those employees that are required to attend class.
- The block training schedule will show the dates, times and location of the classes and will replace any previous practices concerning employees receiving letters via US Mail and/or a phone call confirming notification and will serve as your official 7-day advance notification of your scheduled classes as required by the ASWC contract Rule 40 pertaining to training.
- Block training schedules will be posted in the crew base by the 15th of every month for classes proceeding in the following month. Example; a notice will be posted by May 15, 2009 for classes to be held in the month of June.
- Employees need to call Crew Management Services (800) 522-7397 prior to the class date to confirm their attendance for scheduled classes.
- It is the responsibility of the employee to make class schedule changes with the Division

Assistant Superintendent of Passenger Services or their delegate. Any changes will be conveyed from the Division to Crew Management and potential replacements will be properly notified by crew management via phone.

n) **Employees Traveling Across the US/Canadian Border**

Employees crossing the US/Canadian border are required to have a current WHIT (Western Hemisphere Travel Initiative) document in their possession. Employees must ensure that a copy of their current WHIT document is on file at their assigned crew base. Only one of the following WHIT compliant documents is needed.

- U.S. Passport
- Passport Card
- Compliant Travel Documents:
 - Trusted Traveler Cards (NEXUS, SENTRI, or FAST)
 - State Issued Enhanced Driver's License
 - Enhanced Tribal Cards (when available)
 - Native American Tribal Photo Identification Card
 - Form I-872 American Indian Card
- Valid Passport from another Country along with the Green Card or just the Green Card

C. Conductor

The Conductor and Assistant Conductors are both responsible for the following:

- a) **Adhering to all of the procedures** in Section A “General Information” of this chapter.
- b) **Possessing a working knowledge** of Chapter 8, Section 1 “Train Service Accounting Procedures”.
- c) **Understanding of the policies and procedures** as outlined in Chapter 3 “FDA Rules & Inspections”.

1. Conductor – General Responsibilities

The Conductor is responsible for, but not limited to, all of the following.

- a) **Job Briefing** – Conduct a job briefing, ensuring that all on-train employees participate.
- b) **Train Movement** – Ensure that the movement of the train is done promptly and safely.
- c) **Revenue** – Completely and accurately collect and remit all revenue.
- d) **Crew Performance** – Observe and enforce all rules and instructions resulting in the proper performance of all crew members.
- e) **Train Walk Through** – Walk through train at least every 30 minutes.

- f) **Securing Equipment at Stations** – When cars not in service are left at an intermediate station, they must be secured with all doors locked.
- g) **Earpieces** – Use earpieces on radios between 10:00 p.m. and 7:00 a.m. while walking through cars.
- h) **Monitoring** – Continuously monitor the ventilation, lighting, water supply, restrooms and temperature of all cars.
- i) **Seat Checks** – Ensure seat checks are in place for all passengers and that the “*Special Assistance Seat Check*” (NRPC 3242) which is green with the words “**Keep in Sight**” is used for any unaccompanied minors and for any passenger who is unable to hear announcements or needs special attention.
- j) **Communication**
 - Keep passengers informed of all delays. (*Refer to Chapter 10 “On-Board Announcements and Signage”*)
 - Provide information to passengers in easy-to-understand language – avoid using Railroad jargon.
 - A Delay report must be maintained and submitted at the end of the trip as required.
- k) **Complimentary Service** – Work with the LSA-Diner and LSA-Café/Lounge in initiating complimentary food and beverage service, as outlined in Chapter 9 “*Service Recovery*”.
- l) **Passenger Comments** – Follow through on each passenger complaint until resolved, or until the passenger has been introduced to another employee who will take responsibility of helping to resolve the complaint.

2. Conductor – Job Briefings

- a) **“Initial Job Briefing Check List” (NRPC 3243)**
 The Conductor will hold a crew job briefing using the “*Initial Job Briefing Check List*” (NRPC 3243) covering the following five sections. (*Refer to Figure 6-1*)
 - Section 1 – Discussion Topics
 - Section 2 – En Route Checks
 - Section 3 – Latest Instructions Issued
 - Section 4 – Written Directives
 - Section 5 – Other Instructions
 - Review the appropriate information specific to the employees that are attending the briefing.
 - Names of all participating crew members, along with the time and date that they participated, must be recorded in the appropriate section.
 - On-Board Service employees working meal

When relieved en route, the relieving Conductor must sign, date and enter the time in the appropriate box to document that all pertinent briefing subjects have been discussed. The relieving Conductor will hold a job briefing with all on-train employees as-soon-as-possible. The “*Initial Job Briefing Check List*” (NRPC 3243) must be retained by the Conductor and available for inspection for a period of five (5) days before disposing.

Figure 6-1 – “Initial Job Briefing Check List” (NRPC 3243)

The Conductor will hold a crew job briefing for yard crews using the “*Initial Job Briefing Check List for Yard Crews*” (NRPC 3272) covering the following three sections. (Refer to Figure 6-2)

Section 1 – Discussion Topics

Section 2 – Latest Instructions Issued

Section 3 – Specific Jobs/Moves To Be Made

- Names of all participating crew members, along with the time and date that they participated, must be recorded in the appropriate section.
- The “*Initial Job Briefing Check List for Yard Crews*” (NRPC 3272) must be retained by the Conductor and available for inspection for a period of five (5) days before disposing.


 Initial Job Briefing Check List for Yard Crews				
Conductor's Name		Assignment date	Safety Instruction of the Day No.	Job No.
1. DISCUSSION TOPICS	YES	NO	2. LATEST INSTRUCTIONS ISSUED	NUMBER
Crew Properly Rested			SGRF Notices Index Page	
Correct Time (866-493-5242)			Amtrak Division General Orders	
CPR / First Aid / AED Trained			Operation Standards Update	
First Aid Kit Location			Operations Service Advisory	
Daily Security Awareness Tip			Operating Rule of the Day	
Security Alert Level			Railroad System General Orders	
Safety Equipment – Glasses, Gloves, etc.			Railroad Division General Orders	
Employee Identification Cards On				
Known Safety Hazards – Weather, etc.				
Crew Reviewed General Orders				
Crew Reviewed Notices, etc.			3. SPECIFIC JOBS / MOVES TO BE MADE	
Review of Appropriate Directives				
Directives Properly Addressed				
Correct Date / Engine and Train #				
Complete Set of Written Directives				
Speed Restriction and Locations				
M of W Restriction and Locations				
Tracks out of Service, Yard or Main Line				
Dispatcher's Initials / OK Time				
Main Track Authority				
Engine / Car Restrictions				
Qualified on Physical Characteristics				
Unusual Yard Characteristics				
Switching Instructions Reviewed				
Responsibilities of each Employee				
Communication – Radio, Hand Signals				
Securing Equipment Responsibilities				
Back-up Hose Required			4. CREW MEMBERS BRIEFED	DATE / TIME
Unusual Conditions – Close Clearances, etc.				
Air Brake Tests / MAPS / Forms				
Any other Job Related Safety Issues				
AMTRAK POLICE 1-800-331-0000				
<small>In case of doubt, always take the safe course—do an additional briefing with crew. The conductor is responsible for ensuring all crew members participate in a job briefing and instruction session. This form is to be retained by the conductor, available for inspection for 5 days. Master has experienced employees to perform service safely and the engine crew hand with less than one (1) year service while including.</small>				
<small>NRPC 3272</small>				

Figure 6-2 – “Initial Job Briefing Check List for Yard Crews” (NRPC 3272)

3. Conductor – Pre-Departure Responsibilities

- a) **Communicate with the Engineer** – Prior to departure from the initial terminal, the Conductor will communicate with the Engineer for any non-locomotive defects listed on the “MAP 1173/10C Summary” (NRPC 3294). (Refer to Figures 6-3 and 6-4)

If the “*MAP 1173/10C Summary*” (NRPC 3294) has missing or incorrect information, the train is not to be delayed.

[illegible]

Figure 6-3 – "MAP 1173/10C Summary" (NRPC 3294) Front

- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
 - Train manifest.
- c) **Forms, Tools and Supplies** – The following items in sufficient quantities are required.
- “*Baggage Identification Tag*” (NRPC 347)
 - Ballpoint pens and pencils
 - “*Canadian Customs Tag*” (NRPC 3088) (*Only for Adirondack, Amtrak Cascades and Maple Leaf trains*)
 - Delay Report
 - “*Employee Injury/Illness Report*” (NRPC 260)
 - Flagging equipment (red flag, white light, six fusees)
 - Flashlight (railroad-approved white light)
 - “*Initial Job Briefing Checklist*” (NRPC 3243)
 - “*Non-Employee Injury/Illness Report*” (NRPC 3116)
 - “*On-Board Communication*” (NRPC 333AB)
 - “*Operation Heartsaver-Employee Responder Report*” (NRPC 3245)
 - “*Out of Service Label*” (NRPC 3128)
 - “*Pass Abuse Incident Report*” (NRPC 1502)
 - “*Passenger Incident Report*” (NRPC 3200)
 - Punch key and coach key
 - Rubber bands and paper clips
 - Safety glasses (*Refer to AMT-5 rule 5102*)
 - Switch keys
 - Tempilstik(s) of appropriate degree specification(s)
 - “*Unusual Occurrence Report*” (NRPC 2673)
- d) **Walk the Train** – At the origin point the Conductor will walk the train and check the following:
- **Train Consist** – The train consist should match the manifest.
 - **Access** – Train crews must have access to all occupied cars. With the exception of the first and the last passenger-occupied cars, the end doors of all cars must be unlocked while the train is in motion.
 - **Unauthorized Access** – Conductors and Engineers are jointly responsible for ensuring that locomotives, power cars, and/or control car cabs of their trains, whether operating or trailing, are secured at all times against unauthorized access.
 - **Food Service Cars** – All cars are staffed, stocked and ready for service.

- **Safety Equipment** – All safety equipment (first aid kits sealed with shrink wrap, light sticks, fire extinguisher, sledge hammer and a pry bar) is in proper location and marked in accordance with current safety standards. (*Refer to Chapter 1 “Safety & Security”*)
 - **Emergency Evacuation Cards** – Safety instruction cards are in all seat backs.
 - **Automated External Defibrillator (AED)** – The AED must be functioning and include a fully charged oxygen bottle. The AED kit must be stored in the proper location. (*Refer to Chapter 2 “Injury, Illness and Reporting”*)
 - **Communication** – All public address and attendant call button systems are to be working in every car.
- e) **Equipment Check** – The Conductor will check the following:
- All equipment interiors and exteriors are clean.
 - Coach seats are secured and locked.
 - All water tanks are full.
 - Restrooms are clean and functioning properly.
 - HVAC and lighting systems are functioning properly.
 - All doors are functioning properly (including seals and weather stripping). (*Refer to Chapter 12 “Equipment” for additional information*)
 - Side-entry doors are properly train-lined, if applicable. (*Refer to Chapter 12 “Equipment” for additional information*)
 - All hardware (i.e. door latches, locks, hinges, safety appliances) is functional.
 - All cars and related equipment conform to applicable FDA and Amtrak public health standards.
 - The correct interior and exterior signage is displayed.
 - The brake test has been completed.
 - On-board hot journal detection systems are functioning properly, if equipped.
 - Marker lights are functioning and displayed properly.
 - Hand/parking brakes are fully released.
 - Locomotives and non-passenger carrying cars are supplied.

4. Conductor – En Route Responsibilities

The Conductor must:

- a) **Platform** – Be on the platform at all station stops.
- b) **Employee Positions** – Ensure that there are employees protecting vestibules and positioned to assist boarding and detaining passengers.
- c) **Announcements** – Made upon arrival and departure at all stations and at other times as outlined in Chapter 10 “*On-Board Announcements and Signage*”.
- d) **Transportation Documents** – Ensure that all tickets, fares or other proper transportation documents are collected from each passenger after leaving all stations.
 - The only exceptions are when the tickets have been collected at the station or train side.
 - When lifting tickets after 10:00 p.m., maintain a quiet atmosphere and do not disturb other passengers.
- e) **Off-Duty Employee** – If the Conductor requires additional assistance with passengers from off-duty employees, the Conductor will make the determination of the appropriate employees to provide assistance indicating on the employees’ “*Trip Report*” (NRPC 2039) or “*OBS Unscheduled Time/Train Authorization*” (NRPC 3075) form the specific time the employee was on duty and the reason for any overtime pay. The Conductor must print and sign the slip. In addition, the “*OBS Unscheduled Time/Train Authorization*” (NRPC 3075) form requires the Conductor place a punch mark where indicated. If time slips are not signed by the Conductor authorizing the additional time, the employee’s crew base will not pay for the extra time. (Refer to Figures 6-5, 6-6 or 6-7 as applicable)

[illegible]

Figure 6-5 – “Trip Report” (NRPC 2039A)

OBS Unscheduled Time/M meal Authorization Please print clearly. Enter category list and job codes are listed on the back for your reference.													
Employee Name: _____						Employee ID: _____							
Report Date: _____			Printed By: _____			Page _____ of _____		Page _____					
Line #	Date	Train	Job Code	TIME			*Meals: Use an M to indicate Group Service. Use an E to indicate Room-Only Service.	MEALS*			Lider Category	On Board Approval	
				From	To	Total		P	L	D			
1													
2													
3													
4													
5													
6													
7													
8													
EXPLANATIONS													
1							5						
2							6						
3							7						
4							8						
<div style="display: flex; justify-content: space-between;"> Cardholder Approval (print name): _____ Cardholder Approval (signature): _____ Date: _____ Printed Name: _____ </div>													
<div style="display: flex; justify-content: space-between;"> Form Book Approval: _____ Date: _____ </div>													

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Figure 6-6 – “OBS Unscheduled Time/Train Authorization” (NRPC 3057) (Front)

LABOR CATEGORY LIST	JOB CODES
AA Late Train	SF100 Chef
AC Comm/TPMS	SF107 Food Specialist
AD Late Dinner	SF112 Train Attendant Sleeper
AE Early Report	SF114 Train Attendant Coach
01 Straight Time	SF128 Auto Train Attendant
07 Lost Down Time	SF131 LSA Diner Auto Train
26 Down Time Rest OBS	SF132 LSA Diner (TIP)
77 Deadhead Combine Service	SF134 LD Service Attendant Cafe/Lounge
79 Deadhead Separate Service	SF135 LD Service Attendant Club Car
89 Held Time (8-hour Layover)	SF145 NEC Train Attendants

Figure 6-7 – "OBS Unscheduled Time/Train Authorization" (NRPC 3057) (Back)

- f) **Hours of Service Employees** – Ensure that employees governed by the Hours of Service Act are not called upon if the time needed for the assistance will result in a violation of the Hours of Service Act.
- g) **Equipment Defects** – Record all equipment defects on “*Record of Defect and Repair MAP-21A*” (NRPC 2775) as well as any other required forms. To report enroute defects, call the CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, Bell (302) 683-2082/2083 or ATS 734-2082/2083 for assistance 24 hours a day seven days a week.
- h) **En Route Trainline Door Failure**
- Make the “*En Route Trainline Door Failure*” announcement from Chapter 10, “*On-Board Announcements and Signage*” as required.
 - Operate end doors locally, and refrain from any trainlined door operation for the duration of the trip. On Acela Express Trainsets, try the “*Side Door Reset Procedures*” in Chapter 12 “*Equipment*”.
 - If an end or side door failure occurs, at least one operative and accessible door must be available on each side of car. An “*Out of Service Label*” (NRPC 3128) must be displayed directly on each defective door. (*Do not attach the label to door windows.*) (Refer to Figure 6-8)
 - The Conductor must record the defect on the “*Record of Defect and Repair-MAP 21A*” (NRPC 2775), which is located in the electric locker of each, car and contact the CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.
- i) **Public Address/Intercom System Defects** – Whenever a Public Address/Intercom system is found defective or missing, an “*Out of Service Label*” (NRPC 3128) must be displayed directly on the defective Public Address/Intercom system. (*Refer to Figure 6-8*) The Conductor must record the defect on the “*Record of Defect and Repair-MAP 21A*” (NRPC 2775), which is located in the electric locker of each car, and contact the CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.

Out of Service		AMTRAK
Do not use!		
Date: / /	Location:	
Time: <input type="checkbox"/> AM <input type="checkbox"/> PM	Train:	
NRPC 3128 (11/06) Amtrak is a registered service mark of the National Railroad Passenger Corporation		

Figure 6-8 – “Out of Service Label” (NRPC 3128)

- j) **Acela Express Wi-Fi Defect Reporting** – If crew members encounter Wi-Fi problems or failures, notify the Conductor. The Conductor must document the problem on the “*Record of Defect and Repair – MAP 21A*” (NRPC 2775) and contact the Wi-Fi Service Desk using the toll-free number (888) 955-9434 to report the problem. Make sure to include the train number and trainset number along with a brief explanation of the problem. The Conductor (or any on-train employee) should not troubleshoot the problem or act as technical advisors. The Wi-Fi Service Desk number is to be used by crew members only, and is not to be given to passengers.
- k) **Conductor Availability** – Conductors should be available in the Dining Car with the lights on, after closing and before reopening in the morning, to provide assistance or answer questions. When the Conductor or Assistant Conductor leaves the Dining Car, the “*Your Conductor will return shortly*” tent card must be placed on the table as outlined in Chapter 10 “*On-Board Announcements and Signage*”.
- l) **Baggage Cars** – Ensure that if the train has a Baggage Car the employee assigned to handle baggage understand that they are responsible for maintaining checked baggage, Rail Road Business (RRB) mail and monitoring/securing of all long gun cases. (Refer to Chapter 7 “*Policies and Procedures*”)
- m) **Lost Articles & Baggage** – Turn over any lost or found items to the Baggage or Ticket Clerk at the train’s final destination. (Refer to Chapter 7 “*Policies and Procedures*”)
- n) **Entering Restrooms** – Knock on the door and enter only when the room is empty.

- o) **Seats Position** – Ensure that the seats remain positioned as dispatched from the initial terminal. On Acela Express, every seat must face either a seat-back or a table.
- p) **Quiet Car** – Ensure that the integrity of the Quiet Car is maintained at all times.
- If trains with Quiet Cars are crowded or sold out, and seats are available in the Quiet Car, passengers should be informed that seats are available in this car; however, the rules of the Quiet Car must be observed when occupying those seats.
 - If passengers must use their cell phone, they should be directed to the Café/Lounge Car or another safe area of the train.
- q) **Conditions of Carriage** – Be aware that Amtrak may refuse to carry passengers:
- who have not paid the applicable fare.
 - whose conduct is objectionable (such as, but not limited to, being under the influence of alcohol or narcotics).
 - whose personal hygiene makes them offensive.
 - who pose a health, safety or security hazard to other passengers or employees.
 - who refuse to comply with safety or security rules or with instructions of Amtrak personnel.
 - who would require Amtrak personnel to provide personal care services or otherwise do not meet the essential requirements for the receipt of Amtrak service (Unable to take care of themselves).
 - who refuse to consent to Amtrak security inspections of persons and/or baggage on board Amtrak trains and/or at designated areas, such as train platforms and passenger boarding or waiting areas.
- r) **En Route Crew Change** –When being relieved en route, the relieving Conductor must be informed of any pertinent facts related to the movement of the train or its passengers.
- With face-to-face relief, inbound Conductors will personally inform relieving Conductors of any known defect in their train.
 - Without face-to-face relief, outbound Conductors must check with outbound Engineer for any defects noted on the “*MAP 1173/10C Summary*” (NRPC 3294), and during the performance of their duties must check each car of their train for any “*Out of Service Label*” (NRPC 3128). If a “*Out of Service Label*” (NRPC 3128) is

found, the Conductors must verify that the “*Record of Defect and Repair-MAP 21A*” (NRPC 2775) notes the defect. If the defect is not documented on the “*Record of Defect and Repair-MAP 21A*” (NRPC 2775), the Conductor must record the defect on the “*Record of Defect and Repair-MAP 21A*” (NRPC 2775), which is located in the electric locker of each car, and contact the CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.

- s) **Promoting Available On-Board Sleeping Car Accommodations** – Conductors and Assistant Conductors should promote and sell Sleeping Car accommodation upgrades when space is available on the manifest. Make the “*Availability of Sleeping Car Accommodations Announcement*” in Chapter 10 “*On-Board Announcements & Signage.*” Notify the Train Attendants working in coaches that there is Sleeping Car space available and solicit their help in identifying passengers who might be interested in upgrading their accommodations. This also applies to passengers in a roomette who may want to upgrade to a bedroom. Sleeping Car sales requests should be made by contacting the Reservations Support Desk at (800) 205-0711. Do not call any other number or make reservations through any other method. If space is available, handle the upgrade as a standard on-board sale. Refer to section P “*Using COTS for Upgrades*” in Chapter 8 “*Train Service Accounting Procedures*” or the Conductor’s Memorandum Tariff – “*Guidelines for Selling Tickets On Board*” for further guidance in handling the ticketing process.

5. Conductor – End-of-Trip Responsibilities - Intermediate Locations

- a) **Detraining** – Make sure passengers have safely exited the train.
- b) **Red Cap Service** – Make sure that the Station has been informed that Red Cap service is required by passengers (as available).
- c) **Job Briefing** – Conduct job briefing with relieving crew members and transfer all paperwork to the relieving crew.
- d) **Train Status** – Report standee conditions, on-board passenger counts and unusual occurrences, as required.
- e) **Remit** – Remit revenue in accordance with Chapter 8, Section 1 “*Train Service Accounting Procedures*”.

- f) **Delay Report** – Complete and fax Delay Report, as required.

6. Conductor – End-of-Trip Responsibilities - Final Destination

- a) **Trains Arriving** – Conductors in charge of trains arriving will remain with their train to supervise the prompt and safe detraining of their passengers.
- b) **Walk Through** – Make a final walk-through of the train to ensure that all passengers have detrained with their belongings. Turn forgotten items in to “Lost and Found.” If firearms were listed on the manifest, check the secured on-board firearms storage area to ensure no long gun cases have been left behind. If any firearm(s) remain, notify station personnel to have a secured float meet the train for removal of the firearm(s).
- c) **Red Cap Service** – Make sure that the Station has been informed that Red Cap service is required by passengers (as available).
- d) **Standing Equipment** – For equipment left standing, crews must ensure sufficient hand/parking brakes are applied, windows and side doors are closed, and that defects have been reported on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775).
- e) **Remit** – Remit revenue in accordance with Chapter 8 “*Accounting Procedures*”. Place “*Train Earnings Reports Envelope*” (NRPC 158) containing all tickets into the designated repository.
- f) **Delay Report** – Complete and fax Delay Report, as required.

D. Engineer

The Engineer is responsible for operating the locomotive or cab car safely and efficiently. The Engineer is also responsible for the conduct of other employees on the locomotive. A student Engineer or other qualified employee may operate the locomotive under the Engineer’s supervision. Any employee who operates a locomotive must have a current certificate in their possession.

E. Assistant Conductor

The Assistant Conductor aids the Conductor with providing the safe movement of the train, care of passengers, properly handling luggage and revenue collection. Refer to Section C “*Conductor*”, of this chapter, for specific responsibilities.

F. Lead Service Attendant-Diner

All references to Lead Service Attendant (LSA) also refer to Employee-in-Charge (EIC) and Steward positions.

The LSA-Diner is responsible for food and beverage service in the Dining Car, for supervising Dining Car personnel, has delegated responsibility for material usage and accountability for providing quality customer service and other duties as assigned.

All LSA positions, regardless of the car worked, are responsible for but not limited to the following:

- a) **Adhering to all of the procedures** in Section B “General Information” of this chapter.
- b) **Possess a working knowledge** of Chapter 8, Section 2 “On-Board Service Accounting Procedures”.
- c) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “FDA Rules & Inspections”.

1. LSA-Diner – General Responsibilities

- a) **Supervision**
 - The LSA-Diner supervises the On-Board Services crew and the operation of the Dining Car.
 - The LSA-Diner is a working member of the Dining Car staff and will assist taking orders, serving meals and bussing tables.
- b) **Working Fund**
 - The LSA-Diner is required to have a working fund. The Working fund is not to exceed \$300.00.
 - Only one working fund is to be active at any one time. (Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”)
- c) **Credit Card Device** – The LSA is required to have a credit card device with them one each trip.
 - The device is supplied by the Crew Base along with battery and other support items.
 - All credit card transactions must be processed through this device.
 - If the credit card device malfunctions en route, contact the Manager.
- d) **Manifest**
 - The LSA is to receive a complete manifest.
 - The LSA to review the manifest for groups, special attention passengers, etc.
- e) **Forms, Tools, and Supplies** – Each LSA-Diner must ensure that they have a sufficient quantity of the following in their possession.
 - “Transfer Out Form” (896)
 - “Dining Car Report” (NRPC 131), if required

- “*Change In On Train Inventory*” (NRPC 125)
- “*Complimentary Service Accounting*” (NRPC 3157)
- “*Chef/LSA En Route Condemnation Report*” (NRPC 3143)
- “*Food Service Out Of Order Label*” (NRPC 2926)
- “*LSA Temperature Monitoring Report*” (NRPC 3220)
- “*Food And Beverage Service Remittance Receipt*” (NRPC 124)
- Train Manifest
- Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Meal Checks
- Dining Car reservation cards
- Dining Car Service Guide
- Current cycle menus, including Wine and Cocktail menu and Children’s menu (supplied by the Catering Vendor)
- Corkscrew and bottle opener
- Ice Scoop
- Paring knife
- Dial stem thermometer(s)
- Chlorine test strips and solution
- Calculator and extra batteries
- Black pens, rubber bands, paper clips, etc.
- Locks and keys
- Any current promotional material
- Amenities to support current service
- All relevant Amtrak approved signage
- Any additional items necessary to properly perform duties or as deemed necessary by the originating Crew Base

f) **Security and Loss Prevention**

- Protect assets and monies.
- All Amtrak employees who handle revenue funds or hold “Working Funds” are responsible and accountable for the monies in their possession.
- Amtrak monies is to be under an employee’s personal supervision at all time and never left unattended or left on board trains at terminal or layover stops.
- Funds required for the continuation of the trip must be either turned in for safekeeping to the

receiving clerk at crew bases, or deposited in the safe deposit of the hotel where the employee is staying.

- Funds must not be kept or hidden in the hotel rooms.
- Funds must not be kept on the person overnight without authorization from the appropriate supervisor.
- Personal and company funds should not be combined for any reason.
- Funds not required for the continuation of the trip must be turned in to the receiving clerk at the crew base, ticket receiver or ticket office at layover point prior to going to the hotel or layover accommodations.
- Each employee handling Amtrak Revenue or revenue-related items is required to comply with the established revenue accounting procedures.
- As soon as a trip is completed, Amtrak employees must remit any funds or working funds received from the sale of stock, supplies or related items.
- Employees cannot leave the property with company funds, unless they have received authorization from their supervisor.

2. LSA-Diner – Pre-Departure Responsibilities – Stock Verification/Acceptance

- a) **Inventory** – Supervise and participate in the inventory of stock.
- b) **Commissary Discrepancies**
 - Check with the Chef, Food Specialist and/or Service Attendant(s) for discrepancies.
 - Immediately report any discrepancies to the appropriate Supervisor.
- c) **Stock Quality** – Check that all stock is in useable condition, including expiration dates.
- d) **Temperatures** – Verify temperature of “test” item supplied by catering vendor and record on the “*LSA Temperature Monitoring Report*” (NRPC 3220).
- e) **Manifest** – Check manifest for any group or special meal requests and arrange for additional stock, if necessary.
- f) **Transfer Out Form (896)** – Comply with the requirements as outlined in Chapter 8, Section 2 “*On-Board Service Accounting Procedures*” related to discrepancies, backorders and start issue credits.
- g) **Signatures** – Ensure that all signatures required from the Catering Vendor are secured before accepting stock.

h) **Responsibility** – Accept responsibility for stock.

i) **Stock Delivery**

- Ensure that stock is delivered to the train (as applicable).
- Store refrigerated and frozen foods first.
- Check with the Chef and Food Specialist for discrepancies.
- Immediately report any discrepancies to the appropriate Supervisor.
- Stock must be stored out of the sight of passenger. Seats and booths are not to be used to store stock.

3. **LSA-Diner – Pre-Departure Responsibilities – On Train**

a) **Staff Report**

- Ensure that all of the OBS crew has reported to the train.
- Crew Management must be notified if a crew member is not present 20 minutes prior to departure.
- Make sure everyone is in compliance with Chapter 5 “*Uniform and Grooming*” standards.

b) **Inspection of Equipment**

- CNOC’s Mechanical Desk at (800) 424-0217 ext. 2082 or 2083, Bell (302) 683-2082 or ATS 734-2082 or 2083 is available for reporting defects 24 hours a day seven days a week.
- Examine the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775) in the Dining Car to determine whether previously reported defects have been corrected.
- Inspect every area of the car for cleanliness.
- Immediately report all inadequate cleaning and equipment defects to the appropriate supervisor.
- Determine if the Public Address (PA) system is operational.

c) **Public Health** – Monitor refrigeration in accordance with Chapter 3 “*FDA Rules and Inspections*”.

- If refrigeration or freezer equipment is not in compliance with Amtrak Public Health/FDA temperature specifications, the appropriate supervisor should be notified immediately.
- Inspect Dining Car for any evidence of insects and rodents. Notify CNOC’s Mechanical Desk with findings and provided the appropriate supervisor a written report.

d) **Stock Loading**

- Supervise loading of supplies into refrigerators and freezers.
- Ensure that all support items have been loaded and placed in the appropriate storage areas.
- Follow loading diagrams if applicable to the train/car.

e) **Safety Briefing**

- Conduct safety briefing.
- Ensure that all safety equipment is complete and in good working order.

f) **Service Preparation**

- Ensure all crew members understand their job responsibilities.
- Brief OBS crew (including Train Attendants) on menus, specials, special service request, groups, etc.
- Review side work assignment with Service Attendants.
- Inspect all tables to ensure they are set as required by procedure for that specific train.
- All meals are to be served on plate-ware appropriate to the train's specific service.
- All beverages are to be served in glassware appropriate to the train's specific service.
- All flatware is to be rolled in a napkin.
- Ensure that beer and white wine are chilled. Red wine is stored and served at room temperature.

g) **Mise en Place** – Reserve one table for Mise en Place (supply table) and ensure that it is properly set up and visually appealing.

h) **Staggered Seating Reservation System**

- Use the prescribed reservation system for dinner service in the evening (*Refer to Chapter 7 "Policies and Procedures"*)
- Coordinate with the Conductor before making the passenger announcement that you will be walking through the train to make meal reservations.
- Coordinate with both the Coach and Sleeping Car Train Attendants when making meal reservations.

4. **LSA-Diner – En Route Responsibilities**

a) **Hours of Service** – The prescribed hours of operation when opening and closing must be adhered to

regardless if it is a Dining, Lounge or Café Car.
(Refer to Chapter 7 “Policies and Procedures”)

b) **Job Briefing**

- Conduct job briefings prior to meal periods and as deemed necessary.
- Make certain that each crew member is at his or her assigned duty station.

c) **Opening Announcements** – Make appropriate announcements pertinent to the operation of the Dining Car as outlined in Chapter 10 “*On-Board Announcements and Signage*”.

- Advise passengers of the location of the Dining Car, hours of service and the staggered seating system used for lunch and dinner.
- With the assistance of the Train Attendants, ensure that reservations are taken for dinner.
- Coordinate with the Conductor before making announcement for meals.

d) **Chef Review** – Review reservation numbers with Chef to assist in determining the quantities of entrees to prepare.

e) **Crew Briefing** – Brief the Chef, Food Specialists and Service Attendants on group dining arrangements, method of payment, menu selections and special orders.

f) **Dining Car Preparation** – Ensure that the Dining Car is properly set up and ready to receive passengers at the designated meal periods. Ensure that beer and white wine are chilled. Red wine is stored and served at room temperature.

g) **Work Stations**

- Make sure all Dining Car crew members are at their assigned work station and that work is properly distributed.
- The LSA-Diner is a working member of the Dining Car staff and will assist taking orders, serving meals and bussing tables.

h) **Meet and Greet**

- Make sure all passengers are greeted and seated by a member of the Dining Car staff.
- Whenever possible, introduce strangers seated together and help them “break the ice.”
- If menus are not already at the place setting, present a menu to each passenger when seated.
- Describe menu choices, beverage selections, entrée specials and depleted items.

- i) **Monitor Service**
 - Check the preparation, portion size, temperature, presentation, garnish, etc. of meals being served.
 - Coordinate kitchen and pantry work to avoid service delays.
 - Each order must be processed efficiently, so that food does not cool while waiting to be served.
 - Inquire about the passenger's meal in a pleasant, positive manner.
 - Observe the level of service being provided by the Dining Car staff.
 - Make certain that any late-arriving passengers at the end of a meal period are provided efficient service.
- j) **To Go Meals** – Supervise all “to go” and room service orders, making sure orders are complete with all utensils, condiments and beverages.
- k) **Up-Selling** – Increase revenue opportunities by up-selling with a focus on cocktails, desserts and appetizers.
- l) **Meal Checks**
 - Ensure that meal checks are properly completed using only black ink.
 - Make sure any additional items are recorded on the meal check.
 - When passengers have finished, total the meal check, collect payment (if any amount is due) and provide the passenger with a receipt.
 - Abstract all entrees, beverages, desserts and alcohol to assure accurate inventory control.
- m) **Table Rotation** – Ensure that tables are cleared and reset as soon as passengers leave.
- n) **Crew Meal Schedules** – (*Refer to Chapter 7 “Policies and Procedures”*)
- o) **Crew Utilization** – Re-assign on-board crew duties during trip, if needed.
- p) **Closing Announcement** – When closing the Dining Car for the evening, make an announcement as to the next morning's breakfast service. (*Refer to Chapter 10 “On-Board Announcements and Signage”*)
- q) **En-route Supplies** – Order additional supplies en route, if needed. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*)
- r) **Public Health**
 - Monitor refrigeration as required. (*Refer to*

Chapter 3 “FDA Rules and Inspections”

- Ensure that stock is properly rotated – first in – first out.
 - Ensure that trash is off-loaded at designated locations. (*Refer to Chapter 3 “FDA Rules & Inspections”*).
 - Arrange for the car to be watered en route if it becomes necessary.
- s) **Crew Recognition**
- Provide recognition and feedback to crew members.
 - Provide evaluation and feedback to the Crew Base when someone is on a “new hire” or “refresher” trip.
- t) **Car Security** – Secure car when closed for service.

5. LSA-Diner – End-of-Trip Responsibilities

- a) **Inventory** – Accurately inventory all items on hand and reconcile against meal abstract. Section B items of the “*Transfer Out Form*” (896) will be reviewed with the Chef.
- b) **Handheld Credit Card Device** – Complete End of Day Reports.
- c) **Transfer Out Form** – Complete the “*Transfer Out Form*” (896). **Do not complete the Return to Stock column; this is the responsibility of the Catering Vendor.**
- d) **End of Trip Cleaning**
- Ensure that the car is properly cleaned and sanitized, including Superliner food service elevators.
 - Ensure that all cabinets and lockers are clean and all supplies removed.
 - Ensure that all linen is bagged and tagged.
 - Ensure that all trash bags are positioned as required by the location – either to the platform or left in the car.
- e) **Return to Stock Items** – Pack supplies and remaining food items appropriately for off-loading in accordance with local agreements.
- g) **Equipment Issues** – All mechanical defects have been recorded on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775).
- h) **Crew Release** – Release crew members and secure car.

- i) **Remit** – Remit revenue in accordance with Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”.

H. Lead Service Attendant-Café/Lounge

The LSA-Café/Lounge is responsible for providing food and beverage service in designed areas, providing quality customer service and other duties as assigned.

All LSA positions, regardless of the car worked, are responsible for but not limited to the following:

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Possess a working knowledge** of Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”.
- c) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. LSA-Café/Lounge – General Responsibilities

- a) **Working Fund**
 - The LSA-Café/Lounge is required to have a working fund.
 - The Working fund is not to exceed \$300.00.
 - Only one working fund is to be active at any one time. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*)
- b) **Credit Card Device**
 - The LSA is required to have a credit card device with them on each trip.
 - The device is supplied by the Crew Base along with battery and other support items.
 - All credit card transactions must be processed through this device.
- c) **Manifest**
 - The LSA is to receive a manifest.
 - If the train offers Business Class service, the manifest will be used to validate the complimentary service (if any) to passengers.
 - If the credit card device malfunctions en route, contact the Manager.
- d) **Forms, Tools and Supplies** – The LSA-Café/Lounge must ensure that they have a sufficient quantity of the following in their possession.
 - “*Transfer Out Form*” (896)

- “*Café/Lounge, Food & Beverage Sales Reports*” (NRPC 695), if required
- “*First Class/Club Car, Food & Beverage Sales Reports*” (NRPC 3275), if required
- “*POS Trains, Food & Beverage Sales Reports*” (NRPC 3276), if required
- “*Change In On Train Inventory*” (NRPC 125)
- “*Complimentary Service Accounting*” (NRPC 3157)
- “*Business Class Service Accounting*” (NRPC 3236)
- “*Chef/LSA En Route Condemnation Report*” (NRPC 3143)
- “*Food Service Out Of Order Label*” (NRPC 2926)
- “*LSA Temperature Monitoring Report*” (NRPC 3220)
- “*Passenger Receipt Book*” (NRPC 3076)
- “*Canadian Customs Tag*” (NRPC 3088) (*Only for Adirondack, Amtrak Cascades and Maple Leaf trains*)
- “*Baggage Identification Tag*” (NRPC 347)
- Maintain and have the current Service Standards: *Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Bulletins on preparation of menu items
- Café Service Guide
- Corkscrew and bottle opener
- Ice Scoop
- Paring knife
- Dial stem thermometer(s)
- Chlorine test strips and solution
- Calculator and extra batteries
- Current cycle wall menus (supplied by the Catering Vendor)
- Black pens, rubber bands, paper clips, etc.
- Locks and keys
- Any current promotional material
- Amenities to support current service
- All relevant Amtrak approved signage
 - “*Sorry the Cafe is Temporary Closed*” - tent card number 028138, sign number 028139
 - “*Line Forms this Way*” - tent card number 028151, sign with right arrow number

028152R, sign with left arrow number
028152L

- Any additional items necessary to properly perform duties or as deemed necessary by the originating Crew Base

e) **Security and Loss Prevention**

- Protect assets and monies.
- All Amtrak employees who handle revenue funds or hold “Working Funds” are responsible and accountable for the monies in their possession.
- Amtrak monies is to be under an employee’s personal supervision at all time and never left unattended or left on board trains at terminal or layover stops.
- Fund required for the continuation of the trip must be either turned in for safekeeping to the receiving clerk at crew bases, or deposited in the safe deposit of the hotel where the employee is staying.
- Funds must not be kept or hidden in the hotel rooms.
- Funds must not be kept on the person overnight without authorization from the appropriate supervisor.
- Personal and company funds should not be combined for any reason.
- Funds not required for the continuation of the trip must be turned in to the receiving clerk at the crew base, ticket receiver or ticket office at layover point prior to going to the hotel or layover accommodations. (If this is not possible, follow the procedures outlined above.
- Each employee handling Amtrak Revenue or revenue-related items is required to comply with the established revenue accounting procedures.
- As soon as a trip is completed, Amtrak employees must remit any funds or working funds received from the sale of stock, supplies or related items.
- Employees cannot leave the property with company funds, unless they have received authorization from their supervisor.

- f) **Restrooms** – Unless otherwise assigned, the LSA is responsible for the maintenance of the restrooms in the Café/Lounge Car.

2. LSA-Café/Lounge – Pre-Departure Responsibilities – Stock Verification/Acceptance

- a) **Inventory** – Accurately inventory stock reporting any shortages and submitting any backorders to Catering Vendor.
- b) **Commissary Discrepancies** – Report any discrepancies to the appropriate supervisor.
- c) **Stock Quality** – Check that all stock is in useable condition, including expiration dates.
- d) **Manifest**
 - Check for groups or special service requests and arrange for additional stock if necessary.
 - If the train has Business Class service, the manifest is the document that validates complimentary beverage service to the passenger traveling in that class of service.
- e) **Transfer Out Form (896)** – Comply with the requirements as outlined in Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”, related to discrepancies, backorders and start issue credits.
- f) **Signature** – Ensure that all signatures required from certain personnel are secured before accepting stock.
- g) **Responsibility** – Accept responsibility for stock.
- h) **Stock Delivery**
 - Ensure that the stock is delivered to the train (as applicable).
 - Store refrigerated and frozen foods first.
 - Immediately report any discrepancies to the appropriate supervisor.
 - Stock must be stored out of the sight of passenger. Seats and booths are not to be used to store stock.

3. LSA-Café/Lounge – Pre-Departure Responsibilities – On Train

- a) **Inspection**
 - Review the “*Record of Defect and Repair MAP-21A*” (NRPC 2775) to verify that any pre-existing conditions have been corrected. If not, immediately notify the Mechanical Department or a Supervisor.
 - Check that all wall-menu frames contain the appropriate menus for the current cycle. There should be no empty menu frames.
 - Northeast Regional Café Cars only – if any Café posters are missing or damaged, notify one or more of the following:

- Manager of On-Board Services
 - BOS or WAS Crew Base
 - NEC Service Operations NYP
 - Food and Beverage NYP
 - Inspect Café/Lounge Car for any defects and immediately notify the Mechanical Department or a Supervisor.
 - Ensure that all refrigerators and freezers are in the appropriate temperature range prior to accepting delivery of stock from the Catering Vendor.
 - Inspect restrooms to make sure they are clean, operational (check both sink and toilets for water) and fully stocked.
- b) **Cash Register/Point-of Sale (POS)** – Check that the cash register or POS (if one is installed) is functioning properly. If not, call for a replacement prior to departure. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*)
- c) **Public Health**
- Verify that all provisions are delivered and loaded on-board. Ensure that the Catering Vendor loads refrigerated items first with the frozen items next and the dry goods last.
 - Verify temperature of “test” item supplied by Catering Vendor and record on the “*LSA Temperature Monitoring Report*” (NRPC 3220).
 - Monitor refrigeration in accordance with Chapter 3 “*FDA Rules and Inspections*”.
- d) **Preparation for Service**
- Set-up an attractive and serviceable back bar display.
 - Prepare and organize support items.
 - Prepare necessary garnishes and condiment trays (i.e. limes, lemons, etc.).
 - Set up bar supplies and chill beer.
 - Fill condiment trays.
 - Make coffee.
 - Menus in frames.

4. LSA-Café/Lounge – En Route Responsibilities

- a) **Hours of Service** – The prescribed hours of operation when opening and closing must be adhered to regardless if it is a Dining, Lounge or Café Car. (*Refer to Chapter 7 “Policies and Procedures”*)

b) Announcement Guidelines

- Ensure that the Café/Lounge Car is open for service during the required hours.
- Make appropriate announcements regarding location of Café/Lounge Car, hours of service, LSA-Café/Lounge meal breaks, “Happy Hour” specials, etc. (*Refer to Chapter 10 “On-Board Announcements and Signage”*)
- Make announcements far in advance of closing for meal breaks and at the end of the day/trip to allow passengers the opportunity to make a purchase.

c) Cash Register/POS

- All sales transactions must be processed through the cash register or POS. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*).
- All passengers are provided with a receipt. In the event of a register failure, receipts must be provided manually using the “*Passenger Receipt Book*” (NRPC 3076).
- All credit card transactions must be processed using the Credit Card Device.
- If the credit card device malfunctions en route, contact the Manager.

d) Public Health

- Monitor refrigerators and freezers as required. Refer to Chapter 3 “*FDA Rules and Inspections*” if any unit fails.
- Off-load trash at designated locations. (*Refer to Chapter 3 “FDA Rules and Inspections”*).
- Water cars at approved watering locations as needed.

e) Service

- Describe menu choices.
- Prepare items as outlined in the Service Guide.
- Present items to passenger in attractive way.
- Keep tables and seats clean and free from trash.
- Adhere to the procedures outlined in the “National Café Service Guide” for proper food and beverage service.

f) Up-selling – Increase revenue opportunities by up-selling – chips with soda, etc.

g) Restrooms

- Monitor the condition of the restrooms every 45 minutes.
- Restock as necessary.

h) **Crew Utilization**

- If an LSA Assist or Service Attendant is assigned to work the Café/Lounge Car, it is the responsibility of the LSA-Café/Lounge to ensure that they know their responsibilities and adhere to all Amtrak policies and procedures.
- Provide evaluation and feedback to the crew base when someone is on a “new hire” or “refresher” trip.

i) **Equipment Issues** – Record all mechanical defects on the “*Record of Defect and Repair MAP-21A*” (NRPC 2775).

j) **En route Ordering** – Order additional supplies en route, if needed. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*)

k) **Trash Removal:** Ensure that trash bags are removed when 75% full, and that trash is off loaded at the designated trash stops.

5. LSA-Café/Lounge – End-of-Trip Responsibilities

a) **Inventory** – Accurately inventory all items on hand.

b) **Transfer Out Form** – Complete the “*Transfer Out Form*” (896). Do not complete the Return to Stock column; this is the responsibility of the Catering Vendor.

c) **Cash Register Close Out** – Generate “Z” Report from Cash Register.

d) **Handheld Credit Card Device** – Complete End of Day Reports.

e) **End of Trip Cleaning**

- Ensure that the car is properly cleaned and sanitized.
- All trash is bagged and positioned as required by the location- either to the platform or left on the car.
- All cabinets and lockers are to be left clean and all supplies removed.

f) **Return to Stock Items** – Pack supplies and remaining food items appropriately for off-loading in accordance with local agreements.

g) **Equipment Issues** – All mechanical defects have been recorded on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775).

h) **Remit** – Remit revenue in accordance with Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”.

I. LSA-Cart Service

The LSA-Cart is responsible for providing food and beverage “At Seat Cart Service”, providing quality customer service and other duties as assigned.

All LSA positions, regardless of the car worked, are responsible for but not limited to the following:

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Possess a working knowledge** of Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”.
- c) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. LSA-Cart – General Responsibilities

- a) **Working Fund**
 - The LSA-Cart Service is required to have a working fund.
 - The working fund is not to exceed \$300.00.
 - Only one working fund is to be active at any one time.
- b) **Credit Card Device**
 - The LSA is required to have a credit card device with them on each trip.
 - The device is supplied by the Crew Base along with battery and other support items.
 - All credit card transactions must be processed through the credit card device.
 - If the credit card device malfunctions en route, contact the Manager.
- c) **Forms, Tools and Supplies** – The LSA-Cart must ensure that they have a sufficient quantity of the following in their possession.
 - “*Transfer Out Form*” (896)
 - “*Cart Service, Food & Beverage Sales Reports*” (NRPC 3256)
 - “*Passenger Receipt Book*” (NRPC 3076)
 - Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
 - Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
 - Ice buckets
 - Ice scoop
 - Tongs

- Sanitizing solution
- Cart menus
- Black pens, rubber bands, paper clips, etc.
- Locks and keys
- Credit card device
- Any additional items necessary to properly perform their duties or as deemed necessary by the originating Crew Base.

2. LSA-Cart – Pre-Departure Responsibilities – Stock Verification/Acceptance

- Inventory** – Accurately inventory stock, reporting any shortages and submitting any backorders to Catering Vendor.
- Discrepancies** – Report any discrepancies to the appropriate supervisor.
- Stock Quality** – Check that all stock is in useable condition, including expiration dates.
- Temperatures** – Check that all refrigerators and freezers are in the appropriate temperature range prior to accepting delivery of stock from the Catering Vendor.
- Accounting** – comply with the requirements as outlined in Chapter 8, Section 2 “*On-Board Service Accounting Procedures*” related to discrepancies, backorders and start issue credits.

3. LSA-Cart – Pre-Departure Responsibilities – Cart Preparation

- Cleanliness** – Ensure assigned cart is clean and safe to operate.
- Set-up Cart for Service** – Place heaviest items on the bottom.
- Cart Safety Instructions** – Refer to Safety Rule 2123 in Chapter 1 “*Safety and Security*”.

4. LSA-Cart – En Route Responsibilities

- Crew Briefing** – Attend crew briefing and review cart operations plan and station stops procedures with train crew.
- Announcements** – Make frequent “At Seat Cart Service” announcements about the cart service when departing from major station stops.
- Service**
 - Provide cart service immediately upon departure.
 - Provide additional services such as obtaining items that are not available on the cart menu

but are available in the Café/Lounge Car by purchasing the item from the Café/Lounge Car for the customer and serve it at their seat.

- Handle passenger questions, comments and complaints.
- Assist passengers with disabilities or requested assistance.
- Increase revenue opportunities by up-selling products.

d) **Safety**

- Ensure cart is out of the aisle during station stops.
- Always clean up spills on floors immediately.

e) **Equipment Issues**

- Report all cart defects to Supervisor.
- Record all mechanical defects on the “*Record of Defect and Repair MAP-21A*” (NRPC 2775).

f) **Public Health** – Maintain proper food service sanitation and Amtrak’s public health standards (*Refer to Chapter 3 “FDA Rules and Inspections”*).

g) **Backorders/PAR Issues**

- Order as necessary.
- In the NEC there are catering locations in BOS, NYP and WAS which can provide backorders as necessary.
- Report PAR issues or service issues to Catering Vendor or Manager.

5. **LSA-Cart – End-of-Trip Responsibilities**

- a) **Inventory** – Accurately inventory all items on hand and record on “*Transfer Out Form*” (896).
- b) **Handheld Credit Card Device** – Complete End of Day Reports.
- c) **Transfer Out Form** – Complete the “*Transfer Out Form*” (896). Do not complete the Return to Stock column; this is the responsibility of the Catering Vendor. Cart service is documented as Café 7 or Café 8.
- d) **End of Trip Cleaning** – Ensure that the cart is properly cleaned and sanitized.
- e) **Return to Stock Items** – Pack supplies and remaining food items appropriately for off-loading in accordance with local agreements.
- f) **Equipment Issues** – Cart mechanical defects have been recorded on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775) and reported to proper supervisor.

- g) **Remit** – Remit revenue in accordance with Chapter 8, Section 2 “*On-Board Service Accounting Procedures*”

J. Chef

The Chef is responsible for supervising the kitchen staff, for managing and directing all aspects of Dining Car cooking techniques in accordance with FDA and Amtrak standards, providing quality customers service and other duties as assigned.

Unlike other crafts, while the Chef reports in full uniform, once on-board the train, Chef's have the option of working in a clean solid color tee shirt or sweatshirt when loading or unloading the stock.

The Chef is responsible for but not limited to the following.

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Possess a working knowledge** of Chapter 8, Section 2 “*On-Board Service Accounting Procedures*” that relates to the Chef position.
- c) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. Chef – General Responsibilities

- a) **Forms, Tools and Supplies** – The Chef must ensure that they have a sufficient quantity of the following in their possession.
 - “*Transfer Out Form*” (896) (Chef's Reprint)
 - “*Dining Car Report*” (NRPC 131), if required
 - “*Chef/LSA En Route Condemnation Report*” (NRPC 3143)
 - “*Food Service Out Of Order Label*” (NRPC 2926)
 - “*Enroute Monitoring Report*” (NRPC 2908)
 - Dining Car Service Guide
 - Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
 - Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
 - Sanitizing solution
 - Dial stem thermometer(s)
 - Chlorine Test Strips

- Thermal Labels
- Locks & Keys
- Wire Whip
- Tongs
- Spatulas
- Ladles (1, 2, 4 and 6 oz.)
- Perforated spoons
- Grill scraper
- Carving knife
- Chef knives
- Serving spoons
- Oven mitts

2. Chef – Pre-Departure – Stock Verification

a) **Supervision**

- Manages and directs all aspects and practices of cooking techniques according to Amtrak standards.
- Supervises the Food Specialists assigned to work in the car.

b) **Inventory**

- Assist the LSA and Service Attendants in counting stock, focus on center of the plate items, and all support items (i.e., starches, vegetables, etc.).
- Verify condition of stock.
- Report any shortages to the LSA/Catering Vendor.
- Based upon consultation with LSA determine if any backorder items are required.

c) **Stock Quality** – Check that all stock is in useable condition, including expiration dates.

3. Chef – Pre-Departure Responsibilities – On Train

a) **Kitchen**

- Verify that all kitchen equipment is in proper working order.
- Immediately inform the LSA and the appropriate supervisor of any defects needing correcting before the train departs.
- Ensure that all work surfaces and kitchen equipment are properly cleaned and sanitized before preparing food.

b) **Temperatures**

- Verify temperature of “test” item supplied by catering vendor.
- Check temperature of refrigerators and freezers prior to acceptance of stock. If out of temperature

range, immediately notify a Supervisor and/or the Mechanical Department.

- c) **Public Health and Safety** – Store any toxic chemicals (cleaning compounds, etc.) away from food to avoid cross-contamination.

4. Chef – En Route Responsibilities

a) **Public Health**

- Keep kitchen hand sink supplied with soap and paper towels.
- Wrap or cover, label and date foods that are to be stored in refrigerators and freezers.
- Monitor refrigeration in accordance with Chapter 3 “*FDA Rules and Inspections*”.
- Assess all food to be condemned and record on the “*Chef/LSA En Route Condemnation Report*” (NRPC 3143) at the end of each meal period.
- Maintain a clean kitchen throughout the trip.
- Remove trash at designated locations. (*Refer to Chapter 3 “FDA Rules & Inspections”*).

b) **LSA/Chef Review**

- Review reservation numbers with the LSA-Diner to help determine quantities to prepare.
- Inform the LSA-Diner if certain entrees are not being ordered so that the Dining Car staff may suggest items to passengers. In addition, give the LSA-Diner an early warning when a menu item is running low.

c) **Menu Preparation**

- Prepare foods as close to service time as possible.
- Menus must never be modified or changed.
- Ensure portion sizes are correct and items are properly presented.
- Ensure no food leaves the kitchen without a completed meal check.
- Ensure the correct meal check accompanies each meal sent out from the kitchen.
- Test final product with a thermometer for correct temperature.

- d) **Trash Removal** – Ensure trash is bagged and off-loaded at designated trash stops.

- e) **Car Watering** – Ensure that the car is watered at designated watering stops in compliance with Amtrak Public Health requirements.

- f) **Security** – Secure kitchen when closed for service.

5. Chef – End-of-Trip Responsibilities

a) **Inventory**

- Inventory stock and abstract from the meal checks for all Section B entree items at the conclusion of each meal period.
- Reconcile “*Transfer Out Form*” (896) Section B with LSA-Diner.

b) **Transfer Out Form (896)** – Complete as required. (*Refer to Chapter 8, Section 2 “On-Board Service Accounting Procedures”*)

c) **End of Trip Cleaning**

- Ensure that all kitchen equipment, surfaces, storage areas, floors and mats are cleaned and sanitized, including Superliner food service elevators.
- Ensure that trash is bagged properly and off loaded as required by local procedures.

d) **Equipment Issues** – Ensure all mechanical defects have been recorded on the “*Record of Defect and Repair MAP-21A*” (NRPC 2775).

e) **Return to Stock**

- At the turn-point or final destination of the trip, follow local procedures regarding the removal of stock from the Dining Car.
- If the car is to be stripped, assist in packing and removing the items from the car.

f) **Security** – Secure kitchen storage units, doors and gates at the end of the trip.

K. Food Specialist

The Food Specialist is responsible for following the instructions from the chef, providing quality customer service and other duties as assigned. The Food Specialist reports in full uniform, once on-board the train, Food Specialists have the option of working in a clean solid color tee shirt or sweatshirt when loading or unloading the stock.

All Food Specialists are responsible for but not limited to the following:

a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.

b) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. Food Specialist General Responsibilities

Responsibilities include, but are not limited to, the following.

a) **Form, Tools and Supplies**

- “Food Service Out Of Order Label” (NRPC 2926)
- Dining Car Service Guide
- Food Preparation Guide
- Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Dial stem thermometer(s)
- Chlorine Test Strips
- Thermal Labels
- Locks & Keys
- Wire Whip
- Tongs
- Spatulas
- Ladles (1, 2, 4 and 6 oz.)
- Perforated spoons
- Sanitizing solution
- Grill scraper
- Carving knife
- Chef knives
- Serving spoons
- Oven mitts

b) **Inventory/Kitchen Preparation** – Assist Chef with the following:

- Receiving, storing and rotation of provisions.
- Taking inventory of provisions.
- Cleaning and sanitizing of kitchen work surfaces.
- Preparing car for service.
- Preparing food.
- Washing dishes, glassware, flatware and cooking utensils.
- Other duties as instructed by the Chef.

c) **Expeditor**

- Assist Chef in advance preparation of food.
- Maintain prepared foods, salads, desserts, etc in ready-to-serve condition, whenever practicable.
- Receive orders from the LSA-Diner and Service Attendants.
- Check for accuracy of meal checks (if in doubt, ask the waiter for clarification).

- Call orders to the Chef.
 - Consider timing when calling orders so that all food is served equally hot.
 - Send earlier orders up first to the dining area on Superliner equipment.
 - Griddle and microwave foods will take longer to prepare than steam-table foods that are already hot and ready to serve.
 - Do not allow a hot order to cool while waiting for others to be prepared.
 - Prepare and plate food as directed by the Chef.
- d) **Order Accuracy**
- Ensure that no food leaves the kitchen without a completed meal check.
 - Make sure that the correct meal check accompanies each order.
 - Ensure portion sizes are correct and items are properly presented.
 - Do not send out incomplete orders.
- e) **Cleaning and Housekeeping**
- Wash and sanitize utensils, dishes, pots, pans.
 - Wash flatware, glassware and dishes as required.
 - All items are to be clean and stored properly at the end of the trip.
- f) **Equipment Issues** – Ensure all mechanical defects have been recorded on the “*Record of Defect and Repair MAP-21A*” (NRPC 2775).
- g) **Public Health**
- Water car, if necessary, at approved watering locations.
 - Off-loading trash at designated locations. (*Refer to Chapter 3 “FDA Rules & Inspections”*).
- h) **End of Trip**
- Assist chef with inventory, packing and off-loading of supplies
 - On Superliner equipment, ensure that the dumbwaiter area has been completely emptied, the shaft is clear of items, and the entire unit has been sanitized.
 - Perform other duties as assigned by the chef.

L. Service Attendant

All Service Attendants (SA) are responsible for performing all necessary duties related to serving food, beverage and other specified item providing quality customer service and other duties as assigned.

Service Attendants are responsible for but not limited to the following:

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. SA – Pre-Departure Responsibilities

- a) **Forms, Tools and Supplies**
 - Dining Car Service Guide.
 - Current cycle menu.
 - Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
 - Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
 - Any additional items necessary to properly perform their duties or as deemed necessary by the originating Crew Base.
- b) **Inventory**
 - Assist with verification of stock at the Catering Vendor’s facility as assigned by the crew base.
 - Ensure all required items for table set-up are provided and are in clean usable condition.
- c) **Discrepancies** – Advise LSA-Diner of any shortages, discrepancies or unacceptable food items.
- d) **Stock Quality** – Check stock to ensure it is in useable condition, including expiration dates.
- e) **Stock Delivery**
 - Assist LSA in checking delivered supplies to the Dining Car.
 - Assist in loading and storing supplies using the first in, first-out method.

2. SA – En Route Responsibilities

- a) **Work Areas/Tables**
 - Inspect and prepare areas of responsibility.
 - Fill salt and pepper shakers, sugar bowls and relish caddies.
 - Flatware will be rolled in a linen napkin.
 - The Catering Vendor will supply the initial par of rolled flatware.
 - Folded linen napkins are utilized on some trains. Follow the procedure established for that trains.
 - Assist in rolling flatware after initial supply is used.

- Set all tables in a uniform manner according to established train-specific procedures.
 - Assist in sidework, which may include positioning of salads, dessert, juices, rolls, etc.
- b) **Job Briefing**
- Attend job briefing conducted by LSA.
 - Required to know:
 - Menu selection.
 - Entrée preparation methods.
 - Required to be knowledgeable of:
 - Wine selections – and best compliments by entrée.
 - Selection of appetizers.
- c) **Service**
- Welcome passengers and introduce yourself.
 - Acknowledge passengers waiting to be seated.
 - Politely acknowledge seated passengers if unable to serve them immediately.
 - Keep track of where passengers are seated and where they are in the delivery of service process.
 - Explain the menu choices, beverage selections, entrée specials or any substitutions.
 - Offer a selection of cocktails, wine and appetizers.
 - Serve beverages first, followed by first-course items, and then the entrée.
 - If there are depleted items, let the passenger know by apologizing and then offering an alternative selection.
 - Up-sell additional items with a focus on appetizers, cocktails and desserts. Ensure add-on items are added to the meal check.
 - Review the order for accuracy and completeness prior to sending to kitchen.
 - Prior to serving meal, ensure order is correct and complete before serving.
 - Make certain the passenger has the necessary condiments.
 - Indicate passenger location at the table on the meal check in order to eliminate “food auctioning.”
 - Check back with passengers during their meal to inquire if everything is satisfactory.
 - Offer Beverage refills on coffee and tea.
 - Always place meal check face down on the table.
 - When passengers have finished, thank them and invite them to visit the Dining Car again.

- Inform the LSA-Diner when customers are ready to pay. The Service Attendant may be directed by the LSA-Diner to collect payment.

d) **On-Going Responsibilities**

- Replace linen tablecloths when stained, soiled, torn or otherwise unsuitable.
- Paper tablecloths (if used) should be placed over the linen tablecloths prior to the start of the meal period.
 - Use only one layer of paper per table.
 - Store unused paper in the original box for easy access during the meal period.
 - Do not place paper on unused tables.
- Monitor the meal progress and promptly clear empty plates, used tableware, etc.
- Reset table(s) and inform LSA-Diner when ready to accept new customers.
- Keep pantry stocked.
- Assist in making coffee during meals.

e) **Passenger Comments** – Immediately notify the LSA-Diner of any passenger comments or complaints regarding the meal or service.

f) **Public Health** – Ensure trash is off-loaded at designated locations. Avoid emptying trash receptacles while passengers are dining.

3. SA – End of Trip Responsibilities

- a) Break down pantry and dining room at the completion of the meal period.
 - Do not begin breaking down the Dining Car while passengers are present.
 - Return items to refrigeration or storage.
 - Sweep after each meal period.
 - Wipe seats after passengers leave the table.
 - Mop uncarpeted areas as required.
- b) Assist LSA-Diner with inventory.
- c) Pack supplies and related service items for off-loading in accordance with local agreements.

M. Train Attendant-Coach (TAC)

The train attendant coach is responsible for providing a high level of passenger service according to Amtrak's specification for proper use and care of company property in the designated area, providing quality customer service and other duties as assigned.

All Train Attendants-Coach (TAC) are responsible for but not limited to the following.

- a) **Adhering to all of the procedures** in Section B “General Information” of this chapter.
- b) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “FDA Rules & Inspections”.

1. TAC – Staffing Levels

The staffing levels for TACs on long-distance trains are based on both the total number of coaches and the passenger count (*Refer to chart 6-9*). The number of passengers must exceed the maximum count for at least four (4) hours of daylight travel to warrant an additional Train Attendant-Coach being added to the crew. Amtrak’s Crew Management Services at CNOC (800) 522-7397 will be responsible for determining all Train Attendant staffing requirements on a daily basis, ensuring that extra personnel are assigned when required.

Number of Coaches	Passenger Count Minimum	Maximum	Number of Coach Train Attendants
1-3	0	150	1
	151	225	2
4	0	150	1
	151	300	2
5	0	300	2
	301	375	3
6	0	300	2
	301	375	3
	376	450	4

Chart 6-9 – Staffing Levels for Train Attendants - Coach on Long-Distance Trains

2. TAC – General Responsibilities

a) **Forms, Tools and Supplies – Report Location**

Before boarding the equipment, the TAC must have the following:

- Coach key.
- Punch-lock key.
- Flashlight.
- Cleaning Kit.
 - Cleaning towels (rags)
 - Germicidal spray car interior cleaner
 - Glass cleaner “Solution Plus”
 - Febreze air freshener
 - Scrubbing Bubbles toilet cleaning kit
 - Scrubbing Bubbles toilet refill pads
 - Swiffer hard surface floor cleaner handle
 - Swiffer wet refills
 - Swiffer dry refills
 - Carpet sweeper or Shark electric sweeper

- Lysol disinfectant wipes
- Gloves - green rubber
- Gloves - latex disposable
- Snow broom.
- De-icer.
- Manifest.
- Coach seating diagrams.
- National and train-specific timetables.
- Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.
- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Amtrak approved signage including:
- “Please Proceed This Way to the Lounge Car” - number 028157.
- “Please Proceed This Way to the Dining Car” - number 028128.
- “Reserved for Passengers with Disabilities” - number 028111.
- “Assisted Seating” - number 028129.
- “This Restroom Out of Service” – number 028126.
- “Automatic Door Inoperative – Please Slide by Hand” – number 028128.
- “Reserved for Group” – number 028117.
- “Reserved for Parties of Three or More” – number 028113.
- “Reserved for Parties of Two” – number 028135.
- “Reserved for Crew” – number 028114.
- “Baggage Identification Tag” – (NRPC 347).

b) Equipment – On Train

Once on board the equipment the Train Attendant must make certain that the following items are on board, in place and operational:

- Public Address System is operational.
- Prescribed emergency and safety equipment is in place and ready to use.
- Step box.
- Rear gate or safety bar is secured in place.
- Trash boxes and liners.
- Coach pillows and pillowcases.
- Soap – dispenser.
- Paper towels.
- Toilet paper.
- Paper cups.

c) **Teamwork**

- Assist the LSA-Diner with lunch and dinner reservations.
- Assist in organizing and distributing any type of service recovery complimentary food service that may be offered.
- Prior to turning the car over to a relief TAC, review the seating diagram(s) and refer any discrepancies to the Conductor.
- If Cart Service is offered on the train, the TAC will work with the LSA-Cart to ensure that all passengers have an opportunity to use the service.
- On Superliner equipment the TAC will offer the Cart Service to those passengers seating on the lower level.

3. **TAC – Pre-Departure Responsibilities**

- a) **Loading Numbers** – Correctly set the car’s “loading number.”
- b) **Vestibule Curtains** – Pull and attach vestibule curtains.
- c) **Set Signs** – Position signage to indicate the direction of the food service cars.
- d) **Seat Position** – Inspect all seats for cleanliness and place in an upright position.
- e) **Manifest** – Get a copy of the manifest.
- f) **Check Functionality** - Immediately report cleaning and equipment defects – particularly toilets with odor problems to the appropriate supervisor.
 - Lights
 - Seats and footrests
 - Restrooms (water is operating in toilets and sinks)
 - Water fountains (supplied with paper cups)
 - Public Address system is working
 - Heating/air conditioning
 - Window curtains are uniformly positioned
 - Doors and latches
 - Trap doors (when equipped)
- g) **Announcement Protocols**
 - At origin and all major intermediate stations the Train Attendant is to make an announcement which:
 - Provides safety information.
 - Orients the passenger to the consist of the train – location of food service cars, restrooms, etc.
 - Introduces the Train Attendant by name to the passenger and provides the employee location in the event of an emergency or other problem.
 - Announce all station stops between the hours of 7 a.m. and 10 p.m.

- Notify passengers individually of their station stops from 10 p.m. to 7 a.m. Use your flashlight to locate passengers during the night.
 - When an en route delay occurs, passengers are to be immediately notified. If the Conductor does not make an announcement or the announcements are too infrequent, it is the TAC responsibility to keep the passenger informed.
- h) **Overhead Racks** – Clear overhead luggage racks of any supplies, blankets or pillows.
- i) **Pillows**
- Pillows are to be cased before passengers board the train.
 - En route pillows are to be re-cased as needed.
 - Every passenger is to receive a pillow delivered to them from the Train Attendant.
 - Within 15 minutes of departure from every station stop, offer a pillow regardless of the length of a passenger's trip.
 - Collect pillows 15 minutes prior to a passenger's destination, 30 minutes prior to the train's end-point.
 - Do not use any blankets, linens or pillows from the Sleeping Cars unless authorized by the Conductor.
 - If there are sufficient supplies of pillows, a second pillow may be given to a passenger, if requested.
- j) **Trash Containers** – Set up trash containers at appropriate locations in the car – ensuring they do not block doors or vestibules.
- k) **Equipment**
- Review the *“Record of Defect and Repair MAP-21A”* (NRPC 2775) to verify that any pre-existing conditions have been corrected. If not, immediately notify the mechanical department or a supervisor.
 - Safety bar and gates are to be secured in the closed position when cars are being switched or standing in a station.
 - The rear door of the train is closed and locked with all other doors being closed during train movement.
- l) **Work Area**
- Single Level Equipment – The TAC work area is the two rear Coach seats.
 - Superliner – The TAC work area is the two rear upper level seats or the two seats across from stairway.
 - Place a *“Reserved for Crew”* sign above the seats.

- The passengers are to be kept informed of the Train Attendants seat location.
 - If a standee condition develops, the TAC is expected to relinquish the window seat to a passenger. The passenger may occupy that seat until another seat becomes available.
- m) **Emergency Equipment** – Prescribed emergency and safety equipment is in place and ready for use.

4. TAC – Upon Departure and En Route Responsibilities

a) **Receiving Passengers**

- Wipe all hand railings and grab irons.
- Place the step box securely on the platform whenever the distance from the lower car step is 12 inches or more.
- As passengers approach the car, call out the destination of the train, and the destinations assigned to the car.
- Assist passengers with the boarding process.
- Assist passengers with luggage.
- Remain on the ground until the Conductor signals the train is ready to depart.
- Late boarding passengers will be allowed to board at any opening and then escorted to their car.
- Ensure that the vestibule doors and outside windows are properly closed and secured.
- Continually update seating diagram for boarding and detraining passengers.
- Update the seating diagram as the Conductor makes the ticket lift.
- Verify this information periodically with the Conductor.
- Notify the Conductor of any ticketing problems.
- Direct the passenger to their seat.
- Make every effort to seat families and groups together.
- Coordinate group seating with the Conductor.

b) **Introduction**

- Introduce yourself to passengers.
- Inform passengers of smoking policy
- Inform passengers on how to safely move through the train.
- Orient passenger to the car.
 - location of restrooms.
 - location of Food Service Cars.
 - location of drinking fountains.
- Refer passengers to the Emergency Evacuation Information Cards and the location of the emergency exits.

- Inform passenger of your location (the car and seat you will occupy) so passenger can find you for assistance or to answer questions.
- Let passenger know that you will be walking through the cars distributing pillows and personally saying “hello”.

c) **Ticket Lift/Coach Seating Diagram**

- As the Conductor or Assistant Conductor make the ticket lift, complete the Coach seating diagram.
 - The Train Attendant is not to collect tickets unless directed to by the Conductor or Assistant Conductor.
- Every passenger must have a seat check.
- Passengers who indicate they require special assistance (for example they are deaf), are to have the “*Special Assistance Seat Check*” (NRPC 3242) which is green with the words “**Keep in Sight**”.
- Unaccompanied Minors are to have the “*Special Assistance Seat Check*” (NRPC 3242) which is green with the words “**Keep in Sight**”.
- It is the Train Attendants responsibility to update the diagram throughout the trip.
 - Compare coach diagram, passenger counts and destinations with the Conductor’s ticket counts.
 - An up-to-date coach diagram ensures all crew members know which passengers will be boarding and detraining overnight.
- Passengers boarding between 10pm and 7am are to be directed to a specific seat number to minimize disruption to passengers already on-board and asleep.
- Passengers detraining between the hours of 10pm and 7am are to be individually notified by the Train Attendant. Use a flashlight to assist the passenger in collecting their personal items.

d) **Cleanliness of Coaches**

- Inspect cars every 30 minutes.
- Ensure drinking fountains are supplied with paper cups.
- Deodorize cars with air freshener as needed.
- Keep the outside of end doors free of dust and dirt so passenger will not soil their clothing when going from one car to another.
- Keep vestibules and passageways free of snow and ice. Apply de-icing chemical if it is necessary.
- Mop uncarpeted floors as needed. Do not allow water to collect or stand on floors.

- Sweep all carpeted floors and upholstered areas as needed.
 - Brush vacated seats en route
- e) **Restrooms – Routine Cleaning**
 Restrooms are to be checked every hour during the course of the trip and checked every 30 minutes during the morning peak time between 6:00 am and 10:00 am. Clean as required.
- Keep the public restrooms clean and dry.
 - Wipe mirrors, sinks and counters.
 - Wipe and disinfect toilet bowl, toilet seat, under toilet lid.
 - Replenish soap and paper products as necessary.
 - Pick up trash.
 - Dust floor with Swiffer Dry.
- f) **Restrooms – Heavy Cleaning**
 Restrooms are to have a heavy cleaning as the last duty of the evening, in order to have the restrooms ready for peak usage between 6:00 am - 10:00 am the next morning. Restrooms should also have a heavy cleaning after the peak usage time of 10:00 am and as needed or as directed by local supervision. Follow these steps in the order listed:
- Pick up trash.
 - Begin toilet cleaning process by using green rubber gloves or disposable latex gloves to lift toilet seat lid, then spray germicidal foaming cleaner inside the bowl outside of the toilet bowl including the seat, lid and platform the toilet sits on (let soak).
 - Spray the glass cleaner (Solutions Plus) on the mirror and under mirror back splash (clean with paper towels).
 - Use the germicidal foaming cleaner inside of the sink bowl, hot/cold faucet handles, spout, sink counters, outside of sink cabinet, toilet flush button, doors, doorknobs and locks (clean with paper towels).
 - Finish wiping down the outside of the toilet bowl including the seat, lid and platform the toilet sits on.
 - Finish toilet cleaning process by using the Scrubbing Bubbles toilet cleaning kit to scrub inside of toilet.
 - Used scrubbing pads can be flushed down the toilet or put into a small plastic bag and disposed with the trash.
 - Wipe and disinfect changing table.
 - With a wet Swiffer, mop clean the floor including the corners of the floor and around the toilet base.

- Remove gloves. (*If green rubber gloves were used, clean first (before removing) by squirting liquid hand soap into the palm of a glove and rub the gloves vigorously together, rinse gloves in hand sink under running water then dry with paper towel.*)
- Spray a light amount of Febreze into the restroom.
- Wipe liquid soap container with disinfectant and replace liquid soap container when malfunctioning or nearly empty.
- Remove used bars of soap, and replace with new bars (long distance coaches and first class accommodations).
- Restock proper paper cups, facial tissue, paper towels and toilet paper as necessary in appropriate holders. (*Do not leave extra stock on counter tops or back of toilet.*)
- Empty trash containers and install new liners.
- Return all cleaning supplies to the proper storage area.

g) **Restrooms – Defects**

- If a sink or toilet malfunctions, lock the restrooms until authorized repairs can be made.
- Shut off water supply to prevent flooding, if necessary.
- Place sign “This Restroom is out of Service” - number 028126 on door.
- Record all defects on “*Record of Defect and Repair MAP-21A*” (NRPC 2775).
- Lock the restrooms if a car runs out of water. Arrange for the car to be watered en route.

h) **Lighting** – Main ceiling and cove lights must be turned off at 10 p.m. on overnight trains.

i) **Trash Containers**

- Empty trash containers as they reach 75 percent of capacity.
- Off-load trash at designated locations. (*Refer to Chapter 3 “FDA Rules & Inspections”*).

j) **Temperature Control** – Regulate lights, heat and air conditioning en route.

k) **Luggage**

- Ensure that all carry-on baggage has identification tags attached.
- Do not store luggage in the vestibule areas.
- Ask passengers to keep baggage and paper clear of floor heating strips.

l) **Detraining**

- Review Seating Diagram in preparation for a station stop.
- Notify the Conductor of all passengers who

require a wheelchair or other special assistance at their destination. This must be done as early as possible so that the information can be sent well in advance to the station.

- Prepare passengers for detraining at least 20 minutes prior to arrival at their destination station.
- Make sure that all passengers detrain at their ticketed destination. Notify the Conductor immediately if unable to locate a passenger.
- Should a passenger fail to detrain at their stop (a carry-by), immediately notify the Conductor.
- Assist passenger with positioning of their luggage in preparation for detraining
- Get help when passengers are exiting from more than one car.
 - Open vestibule side doors and traps only after the train has come to a complete stop.
 - Wipe the handrails.
- Remind passenger to check around their seats to avoid forgetting anything.
- As passengers detrain, remind them to be careful and thank them for riding Amtrak.
- If Red Cap Service has been ordered, but has not yet arrived. The Train Attendant is to stay with the passenger until the Red Cap Service arrives.

k) **Additional Responsibilities**

- **Passenger Changes Accommodations**
 - When a passenger changes accommodations during a trip, the Train Attendant in the car from which the passenger is transferring is responsible to assist in carrying baggage to the new accommodation.
 - If the transfer of a passenger can be better accomplished at a station stop, the Train Attendant will assist the passenger after notifying the Conductor to ensure there are not safety issues (door unprotected, etc.).
- **Unaccompanied Minors**
 - All unaccompanied minors should have a wrist band on indicating their name, destination and a contact number. (*Refer to Chapter 7 "Policies and Procedures"*)
 - Unaccompanied minors are to be monitored by employees to ensure their safety and comfort.
- **At Seat Meal Service**
 - Any passenger may request "At Seat Meal Service". Any passenger who is disabled

MUST be offered “At Seat Meal Service”.

- Inform the LSA-Diner of any passenger who would like meals at their seat.
 - The Train Attendant is responsible for taking passenger’s meal orders to the LSA-Diner, handling the payment process and serve the prepared meal to the passenger.
 - Meals will be served in a “carryout” hinged lid container.
 - Meals will be carried and delivered to passengers in a delivery sack and include plastic ware and condiments.
- l) **Café/Lounge Car Cleaning** – On Long Distance trains, the TAC (when assigned by the bulletined job description) is to maintain the cleanliness of the Café/Lounge Car, including the removal of trash, the restrooms and general removal of items left by passengers.

5. TAC – End-of-Trip Responsibilities

a) **Inspection**

- Check all cars to make sure that no passengers remain on-board.
- Ensure that all items have been removed from the train. Any items left on-board must be turned in to Lost and Found or the Ticket Office; a receipt must be obtained.
- Notify the Conductor and Police if any suspicious items are found.
- Pick up trash, newspapers and litter.

b) **Pillows**

- Put fresh slips on pillows and store in pillow locker.
- No pillows are to be left in seats or overhead luggage racks.

c) **Trash**

- Bag all trash.
- As required by location, leave the bags in the car or place on the platform.

d) **Defect Report** – Ensure that any defects are recorded on the “*Record of Defect and Repair MAP-21A*” (NRPC 2775).

e) **Dormitory Responsibilities**

- If the Coach Car is adjacent to the Dormitory Car, it is the TAC’s responsibility to supply clean linen to the car and to bag used linen at the end of the trip.
- Co-workers are to strip their rooms and separate used linen for bagging.

f) **Storage of Equipment**

- Stow all equipment and supplies.
- Place step box in vestibule.

N. Train Attendant-Sleeping Car

The Train Attendant in the Sleeping Car is responsible for the orderly maintenance of Sleeping Car accommodation, for providing all required services, providing quality customer service and other duties as assigned.

All Train Attendants-Sleeping Car (TASC) are responsible for but not limited to the following.

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. TASC – General Responsibilities

a) **Forms, Tools and Supplies**

- Coach key.
- Punch-lock key.
- Flashlight.
- Ice Scoop.
- Sanitizing Test Strips.
- Sanitizing Solution (50-200 parts per million).
- Cleaning Kit.
 - Cleaning towels (rags)
 - Germicidal spray car interior cleaner
 - Glass cleaner “Solution Plus”
 - Febreze air freshener
 - Scrubbing Bubbles toilet cleaning kit
 - Scrubbing Bubbles toilet refill pads
 - Swiffer hard surface floor cleaner handle
 - Swiffer wet refills
 - Swiffer dry refills
 - Carpet sweeper or Shark electric sweeper
 - Lysol disinfectant wipes
 - Gloves - green rubber
 - Gloves - latex disposable
- Snow broom (winter).
- De-icer (winter).
- Step box.
- Sleeping car diagram and manifest.
- National and train-specific timetables.
- Maintain and have the current *Service Standards: Manual for Train Service and On-Board Service Employees* along with all active OSUs in your possession while on duty.

- Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
- Amtrak “*Baggage Identification Tag*” (NRPC 347)
- Amtrak approved signage including:
 - “*Only Sleeping Car Passengers Beyond this Point*” – number 028133
 - “*Only Crew Members Beyond this Point*” – number 028102
 - “*This Restroom is Out of Service*” – number 028126
 - “*Please Proceed this Way to the Dining Car*” – number 028127
 - “*Please Proceed this Way to the Lounge Car*” – number 028157

b) Equipment for Room Set-Up

- Coat hangers.
- Amtrak postcards.
- Train-specific Route Guides and Timetables.
- Trash boxes and liners.
- Paper cups, tissues, paper towels.
- Hand soap and dispensers of soap.
- Coffee pot and all supplies for service.
- Ice chest, ice and ice scoop.
- Welcome Aboard cards.
- Emergency Evacuation Card.
- Amtrak approved work ladder or berth stool.
- Amenities, including complimentary beverages.
- Linen:
 - Pillows.
 - Sheets, pillow cases, wash clothes, hand and bath towels.
 - Blankets.
 - Linen bags.
 - Hamper.
- Mattresses for all beds.
- Curtains on all windows and all doors.

c) Equipment – On Train

- Public address system is operational.
- Switches, lights call bells and controls in each accommodation are operational.
- Drinking fountains operational and stocked.
- In-room sinks, showers and toilets operational.
- Community restrooms operational (water is operating in toilets and sinks).
- Beds and upper-berth safety restraints in place.
- Safety bar or gate is secured in place.

- Trash boxes and liners in place.
 - Step box.
- d) **Teamwork**
- Assist LSA-Diner with lunch and dinner reservations.
 - If waiting lists become necessary for the Dining Car, support the LSA-Diner by keeping the passengers informed as to wait times, etc.
 - Provide “At Seat Service” for any passenger who would like this service.
 - Assist in organizing and disturbing any type of service recovery complimentary food service that may be offered.
 - Prior to turning the car over to a relief TASC, review the manifest with the Conductor and the relief TASC.
- e) **Amenity Station**
- The Amenity Station must be kept clean and sanitized at all times.
 - The utility sink must be free of any items such as water and ice.
 - All tools must be stored in a clean plastic ice bag.
 - Ice must be removed from the plastic bag and stored directly in the sanitized ice well.
 - The complete Amenity Station must be kept sanitized including the sink, surface area, ice scoop, ice rack and ice well using the sanitizing solution.

2. TASC – Pre-Departure Responsibilities

- a) **Loading Numbers** – Correctly set the car’s “loading numbers”.
- b) **Vestibule Curtains** – Ensure vestibule curtains are properly attached between cars.
- c) **Set Signs** – Position signage to indicate the direction of the Food Service Cars.
- d) **Linen and Amenities Delivery**
 - Verify that the Catering Vendor has supplied the correct par for all items necessary to operate the car. This includes linen, cleaning supplies and amenities.
 - If there is a shortage, immediately notify a supervisor.
 - Check linen and supplies to ensure a full allotment has been provided.

- Check amenities and supplies to ensure all selections and support items have been provided.

e) **Room Inspection and Equipment Functionality**

- Review the “*Record of Defect and Repair MAP-21A*” (NRPC 2775) to verify that any pre-existing conditions have been corrected. If not, immediately notify the mechanical department or a supervisor.
- Turn on the lights in each accommodation.
- Turn on heating or air conditioning in each room as necessary.
- Ensure all berths are properly made up before boarding passengers.
- Ensure Emergency Evacuation Card is in each room.
- Public Address System is operational.
- Switches, lights, call bells and controls in each accommodation are operational.
- Drinking fountains are operational and stocked.
- In-room sinks, showers and toilets are operational.
- Community restrooms are operational (water is operating in toilets and sinks).
- Beds and upper-berth safety restraints are in place.
- Last car on train, rear safety bar or gate is secured in place.
- Last car on train, rear door is closed and locked and all other doors are closed during train movement.

f) **Room Set-Up**

- Remove partition between bedrooms that have been sold “en suite”.
- Verify that all beds are made up.
- Stock each accommodation with the following: (*Refer to Figure 6-10*)
 - Two pillows – place one in each seat.
 - Day pillow service is to be provided on all trains departing a station before 8:00pm.
 - Two clothes hangers – arrange in front of one of the pillow.
 - “Welcome Aboard” tent card - place facing upwards in front of the hangers toward the entrance to the accommodation.
 - Summarizes amenities offered.
 - Space for the passenger to indicate a time for their “wake up” coffee.

- Write your name in the space provided.
- One bottle of spring water and one plastic cup for each passenger (additional water may be provided upon request).
- Bottled water will be placed in the cup holder on the side of the table.
- Magazines, the safety card, route guide, and post card should be placed between the table and the window (table remains upright (closed) when passengers are boarding).
- One timetable for the appropriate route.
- One route guide (when available).
- One Amtrak postcard (when available).
- Two Hand Towels.
- Two Wash Cloths.
- Two Bath Towels.
- Bath towels in community shower rooms.



Figure 6-10 – Preparing Sleeping Car for Passenger's Arrival

g) **Amenities and Amenities Station Set-Up**

- Coffee, hot tea, orange and apple juice constitute the complimentary service available within the Sleeping Car.
- Coffee service is to be made available throughout the day.
- Bottled water, plastic cups and ice are available upon request.
- The complimentary wake-up beverage may be taken with the wake-up call or at any time more convenient for the passenger during the established hours of the complimentary service between 6am and 9:30am. (*Refer to Chapter 7 "Policies & Procedures"*)

h) **Announcement Protocols**

- At origin and all major intermediate stations the

Train Attendant is to make an announcement which:

- Provides safety information.
- Orients the passenger to the consist of the train (i.e., location of Food Service Cars, restrooms, etc.).
- Train Attendants should introduce themselves by name to the passenger, and provides the employee location in the event of an emergency or other problem.
- Announce all station stops between the hours of 7 am and 10 pm.
- Notify passengers individually from 10p.m. to 7a.m. Use a flashlight to locate passengers during the night.
- When an en route delay occurs, passengers are to be notified immediately. If the Conductor does not make an announcement or the announcements are too infrequent, it is the TASC responsibility to keep passengers informed.

3. TASC – Upon Departure Responsibilities

a) Receiving Passengers

- Wipe all hand railings and grab irons.
- Place the step box securely on the platform whenever the distance from the lower car step is 12 inches or more.
- As passengers approach the car, call out the car number.
- As passengers approach greet them, ask for their name, confirm their name is on the manifest and direct them to their accommodation.
 - Assist passengers with luggage onto the vestibule and direct them to their accommodations.
 - Inform passengers that their baggage will be brought to them upon departure. Do not leave the boarding door unattended.
 - Ensure that all carry-on baggage has identification tags attached.
- Remain on the ground until the Conductor signals the train is ready to depart.
- Late boarding passengers will be allowed to board at any opening and then escorted to their car.
- Ensure that the vestibule doors and outside windows are properly closed and secured.
- Continually update diagram/manifest for boarding and detraining passengers.
- Update the diagram/manifest as the Conductor makes the ticket lift.

- Verify this information periodically with the Conductor.
 - Notify the Conductor of any ticketing problems.
 - Direct the passenger to their accommodation.
- b) **General PA Introduction Announcement**
- The TASC is to make a PA announcement welcoming everyone to the train and Amtrak.
 - Include your name, and advise the passengers that you will be personally contacting each passenger.
 - Include general information related to smoking policies, moving safely throughout the train and a recommendation to review the emergency evacuation card.
- c) **Personal Introduction**
- Introduce yourself to each passenger in each accommodation.
 - Inform passengers of policies related to smoking and on how to safely move throughout the train.
 - Describe the features of the accommodation including the operation of the:
 - Lights
 - HVAC
 - Ask passengers to keep baggage and papers clear of floor heating strips in their accommodations.
 - Seats
 - Tray table
 - Call button
 - Door
 - Closet
 - Towels and wash clothes
 - Familiarize the passengers with:
 - Lounge Car location and hours of operation.
 - Dining Car location, hours and reservation system.
 - Restroom and shower facilities location.
 - Complimentary service (i.e., coffee, juice and water).
 - Wake up service and beverage.
 - Newspaper in the morning.
 - Drinking fountain.
 - Other services (i.e., wine tasting, happy hour, etc).
 - Location of Train Attendant.
- d) **Ticket Lift/Manifest**
- Unless instructed otherwise, the Conductor is to collect all tickets.

- Immediately notify the Conductor of any duplicate sales of Sleeping Car space.
- If this circumstance occurs, accommodate the passengers, if possible, in a vacant room in the car. If no vacant rooms are available, relocate the passenger to other accommodations in another Sleeping Car, if available.
- Continually update accommodation diagram for boarding and detaining passengers. Verify this information periodically with the Conductor.

4. TASC – En Route Responsibilities

a) **Call Bell**

- Answer call bells promptly.
- Be aware if the system is not working and inform the passenger.

b) **Wake-Up Service**

- Maintain diagram/manifest showing the times passengers want to be called in the morning.
- Offer complimentary wake-up service of coffee, hot tea, or juice at the time requested by the passenger.
- This service is available between the hours of 6am to 9:30am.
- This service is provided to all Sleeping Car passengers.

c) **Morning Newspapers**

- Newspapers are to be distributed promptly to passengers after they wake up, preferably with their complimentary wake-up beverage.
- One newspaper is provided to each accommodation.
- If the number of newspapers received in a Sleeping Car exceeds the number needed, inquire if additional newspapers are needed in other Sleeping Cars.
- Excess newspapers should be placed in the Café/Lounge Car for use by all passengers.

d) **Morning Service** – When passengers leave their accommodations in the morning:

- Confirm they would like their beds made.
- Remove trash.
- Refresh the room.
- Replace pillow covers and leave pillows on seats.
- Replace used towels and washcloths.
- Wipe surfaces.
- Replenish toilet paper, soap and tissues, if necessary.
- Brush crumbs off seats and sweep floor.

- Ensure showers are wiped clean, frequently.
 - Remove used bar soap.
 - Spray shower floor with disinfectant gel and rinse well to prevent slipping.
 - Remove dirty linen bags from shower when $\frac{3}{4}$ full.
 - Mop general area floor.
- e) **Maintain a Quiet Atmosphere**
- Contact the Conductor immediately if a disturbance occurs that cannot be resolved.
 - General informational PA announcements should not be made between 10 pm and 10 am
 - Emergency announcements should be made at anytime regardless of the time of day.
 - Follow announcement guidelines as out lined in Chapter 10 “*On-Board Announcements and Signage*”.
- f) **In Room Meal Service**
- “In Room Meal Service” is available to every passenger.
 - Any passenger who has a disability must be offered “In Room Meal Service”. If the disabled passenger requests to eat in the Food Service Car, every attempt must be made to fulfill this request.
 - The TASC must notify the LSA-Diner of any passenger who would like meals in their room.
 - The TASC is responsible for taking the passenger’s order to the LSA-Diner and serving the prepared meal to the passenger.
 - Meals must be served on a dinner plate, covered with a plastic plate cover.
 - Silverware will be rolled in a linen napkin.
 - Beverages will be served in glassware or china.
 - Meals will be carried and delivered to passengers on a tray.
 - When passengers have finished, dispose of trash and return all food service equipment to the Dining Car-LSA before the kitchen closes.
 - There is no charge for room service.
 - Sleeping Car passengers may drink their own supply of liquor in the accommodations.
- g) **Night Service**
- **Turning Down Beds**
 - Turn beds down when requested by the passenger.
 - Ensure berths are secured in the open position and all safety straps are correctly fastened.
 - Beds should be made in advance, for passengers boarding after 10pm.

- Bed making procedures are outlined in Chapter 7 “*Policies & Procedures*”.
- **Passenger Boarding En Route**
 - Rooms should be prepared for passengers boarding after 10 pm
 - If an accommodation is sold more than once on a trip, ensure that the next occupant receives all required items in the room set up.
 - The room is to be swept, sinks and restrooms

h) **Restrooms – Routine Cleaning**

Restrooms are to be checked every hour during the course of the trip and checked every 30 minutes during the morning peak time between 6 am and 10 am. Clean as required.

- Keep the public restrooms clean and dry.
- Wipe mirrors, sinks and counters.
- Wipe and disinfect toilet bowl, toilet seat, under toilet lid.
- Replenish soap and paper products as necessary.
- Pick up trash.
- Dust floor with Swiffer Dry.

i) **Restrooms – Heavy Cleaning**

Restrooms are to have a heavy cleaning as the last duty of the evening, in order to have the restrooms ready for peak usage between 6:00 am - 10:00 am the next morning. Restrooms should also have a heavy cleaning after the peak usage time of 10:00 am and as needed or directed by local supervision. Follow these steps in the order listed.

- Pick up trash.
- Begin toilet cleaning process by using green rubber gloves or disposable latex gloves to lift toilet seat lid, then spray germicidal foaming cleaner inside the bowl outside of the toilet bowl including the seat, lid and platform the toilet sits on (let soak).
- Spray the glass cleaner (Solutions Plus) on the mirror and under mirror back splash (clean with paper towels).
- Use the germicidal foaming cleaner inside of the sink bowl, hot/cold faucet handles, spout, sink counters, outside of sink cabinet, toilet flush button, doors, doorknobs and locks (clean with paper towels).
- Finish wiping down the outside of the toilet bowl including the seat, lid and platform the toilet sits on.
- Use Scrubbing Bubbles toilet cleaning kit to scrub inside of toilet.
- Used scrubbing pads can be flushed down the

toilet or put into a small plastic bag and disposed with the trash.

- Lower toilet seat lid and wipe top of seat lid and back of toilet.
- Wipe and disinfect changing table.
- With a wet Swiffer, mop clean the floor including the corners of the floor and around the toilet base.
- Remove gloves. *(If green rubber gloves were used, clean first (before removing) by squirting liquid hand soap into the palm of a glove and rub the gloves vigorously together, rinse gloves in hand sink under running water then dry with paper towel.)*
- Spray a light amount of Febreze into the restroom.
- Wipe liquid soap container with disinfectant and replace liquid soap container when malfunctioning or nearly empty.
- Remove used bars of soap, and replace with new bars (long distance coaches and first class accommodations).
- Restock proper paper cups, facial tissue, paper towels and toilet paper as necessary in appropriate holders. *(Do not leave extra stock on counter tops or back of toilet.)*
- Empty trash containers and install new liners.
- Return all cleaning supplies to the proper storage area.

j) Restrooms – Defects

If a sink or toilet malfunctions, lock the restrooms until authorized repairs can be made.

- Shut off water supply to prevent flooding, if necessary.
- Place sign “This Restroom is out of Service” - number 028126 on door.
- Record all defects on “*Record of Defect and Repair MAP-21A*” (NRPC 2775).
- Lock the restrooms if a car runs out of water.
- Arrange for the car to be watered en route.

k) Detraining

- Maintain diagram/manifest showing the times passengers want to be called prior to their destination.
- Plan sufficient lead-time to allow the passengers to prepare for detraining or to complete their meal in the Dining Car.
 - It is recommended that passengers be prepared at least 20 minutes prior to arrival at their destination station.

- Make certain the passenger is detraining at their ticketed destination.
- Notify the Conductor immediately if unable to locate a passenger.
- If a call is for a definite time, call the passenger at that time, even if the train is delayed.
- If a call is for a certain amount of time before arrival, allow for train delays and call passenger at the specified time before arrival.
- In all cases, continue to call passengers until they respond.
- Assist passenger with any luggage from accommodation, and make certain that all other luggage carried on is located.
- Remind passenger to check accommodation to avoid forgetting anything.
- As passengers detrain, remind them to be careful.
- Thank passengers for riding Amtrak.

l) **Car Security/Safety**

- Employees must check their assigned cars frequently for safety issues and passenger comfort.
- Any person entering the car, especially late at night, must be asked if they need assistance. If the passenger's reasons are not valid, politely direct them to the appropriate car.
- All doors and curtains in unoccupied rooms must be left open.
- Deadheading employees may not occupy Sleeping Car accommodations unless authorized by the Conductor.

m) **Superliner Transition Sleeping Car**

- All of the services and amenities provided to Sleeping Car passengers also apply to paying passengers who are assigned to the Superliner Transition Sleeping Car.
- Employees traveling in Business Travel (BT) space are expected to make their own bed, remove soiled linen and leave the accommodation neat and clean.
- Meals are not provided and must be purchased.
- For employees not familiar with BT accommodations the TASC should familiarize the employee with the workings of the car and location of bedding and linens.

n) **Public Health**

- Empty trash containers as they reach 75% of capacity.
- Off-load trash at designated locations. (*Refer to Chapter 3 "FDA Rules & Inspections"*).

- If a car runs out of water, lock community restrooms and advise passengers with in-room restrooms not to use the toilet.
 - Place sign “*This Restroom is out of Service*” number 028126 on door.
 - Notify the Conductor if water is needed in the car.
 - Arrange for the car to be watered en route.
- o) **Defect Report** – Ensure that all defects are record on the “*Record of Defects and Repair MAP-21A*” (NRPC 2775).

5. TASC – End of Trip Responsibilities

a) **Inspection of Car**

- Check the car to ensure that all passengers have detrained.
- Ensure that all items have been removed from the train. Any items left on-board must be turned into lost and found or the ticket office. Obtain a receipt.
- Ensure that all china, flatware and other Dining Car equipment has been returned to the kitchen before it closes.

b) **Accommodations**

- All beds are to be correctly made and folded before going off duty.
- All linen – soiled and unused are to be removed and placed in the linen bags.
- Pick up trash, newspapers and litter.
- All pillows are to have the pillowcases removed and new pillowcases installed, then place in one of the berths.
- No pillow is to be left in the seat.
- Hangers should be placed in the closet or clothes rack.

c) **Linen and Storage Lockers**

- Bag and tag all soiled linen.
- Complete the linen requisition.
- Strip all supplies that are excessive.
- If local procedures require, strip all items from the Sleeping Car.
- Lockers are to be left in a clean and orderly manner.
- Stow equipment and supplies in the correct locker.

d) **Trash**

- Remove all trash bags.
- As required by location, leave the bags in the car or place on the platform.

- e) **Defect Report** – Ensure that all defects are recorded on the “*Record of Defect and repaid “MAP -21A”*” (NRPC 2775).

O. NEC En Route Cleaner

The NEC En Route Cleaner is responsible for but not limited to the following.

- a) **Adhering to all of the procedures** in Section B “*General Information*” of this chapter.
- b) **Be conversant with and adhere to the policies and procedures** as outlined in Chapter 3 “*FDA Rules & Inspections*”.

1. NEC En Route Cleaner – General Responsibilities

- a) **NEC En Route Cleaner**
- Refresh restrooms, Lounges and Coaches when riding trains between station stop.
 - Follow all prescribed policies and Amtrak standards.
- b) **Timecard** – After reporting to the Conductor of your assigned train, either at the crew base, en route, or at train side, the Conductor is to sign the *En Route Cleaner’s timecard form “OBS Unscheduled Time/M meal Authorization”* (NRPC 3057) for payroll accounting purposes. (*Refer to Figure 6-4*)
- c) **Announcement** – NEC En Route Cleaners must make an announcement introducing themselves and advise passengers that they will be coming through the car to collect any trash, cleaning the restrooms, etc. (*Refer to Chapter 10 “On-Board Announcements and Signage”*).

2. NEC En Route Cleaner – Work Schedule

- a) **Work schedules may be adjusted** in peak seasons and during holidays, (*vacancies are generally not filled for vacations or other reasons*).
- b) **In the event of service disruptions or late trains**, En Route Cleaners must adjust their schedule to cover as many assigned trains as possible. Adjusting schedules for delays may require cleaners to board or detrain at alternate locations not designated on the general work schedule.

Chapter 7

Policies & Procedures

Introduction

This chapter contains information on policies, procedures and processes. Employee responsibilities are not limited to the following descriptions, and may be adjusted, modified or changed by management when deemed necessary.

A. Passenger Policies/Procedures

1. Canadian Currency

Amtrak accepts only Canadian paper bills (no coins or personal checks). (*Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures”*)

2. Carry-Bys

a) **Passengers must not be carried beyond their ticketed destination.** If a passenger is inadvertently taken beyond their destination, the operating crew may issue authorization for return travel to the proper destination.

b) Return Travel Arrangements

- The Conductor or Assistant Conductor must prepare a Conductor On-Board Ticket Stock (COTS) by punching the “RET” box and writing the train number and date in the endorsement box. Indicate the points the passenger overrode in such order that the return coupon “A” will read in the right direction for the passenger to return to their original destination. If known, indicate the next returning train. Check the passenger’s identification and put their name on the form.
- Make sure the passenger signs the form.
- Inform the passenger that the Passage Coupon (coupon A) is valid only if used on the first returning train, as shown on the form.
- The Conductor or Assistant Conductor will detrain the passenger at the station that is most convenient and safest for transfer.
- The Conductor on the return train will place Coupon A in the “*Train Earnings Reports Envelope*” (NRPC 158). The issuing Conductor/ Assistant Conductor will attach Coupons C and D to the Sales Report copy of the “*Conductor Sales Report Book*” (NRPC 193).

3. Checks - Personal

- a) **OBS** – Personal checks will not be accepted as a form of payment in any Food Service Cars (Cafe, Lounge or Dining Car) or food carts - except from groups (booked and ticketed in a group PNR).
- b) **Train Service** – (*Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures”*)

4. Conditions of Carriage

- a) **Any travel on Amtrak is subject to Amtrak’s policies, conditions of carriage, and limitation on liabilities (collectively “Policies”).** Amtrak polices, fares, schedules and rates are subject to change without notice.
- b) **Conditions of Carriage**
Amtrak may refuse to carry passengers:
 - who have not paid the applicable fare.
 - whose conduct is objectionable (such as, but not limited to, being under the influence of alcohol or narcotics).
 - whose personal hygiene makes them offensive.
 - who pose a health, safety or security hazard to other passengers or employees.
 - who refuse to comply with safety or security rules or with instructions of Amtrak personnel.
 - who would require Amtrak personnel to provide personal care services or otherwise do not meet the essential requirements for the receipt of Amtrak service (unable to take care of themselves).
 - who refuse to consent to Amtrak security inspections of persons and/or baggage on board Amtrak trains and/or at designated areas, such as train platforms and passenger boarding or waiting areas.
- c) **The following examples include, but are not limited to, circumstances that are lawful grounds where a passenger may be removed from a train.**
 - Improper conduct.
 - Intoxication.
 - Demonstrated inability to take care of oneself, unless accompanied by someone who can take care of them. (*Ensure that ADA Guidelines do not apply, refer to Chapter 11 “Assisting Passengers with Disabilities”*)
 - Malicious damage to equipment.

- Obscene language.
 - Smoking in non-smoking areas.
 - Refusal to pay the proper fare.
- d) **Conductors should not allow passengers who are not able to take care of themselves to board the train**, unless accompanied by a caregiver. If the individual chooses not to have a caregiver accompany them, that individual must be able to tend to his or her most basic needs, such as eating, using the restroom and taking medication.
- e) **When removing and/or restraining a passenger**, the conductor should remain as calm as possible, with no display of temper.
- Whenever, there is a passenger removed from the train, prevented from boarding or restrained, and/or luggage carried beyond its destination, the Conductor must complete a “*Passenger Incident Report*” (NRPC 3200).
 - Amtrak cannot “ban” a passenger from our trains because of a previous situation, which resulted in removal. A passenger may be removed for any of the reasons listed above, but a permanent prohibition of any passenger is not legally possible without a court order.
- f) **Removal of a Passenger from the Train**
- A passenger should be removed and/or restrained only when other methods, including a firm request to the passenger, have failed.
 - A passenger may be physically restrained, but **ONLY** if personal injury or damage to equipment is threatened or reasonably anticipated.
 - If it becomes necessary to use force, **ONLY** reasonable force must be used.
 - Make sure you avoid any personal injury.
 - The removal of a passenger must be facilitated by calling for the Amtrak Police or local law enforcement authorities to meet the train enroute to remove the passenger.
 - It is essential that CNOC (302) 683-2299 be notified of the situation and to determine if the passenger being removed has any firearms or ammunition contained within their checked baggage. (*Refer to “Firearms in Checked Baggage – Unusual Circumstances” in Chapter 4 “Baggage Handling” for additional information.*)

- In those cases where law enforcement is unable to meet the train enroute, and the circumstances warrant, the passenger(s) must only be removed from the train at any open, staffed station, unless their safety might be endangered.
- When necessary for the safety or other passengers or employees, a passenger may be removed at a point other than a staffed station. In this case, employees should contact the police if it appears to be necessary to protect property or to assure the safety of passengers (including the passenger to be removed from the train) or employees.

g) Involuntary Removal

- Involuntary removal of a passenger or passengers from an Amtrak train is an extremely serious action that should only be taken when the passenger(s) refuses to refrain from conduct that might endanger their own lives or jeopardize the safety and comfort of others.
- If an involuntary removal of a passenger or passengers from an Amtrak train is required, the Amtrak Police Department should be contacted as soon as possible so that arrangements can be made to have police assistance meet the train at the quickest point to investigate, document and process the incident.
- In the NEC this will generally be Amtrak Police, in other locations it will be the local police.

h) Completion of Form NRPC 3200

- The Conductor must complete the “*Passenger Incident Report*” (NRPC 3200). (*Refer to Figure 7-1*)
- In cases of involuntary removal or restraint, the report must include the names and addresses of passengers and employees who witnessed the altercation, and a full statement of the facts surrounding the incident, including the details regarding the affected passenger’s ticket.
- Pink copy of the form is submitted to the station receiving the removed/carried by passenger or baggage.
- Copy must be faxed to CNOC at ATS 734-2399 noting the time and date of the fax transmission

to CNOC and to whom a copy of the report will be given.

- A copy is to be given to the designated Division officer as soon as possible but no later than the end of his/her assignment.
- If no fax is available, submit the white copy to his/her supervisor at the first opportunity, but in no case later than the end of his/her assignment. The supervisor is to transmit the form to CNOC.
- The conductor is to retain the yellow copy for their records.

AMTRAK **Passenger Incident Report**

Instructions:
The Conductor must complete this form for ALL passenger removals, isolations or carry-by baggage on all AMTRAK Southern Division trains.

- Conductor:** Fill completed form, a copy of the passenger ticket(s) (provide) and any additional details to the Consolidated National Operations Center (CNOC) at ATN 734-2389 or Bld 302-663-2389. (Original must be turned in at crew change points or final service) for forwarding to the Division General Superintendent or designated Division officer. If the service is unavailable, submit directly to the Division supervisor who will fax to CNOC and the appropriate division office.
- Conductor:** Submit pink copy to division receiving removed carried by passenger and/or baggage.
- Conductor:** Keep yellow copy for their records.
- CNOC:** Place pertinent information in the appropriate "A" Report.

Train No. _____	Conductor's Name _____	Passenger's Name _____
Passenger's Initials/DOB _____	Passenger's Origin _____	Passenger's Destination _____

☐ **Passenger Removed or Prevented from Boarding the Train at:**
Reason(s) for Removal or Prevention from Boarding:
☐ Medical ☐ Improper Conduct ☐ Intoxication ☐ Refusal to Pay ☐ Other
Clearly print a detailed explanation of the incident including the names of any witnesses. Attach separate sheet if necessary.

☐ **Passenger(s) Isolated on the Train**
Reason(s) for Isolation:
☐ Medical ☐ Improper Conduct ☐ Intoxication ☐ Other
Clearly print a detailed explanation of the incident including the names of any witnesses. Attach separate sheet if necessary.

☐ **Carry-On Passenger(s) and/or Haggage**

Origin Station (List the station from which the item was carried by "passenger" or "baggage" type train) _____	Original Destination Station (List the station which was the original destination of the carried by "passenger" or "baggage") _____	Final Destination (List the station at which the "carry-on" by "passenger" or "baggage" was delivered) _____
--	---	--

Clearly print a detailed explanation of the incident including the names of any witnesses. Attach separate sheet if necessary.

For Transmittal to CNOC: Time: <input type="checkbox"/> AM <input type="checkbox"/> PM Date: _____	Name of Supervisor to whom report was submitted: _____
---	--

White - Original Superintendent's Office
Yellow - Conductor's Copy
Pink - Keeping Train

NRPC 1200
 Revised and approved for use on 1/14/2004 by the Passenger Division

Figure 7-1 – "Passenger Incident Report" (NRPC 3200)

- Traveling Under Pass Privileges** – Misconduct involving someone traveling under pass privileges must also be reported on the "*Pass Abuse Incident Report*" (NRPC 1502).
- Ticket Handling**
 - If the passenger was removed from the train en route involuntarily, their ticket is NOT to be returned to them.

- Notify CNOC immediately.
- Provide the passenger's name, original destination, and a brief description of the situation including whether or not the local police were involved.
- Specify the names of any accompanying companion(s), the original destination, and the station or location where the passenger left the train.
- Note the delay (if any) on the delay report.
- Follow up with a report to the Road Trainmaster, Road Foreman, Manager of crew base or On-Board Service Manager.
- The passenger's ticket is not to be returned to them nor is a "*Service Adjustment*" (NRPT 27) to be issued to the passenger.
- Ticket or Station Agents must advise the passenger(s) who have been removed from the train that they must purchase a new ticket to continue their journey.
- Advise the passenger that any refund or fare adjustment is determined on a case-by-case basis based upon the fare plan and any restrictions of that plan.
- If the passenger voluntarily leaves the train or indicates a desire to leave the train before their ticketed destination, collect the ticket and do not return.
 - Notify CNOC to provide the passenger's name, details of the situation, the original destination, and the station or location where the passenger left the train.
 - Complete a "*Service Adjustment*" (NRPT 27). Do not return the passenger's ticket. (*Refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures"*)
 - Give the passenger the 4th copy of "*Service Adjustment*" (NRPT 27) (Refund Copy). Advise the passenger that any refund or fare adjustment depends on the fare plan and is determined on a case-by-case basis.
 - If, at the time of the ticket lift, the passenger indicates a desire to leave the train before their ticketed destination; collect the ticket, and place it in the "*Train Earnings Reports Envelopes*" (NRPC 158). Then issue a

“Service Adjustment” (NRPT 27), giving the passenger the 4th copy (Refund Copy).

- Advise the passenger that any refund or fare adjustment is determined on a case-by-case basis based upon the fare plan and any restrictions of that plan.

5. Death En Route

- a) **A death en route is an apparent death.** Only a licensed physician or coroner (or designee) is legally able to pronounce someone dead.
- b) **In the case of apparent death en route,** the operating crew is responsible for notifying the dispatcher who, in turn, will contact a qualified medical officer or coroner immediately. State laws and host railroad instructions will govern.
- c) **The operating crew is responsible for** safeguarding the remains and personal effects.
- d) **It is imperative to use care and discretion when** dealing with the deceased and others in the surrounding area.
- e) **If possible** and local authorities are agreeable, have the person and their belongings removed by rescue personnel so that the train can proceed.
- f) **If there is a family member or a friend traveling with the individual,** and they choose to get off the train voluntarily, the Conductor is to fill out a “Service Adjustment” (NRPT 27) giving the passenger the 4th copy. (*Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures”*)

6. Displaced Sleeping Car Passenger Due to Equipment Change or Duplicate Sale

- a) **It is Amtrak’s policy to protect the displaced passengers in equal or superior accommodations without additional fare collection regardless of higher accommodation charges or greater minimum ticket requirements.** (*Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures”*)
- b) **Meal Amenity** – If en route Sleeping Car passengers are involuntarily downgraded to Coach due to equipment failure or other cause, the **passengers will still receive the meal amenity portion of the Sleeping Car accommodation.** (*Refer to Chapter 8*

7. Groups

- a) **Manifest** – Check manifest for any group travel. Determine placement of the group(s) based upon size, destination and special service requirements.
- b) **Group Seating** – Amtrak will make every attempt to seat members of a group together.
- c) **Downline Boarding** – If a group is boarding downline, determine which car the group will board and reserve sufficient seats so everyone can sit together. *(Use “Reserved for Group” sign number 028117 shown in Chapter 10 “On-Board Announcements and Signage”)*
- d) **Exclusive Occupancy** – the exclusive use of any car by a group, subject to minimum fare requirements.
 - Even with the exclusive occupancy, other passengers and crew may require access to and through the area occupied by the group.
 - Normal courtesy is expected.
 - Unless ticketed for exclusive occupancy, or the number in the group fills the car, it must be made clear to the group that at any point during the trip other passengers may be seated in the car and that the group must conduct themselves appropriately.
- e) **Meal Service** – Coordinate meals with the LSA-Diner, Chef, Train Attendant, Conductor and Group Leader.
- f) **Luggage Storage**
 - Coordinate luggage storage requirements, seating and other group expectations with the On-Train Crew and Station Agents.
 - Advise the destination station as to the group’s on-board location and amount of checked and carry-on luggage.
- g) **Boarding Plan** – Communicate with the Group Leader about the boarding plan.
- h) **Group Issues/Concerns** – En route, if the Group Leader raises any issues or concerns, it is essential these issues be resolved or, at a minimum, communicated to a staffed downline Station for resolution. *(Refer to Chapter 8, Section 1 “Accounting”, Section 1 “Train Service Accounting Procedures”)*

8. Identification

- a) **General Information** (*Refer to Chapter 8, “Accounting”, Section 1 “Train Service Accounting Procedures”*)
- b) **Senior Citizens** – Must present proof of age. (*Refer to Chapter 8, “Accounting”, Section 1 “Train Service Accounting Procedures”*)
- c) **Persons with Disabilities** – (*Refer to Chapter 8, “Accounting”, Section 1 “Train Service Accounting Procedures”*)
- d) **Military** – ID card required. (*Refer to Chapter 8, “Accounting”, Section 1 “Train Service Accounting Procedures”*)
- e) **Thruway Buses for Unaccompanied Minor** – The adult purchasing the ticket must presents ID to the bus driver. Showing ID to the bus driver fulfills the requirement for identification including purchase of a ticket at an Amtrak ticket office.

9. Lost and Found Items

- a) **Found articles or baggage** should be turned over to the Baggage or Station Agent at the train’s final destination.
- b) **On trains where the Conductor is relieved en route**, the found articles should be given to the next Conductor.
- c) **Found articles or baggage should never be put off a train at any intermediate point**, unless the owner has already been notified.
- d) **Any passenger who has lost or misplaced articles or baggage** should be advised to report it to the Station Agent or customer service at (800) USA-RAIL.

10. Lost, Stolen or Found Tickets

(*Refer to Chapter 8, “Accounting”, Section 1 “Train Service Accounting Procedures”*)

- a) **Lost or stolen tickets.**
 - Tickets without a name or identifier on the ticket are considered the same as lost cash and, therefore, are the property of whoever possesses the tickets.
 - Tickets with a name or identifier on the ticket are considered to be the property of the person who purchased the ticket.

b) **Tickets found by an Amtrak employee:**

- must be turned over to a ticket office or the Ticket Receiver's Office.
- must never be refunded for cash or for the cash value.

11. Ticket Refund Policy

(Refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures")

12. Special Assistance Seat Check (NRPC 3242)

The "Special Assistance Seat Check" (NRPC 3242) (green in color) is to be used for any passenger who indicates he/she needs assistance. For example, this would apply to unaccompanied minors, passenger who are deaf or have other disabilities and need assistance. *(Refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures")*

13. Smoking Policy

Amtrak supports a smoke free environment and does not allow the use of electronic smoking devices in areas that are designated smoke free on-board the train, in stations and in offices.

- a) **Auto train** – Smoking is permitted in designated areas only.
- b) **Enforcement** – All On-Train personnel are responsible for the enforcement of the smoking policy.
- c) **Station Dwell** – Where station dwell times and conditions permit, Conductor may use their discretion in allowing passengers to smoke briefly on station platforms.
 - Conductors must exercise care to ensure that their trains incur absolutely no delay as a result of permitting passengers to smoke at stations.
 - On-Train personnel must remind passengers not to leave train-side, and be prepared to board the train immediately once a member of the train crew calls "All Aboard".
 - Conductors must not permit passengers to smoke at stations when weather or other conditions may compromise their safety or comfort.
- d) **Employees Using Tobacco Products**
 - The use of tobacco products are prohibited by

employees on duty and in uniform, whether on-board train or in the station.

- Employees are not permitted to smoke in the Dormitory Car or other crew cars at any time on any train.

14. Standees

- a) **Coach** – If the number of Coach passengers exceeds the Coach seating capacity, take the following steps.
- Make sure no passenger occupies more than one seat with baggage or personal effects on adjacent seats.
 - If there are individuals riding on a 10 Ride ticket, ask them to move to another location as their ticket does not guarantee them a seat, only transportation.
 - If available on the train, upper level seats in Superliner Lounge Cars may be used to ease overflow conditions. Seats in the Café/Lounge cars should be used only in extreme circumstances.
 - If available, the overflow passengers may be seated in the vacant Sleeping Car rooms until a complete review of the train has occurred.
 - Make sure passengers understand that they can only use the sitting area and that any use of the beds or amenities will result in a full charge for the accommodation.
 - If the Sleeping Car space has been sold downline, the Coach passengers will be required to move when the passengers who have purchased the space board the train.
 - Seats in Dining Cars may be used in extreme situations and only at night after the last meal service. Passengers must understand that the car is to be vacated before breakfast.
 - If the number of people wishing to board unreserved trains exceeds the available spaces, an announcement must be made that only a certain number of persons can be boarded and seated.
 - All others may board if they understand it is Standing Room Only (SRO).
 - Those wishing to travel SRO should be allowed to board.
 - Standees must not be boarded to a point

where they would interfere with the crew's ability to perform their duties effectively.

- b) **Business Class** – In all cases where a split Coach/Business (or split Business Class) is the only designated Food Service Car in revenue service, the Coach section will remain open for the use of all passengers.
- Normally, on trains with more than one Food Service Car, if the split Coach/Business is properly positioned to avoid the necessity of having Coach passengers pass through the Business Class section, Coach passengers will be given access to the Coach section.
- c) **Report to CNOC**
- Conductors must report standee conditions to the CNOC using the toll-free telephone number (800) 424-0217, and then follow prompts or transmit the report via the Star Trak satellite communications system using the perform macro already in the system.
 - Contact stations downline if possible so that the station personnel can advise any passengers waiting to board the train. (*Refer to Chapter 8, "Accounting", Section 1 "Train Service Accounting Procedures"*)

15. Unaccompanied Minor

For additional information on Unaccompanied Minors, refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures")

a) **Conditions for Travel**

- Unaccompanied minor may only travel between the hours of 6:00 a.m. and 9:00 p.m.
- Unaccompanied minor may only travel between points where Amtrak station agents are on duty.
- No transfers are permitted.
- Unaccompanied minor must pay full fare, unless they are a pass rider.
- The responsible adult must complete and sign the "Unaccompanied Minor Notification and Release" (NRPC 770). This form must be distributed to train crew and station agent.
- The unaccompanied minor must wear the "Unaccompanied Minor Wristband" (NRPC 3150).

- Minors must be between 8 and 14 years of age and mature enough to make the trip.
- Unaccompanied minor must be interviewed by the Station Agent or Person-in-Charge of the station.

b) **Unaccompanied Minor Using a Rail Travel Privilege Card**

- Minor must possess positive identification whether traveling with the cardholder or alone.
- Employee or employee's spouse may need to sign tickets of children traveling unaccompanied that are too young to have their own rail travel privilege card.
- The conductor must:
- Note the minor's location on the train.
- Make sure that the minor is located in sufficient time to prepare for detraining.
- Make sure the minor departs at the correct destination.
- Periodically check on the minor or, if necessary, have a train attendant periodically check on the child.

c) **If you encounter a situation where the minor is between the ages of 8 and 14 and does not have a release form, the following procedures apply:**

- Notify the next staffed station en route regarding the minor's destination.
- If the destination is an unstaffed station, and a party is not there to meet the minor, continue to the next staffed station.
- Upon arrival at the destination (ticketed or otherwise), release the minor to a responsible party or Station Agent.
- File a report with the Station Supervisor or agent that includes:
- The name of the minor.
- The fact that the minor under the acceptable age was traveling unaccompanied without a release form.
- The minor's destination.
- To whom the minor was released upon arriving at the destination (Station Agent, a relative or friend, etc.).
- Verification of the identity of minor's relative or friend by examination of a valid photo I.D.

16. Authority to Board and Ride Amtrak Locomotives and Trains

a) **Authorization**

- Only authorized persons are permitted to ride Amtrak locomotives and/or trains without transportation.
- Persons required to qualify on the physical characteristics or perform services and/or inspections must have in their possession at least one type of authorization as listed in letter b) **Types of Authorization**.
- Each person authorized to board Amtrak locomotives and/or trains to qualify on the physical characteristics or perform services and/or inspections must identify themselves to the Engineer and Conductor and show proper credentials and authorization prior to boarding.
- Inspectors should also identify themselves to any official present.
- Whenever traveling for non-business purposes, inspectors must purchase proper transportation.
- Employees are prohibited from riding in locomotives, power cars, and/or control car cabs, whether operating or trailing, unless specifically authorized to do so, in writing, in the performance of their duties (e.g., qualifying on physical characteristics; performing Engineering or Mechanical Department inspections, etc.).

b) **Types of Authorization**

- **Amtrak Head-End and Train Authorization Permit** – Photo ID authorizes bearer to ride head-end or body of train to learn physical characteristics or perform services and/or inspections.
- **Amtrak Train Inspection Permit** – Photo ID authorizes bearer to ride body of train (NOT HEAD-END) to perform services and/or inspections.
- **Amtrak “Temporary Train Authorization Permit” (NRPC 2889)** – Authorizes bearer to ride head-end or body of train to learn physical characteristics, or perform services and/or inspections. Permit must indicate whether “Head-End and Train” or “Train Only”. (*Refer to Figure 7-2*)

- **Amtrak Police Identification –**
 - **Systemwide** - With a photograph, authorizes Amtrak Police Officers to board and ride head-end or body of all Amtrak trains.
 - **Amtrak Property** - With a photograph, authorizes Amtrak Police Officers to board and ride head-end or body of all trains operating on Amtrak property (Northeast Corridor, Chicago Terminal, etc.).
- **Photo ID of individual working for a Municipal, State or Federal Regulatory Agency –**
 - Authorizes inspectors and employees of such agencies to ride head-end or body of Amtrak trains to perform services and/or inspections.
 - New Jersey State Police, New Jersey Transit Police and New York City Police Department Officers while on duty and in uniform may ride only in the body of the train, unless otherwise authorized or approved.
- **Valid Head-End Permit from other railroads/ transportation authority (On Amtrak property between Washington, DC and Boston, MA) –** Authorizes bearer to ride head-end to perform services and/or inspections on passenger trains other than those in Amtrak service. When doing so they must comply with all Amtrak rules, procedures and instructions.
- **Valid Head-End Permit from other railroads/transportation authority (On other than Amtrak property between Washington, DC and Boston, MA) –** Authorizes bearer to ride head-end to perform services and/or inspections.

c) **Head-End Occupancy with Student Engineer Present**

Only persons in the following categories may occupy the operating cab of a train while a Student Engineer is operating the train:

- A member of the assigned Train and Engine crew (Engineer, Second Engineer, Assistant Conductor, Conductor). Train crew members may occupy the Head-end only in the performance of their duties. When a Student Engineer is on the head-end, train crew members must not

occupy the head-end for the purposes of qualifying on the physical characteristics.

- An FRA/State Inspector performing an inspection.
- A Designated Supervisor of Locomotive Engineers evaluating a Student Engineer or assigned Engineer. If an emergency occurs that requires a person not in one of the above categories to ride in the operating cab while a Student Engineer is in training, the Student Engineer must not be permitted to operate the train.

d) **Number of people in Cab**

No more than four people, including the operating crew, are permitted to ride in the operating cab or compartment of any locomotive, control car or multiple unit train.

e) **Employees in Cab**

Employees are permitted to ride the head-end only in the performance of their duties.


Employees must remain vigilant at all times for signals and conditions ahead and must not interfere with the Engineer's vigilance. Any person NOT qualified on ANY operating rules must not occupy the head-end without being accompanied by a qualified supervisor. Deadheading employees are prohibited from riding in the operating cab of trains. Employees qualifying on physical characteristics are prohibited from riding the head-end of *Acela Express* trains.

- Prior to boarding the locomotive, the authorized rider must:
 - identify themselves to the Engineer. (The Engineer will inform the Conductor of his/her presence in the cab.)
 - present the Head-end Authorization for inspection.
 - state the purpose of riding.
 - state qualifications (i.e. operating rules, physical characteristics).
- While in the operating cab, the authorized rider must:
 - not distract the Engineer from the performance of their duties. (*There must be no unnecessary conversation*).
 - wear safety glasses and proper footwear.

- if qualified on the operating rules, call signals affecting the movement of the train.
- if qualified on physical characteristics, remind the Engineer of temporary restrictions when required by operating rules.

f) **Conflict with Foreign Carrier**

Where these instructions conflict with the policy of a foreign carrier over which Amtrak trains operate, the foreign carrier policy will govern.



Temporary Train Authorization Permit

To Conductors and Engineers: Upon presenting positive identification, this permit authorizes:

Name: _____ Title: _____

to ride your train for the purpose of qualification and/or familiarization, or to perform inspections or services between: _____ and _____

Please verify the bearer's presence by indicating below the date, your name and train number, and the point between which you carried this individual.

☐ This permit is issued to access **Head End and Train** by:

Name and Title: _____ Approval Signature: _____

Date Issued: ____/____/____ Expiration Date: ____/____/____

☐ This permit is issued to access **Train Only** by:

Name and Title: _____ Approval Signature: _____

Date Issued: ____/____/____ Expiration Date: ____/____/____

- Head End authorization for anyone **Non-Rules Qualified** is permitted only when accompanied by an approved supervisor.
- Safety Glasses, Proper Footwear, and Hearing Protection, where required must be worn by **everyone** riding on the head end.

Date	Name of Conductor/Engineer	Train No.	Points Carried Between
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			
____/____/____			

Instructions:
This form **MUST** be presented to the issuing supervisor when returning to qualify. The Issuing Officer **MUST** keep a copy of this form on file.

NRPC 2889 (02/04)

AMT-101 (Rev. 10/01/03)

Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 7-2 – “Temporary Train Authorization Permit” (NRPC 2889)

B. Food & Beverage Policies/Procedures

1. Alcohol Beverage

- a) **Personal Supplies** – Personal supplies of alcohol can only be consumed by passengers in the privacy of sleeping car accommodations and are not permitted to be consumed in public view at any time.
- b) **Sale of Alcohol**
- The LSA must consult with the Conductor if there is any question as to whether or not to sell alcohol.
 - The sale of alcohol is determined by the state or region through which the train is traveling.
 - Amtrak must be in compliance with the laws of the state where the train is located or operating through. (*Refer to Figure 7-7*)
 - Employees must crack the seal of any alcoholic beverage prior to giving it to the passenger.
 - Employees are prohibited from selling alcohol to passengers under the legal drinking age, passengers who appear intoxicated, or anyone attempting to buy alcohol for these passengers for an intoxicated individual or someone who is under age.
 - In the state of Illinois, employees serving alcohol are permitted to ask for identification to verify the age of the person drinking alcoholic drinks. If the individual has no identification, they are not to be served.

Alcohol Sales Restriction

Alcohol may NOT be sold during the following designated times (May 2010)					
State	Weekday	Saturday	Sunday	Holidays	Election Day
Alabama	No restrictions	No restrictions	Not b/w 2am-midnight	No special restrictions	No special restrictions
Arizona	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-10am	No special restrictions	No special restrictions
Arkansas	Not b/w midnight-7am (M); not b/w 1am-7am (T-F)	Not b/w 1am-7am	No sales	No sales on Xmas Day	No special restrictions
California	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-6am	No special restrictions	No special restrictions
Colorado	Not b/w 2am-7am	Not b/w 2am-7am	Not b/w 2am-7am	No special restrictions	No special restrictions
Connecticut	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Delaware	Not b/w 1am-9am		Not b/w 1am-9am w/ special license	If Dec. 24 is on (Sun) or Dec. 31 is on (Sun), sales are okay only b/w 1pm-6pm	No special restrictions
District of Columbia	Not b/w 2am-8am	Not b/w 3am-8am	Not b/w 3am-10am	Okay until 3am on all District & Fed. Holidays; okay until 4am on Jan 1	No special restrictions
Florida	No restrictions	No restrictions	No restrictions	No restrictions	No special restrictions
Georgia	No restrictions	No restrictions	No sales	Localities may restrict Xmas Day sales	No special restrictions
Idaho	Not b/w midnight-10am (M); not b/w 1am-10am (T-F)	Not b/w 1am-10am	Not b/w 1am-midnight	Memorial Day, Thanksgiving, Xmas, not b/w 1am-10am the following day	No special restrictions
Illinois	No restrictions	No restrictions	No sales (unless county or city council permits)	No special restrictions	No special restrictions
Indiana	If no Sun. permit can't sell until 7am (M); If Sun. permit, can't sell b/w 3am-7am (T-F)	Not b/w 3am-7am	If no Sun. permit not b/w 3am-7am (M). If Sun. permit, okay to sell b/w 7am-3am (M)	Never b/w 3am Xmas Day - 7am Dec 26	No special restrictions
Iowa	Not b/w 2am-6am	Not b/w 2am-6am	With Sun. permit, okay to sell b/w 2am-8am (M)	Always okay from 8am-2am (M) when Dec 31 is on Sun	No special restrictions
Kansas	Not b/w 2am-9am	Not b/w 2am-9am	Not b/w 2am-9am	No special restrictions	No special restrictions

Figure 7-7 Liquor Law Chart (3 pages)

Alcohol Sales Restriction *(continued)*

State	Weekday	Saturday	Sunday	Holidays	Election Day
Kentucky	Not b/w 12am-6am	Not b/w 12am-6am	No sales	No special restrictions	No sales until polls close
Louisiana	Depends on county ordinance	Depends on county ordinance	Depends on county ordinance	No special restrictions	No special restrictions
Maine	Not b/w 1am-6am	Not b/w 1am-6am	Not b/w 1am-9am	Always okay b/w midnight - 2am Jan. 1; when Dec. 31 on Sun, okay b/w 9pm - 2am (M)	No special restrictions
Maryland	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Massachusetts	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Michigan	W/o Sun. permit not b/w midnight - 7am (M); If Sun. permit, not b/w 2am-7am (M); Not b/w 2am-7am (T-F)	Not b/w 2am-7am	W/o Sun. permit, not b/w 2am-midnight; If Sun. permit b/w noon - 2am (M)	Not b/w 9pm, Dec. 24 - 7am, Dec. 26; Okay b/w 7am - 4am on Jan.1	No special restrictions
Minnesota	W/o Sun. permit not until 10am (M); If Sun permit, not b/w 2am-8am (M); Not b/w 2am-8am (T-F)	Not b/w 2am-8am	W/o Sun. permit b/w 2am 10am (M); If Sun permit b/w 2am-10am (M)	No special restrictions	No special restrictions
Mississippi	No sales while train stopped in dry county; no alcohol sales b/w midnight - 10am; no beer & light wine sales b/w midnight -7am	No sales while train stopped in dry county; no alcohol sales b/w midnight-10am; no beer & light wine sales b/w midnight -7am	No sales while train stopped in dry county; no alcohol sales on Sun.; beer & light wine sales okay b/w 7am-midnight	On Jan. 1, sales okay until 1am; If Dec. 31 is on Sun., alcohol, beer, light wine okay b/w 1pm-1am (M)	No special restrictions
Missouri	No liquor sales b/t midnight-6am (M); No sales of other alcohol sales of other alcoholic bev. until 6am (M); Not b/w 1:30am-6am (T-F)	Not b/w 1:30am-6am	Okay to sell malt liquor b/w 9am-midnight; not okay to sell other alcoholic beverages b/w 1:30am-6am (M)	Always allowed to sell b/w 1:30-6am on Jan 1, March 17, July 4, Dec 31, Sundays before Memorial Day & Labor Day, and on Super Bowl Sunday	No special restrictions
Montana	Not b/w 2am-8am	Not b/w 2am-8am	Not b/w 2am-8am	No special restrictions	No special restrictions
Nebraska	Not b/w midnight-6am (M); not b/w 1am-6am (T-F)	Not b/w 1am-6am	Not b/w 6am-1am (M) localities can permit Sun sales after noon	No special restrictions	No special restrictions
Nevada	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
New Hampshire	Not b/w 1am-6am	Not b/w 1am-6am	Not b/w 1am-6am	No special restrictions	No special restrictions
New Jersey	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions

State	Weekday	Saturday	Sunday	Holidays	Election Day
New Mexico	Not b/w midnight-7am (M); not b/w 2am-7am (T-F)	Not b/w 2am-7am	W/o a Sun license; only b/w midnight-2am (no sales allowed b/w 7am - midnight); with Sun license okay to sell b/w noon-midnight	If Dec. 31 is on Sun, okay to sell from noon to midnight. On Xmas, sales okay from noon to 10pm as long as Amtrak has food service permit	No special restrictions
New York	Not b/w 4am-8am	Not b/w 4am-8am	Not b/w 4am-noon	No special restrictions	No special restrictions
North Carolina	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
North Dakota	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Ohio	Not b/w 1am-5:30am	Not b/w 1am-5:30am	Not b/w 2:30am-1pm	No special restrictions	No special restrictions
Oklahoma	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Oregon	Not b/w 2:30am-7am	Not b/w 2:30am-7am	Not b/w 2:30am-7am	No special restrictions	No special restrictions
Pennsylvania	Not b/w 2am-7am	Not b/w 2am-7am	Not b/w 2am-7am	No special restrictions	No special restrictions
Rhode Island	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
South Carolina	No restrictions	No restrictions	No sales	No special restrictions	No sales on days of statewide election
Tennessee	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Texas	No sales of beer, wine and mixed beverages b/w midnight-7am; no sales of liquor b/w 9pm-10am	No sales of beer, wine and mixed beverages b/w midnight-7am; no sales of liquor b/w 9pm-10am	No sales of beer, wine, and mixed beverages b/w 1am-noon; no sales of just liquor	No sale of just liquor on New Year's Day, Thanksgiving Day, or Xmas Day	No special restrictions
Utah	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Vermont	Not b/w 2am-8am	Not b/w 2am-8am	Not b/w 2am-8am	On New Year's Day, not b/w 3am-8am	No special restrictions
Virginia	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-6am	No special restrictions	No special restrictions
Washington	Not b/w 2am-6am (w/o board approval)	Not b/w 2am-6am (w/o board approval)	Not b/w 2am-6am (w/o board approval)	No special restrictions	No special restrictions
West Virginia	Not b/w 2am-7am	Not b/w 2am-7am	Not b/w 2am-1pm	No special restrictions	No special restrictions
Wisconsin	No restrictions	No restrictions	No restrictions	No special restrictions	No special restrictions
Wyoming	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-6am	No special restrictions	No special restrictions

2. Alcohol Beverage Serving Procedures

a) Acela Cocktail Service – First Class

- For table and at-seat service, prepare plastic beverage glass, or appropriate glassware on Acela Express, with ice, proper garnish and cocktail stirrer.
- Place the glass, cocktail napkin, liquor miniature and mixer on small serving tray.
- Take the tray to the passenger and present the liquor for approval.
- Pour the liquor into the glass and add the mixer.
- Remove the empty miniature and remaining mixer unless the customer requests otherwise.
- When serving several orders at once, place cocktail napkins, setups with mixers, and items to be served on a tray; then serve passengers individually from the tray.

Cocktail	Garnish	Instructions
Tonic drinks Rum & Coke	Lime Wedge (optional), Stirrer	Add contents of miniature, then add mixer. Pour over ice.
Martini (Gin or Vodka)	Two Olives, Stirrer or Lemon Twist	Add contents of miniature, then add mixer. Pour over ice.
Screwdriver	No Garnish, Stirrer	Pour one Vodka miniature into glass, then add orange juice.
Cognac	No Garnish, Stirrer (optional)	Serve straight or over ice as requested.
Bloody Mary	Lime or Lemon wedge on rim of glass, Stirrer	Pour Vodka into glass, and then add Bloody Mary mix to suit.
Highballs: Bourbon & Scotch & Soda, etc.	Lemon Wedge on rim is optional, Stirrer	Add desired miniature to glass, and then add mix to suit.

b) Cocktail Service – Counter

- Prepare plastic beverage glass with ice, proper garnish and cocktail stirrer.
- Place the glass on a cocktail napkin on the counter, or in a carryout box.
- Pour the liquor first, and then add the mixer.

c) Beer Service

- Keep an assortment of available beers chilled.
- Serve with beer appropriate plastic or glassware (depending on service) and cocktail napkin.
- Open bottled beer using proper opener.
- Do not place glass directly on the top of bottle or can.

d) Wine Service

- White wine is served chilled while red wine is served at room temperature.

- Open corked wine bottle using proper corkscrew.
- Serve wine in a plastic wine glass or appropriate glassware on *Acela Express* with a cocktail napkin.

3. Beverage – Non-Alcohol

a) Soda, Juice and Milk

- Soda is served with a plastic glass or appropriate glassware on ice with a cocktail napkin.
- Juice is served chilled, if possible, in a plastic glass or appropriate glassware with a cocktail napkin. If juice is not chilled, serve with ice.
- Milk is always kept refrigerated and served in a plastic glass with a cocktail napkin.
- Straws should be available for those passengers who request them.

b) Hot Beverages

- Serve coffee, tea and hot chocolate in a cup that is appropriate for hot beverages with a cocktail napkin.
- Hot beverages, not served at a table, should have a securely fitted lid.
- When placing hot beverages in a carryout box, make sure the opening in the lid is to the inside of the box.

4. Beverage Refills

Refills are not permitted on purchased beverages but are allowed on complimentary beverages.

a) Dining Cars – Beverages included with the purchase of an item can be refilled at no additional cost to the passenger.

b) Café/Lounge Cars

- There are no refills for beverages sold in these cars with the exception of San Joaquin and Capitol Corridor Routes.
- San Joaquin and Capitol Corridor Routes passengers who purchase coffee, tea or hot water that is dispensed into an Amtrak-provided cup in the Café/Lounge Car are entitled to one free refill.
- When dispensing the free refill for the San Joaquin and Capitol Corridor Routes passenger, the LSA shall mark the bottom of the Amtrak-provided cup with the letter “R” indicating a refill was provided.

c) Sleeping Cars

- Beverages that are offered as complimentary in the Sleeping Car itself (coffee, juice or tea) are refillable.

- The Train Attendant should provide this service unless there is a station stop or other operational requirement necessitating their attention.
 - If a Sleeping Car does not have their complimentary beverages and/or has an inoperative coffee maker, passengers in that car may obtain their complimentary beverages by presenting their ticket receipt to the LSA-Lounge.
- d) **Acela Express First Class** – Those beverages that are offered as complimentary to passengers in the Acela Express First Class car can be refilled at no additional cost to the passenger.
 - e) **Northeast Regional and Pacific Business Class or an upgraded service** – Those beverages that are offered as complimentary to passengers in these services can be refilled at no additional expense to the passengers.
 - f) **Auto Train** – Beverages that are offered as complimentary aboard the train can have refills.

5. At Seat Cart Service

- a) **Loading Cart** – Place heavy items in the bottom of the cart to help stabilize the cart and to prevent tipping over.
- b) **Cart Position**
 - Position the cart at the front of the train.
 - When providing cart service to the entire train, begin selling from the front of the train proceeding to the rear of the train. This ensures that the passengers see and understand what “At Seat Cart Service” provides.
 - When using a cart to delivery complimentary service to passengers in Business Class Service, then position the cart in the front of the Business Class car.
- c) **Announcements** – Make announcements after departure from major station stops to inform passengers that Cart Service is available on this train.
- d) **Keep Moving** – Continuously walking through the train with the cart allows multiple opportunities for passengers to use the service.
- e) **Greeting Passengers** – Greet passengers with the appropriate salutation.
- f) **Public Health Requirements** – Wash hands frequently; comply with all Public Health requirements, particularly related to the handling of ice.
- g) **Cart Brake** – Apply cart brake when providing service, conducting sales or in docking position.

h) **Back Ordering**

- The LSA may purchase from the Café/Lounge Car, if available.
- The LSA on NEC trains have the ability to contact commissaries enroute to back order supplies.

6. **Crew Members Eating in the Dining Car**

a) **Meal Periods** – The LSA-Diner is to designate one table for use by On-Board Service crew members using the “Reserved” tent card. (*Refer to Chapter 10 “On-Board Announcements and Signage”*)

b) **Crew Table**

- The designated crew table is to be set exactly as every other table.
- Only one employee per slot is permitted to occupy the table.
- Employees using the designated crew table are responsible for cleaning and resetting the table after completing their meal.

c) **Reservation System** – The LSA-Diner is to use a reservation system to coordinate the designated meal times for employees who desire to eat in the Dining Car.

d) **Employee Responsibilities**

- When a Food Service Car is open and serving, employees must avoid occupying any seat or table in the car.
- Employee grips and outerwear must be stored out-of-sight, and must not be left on tables or seats. This applies to all On-Train personnel.

e) **To Go Meals**

Working or deadheading crew members who do not eat in the Dining Car may order their meals “to go”. Meals “to go” are to be consumed in one of the following locations:

- Dorm Car – employee room.
- Superliner Dorm – lower-level table area.
- Sleeping Car – employee’s room.
- Coach – employee seat.
- Employees who come into the Dining Car to pick up a meal “to go” are not to congregate or sit at the designated crew table. This procedure does not apply to Auto Train.

f) **Paperwork**

- Employee paperwork is not to be performed at tables in the Dining or Café/Lounge Cars during service hours.
- If it becomes necessary to use a table, no more than one table may be used.

- g) **Extra Supplies** – Any additional stock is to be stored out of the site of passenger. Seats and booths are not to be used to store stock.
- h) **Professional Demeanor** – Employees must maintain a professional demeanor and a clean, organized work area at all times.

7. Hours of Service – Dining Car

- a) **Open and Ready** – Dining Cars are to be open and ready for service when passengers board at initial terminals during a scheduled meal period. No exceptions!
 - The collection of tickets is not a reason to delay the opening of any Food Service Car.
 - Announcements that advise customers to wait until all tickets have been collected before visiting Food Service Cars are prohibited.
- b) **Hours of Service** – Dining Car hours for meal service are general timeframes that may be subject to some variation by specific train or expanded during seasonal or peak travel periods:
 - Breakfast 6:30 am – 10:00 am
 - Lunch 11:30 am – 3:00 pm
 - Dinner 5:00 pm – 9:00 pm
- c) **Breakfast for Train Nos. 49 and 29**
 - The breakfast timeframe for day two should be reviewed with the passengers in the evening of day one, prior to Sleeping Car passengers retiring and before Coach lights are dimmed.
 - Last call for breakfast on day two (the morning the train arrives in Chicago) should be made no earlier than the following times if the train is operating on time:
 - Train No. 49 – 8:00 a.m. central time
 - Train No. 29 – 7:30 a.m. central time
 - If the train is operating late, the LSA-Diner must confer with the Conductor to determine the estimated arrival time and adjust the last call for breakfast to correspond with the projected delay.
 - As an alternative to having breakfast in the Dining Car, advise all passengers that continental breakfast items are available in the Café/Lounge up to 30 minutes prior to arrival in Chicago.

8. Hours of Service – Café/Lounge Cars

- a) **Open and Ready**
 - The collection of tickets is not a reason to delay the opening of any Food Service Car.

- Announcements that advise customers to wait until all tickets have been collected before visiting Food Service Cars are prohibited.
- b) **Hours of Service – Long Distance Trains**
- Café/Lounge Cars operating on long distance trains (500 miles or more) will have normal hours of service from 6:00 am until midnight, unless otherwise indicated on the train manifest.
 - Café/Lounge Cars on long distance trains should remain open until 30 minutes prior to the arrival at the final terminal. If a passenger wants to make a purchase after closing, all efforts should be made to provide service.
- c) **Hours of Service – Short Distance Trains**
- Café/Lounge Cars operating on short distance trains (500 miles or less) must be open continuously from initial terminal to final destination or “bumper to bumper” except for San Joaquin, Capitol Corridor and Pacific Surfliner trains.
- d) **Hours of Service – San Joaquin and Capitol Corridor Trains**
- Café Cars must be open continuously from initial terminal to final destination or “bumper to bumper” except for the following:
- Trains returning to Oakland on the last leg of the trip will make a closing announcement upon departure from the Martinez Station that the Café Car will close departing the Richmond Station.
 - A second announcement must be made departing the Richmond Station advising passengers the Café Car is now closed.
 - If a passenger wants to make a purchase after closing, all efforts should be made to provide service.
- e) **Hours of Service – Pacific Surfliner Trains**
- Café Cars must be open continuously from initial terminal to final destination or “bumper to bumper” except for the following:
- Trains returning to Los Angeles on the final leg of the trip will make a closing announcement upon departure from Fullerton on the south end of the corridor and at departure from Glendale on the north end of the corridor.
 - A second announcement that the car is closed will be made 10 minutes after departure from Fullerton or Glendale depending on the train’s orientation.

- If a passenger wants to make a purchase after closing, all efforts will be made to provide service.
- f) **Break Periods – NEC Trains Operating Between Boston and Washington**
- All LSAs working between Boston and Washington may close their Café Car for a break period on all *Acela Express* and *Northeast Regional* trains at the following locations:
- Southbound train Café Cars will close at NRO and reopen upon departure from NYP.
 - Northbound train Café Cars will close upon arrival at NWK and reopen upon departure from NYP.
 - An announcement should be made 5 minutes prior to closing of the Café Car for break periods. *This “last Call” announcement will allow passengers time to make their way to the Café Car for purchases before closing.*

9. Ice

- a) **Amtrak will provide ice to passengers upon request**, as long as there is a sufficient supply on-board. Passenger items can never come in contact with Amtrak food, ice or related supplies. *It is particularly important that ice be provided to any passenger who has medication which needs to be kept cool*
- b) **Ice can be dispensed to passengers as follows:**
- In an ice bucket
 - In an Amtrak plastic cup
 - In a freezer bag (available from the kitchen)

10. At Seat/In Room Meal Service

- a) **General Information**
- **“At Seat”** or **“In Room Meal Service”** is available to all passengers.
 - Those passengers who are disabled or find it difficult to walk to the food service car are always to be offered, and then provided this service.
 - There is no charge for room service.
- b) **Sleeping Car**
- Inform the LSA-Diner of any passengers who would like meals in their rooms.
 - The Sleeping Car Attendant is responsible for taking the passenger’s order to the LSA-Diner and delivering the meal.
 - Meal will be delivered to the passenger on a tray and served on a plate covered with a plastic plate cover.

- Silverware will be rolled in a linen napkin.
- When the passenger is finished, dispose of the trash and return all food service equipment to the Dining Car before the kitchen closes.

c) **Coach**

- Offer “at-seat” food and beverage service from the Dining or Café/Lounge Car.
- Obtain a copy of the current menu from the LSA-Diner so questions relating to menu selections can be accurately answered.
- For “at-seat” orders, the Train Attendant is responsible for taking the passenger’s order to the LSA-Diner, handling payment and serving the meal.
- Meals will be delivered in a white paper delivery bag.
- Meals will be served in “carryout” hinged lid containers.
- The LSA-Diner will supply the Train Attendant with the passenger’s receipt who, in turn, is then responsible for ensuring that the receipt is given to the passenger.
- The following should be included with each meal.
- Plastic ware.
- Napkins.
- Complimentary beverage when one is included with meal.
- Meal accompaniments such as ketchup, salad and salad dressing, dinner rolls, etc.

11. Non-Amtrak Food and Beverage (Non Alcohol)

a) **May be consumed by passengers in the following locations.**

- Any Coach seat.
- Any Sleeping Car accommodation (both alcohol and non-alcohol beverages permitted).
- Upper level of Superliner Lounge Cars.
- Acela Express equipment.
- Empire Service equipment.
- Northeast Regional Café Cars.

b) **All other Food Service Cars are intended for the consumption of only Amtrak provided meals, snacks and beverages.**

c) **Amtrak is prohibited from providing** any refrigeration, thawing, heating, cooking or storage of any food or beverage items brought on-board by passengers or employees.

12. Public Health

Crews working in any Food Service Car must strictly adhere to FDA rules and inspection standards.

(Refer to Chapter 3 “FDA Rules and Inspections”)

13. Meal Restrictions for Employees Occupying BT Space

Employees traveling on business, commuting or personal business occupying BT space in Superliner Transition Sleeping Cars must pay for their own meals. If an employee traveling in BT space chooses to eat in the Dining Car, the Coach box must be marked on the meal check, not the Sleeper or Employee box.

14. On-Board Guides/National Park Service

On-Board Guides may occupy, on occasion, a BT accommodation. When ticketed for BT space, they are to receive complimentary meals as outlined in Chapter 8, “*Universal Meal Check - Coach Guidelines.*” *(Current authorized guides include the National Park Service (through Trails and Rails), California State Railroad Museum, Train Host Association and Native American Guides.)*

C. Dining Car Procedures

1. Dining Car Operation

a) Dining Room Set-Up

Dining Room set-up includes, but is not limited to the following.

- Fill salt and pepper shakers.
- Fill sugar bowls.
- Set all tables uniformly.
- Ensure curtains are uniform.
- Wipe down booths and windows.

b) Kitchen Procedures (Sanitation and Public Health)

- Use separate cutting boards for cooked and raw food, sanitize after using.
- Hold potentially hazardous foods in the danger zone (40° to 140° F) no more than two hours’ cumulative time.
- To reheat foods use the oven or microwave and bring the food to a minimum temperature of 165° F. Steam tables, warmers and similar pieces of equipment are not to be used to reheat foods.
- Thaw frozen food in the refrigerator, under running water of 70° F or in a microwave (if the food is to be thoroughly cooked immediately after thawing).

- Ensure that the steam table is maintained at a minimum of 140° F when in use.
- Use plastic tasting spoons and discard when used. Do not taste foods with fingers or with kitchen utensils.
- Should refrigeration fail to maintain Amtrak Public Health/FDA mandated temperatures; the unit must not be used for food storage. It should be tagged “Out of Order” using a “*Food Service Out Of Order Label*” (NRPC 2926). The LSA and Conductor should be notified as soon as possible. (*Refer to Chapter 3 “FDA Rules and Inspections”*)

c) **Preparation**

- Steak is cooked to order.
- Griddle and microwave foods will take longer to prepare than steam table foods that are hot and ready to serve. DO NOT allow a hot order to cool while waiting for other orders to be processed.

d) **Managing Food Inventory** (Controlling Use and Preventing Waste)

- Organize on-board stock and use items that have the shortest shelf life (First-In, First-Out).
- Batch cook the appropriate amount of items during each meal period as designated by the “*Service Guide*”.
- Heat specified items to order, as directed by the “*Service Guide*”.
- Only thaw out additional items that are required for the designated meal period.
- Items that were issued frozen and have subsequently been thawed on-board will be placed into a clear plastic ice bag with a label attached indicating the date the item was removed from the freezer, and the description.
- The Chef should inform the Dining Car-LSA of the remaining bulk food items that are ready to be served (heated and opened) approximately 20 minutes before the conclusion of the meal period. The Dining Car-LSA can promote these items to prevent the opening/heating of additional bulk items that would eventually become condemned.
- Shelf life time limits are as follows:
- All raw beef items – five (5) days.
- All Sous Vide items – seven (7) days.
- Cryo-vac half chicken – fourteen (14) days.
- Inform LSA and OBS crew members when items are depleted.

- Ensure the correct meal check/order form is paired with the correct meal sent out from the kitchen.
- Make sure portion sizes are correct.

e) **Pantry Set-Up**

Pantry set-up includes, but is not limited to the following.

- Clean and sanitize the pantry, including lockers, shelves, cold storage, floors, ice wells, counters, etc.
- Slice lemons and limes.
- Prepare coffee, iced tea and juice.
- Begin preparation of items required for next meal period.
- Store food, beverages and supplies in the appropriate cabinet or refrigerator.
- Prepare Mise en Place.
- Prepare sanitizing solution.
- Set-up trash containers.
- Check elevators on Superliner equipment.

f) **Pantry and Dining Room Break Down**

Pantry and Dining Room break down includes, but is not limited to the following.

- Empty and clean coffee pots.
- Empty salt and pepper shakers; ensure they are washed and dried prior to packing.
- Pack food items in proper containers ensuring perishable items remain refrigerated.
- Clean and sanitize pantry, including lockers, shelves, cold storage, floors, ice wells, etc.
- Pack supplies in appropriate containers.
- Empty end lockers.
- Bag and tag linen.

2. Simplified Dining Service

a) Overview

Simplified Dining Service consists of the following elements.

- Fully cooked center of the plate items, heated to order.
- Disposable plates, glassware and tablecloths.
- Stainless flatware and linen napkins (pre-rolled).
- Reduced, standardized staffing levels based on projected meal counts.
- Standardized reservation system based on the staggered seating reservation system.
- Service requirements.
- Employees must work together in order to be efficient and provide timely service that passengers expect.
- Remember to smile, have good eye contact and a pleasant tone of voice when greeting or explaining menu selections to the passengers.
- Once passengers are seated, up-selling techniques should be used to include beverages from the bar.
- Passengers should never receive any food items, including salad and rolls, before beverages have been served.

b) Staffing Levels

- Simplified Dining Service uses a standardized staffing level of one LSA, one Service Attendant (SA) and one Chef for a meal count of up to 80 meals per meal period on the *California Zephyr* and the *Coast Starlight*.
- On all other trains, the meal count is 96 meals per meal period.
- Adjustments in staffing levels will be made based upon projected meal counts.

c) Simplified Dining Responsibilities for LSA and SA(s)

The following table gives an overview of the LSA's and SA's responsibilities when providing Simplified Dining Service.

Simplified Dining Service	Responsibility	
	LSA	SA
Leads pre-service briefing.	X	
Inspects dining car for preparation and proper mis en place.	X	
Makes meal service announcement to customers.	X	
Greets the customers.	X	X
Distributes the menus and removes unnecessary place settings.	X	X
Returns to customers to take orders, customer preferences, suggests (upsells) bar and picks up table menus.	X	X
Starts beverage service. (Remember customers appreciate prompt beverage service)	X	X
Serves starter (water, juice, milk, etc.)	X	X
Clears starter and any unnecessary items, including depleted condiments.	X	X
Brings any cutlery or condiments needed for the main course.	X	X
Serves main course. Checks the meal for accuracy and completeness before serving.	X	X
Checks with each customer to be sure he or she is satisfied and not in need of anything. The LSA does this just as the owner of a restaurant would.	X	X
Checks with each customer to see if he or she would like more coffee, beverage etc.		X
Presents meal check for payment.	X	
Collects payments.	X	
Prepares for next service or completes required mis en place for next meal period.	X	
Conducts post-service briefing.	X	

3. Staggered Seating Reservation System

- a) Use the “*Simplified Dining Car Service Reservations Listing*” forms for lunch and dinner meal periods. (Refer to Figures 7-8 and 7-9).

SIMPLIFIED DINING CAR SERVICE Lunch Reservations Listing				
TIME	PASSENGER NAME			
11:30				
11:45				
12:00				
12:15				
12:30				
12:45				
1:00				
1:15				
1:30				
1:45				
2:00				
2:15				
2:30				
2:45				
3:00				

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Figure 7-8 – “Simplified Dining Car Service – Lunch Reservations Listing”

SIMPLIFIED DINING CAR SERVICE Dinner Reservations Listing				
TIME	PASSENGER NAME			
5:00				
5:15				
5:30				
5:45				
6:00				
6:15				
6:30				
6:45				
7:00				
7:15				
7:30				
7:45				
8:00				
8:15				
8:30				
8:45				
9:00				

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Figure 7-9 – “Simplified Dining Car Service – Dinner Reservations Listing”

- When making passenger announcements, explain that reservations for lunch and dinner seating are needed in the Dining Car.
- During breakfast, the staggered seating procedure will be used to prevent overcrowding, even though reservations are not taken.
- Utilize one table for the Mise En Place and keep one table “in your pocket.”
- The LSA-Diner should present the meal checks and menus to each table with assistance from the SA.
- Walk the dining room floor to expedite cash-outs, greet customers, handle customer concerns and maintain decorum.
- Communicate with kitchen staff regarding the remaining number of anticipated passengers for the meal period.
- The Chef should continuously communicate with LSA-Diner regarding the remaining quantities of entrees remaining in stock.

b) Staggered Seating Reservation System

1 Lead Service Attendant and 1 Service Attendant	
Time	Number of Customers
11:30	8
11:45	8
12:00	BREAK
12:15	8
12:30	8
12:45	BREAK
1:00	8
1:15	8
1:30	BREAK
1:45	8
2:00	8
2:15	BREAK
2:30	8
2:45	8
Each reservation time brings in 8 customers per 15-minute interval. This accommodates 104 customers. (1 hour, 45 minute intervals for table turns, 1 mise en place and 2 pocket tables)	

Figure 7-10 – Superliner Lunch

1 Lead Service Attendant and 1 Service Attendants	
Time	Number of Customers
11:30	12
12:00	12
12:30	12
1:00	12
1:30	12
2:00	12
2:30	12

Each reservation time brings in 12 customers per 30-minute interval. This accommodates 84 customers. (1 hour, 30 minute intervals for table turns, 1 mise en place and 1 pocket tables)

Figure 7-11 – Superliner Lunch

1 Lead Service Attendant and 2 Service Attendants	
Time	Number of Customers
11:30	12
11:45	12
12:00	12
12:15	12
12:30	BREAK
12:45	12
1:00	12
1:15	12
1:30	12
1:45	BREAK
2:00	12
2:15	12
2:30	12
2:45	12
3:00	BREAK

Each reservation time brings in 12 customers per 15-minute interval. This accommodates 144 customers. (1 hour, 30 minute intervals for table turns, 1 mise en place and 2 pocket tables)

Figure 7-12 – Superliner Lunch

1 Lead Service Attendant and 1 Service Attendant	
Time	Number of Customers
5:00	8
5:15	8
5:30	BREAK
5:45	8
6:00	8
6:15	BREAK
6:30	8
6:45	8
7:00	BREAK
7:15	8
7:30	8
7:45	BREAK
8:00	8
8:15	8
8:30	BREAK
8:45	8
9:00	8

Each reservation time brings in 8 customers per 15-minute interval. This accommodates 96 customers. (1 hour, 45 minute intervals for table turns, 1 mise en place and 1 pocket table)

Figure 7-13 – Superliner Dinner

1 Lead Service Attendant and 1 Service Attendants	
Time	Number of Customers
5:00	12
5:30	12
6:00	12
6:30	12
7:00	12
7:30	12
8:00	12
8:30	12

Each reservation time brings in 12 customers per 30-minute interval. This accommodates 96 customers. (1 hour, 30 minute intervals for table turns, 1 mise en place and 1 pocket tables)

Figure 7-14 – Superliner Dinner

1 Lead Service Attendant and 2 Service Attendants		
Time	Number of Customers	
4:30	12	
4:45	12	
5:00	12	
5:15	BREAK	
5:30	12	
5:45	12	(60)
6:00	BREAK	
6:15	12	
6:30	12	
6:45	12	
7:00	BREAK	
7:15	12	
7:30	12	(120)
7:45	BREAK	
8:00	12	
8:15	12	
8:30	12	
8:45	BREAK	
9:00	12	
9:15	12	(180)
LAST CALL		

Each reservation time brings in 12 customers per 15-minute interval. This accommodates 168 customers. (1 hour, 45 minute intervals for table turns, 1 mise en place and 2 pocket tables)

Figure 7-15 – Superliner Dinner

1 Lead Service Attendant and 1 Service Attendant		
Time	Number of Customers	
11:30	8	
11:45	8	
12:00	BREAK	
12:15	8	
12:30	8	
12:45	BREAK	
1:00	8	
1:15	8	
1:30	BREAK	
1:45	8	
2:00	8	
2:15	BREAK	
2:30	8	
2:45	8	

Each reservation time brings in 8 customers per 15-minute interval. This accommodates 96 customers. (1 hour, 30 minute intervals for table turns, 1 mise en place and 1 pocket table)

Figure 7-16 – Single Level Lunch

1 Lead Service Attendant and 2 Service Attendants	
Time	Number of Customers
11:30	12
11:45	12
12:00	12
12:15	BREAK
12:30	BREAK
12:45	BREAK
1:00	12
1:15	12
1:30	12
1:45	BREAK
2:00	BREAK
2:15	8
2:30	12
2:45	12
3:00	BREAK

Each reservation time brings in 12 customers per 15-minute interval. This accommodates 108 customers. (1 hour, 30 minute intervals for table turns, 1 mise en place and 1 pocket table)

Figure 7-17 – Single Level Lunch

1 Lead Service Attendant and 1 Service Attendant	
Time	Number of Customers
5:00	8
5:15	8
5:30	BREAK
5:45	8
6:00	8
6:15	BREAK
6:30	8
6:45	8
7:00	BREAK
7:15	8
7:30	8
7:45	BREAK
8:00	8
8:15	8
8:30	BREAK
8:45	8
9:00	8

Each reservation time brings in 8 customers per 15-minute interval. This accommodates 96 customers. (1 hour, 45 minute intervals for table turns, 1 mise en place and 1 pocket table)

Figure 7-18 – Single Level Dinner

1 Lead Service Attendant and 2 Service Attendants	
Time	Number of Customers
4:30	12
4:45	12
5:00	12
5:30	4
5:45	BREAK
6:00	BREAK
6:15	12
6:30	12
6:45	12
7:15	4
7:30	BREAK
7:45	BREAK
8:00	12
8:15	12
8:30	12
8:45	4
9:00	
9:15	
Each reservation time brings in 12 customers per 15-minute interval. This accommodates 120 customers. (1 hour, 45 minute intervals for table turns 1 mise en place and 1 pocket table)	

Figure 7-19 – Single Level Dinner

c) Staggered Seating Examples

- **Example 1**

One LSA and one SA choose to make reservations for up to 12 passengers for each 30-minute seating. In this scenario, the LSA will handle one table while the SA handles two tables. This arrangement allows the entire crew to provide quality service during this 30-minute period. The crew may use this method without a break in service.

- **Example 2**

One LSA and one SA choose to make reservations for up to eight passengers for each 15-minute seating with a break in service at every third seating. In this scenario, the LSA will handle one table while the SA handles the other table. This arrangement allows eight passengers to be seated at 5:00pm, another eight at 5:15pm and a break at 5:30pm to allow the chef time to clean and prepare for future meal orders. At 5:45pm the next eight passengers would be seated followed by 6:00pm and a break at 6:15pm.

d) **Recording Seat Location on Universal Meal Checks**

The following instructions for recording the table and seat location on the Universal Meal Check will enable all employees to identify who, at each table, ordered what meal. All employees must follow these instructions to provide consistent delivery of food to the correct table.

- Using the right aisle seat as the starting point, mark the table grid on the *Universal Meal Check* in a clockwise fashion.
- Write the table number on the *Universal Meal Check*.

D. Sleeping Car Procedures

1. Room Set-up – Train Attendant Sleeping Car

(Refer to Chapter 6 “Crew Function & Responsibilities”, Section M “Train Attendant- Sleeping Car”, Part 2. “TASC – Pre-Departure Responsibilities” for more information)

2. Proper Bed Making Procedures

a) General Instructions

- The style of bed making is designed to provide the passenger a comfortable, sanitary berth. The “chin space” of a sheet over the head of the blanket is to prevent a passenger from making contact with the blanket.
- When berths are turned down, bedding is pulled back to expose a larger area of the sheet. This is to reduce contact with the blanket when the passenger sits on the bed.
- Pillows must be stacked in any berth that may be turned down by a passenger without assistance from the train attendant.
- Berths must be attractive. If an employee discovers a sheet with stamps, stains, or small rips, put such blemishes at the foot of the bed, or use another sheet.
- Spread sheets and blankets so there are no bumps or wrinkles. Tuck sheets tightly under the mattress.

- When making the upper berths the employee is to use an Amtrak approved ladder or berth stool for this purpose.
 - The employee is NOT to use the bed or sink when making the upper berth.
 - If the ladder is missing, contact a supervisor immediately.
 - Berth stools are provided by the crew base upon request.

**b) Superliner and Viewliner Sleeping Cars –
Bedroom Upper Berths**

- The foot of berth is made toward the window.
- The upper berth requires two (2) sheets; two (2) blankets; two (2) pillows and two (2) pillow slipcovers.
- Begin by moving the mattress four (4) to six (6) inches over the edge of the bed box.
- Spread the first sheet and tuck in all sides.
- Spread the second sheet over the first and fold back six (6) inches of “chin space” at the head end of the fold.
- Allow approximately 16 inches of the front edge of the sheet to hang over the mattress edge.
- Tuck the back edge of the sheet under the mattress from the center down to the foot.
- Spread the first blanket.
- Pull the head end even with the mattress edge and allow the front edge of the blanket to hang approximately one inch above the edge of the sheet.
- Tuck the back edge of the blanket under the mattress from the center down to the foot.
- Tuck the blanket and sheet under the mattress.
- Fold the six-inch “chin space” in the second sheet over the edge of the blanket across the head end.
- Then, make a second fold of the sheet and blanket together, 24 inches down from the head end.
- Spread the second blanket and double it from the foot so that the fold is 18 inches from the foot.
- Tuck the back edge of the blanket under the mattress.
- Fold the front edge of this blanket up onto the bed, and roll it neatly toward the back edge of the mattress.

- Push the mattress with bedding back into the bed box to secure the sheets and blankets.
 - Tuck the remaining front edge blanket and sheet under the mattress, and tighten up.
 - Stand pillows on their long edge at the head end with pillow slipcover openings tucked in and turned toward the wall.
 - Attach ladder at foot of berth.
- c) **Superliner and Viewliner Sleeping Cars – Bedroom Lower Berths**
- Follow “*Superliner and Viewliner Sleeping Cars – Bedroom Upper Berths*” procedure, except when both upper and lower berths are being used.
 - Then, fold the second sheet and blanket (which are draped toward the floor on the back edge) up onto the bed.
 - Lay it even with the edge of the mattress.
 - Tuck in excess bedding along the front edge of the mattress.
 - Place pillows in an “L” shape, with the pillow slip opening toward the corner.
 - Place coat hangers on lower berth.
 - Turn on reading lights above pillows.
- d) **Superliner Family Room – Upper/Lower Berths**
- Follow the “*Superliner and Viewliner Sleeping Cars – Bedroom Upper Berths*” procedures.
 - Make foot of sofa bed and upper berth away from the reading light.
- e) **Superliner Roomette – Lower Berth**
- One (1) pillow and one (1) blanket per berth in roomettes.
 - Make foot of bed toward the locomotive.
 - Depress foot pedal release to pull two seats together.
 - Remove lower berth pad from upper berth and spread out on lower seat cushion.
 - Spread and center first sheet, tuck in firmly on all sides.
 - Spread second sheet with front edge no lower than three inches from the floor, make six (6) inches of “chin space” in second sheet over edge of blanket at head end.
 - Fold blanket and sheet together as far as the door facing.

- Fold the front edge of the blanket and sheet up onto the bed.
- f) **Superliner Roomette – Upper Berth**
 - The upper berth is made up in the same manner as the lower berth.
 - Put pillow slipcovers on pillows when vacant room is made up.
 - Stow pillow in upper berth.
- g) **Superliner Accessible Room**
 - Superliner accessible room is made in same manner as a roomette.
- h) **Securing Vacant Bedrooms**
 - Remake both beds.
 - Fold the lower berth mattress pad into thirds and stow in the upper berth.
 - Place four clean pillow slipcovers under the sheet in the upper berth, stow all pillows in the upper berth.
 - Place berth ladder on top of bedding with hooks facing downward, and secure with safety straps.
 - Return lower berth sofa seat to daytime position.
- i) **Securing Vacant Roomettes**
 - Remake lower berth mattress pad.
 - Fold into an even “S” curve and stow in upper berth.

3. **Sleeping Car Train Attendant Passenger’s “Welcome Aboard” Introduction**

- a) **Introduce yourself** to the passenger(s).
- b) **Explain the following features.**
 - Attendant call system
 - Restrooms and shower facilities
 - Heating and air conditioning
 - Lighting
 - Complimentary beverage service
 - Wake-up beverage service
 - Meal service and options
 - Dining and Lounge Car locations and hours of service
 - Reservation system for lunch and dinner
 - Emergency evacuation card
 - Movies, activities and promotions

E. Baggage Cars

1. Baggage Cars

On trains with working Baggage Cars, the employee assigned to handle baggage is responsible for the following. (*Refer to chapter 4 “Baggage Handling” for addition information.*)

- a) **Assist the Station Agent** with loading and unloading of baggage, long gun cases and Railroad Business mail (RRB).
- b) **Sort all checked baggage** according to destination.
- c) **Sort RRB by destination** and place in a suitable container (box, case, tub, etc.).
- d) **Prior to arrival at the station**, prepare all baggage to be unloaded by moving it to the appropriate door.
- e) **Employees are prohibited from riding inside Baggage Cars** unless baggage or baggage crates are secured during travel.
- f) **When working in a moving Baggage Car** maintain a braced position and sufficient handhold.
- g) **The employee assigned to handling baggage must** notify the Conductor of any skids, pallets, caskets or other large items that would require the use of a forklift or other equipment for removal from the Baggage Car.
- h) **The Conductor must be notified before reaching the last staffed station**, prior to where the assistance is required.
- i) **After completing work**, the employee assigned to handling baggage should make sure all transfer plates have been removed and the Baggage Car doors are closed, secured and locked.
- j) **Before the train moves**, the Conductor must be notified that the Baggage Car work has been completed.
- k) **If long gun cases were loaded or unloaded**, contact the Conductor with the number of long gun cases that were transferred so the Conductor can verify that the gun case transfers were completed by printing their initials in the required location on the manifest.

F. Conductors Reporting Arrival and Departure Times via Cellular Telephone (*Central Division Only*)

1. Procedure

The following procedure governs the train delay reporting requirements for Conductors working within the Central Division. It is important that accurate and timely train arrival and departure information

be available to our customers, stations, call centers and the Consolidated National Operations Center (CNOC), in order to effectively communicate the status of our service.

- a) **Trains Departing an Un-Staffed Station** – Upon departure from an intermediate station, the Conductor must telephone the Customer Support Desk at (800) 205-0711.
- b) **The Conductor must provide:**
 - their name.
 - the train number.
 - the trains' origin date.
 - the exact time of arrival and departure for that train.
 - the station name.
- c) **Arrival/Departure**
 - If the actual departure time differs from the scheduled time, the reason for the delay must be provided to the agent at the Train Status Reporting Desk. Such delay information must be in clear, concise terms that can easily be understood.
 - The agent at the Customer Support Desk will note that time in Arrow as the arrival and departure time for that train and provide the reasons for any train delay as provided by the Conductor. The agent working the Customer Support Desk must enter into Arrow only the time the Conductor provides.
 - When arriving at an un-staffed destination, the Conductor must call the Customer Support Desk with the correct arrival time.

G. Communication

1. Radios

- a) **Radios are to be used in accordance with** applicable FCC and operating rules of the railroad on which the train is operating.
- b) **Adjust volume to an appropriate level** that allows the user to hear transmissions while minimizing the impact on passengers.
- c) **If possible, communicate in an area away from passengers.**
- d) **Earpieces are required** to be used between the hours of 10:00 p.m. and 7:00 a.m., and at any other time to keep transmissions quieter and more secure.

2. Cell Phones/PDA

- a) **Company issued cell phones/PDAs/electronic devices.**
- Proper care for the safety and security of cell phones and/or electronic devices issued by the corporation are the responsibility of the employee to whom they were issued.
 - Company issued cell phones or electronic devices, which are lost, must **immediately** be reported to your direct supervisor and crew base supervision.
 - Company issued cell phones or electronic devices, which are stolen, must **immediately** be reported to your direct supervisor, crew base supervision and to the Amtrak or local Police.
 - It is the responsibility of the employee to provide their supervisor with the telephone number so that the service can be terminated on that phone.
 - It is the responsibility of the employee to notify and secure a copy of the report from Amtrak police if on Amtrak property or local police if on non-Amtrak property.
 - It is the responsibility of the employee to provide their direct supervisor with a copy of the incident report as soon as possible after the incident. **(A police report does not exempt an employee from any possible restitution and/or disciplinary action).**
 - Company issued cell phones and/or electronic devices will be monitored by the appropriate Division or Service Operations.
 - Any misuse (non-railroad business or unauthorized) of a company issued cell phone or electronic device could result in disciplinary action.
- b) **Cell phones/PDAs are not to be used in lieu of radios to obtain or release track authorities** or to copy mandatory directives (e.g. Form D, TSRB, Foul Time, etc.) unless authorized by Special Instruction or a supervisor.
- c) **If a cell phone/PDA is used**, all crew members must be informed of the intent to communicate via cell phone/PDA by way of an additional job briefing. Immediately following the cell phone/PDA communication, an additional job briefing must be held to properly disseminate information from that call.

- **Employees using cell phones/PDAs to conduct railroad business must** not use the phone while riding in the controlling cab of a moving train, unless the business is associated with the movement of the train.
- **Passenger train Conductors may use a cell phone/PDA to** conduct railroad business while the train is moving provided they are not in the controlling cab, or controlling the movement from the leading end.

d) **Cell phone/PDA options:**

- Ring - use vibrate or silent.
- Screen calls - use the caller ID function, return calls later.
- Voice volume - use a normal tone; it is not necessary to speak at a higher volume.
- Speaker phone - do not use this option at all.
- State and local laws - follow all applicable state and local laws regarding cell phone/PDA usage.
- Movement - remain stationary (preferably seated) when using a cell phone/PDA.
- Awareness - do not use in areas where inattention could result in being struck by tools or equipment.

e) **Use of cell phone/PDA in the presence of customers.**

- If a passenger approaches while a crew member is conducting company business on a cell phone/PDA, the first priority is the passenger and their needs.
- End the call immediately by telling the person on the phone you will call back as time permits.
- The only exception is if the call involves the movement of the train or an emergency involving illness, injury, or physical danger.
- If it is necessary to use a cell phone/PDA with the customer present, always explain why you will be using the device and for what purpose.

f) **When Conductors observe engineers using cell phones/PDAs** not in accordance with Amtrak guidelines, they must refer the engineer to System General Road Foreman Notices that pertain to the correct use of cell phones and electronic devices.

- g) **If division or host railroad policies are more restrictive** than the policies outlined in this section, the applicable more restrictive policies will apply. Refer to Chapter 6, “*Crew Functions and Responsibilities*” for a complete list of prohibited devices.

3. “On-Board Communication” (NRPC 333AB)

The “*On-Board Communication*” (NRPC 333AB) is used whenever a crew member needs to set-off a message at a staffed station. The “*On-Board Communication*” (NRPC 333AB) must be completed in its entirety, and must provide concise details of the action required of the Station Agent. The top white copy must be handed to the Station Agent, and the yellow carbonless copy should be retained by the crew member for future reference if needed. (*Refer to Figure 7-20*)

Amtrak **ON-BOARD COMMUNICATION**

TO _____ TRAIN NO. _____ LOCATION FIELD _____

TIME _____ A.M. P.M. (CIRCLE) DATE _____ 19__

MESSAGE _____

ORIGINATING STATION RECEIPT OF MESSAGE

DATE _____ TIME _____

MESSAGE TRANSMISSION

DATE _____ TIME _____ METHOD _____ EMPLOYEE _____

RECEIVED BY

Employee _____ Location _____ Date _____ Time _____

NRPC 333AB (REV. 1-12)

WHITE COPY - TO STATION
CANNY COPY - ON-BOARD RECORD

Figure 7-20 – On-Board Communication (NRPC 333AB)

H. Reporting Mechanical Defects

1. Procedure

- a) **Report all mechanical defects or failures**, including Automated External Defibrillator (AED) to CNOC at:
- (800) 424-0217 ext. 2082/2083
 - (302) 683-2082/2083
 - ATS 734-2082/2083
- b) **Record all mechanical defects and failures** on the “*Record of Defect and Repair – MAP 21A*” (NRPC 2775).

I. Reporting and Recording Delays on Host Railroads

These instructions apply to Conductors of all Amtrak trains except on the following Northeast Corridor districts: Boston-New Haven, Springfield-New Haven, New York-Washington and Philadelphia-Harrisburg. All other rail lines over which Amtrak operates, including Amtrak-dispatched segments outside the Northeast Corridor, are known as “Host Railroads” for purposes of these instructions.

1. Responsibility

Except on districts listed above, Conductors must properly record and report all delays to their trains. The Conductor must personally complete a Delay Report showing arrival, departure, and/or passing times at all stations and other designated locations; and all delays, including the cause, location and railroad(s) on which each delay occurred. Date(s), train number, names of crew, engine number(s), car counts and other information must also be shown as required on the Delay Report.

All locomotive numbers in the consist must be shown (including host-railroad locomotives, with RR initials) and in correct order. If a locomotive is added or removed en route, that fact and the location must be shown in the “Eng. No. (s)” line at the top of the Report.

If either the Conductor or Engineer is re-crewed en route, or if a pilot is added, the name(s) of those employees must be included at the top of the Report, along with the location the new crew member went on duty. For example, “Engr. J. Jones from MP 482.”

The Conductor will coordinate with the Engineer to obtain all necessary information on over-the-road (en route) delays so as to be able to properly complete the Delay Report. If a new Delay Report form is issued or revised, Conductors must obtain sufficient copies, and must stop using and discard the obsolete forms immediately.

When the departure time is reported at stations, it is the time the train begins to move. If more than one spot is made, it is the actual departure time after the final spot.

- a) **Information from Delay Reports is used for the following:**
- To quantify and identify the causes of all delays.
 - To determine host railroad and Amtrak compliance with FRA on-time performance and delay standards.
 - To guide host railroad and Amtrak strategies for reducing delays.
 - To guide infrastructure investment decisions by Amtrak, host railroads, and State or Federal government agencies.
 - To provide data for reports to Congress and Federal and State agencies on Amtrak and host railroad performance.
 - To determine performance-incentive payments to host railroads.
 - To record the actual arrival, departure, and/or passing times at stations and other points.

2. Delay Reports — How They Are Designed

- a) **Delay Report Design** – Delay Report forms are designed so that the Conductor can compare the train’s actual point-to-point running times against the optimum running times between stations (called “Pure Running Time”), and the actual station times against designated station dwell time, in minutes. If actual times are greater than the amount of time allowed, delay has occurred and must be accounted for.
- b) **Calculation of Time Lost** – The “Calculation of Time Lost” section of the Delay Report form is the Conductor’s personal worksheet for determining whether or not the train has lost any time, and therefore whether delay must be reported. This section of the form **MUST** be completed.
- c) **Station Dwell** – The station dwell times pre-printed on Delay Report forms represent the allowed dwell time at each station. Where both arrival and departure times are shown for a station in public or Arrow System schedules, the designated time on the Delay Report form represents that amount of time, in minutes.
- d) **Public Schedule** – Public schedule times may also be shown on the Delay Report, but only as a reminder. Public-schedule times should **NOT** be used as a basis against which to figure delays (except for Initial Terminal Delay, which is

explained below). This is because all public schedules contain extra time, called “Recovery Time”, to help the train maintain or “recover” to its schedule in the event of delay.

3. Lateness vs. Delay

- a) **Lateness of a train as compared to the public schedule is not itself a delay**, but is instead the result of delays exceeding the available recovery time.
 - In schedule segments containing recovery time, reporting only the amount of time lost against schedule as delay would understate the amount of delay that actually occurred.
 - Delay is the additional time taken at or between stations, beyond Pure Running Time or allowed dwell time.
- b) **Late arrival of a train at an intermediate crew change point is not itself a delay**. It is the result of delays already encountered by the previous crew(s), and which should already be accounted for in their delay reports. However, if a delay occurs AT the crew change point, it must be accounted for.

4. Accuracy of Time

Conductor(s) must use an accurate and reliable watch equipped with a second hand or readout, and known to be accurately set, at or prior to the beginning of each tour of duty.

The Conductor will compare time with other crew members during the job briefing to assure that they all have accurate time to the second. Phone numbers ATS 729-4116, 777-4000 and toll-free (866) 493-5252 are a direct dial-in to correct-time recording from the U.S. Naval Observatory in Boulder, CO. All railroad watches should be set for local time to the second, based on the time provided by the official time recording.

5. Rounding of Times

Arrival, departure or passing times at stations and other locations designated on the Delay Report will be rounded down to the previous whole minute if the event occurs at 30 seconds or less. For example, if a train arrives at a station at 3:34:23 p.m., it should be shown as 3:34. If the event occurs at 31 seconds or greater, it will be rounded up to the next whole minute.

- In some cases, this may result in a train shown as arriving and departing a station at the same whole-minute time; this is acceptable.
- All arrival and departure times must be entered using the correct local time zone used in Arrow or public schedules.

6. Train Origin Date

Conductors must always show the Train Origin Date on the Delay Report. This is always the date the train was scheduled to depart its initial station, as shown in the Arrow System (the “TS” schedule). The actual date of operation over the Conductor’s crew district must also be shown, if different from the Train Origin Date.

7. Initial Terminal Delay; Final Terminal

- Late Departure** – If a train departs late, per public schedule, from the first station on its route, it has been delayed, because it should have departed on time. This is the one instance where public-schedule time is directly used to calculate delay; the “clock starts” when the train is due to depart.
 - Initial Terminal Delay must be accounted for on a Delay Report, just like any other delay.
 - In the “Between” coding column, Initial Terminal Delay entries must always reference the Initial Station, no matter what the specific location or cause of the delay(s).
 - The Specifics-of-Delay column will then be used to explain those specifics.
- Temporary Initial Terminal** – Sometimes a station along a train’s route will be temporarily designated the Initial Terminal in its schedule due to an M of W project track curfew, rail-line blockage, etc. In this case, the Conductor must use the train’s scheduled departure time from the Temporary Initial Terminal as a basis for calculating the Initial Terminal Delay.
- Final Terminal** – When the a train arrives at the last station on its route so that it can begin discharging passengers, it has fulfilled its schedule. Events occurring after this time must NOT be entered on the Delay Report as if they were delays to that train.

8. “Waiting-For-Time” or “Killing Time” Delays

- Wait-For-Time** – A train, which exceeds its normal

dwell at a station because it is waiting for its scheduled departure time, has incurred a “Wait-For-Time” delay.

- b) **Kill-Time** – A train, which operates at slower-than-normal speed into a station to avoid an early arrival, has incurred a “Kill-Time” delay.
- c) **Both types of delay must be accounted for**, under delay-code “NOD.”

9. Delay Report Forms

On the Delay Report forms, each delay must be shown in the Explanation Of Delays section, in the following manner (unless otherwise specified on the form):

- a) **“BETWEEN” column** – for delays occurring between two stations, enter the three-character Arrow codes for the nearest two stations on the route. It does not have to be a station where the train is scheduled to stop, and “X-coded” (non-station) locations are also acceptable. For example, “XOR-CVS” means the delay occurred between Orange and Charlottesville, VA. For delays occurring at a station, enter the station code twice. For example, “RMT-RMT” means the delay occurred at the station at Rocky Mount, NC. A single delay entry must never cover a segment in the “BETWEEN” column which overlaps two or more Host Railroads. For example, an entry such as “CHI-SOB” (Chicago Union Station to South Bend, IN) would not be acceptable because two Host RR’s are located in the territory: Amtrak Chicago Terminal (“AM”) from CHI (Union Station) to XTF (21st Street), and Norfolk Southern (“NS”) from 21st St. to South Bend. At least two entries would be required for this delay, with XTF as the break-point. Use only three-character Arrow-System location codes in this column. Mileposts, Control-Point or siding names, etc., go in the Specifics of the Delay Column.
- b) **“CODE”** – choose the most appropriate three-letter cause code for each delay. These codes are listed and explained below. If in doubt about which delay code to use for a given delay, choose the code which matches the most-direct cause of the delay. Also, be sure that the delay code corresponds with, and is supported by, the explanation.
- c) **“MINS”** – the total minutes for each delay. Do not show any symbols such as (‘) or (”) in the “MINS” blocks; show only the number of minutes. Also, do

- not show “hours and minutes”, show minutes only.
- d) **“RR”** – two-letter Railroad code (codes are listed below) – this is the railroad on which the train was operating, or was entering, when the delay occurred, regardless of whom or what caused the delay. (Exception: See section on “Detoured Train” below.) Railroad codes are listed below. Also, at some specific locations where trains may operate over a very short segment of a railroad which is different from the primary Host Railroad’s line, Conductors may be instructed to code delays for the main Host Railroad.)
- e) **“SPECIFICS OF THE DELAY”** – Briefly and clearly describe every delay. Milepost(s) and Control Point, interlocking or siding names can be shown here. For other trains which cause delay, those trains’ engine numbers with railroad initials, and/or train number or symbol, and type of train involved (e.g., local frt., lite engine, psgr, commuter, etc.), should be entered if known. Specific locations must be shown for all signal, train-meet, and routing delays. Milepost locations and MPH speeds must be shown for slow order (“DSR”) delays. Signal delays involving Stop Signals must specifically note the name or aspect. Delays known to be heat or cold orders must be labeled as such. Mechanical delays must note the engine or car number (E/___ or C/___) involved. For crossover delays, the location and the track numbers of the route must be shown; for example, “X/O, 1 to 2 at Abex.” The delay explanation must always conform to, support, and explain, the delay code used. Do not cite operating rule, special instruction, or operating-bulletin items by number alone, without additional explanation. A list of abbreviations which may be used to save space in the “Specifics” column are listed below. These are NOT to be used as Delay Codes.

10. Examples of Abbreviations for Specifics-of-Delay Explanations

Examples of Abbreviations for Specifics-of-Delay Explanations

(These are NOT Delay Codes. To be used ONLY in the Specifics-of-Delay section).

Abb.	Stands for:
& or +	"and"
@	"at" or "at the rate of"
a/c	"account of" or "due to"
A.C.	air conditioning
Appro.	Approach, as in "Approach Signal"
Ar. or Arr.	arrive
B/O	bad-ordered
Bgge	baggage
C & I	Customs and Immigration (do not confuse this with the delay code "CUI")
Cdr.	Conductor
Clr.	Clear, as in "Diverging Clear" or "Medium Clear" signal
C/O	"Cut-Out" or "Change-out"
CP	Controlled Point (Also may be used for "Canadian Pacific Railroad.")
DD	defect detector
DED	dragging equipment detector
D.I.B.	delayed in block
Draw	drawbridge/movable bridge
Dp.	depart
DS or Dispr.	Train Dispatcher
Dvrg.	diverging, as in "Diverging Clear", "Diverging Approach," etc
E., N., S., or W.	east, north, south or west
EMS or EMT	Emergency Medical Service; Emergency Medical Technician (s)
Eng	engine
Engr	Engineer
E.E./W.E.	east end/west end
Frt	freight
Frmn	(MofW) Foreman
HBD	hot box detector
hcpd	handicapped (passenger)
Hwy.	Highway
H/O or H.O.	heat order
int. or intg.	interlocking
K.T.	"kill time" (wait for sch'd departure time or killing time into a station)
Ltd. Clr.	Limited Clear (signal)
L.O.R.	lost on run (can't make running time)
Med. Clr.	Medium Clear (signal)
MP	milepost

Examples of Abbreviations for Specifics-of-Delay Explanations (continued)

(These are NOT Delay Codes. To be used ONLY in the Specifics-of-Delay section).

Abb.	Stands for:
M.T.	Main Track
M of E	maintenance of equipment
MW or M of W	maintenance of way
N. A. R.	no apparent reason
N. F. W.	nothing found wrong
N.E./S.E.	north end/south end
# or No.	number
N/S	temporary speed signs not displayed for this slow order
O.O.S.	out of service
Pax or Psgrs	passengers
Psgr	Passenger (as in "psgr train")
P & B	passengers and baggage
P/U or P/Up	pick up or picked up
Pvt.	private (as in "pvt. car")
Rcv.	receive or receiving
Rd.	Road
Rd. Xing	road crossing
R.F.E.	Road Foreman of Engines
R.O.W.	right-of-way
RR	railroad
R. Railer	RoadRailer
S/O or S/R	slow order or speed restriction
S/O (2nd meaning)	set out (as in setting out a defective car)
Sgl.	signal
St.	Street
Sta.	station
Sub.	Subdivision
Sub. (2nd meaning)	substitute (as in an engine or car)
T.M.	Trainmaster
Tk. or Trk.	Track
TW	Track Warrant
UG	undergrade, as in "Undergrade Bridge"
W/	with
Xing	crossing, as in "road crossing"
X-O or X/O	crossover (routing) move
Yd.	yard

- a) **Mandatory Data** – All columns in the “Explanation of Delays” section must be filled out in order for the delay to register in Amtrak’s On-Time Performance Reporting System and provide other vital information.
- b) **General Versus Specific** –With delay explanations, avoid being too general. For example, the term “Running Time” should be used only to mean the train is losing time on the run for no apparent reason; otherwise, the term can be used too generally and becomes meaningless. Avoid being too specific or citing operating rule numbers or Timetable Special Instruction numbers without explanation.

11. Categories of Delay

The following category codes may be used:

Code	Title, Reason or Examples
ADA	Passenger-Related delays specifically related to disabled passengers (wheelchair lifts, exercising guide dogs, etc.)
CAR	Car Failure (includes HEP failure, legitimate HBD or DED actuations, set out/pick up defective/repared cars)
CCR	Cab Car Failure (all en route delays caused by mechanical failure of working cab cars.) A non-working cab car, i.e., one being used simply as another passenger car in the trailing consist of a train, will not be considered a Cab Car for purposes of delay coding. “Cab Car” includes NPCU’s (de-powered F-40’s) and all variations of passenger type Cab Cars.
CON	Hold for Connection (holds for train or bus connections, including en route holds)
CUI	Customs and Immigration delays
CTI	Commuter Train Interference (meets, following, overtakes)
DBS	Debris Strike (emergency braking, damage, set-outs from same also debris blocking track ahead, or removal of debris from train).
DCS	Signal Delays (false wayside detector actuations, defective road crossing protection, restrictive wayside or cab signals from unknown cause or from signal, power-switch or CTC-system failure; efficiency tests of the crew; drawbridge stuck open).
DET	Delays caused by catenary or wayside electric-power-system failure. (Note: This Delay Code is to be used ONLY between XSH and NHV (by Conductors working between NYP and NHV).)
DMW	M of W Work (holding for defect repair or M of W forces to clear; inability to contact M or W Foreman on radio; routed around M of W work).
DSR	Temporary Speed Restrictions (slow orders, slows through M of W site) Exception: heat/cold orders; see “WTR.”
DTR	Detour Delays (all delay or time lost while operating on a detour, regardless of actual cause).

Categories of Delay *(Continued)*

Code	Title, Reason or Examples
ENG	Engine Failure (HEP Failure, legitimate HBD or DED actuations, or any on-board HBD alarm, cab signal failure on engine, set out/pick up defective/repared engines, operating with freight engine, undesired emergency applications, air problems, radio failure on engine)
FTI	Freight Train Interference (meets, following, overtakes, restrictive signals known to be caused by freight trains, holds due to freight train derailments, non-scheduled stop to pick-up/drop-off freight train crew)
HLD	Passenger Related (multiple spots, checked bags, large groups, smoke breaks, EMS, disorderly, other passenger-related delays; except for disabled passengers, see delay code "ADA"; or sick/injured, see "INJ")
INJ	Injury Delays (injured or sick passenger or employee).
ITI	Initial Terminal Delay due to late-arriving inbound train causing late release of equipment or late crew rest, where mechanical-failure delay is NOT involved.
MBO	Drawbridge openings for marine traffic
NOD	Wait for scheduled departure time at stations, kill time to prevent early arrival at stations.
OTH	Miscellaneous Amtrak-responsible delays (unable to make normal speed, heavy train, isolation of engine[s] for fuel conservation, etc. Also, person pulling emergency cord)
POL	Police Related (DEA; police/fire department holds on right-of-way, bomb threat delays).
PTI	Passenger Train Interference (meets, following, etc.—does <i>not</i> include commuter trains)
RTE	Routing (crossover moves, lining manual or spring switch, run via siding, late track bulletins, inability to contact DS, dispatcher-holds). Also includes delays resulting directly from being routed to abnormal track at stations.
SVS	Servicing (fuel, water, toilet/trash dumping, inspections, switching private/office cars or section of train, normal engine changes, loading/ unloading non-carload express).
SYS	System (late crew, unscheduled re-crew, single engineer copying authorities or restroom break, hold due to passenger train derailment; alleged crew rules violation; delayed-in-block after station stop)
TRS	Trespasser Incidents (includes crossing accidents, trespasser or animal strikes, vehicle on track ahead; "near-miss" delays; bridge strikes by vehicle or boat)
WTR	Weather (includes heat/cold orders; storms, floods, fallen trees, washouts, landslides; earthquake-related delays; slippery rail due to leaves; burning leaves caught under truck of car; snow-removal equipment working ahead).

12. Host-Railroad Codes

Use the following codes to denote the railroad on which the delay occurred:

AM	Amtrak (includes Washington Terminal, Empire Connection, N.O.U.P.T., Chicago Terminal, St. Louis Station, Amtrak Line in Michigan, Hell-Gate Line)
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
BR	Belt Railway of Chicago
CC	CN-IC — Former Illinois Central and GTW Railroads
CN	Canadian National (CN's Canadian operations only)
CP	CP Rail (former Soo Line portion only)
CR	Conrail Shared Assets (DER-XVI = Detroit vicinity)
CS	CSX Transportation
DH	Delaware & Hudson (CP Rail)
FE	Florida East Coast
FL	Florida DOT (South Dyer (XDY) – Miami, FL)
GT	Pan Am Railways (formerly Guilford)
GW	Gateway Western / (KCS) (XWI-XWR = Chicago – St. Louis)
KC	Kansas City Terminal
KS	Kansas City Southern
MC	Minnesota Commercial
ME	Metra
MN	Metro-North Railroad
MT	MBTA
NE	New England Central
NM	New Mexico D.O.T.
NS	Norfolk Southern
SN	San Diego Northern
SC	S.C.R.R.A. (Moorpark-LAX; LAX-XRJ; Fullerton-County Line (X98); El Monte-LAX via Metrolink route)
TR	Terminal Railroad Ass'n of St. Louis (T.R.R.A.)
UP	Union Pacific
VR	Vermont Railway (Clarendon & Pittsford)

13. Crew-Change Points

Unless otherwise instructed, the Conductor going on-duty is responsible for recording both the arrival and departure times, and any delays incurred, at the crew-change point. The Conductor going off-duty must also record the arrival time. The arrival time recorded by both Conductors **MUST** be the same.

14. Coordinating Times with Station Agents

When practicable, Conductor(s) should notify station agents or stationmasters of their arrival/departure times at that station so that the agent may enter the exact same times into the Arrow system.

15. Joint Amtrak/Host-Railroad Efficiency Tests

(This particular delay must never be combined with other DCS delays.)

If delayed by an efficiency test (code “DCS”) conducted jointly by Amtrak and host-railroad officers, state the fact that is a joint test and include the name(s) of the Amtrak officer(s) involved, in the delay explanation.

16. Unscheduled Re-Crew En Route

The Delay Report must be turned over to the relieving Conductor, who will complete it for the remaining portion of the crew district or trip. The Conductor going off duty must show the time the train arrived at the re-crew point. If no report form is available, the relieving Conductor will keep track of times and delays in writing in the best possible manner. Delay Report must make notation of the re-crew, including the names of the new crew; and the amount of delay, under category “SYS”.

17. Planned Crew Swaps

For trains stopping to exchange crews, delay from meeting the other train (code “PTI”) must be shown separately from delays caused by exchanging the crews (code “SYS”). For a train already stopped or slowing for the meet, only the standing-time dedicated to the crew swap is “SYS”, all other delay is “PTI”. If a train’s delay is only to exchange crews, all such delay will be reported as “SYS”.

18. Police Activity On-Board Trains

Delay Code “POL” is usually reserved for delays caused by police or fire department activities extraneous to the train. However, under certain conditions, “POL” may be used for police activity on-board the train, including involvement with passengers and/or removal of person(s) from the train. To qualify for Code “POL,” the situation must:

- Include police involvement directed at an alleged or potential crime. (Example: theft, drug trafficking, escaped convict, criminal suspect, bomb threat, etc.)
- Involve at least one police agency. (Example: Amtrak Police; FBI, DEA or U.S. Marshall; sheriff; local, county or state police.)

Delays due to a trespasser or “stowaway” – that is, a person with no intent of being a legitimate passenger or assisting a passenger on or off the train with luggage should be coded “POL.” If a situation is resolved without removing the passenger from the train, it should be coded “HLD.” Police activity involving U.S. Customs, Border Patrol, INS, etc., should be coded “CUI.” Delays involving sick or injured persons on the train, whether passengers or employees, including EMS and/or removal from the train, will be coded “INJ.”

19. Name(s) of Host-Railroad Pilot(s)

If a Host Railroad Engineer and/or Conductor Pilot is/are used for any reason, their name(s), position(s) (rank), RR and points- between must be shown on the top of the Delay Report in addition to the Amtrak crew. Example: “KCY-NEW, A.B. Smith, BNSF Engr. Pilot.”

20. Abnormal Routing, Diversions, etc.

If train is delayed due to being routed abnormally through a diversion (crossover), through a siding, against the current of traffic or via other abnormal track or route, show the reason, if known. If the reason is not known, show “No Apparent Reason,” or “N.A.R.”, in the Specifics-Of-The-Delay column of the Delay Report. (The delay code for this situation will be

“RTE.”) Delays caused by diversions should not be coded “DCS” unless the reason for the diversion is known to be due to signal failure or is otherwise signal-related. If the normal or optimum route for the train to access station platforms includes one or more diversions, and if time is lost and no other cause is apparent, the delay should be coded “OTH.” If delay is incurred at a station solely because the train was routed to an abnormal track at that station by a host railroad’s dispatching decision, the delay should be coded “RTE” and the explanation must show why the abnormal track routing was the cause. If the normal track was blocked by another train or by MofW work, etc., the delay code should be FTI, CTI, PTI, DMW, etc., as appropriate. However, if Amtrak requested the routing to an abnormal track at the a station, any delay from related diversions should be coded “OTH” and any station delay should be coded appropriately (eg., “SVS”, “CAR”, etc.).

21. Alternate Routes

On certain specific segments, a train may be routed by either of two alternate routes, and it is not considered a detour. The Delay Report or local instructions may specify that taking the longer of the two alternates should be considered a Routing Delay (“RTE”).

Some examples of alternate routes are:

- Savannah – Burroughs, GA – via “East Route” or “West Route”
- San Antonio – Craig Junction, TX – via Track 1(former MoPac) or Track 2 (former M-K-T)
- St. Louis, MO – WR Tower, IL (“XWR”) – via Q-Tower / MacArthur Bridge (UP-TRRA) or Merchants Bridge (TRRA)

22. Detoured Train

A train is considered “detoured” if it is re-routed off of its normal rail line, Subdivision, District, etc. (Re-routing onto another track on the same rail line is not a detour delay.) If this occurs, all delays or time lost against schedule on the detour route must be coded “DTR” (Detour Delays), regardless of the cause. Note the specific locations where the train left and returned to its normal rail line in “Specifics-of-Delay” column. (These may not be at Amtrak stations.)

- a) **In the “Between” Column** – Show the last Arrow-coded location on the normal rail line before the detour begins, and the first Arrow-coded location after the detour ends.
- b) **For Host-Railroad Code** – Use the RR code(s) of the train’s normal rail line, NOT the detour line. (If the normal rail line included two or more RR’s, this will require just as many separate delay entries, each breaking at the location where the normal line would change RR’s.)

23. Combined-Cause Delays

For delays with two or more distinct types of causes, show the minutes associated with each cause.

NEVER combine two or more types of delay into one entry. For a delay-event caused by first meeting a freight train and then a passenger train, or vice versa, the delay for meeting the second train begins at the time the first train clears the meet point.

24. Slow-Order (DSR) Delays

The beginning and endpoint limits and MPH speeds for every slow order causing delay must be shown in the Specifics-of-Delay column. In double-track or multiple-track territory, the track number must also be specified. Multiple slow orders in the same contiguous segment between two stations may be combined into one delay entry, and the explanation should read as shown in this example: “25 – 43.0-43.1 Tk.1; 60 – 57.7-57.8; 30 – 62.6-62.7; 10 – 73.1-73.5 Tk.2”

On Host Railroads which use temporary speed signs, boards or flags, the lack of signs for any given slow order must be noted by including “N/S” in the explanation. This abbreviation means: “No temporary signs displayed for this slow order.” Delay entries for slow orders given by a MofW Foreman in the field must include the Foreman’s name in the delay explanation. – for example, “Per Frmn Smith.” If a slow order is given en route by the Dispatcher (as opposed to being on a Track Bulletin, Dispatcher Bulletin, etc.), that fact must be stated in the delay explanation – for example (on CSX): “per EC-1, Dispr ADF.”

Conductors must take care not to understate or overstate Slow Order Delays. Delay time must not be lumped into Slow Order Delays (DSR) if it was known to be caused by something else, and vice versa. Some slow orders will cause negligible delay. Example: A 0.1-mile, 60-MPH slow order in a 70-MPH timetable-speed segment will delay a short passenger train only 0.1 minute. If no minutes are lost in a given segment, it is permissible to show “0” (zero) minutes delay from such a slow order.

If a train is required to operate at Restricted Speed, the delay must not be coded “DSR” unless the reason is slow-order-related. Restricted-Speed delays are usually signal-related.

25. Heat Order or Cold Order Delays (Code “WTR”)

If a heat order or cold order is milepost- based and does not cover the entire segment between two stations, state the milepost limits in the explanation – for example, “H/O, MP A-86.0 – A-112.5.”

26. Two or More Types of Delay at Same Location

If two or more types of delay occur at the same location, the Delay Code and explanation should match the delay requiring the slowest speed.

Example: If a train has a 30-MPH slow order but is operating at Restricted Speed through the same area due to signal failure, the delay would be entered as Signal Delay, “DCS.” The exception is for Heat Order or Cold Order Delays (code “WTR”). Example: If a train in normally-79-MPH territory has, a 60-MPH heat order but also a 25-MPH slow order, the time shown for the Slow Order (DSR) Delay should be only the difference between 60 MPH and 25 MPH – not the difference between 79 and 25 MPH.

27. Sample Guide For Estimating Delay-Minutes Caused by Slow Orders or Other “Simple” Delays

The following table may be used as a rough guide for estimating the amount of delay from either a Slow Order or any other type of single delay in which the train decelerates rapidly from Normal (Timetable) Speed, runs at a fixed slower speed for a given distance plus its own train-length, and then rapidly resumes the same Normal Speed. (*A more-detailed*

“Conductor Slow Order Calculation Table,” based on one P-42 engine and 12 single-level cars, is available. Conductors desiring a copy should contact their local supervisor.)

Samples of (Approximate) Minutes of Delay with Various Train-Consists, Normal Speeds and Slow-Order Speeds:

Assumes prompt train-handling, level grades, and good weather and engine(s).

Type of Train:	Normal T.T. Speed:	Slow-Order Speed:	Slow-Order Mileage:	Approx. Min's of Delay:
1 eng, 3 to 5 cars	60-79 MPH	15 MPH	0.1 mile	2 "
"	60-79 MPH	15 MPH	0.5 mile	3 to 4 "
"	60-79 MPH	30 MPH	0.1 mile	1 "
"	60-79 MPH	30 MPH	0.5 mile	1 to 2 "
"	79 MPH	60 MPH	0.1 mile	less than 1 "
"	79 MPH	60 MPH	0.5 mile	less than 1 "
2 engs, 10-12 cars	60 MPH	15 MPH	0.1 mile	2 "
"	60 MPH	15 MPH	0.5 mile	3 "
"	79 MPH	15 MPH	0.1 mile	3 "
"	79 MPH	15 MPH	0.5 mile	4 to 5 "
"	60 MPH	30 MPH	0.1 mile	1 "
"	60 MPH	30 MPH	0.5 mile	2 "
"	79 MPH	30 MPH	0.1 mile	1 to 2 "
"	79 MPH	30 MPH	0.5 mile	2 "
"	79 MPH	60 MPH	0.1 mile	less than 1 "
"	79 MPH	60 MPH	0.5 mile	less than 1 "

28. Signal Delays

Delays from restrictions caused by a problem or issue with automatic road-crossing warning apparatus, or by a slide fence being taken out of service, are considered Signal Delays (Code “DCS”).

29. Recording Delays Caused by Checked Firearms

Delays due to the carriage of firearms or ammunition in checked baggage will be coded “HLD” because they are considered a type of Passenger-and-Baggage Delay. However, the explanation for any such delay entries must begin with the word “FIREARM” so the delay can be easily distinguished from other types of “HLD” delays.

30. Mechanical Delays (Codes “CAR”, “CCR” or “ENG”)

All mechanical delays must be documented by the following specific information in the delay explanation:

- The car and/or locomotive number(s) of equipment

- which caused the delay, if known (including the “800000” car number, as listed on the train manifest, if the equipment was a private car); and
- The specific reason(s) why the delay was a mechanical failure, if known.

Planned switching moves (such as set-outs or pick-ups of locomotives or private or office cars) which are NOT related to current or previous mechanical failure, are Servicing Delays (Code “SVS”). However, if any delay due to a mechanical failure occurs during the move, that delay must be broken-out, coded as a mechanical delay, and explained.

Delays due to equipment damage caused directly by debris strikes or road crossing accidents are NOT considered mechanical delays.

31. En Route Change to Daylight Saving Time or Standard (Winter) Time

The change to Daylight Saving Time (DST) may cause some overnight trains to become up to one hour late on their schedules. Conductors are reminded that en route schedule lateness is not the same as delay; therefore, lateness caused by the change to DST must *not* be shown as a delay. However, the change from DST to Standard Time in late autumn may cause an overnight train to have to wait for its new scheduled departure time at the next station. This is actual delay, and must be shown under Delay Code “NOD” and explained as “Time change due to Standard Time.”

32. Fuel Conservation Measures and Delays

Delays caused by isolation of one or more locomotive units for fuel conservation must be accounted for, under Delay Code “OTH.” The Specifics-Of-The-Delay column of the Delay Report form should include the notation “Eng. No. ____ isolated, fuel conservation.” It is not necessary to show specific mileposts or other locations to account for this. However, any time lost must be broken down between passenger stations or “X”-code (non-station) points on the Delay Report form. The Conductor should confer with the Engineer during job briefing or trip as necessary to become aware of which unit(s) is (are)

isolated and on which trip segments. Time lost due to fuel conservation measures must NEVER be shown as if it were caused by an engine failure (code “ENG”).

33. Single Engineer Copying Authority or Restriction

If a delay is due to a single Engineer copying an authority or a restriction from the Dispatcher (which will be coded “SYS”), the delay explanation must include the reason the authority or restriction was issued. Examples: “for S/O”; “for 2 S/O’s”; “for heat ord.”; “for flash-flood warning”; “for xing active. fail.”

34. Arithmetic

All actual time in excess of allotted minutes must be shown in the “Calculation of Time Lost” or other designated section of the Delay Report and must be explained as delay, regardless of cause.

35. Legibility

All entries on Delay Report must be written or printed clearly and legibly, in black ink. (A good-quality photocopy original of a Delay Report originally written in pencil, clearly showing all information, may be used for faxing purposes.) The symbol [“] should be used only in the Specifics-of-Delay column (the delay explanation) to denote “minutes.” All time entries in the Calculation section and in the Explanation of Delays should be shown only in “Minutes” – not in “Hours-and-minutes.” For example, a delay of two hours 11 minutes must be shown as 131 minutes. Also, do not use symbols (‘) or (”) in the “MINS” column, use only the numerals for minutes.

All coded columns for every delay entry must be completed with the Location Codes, Delay Code, Minutes, and RR Code. Ditto marks, lines, vertical arrows or other marks must *not* be used in lieu of completing all delay entries. For a delay entry in which the explanation takes two or more lines, a diagonal slash-mark may be used across the coded columns, or they may be left blank.

36. Amtrak Special Trains

Delay Reports for Amtrak Special Train Movements (charter trains) containing a train schedule (TS) in the Arrow System must include the Amtrak train

number. The normal Amtrak train number for the route, if pre-printed on the Delay Report form, must be scratched out and the Special Train's number substituted. Amtrak Special Trains are always assigned an 800-series or 900-series train number in the Arrow System. Delay Reports for Special Trains must be faxed to CNOC or other designated Delay Reporting Office, so that delays can be entered into Arrow, and must also be faxed to the Host Railroad(s) as applicable. (Some Host Railroads require that a Delay Report be submitted for any special movement.)

37. 1000-Series or 1100-Series Train Numbers

Occasionally a train, or part of a train's route, will be assigned a 1000-series or 1100-series prefix to the train number in the Arrow System. For example, if Train 79's schedule is truncated (cut) between Richmond, VA and Rocky Mount, NC due to an M of W project on CSX, the remaining Rocky Mount-Charlotte portion of the train's schedule may be assigned "Train 1079" or "Train 1179" in Arrow. Conductors on those segments should change the pre-printed train number on the Delay Report form, to match that shown in the Arrow System, to prevent confusion when the delays are entered. Occasionally the entire route of an individual train will be prefixed with 1000 or 1100 in its schedule in the Arrow System. This will most likely occur around the date of a schedule change. Again, the full train number in Arrow must be shown as the train number on all Delay Reports for that train.

38. Bus Substitution for Train

If a bus (or other alternate transportation) is substituted for a train, either planned or unplanned, Conductors should NOT show arrival or departure times, or delay information, for the bus on Delay Reports, unless otherwise instructed. If it is absolutely necessary to show this information, it must be clearly stated on the Delay Report that it is for a bus instead of a train.

39. Movement of Deadhead Equipment of Terminated or Cancelled Train

If a train is terminated or cancelled and the equipment is moved to destination without passengers, a Delay

Report must still be filled out and submitted. The Report must also clearly state that it is for a dead-heading movement. For example: “Train No. ____ terminated at ____, all psgrs taken off & bussed; DH-equipment move to ____.” To account for passing times at stations where no stop is made, show the same AM-PM time in the Arrival and Departure blocks, and show “0” Minutes in the Calculation section.

40. “On-Time” or “Advance” Section of a Train

If operating a so-called “on-time” or “advance” section representing the schedule of a delayed train, write “On-Time Section” at the top of the Delay Report next to the train number.

41. Second Page of Delay Report

If the amount of delays requires continuation onto a second page, it must be done on a Delay Report form with the train number, origin date, engine number(s), crew segment and crew names filled out. The pages must be marked “Pg. 1 of 2” and “Pg. 2 of 2” and both must be faxed to all offices required. (For some trains, a “Continuation Sheet” is available for this purpose.)

42. Delays Entered on Report

Delays must be entered in the designated section(s) and nowhere else on the report, and in geographic (chronological) order. This includes all delays at stations. Delay entries such as “see footnote” etc., must be avoided; each delay entry must have its own brief explanation.

43. Reverse Side of Delay Report Form

Conductor must enter the following information on the reverse side of all Delay Report pages: train number, Train Origin Date, operating date (if different), engine no.(s), crew segment, and Conductor’s name. This is to enable identification of the Delay Report by fax recipients, in case the reverse side is faxed by mistake.

44. Disposition of Completed Delay Report

Completed report must be turned in to Agent, forwarded to terminal and/or faxed to Amtrak and host railroad offices, as instructed. The Conductor is

responsible for ensuring that the a completed, intact, and legible copy of the Delay Report is sent to all required offices. Conductor faxing Delay Report must take care to insert it into the fax machine so that the front side will be faxed; and must also save and turn-in a copy of the fax receipt coupon showing an “OK” transmission, if one is provided. (Note: Some host railroads may accept fax-machine coupon showing “OK”, as proof that the Delay Report was sent.) Unless otherwise instructed, Conductor must also retain a legible copy of the Delay Report for at least seven (7) calendar days after the completion date of the train segment.

45. Corrections to Delay Reports

If an error or omission is discovered on a Delay Report, it must be corrected in a legible manner, even if the report has already been submitted. If a Delay Report is corrected after it has been submitted, the words “CORRECTED COPY” must be printed across the front side (preferably at or near the top), and it must be re-submitted to all parties who were sent the original copy. The individual corrected or added items must be circled or otherwise highlighted so that they can easily be distinguished from the original copy.

46. Major Off-Corridor Delay-Input Offices Toll-Free Fax Numbers

- CNOC Delay Reporting Office: (877) 714-8378
- Oakland Operations: (866) 247-2684

47. “X”-Code Locations

- a) **These are railroad incentive checkpoints, Electronic Data Interchange (EDI) reporting points, or servicing points at locations other than passenger stations.** They are shown in “TS T” schedules in the Arrow system by a three-letter code beginning with “X”. Arrival/ departure or passing times at X-code points must always be recorded if required on the Delay Report.
- b) **“Alpha-Numeric” X-Codes: Some X-code combinations may use a number instead of a letter,** as the second and/or third character. Example: “XB0” (third character is “zero,” not the letter “O”)

is “Baron Interlocking, Michigan.” When using an X-code containing the number “0”, put a diagonal slash (/) through the character, so that Delay Clerks will recognize it as a Zero. In the above example, trying to write “XB0” but using the letter “O” by mistake, would wrongly identify the location as “Bowie Interlocking, Maryland” – obviously not anywhere on or near the intended route.

- c) **If the X-Code point is the boundary between two host railroads**, always show both an Arrival Time and a Departure Time. If your train is not delayed, the two times should be the same. Example: “Arr. 6:38PM, Dp. 6:38PM.” If your train is held or otherwise delayed at such an X-Code point, the actual standing-time delay (arrival to departure) should be RR-coded for the railroad the train is about to enter. However, any delay due to an “Approach” signal prior to arrival at the X-Code point should be RR-coded for the railroad the train is about to leave.

48. Train Status Initiative

To enhance Amtrak’s ability to estimate the times of arrival or departure of trains at down-line stations to our passengers and others, Conductors should make every effort to report their arrival and departure times at un-staffed stations within five (5) minutes after the event, using cell phones or other designated and available means.

J. Real-Time Reporting of En Route Delays

Conductors must report en route delays to the Customer Support Desk and National Operations, on a real-time basis when possible. Delay information is used to update Arrow and notify down-line stations of expected train delays and estimated arrival times. This is particularly important when the train is operating on a rail line **not** controlled by an Amtrak Train Dispatcher.

1. Rail Lines Dispatched by Amtrak

Conductors working on rail lines dispatched by Amtrak (CETC or PSCC dispatched Northeast Corridor or Amtrak Michigan Line) must ensure

that a member of the crew promptly reports all delays or anticipated delays to the Amtrak Train Dispatcher via radio or other means.

2. Rail Lines NOT Dispatched by Amtrak

Conductors working on rail lines not dispatched by Amtrak and who are equipped with an Amtrak-issued cellular phone, must report delays using the following methods.

- a) **All trains except Pacific Surfliner, Capitol Corridor, San Joaquin, Amtrak Cascades and Coast Starlight trains.**
 - If train is delayed, or is expected to be delayed, between 15 and 30 minutes between passenger stations, Conductor must telephone the Customer Support Desk at (800) 205-0711, and provide the reason(s) for the delay and the amount or expected duration of the delay.
 - If the delay(s) or expected delay(s) exceeds 30 minutes, the Conductor must instead telephone the CNOC Operations Desk at (800) 424-0217, and provide the reason(s) for the delay(s), whether all causes are known or not. This call must be made, whether or not all the facts pertaining to the cause(s) of the delay(s) are known. Multiple calls may sometimes be necessary as the situation or additional information develops. The Conductor should also provide an estimated time of arrival (ETA) at the next passenger station, based on delays encountered and anticipated.
- b) **Pacific Surfliner, Capitol Corridor, San Joaquin, Amtrak Cascades and Coast Starlight trains.** If train is delayed, or is expected to be delayed, 15 minutes or more, Conductor must telephone Oakland Operations at (800) 726-1999 as described in Instruction (a) above.
- c) **Conductors experiencing a delay at an unstaffed (by an Amtrak Station Agent) station** must phone-in with information as described in Instructions (a) or (b) above. If the delay occurs at a staffed station, Conductor must also phone-in the delay, unless advised that the Station Agent has

already contacted CNOC or Oakland Operations and has given them the required information.

- d) **Safety and operating-rule responsibilities of Conductors** will always take precedence over phoning-in delays.
- e) **Nothing in this instruction is intended to contradict or over-ride** any Amtrak or Host-Railroad operating rule or Special Instruction. If an operating rule, special instruction or operating bulletin prohibits a Conductor from using a cellular phone in a specific circumstance, that rule or instruction will govern.

Chapter 8

Accounting

This chapter has two sections, which focus on accounting procedures use by Train Service and On-board Service employees.

- **Section 1 Train Service Accounting Procedures (page 8-5)**

This chapter covers the responsibilities of the Conductor and Assistant Conductor as they relate to the financial accountabilities of their position. The chapter is arranged in chronological order relevant to accounting and revenue responsibilities during a tour of duty (i.e., reporting to work, preparing for a trip, pre-trip activities, en route activities, post-trip activities and remitting). The chapter covers, but is not limited to:

- forms and documentation.
 - types of tickets, passengers and services.
 - lifting tickets.
 - selling and upgrading tickets.
 - finalizing and remitting documents.
- **Section 2 – On-Board Service Accounting Procedures (page 8-149)**

This chapter details the accounting policies and procedures that Amtrak employees working in Food Service Cars are required to follow. The accounting policies and procedures apply to all On Board Service crews who handle Amtrak corporate funds, stock and inventory. On-Board Service employees must be proficient in these accounting procedures.

Introduction

All employees are expected to be courtesy and use tact when interacting with passengers. In some cases, a policy or procedure, which must be applied to a particular passenger, may displease that passenger. It is your responsibility to acknowledge the passengers issue, explain the rationale for the policy or procedure and determine the best course of action while protecting the corporation's revenues.

It is the responsibility of all employees to ensure that all requirements outlined in this document be completed in a clear and legible manner. Illegible or incomplete information limits the corporation's ability to properly

document transactions and can lead to financial loss. Any loss incurred by the corporation due to illegible or incomplete transactions or documents will be debited to the responsible employee.

Employees are to provide a safe and on time travel experience. The safe operation of the train will always take precedence over ticket collection and examination.

Chapter 8

Section 1

Train Service Accounting Procedures

Introduction

This chapter covers the responsibilities of the Conductor and Assistant Conductor as they relate to the financial accountabilities of their position. The chapter is arranged in chronological order relevant to accounting and revenue responsibilities during a tour of duty (i.e., reporting to work, preparing for a trip, pre-trip activities, en route activities, post-trip activities and remitting). The chapter covers, but is not limited to:

- forms and documentation.
- types of tickets, passengers and services.
- lifting tickets.
- selling and upgrading tickets.
- finalizing and remitting documents.

A. General Information

- a) **The Conductor must brief and supervise** the Assistant Conductor(s) as needed.
- b) **The safe operation of the train** will always take precedence over ticket collection. However, any loss incurred by the Corporation due to illegible or incomplete transactions or documents, or negligence, will be charged to the responsible employee.
- c) **Conductors and Assistant Conductors who need assistance** interpreting tariff, ticketing or revenue procedures can telephone the nearest ticket office, their immediate supervisor or the support desk at (800) 205-0711.
- d) **Conductors and Assistant Conductors are responsible for:**
 - adhering to all requirements in this chapter.
 - legible and complete information on all revenue and ridership documents.
 - prompt revenue collection and remittance.
 - proper care and handling of all tickets, money, revenue tools and transportation documentation.
 - using courtesy, tact and good judgment when interacting with passengers.
 - maintaining a sufficient amount of change (coins and bills) in small denominations sufficient for the type of service worked.
- e) **Condition of Carriage** (*Refer to Chapter 7 "Policies and Procedures"*)

B. Forms, Documents and Supplies

- a) **When reporting for duty**, train service employees must ensure that they have in their possession all of the forms and documents required to properly perform service.
- b) **During crew briefings**, the Conductor will be responsible for the interpretations of all oral and written instructions.
- c) **The Conductor** will review the responsibilities required for the trip and discuss what documents and supplies they will need while working in revenue service.
- d) **The following revenue items** (listed in alphabetical order) are required, in sufficient quantities:
(*Required non-revenue related items can be found in Chapter 6 “Crew Functions & Responsibilities”.*)
 - “Advance Paid Ticket Conductor Issuance Record” (NRPC 3152)
 - “Coach Tickets Envelope (Long Haul)” (NRPC 218)
 - “Coach Tickets Envelope (Short Haul)” (NRPC 183)
 - “Conductor/Asst. Conductor Sales Report” (NRPC 193)
 - Conductor On-Board Ticket Stock (COTS)
 - Discount Table for On-Board Sales
 - “First Class Tickets Envelope (Long Haul)” (NRPC 219)
 - “First Class Tickets Envelope (Short Haul)” (NRPC 181)
 - Manifest
 - “On-Board Passenger Record” (NRPC 3085)
 - “Pass Abuse Incident Report” (NRPC 1502)
 - “Private Car Passenger Record” (NRPC 3160)
 - “Record of Tickets Honored But Not Lifted” (NRPC 157)
 - “RRB Service Voucher Envelope” (NRPC 2953)
 - Seat Checks
 - “Self-Certification Of Mobility Impairment” (NRPC 3055)
 - “Service Adjustment” (NRPT 27)
 - Tariff Books and Supplements
 - Ticket Punch
 - “Train Earnings Reports Envelope” (NRPC 158)
 - “Uncollected Fare Report” (NRPC 3008)

- If the passenger does not have valid identification, or if the passenger's identification does not match against the name on the face of the ticket, and there is no reasonable explanation for the discrepancy, the Amtrak police must be notified by the quickest available means away from the passenger.
 - Failure to possess the proper photo identification is not, by itself, sufficient reason to have the passenger removed from the train.
- d) **The ticket number can be found on** the face of the ticket and attached receipt. (*Refer to Figure 8-3*)

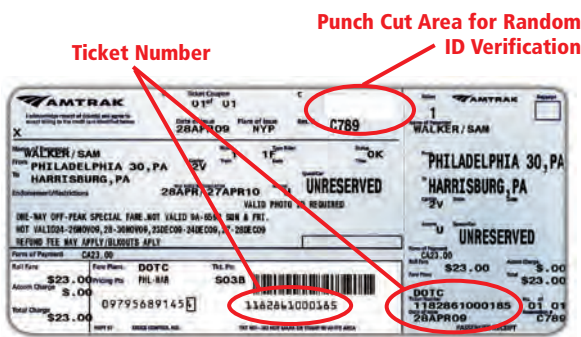


Figure 8-3 – Location of Ticket Number and Punch Cut

- e) **A punch cut must be made** in the upper white field for every ticket where a random verification is performed, **in addition** to the normal cancellation punch cut. On travel agent tickets, the punch cut must be made on the upper right-hand corner. (*Refer to Figure 8-3*)
- f) **The Conductor must include the random on-board ticket verification information** in the “Conductor’s Departure” announcement from Chapter 10, “*On-Board Announcements and Signage*” when the train departs from the initial terminal and major intermediate stations.
- g) **Relieving train crews must use the same number** chosen by the initial terminal Conductor, which can be obtained from either the Conductor being relieved, or from the “*Train Earnings Reports Envelope*” (NRPC 158).
- h) **The relieving Conductor is required** to communicate the number to all of the Assistant Conductors.
- i) **If, when the relieving Conductor takes charge of a train,** they find that a random number has not been assigned, it is their responsibility to establish one.

The procedure to establish a random number en route or at the initial terminal is the same.

- Select a random number between 0-9, or other designation (e.g., “odd” or “even”), as required by the prevailing threat level.
- Communicate the random number or other designation to the train crew during the job briefing or on-board the train prior to the first ticket lift.
- Print the number or other designator in the circle on the front of the “*Train Earnings Reports Envelope*” (NRPC 158).
- Legibly sign your name and indicate on the front of the “*Train Earnings Reports Envelope*” (NRPC 158) the location the random number was generated.

2. Acceptable Forms of Identification (ID)

The Transportation Security Administration (TSA) issued Security Directive RAILPAX-04-02 (SD) on May 20, 2004. This SD applies specifically to Amtrak and the Alaska Railroad Corporation. Under Security Measure 16 of the SD, the following is deemed acceptable identification (ID) for persons who appear to be 18 years or older:

- One piece of original, current photo identification issued by a government authority, or
- Two pieces of original, current identification, at least one of which is a non-photo ID issued by a government authority.

The acceptable identification examples that are listed are not an exclusive list. Any identification meeting the above basic policy is acceptable, unless excluded as shown under the section titled “*Unacceptable Identification Examples*”.

a) **Government Authority** means –

- USA: Federal, state, county or local government.
- Canada: Federal, provincial, county or local government.
- Other countries: The country’s national government or a subdivision thereof. Local Government includes entities such as public school districts.

b) **Original Identification** means an original document. Photocopies, facsimiles or any other type of copy, are not acceptable except for certified copies of birth certificates.

c) **United States Residents – Examples of Government-Issued Photo Identification (*One required*)**

- State-issued driver's license
 - State-issued identification card issued by the same agency that issues driver's licenses
 - U.S. Passport
 - U.S. Resident Alien Card
 - University, college or middle/high school photo identification – public or private
 - United States Armed Forces military identification
 - Job Corps photo identification
 - Veterans Access Card issued by the U.S. Department of Veterans Affairs
 - Tribal identification (Native American/First Nations, etc.)
 - Law enforcement (police, etc.) photo identification
 - Amtrak employee photo identification
 - Federal, state, county or local government employee photo identification
- d) **Canadian Residents – Examples of Government-Issued Photo Identification (*One required*)**
- Provincial driver's license
 - Provincial identification card issued by the same agency that issues driver's licenses
 - Canadian Passport
 - Canadian Citizenship Card
 - Canadian Permanent Resident Card
 - Provincial health insurance card
 - Other identification similar to that shown for United States residents
- e) **Mexican Residents – Examples of Government-Issued Photo Identification (*One required*)**
- Mexican driver's license
 - Mexican government issued photo identification card
 - Mexican Passport
 - Other identification similar to that shown for United States residents
- f) **Residents of Other Countries – Examples of Government-Issued Photo Identification (*One required*)**
- Passport
 - Driver's license issued by a foreign government or subdivision thereof, if it has a photo
 - Other identification similar to that shown for United States residents
- g) **Examples of Non-Photo or Non-Government Issued Identification (*Two required. One must be government issued.*)**
- Non-photo driver's license (must describe the

named person by physical characteristics that match the person presenting the license)

- Temporary driver's license (must describe the named person by physical characteristics that match the person presenting the license)
- Social Security card
- Voter registration card
- Certified copy of birth certificate issued by a city, county, state, provincial, or federal government; must have raised, embossed seal and a dated certification stating that it is a true copy of the original on file at the issuing office
- Public assistance card
- Medicare/Medicaid card
- Concealed Carry Permit card
- Professional or Occupational License (nurse, doctor, lawyer, hairdresser, etc.)
- Police report of lost or stolen identification if no more than 30 days old (second piece of identification not required)
- Prison release papers if no more than 30 days old (second piece of identification not required)
- Employee identification card with photo, from a major employer such as a bank
- AAA/CAA membership card
- Student Advantage card
- International Student Identity Card (ISIC)

h) Unacceptable Identification Examples

The following are examples of unacceptable forms of identification.

- Expired identification
- Photocopies, facsimiles or any other type of copy are not acceptable except for certified copies of birth certificates
- Identification not that of the passenger
- Non-employee photo identification issued by a private company or merchant (in particular, photo ID cards issued by check cashing stores)
- Prison release papers if more than 30 days old
- Police report of lost or stolen identification if more than 30 days old

i) Passengers 14 and Under

A child 14 and under does not need identification at any time.

j) Passengers 15-17

- Unaccompanied travel is permitted for children 15 years of age and over.
- A child 15-17 who has acceptable identification may obtain his or her own tickets and check his or her own baggage.

- A child 15-17 who does not have identification must have another person 15 or over purchase his or her tickets. That person must show his or her own identification when obtaining the tickets.
- Tickets purchased on board for a child 15-17 traveling alone: If the child does not have his or her own identification, another person 15 or over must wait with the child for the train to arrive, then pay the Conductor the fare on behalf of the child, showing his or her own identification. The person waiting with the child may not leave until the train has arrived, the fare has been paid, and the child is safely on board.
- Crews must be mindful not to delay trains when verifying identification.
- After acceptable identification has been presented for the purchase of an on-board ticket for a child; the receipt will be recognized as acceptable identification if the child needs to make subsequent ticket purchases as part of the same trip.

k) **Passengers 18 and Over**

- A passenger 18 and over must have acceptable identification to obtain tickets and check baggage.
- He or she must also be prepared to show that identification on-board the train if asked.
- Each passenger traveling under a group reservation must have his or her own individual identification.
- Passengers who do not drive still need a valid photo identification. Normally, a non-driver photo identification card can be issued from the same agency that issues driver's licenses.

D. Ticket Lift Announcement – En Route

Departure announcements from Chapter 10 “*On-Board Announcements & Signage*” include information that passengers need regarding the ticket lift process. Conductors need to ensure that these announcements are made at the proper time.

E. Ticket Lift vs. Ticket Sweep

1. Ticket Lift

A Ticket Lift is the process of examining and punching the ticket of every passenger that just boarded the train, whether at the initial terminal or an en route station.

2. Ticket Sweep

- a) **A ticket sweep is the process of verifying that all tickets have been lifted from each passenger that had previously boarded the train.**
- A sweep is performed after an en route train crew change.
 - A sweep can also be performed if it is believed that there is a stow-away on-board, or that not all tickets have been lifted.
 - The Conductor and Assistant Conductor(s) walk through the train checking ticket receipts (stubs) and corresponding seat checks.
 - During the sweep, some passengers waiting in line or seated in the Café or Dining Car may not be able to produce a receipt on the spot. The crew member should make a mental note and check with them later.
 - If a passenger cannot produce a ticket or ticket receipt, nor can they prove that their ticket was taken, a COTS must be sold. *In this situation, the train crew must use utmost discretion.*
- b) **Since each Sleeping Car has an assigned OBS Attendant, there is more control over who is traveling in the car.** Therefore, except in extreme situations, it is advisable to avoid a ticket sweep through the Sleeping Cars, thereby minimizing the disturbance of those passengers.

F. Tickets

1. Introduction

Tickets are evidence of fare paid. Passengers must surrender tickets or their equivalent to the Conductor or Assistant Conductor for cancellation or examination whenever requested. Tickets are good:

- for transportation of the purchaser or other person for whom originally purchased.
- between the stations indicated.
- for the type of service and accommodations paid for.
- subject to any other restrictions indicated.
- within the limits stated on the ticket or in Amtrak tariffs.

2. General Instructions

These procedures are to be followed by all Conductors and Assistant Conductors to ensure the proper collection and reporting of on-board sales.

- a) **The Conductor and the Assistant Conductor(s) must control the flow of boarding** to ensure that all passengers are ticketed.

- The examination of a passenger ticket is permitted as the passenger is boarding the train to ensure they are boarding the correct train.
 - The collection of the passenger's ticket at the door before the passenger has boarded the train is permitted only on an exception basis, and **only** with the approval of the Transportation Superintendent.
 - For short-travel, high-volume trains, the most common practices used to collect tickets are for a train crew member to start at each end of the train and meet in the middle, or back-to-back with another train crew member starting from the middle and working to each end of the train.
- b) **It is the Conductor's responsibility** to have the Assistant Conductor(s) assist with the collection of all revenue and to verify the origin, destination, accommodation and correct fare type. *(The correct fare type might include the examination of separate documentation, such as some type of pass, permit, signature or age verification.)*
- c) **When the examination of the ticket clearly shows** the passenger is being dishonest, the full one-way fare must be collected.
- If there is any doubt, consult with the Conductor or management.
 - If a passenger is chronically dishonest with Amtrak, the matter must be taken up with a Passenger Services Department Supervisor and/or the Amtrak Police.
 - The Conductor and Assistant Conductor(s) will act on specific instructions and must act as a team to control the situation.
- d) **Tickets that bear any alterations or erasures, or which have more than one destination indicated are invalid,** and must be confiscated by the Conductor.
- e) **With the exception of some multi-ride tickets,** tickets are non-transferable and, if presented by anyone other than the passenger for whom it was originally purchased, must be confiscated.
- f) **One-way regular un-reserved tickets** are good in either direction. However, the ticket must be used entirely in one direction.
- g) **Individual ticket coupons of all other tickets** are good only in the direction indicated by the stations shown.
- h) **All tickets and receipts must be punched** by the Conductor or Assistant Conductor, as required, at the time of collection in view of the passenger.
- Certain types of tickets are examined and

returned, such as:

- stopovers.
- multi-ride.
- monthly tickets.
- A Coach or Sleeping Car Attendant may only collect passengers' tickets when directed by the Conductor.
- The Conductor must later ensure the tickets are correct for space provided.

i) **Transportation collection/examination includes tickets that:**

- cover the entire journey.
- must be accompanied by some type of document, pass or card.
- cover part of the journey.
- may or may not cover an accommodation.
- may be rejected because they are not good for that train (good judgment is required).
- are recorded but are left with the passenger.
- are station-generated carry orders.
- can be made good with additional collection.
- cover groups.
- are authorized on the manifest, such as for private railroad cars and their occupants.
- are from a wide variety of sources that look very different.

j) **Transportation collection/examination can include employee passes that require:**

- no ticket collection.
- Amtrak's photo passes.
- permits that are valid without a ticket.
- documents presented for collection that require certain forms to be completed, such as other railroad companies' orders.

k) **Employees must carefully examine tickets requiring identification** when there is an obvious reason for doubt. *An example would be a young person trying to use a senior citizen discount ticket.*

l) **A Conductor or Assistant Conductor will be held accountable for loss of revenue due to negligence.** *Fraudulent conduct will not be tolerated and will be grounds for dismissal.*

- Loss of coins and currency.
- Incorrect or incomplete check and credit card information.
- Incorrect or incomplete payment due.
- Incorrect or incomplete railroad bill documents.
- Incorrect or incomplete fares charged for on-board sales or upgrades.
- Loss of company property.

- Loss due to a mathematical error or a mistake in giving change.

3. Valid, Lost, Stolen, Found, Expired or Counterfeit

- a) **Valid Amtrak tickets**, good for Amtrak use, are issued by Amtrak, travel agencies or by an airline.
 - A ticket is Amtrak's property until payment is received.
 - A ticket is the passenger's property until the passenger uses the ticket for travel.
 - A ticket is Amtrak's property once it has been collected by the Conductor or Assistant Conductor.
- b) **Lost or stolen tickets.**
 - Tickets without a name or identifier on the ticket are considered the same as lost cash and, therefore, are the property of the person possessing the tickets.
 - Tickets with a name or identifier on the ticket are considered to be the property of the person who purchased the ticket.
- c) **Tickets found by an Amtrak employee:**
 - must be turned over to a ticket office or the Ticket Receiver's Office.
 - must never be refunded for cash or for the cash value.
- d) **Expired tickets are Amtrak or non-Amtrak issued tickets with a valid date that has expired.**
 - Confiscate the ticket and place it in the "*Train Earnings Reports Envelope*" (NRPC 158) separate from the "valid" tickets.
 - Issue COTS for a full one-way fare including the on-board fare.
- e) **Counterfeit tickets are very difficult to** duplicate on both sides of the ticket; therefore, it is important to examine both sides.
 - Any indication that the ticket is counterfeit must result in the ticket being confiscated.
 - Paper weight is not card stock.
 - Reverse side is blank.
 - Reverse side has obviously been pasted or glued to the front side.
 - The first 3 digits of the 13 digit tracking number under the barcode is the Julian date of the "Date of Issue". (*Example: 01 OCT 09 has a Julian date of 274.*)
 - The stock control number in the lower left portion of the ticket always begins with the digits 097 or 098 and the entire stock control number will have a raised feel to it on both sides of the ticket.

- Issue COTS for a full one-way fare including the on-board fare.
- The Amtrak police or local law enforcement authorities must then be summoned to take appropriate action with the presenter at a station stop prior to his/her ticketed destination.
- If Amtrak police or local law enforcement authorities do not meet the train, the Conductor, at their earliest convenience, must file a report with the Amtrak police.

f) **Fraud enhancement features for white Arrow tickets.**

- Watermark located on the front of the ticket resists photocopying. (*Refer to Figure 8-3A*)
- Thermo-chromatic ink on the back of ticket that when rubbed makes the printing momentarily disappear before reappearing again. (*Refer to Figure 8-3B*)



Figure 8-3A – Example of Watermark on Front of White Arrow Ticket



Figure 8-3B – Example of Thermo-Chromatic Ink on Back of White Arrow Ticket

4. **Validity Period**

- a) **One-way and round-trip tickets sold at regular fares** (including employee business travel tickets) have a one-year limit from date of sale.
- b) **Special and Discounted Fare ticket limits vary** according to the corresponding fare code rule.
- c) **Employee tickets issued for personal (not business) travel** are valid for 30 days.
- d) **To calculate the validity period for any type of fare**, always count the date of sale for unreserved

or open tickets, or first date of travel for reserved tickets, as the first day of validity.

- e) **Ticket limit terminates at 11:59 p.m.** of the last day of the period of validity of a ticket.
- f) **Honoring Tickets After Expiration Date.**
 - When a train scheduled to depart at 11:59 p.m. or earlier is delayed and actually departs after midnight, tickets that expired at 11:59 p.m. are to be honored.
 - Tickets are to be honored for continuous passage without stopover, but including necessary transfers, to final destination of ticket, when such passage has started before midnight on the last date of validity but continues after midnight.

5. Sign Here is Required

- a) **It is the responsibility of the Conductor and Assistant Conductor(s)** to make sure that every Arrow, Book, Ticket-by-Mail, and Quik-Trak ticket purchased with a credit card is signed in the upper-left corner on the signature line above the printed “SIGN HERE.” (*Refer to the red circled area in Figure 8-4*)
 - If the passenger has not done this, they must sign in the presence of the Conductor or Assistant Conductor.
 - It does not matter if the ticket is a special, discounted or full fare.
- b) **If there is doubt concerning the passenger’s signature**, have the passenger sign the ticket again.
- c) **The objective of this policy is to be able to substantiate the credit card charge** if it is disputed by the passenger.
 - The customer’s signature is required to avoid a charge-back from the credit card company.
 - The signature line for these types of tickets is located on **the upper left hand of the ticket**.
 - Right below this line is the notation “**Sign Here**” which will appear on every ticket requiring the passenger’s signature.
- d) **All employee tickets require a signature** in the upper-left corner for verification. These tickets are usually marked “Special” and may not indicate “Sign Here.”

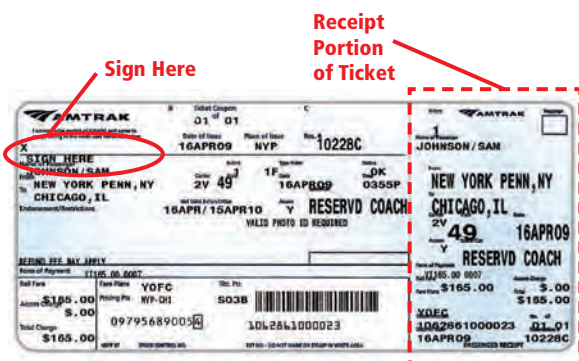


Figure 8-4 – Example of "Sign Here" Arrow Ticket

G. Ticket Types and Other Permissible Forms of Transportation Documentation

(Listed in alphabetical order)

1. Advanced Paid (AP)

a) General

- A reservation is categorized as Advance Pay (AP) when a passenger has paid for the travel using a credit card over the telephone or internet in advance of travel.
- The ticket may be paid for by a person other than the traveler.
- The AP process is a convenience for passengers who want the security of a confirmed reservation. The AP process also eliminates the necessity of a special trip to the station preceding the day of travel.
- The passenger must convert that AP reservation into a ticket using a Quik-Trak self-serve ticketing kiosk or Ticket Agent before the train's departure.
- If the passenger does not convert the AP reservation into a ticket before the train's departure or the first train in a multiple segmented itinerary, the reservation will automatically be cancelled.
- If the passenger has not converted the AP reservation into a ticket and boards the train, the train crew must collect a fare from the passenger.

- In order to secure a refund (credit), the passenger must go to the Ticket Agent. If the station is un-staffed, the passenger must contact Amtrak Refunds.
- On-board, the passenger using the AP ticket will be asked to sign the ticket, even if they are not the credit card holder, in the upper left hand corner above the “Sign Here” designation.
- If the passenger is not the credit card holder and questions why they need to sign the ticket, explain that the signature allows Amtrak to identify the passenger if the cardholder asks.

b) **Advance Pay Reservation at Open and Staffed Stations**

- The passenger must convert the AP reservation to a ticket before boarding the train whether the station is staffed with both an Ticket Agent and Quik-Trak self-serve ticketing kiosk or has only an Ticket Agent or only a Quik-Trak self-serve ticketing kiosk.
- The passenger must have a ticket to present to the Conductor on-board the train. If the boarding passenger does not have a ticket, the Conductor must collect either the On-Board Fare or Regular Fare.
 - **On-Board Fare** is to be charged when a passenger by-passes an open ticket office and boards the train without obtaining a ticket.
 - **Regular Fare** is to be charged if the passenger boards the train and there was either no Ticket Agent on duty or the Quik-Trak self-serve ticketing kiosk was not working correctly.
- The Conductor will collect the fare (whether On Board or Regular) for the initial segment of travel. The passenger must obtain the rest of the ticket(s) from the nearest Amtrak ticket office.
- The passenger must be advised that some or all of the reservation may have been cancelled, as this automatically occurs once the train has left the station.
- Advise the passenger that they can obtain an adjustment at the ticket office or through the mail via Amtrak refunds.

- Conductors and Assistant Conductors are **not** to call a downline station asking for a passenger's tickets to be issued. *Once the train departs from the station the reservation is cancelled. To create the ticket, a Ticket Agent must go back into Arrow and try to reconstruct the reservation with the same fare structure (which may not be possible). One person stations do not have the time to do this work.*

c) **Advance Pay Options for Un-staffed Stations without Quik Trak (Conductor Ticket Delivery System)**

If a station does not have a Ticket Agent or Quik-Trak self-serve ticketing kiosk, passengers will not be able to make a reservation using the Advance Pay option. A system called the Conductor Ticket Delivery System has been developed to offer the Advance Pay option to passengers at these same locations.

- The AP tickets for downline stations are generated at designated stations and given to the Conductor.
- The Conductor signs the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) to accept responsibility for the tickets from issuing station. (*Refer to Figure 8-5*)
- The tickets must be secured.
- Greet passengers boarding at un-staffed stations, asking for their name(s).
- Request identification from the passenger.
- Give the passenger their Advance Paid tickets.
- Make sure the passenger has received all tickets held in their name, including those for connecting or future travel.
- Have the passenger sign each ticket.
- Have the passenger sign the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) for the tickets received.
- Collect the ticket(s) from the passenger for this segment of the trip.
- Place the white copy of “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) into the “*Train Earning Reports Envelope*” (NRPC 158).
- Unclaimed tickets must be returned to the **next**

staffed station (where time permits) or train crew change point, which are beyond where the passenger was to have boarded the train.

- Unclaimed tickets must be submitted with the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) because the transaction must be reversed in order for the passenger to receive a refund (credit).

Figure 8-5 - “Advance Paid Ticket Conductor Issuance Record” (NRPC 3152)

d) **Turning Tickets Over to Relief Conductor – Conductor Ticket Delivery System**

The originating Conductor turns over AP tickets to a relieving Conductor for passengers boarding at un-staffed stations (*This would happen if a train crew change took place between the station that produced the tickets and the station that receives any unclaimed tickets.*)

- Give the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) and all remaining tickets to the relieving Conductor.
- Have the relieving Conductor sign and date the first open “*Conductor Turnover Signature*” space.
- Remove the yellow “*Conductor’s Receipt*” of the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) as a record of having turned the tickets over to the relieving Conductor.
- Follow the steps in letter c) “*Advance Pay Options for Un-staffed Stations without Quik Trak (Conductor Ticket Delivery System)*” of this section, for distributing tickets to passengers.

- When turning in unclaimed tickets, have a photocopy made of the “*Advance Paid Ticket Conductor Issuance Record*” (NRPC 3152) for your records.

2. Airline

Continental Airlines is the only airline that has an agreement with Amtrak to accept their tickets under certain circumstances.

- Involuntarily rerouted Continental Airlines passengers** originating in BOS, PVD, EWR, PHL, BWI or WAS destined for any point Amtrak serves between Washington and Boston, including New York to Albany and New Haven to Springfield, may use their Continental Airlines ticket for passage on *Northeast Regional* trains without making a reservation.
- Amtrak will only be reimbursed for collecting Continental tickets, not** boarding passes or confirmation notices. Continental passengers boarding without Continental tickets must purchase a ticket on-board.
- Continental Airlines tickets are not honored on Acela Express.**
- Conductors and Assistant Conductors will only accept Continental Airlines tickets with the following handwritten endorsements on the front of the ticket** (*Refer to the Figures 8-6 and 8-7*):
 - INVOL REROUTE
 - INVOL REROUTE TO AMTRAK
 - INVOL REROUTE TO 2V
 The endorsement may also include the Amtrak reservation number and/or Amtrak train number.
- The Conductor must lift the Continental Airlines tickets,** verify a valid form of ID, cancel and write the train number for which the ticket was honored written on the face of the ticket. Then place the ticket into the “*Train Earnings Reports Envelope*” (NRPC 158).
- Transportation will be provided to** the Amtrak station nearest the designation shown on the Continental Airlines ticket.
- On an exception basis,** Amtrak may accept airline ticket from other carriers. However, these tickets must not be accepted unless notified by your supervisor.



Figure 8-6 - Example of Prescribed Handwritten Endorsement for Continental Airlines Ticket



Figure 8-7 - Example of Prescribed Handwritten Endorsement, "INVOL REROUTE," for Continental Airlines Ticket

3. ARC/Travel Agent

- a) **ARC stands for Airline Reporting Corporation.**
ARC tickets are thin cardboard, computer generated tickets used by airlines and travel agencies.
- b) **The passenger's receipt** is the portion to the right of the perforations, similar to Arrow tickets.
(Refer to Figure 8-8)
- c) **There are other railroads and government transportation systems offering** service with their own tickets. There are ARC tickets that are good for airline travel (which look very much like ARC tickets good for Amtrak service).
- d) **In some emergency situations,** Amtrak has honored non-Amtrak tickets during an emergency period of time. Train crews must only honor tickets that they are certain are good for Amtrak service. Do not honor tickets for other companies or government transportation services that have not been approved by Amtrak for use on Amtrak or Amtrak-operated services. This authorization typically comes from the *Conductor's Memorandum Tariff*, a Division notice,

Operations Standards Update or “Conductors Carry Authorization” (NRPC 2983).

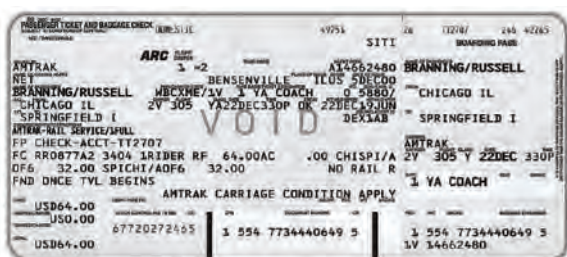


Figure 8-8 – Example of an ARC Ticket

4. Arrow

- The documents generated by Arrow** are machine-generated on thin cardboard stock that is either blue or white.
- These documents are only generated at** Amtrak ticket offices or Quik-Trak self-serve ticketing kiosks.
- This is the document that is used** for almost all Amtrak ticket issuances.
- Documents must not be folded or mutilated** because this will adversely impact the machine scanning process.
- The passenger’s receipt** is the portion on the right of the perforation. (*Refer to the red dashed area of Figure 8-4*)

5. Authority to Board and Ride Amtrak Locomotives and Trains

(Refer to chapter 7 “Policies and Procedures”)

6. Book

- Book tickets are carbon-treated paper tickets** printed either by hand or machine.
- Amtrak, travel agencies or airlines** can prepare book tickets.
- The passenger’s receipt** is the last page of a book. (*Refer to Figure 8-9*)
- Book tickets are generally used** by Amtrak only when there is a system-wide outage of Arrow.

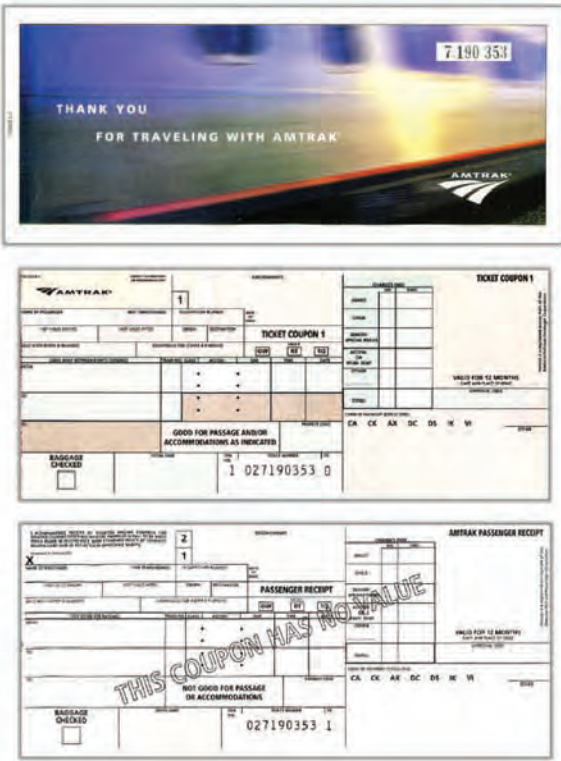


Figure 8-9 – Example of a Book Ticket (three pages)

7. California Rail Pass

- a) **The California Rail Pass** is valid for travel throughout California on the three state-supported corridors: (*Refer to Figures 8-10 and 8-11*)

- *San Joaquin*
- *Capitol Corridor*
- *Pacific Surfliner*

The California Rail Pass is also honored on the *Coast Starlight* and most Thruway services.

- b) **The pass is available to** both U.S. and foreign citizens.
- c) **The pass must be used** within one year of purchase.
- d) **The pass is attached to a folder** that details the terms and conditions, name/address/ID of the passenger, valid dates of travel and a state map of valid routes.
- e) **The pass is valid for seven (7) calendar days** of travel within a 21-consecutive-day period.

- [illegible]

8-27



Figure 8-11 – Example of California Rail Pass Ticket

8. Commuter Agency

- Commuter agency tickets** are flash or punch style tickets for passengers who often travel to and from the same stations.
- Commuter agency tickets that are good on specific Amtrak trains** are not valid beyond the stations listed. *Consult separate rules on commuter agency tickets and details listed in the Conductor's Memorandum Tariff and authorized notices.*
- Commuter agency tickets are often printed on Amtrak's ticket stock** and can look very similar to Amtrak train tickets. Care must be taken to fully examine tickets to determine Commuter tickets vs. Amtrak tickets.
- Conductors and Assistant Conductors are expected to know the rules governing commuter service.**
- With Amtrak-operated commuter services,** management at Amtrak Passenger Services may decide to honor commuter tickets on Amtrak trains. One possible reason is that Amtrak could be at fault for a specific delay affecting the commuter agency's train. In honoring the commuter service passengers on Amtrak trains, Amtrak is effectively fulfilling the terms of the operating contract. Sometimes, maintaining a favorable relationship with the government agency responsible for the service will be the reason. For whatever reason, a passenger service management employee must give the Conductor written authorization using a "Conductor Carry Authorization" (NRPC 2983). (Refer to Figure 8-37)

9. Commuter Agency – Caltrain

Amtrak operates Caltrain that uses a proof-of-payment fare collection system. (Refer to Figures 8-12 through 8-14)

- a) **Tickets are not collected** and are retained by the passengers with random spot checks being made to verify that the ticket is valid.
- b) **One Way tickets** are only good for a total of 4 hours.
- c) **Single ride tickets MUST be validated** with a ticket vending machine or a ticket validating machine that is located at the station that prints the current valid date on the ticket.
- d) **Monthly and 10-ride commuter tickets** are good for the period of time printed on the ticket.
- e) **Passengers need to be at their destination** prior to the ticket expiring.
- f) **Tickets sold by ticket agents are stamped with the time and date** that the ticket will expire.
- g) **Day pass tickets are also stamped**, but the ticket is good up until 12:00 Midnight.
- h) **Tickets sold through the ticket vending machine** have the date and time the ticket was bought stamped on the front of the ticket.
- i) **10-Ride tickets have the numbers printed** along the sides of the ticket and are to be validated prior to boarding the train.
- j) **There are no advanced ticket sales** for one way or day pass tickets.
- k) **If a passenger does not have a proper ticket**, a summons is issued. *This summons is similar to a parking or speeding ticket and is paid to a local or State government agency. Tickets are verified by a Fare Inspector. Fines for fare evasion are in the \$200-\$500 range.*



Figure 8-12 – Example of Caltrain 10-ride ticket

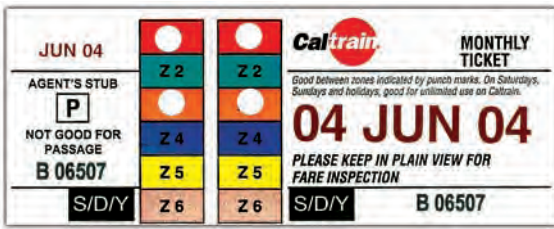


Figure 8-13 – Example of Caltrain monthly ticket

S/D/Y	Fare	One Way	One Way	Fare	S/D/Y		
Caltrain Ticket			JPB Audit Stub				
Ticket fare			Zone				
1	ZONE UPGRADE	\$1	\$7	\$7	\$1	ZONE UPGRADE	1
		\$2	\$8	\$8	\$2		
	N	\$3	\$9	\$9	\$3	N	
4	S	\$4	\$10	\$10	\$4	S	4
5	25¢	\$5	\$11	\$11	\$5	25¢	5
6	50¢		\$12	\$12		50¢	6
Ticket valid until:							
A231580							

Figure 8-14 – Example of Caltrain JPB Audit Stub

10. Commuter Agency – MARC (Maryland Rail Commuter Service)

MARC passengers can use weekly tickets, monthly tickets or a MARC Transit Link Card (TLC) on Amtrak trains shown in the current MARC timetable. *(The TLC is an enhanced MARC monthly ticket that allows the use of most WMATA services, (Washington Metrorail and Metrobus systems))*

- Travel is restricted** to the points indicated by the footnotes in the timetable.
- Only tickets in Figures 8-15 through 8-21** will be honored.
- MARC monthly, weekly and TLC ticket holders** may ride select Amtrak Reserved Northeast Regional trains that operate Monday through Friday on days that MARC runs service (this is inclusive of holidays).

- d) **No additional step up fee is required.**
- e) **On weekends, monthly, weekly and TLC tickets** are good on **certain** Amtrak reserved Northeast Regional trains for no additional charge.
- f) **Monthly, weekly and TLC tickets are NOT valid** on any premium service (*Acela Express*), certain reserved Northeast Regional trains or any long distance trains.
- g) **One-way ticket are NOT ACCEPTED** on regular (non-commuter) Amtrak trains.
- h) **Every Amtrak ticket that is not lifted** must be entered on the “*Record of Tickets Honored But Not Lifted*” (NRPC 157).



Figure 8-15 – Example of Weekly MARC via Amtrak-Amtrak

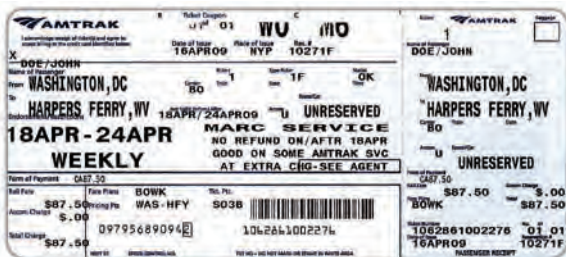


Figure 8-16 – Example of Weekly MARC ticket via CSX-Amtrak

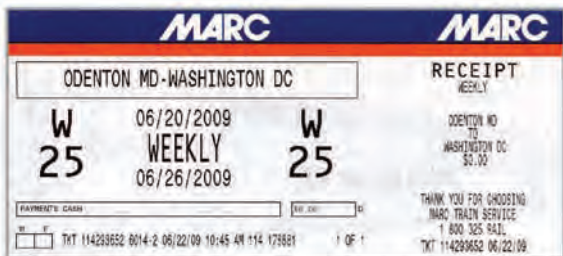


Figure 8-17 – Example of CSX issued MARC weekly

AMTRAK Ticket Chapter 11 Date of Issue 08JUN09 Place of Issue WIL No. 1 P3		Name of Passenger JONES / SAM From WASHINGTON, DC To BWI AIRPORT STA, MD Date of Issue 01JUN/30JUN09 Service UNRESERVED JUN 09 MONTHLY GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT Fare \$150.00 Taxes \$0.00 Total Charge \$150.00
Ticket Chapter 11 Date of Issue 08JUN09 Place of Issue WIL No. 1 P3		Name of Passenger JONES / SAM From WASHINGTON, DC To BWI AIRPORT STA, MD Date of Issue 01JUN/30JUN09 Service UNRESERVED JUN 09 MONTHLY GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT Fare \$150.00 Taxes \$0.00 Total Charge \$150.00

Figure 8-18 – Example of Monthly MARC ticket via Amtrak-Amtrak

AMTRAK Ticket Chapter 11 Date of Issue 28APR09 Place of Issue NYP No. 1 WU MO		Name of Passenger JONES / SAM From WASHINGTON, DC To DUFFIELDS, WV Date of Issue 01MAY/31MAY09 Service UNRESERVED MAY 09 MONTHLY GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT Fare \$305.00 Taxes \$0.00 Total Charge \$305.00
Ticket Chapter 11 Date of Issue 28APR09 Place of Issue NYP No. 1 WU MO		Name of Passenger JONES / SAM From WASHINGTON, DC To DUFFIELDS, WV Date of Issue 01MAY/31MAY09 Service UNRESERVED MAY 09 MONTHLY GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT Fare \$305.00 Taxes \$0.00 Total Charge \$305.00

Figure 8-19 – Example of Monthly MARC Ticket via CSX-Amtrak

MARC ODENTON MD-WASHINGTON DC JUN 09 MONTHLY JUN 09		MARC RECEIPT MONTHLY ODENTON MD TO WASHINGTON DC \$0.00 THANK YOU FOR CHOOSING MARC TRAIN SERVICE 1 800 325 RAIL TKT 114293653 06/22/09
PASSENGER NAME: DEBBIE AMTRAK PARENTS CAS: \$0.00		TKT 114293653 06/22/09

Figure 8-20 – Example of Monthly MARC Ticket



Figure 8-21 – Example of Monthly MARC Transit Link Card (TLC)

11. Commuter Agency – Shore Line East

The Connecticut Department of Transportation sponsors daily commuter service between New Haven and Old Saybrook, Connecticut. (*Refer to Figures 8-22 and 8-23*)

- Shore Line East 10-ride and monthly tickets**, including “Unirail” Shore Line East/Metro-North tickets, are accepted on the following Amtrak trains 83, 93, 94, 95, 165, 176, 178, 2151 between New Haven and New London. (*Refer to Figures 8-24 and 8-25*)
- Travel must be within the limits** of the multi-ride ticket.
- Every Amtrak ticket that is not lifted** must be entered on the “*Record of Tickets Honored But Not Lifted*” (NRPC 157).



Figure 8-22 – Example of Ten Trip Shore Line East Connecticut D.O.T.

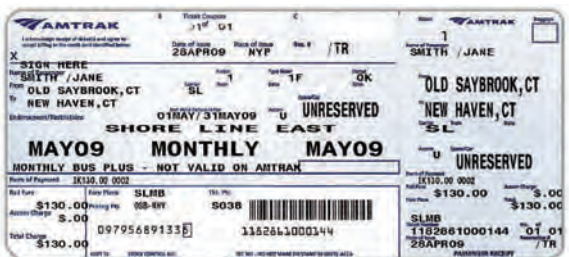


Figure 8-23 – Example of Monthly Shore Line East - Connecticut D.O.T.



Figure 8-24 – Example of Weekly UniRail Ticket



Figure 8-25 – Example of Monthly UniRail Ticket (Front & Back)
Color changes monthly

12. Commuter Agency – VRE (Virginia Railway Express)

Amtrak operates Virginia Railway Express (VRE) commuter services that uses a proof-of-payment fare collection system. (Refer to Figures 8-26 through 8-30)

- Monthly and 10-ride commuter tickets** are good for the period of time printed on the ticket.
- Single ride tickets MUST be validated with a ticket vending machine** or a ticket validating machine, that is located at the station that prints the current valid date on the ticket.
- Tickets are not collected.**
- If a passenger does not have a proper ticket, a summons is issued.** This summons is similar to a parking or speeding ticket and is paid to a local or state government agency.
- Tickets are verified by the Conductor or Assistant**

Conductor. Fines for fare evasion are in the \$200-\$500 range.

- f) **VRE 5-day tickets only require a “one-time”** validation which is good for five (5) consecutive business day roundtrips with a "valid through" date and time printed on the front of the ticket.

EXAMPLE:

If a passenger purchased a five-day ticket on Monday July 16, and does not validate the ticket until the morning of Wednesday July 18; the ticket is valid until Tuesday evening July 24.

- g) **Only VRE monthly, five-day and 10-ride tickets** are honored on certain Amtrak trains; other honor system tickets are not.
- h) **All commuter tickets will be checked.**
- i) **Each passenger must buy a \$10.00 step-up ticket from a VRE ticket vending machine** and validate it prior to boarding an Amtrak train.
- j) **VRE 5-day and 10-ride tickets must be validated** prior to boarding.
- k) **Tickets are honored Mondays through Fridays only**, not weekends.
- l) **No single ride VRE tickets will be honored on Amtrak trains.**
- m) **One child six or under may accompany the VRE passenger free**; additional children pay Amtrak’s “H” fare.
- n) **Only qualified Conductors and Assistant Conductors** in VRE Service are allowed to write citations.
- o) **Every Amtrak ticket that is not lifted** must be entered on the “*Record of Tickets Honored But Not Lifted*” (NRPC 157).



Figure 8-26 – Example of VRE Single Ride (Amtrak issued)



Figure 8-27 – Example of VRE 5-Day Pass



Figure 8-28 – Example of VRE 10-Ride Ticket



Figure 8-29 – Example of VRE Monthly Ticket



Figure 8-30 – Example of VRE Step-Up Ticket

13. Conductor and Assistant Conductor's On-Board Stock (COTS)

COTS are tickets sold on-board by Conductors and Assistant Conductors. These tickets can be for a passenger's journey within or beyond a train run, for a return journey, for a business class seat, for a sleeping accommodation or for a non-transportation collection. *(Refer to section "N. Conductor On-Board Ticket Stock (COTS)" in this chapter for detailed instruction)*

14. Employee

Employee tickets marked “special” require ID and a signature on the train for verification. (*Refer to Figure 8-31*)



Figure 8-31 – Example of Employee Ticket

15. Lower-Level (Superliner)

a) **Lower-level seating in Superliner Coaches IS BY RESERVATION ONLY.**

- Passengers seated in this area **must** have one of three endorsements on the face of their tickets: “LOWR”, “ACCESS” or “WCHR.”
- A passenger presenting a ticket with the endorsement, “LOWR” may occupy one of the ten (10) non-accessible seats in the lower-level.
- A ticket with the endorsement, “ACCESS” permits the passenger to occupy one of the two (2) accessible (wheelchair transfer) seats in the lower-level.
- A passenger holding a ticket with the endorsement, “WCHR” is entitled to secure their wheelchair in the designated parking space, and to occupy one of the accessible

(wheelchair transfer) seats in the lower-level, unless the accessible (wheelchair transfer) seats have been reserved by a passenger with an “ACCESS” ticket.

- b) **It is not appropriate for any on-train employee to arbitrarily assign seating** in the lower-levels of Superliner Coaches on the basis of passenger appearance or request.
- c) **Conductors, Assistant Conductors and Train Attendants must have a copy of the current manifest in their possession that** lists the names of those customers who have made reservations to sit in the lower-level of the car.
- d) **Passengers with non-endorsed tickets** may occupy lower-level seats upon request, only if the manifest indicates that such seating is available for the entire length of their trip, at the discretion of the Conductor.
- e) **Passengers occupying lower-level seating without properly endorsed tickets or permission** from the Conductor must be politely directed to the upper-level seating area, with assistance offered and provided in locating open seats and/or handling luggage.
- f) **Passengers must be encouraged to make lower-level seating requests when reserving or purchasing future tickets** for travel on Superliner Coaches.

16. Monthly (Flash)

- a) **Flash Tickets are time sensitive tickets that must not be collected unless it is the last day or last possible ride.** (*Refer to Figure 2-32*)
- b) **Flash tickets can be a commuter agency weekly or monthly ticket, or an Amtrak monthly or multi-trip ticket.** The following procedures are guidelines for canceling monthly and multi-trip tickets:
 - Ask passenger to provide a valid photo ID when presenting ticket for the first time.
 - When a passenger presents their ticket for the first time, place punch cut at the top center of the ticket for a male passenger or place a punch cut at the bottom center for a female passenger.
- c) **If there is reasonable cause to believe that more than one passenger is using a flash ticket,** ask that

passenger to sign the ticket on the back (a later signature will not match).

- If it is certain that more than one passenger is using a flash ticket, charge the second passenger the fare.
- If the purchaser of the ticket can be determined, tell them the terms of the fare, have them sign the back, and return the ticket.
- If the ownership of the ticket cannot be determined, the ticket must be kept, a brief note written on it, signed by the Conductor or Assistant Conductor, and it must be placed into the “*Train Earnings Reports Envelope*” (NRPC 158).



Figure 8-32 – Example of a Monthly (Flash) Ticket

17. Multi-Ride

- Amtrak multi-ride tickets will be valid** for a specified number of rides over a specified number of days.
 - The number of rides to be allowed will be indicated by the number of available punch targets remaining un-punched on the ticket.
 - The number of travel days to be allowed will be indicated by the date range printed on the ticket.
- Amtrak multi-ride tickets can be non-transferable or transferable.**
 - Non-transferable tickets will be marked “non-transferable” in the endorsement box (*Refer to Figure 8-33*), and such tickets are to be honored only for the individual whose signature is on the ticket.
 - If no reference to “non-transferable” appears in the ticket endorsement box the ticket will be considered transferable (*Refer to Figure 8-34*), meaning that the ticket may be used by different people on different trips and/or by multiple

persons on one trip (punch once for each person, regardless of passenger age).

- If the passenger travels less than the full distance between the city-pair indicated on the ticket, a punch is still required; the ticket is never valid beyond the city-pair indicated on it. Other allowances and restrictions may apply.
- Consult the appropriate *Conductor Memorandum Tariff* for all fare rules for the fare plan referenced on the ticket.

c) **Multi-ride tickets with connections** have fares published between a number of city pairs where a connection is sometimes or always required.

EXAMPLE:

- *PAO-NYP - thru train or connection at PHL.*
- *SNA-FNO - train SNA-LAX, bus LAX-BFD, train BFD-FNO.*

For valid multi-ride tickets with a fixed number of rides (usually 10) the Conductor must use the follow procedure so that only one ride is cancelled for the entire trip.

- **First Train:** The Conductor must punch the multi-ride ticket, and then issues a zero-value COTS for the second train; punching the "in connection with" and "train check" boxes. The 10-ride ticket number is then written in the endorsement block. After completing these steps, the passage coupon is given to the passenger.
- **Second Train:** The passenger uses the zero-value ticket issued by the first train's Conductor.

AMTRAK Ticket Chapter 107 U1 C
 Date of Issue 16APR09 Place of Issue NYP Res. # 102653
 Name of Passenger WILLIAMS / SANDRA
 Station HERE WASHINGTON, DC
 Station THRU PHILADELPHIA 30, PA
 Date of Issue 14JUL/27AUG09
 Fare Plan UN45
 Fare \$504.00
 Taxes \$0.00
 Total Charge \$504.00
 Ticket Number 1062861000965
 Barcode 1062861000965
 Endorsement/Block 14JUL-27AUG09 UNRESERVED
 NON-TRANSFERABLE

Figure 8-33 – Example of UM45 Ticket



Figure 8-34 – Example of UMCA Ticket

d) **Multi-ride tickets become invalid when either:**

- all punch targets have been punched, or
- when the “Not Valid After” date has been exceeded.
- An Amtrak multiple-ride ticket is presented beyond the validity dates, it **must not** be confiscated.
- The Conductor or Assistant Conductor is to circle and initial with ballpoint pen the “Not Valid After” (*Refer to Figures 8-33 and 8-34*) date imprinted on the multi-ride ticket and issue a COTS single-ride ticket for each passenger(s).
- If the passenger(s) boarded at a station where the ticket office was open at departure time, the On-Board Fare (OBF) must be charged.

e) **Upgrading of multi-ride tickets:**

- In certain cases, multi-ride tickets may be upgraded to business class upon payment of the accommodation charge.
- The following fare plans allow upgrading to business class:
 - UMCA
 - UM60
 - UMNC
 - UMMN
- When upgrading a passenger to business class that is traveling on a multi-ride ticket, punch the ticket and collect the accommodation charge using a COTS.
- Multi-ride tickets are not accepted on *Acela Express*.

18. On-Board Passenger Record (NRPC 3085)

The Conductor or Assistant Conductor must receive a completed “*On-Board Passenger Record*” (NRPC 3085) for any passenger or employee who has no associated transportation to lift or does not appear on

the manifest, including passengers purchasing their tickets on-board the train and passengers traveling in a group whose name does not appear on the manifest. The “*On-Board Passenger Record*” (NRPC 3085) is available in both a single or two-part version. (Refer to Figure 8-35)

AMTRAK **On-Board Passenger Record**

Conductor must place this completed form in train pouch for each passenger who is not listed on the manifest, group or crew list or does not have transportation lifted between city pairs shown.

Passenger Name:	From:	To:
Emergency Contact (optional):	Date Boarded:	
Reservation Number (7100):	Train:	
Passenger Category: <input type="checkbox"/> Customer <input type="checkbox"/> Other Railroad <input type="checkbox"/> Government Agent/Law Enforcement <input type="checkbox"/> Media Person <input type="checkbox"/> Travel Agent <input type="checkbox"/> Guide/Entertainer/Volunteer <input type="checkbox"/> Employee <input type="checkbox"/> Other _____		Status: <input type="checkbox"/> Adult <input type="checkbox"/> Child <input type="checkbox"/> Infant
Accommodation Type: <input type="checkbox"/> Coach # _____ <input type="checkbox"/> Sleeper # _____ Room # _____ <input type="checkbox"/> Private Car <input type="checkbox"/> Crew Car, Room # _____ <input type="checkbox"/> Other (describe): _____		Special Needs: <input type="checkbox"/> Mobility Impaired <input type="checkbox"/> Vision Impaired <input type="checkbox"/> Hearing Impaired
		Conductor's Punch:

White Copy - Pouch Yellow Copy - Station

NRPC 3085 (10/07) Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 8-35 – “On-Board Passenger Record” (NRPC 3085)

- The “On-Board Passenger Record” (NRPC 3085) is to be used on all reserved trains.**
- The Conductor will ensure all Assistant Conductors have an ample supply of “On-Board Passenger Records” (NRPC 3085).** (Refer to Figure 8-35)
- Supplies of these forms are available** at all crew base locations.
- Some individuals may board with a completed “On-Board Passenger Record” (NRPC 3085).**
- If individuals board without an “On-Board Passenger Record” (NRPC 3085),** the Conductor or Assistant Conductor will provide a blank “On-Board Passenger Record” (NRPC 3085) for the individual to complete and return back to the train crew.
- The Conductor or Assistant Conductor must ensure** that all of the required information is provided on the form, and must punch the form upon completion in the lower right hand corner to certify the record.
- The Conductor is to place** all completed “On-Board Passenger Records” (NRPC 3085) in the “Train Earnings Reports Envelope” (NRPC 158).
- When the two-part version of an “On-Board Passenger Record” (NRPC 3085) is used,** the yellow copy is not to be submitted to the station and may be discarded or returned to the passenger.
- The following persons may not be ticketed or listed**

on the manifest's passenger name list:

- Infants and small children
- Passengers purchasing tickets on-board
- Railroad officials
- Government officials
- Medical personnel
- Vendors and/or contractors
- Host railroad employees
- Amtrak police officer in uniform or plain clothes
- Amtrak employee using a "*Head-End/Train Authorization Permit*"
- Amtrak employee using a "*Train Inspection Permit*"
- Amtrak employee using an Amtrak "*Temporary Train Authorization Permit*" (NRPC 2889)
- Individual working for a Municipal, State or Federal Regulatory Agency

j) **All Amtrak employees on business**, deadheading (to or from work) or personal travel must have a ticket or must complete an "*On-Board Passenger Record*" (NRPC 3085). For those employees boarding at stations that are closed, the Conductor or Assistant Conductor must receive a completed "*On-Board Passenger Record*" (NRPC 3085) from the employee.

k) **All Amtrak employees and pass riders must provide** valid Amtrak photo identification.

l) **All private car owners are required** to have an "*On-Board Passenger Record*" (NRPC 3085) completed for each person traveling if a "*Private Car Passenger Record*" (NRPC 3160) is not available. Also, each person traveling must provide a valid photo identification.

m) **An "*On-Board Passenger Record*" (NRPC 3085) must be completed for each individual providing commentary on-board the train.** Those guides currently authorized include:

- National Park Service (through Trails and Rails)
- California State Railroad Museum
- Train Host Association
- Native American

All guides must present a valid form of photo identification, valid identification for the organization they are representing, and give the signed "*On-Board Passenger Record*" (NRPC 3085) to either the Conductor or Assistant Conductor at the time of boarding. If

the on-board guide does not have an “*On-Board Passenger Record*” (NRPC 3085) the Conductor or Assistant Conductor must provide one and ensure that it is properly filled out and signed.

19. Pre-Paid Internet Ticketing Printout

When a passenger makes a reservation on the Internet at Amtrak.com, the resulting printout is not a ticket. The passenger must use the reservation number on the printout to obtain a ticket at a ticket office or Quik-Trak self-serve ticketing kiosk prior to boarding the train.

20. Quik-Trak

Many stations are equipped with Quik-Trak self-serve ticketing kiosks that generate Arrow tickets.

- a) **When a previously made reservation is ticketed at a Quik-Trak kiosk**, the name on the reservation is printed on the ticket, regardless of whose credit card was used to pay for it.
- b) **When a ticket is obtained at a Quik-Trak kiosk without making a prior reservation (a “walk-up sale”)**, the name on the ticket will be the name on the credit card that was used to access the kiosk and pay for the ticket. In this case, the name on the ticket may not correspond with the passenger’s ID if someone else paid for the ticket. In order to avoid this situation, a reservation should be made at 800-USA-RAIL or Amtrak.com and then ticketed at a Quik-Trak kiosk. By doing this, Quik-Trak will print a ticket with the name that is on the reservation (*Refer to previous bullet*).
- c) **If the name on the ticket does not match the name on the ID**, and the passenger explains that someone else paid for the ticket at a Quik-Trak kiosk, the Conductor or Assistant Conductor should lift the ticket. The Conductor or Assistant Conductor should use tact and courtesy when they explain that this situation can be avoided in the future by making a reservation prior to purchasing the ticket at a Quik-Trak kiosk (*Refer to previous bullets*).
- d) **Passengers and employees must sign** Quik-Trak tickets in the upper left corner.
- e) **Quik-Trak tickets are Arrow tickets** and must be placed with the Arrow tickets in the “*Train Earnings Reports Envelope*” (NRPC 158).
- f) **Ticket Purchase Records must not be collected** by Conductors or Assistant Conductors. Return them to the passenger.

21. Railroad Request for Employee Transportation (Form 620)

Amtrak has historically provided a billing arrangement to certain freight railroads for the purchase of transportation for their employees traveling on company business. The “*Railroad Request for Employee Transportation*” (form 620) is the only official document utilized for this billing arrangement. (Refer to Figure 8-36.)

- a) **Amtrak is required to submit a properly signed “*Railroad Request for Employee Transportation*” (form 620)** to the freight railroad, to authorize payment from the freight railroad for transporting their employee(s).
- b) **The back of the COTS provides guidance in the handling incorrect fares** shown on the “*Railroad Request for Employee Transportation*” (form 620) or if no “*Railroad Request for Employee Transportation*” (form 620) is presented.
- c) **Instructions for completing the “*Railroad Request for Employee Transportation*” (form 620)** are as follows:
 - A properly completed original (not photocopy) “*Railroad Request for Employee Transportation*” (form 620) must be accepted as transportation for railroad employees when boarding at either an un-staffed station location, or a station that is closed at the time of boarding.
 - In order to be transported, the railroad employee must have a ticket or a properly completed “*Railroad Request for Employee Transportation*” (form 620).
 - The fare block on the “*Railroad Request for Employee Transportation*” (form 620) must be blank when the freight railroad employee presents it. Calculate the applicable "One Way Full Fare" for each employee and write the total in the fare block.
 - If the freight railroad employee has completed the fare block, check to see if the amount is correct. It must be the "One Way Full Fare" multiplied by the number of freight railroad employees. If the fare is insufficient, issue a direct bill COTS for the difference, following the procedures for "Payment Due" as outlined on the back of the COTS. If the fare is too high, honor the “*Railroad Request for Employee Transportation*” (form 620) for transportation.

- d) **In the event there is no ticket or “Railroad Request for Employee Transportation”** (form 620), or the fare shown on the “*Railroad Request for Employee Transportation*” (form 620) is incorrect, calculate the applicable "One Way Full Fare" for each of the railroad employees. Follow the procedures for "Payment Due" as outlined on the back of the COTS, *Instructions For Use 5. Payment Due Summary*.
- Punch the "Payment Due." For a partial payment (e.g., the fare is \$100, but the “*Railroad Request for Employee Transportation*” (form 620) shows \$80.00) then also punch the "In Conn With" box.
 - Write the name of the railroad on the "Name" line.
 - Write the names of the freight railroad employees in the address, and phone fields.
 - Determine the fare due and show in the "Amount" field. It is essential that the fare be calculated and shown — under no circumstances can this be left blank.
 - In the "Endorsement" box at the top of the COTS, list the “*Railroad Request for Employee Transportation*” (form 620) serial number. If no “*Railroad Request for Employee Transportation*” (form 620) is presented, indicate there is none.
 - Have one of the railroad employee’s sign the COTS on the "Passenger Signature" line if payment is due. This validates that the employees were carried.
 - For distribution of the COTS coupons, refer to *Instructions For Use 7* on the back of the COTS. Coupon distribution instructions for “*Railroad Request for Employee Transportation*” (form 620) are identified on each page of the “*Railroad Request for Transportation*” (form 620) set.

Issued By AMTRAK

RAILROAD REQUEST FOR EMPLOYEE TRANSPORTATION
Norfolk Southern

Requests one-way transportation and/or accommodations indicated in the right between the points specified below on Amtrak routes; includes and agrees to pay the applicable out-of-pocket fare for such passenger travel.

Authorized Only City Code _____
Name _____
Address _____
City _____ State _____ Zip _____

Signature of Authorized Railroad Official _____
Railroad Department of Authority _____

Service Requested
☐ Unreserved Coach
☐ Reserved Coach
☐ Metro Coach
☐ Acella Coach
☐ Metro Club
☐ Acella Club
☐ Conventional Club
☐ Roomette
☐ Bedroom

Billable Value

Fare	Inc.	Amount
Passengers	\$	
Accommodations	\$	
TOTAL	\$	

CONDUCTOR Train No. _____ Date _____
 (Insert name and initials of conductor on this line)

Ticket No. N 000451

Passenger Signature _____ Date _____

Printed Name _____

Original Invoice

Provide copies of this form and rail fare receipt

Figure 8-36 – “Railroad Request for Employee Transportation” (form 620)

22. Station Authorization to Carry

Station personnel can issue passengers a “*Conductor Carry Authorization*” (NRPC 2983) for travel. (Refer to Figure 8-37)

- a) **The “*Conductor Carry Authorization*” (NRPC 2983) is a multi-part form** printed with black and red ink.
- b) **The “*Conductor Carry Authorization*” (NRPC 2983) identifies who authorized** the form and the reason.
- c) **If there is any question about whether the form is valid,** ask the passenger to show some form of identification.
- d) **The Conductor or Assistant Conductor must ask the passenger if they have a ticket.**
 - If the station employee kept the ticket, the “*Conductor Carry Authorization*” (NRPC 2983) will be lifted as the transportation document and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
 - If the passenger still has the ticket, the ticket and the “*Conductor Carry Authorization*” (NRPC 2983) will be lifted, punched, clipped together, and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
- e) **In some instances, an authorized employee may not have time to prepare a “*Conductor Carry Authorization*” (NRPC 2983)** and must place a passenger on-board a train without the proper documentation.
 - The authorized employee will be responsible for providing the Conductor with a total count of such passengers. *Authorized employees may be Crew Base Management, a Station Supervisor or a Ticket Agent in a small stations.*
 - The following are examples of legitimate instances:
 - Service disruptions
 - Late train connections
 - Holding trains
 - As with any un-ticketed situation, a COTS must be completed and coupon distributed as per the guidelines.

AMTRAK		Conductor Carry Authorization		
Conductor: You are authorized to carry this guest between the stations specified, without additional collection.		Stock Control Number 2010-0000001		
Guest Name	No. of Guest	Date	Train Number	Accommodation Type
From:		To:		
Authorized By		Reason		
Title				
Location				
White - Passenger Yellow - Senior		NRPC 2983 (12-09) Amtrak is a registered service mark of the National Railroad Passenger Corporation.		

Figure 8-37 – “Conductor Carry Authorization” (NRPC 2983)

23. USA Rail Pass

Amtrak’s USA Rail Pass provides a defined number of segments of Coach travel within a specified number of days between all points on the Amtrak system (including Amtrak served points in Canada, except cities between the border and Toronto on the VIA Rail Canada portion of the *Maple Leaf*). (Refer to Figure 8-38)

a) Eligibility

The USA Rail Pass is available to any person regardless of their nationality or residency. Identification will still be required as per Amtrak’s ID requirements. (Refer to section “Acceptable Forms of Identification (ID)” in this chapter)

b) Pass Types

- 8 segments of travel over a 15 day period.
- 12 segments of travel over a 30 day period.
- 18 segments of travel over a 45 day period.

c) Pass Validity

- Each USA Rail Pass entitles its purchaser to a defined number of segments of Coach travel (does not include Sleeping Car or Business Class accommodation charges) between all points on the Amtrak system (including Amtrak served points in Canada, except cities between the border and Toronto on the VIA Rail Canada portion of the *Maple Leaf*).
- The pass will not be valid unless it is attached to a USA Rail Pass folder.

- The USA Rail Pass is good only for the personal use of the passenger named on the Rail Pass.
- Rail Pass cards and tickets may not be honored before or after the validity period, as entered by the ticket agent in the boxes on the front of the passenger's USA Rail Pass folder.
- The validity period must commence within 180 days from the date of Rail Pass issuance, and is from:
 - the "START DATE" is the first day the Rail Pass may be used, through...
 - the "END DATE" is the last day of travel for which the Rail Pass may be used. This date is the expiration of the validity period, which is in addition to the date of the first use.
- All travel must be completed by 11:59 p.m. on the last day of validity.

d) **USA Rail Passes are Not Valid on**

- *Acela Express.*
- *Auto Train.*
- VIA Rail Canada portions of the trains operated jointly by Amtrak and VIA Rail Canada. This includes the *Maple Leaf* between Niagara Falls, Ontario and Toronto, Ontario and intermediate stations.
- Non-Amtrak connecting interline services.

e) **Pass Valid with Supplemental Charges**

Conductor or Assistant Conductor may upgrade tickets on-board using the following supplemental charges:

- Sleeping Car – use the Sleeping Car accommodation charge.
- Business Class – use the Business Class seat charge.

f) **Ticket Validity**

For the purpose of meeting minimum ticket requirements, tickets issued to USA Rail Pass holders will be considered as equivalent in value to one regular rail passage fare. The Conductor will require passenger to present tickets endorsed with the USA Rail Pass. USA Rail Pass tickets may be on Arrow stock or a Book ticket if the Arrow system is down at time of issuance. (*Refer to Figure 8-39*)

- The Conductor or Assistant Conductor will request the passenger to present a valid form

of identification with the name matching that of the Rail Pass and travel ticket.

- The Conductor or Assistant Conductor will not honor USA Rail Pass cards without tickets.
- Rail Pass holders must obtain tickets before boarding trains.
- If the passenger does not have the Rail Pass in their possession, the full fare must be collected. The unsupported ticket must be lifted, canceled and put in the “*Train Earnings Reports Envelope*” (NRPC 158) attached to the COTS Passage Coupon A (with a brief explanation written on the face of the ticket).

This pass IS NOT VALID if the USA Rail Pass ticket is missing or altered.

AMTRAK Report Coupon
01 of 01
24JUN09 *TAR* 10E756

SIGN HERE
NAME: SAMPLE BY JOE
FARE: USA
TO: RAIL PASS
24JUN720DEC09
RAIL PASS
NATIONWIDE TRAVEL & SEATING IN 15 DAYS. VALID ONLY WHEN AFFIXED TO PASS FOLDER.
GOOD FOR COACH TRAVEL. SLEEPER OR BUSINESS ACCOMMODATIONS AVAILABLE FOR PAYMENT.
APPROX. FEE MAY APPLY. NO REFUND AFTER 1ST TRIP.

Passes of Payment: 1X30N.00 0017
Rail Fare: \$389.00
Account Charge: \$0.00
Total Charge: \$389.00
Ticket Plans: PS01
Issuing Pk: BSF-BLP
097708064635
3752648000163

From: 07152009 Through: 07292009

PASSENGER INFORMATION

NAME OF PASSENGER
LAST NAME: SAMPLE FIRST NAME: JOE

TELEPHONE:

USA RAIL PASS

Map showing Amtrak routes across the United States, including major cities like Seattle, Vancouver, Portland, Salt Lake City, St. Paul, Minneapolis, Chicago, St. Louis, Kansas City, Denver, Albuquerque, El Paso, Fort Worth, Dallas, Houston, New Orleans, Mobile, Jacksonville, Orlando, Tampa, Miami, New York, Philadelphia, Washington, D.C., and Raleigh.

Travel from coast to coast, anywhere Amtrak goes in the U.S.

Figure 8-38 – Example of USA Rail Pass folder with Pass attached



Figure 8-39 – Example of USA Rail Pass Ticket

24. VIA Rail Canada

Three Amtrak routes cross the U.S./Canadian border: New York to Montreal, New York to Toronto and Seattle to Vancouver.

- a) **On the New York to Montreal and the Seattle to Vancouver routes**, only one ticket in each direction will be issued since this is Amtrak service. Depending on where the tickets were issued, they may be on Amtrak Arrow ticket stock or on VIA Rail Canada ticket stock. (Refer to Figures 8-40 and 8-41)



Figure 8-40 – Example of Amtrak Ticket – Albany/Rensselaer, NY to Montreal, QC



Figure 8-41 – Example of Amtrak Ticket – Seattle, WA to Vancouver, BC

- b) **On the New York to Toronto route**, two tickets will be issued in each direction since this is joint Amtrak/VIA Rail Canada service. One ticket will

be issued between New York (NYP) and the U.S./ Canadian border (CBN) and is to be lifted by the Amtrak crew. The other ticket will be issued between the border (CBN) and Canadian destination and is to be lifted by the VIA crew. Depending on where the tickets were issued, they may be on Amtrak Arrow ticket stock or on VIA Rail Canadian ticket stock. (Refer to Figures 8-42 and 8-43)

AMTRAK
Ticket Company
Date of Issue: 11 MAY 09
Place of Issue: NYP
No. 1: F5710
Name: DOE, JOHN
Class: 1F
Rate: 2V 7097
Status: OK
Origin: TORONTO, ON
Destination: CANADIAN BORDER, NY
Date of Travel: 12 MAY / 11 MAY 10
Type of Service: RESERVD COACH
Fare: \$97.00
Tax: \$0.00
Total: \$97.00
Barcode: 097683723130 1312861000014
Ticket Stock: 11 MAY 09 F5710

Figure 8-42 – Example of Amtrak Tickets – Toronto, ON to Canadian Border, NY and Canadian Border, NY to New York, NY

AMTRAK
Ticket Company
Date of Issue: 11 MAY 09
Place of Issue: NYP
No. 1: F5710
Name: DOE, JOHN
Class: 1F
Rate: 2V 64
Status: OK
Origin: CANADIAN BORDER, NY
Destination: NEW YORK PENN, NY
Date of Travel: 12 MAY / 11 MAY 10
Type of Service: RESERVD COACH
Fare: \$97.00
Tax: \$0.00
Total: \$97.00
Barcode: 097683723141 1312861000022
Ticket Stock: 11 MAY 09 F5710

VIA RAIL
Ticket Company
Date of Issue: 11 MAY 09
Place of Issue: NYP
No. 1: F5710
Name: DOE, JOHN
Class: 1F
Rate: 2V 64
Status: OK
Origin: CANADIAN BORDER, NY
Destination: NEW YORK PENN, NY
Date of Travel: 12 MAY / 11 MAY 10
Type of Service: RESERVD COACH
Fare: \$97.00
Tax: \$0.00
Total: \$97.00
Barcode: 097683723141 1312861000022
Ticket Stock: 11 MAY 09 F5710

Figure 8-43 – Example of VIA Rail Canada Ticket - Toronto, ON to Canadian Border, NY and Canadian Border, NY to New York, NY

H. Revenue Structure

1. Yield Management

- a) **Yield Management is a process that allocates seats and accommodations to certain fare levels,** also known as fare buckets.
- b) **By monitoring, anticipating and reacting to how space is being reserved on every train,** a fare level can be assigned to each individual seat and room in order to maximize revenue.

EXAMPLE:

If a train is showing low reservations for three weeks in February, more seats and rooms may be assigned to lower fare levels in order to stimulate sales and prevent the space from running vacant. If, however, a train is in high demand in July and August, a higher fare will be assigned to its seats and rooms in order to generate the highest revenue.

- c) **The location of a seat or accommodation on the train has no bearing on Yield Management.** The process is driven by how the train is selling and the percentage of space at each fare level.

2. Fare Structure

- a) **Fares shown in Conductor's Memorandum Tariffs apply via direct routes.**
- b) **All routes shown in Amtrak tariffs apply to all types of fares,** including discounted fares, unless otherwise restricted by the Fare Code Rules in Conductor's Memorandum Tariffs.

3. Fare Codes and Rules

- a) **Each fare offered by Amtrak** is assigned a unique Fare Code.
- b) **The Fare Code Rules contain** the definitions and rules associated with each individual Fare Plan.
- c) **The Fare Code Rules include** information such as:
 - Validity
 - Class of service
 - Blackout dates
 - Ticketing restrictions
 - Reservation requirements
 - Stopovers
 - Ticket endorsements
 - Special conditions

4. Accommodation Charges

- a) **A minimum of one rail fare ticket per accommodation is required** for all types of accommodations.
- b) **In addition to the basic rail fares**, there are various one-way charges for the actual occupied accommodations (Sleeping Car rooms, First Class and Business Class seating).
- c) **Accommodation charges are shown along with the rail fares** in Amtrak tariffs and must be added to regular rail fares, that are valid for travel in these accommodations.
- d) **In First Class and Business Class seating**, each passenger two years of age and over must pay one applicable accommodation charge.
- e) **If one or two children under two years of age** exclusively occupy one First Class or Business Class seat, one accommodation charge must be paid.
- f) **No reduction is granted to children on Sleeping Car charges**, First Class or Business Class seat charges.

I. Passenger Type and Discount

1. Adult

An adult is a passenger between the ages of 16 to 61 inclusive, that is required to pay a full fare.

- a) **Discounts that are available** to adult passengers include:
 - Disability and Companion
 - Mobility impaired and Companion
 - Military Furlough
 - Student Advantage (*Not sold on-board*)
 - AAA (*Not sold on-board*)
 - NARP (*Not sold on-board*)
 - Veterans Advantage (*Not sold on-board*)
- b) **If a passengers boards at an un-staffed station** with a valid reservation at the membership discount for one of the associations not sold on-board, issue a COTS at the best available regular fare.
 - Advise the passenger that they can have the ticket adjusted at a staffed Amtrak ticket office, or by contacting Amtrak Customer Refunds.
 - If the passenger boards without a reservation or without a ticket at a staffed station, the

discount is not applicable, nor will the discount be granted retroactively.

2. Child

- a) **Minors 16 years of age and over** will be charged adult fares.
- b) **Children 2 to 15 inclusive**
 - Up to two children aged 2 through 15, may travel at approximately one-half the adult fare for each person in the party paying the adult fare. (*Unaccompanied minor tickets, issued at adult rate, do not qualify as adult tickets for this purpose.*)
 - Additional children beyond the two-per-adult fare maximum will be charged adult fare.
 - To determine the child's fare, apply the adult fare to the "50% Discount" column in the Discount Tables For On-Board Sales publication.
- c) **Children under 2**
 - One child under two **not occupying** a separate seat may travel free with each passenger paying an adult fare.
 - Children under two in excess of this number will be charged the fare for children 2-15, subject to the two-per-adult fare maximum.
 - Nothing in this rule is intended to prevent a child under two years of age traveling free from occupying a vacant seat aboard trains until it is needed for a paying passenger. The seat must then be vacated promptly for the paying passenger.
 - Children under two occupying space that would otherwise be taken by a paying passenger, will be charged the fare for children age 2-15, subject to the two-per-adult fare maximum.
 - Children under 2 traveling free must be recorded on an "*On-Board Passenger Record*" (NRPC 3085) that the Conductor will retain in the "*Train Earnings Reports Envelope*" (NRPC 158).
 - Children under two traveling free under these rules may share a Sleeping Car, Business Class seat or First Class accommodation with fare-paying passengers without charge.
 - The above rules apply to all Amtrak reserved and unreserved trains, including *Acela Express*.

3. Disability and Companion

a) **Eligibility**

- Such passengers are defined as persons who have a physical or mental impairment that substantially limits one or more major life activities.
- Anyone who has a mental or physical impairment that limits their access to the use of Amtrak's passenger services is qualified to receive the benefits of the reduced fare policy.
- They must, however, show identification indicating they are disabled to take advantage of a discount.

b) **Identification**

Identification can take various forms:

- Identification card issued by a local or regional transit system.
- Membership card for a disability organization (e.g., Foundation for the Blind).
- Letter from a doctor.
- Disabled parking placard issued by a State Department of Motor Vehicles (*a photocopy of a disabled parking placard would also be acceptable to permit the individual to leave the original placard in the car and park in a blue space*).
- In cases where the identification used does not have a photograph, another piece of identification must also be requested which has a photograph or signature to match.
- While Amtrak can require identification for disability discounts, employees may not request identification when a passenger requests assistance or an accommodation such as a meet and assist.

c) **Service Animals**

(Refer to Chapter 11 "Assisting Passengers with Disabilities")

d) **Discounted Adult Fares**

The discount for persons with disabilities is 15% off the lowest fare available for the customer's itinerary and applies to:

- regular full fares.
- special one-way fares.
- *Acela Express* fares.
- group fares.

e) **Discounted Children Fares**

- A child with a disability, ages 2-15, is eligible for half fare, which is one half the discount fare for an adult with a disability.
- Up to **two** children may travel at “half-fare” with **each** member of the same party paying an adult fare.
- For manual calculation, apply a 15% discount to the applicable adult fare.
- The child’s fare is approximately half the adult with disabilities fare – this is a 58% discount.

f) **Fares Where Discounts do NOT Apply**

- *Auto Train (Exception: Refer to the section titled “Mobility Impaired and Companion” in this chapter).*
- Through fares on trains operated jointly by Amtrak and VIA Rail Canada.
- Fares already discounted by passenger type, such as Military Furlough or Travel Agent’s Familiarization fares.
- Multi-ride fares.
- Fares issued by Fares Order, unless specifically authorized.
- Government special fares (e.g., ‘FOGM’).
- USA Rail Pass.
- Non-Amtrak fares or interline fares.
- Privately-owned railroad car and special train charges.
- Pass rider reduced rates, except Amtrak Red, White and Blue pass rider fares.
- Accommodation charges. *(Exception: Refer to the section titled “Mobility Impaired and Companion” in this chapter.)*
- Other carriers’ service.

g) **Endorsements**

- Manually issued tickets will be endorsed “Disability Discount” and “Evidence of Disability Required on Train.”
- Arrow generated tickets will carry the proper endorsements.

h) **Good for Travel in Most Accommodations**

- Disability discount fare tickets are good for travel in all accommodations offered by Amtrak **except** the accessible accommodations saved for passengers with mobility impairments.
- Advance reservations may be made at any time.

- Appropriate full accommodation charges must be collected.

i) **Stopovers**

Stopovers are permitted only where the fare plan permits.

j) **Companions**

- All disabled passengers, not just those with mobility impairments, will be able to bring one traveling companion at 15% off the best available rail fare. *This will encourage companion travel, which ensures that the disabled passenger receives continuous care.*
- This companion discount cannot be combined with other discounts such as AAA, Student Advantage, Senior Citizen, etc.
- The companion must receive whichever discount is most advantageous.

4. **Military Furlough**

a) **Eligibility**

- Military furlough discount tickets will be sold to personnel, and dependents of such personnel, on active duty and traveling at their own expense of the:
 - U. S. Army.
 - Navy.
 - Air Force.
 - Marine Corps.
 - Coast Guard.
 - Commissioned officers in the U. S. Public Health Service, the National Oceanic and Atmospheric Administration or the U.S. Merchant Marine.
- Military furlough discount tickets may also be sold to former active duty U. S. armed forces personnel within the seven-day period following the date of their discharge from the service.
- Reserve personnel qualify only when ordered to active duty.
- ROTC (Reserve Officer Training Candidates) personnel do not qualify for military furlough fares.

b) **Must Present ID Card**

To establish eligibility for this discount, a passenger must possess the following type of documentation

in their name and present it to the Conductor or Assistant Conductor, upon request:

- Active duty United States Uniformed Services identification card.
- Active duty orders for reserve personnel, along with a valid identification card.
- Military dependents must present Department of Defense ID (DD Form 1173).

c) **Fares**

- Military furlough fare discount for military personnel, spouse or dependents age 16-21, is approximately 10% off the lowest available fare booked by the passenger.
- This includes regular and discounted one-way fares, round-trip excursion fares, etc.
- Military dependents, age 2-15, will be charged one-half this amount when accompanied by parent or by an adult age 18 or over.
- Use the Discount Tables for On-Board Sales to determine the 10% discount.

d) **Restricted Trains**

Military furlough discounts are not good on the following services:

- *Acela Express.*
- *Auto Train.*
- Segments of through Amtrak/VIA Rail Canada routes operated by VIA Rail.

e) **Endorsement**

- Manually issued tickets will be endorsed "MILITARY."
- Arrow-generated tickets will carry the proper endorsement.

f) **On-Board Sale of Sleeping, First Class Seat or Business Class Accommodations**

- Conductors may sell Sleeping Car, Business Class and First Class seat accommodations to holders of military furlough tickets.
- The military discount is valid in most accommodations offered by Amtrak when paying the full accommodation charge, provided the travel meets all other restrictions.

g) **Stopovers**

Stopovers are only permitted if the fare plan used allows them.

5. Mobility Impaired and Companion

These policies apply on all Amtrak trains, including Acela Express and Auto Train. VIA Rail Canada policies continue to apply on the Canadian portion of the Maple Leaf.

a) **Rail Fare Discount**

Adult passengers with mobility impairments are entitled to a 15% rail fare discount, and children aged 2-15 with mobility impairments are entitled to one-half of that rate. This is the same discount allowed for all passengers with disabilities. (*Refer to “Amtrak Passenger Types” in the front of your Discount Tables for On-Board Sales booklet.*)

b) **Adult Companion**

- A 15% rail fare discount is available for one adult companion of an adult or child mobility-impaired passenger.
- Refer to “Amtrak Passenger Types” in your Discount Tables for On-Board Sales book, code ‘WC’ for companion of mobility-impaired passenger.
- This discount is available to any adult companion of a mobility-impaired passenger, regardless of class of service being used by that passenger.
- The companion may travel in the same space as the mobility-impaired passenger; that is, both may occupy an Accessible Bedroom or both may sit in ‘XY’ (or other level of ‘X’) Accessible Coach seats.

c) **Self-Certification**

- In order to receive the special Accessible Bedroom discounts, described above, a mobility-impaired passenger traveling in an Accessible Bedroom may be required to self-certify that they require one or more of the access features of that accommodation by completing the two-part form “Self-Certification of Mobility Impairment” (NRPC 3055). (*Refer to Figure 8-44*)
- The Conductor and Assistant Conductor(s) on trains equipped with Sleeping Cars must have a supply of “Self-Certification of Mobility Impairment” (NRPC 3055) forms with them while on-duty.

- The “*Self-Certification of Mobility Impairment*” (NRPC 3055) is not required for passengers with mobility impairments in ‘W’ or ‘X’ accessible Coach accommodations or passengers without mobility impairments who pay non-discounted prices for Accessible Bedrooms (Superliners) or Bedrooms (Viewliners).
- Passengers who have received this discount at a ticket office must give the white copy of the “*Self-Certification of Mobility Impairment*” (NRPC 3055), and their ticket, to the Conductor or Assistant Conductor when requested or when the tickets are lifted.
- For passengers who board without the “*Self-Certification of Mobility Impairment*” (NRPC 3055) a member of the train crew must provide one to be completed by the passenger, and sell the fare and accommodation at the appropriate discount.
- The yellow copy of the “*Self-Certification of Mobility Impairment*” (NRPC 3055) is given to the passenger.
- Assistant Conductors must give the white copy of the “*Self-Certification of Mobility Impairment*” (NRPC 3055) to the Conductor to put in the “*Train Earnings Reports Envelope*” (NRPC 158) with sorted non-Arrow tickets.
- The passenger is not required to indicate the nature of the mobility impairment, only that they require access to the features of that accommodation due to having mobility impairment.



SELF-CERTIFICATION OF MOBILITY IMPAIRMENT

For purposes of receiving the rail fare and bedroom discounts available as a result of the class-action settlement in *Ferreira v. National Railroad Passenger Corp. ("Amtrak")*, Civ. No. 96-2704-FMS (N.D. Cal.), I certify that I am a person with a mobility impairment — a physical impairment that substantially limits one or more major life activities and results in a need for one or more of the access features of Amtrak's accessible accommodations, which include, among other features, more maneuvering room, grab bars and rest room facilities.

I certify under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on This Date:		
Printed Name:		
Signature:		
OPTIONAL INFORMATION:		
Address:		
City	State	Zip
Telephone No.		

NRPC 3055 White Copy - Amtrak Yellow Copy - Passenger

Figure 8-44 – “Self-Certification of Mobility Impairment” (NRPC 3055)

6. Senior Citizen

a) Eligibility

- Persons who are 62 years of age or older are eligible for the Senior Citizen discount.
- Senior Citizen must present proof of age to the Conductor or Assistant Conductor at time of ticket collection.
- Proof of age may be in the form of a driver's license, passport, birth certificate, resident alien card or any other official document issued by local, state or federal government that bears the passenger's birth date.
- A Medicare Card issued by the Social Security Administration, may also be used as “proof of age.” *This is the only form acceptable which does not bear the passenger's birth date.*

b) Fares

- The Senior Citizen Discount is approximately 15% off published one-way fares.
- All rules applying to the fare against which the discount is taken must be observed.

- To determine the Senior Discount, apply the fare to be discounted to the 15% discount table in the Discount Tables for On-Board Sales book.

c) **Validity Period**

Senior citizen discount tickets are subject to the same blackouts, fees, restrictions and validity limits as the fare plan used.

d) **On-Board Ticket Purchase**

- Senior Citizen discount on-board tickets may only be issued against fares that are valid for on-board sale.
- Enter “SENIOR CITIZEN” and the fare plan the discount is applied to (e.g., Senior citizen YOFC or Senior Citizen YOTC), in the endorsement box on the COTS.

e) **Endorsements**

- Manually issued tickets will be endorsed “SR. CITIZEN.”
- Arrow-generated tickets will carry the proper endorsement.

f) **Auto Train**

Senior Citizen discounts are not good for travel on *Auto Train*.

g) **Acela Express**

- Senior Citizen discounts are only good for travel on *Acela Express* on Saturday, Sunday and certain weekday holidays.
- If a passenger presents a senior discount ticket on-board *Acela Express* during a blacked-out period, issue a full fare COTS (the *Acela* fare without the senior discount) and advise the passenger to apply for possible adjustment or refund at a ticket office or through Customer Service.

h) **Types of Accommodations**

- The Senior Citizen discount is valid for most accommodations offered by Amtrak when paying the full accommodation charge, provided the travel meets all other restrictions.
- The Senior Citizen discount is not valid for travel in accessible space for the mobility impaired except within the limited parameters allowed for accessible Sleeping Cars (*reservations made within 14 days of travel when all other Bedroom accommodations are sold out*).

- Advance reservations for all but accessible Sleeping Cars may be made at any time.

7. Unaccompanied Minor (8-14 years of age)

Unaccompanied travel is not permitted under any circumstances for children under eight years of age. The information contained in this section (“Unaccompanied Minor”) pertains to the Conductor. The entire Unaccompanied Minor policy can be found in Chapter 7 “Policies and Procedures.”

- An unaccompanied minor is a child passenger 8 through 14 years old** who is not accompanied by a passenger who is at least 15 years old.
- Departure must not be earlier than 6AM and scheduled arrival time may not be later than 9PM.**
- No transfers are permitted.**
- Both origin and destination stations must be staffed by an Amtrak employee** at the time of boarding and detraining.
- An “Unaccompanied Minor Wristband” (NRPC 3150)** that contains the Amtrak toll free number and the reservation number of the minor is to be fastened around their wrist in addition to the completed “*Unaccompanied Minor Notification and Release*” (NRPC 770). (Refer to Figures 8-45 and 8-46)
- Only the adult meeting the child at the destination station** can remove the “*Unaccompanied Minor Wristband*” (NRPC 3150)
- If more than one minor is traveling**, each minor must have their own “*Unaccompanied Minor Wristband*” (NRPC 3150) and “*Unaccompanied Minor Notification and Release*” (NRPC 770). A new form (including an interview) is required for return trips.
- The station agent must** accompany the minor to the train.
- The adult bringing the minor** to the origin station is expected to accompany the minor to trainside and remain until the train has departed.
- The adult meeting the minor** is allowed on the platform. *This is an authorized exception to the current visitor restriction on platforms.*

- k) **The adult meeting the minor must show identification** to the station employee before being allowed to depart with the minor.
- l) **The Conductor must:**
- note the minor's location on the train.
 - make sure that the minor is located in sufficient time to prepare for detraining.
 - make sure that the minor departs at the correct destination.
 - periodically check on the minor or, if necessary, have a Train Attendant periodically check on the minor.
- m) **If a minor is on-board between the ages of 8-14, but does not have a “Unaccompanied Minor Notification and Release” (NRPC 770) form** (unusual conditions), the following procedures apply:
- Notify the next staffed station en route regarding the minor's destination.
 - If the destination is an unstaffed station, and the adult is not there to meet the minor, continue to the next staffed station.
 - Upon arrival at the destination (ticketed or otherwise), release the minor to a responsible party or Station Services Agent.
 - File a report with the Station Supervisor or Agent that includes:
 - the name of the minor.
 - the fact that the minor under the acceptable age was traveling unaccompanied without a release form.
 - the minor's destination.
 - to whom the minor was released upon arriving at the destination (Station Services, a relative/friend of the minor, etc.).
 - verification of the identity of minor's relative or friend by examination of a valid photo I.D., noting same on the report.



Figure 8-45 – “Unaccompanied Minor Wristband” (NRPC 3150)

AMTRAK		Unaccompanied Minor Notification and Release			
<small>Please print clearly and legibly. All boxes must be filled or underlined with information in this format. NR 770</small>					
From (Amtrak Station)					
To All Concerned: This child, between 8 and 11 years of age, has been accepted for travel, unaccompanied by an adult, on the train and date shown below.					
Name of Child	Age	Date of Travel	Train No.	Car No.	
From (Originating Station)	To (Destination Station)	Accommodation			
Minors as Entry Requirements					
Name of Adult Taking Child To Originating Station			Home Telephone No.		
Street Address			Office Telephone No.		
City/State/Zip			Cell Telephone No.		
Type of Identification Presented	Identification Number	Identification Expiration Date			
Name of Adult Meeting Child at Destination Station			Home Telephone No.		
Street Address			Office Telephone No.		
City/State/Zip			Cell Telephone No.		
Type of Identification Presented	Identification Number	Identification Expiration Date			
Signature of Adult Taking and Taking Responsibility for Unaccompanied Minor			Date and Time Child Accepted by Responsible Adult <input type="checkbox"/> AM <input type="checkbox"/> PM		
Approved For Travel					
Signature of Amtrak Employee Accepting Unaccompanied Minor			Date and Time <input type="checkbox"/> AM <input type="checkbox"/> PM		
Release					
I attest that this unaccompanied minor:					
<ul style="list-style-type: none"> • Is capable of traveling alone; • Has been informed of the schedule; • Has sufficient funds for food and drink, telephone calls, and other incidental expenses; • Knows the names and telephone numbers of the persons bringing him or her to the origin station and picking him or her up at the destination station; • Does not have any life-threatening food allergy, such as an allergy to peanuts or peanut products; • Will carry all travel documents required by applicable laws; • Has been instructed to cooperate with and follow the instructions of Amtrak personnel; • Will wear the unaccompanied minor vest/band throughout the journey; • Will be greeted by a designated person at the destination who will remain available at once or aware of the phone numbers indicated on this form; • Have appropriate valid photo identification: driver's license, passport, or other government-issued identification. 					
I further understand that Amtrak personnel and personnel of railroads associated with Amtrak cannot be held to perform any higher degree of care or assume any greater responsibility for the unaccompanied minor than is currently required by or required of an adult passenger.					
I, and the adult picking up the unaccompanied minor at the destination, will remain available at once or aware of the phone numbers indicated on this form.					
I have read and understand all policies and information on the front and back of this form, and all information entered is correct.					
Signature of Adult Taking Unaccompanied Minor to Train and Agreeing to the Above Terms			Date and Time <input type="checkbox"/> AM <input type="checkbox"/> PM		
<small>©2007 Amtrak Amtrak is a registered trademark of the National Railroad Passenger Corporation.</small> <small>From (Origin) - White - Originating station - Yellow - Connected - Pink - Unaccompanied minor - Gold/Red - Adult Signatory Office</small>					

Figure 8-46 – “Unaccompanied Minor Notification and Release” (NRPC 770)

J. Service Classes

A minimum of one rail passage ticket per accommodation is required for all types of accommodations. In addition to the basic rail fares, there are various one-way charges for the actual occupied accommodations (Sleeping Car accommodations, First Class and Business Class seating). Accommodation charges are shown along with the rail fares in Amtrak tariffs and must be added to regular rail fares, that are valid for travel in these accommodations. In First Class and Business Class seating, each passenger two and over must pay one applicable accommodation charge. If one or two children under two years of age exclusively occupy one First Class or Business Class seat, one accommodation charge must be paid. No reduction is granted to children on Sleeping Car charges, First Class or Business Class seat charges.

1. Acela Express

- a) **High speed premium service** between Boston, New York and Washington.
- b) **Fares are higher** than *Northeast Regional* trains and are not through-priced with other services.
- c) **Two classes of service:**
 - Business Class.
 - First Class.
- d) **Wheelchair accessible seating and restrooms.**
- e) **First Class accommodation charge** is in addition to the rail fare.
- f) **The use of the flash-pass** procedure is prohibited on *Acela Express*.
- g) **All individuals must have a ticket to ride Acela Express** except for persons who are performing services and/or inspections directly related with Amtrak operations in the following capacity:
 - Amtrak police officer in uniform or plain clothes.
 - Amtrak employee deadheading (compensated time) in conjunction with a job assignment.
 - Amtrak employee using a “*Head End/Train Authorization Permit*”.
 - Amtrak employee using a “*Train Inspection Permit*”.
 - Amtrak employee using a “*Temporary Train Authorization Permit*” (NRPC 2889).
 - Individual working for a Municipal, State or Federal Regulatory Agency.
 - New Jersey State Police, New Jersey Transit Police and New York City Police department officers while on duty and in uniform may ride but only in the body of the train, unless otherwise authorized or approved.
- h) **All employees must refrain from congregating or sitting in the Café Car**, which is intended for the use of revenue passengers only.
- i) **The Conductor has the authority to instruct individuals**, who are in violation of this policy, to leave the train at the next scheduled station stop. The Conductor is also required to complete a “*Pass Abuse Incident Report*” (NRPC 1502) and include the yellow copy in the “*Train Earnings Reports Envelope*” (NRPC 158).

2. Auto Train

- a) **Superliner Sleeping Car and Coach service** between Lorton, VA and Sanford, FL.
- b) **Tickets are exchanged for Boarding Passes at each terminal;** no on-board ticket lift.
- c) **Passengers are not booked without a vehicle.**

3. Business Class

- a) **Reserved coach seat** on some short and medium distance trains.
- b) **Seats offer** more leg-room and are separate from the Coach section of the train.
- c) **Business Class on Acela Express** would be considered Coach on other trains.
- d) **On-board amenities vary** by route.
- e) **Business Class amenities** (newspaper, beverage) are not available on the VIA Rail Canada portion (Toronto to the U.S./Canadian border) of the *Maple Leaf*.
- f) **Business Class accommodation charge** is in addition to the rail fare.

4. Coach

- a) **Each Coach seat reservation entitles passengers** to occupy only one seat per person.
- b) **An additional seat may be reserved for a Service Assistance Animal** accompanying a blind, deaf or mobility-impaired person at no charge.
- c) **A passenger who requires two seats due to a disability**, including obesity caused by a disability, a leg in a cast, a hip operation, may book two seats and pay only one fare.
- d) **A passenger who requires two seats due to size alone**, not caused by a disability, may book two seats but must pay the lowest applicable fare for both seats.
- e) **A passenger cannot book two seats** simply because they do not want anyone sitting next to them. *If the train is full, it is very hard to explain to standing passengers why that empty seat cannot be used.*
- f) **A passenger cannot book a Coach seat and a Sleeping Car accommodation**, just so they can move back and forth between the two spaces.

5. International (VIA Rail Canada)

- a) **VIA Rail Canada** is Canada's national passenger rail service.
- b) **Passengers and train crew members crossing the border** must have one secure Western Hemisphere Travel Initiative-compliant document.
- c) **Admission into either country is solely at the discretion of border authorities**, and possession of required documentation in no way guarantees entry.
- d) **Passengers can connect to other VIA Rail Canada services** at Montreal, Toronto or Vancouver.

6. Sleeping Car

- a) **When several passengers share a Sleeping Car accommodation**, they pay only one accommodation charge.

EXAMPLE:

Two adults in a Roomette pay two rail fares and one accommodation charge.

- b) **Passengers in Sleeping Cars** (regardless of age) must pay the charge for the accommodations used.
- c) **A passenger cannot book a Sleeping Car accommodation and a Coach seat**, just so they can move back and forth between the two spaces.

7. Sleeping Car – Berth Service

For berth service in Sleeping Car rooms, the allowable number of passengers permitted in the rooms will be as follows:

- a) **Chart 1** – For rooms containing 2 Regular Berths. (*Superliner Roomette, Viewliner Roomette, Superliner Accessible Bedroom and Business Travel Roomette*)

CHART 1	
PARTY SIZE (total number of passengers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children
4	4 Children

- b) **Chart 2** – For rooms containing 1 Large Berth and 1 Regular Berth (*Superliner Bedroom, Viewliner Bedroom and Viewliner Accessible Bedroom*)

CHART 2	
PARTY SIZE (total number of passengers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children 2 Adults + 1 Child 3 Adults
4	4 Children 1 Adult + 3 Children 2 Adults + 2 Children

- c) **Chart 3** – For room containing 1 Large Berth, 1 Regular Berth and 2 Small Berths (*Family Bedroom*)

CHART 3	
PARTY SIZE (total number of passengers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children 2 Adults + 1 Child 3 Adults
4	4 Children 1 Adult + 3 Children 2 Adults + 2 Children 3 Adults + 1 Child
5	5 Children 1 Adult + 4 Children 2 Adults + 3 Children 3 Adults + 2 Children
6	6 Children 1 Adult + 5 Children 2 Adults + 4 Children

8. Sleeping Car – Non-Berth Service

- a) **For non-berth service (use seats only – no beds) in Sleeping Car accommodations**, the maximum allowable number of passengers permitted to occupy the room is shown in the following chart.

P=Permitted NP=not Permitted

SLEEPING CAR MAXIMUM OCCUPANCY FOR NON-BERTH POLICY – PASSENGERS WILL USE SEATS ONLY – NO BEDS				
PARTY SIZE (Total number of passengers in room)	PARTY COMPOSITION (F = adult; H = child)	ROOMETTES & SUPERLINER ACCESSIBLE (2 seats)	BEDROOMS & VIEWLINER ACCESSIBLE ROOM (4 seats)	SUPERLINER FAMILY ROOM (5 seats)
3	3-H	P	P	P
	1-F & 3-H	P	P	P
	2-F & 1-H	NP	P	P
	3-F	NP	P	P
4	4-H	P	P	P
	1-F & 3-H	NP	P	P
	2-F & 2-H	NP	P	P
	3-F & 1-H	NP	P	P
	4-F	NP	P	P
5	5-H	NP	NP	P
	1-F & 4-H	NP	NP	P
	2-F & 3-H	NP	NP	P
	3-F & 2-H	NP	NP	P
	4-F & 1-H	NP	NP	P
	5-F	NP	NP	P
6	6-H	NP	NP	P
	1-F & 5-H	NP	NP	P
	2-F & 4-H	NP	NP	P
	3-F & 3-H	NP	NP	NP
	4-F & 2-H	NP	NP	NP
	5-F & 1-H	NP	NP	NP
	6-F	NP	NP	NP
7 or more	Any composition	NP	NP	NP

- Although this situation usually occurs during daytime travel, this policy is based on the use of the accommodation – not the time of day or night.
- For example, under normal conditions three passengers can be booked in a Bedroom because the room sleeps one in the regular berth and two in the large berth. If, however, four passengers want to travel in the room and use it for seating only, three can sit on the sofa and one in the chair. Therefore, the maximum number of passengers increases from three (regular use) to four (non-berth service).

b) **On-board upgrades.**

- The Conductor or Assistant Conductor will

show passengers the room and explain that seats only – no berths – will be used.

- A rail fare must be collected from each passenger in addition to one accommodation charge. *The “not more than two child fares per adult fare” rule applies.*
- Each person in the room, up to the maximum permitted, will receive complimentary meals in the Dining Car.

9. Thruway Bus

Amtrak sells Thruway tickets for travel to certain points not served by Amtrak trains under the name “Amtrak Thruway Service.” Discounted fares, including USA Rail Pass and other touring passes may be used. Such services may be operated by bus, ferry or other railroads. In some cases, Amtrak charts these services for the exclusive use of Amtrak passengers. Through fares to such points are shown in *Conductor’s Memorandum Tariffs*. The station listing in the front of the *Conductor’s Memorandum Tariffs* indicates points served. In other cases, through fares have been established between Amtrak points and points on regularly scheduled services of other carriers. Such fares are not shown in the *Conductor’s Memorandum Tariffs* and cannot be sold on-board trains.

K. Conductor’s Memorandum Tariff

Fares and charges shown in *Conductor’s Memorandum Tariff* are reproduced from Arrow for the use and convenience of train crews in collecting fares from passengers. These fares and charges are subject to all of the rules and regulations published in Arrow and in the *Conductor’s Memorandum Tariff*.

1. City Arrangement

- a) **Cities are arranged in the order they occur geographically**, from North to South or East to West.
- b) **Fares are shown only once for each pair of cities**, but apply in either direction.

2. Fares

- a) **Rail passage fares shown in the *Conductor’s Memorandum Tariff*** apply for direct-route travel between the points shown along with discounted fares and accommodation charges.
- b) **Each passenger of fare-paying age** must pay a rail passage fare.
- c) **Accommodation charges must also be paid to occupy** Sleeping Cars, First Class and Business

Class seats. *Acela Express Business Class seats do not require an accommodation charge since these seats are comparable to Coach class on regular trains.*

- d) **Some fares that are published in Arrow may not appear in the Conductor’s Memorandum Tariffs.** *Most of these fares cannot be sold on-board and include Multi-ride (monthly and varying multiple trip tickets).*
- e) **Fares are applicable daily,** except as otherwise noted in the fare code rules.

3. Non-Negotiable On-Board Fare (OBF)

- a) **The non-negotiable OBF** is higher than the regular fare.
- b) **Passengers are advised, through various means of communication, that tickets are less expensive when purchased in advance** versus purchasing on-board the train at a premium price.
- c) **The “basic fare” is the basic Amtrak price** for the train in question, not including any on-board increase.
- d) **The OBF is the basic fare plus 50% of the fare,** up to a maximum of an additional \$9.00.

4. Tariff Examples

The *Conductor’s Memorandum Tariff* book lists the OBF in italics below the basic fare for the city pair. *It appears where at least one of the locations is designated as a “Staffed Stations.”*

EXAMPLE 1:

A passenger traveling BOS – NLC boards without a ticket. The basic fare is YOFC - \$60.00 for Northeast Regional service or KOAE - \$108.00 on Acela Express. The passenger is charged the OBF of \$69.00 for Northeast Regional service or \$117.00 for Acela Express (basic fare plus \$9), which is printed in the tariff as follows:

**BTWN BOSTON, MA (SOUTH STATION BOS)
and NEW LONDON, CT (NLC)**

New London, CT (NLC)	
YOFC 0	\$60.00 \$69.00
KOFE 0	\$108.00 \$117.00

EXAMPLE 2:

A passenger traveling SAL–CLT boards without a ticket. The highest basic fare is YOFC - \$14.00. The passenger is charged the highest OBF of \$21.00 (basic fare plus 50%) that is printed in the tariff as follows:

BTWN SALISBURY, NC (SAL) and CHARLOTTE, NC (CLT)	
CHARLOTTE, NC (CLT)	
YOFC 0	\$14.00
	\$21.00

L. Ticket Lift

1. Introduction

Tickets are to be taken and punched immediately, unless the ticket is a flash type. One alternative word for "taken" is "lifted." "Punching" a ticket is also referred to as "canceling." Relief train crews are also responsible for making sure all passengers that previously boarded have valid and properly canceled receipts or seat checks. A ticket or fare must be collected if the passenger can not prove their fare was taken; however, utmost discretion must be used. A Ticket Purchase Record is a separate payment receipt for the entire amount of the transaction that is retained by the passenger and must not be lifted.

2. Announcements

(Refer to Chapter 10 "On-Board Announcements & Signage")

3. Conductor's Punch

- Each Conductor's ticket punch has** a unique design.
- A lost or stolen ticket punch must be reported to** the Transportation Supervisor and to the Amtrak Police. **A police report does not exempt an employee from any possible restitution and/or disciplinary action.**
- If a loaner punch is issued** it must be turned in at the end of the trip, not exceeding 48 hours after the end of the work assignment.
 - If two days of relief commences within 24 hours of the work assignment, the limit will be 72 hours.
 - Loaner punches must be turned in at the location where they were issued.
 - If the lost or stolen punch has been found, that punch must not be used until the loaner punch is returned.

- Employees are prohibited from using more than one punch on an assignment.
- d) **If a Conductor or Assistant Conductor finds a punch** that is not theirs, the punch must be turned in to the Transportation Supervisor.

4. Location of Punch on Ticket

- a) **Unless otherwise indicated on the ticket**, the target of the ticket punch must be top center.
- b) **The receipt portion** of a passenger's ticket must also be punched.
- c) **There is no specific target** for the receipt punch.
- d) **On Arrow tickets**, the letters C and B are printed along the top edge. Punch the "C" for Cancellation.
- e) **On book tickets**, there is a number in the upper-center endorsement area that corresponds with the ticket coupon number.
 - Punch the number through all of the coupons as well as the last page.
 - On multi-coupon book tickets, the last page is the passenger's receipt, and will show a punch for each coupon lifted.
- f) **On Monthly (Flash) tickets**, there are various locations to punch depending on the week of the month:
 - During the first week of the month, punch the ticket in the top left corner.
 - During the second week, punch in the top right side to the left of the perforated line.
 - During the third week, punch in the bottom left corner.
 - During the fourth week, punch in the bottom right side to the left of the perforated line.
- g) **On Multi-Ride tickets**, there is a string of numbers on the bottom line of the endorsement box.
 - Punch the next number in sequence.
 - If the ticket is endorsed "non-transferable," only one person can use the ticket.
 - If the ticket is endorsed "transferable," different people can use the ticket on different trips, or several passengers can travel together on one trip. In this case, one number must be punched for each person, including children, traveling.

5. Seat Checks

- a) **Seat checks must be used** to ensure that all tickets have been collected and to indicate each passenger's destination.

- b) **Unused seat checks** must never be kept where the passengers have access to them.
- c) **The use of seat checks can vary by route or crew base**, and must be discussed during the job briefing. Some variations include:
- Seat checks are identified by date or pre-determined code and destination so other train crew members know that the seat check was issued by a train crew member on that specific train.
 - To reduce attempts to ride dishonestly on a seat check from a different train, the Conductor and Assistant Conductor(s) must know each other's punch design.
 - A relieving train crew may replace the previous train crew's seat checks with their own, making it easier to ensure passengers detrain at the correct destination.
 - Different colors may be used for different stations.
 - Seat checks can be torn, folded, or punched in a controlled manner.
- d) **Trains operating through New York to Boston or Washington, DC.**
- Conductors and Assistant Conductors departing the train at New York will leave the original seat checks in place.
 - Relieving Conductors and Assistant Conductors boarding at New York will perform a ticket sweep.
 - Relieving Conductors and Assistant Conductors boarding at Washington, DC will perform a ticket sweep.
 - Conductors and Assistant Conductors working trains 19, 51, 79, 89, 91 and 97 will issue and place a white seat check, noting the destination with a black marker, above the seat of passenger's traveling past Washington, DC.
 - Lime green "*Special Assistance Seat Check*" (NRPC 3242) will only be used for special assistance as required.
- e) **Trains operating south of Washington, DC.**
- Conductors and Assistant Conductors will use one (1) single color check for all destinations for their respective crew segment and single white seat check for destinations beyond their crew change point.
 - Lime green "*Special Assistance Seat Check*" (NRPC 3242) will only be used for special assistance as required.

- Relieving Conductors and Assistant Conductors will perform a ticket sweep and will replace all white seat checks with their respective color within their work segment.
 - Conductors and Assistant Conductors working trains 19, 20, 79, 80, 89, 90, 91, 92, 97, 98, 1, 2, 50, 51, 171, 58, 59, 176, 145, 147, 156, 94, 95, 66, 67, 194, 99 and 83 will implement the seat check plan for the respective crew segment. One seat check will be issued to each individual ticketed passenger and a notation will be made on seat check for any unticketed infant.
 - Conductors and Assistant Conductor will place the seat check, noting the destination station code with a black marker, above the respective passenger's seat. Only one (1) seat check per passenger.
- f) **During a ticket lift**, a passenger is permitted to pass a Conductor or Assistant Conductor without a seat check.
- The Conductor or Assistant Conductor must verify that the passenger's ticket has been lifted by examining the receipt.
 - If a passenger presents a ticket and wants to pass, collect the ticket and issue a seat check.
- g) **If a seat check appears to have been altered or is questionable**,
- ask to examine the passenger's ticket receipt.
 - the seat check must be compared to information on the ticket receipt.
 - ask the passenger to pay if it is determined that the seat check is a fraud.
 - refer to the rules describing passenger removal if they refuse to pay.
 - have another train crew member as a witness while dealing with the situation.
- h) **Seat checks can be used to mark a passenger's seat location** for completing a transaction later.
- If a time-consuming transaction will prevent a fare collection, prepare a special seat check for that passenger.
 - This seat check can be a different color, torn in half or unique identifying character (\$) to indicate cash fare).
 - If there is a question about a passenger's form of payment or ticket authenticity, their seat location must be marked so the Conductor or

Assistant Conductors can confer with another employee.

i) **Special Assistance Seat Check (NRPC 3242)**

(Refer to Figure 8-47)

- Passengers must either be identified on the manifest that they need special assistance, or indicate to a train crew member that they need special assistance before a “*Special Assistance Seat Check*” (NRPC 3242) can be issued.
- The “*Special Assistance Seat Check*” (NRPC 3242) is to be placed with the destination seat check above the passenger’s seat.
- Situations that warrant the use of a “*Special Assistance Seat Check*” (NRPC 3242) include, but are not limited to:
 - Unaccompanied minors.
 - Passenger indicates they have difficulty hearing announcements.
 - Sight impaired passenger requests assistance navigating.
 - Passenger using service animals requests assistance.
 - Passenger indicates they need meal service at their seat.
 - Passengers request assistance:
 - With a wheelchair or mobility device.
 - Boarding/Detraining.
 - With baggage.
 - To/from restroom.
 - Reading a menu.
 - All Train Service employees and Train Attendants (working in Coaches) are required to carry an ample supply of the “*Special Assistance Seat Check*” (NRPC 3242) while on duty. These seat checks are available at every crew base.

j) **Used seat checks**, or any portion of a seat check, must be placed in trash receptacles.



Figure 8-47 – “Special Assistance Seat Check” (NRPC 3242)

6. ID Verification

The identification verification process applies only to passengers eighteen (18) years of age or older. If during the course of executing the “Random On-Board Ticket Verification Procedure” the passenger’s age comes into question. Ask the passenger their age.

- a) **If the passenger responds they are 18 or older** and do not have valid identification, or the identification does not match against the name on the face of the ticket, and there is no reasonable explanation for the discrepancy, the Amtrak police must be notified by the quickest available means away from the passenger. *Failure to possess the proper photo identification is not, by itself, sufficient reason to have the passenger removed from the train.*
- b) **If the passenger responds they are 17 or younger** and do not have valid identification, the Conductor must accept the age of the passenger.
 - The Conductor, at their discretion, may contact the Amtrak police for assistance, away from the passenger, if:
 - The passenger has physical features that make them appear to be older than 17.
 - They suspect that the passenger is older than they claim.

- The passenger has no way to prove their age.
 - In this situation, failure to verify a passenger's age or possess the proper photo identification is not, by itself, sufficient reason to have the passenger removed from the train.
- c) **Amish and Mennonite persons** are not required to have photo identification. Any person stating that they are Amish or Mennonite, and wears the distinctive dress of these communities, may present non-photo identification containing a physical description of the individual.
- d) **Parolees from correctional facilities** are provided with current, dated release papers, but may have no photo identification. These papers may be accepted for verification, if the name matches the one on the ticket.

7. Correcting an Incorrect Punch

- a) **When a punch is made in error on any type of ticket other than a COTS**, correct the error by drawing a tight circle around the punch cut on the face of the ticket.
- b) **Near the circle write:** the train number, date and sign it.
- c) **A COTS may not be corrected in this manner.**
- d) **The COTS must be voided** and a new COTS issued.

8. Punch Indicating Baggage Checked and Reverse Direction

Sometimes a ticket will have punch targets for special purposes that do not cancel a ticket.

- a) **Baggage Service**
- On Arrow tickets, the baggage punch (***B** is for **Baggage checked***) shows that the passenger's luggage has been taken to the train's Baggage Car and will be taken to the baggage claim area at the passenger's destination station.
 - The baggage punch is the passenger's proof that Amtrak has the passenger's baggage.
- b) **Reverse Direction**
- The reverse direction punch indicates that the passenger traveled in the reverse direction from that which the ticket reads.
- If there is no target indicating that the ticket has been used in the reverse direction, and it is

- If the ticket punch will not reach the center, punch as close to the center as possible under the top center punch.
- The top center punch always must be punched.
- The ticket must only be punched indicating that it was used in the reverse direction if the passenger only travels part of the journey and will continue later.

Tickets honored but not lifted must always be recorded on a “*Record of Tickets Honored But Not Lifted*” (NRPC 157) (Refer to Figure 8-48) or “*Uncollected Fare Report*” (NRPC 3008). (Refer to Figure 8-69)

Figure 8-48 – “Record of Tickets Honored But Not Lifted” (NRPC 157)

- a) **The “*Record of Tickets Honored But Not Lifted*” (NRPC 157)** report must be used whenever there is no ticket or document for the “*Train Earnings Reports Envelope*” (NRPC 158). Total ridership counts come from the “*Train Earnings Reports Envelope*” (NRPC 158) which determines train crew size and train consists.
- b) **Multi-trips tickets, stopovers, and any other tickets that are honored but not lifted** must be accurately documented on “*Record of Tickets Honored But Not Lifted*” (NRPC 157). When in doubt, complete a “*Record of Tickets Honored But Not Lifted*” (NRPC 157).

- c) **The “Record of Tickets Honored But Not Lifted” (NRPC 157)** is the only officially accepted document for billing Commuter Agencies with whom Amtrak has contracts to honor commuter tickets. *This is an absolute must if Amtrak is to be paid.*
- d) **Do not complete a “Record of Tickets Honored But Not Lifted” (NRPC 157)** for authorized deadheading train crew members or employees with proper documentation that allows them to ride without a ticket. *Some non-employees are allowed to ride without a ticket, as long as they have the proper documentation, such as commuter agency employees on Amtrak-operated commuter trains.*
- e) **A copy of the “Record of Tickets Honored But not Lifted” (NRPC 157)** must be placed in the “Train Earnings Reports Envelope” (NRPC 158).

M. Ticket Disposition En Route

1. Sorting Tickets

- a) **Conductors are responsible to ensure that** the “Train Earnings Reports Envelope” (NRPC 158) is maintained correctly.
- b) **Conductors must instruct Assistant Conductor(s) to** present their lifted tickets and transportation documents to them as soon as possible. *This helps the Conductor to have the tickets sorted at crew change/end of the train run. This also helps determine who was on the train in the event of an accident.*
- c) **There are instructions on the flap** of the “Train Earnings Reports Envelope” (NRPC 158) for sorting tickets.
- d) **Never throw tickets into the “Train Earnings Reports Envelope” (NRPC 158)** that are not secured with rubber bands or paper clips (never use staples).
- e) **Arrow and ARC tickets MUST** all be face up and in the same direction. *These tickets are machine-read.*
- f) **There is no need to separate** the different accommodations of the same types of tickets.
- g) **Remove any staples** that are in tickets.
- h) **All like-tickets and documents** including passage coupons from COTS, book-type tickets, carry orders, “On-Board Passenger Record” (NRPC 3085), reports, etc. — must be bundled together.

The exception is the Arrow commuter tickets, which must be bundled separately.

- i) **Each relieving Conductor and Assistant Conductor must** add to the bundles, not make new ones.

2. Live vs. Dead Tickets

- a) **“Coach Tickets Envelope (Long Haul)” (NRPC 218) and “First Class Tickets Envelope (Long Haul)” (NRPC 219)** are used for passengers still on the train. Tickets in this category are referred to as “live.” These must be used for passengers who will detrain beyond the run of the Conductor or Assistant Conductor who made the collection.
- b) **After a passengers detrains**, the ticket is considered “dead.” These tickets must be added to the appropriate bundle in the *“Train Earnings Reports Envelope”* (NRPC 158).

3. Long-Distance Trains Ticket Envelopes

- a) **The “Coach Tickets Envelope (Long Haul)” (NRPC 218)** is used for recording the passengers traveling in Coach Cars. Printed on the outside of the envelope are numbered spaces indicating seat locations where the passenger’s three-letter city code destination can be entered. (*Refer to Figure 8-49*)
- b) **The “First Class Tickets Envelope (Long Haul)” (NRPC 219)** is used for recording the passengers located in the Sleeping Cars. Printed on the outside of the envelope are numbered spaces indicating Sleeping Car accommodations where the number of passengers in each accommodation and three-letter city code destination can be entered. (*Refer to Figure 8-49*)
- c) **To prevent a misunderstanding en route**, the live tickets can be endorsed on the face of the ticket. *A useful method is to indicate the space like a fraction: the seat or accommodation as the numerator and the car number as the denominator (e.g., 3/3601).*
- d) **Once a passenger detrains**, their ticket must be taken out of either the *“Coach Tickets Envelope (Long Haul)”* (NRPC 218) or *“First Class Tickets Envelope (Long Haul)”* (NRPC 219), bundled

with rubber bands and paper clips and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).

- e) **At the train’s final destination**, all tickets must be in the “*Train Earnings Reports Envelope*” (NRPC 158).

COACH-TICKETS

CAR NO. _____

TRAIN NO. _____

ORIGIN _____ DATE _____

SEAT NO.	SEAT NO.	SEAT NO.
1	24	47
2	25	48
3	26	49
4	27	50
5	28	51
6	29	52
7	30	53
8	31	54
9	32	55
10	33	56
11	34	57
12	35	58
13	36	59
14	37	60
15	38	61
16	39	62
17	40	63
18	41	64
19	42	65
20	43	66
21	44	67
22	45	68
23	46	

NRPC 218 (10/00)

FIRST CLASS TICKETS

CAR NO. _____

TRAIN NO. _____

ORIGIN _____ DATE _____

A	B	C	D
E	F	G	H
I	J	K	L
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

NRPC 219 (4/99)

Figure 8-49 – “Coach Tickets Envelope (Long Haul)” (NRPC 218) and
“First Class Tickets Envelope (Long Haul)” (NRPC 219)

4. Short-Distance Trains Ticket Envelopes

For short-distance trains “*Coach Tickets Envelope (Short Haul)*” (NRPC 183) and “*First Class Tickets Envelope (Short Haul)*” (NRPC 181) are provided. “Live” tickets must be placed in the appropriate envelope. (Refer to Figures 8-50 and 8-51)

Coach Tickets

Coupons Only
Instructions for Envelope Use

Instructions:

- 1. All dated coach and conductor on board tickets, national or DESTINATION only.
- 2. All reliable coach 620's.
- 3. All tickets, including ARROW that are STOPPED (L.P. or STOPPED) to coach. **NOTE:** Single all national coach COGS or Refund Amounts to the applicable ticket.

Restrictions:

- 1. Northeast corridor trains only. Tickets showing both the origin and destination will be limited to ORIGIN only.

Exclusions:

- 1. USA Rail and non-dated ARROW (coach) tickets.

Note: The conductor using the train to its destination is responsible for ensuring compliance with coach flag instructions as NRPC 110 Train Earnings Report, prior submission of coach.

Coach Total _____

NRPC 183 (10/00)

Figure 8-50 – “Coach Tickets Envelope (Short Haul)” (NRPC 183)

AMTRAK

Train No. _____

Departure Date: ____/____/____

Accommodations

(First Class Tickets)

Coupons Only
Instructions for Envelope Use

- 1) All short haul first class tickets must be submitted to DESTINATION only.
- 2) No tickets from same train.
- 3) All tickets, including AHEAD, must be "STEPPED UP" to first class. Note: Steps 4) additional conductor's card (see instructions for applicable ticket).
- 4) Tickets must be submitted to DESTINATION only. Tickets placed in this envelope and destination will be limited to FIRST CLASS only.
- 5) U.S.A. Rail and regular (see also AHEAD).
- 6) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).
- 7) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).
- 8) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).
- 9) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).
- 10) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).
- 11) Not valid (conductor must receive all documents from the envelope and place in NRPC 181 First Class Tickets Envelope).

First Class Total _____

Figure 8-51 – “First Class Tickets Envelope (Short Haul)” (NRPC 181)

N. Conductor On-Board Ticket Stock (COTS)

1. Introduction

COTS must be issued in the presence of the passenger, and all copies of the ticket must be punched as a single transaction. The Conductor or Assistant Conductor must inform the passenger that they are required to provide valid photo identification. COTS may be used with un-ticketed passengers in the following categories: cash, credit card payment, payment due, passenger removal, prior erroneous lift, carry-bys and deadheading railroad employees. COTS must be used in consecutive order.

- a) **COTS, also referred to as cash fare receipts or as ticket stock, are chargeable items.**
 - Always keep the tickets/COTS documents in a secure place (on your person or in a locked place) so that they cannot be picked up or seen by a casual observer.
 - Amtrak retains the right to make appropriate collection against Conductors and Assistant Conductors who have not shown proper care of company cash, checks, credit cards and COTS.
- b) **Drawing and using pads of COTS**
 - When COTS pads are issued, the Conductor or Assistant Conductor must complete the required information on the invoice receipts (two copies) attached to the top of each pad.
 - Conductors and Assistant Conductors are responsible for verifying that the COTS pads have 25 consecutively numbered tickets.

- Legibly print:
 - your name
 - crew base three-letter code
 - employee SAP number
 - date
 - station's six-digit number
 - ticket punch number
- Conductors and Assistant Conductors must sign and punch the receipts for the COTS.
- COTS pads must be used sequentially.
- COTS pads must be used in the order in which they were drawn.
- Employees must not transfer COTS between train crew members; if one train crew member runs out of COTS another employee must complete the fare(s).

c) Required quantities of COTS

Each Conductor and Assistant Conductor must carry two pads unless they are working:

- Grand Rapids service and the Heartland Flyer must carry three pads.
- Maryland Rail Commuter Service must carry four pads.
- Connecticut D.O.T. must carry four pads.
- San Joaquin service must carry four pads.
- Capitol Corridor service must carry four pads.
- Zone 2, Washington extra board must carry four pads.

d) Lost, Stolen or Found COTS

- Lost or stolen COTS must be reported to your Supervisor and to the Amtrak police.
- Police reports must include the lost or stolen COTS ticket numbers.
- Describe the incident and include the police location, date, incident number and stock numbers on the "*Conductor/Asst. Conductor Sales Report*" (NRPC 193).
- The "*Conductor/Asst. Conductor Sales Report*" (NRPC 193) which lists the stock missing, and a copy of the police report, must then be presented to the Conductor's or Assistant Conductor's supervisor for their signature, date and handwritten notation of "OK to Issue Additional Stock."
- The completed and signed "*Conductor/Asst. Conductor Sales Report*" (NRPC 193), along

with a copy of the police report, must then be presented by the Conductor or Assistant Conductor to a station agent or ticket receiver for issuance of replacement COTS pads.

- **A police report does not exempt an employee from any possible restitution and/or disciplinary action.**
- If COTS becomes missing, and then found, the Conductor or Assistant Conductor must void the COTS and remit on a “Conductor/Asst. Conductor Sales Report” (NRPC 193).
- The Amtrak police must be notified that the COTS was found (with the original incident report information).

2. Working With Multiple Sets of COTS

Transportation supervisors may want a Conductor or Assistant Conductor to have more than the set number of COTS. If so, that supervisor must make written arrangements with the issuing office.

- a) **The Conductor or Assistant Conductor must make a note**, in the comments area, on the first (NRPC 193) that they are working with additional COTS, when turning in the additional COTS.
- b) **The notation must include** the name of the supervisor and the number of additional COTS received and returned.
- c) **The Conductor or Assistant Conductor must understand** exactly when the extra COTS must be turned in.
- d) **To reduce the number of chargeable COTS**, the Conductor or Assistant Conductor must void all unused of COTS and record the voided numbers in the comments area of a separate “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) until they have the authorized amount of COTS.
- e) **If chargeable stock is ruined**, each piece must be voided and remitted with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- f) **COTS is not valid for sale after one year** has elapsed from its issuance date.
- g) **All COTS must be voided and returned** on its one-year anniversary (or the first opportunity thereafter), using a separate “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).

- h) **Missing COTS and/or punches can become a serious matter and punitive measures can include being charged a reasonable amount for each missing ticket, being charged for lost punches and, in some cases, dismissal.**

3. COTS Layout

- a) **COTS have been printed so that the punch targets are aligned.**
- Spot carbon has been provided so that information imprinted on Coupon A will appear on Coupons B, C and D with only the last four digits of the credit card.
 - The pads of COTS come with a cardboard cover (See Figure 8-52 and 8-53) long enough to place between COTS to shield the spot carbon of the COTS below.



Figure 8-52 – Front Cover of "Conductor's/Asst. Conductor's On Board Ticket Stock" (COTS)

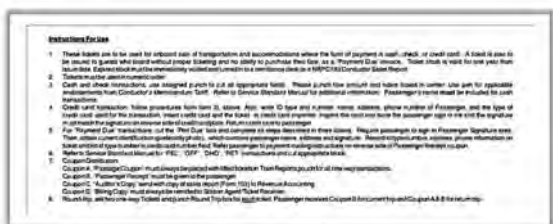


Figure 8-53 – Back Cover of "Conductor's/Asst. Conductor's On Board Ticket Stock" (COTS)

- b) **All applicable blocks must be punched completely within the blocks.**
- c) **Written information must be contained within the spot carbon area.**
- d) **The Endorsement Box must contain the following information:**

- The fare class for the type of accommodation occupied (e.g., Coach, Room/Car Number for Sleeping Car, Business Class seat, etc.).
 - The fare basis (e.g., senior citizen, military, student, promotional, etc.).
 - The alphanumeric fare code as listed in the Conductor's Memorandum Tariff (e.g., YOFC, DOF1, EB, DS, etc.).
 - Ticket number of other ticket if COTS is issued in conjunction with another ticket (e.g., on-board upgrade, extended travel, etc.).
 - "Pd by Ck" if passenger paid with a personal check.
 - Passenger reservation number, or "No Res #" if passenger did not have a reservation.
- e) **The fare code does not need to be indicated** for an adult traveling alone at the regular one-way fare.
- f) **The fare class and fare basis do not need to be indicated** if travel is in Coach and is not discounted.
- g) **The three-letter city code or the entire city name** must be entered for the passenger's origin and destination in the "From" and "To" boxes under the Endorsement Box.
- h) **The total fare must be handwritten** in the space under the "From" and "To" boxes.
- i) **Punch the 1, 2, 3 or 4 in the top row** for the number of full-fare passengers and the bottom row for the number of half-fare passengers. If there are more than four in any category, use the spot carbon area to write in the information.
- j) **Punch the "Unstaffed/Closed Station" or "Station Override" box** if either is applicable.
- k) **Punch the "In Conn With" box** when additional collection is necessary. This tells Revenue Accounting that this was only a monetary transaction - not an additional passenger for recording ridership.
- Passengers who want to travel beyond their ticketed destination or board before their ticketed origin. If a journey is extended, indicate the "From" and "To" for the extension.
 - Passengers who want to upgrade to better accommodations.
 - Passengers who want to use restricted/blacked-out tickets on the restricted / blacked-out time or date.
 - Use for non-transportation charges.

- l) **Even though two separate COTS are required for selling a round-trip on-board**, the “Round Trip” box must be punched on both COTS.
- m) **Punch the “Train Check” box** if the COTS is valid on a train other than the one on which it was issued. This could happen if a passenger wants to purchase transportation to a destination that will require a change of trains and, therefore, a ticket for the second train.
- n) **Punch the month and date** in the calendar area.
- o) **If the appropriate station city-codes are listed on the COTS**, punch the “From” origin station in the blue shaded column, and punch the “To” destination station in the white column.
- p) **Punch the total amount of the fare** using the blue amount boxes in the upper right corner of the COTS.
- q) **If payment is by credit card**, imprint the card information in the area at the bottom left side of the COTS and circle the type of card used.
- r) **Always print the passenger’s name on the COTS**, as well as other information if required (e.g., payment due, etc.).
- s) **For credit card and payment due**, have the passenger sign the COTS on the line provided.
- t) **If the punches on the COTS do not clearly represent the intent**, use the spot carbon area to explain the details.
- u) **The ticket number is printed vertically in the center of the COTS**. Do not include the single digit that stands alone – that is a control number and is not part of the ticket number.

O. Selling Ticket Using Conductor On-Board Ticket Stock (COTS)

1. Preparing/Punching COTS

- a) **A COTS for the exact amount of the fare must immediately be completed in the presence of the passenger(s)**, and the passenger receipt portion of the COTS given to the passenger at the end of the transaction.

- b) **Prepare a COTS, completing all spaces.**
- c) **Conductors and Assistant Conductors must charge the exact fare** listed in the *Conductor Memorandum Tariff*.
 - Failure to charge the exact fare can result in the Conductor or Assistant Conductor being issued a debit for the difference and/or disciplinary action.
 - Sale of fares beyond the run of the train is not required.
 - However, if a Conductor or Assistant Conductor has the proper *Conductor's Memorandum Tariff* for that train beyond their train run, they may sell the fare and issue a ticket unless that fare is blocked by the tariff or if the next train requires reservations.
- d) **If an error is made punching the COTS**, void it and start again.
- e) **To void COTS**, simply write "VOID" on all coupons and then cancel the COTS by single punching the ticket.
- f) **All voided coupons MUST be remitted with** the "*Conductor/Asst. Conductor Sales Report*" (NRPC 193) with the voided ticket number(s) entered in the comments section.
- g) **If the train is sold out**, a passenger without a reservation must be advised that if carrying them causes any standing conditions they will have to stand, since they did not have a reservation for the train.
- h) **In the event space is sold on-board trains**, the Conductor or Assistant Conductor must call (800) 205-0711 (the phone number is also on the manifest) and provide passenger name, origin and destination, train number, room and car number, and any other pertinent information requested.

2. One-Way

- a) **A regular one-way ticket** is issued at the published fare between most points where Amtrak provides direct service (no change of trains).

- b) **Regular one-way fares may also** be shown between certain other points where the fare is designated as a connection/transfer fare.
- c) **Tickets are good for travel at any time for one year**, including the date of sale.

3. To Canada on the Maple Leaf

- a) **When a single ticket is sold by an Amtrak station or travel agency** routed over Amtrak and VIA Rail Canada on the *Maple Leaf*, the ticket must be lifted and a COTS issued.
- b) **The exchange ticket origin must read** from the station where the VIA Rail Canada Conductor or Assistant Conductor take over.
- c) **The destination must be the same** as the one shown on the lifted ticket.
- d) **Punch the date and other applicable blocks**, but do not punch or write any revenue amount. *This is a zero value COTS.*
- e) **Write any appropriate information needed** by the VIA Rail Canada Conductor or Assistant Conductor in the spot carbon area.
- f) **The following is an example of a passenger traveling from Albany, NY to a destination in Canada on the Maple Leaf:**
 - A customer boards the Maple Leaf without a ticket and requests a destination on VIA Rail Canada territory.
 - The customer must be sold the through fare, however, two COTS must be completed.
 - The first COTS ticket must list the actual origin station as Albany, NY with a destination of U.S./Canadian Border, (CBN).
 - The full through fare must be punched and written on the first COTS.
 - Additionally, the “In Conn With” box must be punched, and in the endorsement spot carbon area, the next COTS ticket number must be referenced.
 - The second COTS ticket must show an origin station of U.S./Canadian Border, (CBN) and the actual destination city on VIA Rail Canada.
 - There must be no amount recorded (zero value) on this second COTS.

- The “In Conn With” box must be punched, and the ticket number of the first COTS must be referenced in the spot carbon endorsement area.

g) **Coupon distribution:**

- **Coupon A** (Passage Coupon from VIA Rail Canada portion COTS) Always give to the passenger for lift by VIA Rail Canada.
- **Coupon A** (Passage Coupon from Amtrak portion COTS) Always placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
- **Coupon B** (Passenger Receipt from both COTS) Always given to passenger.
- **Coupon C** (Auditor’s Coupon from both COTS) Always remitted to Station Ticket Agent/Ticket Receiver.
- **Coupon D** (Billing Coupon from both COTS) Always remitted to Station Ticket Agent/Ticket Receiver.

4. Round-Trip

- Roundtrips must only be sold** by issuing two (2) separate one-way tickets, using two (2) separate COTS tickets.
- Each coupon must** be sold with city pairs punched or written in the proper direction.
- If a credit card payment is made for each ticket**, then all required credit card information must be recorded individually on each ticket.
- Printing or recording of personal information** contained on the photo ID is prohibited.
- Punch the Round Trip block of both tickets**, even though they are single fares.
- The passenger must be given two (2) Coupon B's**, Passenger Receipts, one from each COTS ticket.
- The passenger must also receive Coupon A**, Passage Coupon, from the returning one-way ticket.
- Coupon A of the originating one-way ticket** (the train on which the sale is occurring) must not be given to the passenger, and must be placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
- When the passenger boards the train for their return one-way trip**, the passenger will present Coupon A to the Conductor or Assistant Conductor who will place it in that train’s “*Train Earnings Reports Envelope*” (NRPC 158).

- j) **For all types of roundtrip tickets**, write the return fare restrictions/blackouts in the spot carbon space (such as no good at certain times or dates). *Before preparing the COTS, you must explain the return-trip restrictions/blackouts to the passenger.*
- k) **When reservations are necessary for the return trip**, the Conductor or Assistant Conductor must explain this before preparing the COTS.
- Passengers must be told that the reservations are not guaranteed; they are first come, first served.
 - Inform passengers on how and where to make reservation.

5. Farther Destinations

- a) **A passenger wanting to travel to a destination beyond that shown on their ticket** is to be granted the benefit of the through fare on a route.
- b) **Subtract the original fare paid from the fare of the original starting point to the new destination**, and charge the passenger the difference.
- c) **Use the same fare code as used on the original ticket** (e.g., DOFI, YOFC, etc.) to calculate the new fare to the further destination.
- d) **If the fare to a farther destination is the same as a fare paid to an intermediate point**, no additional collection is necessary; however, the Conductor or Assistant Conductor must fill out a COTS “IN CONN WITH” the original ticket. *(This rule also applies where a passenger boards at an origin beyond that from which their ticket reads.)*

EXAMPLE:

Passenger traveling on a one-way rail ticket from Washington to New Haven decides at New York to extend the journey through to Springfield.

Calculate the additional collection as follows:

- One-way coach Washington-Springfield: \$77.00
- One-way coach Washington-New Haven: -66.00
- Additional Collection: \$11.00

- e) **A passenger may extend their journey to a farther destination on the same train** or in through cars operated on the same or connecting trains provided accommodations are available and a passage ticket is bought or held for passage to the new destination.

6. Sleeping Car Accommodations

- a) **When a passenger has a reservation** and boards without a ticket.
- The Conductor or Assistant Conductor must issue a COTS.
 - The Conductor or Assistant Conductor must verify the passenger's reservation on the "Unticketed Passenger Display" portion of the manifest.
 - The manifest will indicate the fare level that the passenger was quoted for the Sleeping Car room, (e.g., VS, EB, DA, etc.).
 - When issuing a ticket for reserved Sleeping Car accommodations on-board, the lowest rail fare is always used. This is indicated by the fare code beginning with a "D" in the Conductor Memorandum Tariff.
 - If the passenger boarded at a station with an open ticket office, the on-board fare (OBF) must be charged.
 - Using the Conductor Memorandum Tariff, add the "D" rail fare to the accommodation charge indicated by the fare level on the manifest to obtain the total amount due.
- b) **When a passenger does not have a reservation** and boards without a ticket.
- This is a two-step process.
 - First, the Conductor or Assistant Conductor must issue a full-fare (highest) rail fare COTS as if the passenger was going to travel in Coach.
 - If the passenger boarded at a station with an open ticket office, the on-board fare (OBF) must be charged.
 - The second step is to upgrade the passenger to the Sleeping Car accommodation using a COTS. (*Refer to Section P.3. "Upgrade from Coach to Sleeping Car" for this procedure.*)

7. Accessible Bedroom

- a) **Onboard Sales of Accessible Bedrooms**
- Passengers with mobility impairments are entitled to travel in an Accessible Bedroom at the price that would otherwise be charged for a Roomette for the same trip.

- Passengers are also entitled to a 15% reduction from the Roomette price. *To calculate the discount, refer to the 15% Discount column in the Discount Tables for On-Board Sales book.*
- Mobility impaired disabled passengers will continue to have priority in booking accessible bedrooms. The accommodation charge is 15% off the Roomette rate.

b) On-Board Sales of Accessible Bedrooms for Mobility-Impaired Passengers with Advance Reservations

For mobility-impaired passengers with advance reservations who are paying on-board, note the accommodation symbol indicated on the manifest.

- **Superliner**
HS issue ticket at the **ES** price, less 15%
HA issue ticket at the **EA** price, less 15%
HB issue ticket at the **EB** price, less 15%
HC issue ticket at the **EC** price, less 15%
HD issue ticket at the **ED** price, less 15%
- **Viewliner**
MS issue ticket at the **VS** price, less 15%
MA issue ticket at the **VA** price, less 15%
MB issue ticket at the **VB** price, less 15%
MC issue ticket at the **VC** price, less 15%
MD issue ticket at the **VD** price, less 15%

c) On-Board Sales of Accessible Bedrooms for Non-Mobility-Impaired Passengers with Advance Reservations

For non-mobility-impaired passengers with advance reservations who are paying on-board for an accessible Sleeping Car space, there is no change from current practice.

- **Superliner**
HS, HA, HB, HC and **HD:** issue ticket at the appropriate published price in your Tariff.
- **Viewliner**
MS issue ticket at the **DS** price
MA issue ticket at the **DA** price
MB issue ticket at the **DB** price
MC issue ticket at the **DC** price
MD issue ticket at the **DD** price

8. Coupon Distribution

- a) **Coupon A (Passage Coupon)** (Refer to Figure 8-54) always placed in the “*Train Earnings Reports Envelope*” (NRPC 158) except when Coupon A is used for a one-way return ticket (part of a round-trip request), then the customer gets Coupon A.
- b) **Coupon B (Passenger Receipt)** (Refer to Figure 8-55) is given to the passenger as their receipt except in OFF passenger removal situations.
- c) **Coupon C (Auditor’s Coupon)** (Refer to Figure 8-55) always remitted to Station Ticket Agent/Ticket Receiver along with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- d) **Coupon D (Billing Coupon)** (Refer to Figure 8-55) always remitted to Station Ticket Agent/Ticket Receiver along with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- e) **If the Conductor or Assistant Conductor has voided COTS**, all four (4) coupons of the COTS form must be remitted.

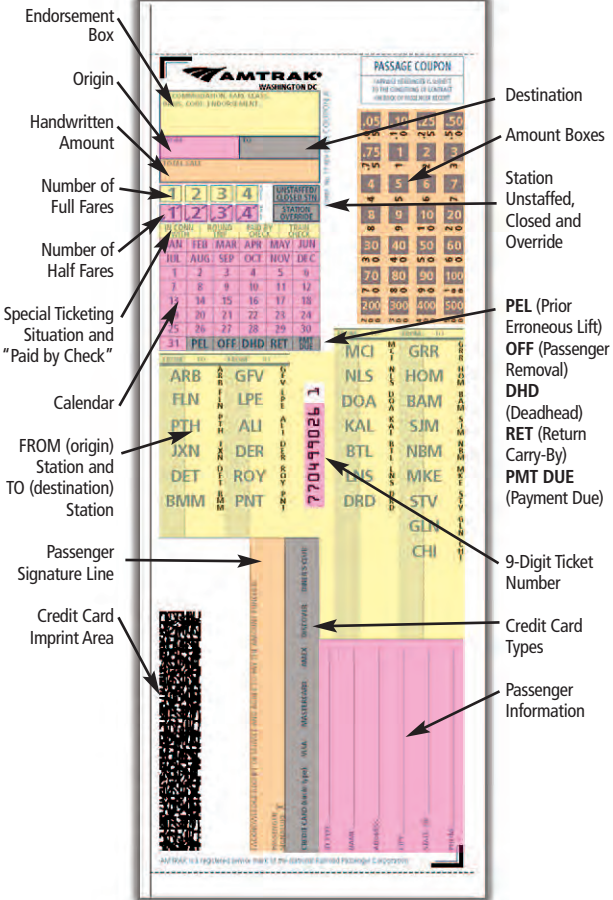
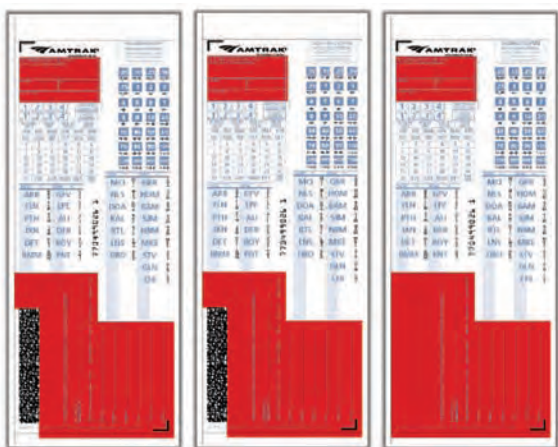


Figure 8-54 – COTS Coupon A



Coupon B

Coupon C

Coupon D

Figure 8-55 – Example of COTS

P. Using COTS for Upgrades

1. Upgrade from Acela Express Business Class to Acela Express First Class

The Conductor or Assistant Conductor must take the following steps to upgrade a passenger from *Acela Express* Business Class to *Acela Express* First Class:

- Check the manifest** for available space.
- If space is available**, call (800) 205-0711 (the phone number is also on the manifest) or use the on-board telephone in the Conductor's office (recall/23/send) to hold the space.
- Complete a COTS** for the First Class seat charge.
- Passenger-type discounts** (child, senior, military, etc.) are never applied to accommodation charges.

2. Upgrade from Coach to Business Class

The Conductor or Assistant Conductor must take the following steps to upgrade a passenger from Coach to Business Class.

- Check the manifest** for available space.
- If space is available**, call (800) 205-0711 (the phone number is also on the manifest) to hold the space.
- Complete a COTS** for the Business Class seat charge.
- Passenger-type discounts** (child, senior, military, etc.) are never applied to accommodation charges.

3. Upgrade from Coach to Sleeping Car

The Conductor or Assistant Conductor must take the following steps to upgrade a passenger from Coach to Sleeping Car accommodation.

- a) **Check the manifest** for available space.
- b) **If space is available**, call (800) 205-0711 (the phone number is also on the manifest) to hold the space.
- c) **When a passenger occupies a Sleeping Car** for only a portion of travel between two points where a through fare is published, charge the applicable accommodation charge between those points where such accommodations are actually occupied.
- d) **Collect the D-level accommodation charge**, as listed in the *Conductor's Memorandum Tariff* for the class of Sleeping Car accommodation being sold (e.g., ED accommodation fare for a Superliner Roomette).
- e) **For Amtrak pass riders upgrading from Coach on-board**, take the D-level accommodation charge for the class of Sleeping Car accommodation being sold and apply it to the 20% discount table.
 - Charge the resulting amount.
 - Upgrades made by pass riders on the train are not refundable even if the Sleeping Car does not sell out.
 - To be eligible for a refund, a pass rider PNR that includes the room must have been made **before** boarding the train, and the full fare (80% of the D-level rail fare plus 80% of the accommodation charge, determined by the room inventory class booked) must be paid to the Conductor if the pass rider does not already have a ticket.
- f) **Other Railroads Employee 50% Discount for Sleeping Car Accommodation Charges**
 - Sleeping Car accommodation charges for employees of other railroads who are eligible for 50% discount on accommodations, who have obtained their rail passage tickets at ticket offices by presenting their Rail Travel Privilege Cards (RTPC), reduced rate orders, or other pass documents will be one-half the one-way accommodations charge.
 - Use the 50% column in the Discount Tables for On-Board Sales to establish the correct charge.
 - This discount level applies only to passengers designated (on their rail ticket) by Type "R" or "D".
 - No other pass riders are eligible for this level of discount.
- g) **Passengers Upgrading Using Guest Rewards**
For passengers upgrading a ticket obtained using

Guest Rewards points, use the same calculations as if the passenger had a revenue ticket.

- h) **Passengers Upgrading on Auto Train**
(Refer to Section P.6. “Upgrade to Sleeping Car Accommodations on Auto Train” for this procedure.)

4. Upgrade from Coach to Accessible Bedroom

The Conductor or Assistant Conductor must take the following steps to upgrade a passenger from Coach to Accessible Bedroom.

- a) **Check the manifest** for available space.
- b) **If space is available**, call (800) 205-0711 (the phone number is also on the manifest) to hold the space.
- c) **For mobility-impaired passengers upgrading on-board from Coach to Accessible Sleeping Car space.** Apply the applicable Roomette price to the 15% discount column, then follow the instructions for normal on-board Sleeping Car sales as outlined in the back of the Discount Tables for On-Board Sales book.
- d) **For non-mobility-impaired passengers upgrading on-board from Coach to Accessible Bedroom**
Follow the instructions for normal on-board Sleeping Car sales as outlined in the back of the Discount Tables for On-Board Sales book.
 - **H** rooms have their own charges in the *Conductor’s Memorandum Tariff*
 - **M** rooms—use the D charges
- e) **Passengers Upgrading on Auto Train**
(Refer to Section P.6. “Upgrade to Sleeping Car Accommodations on Auto Train” for this procedure.)

5. Upgrade from Sleeping Car to Sleeping Car

The Conductor or Assistant Conductor must take the following steps to upgrade a passenger from Sleeping Car to Sleeping Car.

- a) **Check the manifest** for available space.
- b) **If space is available**, call (800) 205-0711 (the phone number is also on the manifest) to hold the space.
- c) **Upgrade of Room Type for Entire Trip**
 - Determine the price the passenger paid for the accommodation from their ticket.
 - In the *Conductor’s Memorandum Tariff*, go to the page for fares specific to the train and city pairs.
 - Using the D-Level accommodation charge for the appropriate city pair and accommodation type, determine the charge; then subtract the accommodation charge that the passenger already paid from that amount on their ticket.

- The difference is the amount to charge the passenger for the upgrade.
 - If this difference is under \$50.00, charge \$50.00; it **always** costs a minimum of \$50.00 to upgrade to a higher room type.
 - For Amtrak pass riders, apply both accommodation charges to the 20% discount table.
 - The minimum upgrade charge for an Amtrak pass rider is still \$50.00.
- d) **Upgrade of Room Type between Select City Pairs**
- Determine the inventory class (S, A, B, C or D) of the accommodation that was paid by the passenger. *This inventory class appears next to the passenger's name on the manifest and is on the passenger's ticket or ticket receipt.*
 - In the *Conductor's Memorandum Tariff*, go to the page for fares between the city pair for which the passenger wants to upgrade.
 - Determine the D-level accommodation charge of the higher priced room type between that city pair.
 - Using the D-level accommodation charge, determine the charge for the lower priced room type between that city pair – use the accommodation charge that corresponds to the inventory class originally paid by the passenger.
 - Subtract the accommodation charge of the lower room type from the higher priced.
 - The difference is the amount to charge the passenger for the upgrade.
 - If this difference is under \$50.00, charge \$50.00; it **always** costs a minimum of \$50.00 to upgrade to a higher room type.
 - For Amtrak pass riders, apply both accommodation charges to the 20% discount table.
 - The minimum upgrade charge for an Amtrak pass riders is still \$50.00.

EXAMPLE:

A passenger has a ticket from Chicago to Seattle showing the through "EB" roomette charge. At Stanley, North Dakota, the passenger wants to upgrade to an available unsold bedroom. (Amounts shown are for the example only and may not be accurate.)

- *DD accommodation charge STN-SEA: \$355.00.*
- *EB accommodation charge STN-SEA: \$303.00.*
- *The charge to upgrade is \$52.00.*

If the passenger had paid the “EA” roomette charge:

- *DD accommodation charge STN-SEA: \$355.00.*
- *EA accommodation charge STN-SEA: \$399.00.*
- *The difference is: (\$44.00) (a negative number, in this case).*
- *The difference is lower than the \$50.00 minimum, so the charge to upgrade would be \$50.00.*

e) Transfer to Like Accommodations

- Passengers may want to transfer en route to other available accommodations of the same value as those occupied, to be nearer the center of the car, or for other reasons.
- Passengers may make such transfers, to the same destination on the same train, or in through cars on the same route, without additional charge.

f) Passengers Upgrading Using Guest Rewards

For passengers upgrading a ticket obtained using Guest Rewards points, use the same calculations as if the passenger had a revenue ticket.

g) Passengers Upgrading on Auto Train

(Refer to Section P.6. “Upgrade to Sleeping Car Accommodations on Auto Train” for this procedure.)

6. Upgrade to Sleeping Car Accommodations on Auto Train

a) Auto Train does not take part in the en route Sleeping Car upgrade program.

b) All passengers check-in at the ticket counter, at which time they are offered the opportunity to upgrade to Sleeping Car accommodations, paying whatever fare applies at that time to the inventory class (S, A, B, C or D) of the accommodation that is available.

c) Tickets are also lifted at that time – they are not lifted on the train.

d) Before the train departs, the Operations Supervisor is given the inventory class of the accommodations that remain unsold.

e) If a passenger changes his or her mind en route and wants to upgrade, he or she pays whatever the inventory class calls for – not automatically the D-level as on other trains.

- Therefore, the price to upgrade at the ticket counter and the price to upgrade on the train is the same.
- Waiting to upgrade on-board may actually cause the price to increase, since another passenger

may have purchased the last room that was selling from a lower inventory class.

Q. Forms of Payment

(Listed in alphabetical order)

1. Canadian Currency

- a) **Canadian paper bills (no coins)** are the only foreign currency accepted on trains that cross the US – Canada border.
- b) **Ask passengers to pay with US currency first.**
- c) **Canadian currency can be properly adjusted** using the latest Canadian/US Currency Conversion Table.
 - The current Canadian/US Currency Conversion Table is distributed using an “Operations Service Advisory” (OSA) and is available at Crew Bases with trains crossing the US/Canadian border.
 - The current Canadian/US Currency Conversion Table is also available on Amtrak’s Intranet at <http://intranet.nrpc> > Library > Service Standards > Resources or on the Internet at [http:// customerservice.amtrak.com](http://customerservice.amtrak.com) > Resources.
 - An example of the Canadian/US Currency Conversion Table can be seen in Figure 8-56.
- d) **The US equivalent of Canadian currency** is taken as the value toward payment.
- e) **When making change** for Canadian paper bills, use Canadian currency first before using US currency (bills and coins).
- f) **The preferred method** is to take the smallest amount in Canadian paper bills that will cover the sale.

NATIONAL RAILROAD PASSENGER CORPORATION CANADIAN/US CURRENCY CONVERSION TABLE			
\$1.00 Canadian = \$0.8166 US Effective Rate from 01/01/09 to 03/31/09			
IF CANADIAN CURRENCY IS	U.S. EQUIVALENT EQUALS	IF CANADIAN CURRENCY IS	U.S. EQUIVALENT EQUALS
1.00	0.82	45.00	36.75
2.00	1.63	50.00	40.83
3.00	2.45	55.00	44.91
4.00	3.27	60.00	49.00
5.00	4.08	65.00	53.08
10.00	8.17	70.00	57.16
15.00	12.25	75.00	61.25
20.00	16.33	80.00	65.33
25.00	20.42	85.00	69.41
30.00	24.50	90.00	73.49
35.00	28.58	95.00	77.58
40.00	32.66	100.00	81.66

Figure 8-56– Example of Canadian/US Currency Conversion Table

2. Cash

Amtrak accepts US currency on all trains.

3. Payment Cards (Credit Cards and Debit Cards)

a) **Credit cards and debit cards that carry a clearly displayed valid logo** of one of the following brands are the only payment cards accepted by Amtrak on-board trains:

- MasterCard
- Visa
- American Express
- Discover

b) **Security**

- Every Amtrak employee who has access to payment card information must make every effort to protect that information at all times.
- Payment card information includes the cards themselves, the account numbers and the machines used to accept payments.

c) **The signature panel on the back of the payment card** has the following fraud-prevention features:

- The word “VOID” will appear in the signature panel if an attempt is made to erase the original signature. Do not accept these cards.

- The signature panel must contain the passengers' signature or the wording "*See ID.*" (*When "See ID" appears, ask the passenger for a valid photo ID for the purpose of matching the name on ID to name on card.*)
 - It is not required that the signed name match the name embossed or printed on the front of the card (e.g. business/corporate cards or spouse/parent cards).
- d) **Use the Conductor Payment Card Device to accept a payment card.**
- Detailed instructions for use of the Conductor Payment Card Device are provided on the Quick Reference Card issued with each Device.
 - It is each crew member's responsibility to ensure that the device is in proper working order with a charged battery and adequate paper when starting each shift.
 - In order for a crew member to receive proper credit for payment card sales, the log-in sequence must be followed accurately.
 - The last four (4) digits of the COTS number (excluding the final control digit that is separated by a space from the COTS number) must be keyed into the device for every train ticket sold.
 - The magnetic stripe from each payment card must be read by the machine; no key-entered transactions are permitted on-board.
 - If End-of-Trip has not been processed, a transaction may be voided.
 - If End-of-Trip has been processed, a supervisor or Ticket Receiver must be notified of a transaction that requires a change.
 - When the communications signal is poor, the Conductor or Assistant Conductor may elect to put the device into Store & Forward (S&F) mode to improve the speed of transactions.
 - When there are a large number of passengers waiting to purchase tickets in a short period of time, the Conductor or Assistant Conductor may elect to put the device into S&F mode to improve the speed of transactions.
 - The Conductor or Assistant Conductor will not be held responsible for transactions that are declined in S&F mode unless it is found that this process has been abused.

- The End-of-Trip process must be completed at the end of each trip or, at a minimum, at the end of each 24-hour period.

e) **Accepting Payment Cards.**

- If the device returns a DECLINE message, the passenger must provide another form of payment such as cash or another valid payment card.
- Every payment card transaction must be submitted using the device; no manually written transactions will be permitted.
- Payment cards may not be used to obtain cash from Amtrak.
- Payment cards can only be used for the exact value of the item purchased.
- Passenger signatures are required on payment receipts for transactions greater than \$24.99.
- Transactions requiring the card holder to enter a PIN number are not accepted on-board the train.

4. **Payment Due**

(Refer to R.3. “Payment Due (PYMT DUE)”)

5. **Un-accepted Forms of Payment**

- Non-U.S. Currency** (unless otherwise noted)
- Cashier’s Checks**
- Money Orders**
- Travel Vouchers**
- Personal Checks**
- Travelers Checks**
- Payment Cards with brand logos** other than the brands listed in Q.3. “Payment Cards (Credit Cards and Debit Cards)”.
- Payment Cards requiring a PIN**

R. **COTS as Other Documentation**

1. **Deadhead (DHD)**

- Under no circumstances are non-Amtrak dead-heading train crew members allowed to travel** without a completed COTS unless they have a ticket or an original (not photocopy) “*Railroad Request for Employee Transportation*” (form 620).
- Without a “*Railroad Request for Employee Transportation*”** (form 620), Amtrak will not be compensated.

- c) **The COTS must have** the “DHD” and “Payment Due” blocks punched.
- d) **Coupon A (Passage Coupon)** goes in the “*Train Earnings Reports Envelope*” (NRPC 158).
- e) **Coupon B (Passenger Receipt)** is given to the deadheading employee(s).
- f) **Coupon C (Auditor’s Coupon) and Coupon D (Billing Coupon)** must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).

2. Passenger Removal (OFF)

- a) **When a passenger understands that they must pay**, can pay, yet still refuse to sign the COTS form, they must be removed in accordance with Amtrak policies.
- b) **Complete the COTS** for Amtrak’s records.
- c) **Note any pertinent information** (e.g., Police Officer Jones, Philadelphia, removed intoxicated passenger for non-payment of fare).
- d) **The “OFF” block must** be punched on the COTS.
- e) **No dollar value must be punched.**
- f) **Coupon A (Passage Coupon) and Coupon B (Passenger Receipt)** are to go into the “*Train Earnings Reports Envelope*” (NRPC 158).
- g) **Coupon C (Auditor’s Coupon) and Coupon D (Billing Coupon)** must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- h) **Punch all pertinent blocks.**
- i) **Write N/A for the dollar value.**

3. Payment Due (PYMT DUE)

- a) **The transportation collection/examination can include a “payment due”** direct bill situation.
 - In this case, the passenger is allowed to ride.
 - By signing the COTS, they promise to pay later.
- b) **If a passenger does not have a ticket, cash or credit card** and the train has left the station, the Conductor or Assistant Conductor can, after the passenger signs the “Payment Due” portion of a COTS, either allow the passenger to ride to their destination or to a station before their destination.

- c) **Criteria in making a decision to allow the passenger to ride** to their destination or to a station before their destination:
 - whether it is simply an attempt to avoid paying
 - the distance of the journey
- d) **If it is clearly not an attempt to avoid paying** but the trip is a long one, make a decision after trying to contact someone who the passenger suggests can come to a station and either pay or convince a Passenger Services representative that payment will be made.
 - The Conductor or Assistant Conductor must call CNOC at (800) 205-0711 to help in these matters.
 - If this scenario will take more time than the Conductor or Assistant Conductor has before being relieved, they must fully brief the relieving train crew.
 - The passenger must also be introduced to the Conductor of the relieving train crew.
- e) **If the passenger wants to detrain as soon as possible and return to their origin**, prepare a Payment Due COTS for that trip and prepare one for the return trip.
 - The COTS must have a notation in the “Credit Card Number” block that describes the exact train for which that COTS is valid.
 - Take into account the amount of waiting time for the return journey.
 - Employees must explain the return trip schedule to the passenger.
 - If the passenger wants to detrain and not return to their origin, they still must be billed for the journey that is taken.
- f) **Stations that have a Passenger Service representative** have the authority to decide hardship cases.
 - Conductor or Assistant Conductor must consider using a Passenger Service representative when deciding which station they will carry a “Payment Due” passenger to.
 - If the decision is to carry a passenger to a station with a Passenger Service representative, the Conductor or Assistant Conductor can give that station some assistance by telephoning the details to that station in advance.

- g) **The Conductor or Assistant Conductor does not have the authority** to carry a passenger without a “Payment Due” document in the form of a properly completed COTS.
- h) **The dollar value of the length of the passenger’s journey** must be written and punched on the COTS.
- i) **The Conductor or Assistant Conductor must** legibly print the passenger’s name, address, city, state, zip code and telephone number, ensuring that the passenger’s information has printed onto all coupons of the COTS.
- j) **The type of identification and identification number** displayed by the passenger must be recorded on the COTS.
- k) **Only fares that are permissible for on-board sales may be used.**
- l) **The Conductor or Assistant Conductor must tell the passenger** to forward the payment within 10 days to the address on the back of Passenger Receipt Coupon B advising them that they will not receive a bill, and that this coupon is the bill.
- m) **Once a Payment Due COTS has been signed,** the passenger must be given the same respect afforded to any other Amtrak passenger.
- n) **If a Passenger Services representative has received payment,** a pre-paid ticket must be brought out to the train for the passenger’s journey.
- o) **If a passenger refuses to pay** a higher fare than they feel is correct or refuses to pay for a "step up" in service because of information provided by an Amtrak agent, Amtrak does **not** consider this an attempt to avoid paying.
- p) **The Conductor or Assistant Conductor must politely explain Amtrak’s policies** and fare rules using the *Conductor’s Memorandum Tariff* book, this Service Standards Manual or any other official document.
 - A firm, confident, non-argumentative approach is necessary.
 - If possible, allow the passenger time to digest this information.
 - If the dispute cannot be settled in a calm, friendly, and professional manner, complete a Payment Due COTS for the proper amount and ask the passenger to sign it.
- q) **If the passenger still will not pay the disputed**

amount, advise them to call the Customer Service Center (800) USA-RAIL.

- **The passenger must NOT be removed from the train** if they simply refuse to sign for the additional amount.
 - **The passenger must still be offered Coupon B (Passenger Receipt)** in case they change their mind and accept the charge later.
- r) **The Conductor or Assistant Conductor must remit the COTS** writing "Refused to sign" on the passenger's signature line, and a short explanation in the credit card imprint area for situations where a ticket or payment is received that does not cover the total amount due.
- s) **Removal is appropriate if the passenger refuses** to surrender some type of payment or a ticket, acknowledges that they understand they are obliged to pay, yet still refuse to pay or sign a Payment Due COTS.
- t) **If a passenger is able to pay a significant portion of the fare** but can not pay the entire fare, it is appropriate to accept what ever payment is available, then use the COTS for the remaining balance. Or, if the "significant portion" of the fare is paid with two forms of payment (i.e. cash, credit card) then two COTS must be used.
- Write in the "Credit Card" area "Partial Payment," the amount paid, and the document type and number on which the fare was paid (such as a cash ticket).
 - Do not remove this passenger.
 - Coupon A must be placed in "*Train Earnings Reports Envelope*" (NRPC 158).
 - Remove Coupon B and give it to the passenger as their invoice.
 - Coupons C and D must always accompany the "*Conductor/Asst. Conductor Sales Report*" (NRPC 193) to the ticket office or to the Ticket Receiver's Office for remittance.
- u) **It is preferable to handle difficult situations** away from other passengers.
- v) **Every effort must be made to keep unpleasant and/or embarrassing transactions private.**

4. Prior Erroneous Lift (PEL)

- a) **A Conductor or Assistant Conductor** can sometimes

tell, or strongly suspect, that a passenger's ticket was lifted in error.

EXAMPLE:

With a book type ticket, it is often possible to determine an erroneous lift with some degree of certainty because the receipt is punched with every ticket lift and the coupons that are left can be counted.

- b) **If a prior erroneous lift occurs**, the passenger must be taken to their destination.
- c) **If the prior erroneous lift can be determined**, or if it is in the Conductor's or Assistant Conductor's best judgment, a COTS must be prepared with "PEL" in the method of payment area.
- d) **Do not indicate a dollar value** (write "N/A").
- e) **A signature is not necessary.**
- f) **Punch the "PEL" block.**
- g) **A short explanation is necessary** including the ticket number.
- h) **Coupon A (Passage Coupon)** goes in the "*Train Earnings Reports Envelope*" (NRPC 158).
- i) **Coupon B (Passenger Receipt)** is given to the passenger.
- j) **Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon)** must be remitted to the Station Ticket Agent or Ticket receiver cashier along with the "*Conductor/Asst. Conductor Sales Report*" (NRPC 193).

5. Return Carry-By (RET)

- a) **When a passenger is inadvertently "carried-by" their destination**, the Conductor or Assistant Conductor must authorize the return journey, free of charge.
- b) **Use the COTS to document and describe** the "Carry-Back."
- c) **The "RET" block must be punched.**
- d) **Do not indicate a dollar value**, write "N/A" in the fare blocks.
- e) **The "FROM" and "TO"** must read in the direction of the return journey.
- f) **Punch the COTS for the next available train**, and inform the passenger that this train will get them back to their intended destination.

- g) **Courtesy must be used** in handling these situations at all times.
- h) **Give the passenger Coupon A (Passage Coupon) and Coupon B (Passenger Receipt)** explaining that Coupon A is for the return trip and that Coupon B is the passenger receipt.
- i) **Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon)** must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the "*Conductor/Asst. Conductor Sales Report*" (NRPC 193).
- j) **Using seat checks, bar napkins, or any other material to write a "return to" note** to the train crew on the returning train is not acceptable.
- k) **A "Passenger Incident Report"** (NRPC 3200) must be complete by the Conductor.

6. Train Check

A train check situation occurs when a passenger wants to purchase a ticket to a destination involving a change of trains, and therefore needs a ticket for the second train. These steps must be taken when cutting a COTS.

- a) **Indicate the origin and destination** as if the passenger was only traveling between the stop-off point and the final destination.
- b) **Charge the fare from the original boarding station** to the final destination.
- c) **Punch the "Train Check" box** and write the original boarding station in the spot carbon area.
- d) **Complete and punch the COTS** as in any other situation.
- e) **The passenger receives Coupon A** (passage ticket) and Coupon B (receipt).
- f) **Tell the passenger to present both coupons** to the Conductor or Assistant Conductor on the next train, and that the crew will retain Coupon A as the ticket.
- g) **Enter this COTS on the "Record of Tickets Honored But Not Lifted"** (NRPC 157) since Coupon A will be used as the ticket on the next train.

EXAMPLE:

A passenger boards a train in Princeton, IL and wants to travel to Milwaukee, WI. This would require a change of trains in Chicago.

- Complete the COTS “From” CHI (Chicago, the transfer station) “To” MKE (Milwaukee, the final destination).
- Charge the fare from PCT (Princeton) to MKE (Milwaukee).
- Punch “Train Check.”
- Write PCT (the original boarding station) on the spot carbon.
- Give the passenger Coupon A (the “ticket” for the Chicago to Milwaukee train) and Coupon B (their receipt).

5. Other En Route Revenue Situations

(Listed in alphabetical order)

1. Charter Trains

a) Special Train Operations

The Conductor and the sponsor’s Trip Coordinator-in-Charge must jointly review the Transportation Notice before leaving the origin station to make sure that the Trip Coordinator understands all specifics of the train’s operation.

b) Evidence of Special Train Sales Price Paid

- The Trip Coordinator on special trains must keep the block of tickets in their possession at all times, it serves as evidence of charges paid.
- The ticket is good for the special train, route and date(s) indicated, and is subject to any other conditions shown, within the limits stated on the block ticket or as governed by the Tariff.
- The Trip Coordinator must surrender block tickets to the Conductor or Assistant Conductor when requested.
- A “Train Earnings Reports Envelope” (NRPC 158) must be prepared for this one ticket, with “Special Train” written in the train number blocks.

c) Adjustments to the Special Train Sales Price

Any deviation from service contracted must be documented on the block ticket and endorsed by the Conductor or Assistant Conductor with their employee identification number, date and location.

2. Death of a Passenger En Route

- The unused portion of any type of ticket held by a passenger who dies en route**, or at destination of a round-trip ticket, will be accepted for transportation of remains via Amtrak Express Service via the route and between points covered by the

unused portion of the ticket, provided that these points are authorized express stations that handle human remains as listed in the current *Amtrak Express Service Tariff*.

- b) **No additional charge will be collected**, unless a vehicle transfer is required.
- c) **Baggage/Express Agents will honor such unused portion of ticket** for issuance of an “*Express Waybill*” (NRPC 147) upon request of recognized authority or appropriate representative of the deceased passenger.

3. Fare/Payment Dispute

- a) **In the event of dispute between passengers and Conductor** concerning applicable fares, passenger must be requested to pay proper fare as determined by Conductor.
- b) **The passenger must** take the receipt and submit it with a claim for a refund from Amtrak.
- c) **Such claims can be filed with** any Amtrak agent or mailed to:

**Amtrak Customer Refunds-East
30th Street Station Box 70
2955 Market Street
Philadelphia, PA, 19104-2898**

4. Groups

- a) **Discounted group fare tickets are** sold for passengers traveling together.
- b) **Separate travel is not permitted.**
- c) **Tickets must be issued prior to boarding** the train since group tickets are not sold on-board.
- d) **A group fare requires a minimum of 20 fares to be collected**, even if there is less than 20 people in the group.
- e) **Under certain circumstances**, a free tour escort ticket may be allowed – one per 20 fare-paying passengers.
- f) **Tickets sold at a group fare and endorsed “GROUPS” are valid for travel in Sleeping Cars** providing the accommodation charge has been paid.

5. Members of Congress Frequent Passenger Identification Card

- a) **Members of Congress may be issued a Frequent Passenger Identification Card** by the Government Affairs department. (*Refer to Figure 8-63 and 8-64*)

- b) **This card is not a “flash pass”** and is not valid by itself for travel. Use of this card is not necessary when traveling on the same train as shown on the ticket. This card should not be collected by the Conductor.
- c) **This card allows the ticketholder** of any *Acela Express* or *Northeast Regional* ticket to travel on a train of the same or lower level of service between the same stations on the same travel date that is listed on their original ticket, without the need to exchange that ticket prior to boarding.
- d) **This card cannot be used to obtain Acela Express** first class seating. It is valid only in *Acela Express* business seating or *Northeast Regional* coach seating.
- e) **The use of this card does not guarantee the cardholder a seat** in those cases when it is used for travel on a train other than the one shown on the face of the ticket, and the train is sold out.



Figure 8-63 – Front of “Frequent Passenger Identification Card”

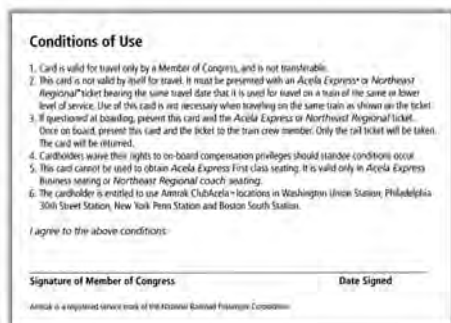


Figure 8-64 – Back of “Frequent Passenger Identification Card”

6. Musical Instruments

Musical instruments will be accepted on-board trains to occupy a seat at the applicable rail fare of the accompanying paying passenger, provided the instrument does not present a safety hazard.

7. Private Car Passenger Record (NRPC 3160)

- a) **All privately owned railroad cars moving on Amtrak trains must** meet minimum Amtrak and AAR (American Association of Railroads) interchange standards.
 - Every privately owned railroad car must move under proper movement and billing authority. *(For equipment not owned or leased by Amtrak and/or railroad-owned business cars; refer to section titled “Railroad-Owned Business Cars” in this chapter for specifics on movement of railroad-owned business cars.)*
 - This authority is a Transportation Notice, which is usually part of the train manifest.
- b) **Any deviations, whether voluntary or involuntary, from prepaid services** must be documented with a refund form or a Payment Due COTS.
- c) **Movement of private cars occupied by no more than 20 passengers and two attendants** is considered “LIVE” and must be noted in the Transportation Notice (TN).
 - Each passenger in excess of 20 per car and each attendant in excess of two per car will be charged the one-way adult regular rail fare between points of travel.
 - The only discount applicable is half-fare for children between the ages of 2 and 16.
- d) **Private cars are considered isolated** when they are positioned behind a Superliner, Talgo, or Baggage Car that does not allow access through the car, or are located between a locomotive and the above mentioned cars. The following provisions will govern when a Conductor is handling occupied privately owned railroad cars, which are not directly accessible by the train crew during movement.
 - The person-in-charge of the private car must be identified on the private car movement request form when it is submitted to CNOC and their name indicated on the *Passenger Name Record (PNR)*.

- The Conductor **must** meet with the person-in-charge at the originating point of their trip and must discuss the emergency plan, evacuation plan and method of communication for the private car they are traveling on in the event of an emergency.
- A “*Private Car Passenger Record*” (NRPC 3160) that identifies all passengers that will be on-board the private car must be completed by the person-in-charge of the private car. (*Refer to Figure 8-65*)
- The person-in-charge will give the completed form(s) to the Conductor, who will place these documents in the “*Train Earnings Reports Envelope*” (NRPC 158).
- If the “*Private Car Passenger Record*” (NRPC 3160) is unavailable, “*On-Board Passenger Record*” (NRPC 3085) may be substituted.
- The person-in-charge of the private car **must not** be under the influence of alcohol or drugs throughout the trip.
- In the event that a private car owner cannot meet these requirements, Amtrak will provide an additional train crew member to accompany the car at the owners’ expense.
- These instructions do not apply to deadhead-private cars that are not occupied.
- A person-in-charge will be identified for all private car moves, even those moves that are not isolated.
- The Conductor must still meet with that individual at the originating point of their trip and they **must** discuss the emergency and evacuation plan for the private car and a “*Private Car Passenger Record*” (NRPC 3160) must be completed and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).

c) **Half Price Fare**

- Half-price fares for children and other discounts that apply to regular rail fares will also apply.
- Non-Amtrak owned business cars traveling over a road not owned by that railroad are treated as if they are privately owned cars. (*Refer to section titled “Privately Owned Railroad Cars” in this chapter.*)
- Amtrak business cars traveling on Amtrak trains will only need the authority of a Transportation Notice.

9. **Service Adjustment (NRPT 27)**

(Refer to Figure 8-66)

a) **Conductors and Assistant Conductors are empowered to make service adjustments as a service recovery tool.**

- Service adjustments are made when there is a problem with passengers, such as no seats being available on all-reserved trains, equipment malfunctions or service disruptions.
- Conductors and Assistant Conductors are required to carry a minimum of two pads of “Service Adjustment” (NRPT 27).
- Instructions for completing the “Service Adjustment” (NRPT 27) are printed on the cover of each book of 25 forms.
- The “Service Adjustment” (NRPT 27) are chargeable stock, and they must be reported on the proper form.
- The top remittance copy must always be completed and remitted in the “RRB Service Voucher Envelope” (NRPC 2953).
- The stock opening and closing numbers must be shown on the “Conductor/Asst. Conductor Sales Report” (NRPC 193).

b) **When encountering passengers displaced from the accommodations which they have a ticket as a result of changes in equipment, duplicate sales, or selling errors involving wrong car, train or accommodation type, it is Amtrak’s policy to protect the displaced passengers in equal or superior accommodations without additional fare collection regardless of higher accommodation charges or greater minimum ticket requirements.**

- When known in advance by the Consolidated National Operations Center (CNOC), a Re-Accommodation Notice and Conductor's Boarding Advisory will be sent to the station passenger agent who will provide notification to the Conductor and Train Attendant, who will re-accommodate the passenger as advised.
- When this condition occurs without warning, due to a bad order or oversold condition, the Conductor will carry out the policy.
- The Conductor, utilizing equal or better accommodations when available, must re-accommodate the passenger according to policy.
- A report of the re-accommodation must be made by calling (800) 205-0711 as soon as practicable, designating the old and new train/car/ accommodation, and the reason for the change.
- No additional fare collection must be made for these involuntary adjustments.
- Authorization is automatic, the filing of the report by the Conductor to CNOC provides after-the-fact authorization.

c) **Service Adjustment Page of the “Service Adjustment” (NRPT 27).**

- An upgrade in travel accommodation must be recorded on the top coupon of the “Service Adjustment” (NRPT 27).
- The top copy must be signed and punched through all coupons in the Disposition target block in the center of the form.
- Remit all four coupons, and put them in an “RRB Service Voucher Envelope” (NRPC 2953) (Refer to Figure 8-67) that in turn goes in the “Train Earnings Reports Envelope” (NRPC 158).

d) **Service Voucher Page of the “Service Adjustment” (NRPT 27).**

- All authorized methods must be used to appease a dissatisfied customer before a Service Voucher is issued.
- A Conductor or Assistant Conductor may authorize complimentary food and/or beverage in this attempt.
- Failing in other means, the Conductor or Assistant Conductor is authorized to give the

customer a Service Voucher for a certain amount against future trip, up to \$50.00. (*Refer to the cover of the “Service Adjustment” (NRPT 27) for recommended amounts and categories.*)

- The service voucher is to be completed when a service issue, in the opinion of the Conductor or Assistant Conductor, warrants an adjustment.
- If issuing a Service Voucher is appropriate, the Conductor or Assistant Conductor must sign the second coupon and fill in the information required.
- The punch target in front of the words “Service Voucher” must be punched through all coupons.
- The second coupon is given to the passenger.
- The “Conditions of Use” must be shown to the customer on the reverse side.
- The first and the last two coupons of the “*Service Adjustment*” (NRPT 27) must be placed in a “*RRB Service Voucher Envelope*” (NRPC 2953) which in turn must be placed into the “*Train Earnings Reports Envelope*” (NRPC 158).

e) Reservation Credit Page of the “*Service Adjustment*” (NRPT 27).

- The reservation credit copy is to be used for standees holding tickets for reserved seating. This may also apply to a passenger who has been displaced from Business or First Class service.
- The Reservation Credit is worth up to \$150 toward future travel on Amtrak.
- Passengers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.
- Make every effort to find a seat for these passengers, including asking pass riders and non-paying employees to stand, informing parents of young children traveling free to put their children in their laps and informing passengers they must move their belongings off seats.
- The target block in front of the words “Res Credit” must be punched through all four coupons.
- The information next to this “Res Credit” on

the top coupon must be completed.

- The Reservation Credit, third copy on the “*Service Adjustment*” (NRPT 27) must be completed, signed and given to the passenger.
- Employees must show the passenger the “Terms and Conditions” of this Reservation Credit, which are on the reverse side.
- Place the top two and the bottom coupons in a “*RRB Service Voucher Envelope*” (NRPC 2953) and forward in the “*Train Earnings Reports Envelope*” (NRPC 158).

f) **Refund Page of the “*Service Adjustment*” (NRPT 27).**

- The refund page is to be used to document a situation which the Conductor or Assistant Conductor warrants consideration for a refund.
- Issuing the refund form provides the necessary information verifying that the passenger did not receive the service that was paid for so that the refund request can be considered but does not guarantee that the passenger will receive a refund.
- Never quote the amount of the refund that the passenger will receive. *The refund will be calculated by a Ticket Agent or by Customer Service – Refunds.*
- Some common reasons for refunds include:
 - riding short of the ticket station pair
 - fewer passengers traveling than ticketed
 - unavailable accommodations
 - involuntary downgrade from Sleeping Car accommodation to Coach
 - involuntary downgrade from Business Class to Coach
 - involuntary downgrade from *Acela Express* First Class to *Acela Express* Business Class
 - passenger having to detrain prior to planned destination due to illness or personal emergency
- The Conductor or Assistant Conductor must punch through all four coupons in the punch target located in front of the word “Refund.”
- The information on the top coupon below this (but in the same block) must be completed.

- The fourth copy, the Refund copy, must be signed and given to the passenger with their original ticket receipt.
 - Put the top three coupons in a “*RRB Service Voucher Envelope*” (NRPC 2953), and place the envelope in the “*Train Earnings Reports Envelope*” (NRPC 158).
 - Double and triple punching ticket receipts for service adjustments including refunds is no longer an acceptable procedure. *Ticket offices or Customer Relations will not honor punched receipts.*
- g) **If a passenger has received an Exchange Voucher** from a ticket office after changing or refunding tickets, that Voucher may only be used to purchase tickets at an Amtrak ticket office and cannot be used to purchase a ticket on-board the train.
- h) **Ticket Honored for Less than Full Value.**
When a ticket is honored in a lower cost type of service, for fewer persons than noted, or from an intermediate starting point, or for a child traveling on an adult ticket, “*Service Adjustment*” (NRPT 27) will be issued to the passenger.
- i) **Involuntary Downgrade from Sleeping Car to Coach.**
- Passengers who were notified of the downgrade before boarding and exchanged their tickets for a refund are not entitled to Sleeping Car meal amenities.
 - Passengers who were notified of the downgrade before boarding, but did not exchange their tickets will be downgraded on-board and receive a “*Service Adjustment*” (NRPT 27) for the Sleeping Car accommodation. Passengers in this situation are entitled to Sleeping Car meal amenities.
 - If en route Sleeping Car passengers are involuntarily downgraded to Coach due to equipment failure or other cause, the **passengers will still receive the meal amenity portion of the Sleeping Car accommodation.**
 - A “*Service Adjustment*” (NRPT 27) will be issued to refund the difference in price between Sleeping Car and Coach accommodations.
 - The Conductor will notify the LSA – Diner of the downgrade, and identify the passengers.
 - When an en route failure involves an entire

Sleeping Car, and the Conductor or Assistant Conductor cannot issue each Sleeping Car passenger a “*Service Adjustment*” (NRPT 27), call (800) 205-0711 and request a notation in ARROW to issue a “Block Refund” for all downgraded passengers. Passengers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.

j) **Voluntary Downgrade of Accommodation.**

Passengers who downgrade voluntary from Sleeping Cars, Business Class or *Acela* First Class accommodations do not receive any adjustments or refunds after the train's departure, since the passenger is already enroute.

k) **When an *Acela Express* train operates with non-*Acela Express* equipment,** the Conductor or Assistant Conductor is to make the “*Acela Express* Equipment Substitution” announcement in all cars as outlined in Chapter 10, “*On-Board Announcements and Signage*”.

- If the Conductor or Assistant Conductor is approached by a passenger that has an issue with the substitute equipment, the Conductor or Assistant Conductor is to inform the individual to call (800) USA-RAIL and ask for the Customer Relations.
- At no time is the Conductor or Assistant Conductor to make an announcement implying passengers will receive a refund.
- Do not issue an “*Service Adjustment*” (NRPT 27)
- There are to be NO refunds, when a *Acela Express* Business Class ticket is presented on a non-premium Coach train.

l) **In situations where a significant number of passengers are affected,** such as the blanking of a feature car, etc. The Conductor must adhere to the following procedure:

- Call (800) 205-0711 and report the following to CNOC:
 - Train number and its location when events occurred.
 - Circumstances or events that necessitated the service adjustments.
 - Make the “Significant Service Failure” announcement from Chapter 10, “*On-Board Announcements and Signage*”.

- Passengers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.

The image displays four Amtrak Service Voucher forms, each with a unique header and specific sections for passenger information and service details. The forms are: 1. Service Adjustment (NRPT 27), 2. Service Voucher (NRPT 28), 3. Reservation Credit (NRPT 29), and 4. Refund (NRPT 30). Each form includes fields for passenger name, ticket number, and service details, along with the Amtrak logo and a 'Passenger Service' section.

Figure 8-66 – “Service Adjustment” (NRPT 27)

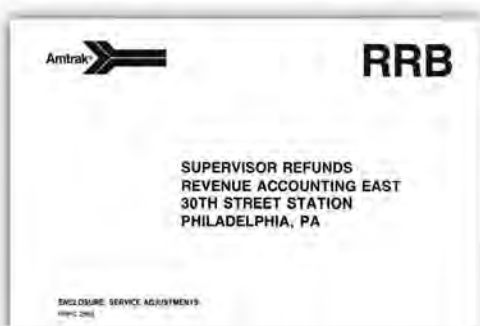


Figure 8-67 – “RRB Service Voucher Envelope” (NRPC 2953)

10. Standee Conditions/No Shows

- A "standee condition" exists only if every seat in a particular class of service is occupied and passengers in that class remain standing.** (Class of service is defined as: Coach, Business Class, First Class, etc.).
 - Passengers who choose not to sit because of vacant seat's location (e.g., the empty seat at a table on *Acela Express*; seats facing backward, and/or seats in the Quiet Car) are not to be counted as standees.
 - In such cases, the passenger has made their decision because of their preference, not because a seat is unavailable.
 - Conductors are required to report “standee conditions” on both reserved and unreserved trains to CNOC at (800) 205-0711.

- b) **In order to ensure that continuing or return space held by no-show passengers is made available for future sale**, the Conductor must call CNOC at (800) 205-0711 to release the space.
- c) **For the purpose of this rule**, no-show Sleeping Car space is defined as space not occupied within two hours or within one stop from the boarding point indicated on the manifest, whichever is longer.

11. Stopover

A stopover allows passengers to travel part of their journey and finish the rest later. There are certain procedures to make sure the passenger has no difficulty re-boarding and continuing the journey and to ensure that both parts of the journey will be recorded in each “*Train Earnings Reports Envelope*” (NRPC 158) correctly.

a) **Allowed on Some Tickets**

- Stopovers (breaks in a journey for more than 23 hours and 30 minutes) are allowed on regular full fare tickets such as YOFC, KOAE, UOF1, etc.
- No stopovers are allowed unless specifically allowed in the fare rules.
- Check individual fare plan rules in the back of the *Conductor's Memorandum Tariffs*.

b) **Not Allowed on Accommodation Charges**

- Stopovers are not allowed on published Sleeping Car accommodation or First Class seat charges.
- These charges are for continuous passage on the same car or train.
- Passengers must pay separate accommodation charges to and from each point of a stopover or transfer between trains (except where through cars are operated via connecting trains and through accommodation charges are published).

c) **Notification**

- Passengers desiring to stopover or transfer en route must inform the Ticket Agent, who will provide separate tickets to and from each point of change.
- Passengers desiring to make stopovers or transfers for which separate tickets have not been provided must notify the Conductor or Assistant Conductor prior to arriving at the

stopover point so that they can endorse the ticket accordingly and enter the required information on the “*Record of Tickets Honored But Not Lifted*” (NRPC 157).

- The Conductor or Assistant Conductor will draw a tight circle around this original punch on the face of the ticket.
- Near this circle write: “OFF AT” followed by the station name or three-letter city code, the train number, the date and crew member signature.
- Return the ticket to the passenger and enter the information on the “*Record of Tickets Honored But Not Lifted*” (NRPC 157).
- Passenger must be informed that they are required to make a reservation before boarding any reserved train to continue their journey.
- If a passenger chooses to stopover from an all-reserved train, the Conductor or Assistant Conductor must call (800) 205-0711 to release the vacated space back into inventory for sale.
- There is no limit on the number of stopovers or transfers that may be made along the route as long as they are within the validity period of the ticket.
- When the passenger continues the journey after a stopover, the next Conductor or Assistant Conductor must cancel the ticket again, next to the circled first cancellation.

d) **Reverse Direction**

When a stopover ticket is being honored in the opposite direction to which it reads, a reverse direction punch must be cut to ensure that the Conductor or Assistant Conductor on the remaining portion of the journey understands what the passenger is entitled to.

EXAMPLE:

A passenger traveling on a 100-mile journey uses the ticket in reverse direction, and detrains after 10 miles. They are due the remaining 90 miles. Without the reverse direction punch, it would appear that only 10 miles of travel was still due the passenger.

e) **Point Beyond**

- If a passenger gives a Conductor or Assistant Conductor a ticket for a point beyond the run of the train, the ticket must be examined closely.
- If it is a valid ticket, use the same stopover procedure.
- An alternative method is to lift the ticket and issue a COTS with no dollar value cut, and a new origin and destination.
- In this case, the “IN CONN WITH” block must be punched as well as the “TRAIN CHECK” block (if one is available).

f) **Exceptional Stopover Authority**

For the time necessary, stopovers will be authorized on accommodations tickets, and those types of passage tickets where stopovers are not otherwise permitted, when the stopover is necessitated by illness, injury or quarantine resulting in continued travel being impossible or dangerous to passengers or members of their party (verified by physician's letter) or interruption of train crew.

g) **Extension of Limit**

An extension of the time limit of tickets, and stopover privileges, will be granted without additional charge under any of the following conditions:

- **Illness or Injury** - In case of illness or injury which makes traveling dangerous, and when such illness or injury is authenticated by written certificate of the attending licensed physician or when other satisfactory evidence is given. This will also apply, if necessary, to one or more accompanying members of the family of the holder of tickets.
- **Quarantine** - To holders of tickets who become subject to an established quarantine and present proper certification thereto by the quarantining physician or other authorized public health officer.
- **Unforeseen Delays** - If, due to washouts, obstructions of tracks, operating delays, inability to provide transportation, floods, work interruptions, acts of God, etc., a passenger is delayed so that the limit of such passenger's ticket has expired or has elapsed to such an extent as to

curtail their stopover privileges, the delay will be certified by endorsement on ticket by the Conductor, Assistant Conductor, or other Amtrak representative.

- **Time limits will be extended** for the same number of days as illness, injury, quarantine, or washouts, etc. are certified as delaying the passenger.
- **Time limits will not be extended** to passengers purchasing tickets between two points with a stop over point for the purpose of taking a medical examination, a course of treatment, undergoing an operation, or seeking a more healthful climate.

12. Train Fare Penalty Waiver (NRPC 2429)

- a) **The OBF (On-Board Fare) will be waived** at all unstaffed/closed stations.
- b) **The OBF may also be waived at a boarding station when** the reservations and ticketing system has failed and, in the judgment of station personnel, passengers may miss their departing train. In those cases, the station personnel will follow established procedures and issue a “*Train Fare Penalty Waiver*” (NRPC 2429) to the Conductor to waive the fare. (*Refer to Figure 8-68*)
- c) **At stations where bus connections are running late**, if there is not adequate time for the sale of tickets, a waiver will be given to those passengers off the late bus so that they do not miss the train connection.
- d) **When the OBF is waived**, the Conductor or Assistant Conductor will punch one of the following codes on the COTS:
 - UNSTF – When OBF is waived because of an un-staffed or closed station.
 - STNWV – When station personnel have issued a “*Train Fare Penalty Waiver*” (NRPC 2429).

The form is titled "Amtrak TRAIN FARE PENALTY WAIVER". It includes fields for "Conductor Train # _____" and "Date _____". Below these, it states: "THIS IS YOUR AUTHORITY TO WAIVE THE TRAIN FARE PENALTY TO BEARER OF THIS FORM." and "GOOD ONLY ON DATE AND TRAIN SHOWN ABOVE AND APPLIES ONLY TO TRAINS DEPARTING FROM THIS STATION _____". There is a line for "Authorized by: _____" with "Signature & Title" written below it. At the bottom right, it says "A 042506 CONTROL NO.". At the bottom left, it says "NRPC 2429 (4/84)".

Figure 8-68 – “Train Fare Penalty Waiver” (NRPC 2429)

13. Transfer

- a) **A passenger who missed an established connection** at a point of transfer from one train to another due to a late Amtrak train arrival will be furnished accommodations of the type called for on the ticket, if available; or accommodations of the nearest type available, on the next train, without additional fare collection for higher accommodation charges or greater minimum ticket requirements. This guarantee does not apply to connections from Amtrak to any other carrier, except dedicated Thruway Service connections.
- b) **Passengers traveling at discounted fares**, which do not allow stopovers, must board connecting service within 23 hours and 30 minutes of their arrival at the transfer point. Through fares are valid via points of stopover or transfer as authorized above, provided travel continues in the same direction.

14. Uncollected Fare Report (NRPC 3008)

- a) **If, for any reason, transportation collection and examination is not completed** and passengers detrain, an “*Uncollected Fare Report*” (NRPC 3008), must be completed. (*Refer to Figure 8-69*)
- b) **The Conductor or Assistant Conductor(s) must complete the form as follows.**

-
- ## UNCOLLECTED FARE REPORT
- Conductors/Assistant Conductors are responsible for submitting this report when all transportation is not collected for any reason.
- | Train No. | Train Origin Date | Number of Cars Assigned to Train | Number of State Crew |
|-----------|-------------------|----------------------------------|----------------------|
|-----------|-------------------|----------------------------------|----------------------|
- | Between what station(s) were fares missed this trip? (Station) | | Estimated Number of Reported Lost Fares | Estimated Number of Shortage | Crew Fares, Credit Cards, Charges and/or Refunds | Equipment Shortage | Equipment Problems | Crew Fare Insufficient | Other Occurrences (Explanations) |
|--|-----|---|------------------------------|--|--------------------------|--------------------------|--------------------------|----------------------------------|
| Between | And | | | | | | | |
| | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
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- Explanation of Occurrences Continued:
- Conductor/Assistant Conductor: (Print Name)
- White Copy - Train is Delivered to the Ticket Machine
- Yellow Copy - Fare is Ticket Collection Problem
- Pink Copy - Fare Lost Due to Super-Attendant Unavailable
- Gold/Red Copy - Fare Lost Due to Crew Member Unavailable
- FORM 348-1 (01/01)
- Amtrak is a registered service mark of the National Railroad Passenger Corporation.

15. Union Business Travel Card

- 8-132

- e) **The Union Business Travel Card can only be used to obtain tickets** for transportation on the Amtrak system.
 - A reservation and a ticket are always required.
 - Reservations may be made through the call center or ticket office.
 - The tickets must be issued at a ticket office. Quik-Trak self-serve ticketing kiosk can not be used for tickets issued under this Union Business Travel Card.
- f) **Union Business Travel Cards are good for** reserved coach, unreserved coach and *Acela Express* business class only.
- g) **Union Business Travel Cards cannot be used for** Sleeping Cars (including BT), regular train Business Class, *Auto Train*, or 7000-8000 series thruway services.



Figure 8-70 – Example of Union Business Travel Card

T. Train Earnings Reports Envelopes (NRPC 158)

The “*Train Earnings Reports Envelope*” (NRPC 158) is a large white envelope with a blue border and string closure. (Refer to Figure 8-71) This envelope is the depository of lifted tickets and related ridership and revenue documents. The envelope’s flap contains instructions for packing tickets and other documents. All information must be written in ink on the envelope.

1. Originating Conductor

- a) **The first Conductor is responsible for securing and identifying the “*Train Earnings Reports Envelope*” (NRPC 158)** by recording the train

number, scheduled departure date, random ID check digit, train origin and destination on the front of the envelope.

- b) **The first and each succeeding Conductor will record** their name, employee identification number, the date they are scheduled to begin the run and the work assignment origin and destination.
- c) **Conductor and Assistant Conductor(s) are responsible for** ensuring that all passengers who had previously boarded have valid and properly cancelled ticket receipts by performing a train sweep, check seat checks or by verifying cancelled tickets in the “*Train Earnings Report Envelope*” (NRPC 158).
- d) **On trains that begin as one train and separate into two or more trains along the route,** the originating Conductor will secure and identify a “*Train Earnings Report Envelope*” (NRPC 158) for each route.
- e) **On trains that remain as one train but having special accounting needs** where collections need to be separate, the origin Conductor is responsible for securing and identifying each separate “*Train Earnings Report Envelope*” (NRPC 158).
- f) **At the station where a relieving train crew takes over,** it is the responsibility of the two Conductors to exchange the “*Train Earnings Report Envelope*” (NRPC 158). The first Conductor must inform the relieving Conductor of any important situations.
- g) **While the Conductor is responsible for the “Train Earnings Reports Envelope” (NRPC 158), they must** also brief other train crew members on the location of the envelope.
- h) **“Train Earnings Reports Envelope” (NRPC 158) must be kept in a place** that provides protection from heat, water, or impact damage in the event of a train emergency.

2. Content

The general rule is that if it does not record revenue or ridership, it does not belong in the “*Train Earnings Reports Envelope*” (NRPC 158). There must be sufficient evidence inside, or written on the outside of, the “*Train Earnings Reports Envelope*” (NRPC 158)

for all passengers carried. With this information, Amtrak can accurately determine the train's earnings and how many cars and train crew members are appropriate. Given that an accident could happen at anytime, this accounting must take place as soon as possible following the ticket lift after departing from each station.

a) **The following documents are to be placed in the “*Train Earnings Reports Envelope*” (NRPC 158).**

- Arrow and ARC tickets rubber banded together, all facing upward in the same direction – no staples.
- Arrow commuter tickets bundled separately.
- Book tickets, COTS, and “*On-Board Passenger Record*” (NRPC 3085) clipped together – no staples.
- Tickets that have not been lifted on a train on which the passenger has already traveled, with a note stating, “Not From This Train” and, if possible, the previous train number and date of travel.
- The “*RRB Service Voucher Envelope*” (NRPC 2953) containing the vouchers.
- Copy of “*Tickets Honored But Not Lifted*” (NRPC 157), if used.
- The last page of the train manifest, only if it contains long gun case tracking information.
- Yellow copy of the “*Pass Abuse Incident Report*” (NRPC 1502), if used.
- A copy of the *Transportation Notice* whenever a private car is in the consist.
- A “*Private Car Passenger Record*” (NRPC 3160), if available, for each private car in the consist. If not available, an “*On-Board Passenger Record*” (NRPC 3085) must be included for each passenger on the private car(s).

b) **Operating documents are not to be included in the “*Train Earnings Reports Envelope*” (NRPC 158).** Such documents are, but not limited to:

- Wheel reports.
- Time reports.
- Accident reports.
- Matrix reports.
- Delay reports.
- Found items.
- Ticket Purchase Record.

IMPORTANT NOTE: "Instructions" on Pouch Flap for Ticket Sorting Procedures **MUST** be adhered to in their entirety.

AMTRAK

FEDEX ONLY

TRAIN EARNINGS REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

Type Number:
 Train Departure Date:
 Submitting Conductor Last Name:
 Submitting Conductor Employee ID Number:

Conductor's Name	Employee ID No.	Date Worked	Conductor's Origin	Conductor's Destination
1				
2				
3				
4				
5				
6				
7				
8				
9				

Form is a controlled asset, and of the Railroad Account/Revenue Collection.

Figure 8-71 – "Train Earnings Reports Envelope" (NRPC 158)

3. Disabled Trains

- When a train becomes disabled** and a transfer of passengers takes place, the "*Train Earnings Reports Envelope*" (NRPC 158) must be given to the Conductor of the relief train.
- The Conductor of the disabled train** will seal the "*Train Earnings Reports Envelope*" (NRPC 158) and write "Disabled Train" on the front cover before turning over to the Conductor of the relief train.
- The Conductor of the relief train** will use their "*Train Earnings Reports Envelope*" (NRPC 158) for all tickets received from this point forward including tickets that were intended for the disabled train.
- Once the "*Train Earnings Reports Envelope*" (NRPC 158) has been sealed** from the disabled train, no additional tickets will be added.
- The Conductor of the relief train** will now be responsible for submitting both the disabled train and their "*Train Earnings Reports Envelope*" (NRPC 158) upon the completion of the trip.

4. Disposition

- At final destination the Conductor must submit** the "*Train Earnings Reports Envelope*" (NRPC 158) to the proper depository location immediately after the passengers have detrained.

- b) **The “Train Earnings Reports Envelope” (NRPC 158) may not be turned in at another station,** even if the other station accepts “*Train Earnings Reports Envelopes*” (NRPC 158).
- c) **If the last Conductor finds that the “Train Earnings Reports Envelope” (NRPC 158) is torn,** the string tie is missing or the safety of the contents is in any way jeopardized, any available envelope or envelopes may be used.
 - Make sure that these substitute envelope(s) are hand deposited in the proper location, with a full explanation of the circumstances that surrounds the substitute envelope(s).
 - If a station representative is available, hand deliver the substitute envelope(s) to them and explain the reason for the substitute envelope(s).
 - The station representative will then be responsible for properly labeling the substitute envelope and forwarding it to Amtrak Revenue Operations in El Paso, Texas by FedEx delivery service.

U. Conductor/Asst. Conductor Sales Report (NRPC 193)

1. Form Layout

- a) **All train service employees who have worked passenger trains** where revenue (e.g., cash or credit cards) has been collected, must complete and submit a “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) for each train worked, with the required remittance. (*Refer to Figure 8-72*)
- b) **All COTS stock used on a certain train must be noted** in the “Opening Number,” “Closing Number,” and “Number Issued” of the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) for that train. The same goes for all chargeable stock. If a form is signed for and is sequentially numbered, it is chargeable.

Figure 8-72 – “Conductor/Asst. Conductor Sales Report” (NRPC 193)

2. Completing Form

The following information is required to properly complete the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193):

- Print employee’s full name in this format** (last name, comma, first name, and middle initial).
- Print the train origination date.**
- Print the employee’s 8-digit Employee Identification Number (SAP ID).**
- Print the train number using all are four boxes.**
For train numbers less than four digits, enter zeroes in the lead blocks.

EXAMPLE:

Train number 20 would be written as “0020.”

- Print employee’s crew base.** This is the same as the 3-letter city code, with the following exceptions:
 - Chicago, Zone 4 = CZ4
 - Chicago, Zone 8 = CZ8
 - Washington, Zone 5 = WZ5
 - Los Angeles, Zone 12 = LZC
 - CSX Transportation = CSX
- Print the 3-letter city code where employee “WORKED FROM.”**
- Print the 3-letter city code where employee “WORKED TO.”**
- Print the work date.** If the employee begins in the p.m. of one day and finishes in the a.m. of the next, use the p.m. date.
- Print the 3-letter city code where you remit** with the exceptions of these Ticket Receiver’s offices, which are:
 - New Haven = NTR

- New York = NYR
 - Washington = WRO
 - Chicago = CTR
- j) **Print the six-digit station number where remitting** (this must be posted at the site; if not, ask an agent).
 - k) **Print the remittance date.**
 - l) **Punch the applicable block** for a Conductor or Assistant Conductor.
 - m) **Sign the “Conductor/Asst. Conductor Sales Report” (NRPC 193) only after acknowledging that:**
 - “This report is a correct statement of final disposition of all sales and use of COTS. Cash and credit card collection total confirmed by count of funds before and after train run.”
 - Signing verifies that all statements and blocks are filled in correctly.
 - n) **Print the number from the ticket punch.** If your ticket punch does not have a number, turn it in for one that does.
 - o) **For each used sequence of COTS numbers,** print the opening number, this includes voided COTS.
 - For stock whose form number is not the first two digits of the number, print the form number (without the NRPC or NRPT).
 - Do not include the check digit (the number following, set off by a dash or a space), without which the document’s numbers run in consecutive order.
 - p) **For each sequence of used COTS numbers,** print the last three digits of the closing number-the number of the last ticket actually used.
 - This includes voided COTS.
 - Do not include the check digit.
 - If no COTS were used or voided, write no number in the space.
 - q) **For each sequence of COTS,** print the total number used/issued. This includes voided COTS.
 - r) **The “Comments” lines** are for any notation relating to sales, voided tickets, lateness of the report, overages or shortages, or any revenue-related issue.
 - s) **The Ticket Agent or Ticket Receiver stamp** validates that the station, as reported, received the sales.
 - The date stamped must match the remit date box on the “Conductor/Asst. Conductor Sales

Report” (NRPC 193); that was filled in by the Conductor/Assistant Conductor(s).

- This validation makes the COTS a receipt.
 - It is a disciplinary offense to falsify the remit date and information.
- t) **The receiving agent signature line** is for the Ticket Agent/Ticket Receiver who receives the sales collections.
- u) **The “No Sales” block** is for the station agent to punch only if the PTT is not functioning.
- v) **The total of cash and checks collected** on every train must be totaled and printed in the “Cash and Checks” blocks.
- The total of cash and checks collected must be the total of all cash fare tickets plus any overages in cash.
 - The total must never be less because shortages must be made good.
- w) **The “US Equivalent of Canadian” blocks** are for the US value of the Canadian currency collected.
- x) **The “Direct Bill” blocks** are for Payment Due by the passengers carried on COTS.
- y) **“TOTAL SALES” blocks** are for the total of all sales: cash, checks, “US Equivalent of Canadian”, credit card charges, and direct bills. This is the total sale for a particular train.
- z) **The “Amount Received by Agent” blocks** are to be punched by the Ticket Agent/Ticket Receiver who receives the sales.
- The Conductor or Assistant Conductor must check their copy for accuracy when the agent returns it.
 - The “Amount Received by Agent” is the actual amount of the total sales received.

3. “No Sale” Entered in Paperless Time Ticket (PTT) System

- a) **Train service employees who have worked trains where no revenue has been collected on-board,** must now make a “No Sales” entry in the Paperless Time Ticket (PTT) system for that day.
(Refer to Figure 8-73)

OpenNoSales - brought to you by AMTRAK Corporation

File Edit View Favorites Tools Help

AMTRAK Main Menu Help Log Off Development 2.90

Create/Correct 193 Sales Report (No Sales Only)

PLEASE MARK TRAINS WITH NO SALES AND CERTIFY 193 SALES REPORT

ID: 00700017 Name: DELLA WARE ADL Work Date: 11/03/2004 Job Symbol: AWN425

Train Nbr	Start Location	End Location	Sales Indicator	Delete
0143	WAS	NYP	<input type="checkbox"/> No Sales	X
2175	NYP	WAS	<input type="checkbox"/> No Sales	X

Add New Line

I Certify This To Be Correct Mark All Cancel Reset

Figure 8-73 – “No Sales” entry in the Paperless Time Ticket (PTT) system

- b) **The entry process will then validate the “No Sales” transaction(s).** (Refer to Figure 8-74)

OpenNoSales - brought to you by AMTRAK Corporation

File Edit View Favorites Tools Help

AMTRAK Main Menu Help Log Off Development 2.90

Create/Correct 193 Sales Report (No Sales Only)

Ticket Reference PopUp - Web Page Dialog

Your Ticket was successfully submitted
TICKET REFERENCE NUMBER IS
110200401

OK

Job Symbol: AWN425

Train Nbr: 0143, 2175

Start Location: WAS, NYP

End Location: NYP, WAS

Sales Indicator: ☐ No Sales

Delete: X, X

http://despt01.b01-vsc2.presentation/OpenNoSales.aspx?ReferencId=OpenServiceTicket.aspx...

Figure 8-74 – Validate of “No Sales” transaction(s)

- c) **When the PTT systems is unavailable or malfunctioning**, train service employees are required to remit the “Conductor/Asst. Conductor Sales Report” (NRPC 193), indicating “No Sales.”
- Once entered, “No Sales” reports cannot be changed.
 - Employees who must make changes to their “No Sales” reports previously entered into the PTT system must notify their supervisor.

- d) **In situations where there have been “No Sales” during the assignment**, but a COTS ticket has been voided, the Conductor or Assistant Conductor must submit the voided COTS on a properly completed “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) and remit in the normal manner. Use of the PTT system in this case is not permitted, even though no sales were made on-board the train.
- e) **Conductors and Assistant Conductors working in MARC service** are prohibited from processing “No Sales” reports through the PTT system.
- f) **All requirements in this section pertaining to the use of the “No Sales” block on the “Conductor/Asst. Conductor Sales Report”** (NRPC 193) still apply, during those instances when that form must be used to record “No Sales.”
- g) **“No Sales” reports that have been processed through the PTT system**, or submitted on “*Conductor/Asst. Conductor Sales Report*” (NRPC 193), are subject to audit reviews for a period of up to two (2) years.

V. Remit

1. Funds

- a) **At the completion of the trip**, the Conductor and Assistant Conductors must total all cash fare tickets that they handled individually. Separate the total of checks and cash collected from the starting amount. If the remaining total of cash is the same as the before train total, the Conductor or Assistant Conductor has “balanced.”
- b) **The total of cash, credit cards, checks and payment due forms must be remitted as soon as possible**, to a Ticket Office/Receiver, along with all tickets issued and all copies of any voided COTS.
- c) **If the total of cash, credit cards and checks collected during the trip is more than the COTS sales**, this is an Overage.
 - Overages must be included in the deposit for the train .
 - Overages must be noted in the comments area of the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- d) **If the total of cash, credit cards and checks collected during the trip is less than the COTS**

sales, this is an Shortage. Shortages must be paid immediately when remitting.

e) **Conductor or Assistant Conductor's personal check** may not be remitted in lieu of Amtrak funds.

f) **If an audit reveals that the sum of the cash fare tickets is more than the cash and checks remitted,** the Conductor or Assistant Conductor could be subjected to disciplinary action.

g) **The 48-Hour Rule**

- When there is no agent to remit to at that time or there is another train that must be worked, and there is not enough time to remit between assignments, the remittance must be made as soon as possible, and must not exceed 48 hours after the end of the work assignment.
- If two days of relief commences within 24 hours of the work assignment, the limit will be 72 hours.
- If the Conductor or Assistant Conductor cannot comply with the 48-Hour Rule they must contact their supervisor and be absolutely clear when they will remit.
- This **must** always be at the first opportunity.

h) **The Five-Day Rule**

- For remittances that are made later than 72-hours (three full days) after the end of the work assignment, specific approval must be granted **before** the end of this period.

EXAMPLE:

An employee is an extra board Assistant Conductor who works out of a no agent station, working north or south. The southern train crew change point is in a station without a station agent. The northern train crew change point has a ticket office. The clear understanding is that they will remit all outstanding Sales Reports each time they work north.

- Employees must call their supervisor for instruction if they have non-remitted sales.
- When out-of-service, the same rule applies.
- Each Conductor and Assistant Conductor is responsible for contacting their supervisor to discuss the remittance delay **before** the end of the 72-hour period.

i) **Vacations**

- If it is possible to remit before leaving railroad property after the last trip before vacation, there will be no special exception given.
- The 48-Hour Rule still applies.
- If it is not possible to remit before leaving railroad property after the last trip, remittance will be considered late if not in before the 48 hour, 72 hour or 5-day rule, unless authorized by the Conductor's or Assistant Conductor's supervisor.
- If the time limits under the exceptions have passed, but specific approval was granted, this must be noted on the Sales Report in the comments area with the name of the supervisor.
- If the remit time has passed, but there has been discussion about this lateness between the Conductor or Assistant Conductor and their supervisor, this must be noted on the Sales Report with the name of the supervisor.
- If the remittance is late and the Conductor or Assistant Conductor feels there is a valid reason for the delay, but has not discussed it with their supervisor, this must be noted on the sales report.

j) **It is unacceptable to delay a remittance** for the purposes of utilizing that remittance's cash and coin to make change on a subsequent trip.

k) **When signing the “Conductor/Asst. Conductor Sales Report” (NRPC 193)**, the Conductor or Assistant Conductor is attesting that the remittance is the true amount of all sales.

2. Out-Dated COTS

- a) **COTS is not valid for sale after one year** (1) has elapsed from the book's issuance date.
- The issuance date can be found on the outside front cover of the book, above the grid area, in a box titled “Agent's Stamp Here.”
 - All tickets within the expired book must be voided and submitted on a “Conductor/Asst. Conductor Sales Report” (NRPC 193) to a Ticket Agent or Ticket Receiver on the one-year (1) anniversary from the issuance date, or the first opportunity thereafter.
 - The ticket agent will return the pink copy as the Conductor or Assistant Conductor's receipt.

- The agent will retain the blue copy as a station record and will send the voided book to Ticket Stock Control in Washington DC along with the Sales Report copy and the Station Accounting copy of the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).

b) **The “*Conductor/Asst. Conductor Sales Report*” (NRPC 193)**, and associated COTS Auditor’s Coupons, will be taken into possession by the Station Remittance Clerk accepting the remittance, under all circumstances. The station will be responsible for forwarding these documents to the Amtrak Finance Department processing office in El Paso, as part of the Station Sales Report.

c) **Conductors or Assistant Conductors leaving passenger service**

- If a Conductor or Assistant Conductor leaves passenger service and does not expect to return to ticket collecting within six months, all chargeable COTS must be voided and remitted and the ticket punch must be returned to their supervisor.
- The chargeable COTS must have written on the cover:
 - your name
 - social security number or employee identification number
 - date
 - reason for turning the COTS
- A separate “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) will be used to document this return.

3. “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) Distribution

a) **When remitting, the Ticket Agent or Ticket Receiver** will distribute the four coupons of the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) as follows:

- The first (Sales Report Copy) and second (Station Accounting Copy) coupons will be retained by the Ticket Agent or Ticket Receiver.
- In some locations, the third copy (Station Agent Copy) will be returned to the Conductor or Assistant Conductor to immediately put in the drop box outside the cashier’s window.

- The fourth copy (Conductor/Asst. Conductor Copy) will be returned to the Conductor or Assistant Conductor and must be retained for a minimum of two years.

Chapter 8

Section 2

On-Board Service Accounting Procedures

Introduction

It is critical for On-Board Services employees to be proficient in the company's accounting procedures. The following policies apply to On-Board Services crews who handle Amtrak corporate funds, stock and inventory.

It is the responsibility of all employees to ensure that all requirements outlined in this document be completed in a clear and legible manner. Illegible or incomplete information limits the corporation's ability to properly document transactions, and can lead to financial loss. Any loss incurred by the corporation due to illegible or incomplete transactions or documents will be debited to the responsible employee.

A. Working Fund (Applicable to the LSA)

This section details the procedures used when a working fund is issued, returned or outstanding.

1. Issuing a Working Fund

- a) **To obtain a working fund**, the LSA must make a request to the crew base.
- b) **Working funds are only issued from** the Ticket Receiver's office or ticket office.
- c) **The working fund for a LSA may not exceed \$300.00.**
- d) **LSAs may have only one working fund** active at any one time.
- e) **The working fund is subject to audit at any time** by the Manager of On-Board Services (or designee), Crew Base Manager or supervisor, Internal Audit, or the Amtrak Police Department.

2. Working Funds Held by Employee

Prior to or during a trip, employees must do the following.

- a) **Ensure the working fund is at the authorized amount.**
- b) **Ensure that the working fund has an appropriate amount of small bills and change. This must include a minimum of \$5.00 in gold \$1 Coins.**
- c) **Ensure change is replenished** enroute or at turn around points.
- d) **Ensure the working fund is kept secure at all times.** At turn around points and at home crew bases, where available, the LSA may have the

Station/Ticket Receiver hold their working fund using the “*Bank Bag Claim Check*” (NRPC 951). (Refer to Figure 8-75)

- e) **Report stolen working fund to the Amtrak Police** and crew base management immediately. Employees should obtain a copy of the police report for his/her records.
- f) **If it is determined at the conclusion of the investigation that the LSA is liable**, the employee will be held responsible for any missing funds.
- g) **When a LSA is absent from duty for any reason other than approved vacation or personal holiday**, he/she is responsible for remitting his/her working fund to the station Ticket Agent or Ticket Receiver where the fund was issued to the employee (applicable at crew base locations where employees retain the working funds).
- h) **If a LSA is terminated and fails to return his/her working fund**, the Crew Base Manager must have the Payroll Department deduct the amount of the working fund from the LSA’s paycheck (not valid in states where prohibited). A “*Personnel Action Request*” (NRPC 2000) is required. If the LSA has no wages due them, the manager must advise the employee via certified mail, that the funds are due and instruct the employee to return the funds immediately. If the employee fails to return the fund, the Crew Base Manager will request that the corporation take the employee to a formal collection process. This is done through the Senior Officer Revenue Remittance, and the collection activity may be reported to the credit bureau.


		006007	
Bank Bag Claim Check			
Employee Name:		Bank Bag Number:	
Date Bag Received: / /	Date Bag Returned: / /		
Station Employee signature acknowledging RECEIPT of bank bag X		OBS Employee signature acknowledging RETURN of bank bag X	
Station Die Stamp (Receipt)		Station Die Stamp (Return)	
<small>NRPC 951 (12/05) White – Employee Manila Tag – Stays with Bank Bag Amtrak is a registered service mark of the National Railroad Passenger Corporation </small>			

Figure 8-75 – “Bank Bag Claim Check” (NRPC 951)

3. Returning a Working Fund

- a) **The employee is responsible for remitting his/her working fund** to the Station Ticket Agent/Ticket Receiver where the working fund was issued to the employee.
- b) **Local procedure may require** an employee to remit his/her working fund after each trip.
- c) **Any shortage or loss of funds is the responsibility of the LSA.**
- d) **When a LSA transfers to another crew base**, the working funds issued by the crew base they are leaving, must be returned. The new crew base will issue a new working fund to the employee. It is the responsibility of the new crew base to ensure that the working fund at the former crew base has been closed.

B. Receiving Paperwork (Applicable to the LSA and Chef)

When the LSA and Chef report to the designated location, they must obtain the correct Food and Beverage Sales Report envelope and “*Transfer Out Form*” (896).

1. Food and Beverage Sales Report Envelopes

There are six (6) different Food and Beverage Sales Report envelopes for the collection of paperwork.

- a) **“Dining Car Report” (NRPC 131)** – green color. (Refer to Figure 8-76.)
- b) **“Café/Lounge, Food & Beverage Sales Reports” (NRPC 695)** – gold color. (Refer to Figure 8-77.)
- c) **“Diner/Lounge Combination, Food & Beverage Sales Reports” (NRPC 3255)** – orange color. (Refer to Figure 8-78.)
- d) **“First Class/Club Car, Food & Beverage Sales Reports” (NRPC 3275)** – purple color. (Refer to Figure 8-79.)
- e) **“POS Trains, Food & Beverage Sales Reports” (NRPC 3276)** – red color. (Refer to Figure 8-80.)
- f) **“Cart Service, Food & Beverage Sales Reports” (NRPC 3256)** – lime green color, (Refer to Figure 8-81.)

ATTENTION CREW BASE:
Ship both Chef and LSA packet on the same day. Do not ship one without the other.

Form Number:

Crew Base:

Chief (Applicable to People Chef's Base):

Substituting (Substituting Employee ID Number):

LSA (Last Name):

LSA (First Name):



Dining Car Report

FEDEX ONLY

AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

This section to be completed by a Crew Base Representative only.

This packet contains the following: (check appropriate boxes)

<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> R&R (Recovery) Report <input type="checkbox"/> Cash Purchase Receipt <input type="checkbox"/> Completed Service Receipt <input type="checkbox"/> New/old Check Card (Check Card) <input type="checkbox"/> Most Check Card (Check Card)	<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report
---	--

Comments:

Crew Base Representative's Information: (check page)

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number:

FOR FINANCE DEPARTMENT USE ONLY:

Log-in: OK: A000 Prop ID: A: A000

Comments: _____

Figure 8-76 – "Dining Car Report" (NRPC 131)

Form Number:

Crew Base:

Chief (Applicable to People Chef's Base):

Substituting (Substituting Employee ID Number):

LSA (Last Name):

LSA (First Name):



Café/Lounge

FEDEX ONLY

FOOD & BEVERAGE SALES REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

This section to be completed by a Crew Base Representative only.

This packet contains the following: (check appropriate boxes)

<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> R&R (Recovery) Report <input type="checkbox"/> Cash Purchase Receipt <input type="checkbox"/> Completed Service Receipt <input type="checkbox"/> New/old Check Card (Check Card) <input type="checkbox"/> Most Check Card (Check Card)	<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report
---	---

Comments:

Crew Base Representative's Information: (check page)

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number:

FOR FINANCE DEPARTMENT USE ONLY:

Log-in: OK: A000 Prop ID: A: A000

Comments: _____

Figure 8-77 – "Cafe/Lounge, Food & Beverage Sales Reports" (NRPC 695)

Form Number:

Crew Base:

Chief (Applicable to People Chef's Base):

Substituting (Substituting Employee ID Number):

LSA (Last Name):

LSA (First Name):



Diner/Lounge Combination

Food Service Report (includes Diner/Lounge/Combination)

FEDEX ONLY

FOOD & BEVERAGE SALES REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

LSA: Put your initials next to all items that are contained in this packet. This packet contains the following: (initial the appropriate items):

<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> R&R (Recovery) Report <input type="checkbox"/> Cash Purchase Receipt <input type="checkbox"/> Completed Service Receipt <input type="checkbox"/> New/old Check Card (Check Card) <input type="checkbox"/> Most Check Card (Check Card)	<input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Completed Transfer Out Letter <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report <input type="checkbox"/> Transfer Out Monitoring Report
---	---

Comments:

Crew Base Representative's Information: (check page)

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number:

FOR FINANCE DEPARTMENT USE ONLY:

Log-in: OK: A000 Prop ID: A: A000

Comments: _____

Figure 8-78 – "Diner/Lounge Combination, Food & Beverage Sales Reports" (NRPC 3255)

AMTRAK

First Class/Club Car

FEDEX ONLY

FOOD & BEVERAGE SALES REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

This section to be completed by a Crew Base Representative only.

This packet contains the following: (check appropriate boxes)

- ☐ Completed Revenue Data Form
- ☐ Cash Register Receipts Report
- ☐ Cash Purchase Receipts
- ☐ Temperature Monitoring Report
- ☐ Complimentary Service Document
- ☐ Other Document
- ☐ Business Class Food/Beverage
- ☐ Other Document
- ☐ Other Document

Comments:

Crew Base Representative's Information:

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number: _____

FOR FINANCE DEPARTMENT USE ONLY:

Logger Use A000 _____ Page ID # A000 _____

Comments: _____

Figure 8-79 – “First Class/Club Car, Food & Beverage Sales Reports” (NRPC 3275)

AMTRAK

POS Trains

FEDEX ONLY

FOOD & BEVERAGE SALES REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

This section to be completed by a Crew Base Representative only.

This packet contains the following: (check appropriate boxes)

- ☐ Completed Revenue Data Form
- ☐ Cash Register Receipts Report
- ☐ Cash Purchase Receipts
- ☐ Temperature Monitoring Report
- ☐ Complimentary Service Document
- ☐ Other Document
- ☐ Business Class Food/Beverage
- ☐ Other Document
- ☐ Other Document

Comments:

Crew Base Representative's Information:

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number: _____

FOR FINANCE DEPARTMENT USE ONLY:

Logger Use A000 _____ Page ID # A000 _____

Comments: _____

Figure 8-80 – “POS Trains, Food & Beverage Sales Reports” (NRPC 3276)

AMTRAK

Cart Service

FEDEX ONLY

FOOD & BEVERAGE SALES REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

LSA: Put your initials next to all items that are contained in this packet.

This packet contains the following: (check appropriate boxes)

- ☐ Completed Revenue Data Form
- ☐ Cash Register Receipts Report
- ☐ Cash Purchase Receipts
- ☐ Temperature Monitoring Report
- ☐ Complimentary Service Document
- ☐ Other Document
- ☐ Business Class Food/Beverage
- ☐ Other Document
- ☐ Other Document

Comments:

Crew Base Representative's Information:

Last Name: _____

First Name: _____

Crew Base Representative's Employee ID Number: _____

FOR FINANCE DEPARTMENT USE ONLY:

Logger Use A000 _____ Page ID # A000 _____

Comments: _____

Figure 8-81 – “Cart Service, Food & Beverage Sales Reports” (NRPC 3256)

- g) **The LSA and Chef are responsible** to ensure that the correct Food and Beverage Sales Report envelope is being used and is properly filled out with the correct information printed clearly.

Required entries:

- The outbound train number.
- The outbound origin date.
- His or her name.
- His or her SAP number.
- City Location code of his or her home crew base. Crew Base Three Letter Code:
 - **BOS** - Boston
 - **NYP** - New York
 - **WAS** - Washington
 - **RGH** - Raleigh
 - **MIA** - Miami
 - **CHI** - Chicago
 - **NOL** - New Orleans
 - **LAX** - Los Angeles
 - **FTW** - Ft. Worth
 - **OAK** - Oakland
 - **SEA** - Seattle

- h) **The train number listed on the “Transfer Out Form” (896) must match** the train the employee is working and recorded on the front of the report envelope. If an employee assists on a train one-way and works another train back, the only train on the front of the report envelope will be the train they worked as the LSA.

- i) **For long distance Dining and Lounge Cars:**

- When the inventory is not turned in at the turn around point, the paperwork must support the entire round trip.
- When the inventory is turned in at the end of a trip, (essentially one leg of the round trip), the paperwork must be completely closed out and a remittance made for that trip. New paperwork and a new inventory will be issued for the return trip. Local procedures will determine where the employee will turn in their Food and Beverage Sales Reports Envelope.

2. Employee Stock & Paperwork Accountabilities

a) LSA-Diner

- The LSA has specific responsibilities for both the inventory and accounting of the Dining Car stock including alcoholic beverages, miscellaneous beverages and desserts (Sections A and C of the “*Transfer Out Form*” (896)).
- Before leaving the commissary, the LSA is responsible for documenting all inventory transactions (Start Issue, Back Orders, Start Issue Credits) for all alcoholic beverages, miscellaneous beverages, desserts and support inventory.
- The LSA’s copy of the “*Transfer Out Form*” (896) must include a complete list of all items issued to the Dining Car.
- The LSA is to sign the “*Transfer Out Form*” (896) for the stock only after all shortages/overages are corrected, Start Issue Credits handled, and Back Orders received and checked and the Catering Vendor representative has signed.
- Once the “*Transfer Out Form*” (896) has been signed by the Catering Vendor representative and the LSA, the responsibility for the stock has transferred from Catering Vendor to the LSA.
- The LSA is responsible for the accounting of entrée sales as documented on Meal Checks (*Refer to section G. “Universal Meal Checks”*). At the end of the trip, the LSA is to complete the UNIT SOLD column for "B" items ENTREES of the “*Transfer Out Form*” (896). This total must be abstracted directly from the meal checks using the required abstract sheet. (*Refer to Figure 8-87*)
- The LSA is responsible for maintaining a “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143). (*Refer to section F. “Condemnation”*)
- The LSA is responsible for ensuring that he/she has a blank “*Transfer Out Form*” (896).

- The Chef and LSA are jointly responsible for all support items.

b) Chef

- The Chef has specific responsibilities for both the inventory and accounting of all of the center-of-the-plate items (Section B of the “*Transfer Out Form*” (896)).
- Before leaving the commissary, the Chef is responsible for documenting all inventory transactions (Start Issue, Backorders, Start Issue Credits) for all center-of-the-plate items.
- The Chef’s copy of the “*Transfer Out Form*” (896) is a duplicate of the LSA’s. Each, however, is responsible for different sections of the “*Transfer Out Form*” (896). At the beginning of the trip, the Chef is responsible for Section "B" entries on his/her copy of the “*Transfer Out Form*” (896) for Start Issue, Backorder and Start Issue Credit.
- The Chef’s copy of the “*Transfer Out Form*” (896) must include a list of all center-of-the-plate items in Section “B”.
- The Chef and LSA are jointly responsible for all support items.
- After all of the stock has been inventoried, all shortages/overages corrected, Start Issue Credits handled, and Back Orders received and checked, the “*Transfer Out Form*” (896) must be signed by the Catering Vendor representative and the Chef.
- Once the “*Transfer Out Form*” (896) has been signed by the Catering Vendor representative and the Chef, the responsibility for the stock has transferred from Catering Vendor to the Chef.
- The Chef is responsible for maintaining a “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) (*Refer to section F. “Condemnation”*)

c) LSA-Café/Lounge/Combination Cars

- The LSA has responsibilities for all the inventory and accounting of the Café/Lounge/Combination Car stock.
- Before leaving the commissary, the LSA is responsible for documenting all inventory transactions (Start Issue, Back Orders, Start Issue Credits) for all items.

- After all of the stock has been inventoried, all shortages/overages corrected, Start Issue Credits handled, and Back Orders received and checked, the “*Transfer Out Form*” (896) must be signed by the Catering Vendor representative and the LSA.
- Once the “*Transfer Out Form*” (896) has been signed by the Catering Vendor representative and the LSA, the responsibility for the stock has transferred from Catering Vendor to the LSA.
- The LSA’s copy of the “*Transfer Out Form*” (896) will include a complete list of all items issued to the Café/Lounge/Combination car.
- The LSA is responsible for maintaining a “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143). (Refer to section F. “*Condemnation*”)

d) **LSA-Cart**

- **Cart Service LSA’s are to comply** with all of the procedures and policies outlined in this chapter for Café/Lounge/Combination Cars.
- **The LSA is responsible to ensure that** the correct Food and Beverage Sales Report envelope “*Cart Service*” (NRPC 3256) is being used and is properly filled out with the correct information printed clearly. (Refer to Figure 8-81.)
- **Cart Service LSA’s are to comply** with local requirements regarding Working Funds, Remittance and Beginning and End of trip duties and responsibilities.

C. Receiving Food and Beverage Inventory

There are six components to the process of receiving food and beverage inventory at the train’s point of origin. The six components consist of the “*Transfer Out Form*” (896), the physical inventory, Discrepancy Report, Start Issue Credits, Backorders, and the transport of stock to train side.

1. “*Transfer Out Form*” (896) (Beginning of Trip)

The “*Transfer Out Form*” (896) is the official inventory document of record listing all of the items, by type and quantity, that are being issued to a particular Food Service Car.

- a) **The LSA and Chef are to each receive a “Transfer Out Form” (896)** from the Catering Vendor.
- b) **The “Transfer Out Form” (896) must** be on the correct multi-part paper and not a copy or laser print-out.
- c) **The Start Issue column of the “Transfer Out Form” (896) is always completed by the Catering Vendor.** The LSA and Chef are not to make any changes in the Start Issue column. Any discrepancies or changes are to be handled through one of the following procedures:
 - Inventory Discrepancies (Overages/Shortages) (*Refer to section C3.*)
 - Start Issue Credit (*Refer to section C4.*)
- d) **The “Transfer Out Form” (896) must stay with the employee and** the accompanying inventory for the duration of the trip.
- e) **The LSA and Chef are responsible for maintaining their own individual “Transfer Out Form” (896)** throughout the trip.
- f) **The LSA and Chef are required to submit the completed “Transfer Out Form” (896)** to the crew base or location designated by crew base at the end of the trip.
- g) **The “Transfer Out Form” (896) is subject to audit by Amtrak Management and/or others designated to perform an audit at any time.**
- h) **A second blank “Transfer Out Form” (896)** is to be issued to the LSA and Chef.
 - Both the LSA and Chef must have a blank “Transfer Out Form” (896) with them at all times.
 - If the LSA and Chef do not have a current blank “Transfer Out Form” (896) they must request one from the Catering Vendor or crew base.
 - The blank “Transfer Out Form” (896) is to be used in the event of a disruption in service that results in a change of equipment or where local instructions require an employee to transfer stock to another employee.

2. Physical Inventory

The physical inventory consists of all the items being issued to the train.

- a) **All crewmembers assigned to a car are to participate in the inventory process at the Catering Vendor's location** as directed by the LSA or Chef. In some cases, report times and/or locations may restrict the ability of all employees to participate throughout the process. However, that does not exempt an employee from participating.
- b) **All items must be verified** to ensure that the quantity received matches the numbers shown in the Start Issue column of the *"Transfer Out Form"* (896).
- c) **All products must be inspected** to ensure that they meet all applicable Food and Drug Administration (FDA) and Amtrak Food & Beverage and Public Health standards. (*Refer to Chapter 3 FDA "Rules and Inspections"*)
Attention must be given to:
 - Temperature
 - Appearance
 - Expiration date (appropriate for the length of the trip)
 - Product condition
 - Proper labeling
- d) **Do not accept products** that do not comply with Amtrak specifications.
- e) **All signature lines must be properly signed by the Catering Vendor and the LSA or Chef** (when applicable) to validate and agree on the quantity of the beginning inventory documented on the *"Transfer Out Form"* (896).

3. Inventory Discrepancies (*Overages/Shortages*) (*Applicable to LSA and Chef*)

- a) **It is the responsibility of the LSA and Chef to make certain that every item listed in the "Transfer Out Form" (896)** is the correct quantity and condition required.
- b) **If the actual count does not match the Start Issue column of the "Transfer Out Form" (896),** complete the "Discrepancy Report LSA/Chef" or short sheet that is available in all Catering Vendor locations. The "Discrepancy Report LSA/Chef" or short sheet are Catering Vendor forms that do not have NRPC numbers.

- c) **The Catering Vendor must provide missing items** or a Start Issue Credit must be initiated.

4. Start Issue Credit

Start Issue Credits are only generated at the Catering Vendor's facility.

- a) **A Start Issue Credit occurs when a requested item is not available or only partially available at a Catering Vendor's facility.**

Example:

Ten of an item are shown on the "Transfer Out Form" (896), however, the Catering Vendor is able to provide only 8. The LSA must receive a Start Issue Credit for the 2 items not issued. The credit amount is written by the Catering Vendor employee using a green ink pen to correct the Start Issue column of the "Transfer Out Form" (896).

- b) **Credit for missing items will not be allowed unless** the items are "legibly" written in the Authorization of Start Issue Credit section of the "Transfer Out Form" (896). Pertinent information must be documented by the Catering Vendor Supervisor with their signature in the appropriate box.
- c) **A Start Issue Credit is never to be issued** once the LSA or Chef has left the Catering Vendor's Facility.

5. Backorders (*Applicable to LSAs, Chefs or TAs*)

- a) **Backorders are ONLY used to obtain additional stock.**
- b) **Backorders are NOT to be used when there are inventory discrepancies.**
- c) **Backorders are to be generated ONLY when** additional supplies are needed due to an increase in ridership levels, additional group requirements or similar situations.
- d) **Backorders should be approved by a manager** whenever possible.
- e) **The only items which can be Backordered are those shown on the "Transfer Out Form" (896).**
- f) **Backordered items must be on the current menu or menu cycle.**
- g) **A "Change In On Train Inventory" (NRPC 125)** (commonly called a Backorder form) must be used to request backordered items.

- h) **The “Change In On Train Inventory” (NRPC 125)** is supplied by Catering Vendor or Crew Base.
- i) **All Backorders, which have been approved,** must be placed at the time the stock is being inventoried.
- j) **Upon receipt of the stock, which has been backordered,** all items must be inventoried and added to the “Transfer Out Form” (896) in the Backorder column.
- k) **The “Change In On Train Inventory” (NRPC 125)** must be signed by both a Catering Vendor representative and the LSA or Chef.
- l) **The Catering Vendor must provide a copy of the “Change In On Train Inventory” (NRPC 125) to the LSA and Chef.**
- m) **The signed “Change In On Train Inventory” (NRPC 125) must be submitted** in the correct report envelope with the other paperwork at the end of the trip.

6. Transport of Stock

- a) **The LSA or Chef is required to remain with the Catering Vendor representative** in the commissary and observe the loading of all stock onto the transport. To the extent possible, he/she is also to accompany the stock to the train. *(Exceptions to this requirement are at the discretion of management.)*
- b) **The LSA or Chef is to observe** the Catering Vendor unloading of the stock at train side (as operating requirements permit).
- c) **Employees, as designated by the LSA or Chef, must monitor the loading of the train** to ensure that the Catering Vendor loads refrigerated items first, frozen items second and dry goods last. *(Remember once the truck is open, temperatures rise rapidly.)*
- d) **The employees who are monitoring the loading of the train must** perform spot temperature checks using the designated testing procedures.
- e) **All Food Service employees must verify** that all stock has been delivered to the train. If items are missing, check the vehicle, in which the stock was transported. If possible, have the Catering Vendor driver and/or an Amtrak manager sign off on missing items. If an Amtrak manager is not available, report shortage to Amtrak management as soon as possible. Record as an “OB Change” on the “Transfer Out Form” (896).

- f) **Only stock items that have been issued by the Catering Vendor** or items acquired through a cash purchase are permitted in Dining or Lounge Cars. (*Refer to section D3 "Cash Purchase".*)

D. Obtaining Additional Stock En Route

1. En Route Issue (*Applicable to LSAs, Chefs or TAs*)

An en route issue is any item obtained after the train has left the initial terminal.

- a) **Only items shown on the “Transfer Out Form” (896) are eligible** for an en route issue (Excludes emergency food item purchases due to the late operation of a train.) (*Refer to section D3 “Cash Purchases”.*)
- b) **The items ordered must be items on the current menu or menu cycle.**
- c) **The request for additional stock must** be placed by using a “Change In On Train Inventory” (NRPC 125).
- d) **Upon receipt of the en route issued stock**, all items must be inventoried and added to the “Transfer Out Form” (896) in the Backorder column. Items supplied because of a backorder are not to be added to the Start Issue column.
- e) **Both the Catering Vendor representative and the LSA or Chef must sign** the “Change In On Train Inventory” (NRPC 125).
- f) **The Catering Vendor must provide a copy** of the signed “Change In On Train Inventory” (NRPC 125) to the LSA and Chef.
- g) **The signed “Change In On Train Inventory” (NRPC 125) must** be submitted in the report envelope with the other paperwork at the end of the trip.
- h) **Employees who transfer stock to another employee en route** is responsible for picking up the original “Transfer Out Form” (896) along with a blank “Transfer Out Form” (896) from their original terminal. The originating employee is to complete and sign his or her on hand end-of-trip (OHEOT) portion of the “Transfer Out Form” (896) and transfer OHEOT numbers to the Start Issue column of the blank “Transfer Out Form” (896) and present it along with a copy of their original “Transfer Out Form” (896) to the relieving employee.

2. NEC En Route Ordering Process

- a) **When an en route order is needed**, the LSA will contact the Catering Vendor in Boston, New York or Washington using the Conductor's Amtrak issued cell phone. Amtrak issued Conductor's cell phones are programmed with the NEC - Catering Vendor telephone numbers.
 - Boston: (617) 345-7853, back-up (617) 204-6833
 - New York: (212) 630-7256, back-up (212) 630-7255
 - Washington: (202) 906-3099, back-up (202) 906-3089
- b) **For best results, orders should be called to the Catering Vendor before the arrival at the following destinations.**
 - **Northbound Destinations:**
For New York - call prior to Trenton.
For Boston - call prior to Providence.
 - **Southbound Destinations:**
For New York - call prior to Stamford.
For Washington - call prior to BWI.
- c) **If orders are called after the arrival destination locations**, every effort will be made to get the items to the train, however, it is not guaranteed.
- d) **When the en route order is placed**, the Catering Vendor representative will give the LSA a control number (i.e. 2158/232-01-NYP). Record this number on the Revenue page of the "*Transfer Out Form*" (896) on the line "Form 125 Requisition Number" for proper accounting and in case of delivery problems. Each subsequent order placed by the same train will have a new order number increasing by one (i.e. 2158/232-**02**-NYP, 2158/232-**03**-NYP, etc.).

3. Cash Purchase (Applicable to LSAs)

- a) **All cash purchases that occur en route** must have a receipt from the vendor where the items were purchased. If the vendors name is not clearly legible, the LSA must write the name of the vendor on the front side of the receipt.
- b) **All items must be added to the "*Transfer Out Form*" (896)** in the OB CHG column. Make sure to use the plus sign "+" to indicate that this is additional stock. It may be necessary to add a description of the item on the back page of the "*Transfer Out Form*" (896).

- c) **The reason that the cash purchase was necessary must** be explained on last page of the “*Transfer Out Form*” (896). Be specific about the date and time.
- d) **All receipts must be submitted with the “*Transfer Out Form*” (896)**
- e) **Items purchased that do not support the current menu or were purchased for** reasons other than emergency service will not be considered for credit.

4. Stock Transfers Between Food Service Cars

- a) **A “*Change In On Train Inventory*” (NRPC 125) form must** be used when transferring stock between the same type of Food Service Cars. (An example would be the transfer of stock between the Café/Lounge Car of Train 3 to the Café/Lounge Car of Train 4.
- b) **All items must be listed on the “*Change In On Train Inventory*” (NRPC 125)** and a copy kept with each Food Service Car.
- c) **Transferred stock items must be entered** on the “*Transfer Out Form*” (896) On-Board Change column and not the Start Issue column.
- d) **The employee transferring stock must** record the transfer in the “OB Change” column of the “*Transfer Out Form*” (896).
- e) **Both employees must sign the “*Change In On Train Inventory*” (NRPC 125)** to verify issuance and receipt of stock.
- f) **The “*Change In On Train Inventory*” (NRPC 125) must** be submitted in the report envelope with the other paperwork at the end of the trip.

E. Complimentary Service (Applicable to LSAs)

All complimentary service must be documented. Documentation of complimentary service generally requires the passenger’s signature and an explanation for the complimentary service provided. When inventory is dispensed as complimentary for service recovery or as an included amenity that is offered with a specific level of service, the complimentary items must be recorded properly for the LSA to receive appropriate credit.

There are three different NRPC forms used to capture the reason and quantity of inventory used for complimentary services.

- **“Complimentary Service Accounting” (NRPC 3157) always requires the signature of the passenger to whom the service was provided.**
- **“Non-Meal Check First Class Revenue Item Accounting” (NRPC 3269) is used in two circumstances.** The first use would be to capture the quantity of “bulk” items used in complimentary service (for example; wine tasting). “Bulk” items are non-meal check first class revenue items. The passenger’s signature is not required. The second use would be to capture the revenue items and quantities distributed as complimentary service (approved by management) to First Class passengers in situations due to a late train or service disruption.
- **“Business Class Service Accounting” (NRPC 3236) must be completed but does not require the signature of the Business Class passenger to whom the service was provided.**

1. “Complimentary Service Accounting” (NRPC 3157) (Refer to Figure 8-82)

- a) **Use the “Complimentary Service Accounting” (NRPC 3157) form to capture the following :**
- Whenever a passenger pays by cash or credit card and does not receive a receipt, their purchase becomes complimentary. The Lead Service Attendant must complete a “Complimentary Service Accounting” (NRPC 3157) form when passengers notify the LSA that they did not receive a receipt when making a purchase. If the purchase included an entire meal(s), all of the meal(s) including alcohol, appetizers, additional beverages, etc. will become complimentary.
 - Meal Service provided to On-Board Guides (*National Park Service - Trails & Rails Program, California State Railroad Museum, Train Host Association, Native American Guides*). A Coach meal check is also required. The guide/host is to sign both the “Complimentary Service Accounting” (NRPC 3157) and the meal check.
 - Meal Service provided to a ticketed Sleeping Car passenger who has been downgraded to Coach, once on-board the train, due to the

- Any complimentary service provided to a passenger. The passenger's signature is required as well as an explanation for the service provided.
- If revenue bulk items are issued to Coach passengers as part of a service disruption. (*No signatures are required.*)

[illegible]

Figure 8-82 – Example of “Complimentary Service Accounting” (NRPC 3157)

b) The following must be completed on the “Complimentary Service Accounting” (NRPC 3157) form:

- Page __ of __
- LSA – Clearly print name
- Car Number
- Train Departure Number
- Departure Date
- Column A – Passenger Signature
- Column B – Incident Date
- Column C – Item
- Column D – Quantity
- Column E – Price Each Item
- Column F – Reason for Complimentary Service
- Column G – Total Comp Dollars

c) At the bottom of column G, include:

- Page Total
- Total From Pervious Page (if any)

- The “Grand Total” amount must also be included in the Comp Service portion on the “*Transfer Out Form*” (896) Revenue page.
- d) **If either the signature or explanation is missing**, the LSA will be subject to discipline or administrative action.
- e) **The “*Complimentary Service Accounting*” (NRPC 3157) form must be submitted** in the appropriate envelope depending on the type of service.
 - “*Dining Car Report*” (NRPC131)
 - “*Café/Lounge Food & Beverage Sales Reports*” (NRPC 695)
 - “*First Class/Club Car Food & Beverage Sales Reports*” (NRPC 3275)
 - “*POS Trains Food & Beverage Sales Reports*” (NRPC 3276)
 - “*Cart Service*” (NRPC 3256)
 - “*Diner/Lounge Combination*” (NRPC 3255)

2. **“*Non-Meal Check First Class Revenue Item Accounting*” (NRPC 3269)** (Refer to Figure 8-83)

- a) **Revenue items distributed in “bulk” or individual revenue items distributed free to First Class passengers as a result of a service disruption or late train (must be authorized by management)**, must be recorded on the appropriate item line of the “*Transfer Out Form*” (896). An example of a “bulk” item: if three (3) bottles of wine are used (item #1234) in a wine tasting event, these three (3) bottles are considered sold and the appropriate dollar amount must be recorded on the “*Transfer Out Form*” (896). An example of an individual revenue item might be sandwiches provided to First Class passengers in the event of a service disruption or late train.
- b) **The following must be completed** on the “*Non-Meal Check First Class Revenue Item Accounting*” (NRPC 3269) form:
 - Train Number
 - Date
 - Car Type
 - LSA Signature
 - Column A – Revenue Item Number
 - Column B – Description
 - Column C – Quantity
 - Column D – Price Each Item
 - Column E – Total Dollars (quantity x price)
 If revenue items are distributed free to First Class

passengers due to a service disruption or late train, write **Service Disruption** or **Late Train** at the top of the form and print the name of the manager who approved/authorized the complimentary service. If both “bulk” revenue items and service disruption/late train revenue items apply, use separate forms.

- c) **At the bottom of column E, include:**
- The entire total of column E in the “Total” box.
 - The “Total” amount must be listed as a First Class amount on the “*Transfer Out Form*” (896) Revenue page, separate from any First Class meal check amount. If a service disruption or late train has occurred, include as Complimentary Service or Late Train Meals on the Revenue Page.
- d) **For cash register equipped cars**, enter the total dollar amount from the bottom of column E of the “*Non-Meal Check First Class Revenue Item Accounting*” (NRPC 3269) into the register as 1st Class sale. If the revenue items were distributed because of a service disruption or late train, enter into the register as Comp sale.
- e) **If any items in question do not appear on the register keys**, it should be entered using the “Misc” key with the appropriate dollar value.
- f) **The “*Non-Meal Check First Class Revenue Item Accounting*” (NRPC 3269) form must be submitted** in the appropriate envelope depending on the type of service.
- “*Dining Car Report*” (NRPC131)
 - “*Café/Lounge Food & Beverage Sales Reports*” (NRPC 695)
 - “*Diner/Lounge Combination*” (NRPC 3255)

check. *A missing passenger signature will result in a debit to the LSA.*

- All required sections of the “*Complimentary Service Accounting*” (NRPC 3157) form must be completed or there will be a debit to the LSA.
- The “Grand Total” amount must also be included in the Comp Service section of the “*Transfer Out Form*” (896) Revenue page.

b) **Café/Lounge Cars**

- Each item provided to the passenger as complimentary must be listed on the “*Complimentary Service Accounting*” (NRPC 3157) form. The passenger signature is required.
- All required sections of the “*Complimentary Service Accounting*” (NRPC 3157) form must be completed or there will be a debit charge to the LSA.
- The “Grand Total” amount must also be included in the Comp Service section of the “*Transfer Out Form*” (896) Revenue page.

c) **Cash Register**

- Complimentary items are processed through the cash register using the “comp” key. *If the register receipt is missing, the LSA will not receive credit for the items, which will result in a debit.*
- The register receipt must be attached to the “*Complimentary Service Accounting*” (NRPC 3157) form and placed in the proper envelope (“*Café/Lounge Food & Beverage Sales Reports*” (NRPC 695), “*First Class/Club Car Food & Beverage Sales Reports*” (NRPC 3275) or “*POS Trains Food & Beverage Sales Reports*” (NRPC 3276).

5. **Service Recovery Kits (Snack Packs)**

(Refer to Chapter 9 “Service Recovery” for additional information.)

- a) **The Snack Packs are shown** in the Start Issue Column of the “*Transfer Out Form*” (896).
- b) **If the Snack Packs are used**, enter the number used in the Total Sold Column of the “*Transfer Out Form*” (896).
- c) **Unused Snack Packs** are to be recorded in the On Hand End of Trip column of the “*Transfer Out Form*” (896) and returned to the Catering Vendor.

- d) **It is not necessary to complete the “Complimentary Service Accounting” (NRPC 3157) form or to get any passenger signatures.**

6. Emergency Meal Package (Generally Canned Product)

- a) **The Emergency Meal Package is shown in the Start Issue Column of the “Transfer Out Form” (896).**
- b) **It is necessary to complete the “Complimentary Service Accounting” (NRPC 3157) form. No passenger signatures are required.**
- c) **In the Notes section of the “Transfer Out Form” (896) indicate the number of passengers served by type (i.e. Sleeping Car, Coach Car and employee). Meal checks are not necessary.**

7. Train Delay Vouchers – Capitol Corridor ONLY

- a) **Capitol Corridor vouchers are full-color on front and have a value of \$3.00 when used to purchase food or non-alcoholic beverages in the Food Service Car. No minimum purchase required. No change given. (Refer to Figure 8-85)**
- b) **Vouchers are available at the Oakland Crew Base.**
- c) **Vouchers are an accountable item.**
- d) **The name of the authorizing manager must be entered on the back of the first voucher used.**
- e) **The transaction must be recorded in the POS and the passenger’s name, signature and PNR number recorded (ticket or pass number may be substituted) on the voucher.**
- f) **The voucher is valid immediately upon disbursement and must be used by the passenger within sixty days of the date of issuance.**
- g) **Vouchers must be submitted in the “POS Trains Food & Beverage Sales Reports” (NRPC 3276). (Refer to Chapter 9 “Service Recovery” for additional information.)**



Figure 8-85 – Front and Back View

8. Coupons

- a) **When the passenger redeems a coupon, the LSA is to provide only the revenue item(s) described on the coupon.** No substitutions are permitted.
- b) **The passenger redeeming the coupon must sign the front of the coupon,** verifying that the revenue item was received as a complimentary item.
- c) **In addition to the passenger signature** and listed redeemed items, the following information must be printed on the front of the coupon to ensure the LSA receives proper credit.
 - Value of the Redeemed Item
 - Date of Transaction
 - LSA Printed Name
- d) **If the coupons have a specific dollar value,** the passenger must pay for items purchased in excess of that value.
- e) **If the item purchased is less than the coupon value,** no change will be given.
- f) **The amount of the credit (value of the items given the passenger) should be entered** in the "Comp Service" section of the Revenue page of the *"Transfer Out Form"* (896).
- g) **Coupons must be submitted in the appropriate envelope** depending on the type of service.
 - *"Dining Car Report"* (NRPC131)
 - *"Café/Lounge Food & Beverage Sales Reports"* (NRPC 695)
 - *"First Class/Club Car Food & Beverage Sales Reports"* (NRPC 3275)
 - *"POS Trains Food & Beverage Sales Reports"* (NRPC 3276)
 - *"Diner/Lounge Combination"* (NRPC 3255)

9. Red Star Program

The Red Star program is used on the *Amtrak Cascades, Capitol Corridor* and *San Joaquin* trains.

- a) **If the passenger receives a POS machine receipt with a red star,** the passenger's purchase becomes complimentary. The passenger receives a refund for the purchase.
- b) **The refund for the purchase is to be returned to the passenger in the same form of payment used for the purchase.**

EXAMPLE:

If the passenger paid by credit card, the refund would be applied to their credit card. If the purchase was wholly or partially made using a coupon, the coupon is to be returned to the passenger, for use on a later date, with the balance of cash or credit used with the coupon being refunded to the passenger.)

- c) **The passenger receiving the receipt must sign the front of the receipt**, indicating the revenue item was received as a complimentary item.
- d) **In addition to the passenger signature**, the LSA must print their name.
- e) **Red Star Receipts must be submitted** in the “POS Trains Food & Beverage Sales Reports” (NRPC 3276) envelope.

F. Condemnation (Applicable to Chef and LSA)

1. Introduction

- a) **Items that are considered condemnation** are those items that are spoiled and/or cannot be reissued to another train because of being partially consumed or out of date.
- b) **The Chef and LSA are both responsible for the documentation of condemned items** by meal period and completion of his/her own “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143). (Refer to Figure 8-86) All signature lines must be properly signed by the Catering Vendor employee (in green) and the LSA or Chef (when applicable) to validate and agree on the quantity of returned stock (re-usable/condemned) documented on the “*Transfer Out Form*” (896). The same “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) may be used for both categories of condemnation (***Partially Consumed and Bagged and Tagged***).
- c) **The Catering Vendor will supply** clear bags and tags to be used by the Chef and LSA.

- EATEC Item Code # – This number can be found in the first column of the “*Transfer Out Form*” (896).
- Item Condemned – Name of the item.
- Quantity of On-Board Items Condemned – The number of condemned items for that meal period. Unit of measure is by serving/portion.
- Quantity of Condemned Items Bagged and Tagged
- Reason for Condemnation – Cooked, package opened, out-of date or if returned by a passenger, indicate the reason the passenger returned the item.
- Chef or LSA Signature
- Distribution:
 - Original – Trip Report Envelope – Place in the appropriate Food and Beverages Sales Reports envelope.
 - Yellow (or photocopy of original) – Employee

3. On-Board Items Condemned – Partially Consumed Items

Passenger has returned an item.

a) **En Route**

- Fill in the appropriate columns of the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143).
- Discard each of the items, as they are condemned.
- Items which are partially consumed are **NOT** to be bagged and tagged, or documented in the “*Quantity of Condemned Items Bagged and Tagged*” column on the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143).

b) **End of Trip**

- The total from the LSA’s “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) is to be entered into the “OBS CNDM” column (the last column) on the “*Transfer Out Form*” (896).
- The “On-Hand End of Trip” column on the “*Transfer Out Form*” (896) must be completed for all items and should not include those items that were partially condemned (returned by passengers).
- If the Chef has any items which cannot be bagged and tagged (i.e., eggs), the Chef needs to indicate these items on their “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143)

in the “Quantity of On-Board Items Condemned” section. When this occurs, entries from both the Chef’s and LSA’s “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) must be combined as one entry on the LSA’s copy of the “*Transfer Out Form*” (896).

- The Chef and LSA must include the signed “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) in their appropriate Food and Beverages Sales Reports envelope.

4. Items Condemned – Bagged and Tagged

a) En Route

- Each item identified as condemned must be separately bagged and tagged. (This excludes those items identified in Section 3. “*Partially Consumed Items*”).
- Store bagged and tagged items in the refrigerator away from any other food items.
- Complete the “*Quantity of Condemned Items Bagged and Tagged*” column on the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143).
- Items with the same EATEC Item Code should be filled in on the same line of the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143).
- The unit of measure is by serving/portion. Ensure that the units of measure for a specific product is returned based on the portion or serving (i.e. order, pkg, each, glass, slice, etc.) and not how the product is packaged (case, bag, pan, box, etc.).
- The Chef’s and LSA’s items that have been bagged and tagged do not need to be combined, but must be included in the “*On Hand End of Trip*” column of the “*Transfer Out Form*” (896).

b) End of Trip

- The LSA will only document in the “OBS CNDM” column of the “*Transfer Out Form*” (896) the quantity of items that were condemned and not returned to the Catering Vendor.
- The total quantity of all items returned to the Catering Vendor (reusable stock/condemned) must be documented in the “*On Hand End of Trip*” column on the “*Transfer Out Form*” (896).
- Bagged and tagged items will be included in the Return to Stock count completed by the Catering

Vendor. The Catering Vendor will dispose all bagged and tagged items after all other post trip work has been completed, and the LSA and Chef have left the catering facility.

- The OBS employees must verify and ensure the Catering Vendor properly documents the correct quantity for stock returned at the end of the trip. The Catering Vendor employee must sign the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143) on the bottom right corner of the form in green ink.

5. Catering Vendor

- a) **The Catering Vendor must inventory the on-board stock at the end of the trip** and record all items returned to the commissary on the “*Transfer Out Form*” (896) in the “*Return to Stock*” column.
- b) **The quantity documented will include re-usable and condemned items that are returned** at the end of the trip by the LSA or Chef. The total should match the quantity in the “*On Hand/End of Trip*” column of the “*Transfer Out Form*” (896).
- c) **Any item(s) the Catering Vendor considers condemnation** (spoiled and/or can not be reissued to another train) will be counted after the LSA/Chef leaves the catering facility and such items will be documented in the “ARAMARK CNDM” column on the “*Transfer Out Form*” (896).
- d) **If the Catering Vendor would like a copy of the “*Chef/LSA Enroute Condemnation Report*” (NRPC 3143),** they will need to make a photo-copy from the Chef and LSA copies.

6. Auto Train

- a) **All on-board condemnation** on the Auto Train will be documented by the LSA/Chef in the “*Transfer Out Form*” (896) “OBS CNDM” column and should not be included in the “On Hand End of Trip” column.
- b) **All re-useable items** will be documented in the “Return to Stock Column” of the “*Transfer Out Form*” (896).

G. Meal Checks

All Amtrak Dining Cars (except Cross Country Cafe and *Auto Train*) will use the Universal Meal Check for placing food orders and beverage selections during Breakfast, Lunch and Dinner (*Refer to Figure 8-87*). The Cross Country Cafe will use the meal check designated by the letters CCCMC in the lower left corner. (*Refer to Figure 8-88*)

1. Meal Checks Consist of Three Parts

- **Top** - LSA's copy.
- **Middle** - Customer's record of transaction.
- **Bottom** - Chef's copy.

Figure 8-87– Universal Meal Check

Figure 8-88 – Cross Country Meal Check

2. Meal Check Instructions

a) General Instructions

- **When completing the check always use black ink.**
- Fill in selected boxes with a circle •, not an X.
- Only one entrée can be selected per meal check.
- Up to 3 beverages may be selected per meal check.

- Type of service must be selected (Sleeper, Coach or Employee).
- Meal Checks can be used for any meal period.
- Employees using a meal check to obtain meals must include their SAP number and signature.
- The LSA or SA must ensure that the meal check is received in the kitchen. Superliner – drop the check down the chute. Single Level: – walk the check to the pantry area.
- Sleeping Car meal checks must be signed by the passenger and include the room and car number.
- All meal checks will be placed face down when positioned on the table.
- **Never fold, roll, staple or mutilate Meal Checks.**
- Meal Checks must be used to document all Dining Car orders. It is unacceptable to instruct or allow an employee to use any document other than the correct meal check.
- Unused partial packets of meal checks can be retained by the employees for use on future trips or can be returned to the Crew Base.

b) **LSA Responsibilities**

- The LSA must secure an adequate supply of meal checks from the Crew Base based upon the following criteria: load levels, weather related delays, known service disruptions, etc.
- The LSA can obtain additional meal checks at turnaround and enroute Crew Base locations.
- The LSA is required to keep meal checks secure at all times.
- The LSA may issue each SA one book of 25 meal checks during the meal periods, replenishing as necessary.
- LSA can issue TA (Sleeper and Coach) one book of 25 meal checks for use with “To Go” orders for their assigned cars, replenishing as necessary.
- When the customer (Sleeper, Coach or Employee) has finished and is ready to leave, the LSA will total the amount for Food, Dessert and Bar purchases entering the Grand

Total in the Total Amount section located at the bottom of the meal check.

- **All customers (Sleeper, Coach and Employee) are to be provided with the middle copy of the meal check.**
- When separating the top and middle copies of the universal meal check, remove the perforated paper tab at the bottom before separating. **(Do not pull the two copies apart leaving the bottom paper tab attached.)**
- Maintain all top copies of meal checks used.
- Prepare an abstract sheet (*Refer to Figure 8-89*), at the end of the meal period to compare the inventory used against the copies of submitted meal checks.
- Every effort must be made to locate any missing meal checks.
- If a meal check is lost, document the missing meal check in the Comments section of the “*Transfer Out Form*” (896) using the information from the Chef copy of the meal check.
- Unused partial meal check books are not to be destroyed and can either be retained by the LSA for future use or returned to Crew Base for re-issuing to other employees.
- At turnaround points, it is not necessary to turn in unused meal checks to the Crew Base.
- Bundle meal checks by type (Sleeper, Coach, Employee, and Void), together with a rubber band and submit with the LSA Abstract Sheet in the Trip Packet. (Meal checks do not need to be put into sequential order.)
- LSA’s working trains whose Food Service is categorized as “Diner/Lounge Combination” will use meal checks to take meal orders. The meal check must be placed in the “*Diner/Lounge Combination, Food & Beverage Sales Reports*” (NRPC 3255) envelope to provide a record of the trip for comparison against inventory used during the trip.

DINING CAR ABSTRACT SHEET														
CHEF'S NAME					TEAM #									
SUSPECT NUMBER					DEP. DATE									
DEPART	DR	SB	MS	TL	LUNCH	L1	L2	L3	TL	DINNER	DR	SB	MS	TL
SOUP					SUPPER					DEPT. ENTREE				
VEGETARIAN					CHEESE					OTHER MEAT ENTREE				
OMULET					BACON					SEAFOOD ENTREE				
QUICHE					SAUSAGE/PIZZA					POULTRY ENTREE				
PIZZA					CHEESE					EVENING SPECIAL				
INCASER					GRILLED CHICKEN					PASTA ENTREE				
SOUP/VEGETARIAN					CHEESE									
CEREAL					BACON									
CATFISH					QUICHE									
FRUIT MEDLEY														
BALLO					GRILLED BACON									
PATTIES					ENTREE & SALAD									
LARD					PASTA									
					DEPT. ENTREE									
KIDS PIZZA					KIDS BAC & CHEE					KIDS BAC & CHEE				
KIDS BGG					KIDS GRILLED CHICKEN					KIDS GRILLED CHICKEN				
KIDS BACON					KIDS PIZZA					KIDS PIZZA				
					KIDS HOGG					KIDS HOGG				
UP'S BREA					UP'S LUNCH					UP'S DINNER				
VEGAN/VEGETARIAN					VEGAN/VEGETARIAN					VEGAN/VEGETARIAN				
KIDS B					KIDS B					KIDS B				

c) SA Responsibilities

d) Chef Responsibilities

- Bundle meal checks together with a rubber band and submit with the Chef Abstract Sheet (*Refer to Figure 8-89*) in the “Dining Car Report” (NRPC 131) (meal checks do not need to be put into sequential order).
- e) **TA (Sleeper and Coach) Responsibilities**
- Responsible for accurately filling out the meal checks including server name.
 - Must adhere to all meal check procedures.

3. Meal Check – Sleeping Car Guidelines

- a) **Only customers who have paid for Sleeping Car accommodations** are to receive a meal by marking the Sleeper box on the meal check. (*BT accommodations are excluded from complimentary meals.*)
- b) **Amtrak employees traveling on a personal pass and properly ticketed with a Sleeping Car accommodation** are granted the same benefits as other Sleeping Car passengers. (*BT accommodations are excluded from complimentary meals.*)
- c) **The LSA must ensure that all required passenger information has been provided on the meal check.** This information must include the accommodation, car number and signature. A missing signature results in a debit to the LSA.
- d) **Meals consist of the following:**
All items selected by the passenger will be recorded on the meal check.
- Breakfast consist of one (1) Breakfast entrée and one (1) Breakfast meat along with coffee, tea and a choice of juice. (*One or more non-alcoholic revenue beverages - soda or bottled water may be provided to the passenger upon request during the meal period only.*)
 - Lunch and Dinner consist of one (1) entrée with two (2) sides, one (1) dessert and one (1) non-alcoholic beverage per meal period. (*A second non-alcoholic revenue beverage - soda or bottled water may be provided to the passenger upon request during the meal period.*)
 - Multiple Revenue Beverages – There are extra boxes to the right of the beverage listed on the meal check to account for up to 3 revenue beverages.
 - Additional Servings of an Entrée or Dessert (other than a la mode) – If an additional serving of an Entree or Dessert (other than a la mode)

is requested, it must be at the full retail price. An additional coach meal check (not a sleeping car meal check) is required for the additional item.

e) **Dessert a la Mode**

- If a passenger requests dessert a la mode (*meaning ice cream in addition to another dessert*), check the appropriate dessert box and the ice cream box on the meal check.
- Passengers are entitled to ice cream on a dessert. A separate meal check is NOT required for a la mode. A separate meal check is only required if a first class passenger requests (for example) two (2) servings of ice cream, in which case the second serving requires a separate meal check.

f) **Children should be offered meals from the children's menu;** however, if the passenger requests the adult menu for the child, no additional cost is to be assessed.

g) **Sleeping Car meal accommodations are as follows:**

- Dining Car meals will apply to all *passengers who have been ticketed* into a Sleeping Car accommodation. If an employee is occupying BT space, they are not entitled to the meal amenity.
- In some cases, a passenger may have a ticket for a Sleeping Car that reads "OPEN" – with no specific car or accommodation number. This situation may arise when individuals are traveling together and sharing the room, and there is some sort of unique situation such as the passengers did not pick up their tickets at the same time or a passenger is riding with a pass rider or the city pairs are not the same. As long as passengers have a ticket indicating Sleeping Car accommodations, they are to be provided complimentary meals. (*Refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures"*)

4. Meal Check - Coach Guidelines

- a) **The Coach box on the meal check** is used for any passenger other than those who have paid for Sleeping Car accommodations. All items selected by the passenger must be recorded on the meal check.

- b) **Coach Car Passenger ordering dessert a la mode** must pay for both desserts.
- c) **The Coach designation is also to be used for any of the following:**
- Amtrak employees traveling on company business.
 - Engineers and Engineer trainees who are working or deadheading (must pay full price for all food and beverage purchases).
 - Amtrak employees in deadhead (compensated) status.
 - Authorized On-Board Guides.
 - Foreign railroad employees.
 - Any relative or friend of an Amtrak employee ticketed but not in a sleeping car accommodation.
 - Employees traveling on business or personal reasons in BT space.
- d) **Consistent with the United Transportation Union's off-corridor agreement with Amtrak** regarding the provision of meal allowances to train service employees while on-duty, the following will govern:
- Conductors and/or Assistant Conductors must pay the full price for the purchase of any on-train meal.
 - The LSA must ensure collection of the full payment from the Conductor or Assistant Conductor.
 - **The LSA is not to use an Employee Meal Check for Conductors and/or Assistant Conductors.**
- e) **On-Board Guides are to receive a complimentary meal** when Dining Car service is available. The meals must be appropriate to the time of day.
- The LSA is to provide each Guide with a meal check designated as Coach.
 - It is mandatory that the Guide sign the meal check including the Guide's ID number and indicate the affiliation (*National Park Service - Trails & Rails Program, California State Railroad Museum, Train Host Association, Native American Guides*) on the bottom of the Coach meal check
 - Meals consist of the following:
All items selected will be recorded on the meal check.

- Breakfast consist of one (1) Breakfast entrée and one (1) Breakfast meat along with coffee, tea and a choice of juice. (*One or more non-alcoholic revenue beverages - soda or bottled water may be provided to the passenger upon request during the meal period only.*)
 - Lunch and Dinner consist of one (1) entrée with two (2) sides, one (1) dessert and one (1) non-alcoholic beverage per meal period. (*A second non-alcoholic revenue beverage - soda or bottled water may be provided to the passenger upon request during the meal period.*)
- f) **Coach Meal Checks require signatures when complimentary service has been given.** (*Refer to Section E1, "Complimentary Service Accounting" (NRPC 3157) in this chapter.*)
- The LSA must indicate if the entire meal or a single item on the check is to be complimentary service.
 - The passenger must sign the front of the meal check. A missing passenger signature results in a debit charge to the LSA.
 - There must also be an explanation for the complimentary service written on the "Complimentary Service Accounting (NRPC 3157)" form.
 - If either the signature or explanation is missing, the LSA is debited for the amount of the check.
- g) **Management employees and other employees traveling on company business** are to be designated as a Coach meal check (**not Sleeper or Employee**) and pay full value of the meal check total using cash or credit card.

5. Meal Check - Employee Guidelines

- a) **Those authorized to use Employee Meal Checks are:**
- OBS employees listed on the crew roster as working.
 - Any Operations Support Supervisor assigned to work the train as part of the OBS crew.

- b) **Employees are eligible for a meal** after being on duty for three (3) or more hours consisting of the following:

All items selected will be recorded on the meal check.

- Breakfast consist of one (1) breakfast entrée and one (1) breakfast meat along with coffee, tea and a choice of juice. *(One (1) non-alcoholic revenue beverage - soda or bottled water may be provided to the employee upon request during the meal period only.)*
- Lunch and Dinner consist of one (1) entrée with two (2) sides and one (1) dessert along with coffee, tea or a choice of juice. *(One (1) non-alcoholic revenue beverage - soda or bottled water may be provided to the employee upon request during the meal period only.)*
- Employees ordering dessert a la mode will receive the least expensive dessert item as part of their employee meal. The more expensive dessert must be paid for by the employee.

This is essential so that the Meal Checks can be abstracted and accounted for correctly on the “Transfer Out Form” (896).

- c) **Employees are not permitted to obtain meals from the Lounge Car** or use meal checks for Lounge Car food items due to contractual agreements.
- d) **Employees working on trains, which split**, are compensated for meals through the payroll system. Therefore, employees must pay for any meal taken once the train no longer has the Dining Car.
- e) **Management or non-management employees traveling on company/personal business or using BT accommodations** are *not permitted* to use a Meal Check marked as Employee (must be a Coach Meal Check).
- f) **Amtrak employees commuting** (to or from work) must only use Coach Meal Checks – distinctive from deadheading as it is not compensated service.
- g) **The employee must clearly sign their name**, and provide his/her employee ID number.

- h) **OBS employees are provided meals in conjunction with their collective bargaining agreement.** As with any benefit, it cannot be sold, bartered or traded.

6. **Passengers Involuntary Downgrade from Sleeping Car to Coach**

(Refer to section G4e “Coach Meal Checks require signatures when complimentary service has been given” for additional instructions.)

If passengers are involuntarily downgraded from Sleeping Car to Coach en route, the passengers are to receive the meal amenity as if the downgrade had not occurred.

- a) **The Conductor will notify the LSA** of passengers who have been downgraded from Sleeping Car accommodations to Coach.
- b) **The LSA will mark the Sleeper box** on the universal meal check. If a Sleeping Car and room had been assigned, this information should be included on the universal meal check.
- c) **Meals will be designated as First Class (Sleeping Car)** and are not to be classified as complimentary. Passengers will not be charged for meals; however, payment requirements for wine, mixed drinks, etc. will apply.
- d) **Passengers who were notified of the downgrade before boarding and exchanged their tickets** for a refund are not entitled to Sleeping Car meal amenities.
- e) **Passengers who were notified of the downgrade before boarding, but did not exchange their tickets** will be downgraded on-board and receive a “Service Adjustment” (NRPT 27) for the Sleeping Car accommodation. Passengers in this situation are entitled to Sleeping Car meal amenities.

H. Cash Register Procedures

1. Beginning of Trip

- a) **Verify that the register is clear at the beginning of the trip.**
 - Turn key to "Z" mode.
 - Enter the number 5 then 8, press the "Amount Tender" key, and wait for "End Trip" report to print.
 - Press the "Amount Tender" key and wait for "Sales" report to print.
 - Enter the number 2, press the "Amount Tender" key, and wait for "Hourly" report to print.
- b) **All three reports must be included in the "Café/Lounge, Food & Beverage Sales Reports" (NRPC 695) envelope.**

2. Sales

- a) **All transaction must be entered in the cash register at the time of purchase.** Transactions must not be accumulated.
- b) **A pull chain has been installed** to provide assurances that if the cash register drawer jams, the pull chain can be used to open the cash register drawer.
- c) **The "Transfer Out Form" (896)** is the governing document for inventory accounting.

3. Manual Price Entry for Cash Register

When working a food service car cash register that does not reflect the correct menu prices, it is the responsibility of the employee to manually enter the correct prices using following steps: *Having the wrong prices is not an acceptable reason for not using the cash register.*

- a) **Use the numeric keypad** and enter the new price (do not use the decimal point).
- b) **Touch the item key** (right keypad) that you are selling.
- c) **Touch the subtotal key.**
- d) **Collect the money** from the passenger.

- e) **Enter the amount received** from the passenger using the numeric keypad (do not use the decimal point).
- f) **Touch the amount tendered key** to complete the transaction.
- g) **Provide the passenger with** a sales receipt and any monies due.

4. Receipts

- a) **All customers must be provided with a receipt.**
- b) **If a receipt will not print** for any reason, the LSA will use the *“Passenger Receipt Book”* (NRPC 3076) to issue the customer a receipt.
- c) *The carbon receipt must be included in the “Café/Lounge, Food & Beverage Sales Reports” (NRPC 695) envelope.*

5. Voided Sales

If an item error is made, void the complete transaction.

- a) **Cash register procedures prior to pressing the “Amount Tender” key.**
 - Press “Total” key (located above “Subtotal” key).
 - Press “Void “ key.
 - Transaction has been voided.
 - Place the void receipt in the drawer to be submitted with the End Trip paperwork.
- b) **Cash register procedures if the “Amount Tender” key has already been pressed** go to step number 6 “Refunds”.
- c) **If a sale is voided after a receipt is generated**, the LSA should retain the receipt and complete these steps.
 - **Write VOID across the front of the receipt.**
 - **Indicate the reason.**
 - **Sign the front side of the receipt.**
- d) **All voided receipt must be included in the** *“Café/Lounge, Food & Beverage Sales Reports”* (NRPC 695) envelope.
- e) **If the receipt is voided after the transaction was complete**, the item must be refunded in the cash register by following the refund instructions. Otherwise the cash amount due and the sales report will be inaccurate. The refund receipt must be attached to the original receipt that is marked "void".

6. Refunds

- a) **Cash register procedures for a refund.**
 - Press the “RF” key, and then the “Item” key, before each item to be refunded.
 - Press the “Subtotal” key.
 - Verify items/amount are equal to original receipt.
 - Press the “Amount Tender” key.
 - Combine original receipt and refund slip together and place in drawer to be submitted with the End Trip paperwork.
- b) **The original receipt must** accompany all refund requests.
- c) **Any refund either full or partial must** be processed as a full refund.
- d) **Any items for which the customer does not request a refund must** be re-entered as a new sale and the new receipt provided to the customer.
- e) **All items on the original receipt are** entered in the cash register accordingly.
- f) **The passenger must sign the front side of the refund receipt.**
- g) **The original receipt is to be attached to the refund receipt** and must be included in the “*Café/Lounge, Food & Beverage Sales Reports*” (NRPC 695) envelope.
- h) **If the customer is unable to provide the original receipt,** the refund must be processed in the cash register with the customer signing the front side of the receipt generated for the refund.

7. First Class Sales

- a) **The passenger must sign** the front side of the receipt if the sale is a Sleeping Car/First Class transaction.
- b) **Process transaction** on the Cash Register as 1st Class.
- c) **The receipt must be included in the “Café/Lounge, Food & Beverage Sales Reports”** (NRPC 695) envelope.

8. Complimentary Service

- a) **Cash register procedures for Complimentary Service.**
 - Press the item key for each item to be Complimentary.
 - Press “Total” key (located above “Subtotal” key).
 - Press the “Comp” key.
 - Press the “Amount Tender” key.
- b) **The LSA must document the reason for granting complimentary service** by completion of *“Complimentary Service Accounting”* (NRPC 3157). The receipt and completed *“Complimentary Service Accounting”* (NRPC 3157) must be included in the *“Café/Lounge, Food & Beverage Sales Reports”* (NRPC 695) envelope. (Refer to section E. *Complimentary Service.*)

9. En Route Cash Purchases

- a) **Cash register procedures for an En Route Cash Purchase.**
 - Enter the amount spent on cash purchases.
 - Press the “Cash Purchase” key.
- b) **The original receipt provided by the vendor** for items purchased must be attached to the receipt generated from the cash register.
- c) **Both receipts must be included in the** *“Café/Lounge, Food & Beverage Sales Reports”* (NRPC 695) envelope.

10. End of Trip Cash Register Sales Reports

- a) **To generate the “End of Trip Reports” follow these steps.**
 - Turn key to "Z" mode.
 - Enter the number 5 then 8, press the “Amount Tender” key, and wait for “End Trip” report to print.
 - Press the "Amount Tender" key and wait for “Sales” report to print.
 - Enter the number 2, press the “Amount Tender” key, and wait for “Hourly” report to print.

- b) **All three reports must be included in the** *“Café/Lounge, Food & Beverage Sales Reports”* (NRPC 695) envelope.
- c) **All Cash Register Sales Reports generated must** be included in the *“Café/Lounge, Food & Beverage Sales Reports”* (NRPC 695) envelope.

I. Point-of-Sale (POS) Accounting

1. Beginning of Trip

Before completing any sales, the LSA must ensure that the machine is completely clear of any previous data. If pervious sales data is discovered, upload this data before using the POS machine.

- a) **The LSA must ensure the screen is in "Server" mode** not "Stand-Alone" mode before downloading sales data.
- b) **If, during the downloading process the POS machine the following message is displayed,** *"There is a current trip on this machine would you like to cancel the assignment and upload the trip"*, press "yes".
- c) **Once the prior trip data has been uploaded,** proceed with the download from the server.

2. Sales

All transactions must be entered on the POS machine at the time of the transaction, do not delay entry.

3. Receipts

- a) **All customers must be provided a receipt.**
- b) **Receipts generated from complimentary sales must** be signed by the customer on the reverse side. The receipt must be retained by the LSA and turned in with the *“POS Trains, Food & Beverage Sales Reports”* (NRPC 3276) envelope.
- c) **The LSA must document the reason for granting complimentary service.**
- d) **The LSA using the POS machine** is to make his/her remittance from the NET SALES total obtained from the checkout report.

- e) **Any inventory variances between the Catering Vendor's and the LSA's inventory report must be adjusted in the sales screen before ending the trip and uploading your POS unit on the server.**

J. Forms of Payment

(Listed in alphabetical order)

1. Canadian Currency

Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures”, Subsection Q. “Forms of Payment”, Number 1. “Canadian Currency.”

2. Cash

Amtrak accepts US currency on all trains.

3. Payment Cards (Credit Cards and Debit Cards)

- a) **Credit cards and debit cards that carry a clearly displayed valid logo** of one of the following brands are the only payment cards accepted by Amtrak on-board trains:
- MasterCard
 - Visa
 - American Express
 - Discover
- b) **Security**
- Every Amtrak employee who has access to payment card information must make every effort to protect that information at all times.
 - Payment card information includes the cards themselves, the account numbers and the machines used to accept payments.
- c) **The signature panel on the back of the payment card** has the following fraud-prevention features:
- The word “VOID” will appear in the signature panel if an attempt is made to erase the original signature. Do not accept these cards.
 - The signature panel must contain the passengers’ signature or the wording “See ID.” (*When “See ID” appears, ask the passenger for a valid photo ID for the purpose of matching the name on ID to name on card.*)
 - It is not required that the signed name match the name embossed or printed on the front of the card (e.g. business/corporate cards or spouse/parent cards).

d) Use the OBS Payment Card Device to accept a payment card.

- When prompted for the “Train Origin Date”, enter the same date that is written on the *“Food and Beverage Sales Reports Envelope”*.
- When working on a train that travels over multiple days, enter the same date that is written on the *“Food and Beverage Sales Report Envelope”* regardless of the current date.
- When prompted for the “New Train Number”, enter the same train number that is written on the *“Food and Beverage Sales Reports Envelope”*.
- When working on a set of equipment that changes train numbers, but only has one *“Food and Beverage Sales Reports Envelope”*, use the train number that is on the *“Food and Beverage Sales Reports Envelope”*.
- The “End of Day Settlement” must be completed at the end of each train trip, whether any payment card transactions were made or not, or once every 24 hours, whichever comes first.
 - Run “Settlement”.
 - A screen message will appear stating: *“Will Upload Transactions to Amtrak”*
 - Do not turn off device until the following message appears: *“End of Day Complete. Pls Turn Off The Terminal”* [Press the Button]. Two small reports (Transaction Report and Amtrak Upload Report) will print from the device when the settlement has been successful.
 - Both reports should indicate SETTLEMENT (GOOD BATCH).
- The Transaction Report and Amtrak Upload Report printed from the device are to be placed in the *“Food and Beverage Sales Reports Envelope”*.

e) Accepting Payment Cards

- If the device returns a DECLINE message, the passenger must provide another form of payment such as cash or another valid payment card.
- Every payment card transaction must be submitted using the device.
- Payment cards may not be used to obtain cash from Amtrak.

- Payment cards can only be used for the exact value of the item purchased.
- There is no minimum amount required for payment card purchases.
- Transactions requiring the cardholder to enter a PIN number are not accepted on-board the train.

f) **Payment Card Receipt and Signature Instructions**

- A receipt must always be offered to the customer, regardless of the sales amount.
- If the customer does not want a receipt, the receipt should not be printed.
- Cardholders have the option of adding a tip to the transactions.
- For sales of \$25.00 or more, the customer's signature is required on the merchant receipt.
- For sales of \$24.99 or less, neither a merchant receipt nor a signature is required unless the customer adds a tip.

EXAMPLE:

The total on the bill is \$23.00. However, with a tip of \$4.00 the total becomes \$27.00. The customer's signature is now required on the merchant receipt.

- When a merchant receipt is printed but not signed, it need not be submitted in the “*Food & Beverage Sales Reports Envelopes*” (NRPC 695, 3275 or 3276) or the “*Dining Car Report Envelope*” (NRPC 131) with the other financial paperwork.
- When the customer signs a merchant receipt, it must be submitted in the “*Food & Beverage Sales Reports Envelopes*” (NRPC 695, 3275 or 3276) or the “*Dining Car Report Envelope*” (NRPC 131) with the other financial paperwork.

4. Personal Checks

Personal checks will not be accepted as a form of payment in any Food Service Cars (Cafe, Lounge or Dining Car) or food carts - **except from groups (booked and ticketed in a group PNR).**

5. “Transfer Out Form” (896) Reporting

Total payment card sales must be properly reported on the “Transfer Out Form” (896) to receive proper credit.

- a) **The LSA must create a new entry in the “Remittances” section of the “Transfer Out Form” (896)** by writing the words “Payment Cards”.
- b) **The Batch Settlement ID number(s) must be documented** under the *Remittance Section* of the Accounting Portion of the “Transfer Out Form” (896).
- c) **The value of total payment card sales, submitted under the new “Payment Cards” entry on the “Transfer Out Form” (896), is the same as the “Total” as reported on the “Amtrak Upload Report”.**

6. Un-accepted Forms of Payment

- a) **Non-US Currency** (unless otherwise noted)
- b) **Cashier’s Checks**
- c) **Money Orders**
- d) **Travel Vouchers**
- e) **Personal Checks** (except from groups booked and ticketed in a group PNR).
- f) **Travelers Checks**
- g) **Payment Cards with brand logos** other than the brands listed in section J.3. “Payment Cards (Credit Cards and Debit Cards)”.
- h) **Payment Cards requiring a PIN**

K. Completing the Trip

1. Onboard Stock

All members of the On-Board Dining Car crew are to assist in counting and organizing stock for the preparation of turning the stock over to the catering vendor or removing from the train. If stock is to remain on-board, the departing LSA and Chef must ensure that the remaining stock is secured.

2. “Transfer Out Form” (896) (End of Trip)

- a) **Units sold column** – The LSA must complete the Units Sold column for all entrees sold.
- b) **On-Hand End of Trip** – The LSA and/or Chef must ensure that the On-Hand End of Trip (OH EOT) portion is completed on all pages of the paperwork.
- c) **Equipment Turnaround** – In the event of equipment turnaround, the LSA and Chef must copy all figures from the OH EOT column and duplicate them in the start issue column of the duplicate

“*Transfer Out Form*” (896) issued at the beginning of the trip.

- A copy of the old “*Transfer Out Form*” (896) must also be left with the new “*Transfer Out Form*” (896) and submitted by the new employee in the proper “*Food & Beverage Sales Report*” envelope. Any variances in stock figures must be noted in the Notes section.
 - An employee who is transferring stock to another employee en route is responsible for picking up the original “*Transfer Out Form*” (896) along with a blank “*Transfer Out Form*” (896) from their original terminal.
 - The originating employee is to complete and sign his or her on hand end-of-trip (OHEOT) portion of the “*Transfer Out Form*” (896) and transfer OHEOT numbers to the blank “*Transfer Out Form*” (896) and present it along with a copy of their original “*Transfer Out Form*” (896) to the relieving employees.
- d) **Return to Stock** – The LSA is **not** to fill in the Return to Stock (RTS) – only the catering vendor is to complete this column.
- e) **Condemned (ARAMARK)** – The LSA is **not** to fill in the Condemned (ARAMARK) columns of the “*Transfer Out Form*” (896). Only the Catering Vendor is to complete this column.
- f) **On Board Condemned** – The LSA/Chef is responsible for the completion of the On-Board Condemned column on his/her set of paperwork.

3. Verification of Inventory

- a) **Where the operation permits**, the LSA and the Chef (as applicable) are to accompany the stock from train side to the Catering Vendor’s facility.
- b) **Where stock cannot be accompanied**, every effort should be made to secure the stock before transport to the Catering Vendor or inventoried at train side. If stock is inventoried at train side, the LSA/Chef must be present to verify the Catering Vendor’s count.
- c) **The LSA and the Chef must observe and monitor** the Catering Vendor inventory process.
- d) **After the Catering Vendor completes its check of the RTS column**, both the Catering Vendor

employee and LSA and Chef, must sign to verify the return to stock inventory.

- e) **A copy of the completed “Transfer Out Form” (896)** is to be left with the Catering Vendor’s facility and the remainder included in the proper “Food & Beverage Sales Report” envelope taken to the Crew Base or location designated by Crew Base.
- f) **A copy of the completed “Transfer Out Form” (896)** should be kept by the LSA/Chef as a record of their trip.

4. Unattended Stock

- a) **If the on-board stock is unattended by an LSA or Chef** when the Catering Vendor employee arrives to strip the Food Service Car and the LSA’s “Transfer Out Form” (896) is not available, the Catering Vendor employee will use a blank “Transfer Out Form” (896) to document the inventory of each item returned.
- b) **The blank “Transfer Out Form” (896) will be used to document stock removed** from a Food Service Car and will be the document of record, not the LSA’s copy of the “Transfer Out Form” (896).
- c) **An appropriate Amtrak Manager (Crew Base, On-Board Service or Food & Beverage) will be informed** by the Catering Vendor of this process. In such cases, where there is a discrepancy noted, there will be no changes made on the “Transfer Out Form” (896) that was created by the Catering Vendor. It will be the responsibility of the LSA to dispute the error with his/her supervisor.

L. Remittances

1. Making a Remittance

- a) **The LSA must have all inventory and monetary calculations completed** and all totals written in the accounting portion of the “Transfer Out Form” (896). This provides a check and balance for the clerical accounting staff.
- b) **The LSA must remit the full amount.** The LSA is not permitted to under remit because he/she is filing a protest.
- c) **Co-mingling of funds is prohibited.** This means that it is unacceptable for an employee to substitute his/her personal funds, credit card, check, etc. for company funds received from customers. The

employee is to remit only those funds received from the customers.

- d) **Employees must remit his/her working fund at the conclusion of each trip**, at those locations where it is required.
- e) **The LSA will be subject to discipline or administrative action if all company funds are not remitted before departing Amtrak property.**

2. Making an En Route Remittance

- a) **Whenever cash on-hand exceeds \$2,000.00**, a remittance must be made at the next staffed station stop where the dwell time exceeds 20 minutes.
- b) **Notify the Conductor if you are leaving the train for any reason**, including making a remittance.

3. Completing the “Food and Beverage Service Remittance Receipt” (NRPC 124)

(Refer to Figure 8-90.)

- a) **The LSA is to complete the following required sections** of the “Food and Beverage Service Remittance Receipt” (NRPC 124) for all food and beverage remittances.
 - Employee’s Name (Print): Neatly print first and last name
 - Employee ID Number: Enter eight digit SAP number (including zeros)
 - Crew Base: Enter three-letter code for “Home” Crew Base
 - Train Number: Enter train number used at point of origin
 - Train Origin Date: Enter train origination date using the month/day/year (04/30/07) format
 - Collection Summary - Cash: Total of cash monies being remitted
 - Collection Summary - Checks: Total of checks from groups that are booked and ticketed in a group PNR (*Personal checks are no longer accepted for the purchase of food & beverage.*)
 - Collection Summary - Manual CC NRPC 621-C: This section is no longer applicable because manual credit card transactions are not permitted (*Electronic credit card transactions from Exadigm devices must NOT be listed in the Food and Beverage Service Remittance Receipt (NRPC 124).*)

- Amount: Neatly enter the correct amount for each Collection Summary entry
 - Grand Total of Remittance: Enter the total of all the Collection Summary Amounts
- b) **If the remitting employee has inaccurately totaled any amount in the Collection Summary or Grand Total of Remittance section, the Station Agent/Ticket Receiver will void the “Food and Beverage Service Remittance Receipt” (NRPC 124).** The remitting employee will need to complete a new “Food and Beverage Service Remittance Receipt” (NRPC 124) with the correct amounts; the Station Agent/Ticket Receiver is NOT to complete the remitting employee’s sections.
- c) **After the Station Agent/Ticket Receiver has completed their sections of the “Food and Beverage Service Remittance Receipt” (NRPC 124) they will retain the “Station Accounting” (white) and the “Station Agent” (yellow) copies returning the “Audit – Forward with Trip Report” (pink) and “Lead Service Attendant” (blue) copies to the remitting employee.**
- d) **The LSA will place the “Audit – Forward with Trip Report” (pink) copy into the “Food & Beverage Sales Reports Envelopes” (NRPC 695, 3255, 3275 or 3276) or the “Dining Car Report Envelope” (NRPC 131) before submitting to the Crew Base. The “Lead Service Attendant” (blue) copy will be retained by the LSA for a period of two years and are subject to audits by management at any time during that period.**

The form is titled "FOOD AND BEVERAGE SERVICE REMITTANCE RECEIPT" and includes the following sections:

- EMPLOYEE'S NAME (PRINT):** A field for the employee's name.
- CHEF BASE:** A field for the chef base.
- TRAIN NUMBER:** A field for the train number.
- TRAIN DATING DATE:** A field for the train dating date.
- STATION:** A field for the station.
- AMOUNT:** A field for the amount.
- GRAND TOTAL OF REMITTANCE:** A field for the grand total of remittance.
- STATION ACCOUNTING:** A table with columns for "AMOUNT", "DATE", "TIME", "STATION", and "TOTAL".

Figure 8-90 – Food and Beverage Service Remittance Receipt (NRPC 124)

4. Crew Base

- a) **The LSA and Chef are responsible for ensuring that all paperwork and reports are complete and**

accurate before submitting to the crew base in the proper report envelope.

- b) **When reporting to the crew base**, the LSA and Chef must be courteous and wait for instructions from the crew base supervision or clerical staff.
- c) **The LSA or Chef is to remain in the crew base until** released by the crew base staff.
- d) **All company funds received from sales of revenue items must be remitted prior to departing Amtrak property.**
- e) **In situations where the crew base is closed upon train arrival**, the completed report envelope must be deposited in the location designated by the crew base.

5. Food and Beverage Sales Reports Envelopes

The LSA and Chef must submit the following, if applicable, in the appropriate Food and Beverage Sales Reports envelope.

- *“Transfer Out Form”* (896) – completed with all signatures.
- Meal Checks – totaled and properly bundled by Sleeper, Coach and Employee.
- *“Change In On Train Inventory”* (NRPC 125) – signed by Catering Vendor representative and LSA/Chef.
- Discrepancy Short Sheet – signed by Catering Vendor representative and LSA/Chef.
- Start Issue Credit – signed by the Catering Vendor representative and LSA/Chef.
- *“Chef/LSA Enroute Condemnation Report”* (NRPC 3143).
- *“LSA Temperature Monitoring Report”* (NRPC 3220).
- *“Complimentary Service Accounting”* (NRPC 3157).
- *“Non-Meal Check First Class Revenue Item Accounting”* (NRPC 3269).
- *“Business Class Service Accounting”* (NRPC 3236).
- *“Food and Beverage Service Remittance Receipt”* (NRPC 124).
- Abstract Sheet.
- Checks from groups that are booked and ticketed in a group PNR.
- Cash Receipts.

- Credit Card Slips.
- Coupons.
- Vouchers.
- Red Star Receipts.
- Cash Register Reports.
- Any other forms or paperwork.

M. Notices

1. Credit Notice Procedures

- a) **Food and Beverage credits result when** the LSA remits a dollar amount that is greater than the dollar amount required to balance the paperwork for the trip.
- b) **The Crew Base Manager or authorized representative is responsible for issuing** a “*Credit Notice - Food and Beverage Service*” (NRPC 127C). This can be done immediately upon determining that an employee has over remitted.

2. Debit Notice Procedures

- a) **“Food & Beverage Shortage Notice - Debit” (NRPC 127D) is a formal notification** from Amtrak that an insufficient amount of money was remitted by a LSA (debit issued to LSA) or a variance occurred in the Chef inventory (debit issued to Chef), at the end of a trip. The amount is defined by an audit of the trip documents and related accounting records.
- b) **The “Food & Beverage Shortage Notice - Debit” (NRPC 127D) is the only official Debit notification document.** When an employee receives a debit, they have a maximum of nine calendar (9) days to settle the amount or file a protest. The protest must be filed on a “*Debit Notice Protest*” (NRPC 2740). (*Refer to Figure 8-91*)
- c) **If a protest is filed,** it must be submitted to the appropriate authority as required by the employee’s home Crew Base procedures. In such cases protests submitted after the deadline will not be considered and the debit is immediately due and payable. (*Refer to Item 3, "Procedures for Protest", in this section.*)
- d) **Any employee failing to settle the debit within the prescribed time** is not only required to immediately pay the debit, but shall also be subject to administrative action. Management reserves the

right to use all internal and external resources to recover the amount of the debit permissible by law.

- e) **Payment of a debit must occur at the Ticket Office or Ticket Receiver's office in the city where the "Food & Beverage Shortage Notice - Debit" (NRPC 127D) was issued.** The pink audit copy of "Food & Beverage Shortage Notice - Debit" (NRPC 127D) must be returned to the crew base. Employees can make settlement in the form of cash, personal check or credit card.
- f) **Employee's debits will be considered excessive** if he/she has five (5) or more debits or any single debit that exceeds \$100.00 in a calendar month. Employees who establish a record of excessive debit activity may be subject to disqualification or disciplinary action through the appropriate administrative processes.
- g) **If there is a management decision (Superintendent Passenger Services or above) to allow payroll deduction,** the employee will be required to pay a \$25.00 fee for processing. This amount plus the payback amount will be withdrawn from the first paycheck impacted. The full amount of the debit must be paid within 30 days. This option is to be used in cases involving extenuating circumstances and is limited to a maximum of two (2) per calendar year.
- h) **The employee is required to keep** the blue employee's copy of "Food & Beverage Shortage Notice - Debit" (NRPC 127D) for a period of two years.

		Debit Notice Protest	
Protest: The debit notice listed below is protested by the employee for the reason indicated.			
Name of Employee:	Employee ID No. (xxxx):	Protest Date: <u> / / </u>	Debit Notice No.:
Train Number:	Date of Trip: <u> / / </u>	Car No.:	
Amount of Debt: \$			
Reason for Protest:			
Employee's Signature: _____		Date: _____	
Supervisor's Signature: _____		Date: _____	
Disposition			
<input type="checkbox"/> Your protest is granted.			
<input type="checkbox"/> Your protest is denied for the reason indicated below.			
<input type="checkbox"/> Your failure to complete your paperwork.			
<input type="checkbox"/> Your failure to record the on-hand end-of-trip figures(s).			
<input type="checkbox"/> Your signature verified the stock as received as is received.			
<input type="checkbox"/> Your signature verified the return-to-stock figures.			
<input type="checkbox"/> You returned the incorrect amount of money.			
<input type="checkbox"/> You failed to secure a supervisor's signature for the cash loan credit.			
<input type="checkbox"/> Your calculations were in error as noted on your paperwork.			
<input type="checkbox"/> Other: _____			
<input type="checkbox"/> No Relief <input type="checkbox"/> Partial Relief \$ _____ <input type="checkbox"/> Full Relief \$ _____			
If no relief or partial relief is indicated above, the employee has three days from receipt of this response to settle the debt. Failure to do so may result in formal disciplinary action.			
Manager's Signature: _____		Date: <u> / / </u>	
Food and Beverage Manager's Signature: _____		Date: <u> / / </u>	
If applicable, the three-day period to settle this debt begins when this notice is returned to signed and dated by the employee and the supervisor.			
Employee's Signature: _____		Date: <u> / / </u>	
Supervisor's Signature: _____		Date: <u> / / </u>	
White - Chief Clerk (Train Manager) Yellow - Train Passenger Service Pink - T&B Manager Gold - Employee			
NRPC 2740 (11/01)			

Figure 8-91 – Debit Notice Protest (NRPC 2740)

3. Procedures for Protest

- a) **If an employee wishes to protest a debit**, the protest must be in writing on “*Debit Notice Protest*” (NRPC 2740) and must include a copy of the “*Food and Beverage Shortage Notice – Debit*” (NRPC 127D).
- b) **Management designated to perform the review will** evaluate the protest and responds within ten (10) calendar days to the employee.
- c) **If the results of the review are a denial of the protest**, the employee will have a maximum of six (6) calendar days to pay the debit back after they have been notified. If the review determines that the protest is valid and grants full or partial relief, the employee will be notified.
- d) **If partial relief is granted**, the employee is responsible for paying the balance within six (6) calendar days of notification.

- e) **If an employee leaves service prior to paying a debit, “*Personnel Action Request*” (NRPC 2000)** is filed to sever the employee from active service. A note in the "Remarks" section that the unpaid debit(s) amount must be deducted from the final check is to be made. If this is not possible, the crew base manager will send a certified letter to the employee requesting payment of the unpaid funds by a specific date. If the person fails to respond, the crew base manager would then forward copies of all correspondence of the unpaid debit to the Senior Officer Revenue Remittance requesting that further collection efforts be made. Any unpaid funds sent for collection may be reported to the Credit Bureau.
- f) **If an employee is out on medical or is granted an approved Leave of Absence (LOA),** it is the employees responsibility prior to their LOA to remit all monies due Amtrak. The LOA does not postpone or extend the time limits described in this policy.

Chapter 9

Service Recovery

Introduction

Service Recovery is the umbrella term used to describe the various techniques, services, policies and procedures used by Amtrak to mitigate the negative impact of service failures on passengers. Complimentary Food and Beverage Service, Service Recovery Kits, Emergency Meal Packages, Service Upgrades or Credits and Service Adjustments are all available to assist in recovering from a service failure.

Each of the techniques, tools, procedures or policies is designed to provide the guidance necessary to deliver consistent service recovery corporate-wide and demonstrate to the passenger that we regret and apologize for a service failure. The need to use Service Recovery indicates that there has been some element of service which has not met the passenger's expectations. The ability to use one of the Service Recovery options provides us with the opportunity to turn the failure into a success. Service Recovery is not a substitute for excellent service, however, when used correctly it can:

- Turn a dissatisfied passenger into a satisfied passenger.
- Provide the opportunity to regain the respect of the dissatisfied passenger.
- Save the lifetime value of a satisfied passenger at little cost.
- Create loyal passengers who will travel again and encourage other to do the same.
- Provide a system that employee can use when situations or events happen that are beyond the control of the crew.

Not every passenger needs the same level of Service Recovery, even in a similar situation. Our responsibility is to find the Service Recovery option that works best for each passenger.

A satisfied passenger is a repeat passenger. If we improve our retention rate by just 1% - that translates into additional revenue totaling over one millions dollars annually.

A. Types of Service Failures

There are five types of service failures, which drive the need to initiate on-board Service Recovery:

1. Operational Failures

Late train departure from initial terminals; en route delays and delays due to “Hours of Service” requirements.

2. Equipment Failures

Locomotive malfunctions/failures including loss of Head-End-Power (HEP), heat or A/C malfunction, toilet malfunction or an individual accommodation failure.

3. Natural Disasters

Flood, fire, hurricane, land/rock slide, avalanche or a bridge washout and any other act of God.

4. Safety and Security Issues

Search of train, search of train with evacuation of all passengers, removal of a passenger because of behavior, trespasser strikes, grade crossing accidents and similar situations.

5. Employee Failures

Employees who are rude, unhelpful, inefficient or incompetent.

B. L.A.S.T. (Listen, Apologize, Solve and Thank)

More often than not, the passenger wants someone to listen to their problem, acknowledge that there is a problem by apologizing, offer some options or solutions and then thank them for their patience and willingness to give the corporation the opportunity to “make it right”. L.A.S.T. is the most powerful service recovery technique available to employees.

a) **Listen to passengers to understand their expectations.**

- Express empathy.
- Make sure you have an accurate understanding of their problem—do not jump to conclusions.

b) **Apologize to the passenger** who is experiencing an inconvenience, even when the problem is not your fault. It is very important to do the following.

- Ask yourself, “What does this person need and how can I provide it?”
- Double check the facts or get more information.

- c) **Solve the problem.**
 - Work to develop a fair resolution to the situation.
 - Follow up to make sure the passenger is satisfied with the solution.
- d) **Thank the passenger for their understanding and patronage,** and invite them to travel with us again.

C. Complimentary Food and Beverage Service

*The Complimentary Food and Beverage Service described in this section is not to be confused with any Complimentary Services offered as an amenity to First Class and/or Sleeping Car passengers (e.g. wine tasting, etc.). Complimentary Food & Beverage Service is provided specifically as a service recovery tool because one or more of the five **Types of Service Failures** previously discussed has occurred. (Refer to Section A “Types of Service Failures” in this chapter)*

1. General

- a) **Complimentary Food and Beverage Service is an important component of the Service Recovery process.** Offering complimentary food and beverages is one of the principle tools we have to demonstrate to a passenger that we recognize their expectations have not been met and that we want to make amends.
- b) **Amtrak is often criticized by passengers for inconsistent handling of Complimentary Food and Beverage Service** when operational or service failures occur. Employees must be consistent in providing complimentary service to our passengers.
- c) **The circumstances, which trigger Complimentary Food and Beverage Service, will vary by train, day and situation.** Generally, the Conductor is the first person able to accurately assess the situation and is to consider the following when making recommendations.
 - The length of the delay.
 - The availability of HEP – internal conditions.
 - The tardiness of the train.
 - Whether the train is moving or standing.
 - The location (at station platform or in remote area).
 - The number of passengers on-board.
 - External atmospheric conditions (temperature and weather).

- The safety of the equipment.
 - The availability of food and beverage supplies on-board.
 - The availability of food and beverage supplies from external sources.
- d) **Complimentary Food and Beverage Service may be offered to an entire train, a segment of the train's population or an individual or family.** The Conductor has latitude, but is expected to apply the principles outlined in this chapter, when recommending actions to be taken for Service Recovery. The Manager On-Board Service, CETC, CNOC Customer Service Desk and the Conductor will determine the best course of action for each situation.
- e) **Sealed Service Recovery Kits and the Emergency Meal Packages are only to be opened when** Complimentary Food and Beverage Service has been authorized.
- f) **There are three principle Complimentary Food and Beverage options,** which can be used as part of a service recovery process.
- Service Recovery Kits (contains 60 Snack Packs and 60 individual bottles of water).
 - Emergency Meal Packages (bulk items).
 - Individual meals/beverages.

2. Catering Vendor Responsibility

- a) **PAR management** of the Service Recovery Kits and the Emergency Meal Packages is the responsibility of the Catering Vendor.
- b) **Service Recovery Kits are a standard issue on all trains.**
- c) **Service Recovery Kits and the Emergency Meal Packages** will be delivery to every train with the rest of the stock.

3. Acela Express and Northeast Regional Trains (Includes Boston - Newport News Service)

- a) **Service Recovery Kits**
 - **Acela** – The Service Recovery Kits will be loaded into a cart and boarded with the rest of the stock.
 - **Northeast Regional** – A container will be used to load the Kits into the Café Car.
- b) **Triggers to Use the Service Recovery Kits**
 - Train standing in one location for first 30

minutes with non-operational HEP.

- Train standing in one location for a minimum of 90 minutes with operational HEP.

c) **Conductor Responsibilities**

- The Conductor must notify CETC of the train's situation (e.g. operational failures, equipment failures, natural disasters or safety and security issues). *(If CETC is contacted, CETC will contact CNOC and CNOC will contact the Manager, On-Board Service.)*
- The **recommendation** to activate the Complimentary Food and Beverage Service must be made by the Conductor working in conjunction with the LSA and Manager, On Board Service for that train.
- The Conductor must provide the LSA with an accurate count of the passengers on-board and identify any passenger(s) who will need special assistance.
- The Conductor will receive the **final approval** from the Manager, On-Board Service and/or the CETC/CNOC Customer Service Desk to provide Complimentary Food and Beverage Service to the passengers.
- The Conductor is to delay making an announcement regarding any complimentary service until the LSA has had time to retrieve and position the Service Recovery Kits for distribution.
- Only when the LSA is ready to distribute the Service Recovery Kits may the Conductor make an announcement notifying passengers about the complimentary service and the distribution method. *(Refer to Chapter 10 "On-Board Announcements and Signage")*
- The Conductor is to monitor the distribution to ensure each passenger receives only one "Snack Pack" and one bottle of water.

d) **LSA Responsibilities**

- The LSA is to ensure that the Service Recovery Kits have been issued to the train.
- The LSA will record the number of "Snack Packs" issued on the "Transfer Out Form" (896) in the Start Issue column.
- The LSA is responsible for the retrieval of the Service Recovery Kits from the storage location

and then determine the number of “Snack Packs” that will be needed for the passengers on-board.

- The LSA is to organize the complimentary “Snack Packs” in the Café Car.
- In the event that the Service Recovery Kits stock becomes depleted, the LSA is authorized to use the remaining revenue stock in the car, only after notification has been made to Manager, On-Board Service and/or CNOC Customer Service Desk that this has become necessary.
- The LSA is to keep track of any revenue stock used and complete the appropriate portions of the “*Transfer Out Form*” (896) and any additional required forms.
- The number of used “Snack Packs” is to be recorded in the Total Sold column of the “*Transfer Out Form*” (896). Record “Snack Packs” returning to stock in the Return to Stock column of the “*Transfer Out Form*” (896). (Refer to Chapter 8 “Accounting”, Section 2 “On-Board Service Accounting Procedures” for details.)

4. Downeaster

The Downeaster is supported by the Northern New England Passenger Authority. The food service is provided by a private company. The Northern New England Passenger Authority determines and publishes the triggers for Service Recovery.

5. Amtrak Cascades, Heartland Flyer, Ethan Allen, Vermonter, Pennsylvanian, Niagara Falls Trains, Midwest and Pacific Surfliner Corridors

a) Service Recovery Kits

The Catering Vendor is responsible for PAR management and delivery of the Kits on board the following trains: Amtrak Cascades, Heartland Flyer, and the Midwest and Pacific Surfliner Corridors. These trains will be provisioned as storage space permits using station locations along the route for restocking.

b) Triggers to Use the Service Recovery Kits

- Train standing in one location for minimum of 1 hour with non-operational HEP.

- Train moving with intermittent HEP over a minimum of a 3 hour period.
- Train standing in one location for a minimum of 3 hours with operational HEP.
- Train is moving with operational HEP but is 3 hours late.

c) **Conductor Responsibilities**

- The **recommendation** to activate the Complimentary Food & Beverage Service must be made by the Conductor working in conjunction with the (LSA), CNOC Customer Service Desk and the Manager, On-Board Service for that train.
- The Conductor will contact the CNOC Customer Service Desk, which will contact the Manager, On-Board Service for that train or corridor.
- The Conductor will receive the **final decision** from the CNOC Customer Service Desk and/or the Manager, On-Board Service to provide Complimentary Food and Beverage Service to the passengers.
- The Conductor is to delay making an announcement regarding any complimentary service until the LSA has had time to retrieve and position the Service Recovery Kits for distribution.
- Only when the LSA is ready to distribute the Service Recovery Kits may the Conductor make an announcement notifying passengers about the complimentary service and the distribution method (*Refer to Chapter 10 "On-Board Announcements and Signage"*)
- The Conductor is to monitor the distribution to ensure each passenger receives only one "Snack Pack" and one bottle of water.

d) **LSA Responsibilities**

- The LSA is to ensure that the Service Recovery Kits have been issued to the train.
- The LSA will record the number of "Snack Packs" issued on the "*Transfer Out Form*" (896) in the Start Issue column.
- The LSA is responsible for the retrieval of the Service Recovery Kits from the storage location and then determine the number of "Snack

Packs” that will be needed for the passengers on-board.

- The LSA is to organize the complimentary “Snack Packs” in the Café Car.
- In the event that the Service Recovery Kits stock becomes depleted, the LSA is authorized to use the remaining revenue stock in the car, only after notification has been made to Manager, On-Board Service and/or CNOC Customer Service Desk that this has become necessary.
- The LSA is to keep track of any revenue stock used and complete the appropriate portions of the “*Transfer Out Form*” (896) and any additional required forms.
- The number of used “Snack Packs” is to be recorded in the Total Sold column of the “*Transfer Out Form*” (896). Record “Snack Packs” returning to stock in the Return to Stock column of the “*Transfer Out Form*” (896). (*Refer to Chapter 8 “Accounting” Section 2 “On-Board Service Accounting Procedures” for details.*)

6. Capitol Corridor

Capitol Corridor trains use Train Delay Vouchers in the event of a delay because of agreements with state and local agencies.

a) **Triggers to Use the Train Delay Vouchers**

If the train is at least 30 minutes late, secure authorization to use the Train Delay Voucher from the Manager On-Board Service.

b) **Service Recovery Train Delay Vouchers**

- Capitol Corridor vouchers are Green in color and have a value of \$3.00 when used to purchase a minimum of \$5.00 of food or non-alcoholic beverages in the Food Service Car.
- Vouchers are available at the Oakland Crew Base.
- Vouchers are an accountable item.
- The name of the authorizing manager must be entered on the back of the first voucher used.
- The transaction must be recorded in the POS unit and the passenger’s name, signature and PNR number recorded (ticket or pass number may be substituted) on the voucher.

- The voucher is valid immediately upon disbursement and must be used by the passenger within sixty days of the date of issuance. (*Refer to Chapter 8 “Accounting” Section 2 “On-Board Service Accounting Procedures” for details.*)

7. San Joaquin

a) **Service Recovery Kits**

The Catering Vendor is responsible for PAR management and delivery of the Kits.

b) **Triggers to Use the Service Recovery Kits**

Train delay surpasses 90 minutes.

c) **Conductors Responsibilities**

- The Conductor is to delay making an announcement regarding any complimentary service until the LSA has had time to retrieve and position the Service Recovery Kits for distribution.
- Only when the LSA is ready to distribute the Service Recovery Kits may the Conductor make an announcement notifying passengers about the complimentary service and the distribution method (*Refer to Chapter 10 “On-Board Announcements and Signage”*)
- The Conductor is to monitor the distribution to ensure each passenger receives only one “Snack Pack” and one bottle of water.

d) **LSA Responsibilities**

- The LSA is to ensure that the Service Recovery Kits have been issued to the train.
- The LSA is responsible for the retrieval of the Service Recovery Kits from the storage location and then determine the number of “Snack Packs” that will be needed for the passengers on-board.
- The LSA is to organize the complimentary “Snack Packs” in the Café Car.

e) **Recording Used Snack Packs in POS System**

- Touch San Joaquin Snack Packs on the POS Screen.
- Enter the quantity of Snack Packs and press enter.
- Highlight the item.
- Touch Service Recovery Payment Screen.

- Enter Reason.
- Press the tender even button.
- Include the Receipt with your trip packet.

8. **Service Recovery Kits for Long Distance Trains Traveling in Excess of 500 Miles (Excludes Boston to Newport News Service)**

Long distance train operations often produce a unique and challenging set of circumstances. The type and length of the delay determines if a Complimentary Food and Beverage Service will be provided and if so, to what extent. All long distance trains with food service operations will be provisioned with Service Recovery Kits as well as Emergency Meal Packages.

The storage of the additional Complimentary Food and Beverage Service supplies is a major challenge on all types of equipment but is particularly acute on single level cars. The challenge of storing supplies intensifies during the summer and holiday travel periods when regular stock levels are at their highest. When storage space becomes limited on specific routes, restocking locations will be utilized. Each LSA must be familiar with his/her division's established restocking locations and procedures.

a) **Service Recovery Kits - General Guidelines**

- The Catering Vendor will load the Service Recovery Kits onto Café/Lounge Cars.
- The "Snack Pack" and bottled water will be served at the passenger's seat or in their accommodation.
- Passengers are never to be told to come to the Dining or Lounge Car to pick up the "Snack Pack".
- If there is a cart on-board the train, this may be used to distribute complimentary items to the passengers.

b) **Triggers to use the Service Recovery Kits**

These triggers are guidelines only. Specific situations may warrant additional actions.

- Train standing in one location for a minimum of 90 minutes with non-operating HEP.
- Train is moving but is over 90 minutes late with non-operating HEP.

- Train is moving but is over 4 hours late with operating HEP (not into second unscheduled meal period).

c) **Conductor Responsibilities**

- A **recommendation** to activate the Complimentary Food and Beverage Service by the Conductor must be developed through consultation with the CNOC Customer Service Desk, Manager, On-Board Service, Dining Car LSA and Café/Lounge Car LSA. It is critical that the following be considered when making a recommendation.
 - The time of day or night.
 - Whether or not a “second unscheduled meal period” is being entered.
 - The number of passengers in Coach and Sleeping Cars.
 - The quantity of food supplies available for providing complimentary service.
 - The availability/possibility of having additional supplies brought to the train to supplement existing stock.
- The Conductor’s recommendation must indicate that there are sufficient Service Recovery Kits to supply all passengers.
- The Conductor will receive the **final approval** from the Manager, On-Board Service and/or the CNOC Customer Service Desk to provide the agreed upon Complimentary Food and Beverage option to the passengers.
- The Conductor is to delay making an announcement regarding any complimentary service until the LSA has had time to retrieve and position the Service Recovery Kits for distribution.
- Only when the LSA is ready to distribute the Service Recovery Kits may the Conductor make an announcement notifying passengers about the complimentary service and the distribution method (*Refer to Chapter 10 “On-Board Announcements and Signage”*)
- The Conductor is to monitor the distribution to ensure each passenger receives only one “Snack Pack” and one bottle of water.
- If there is a cart on-board, it may be used to distribute complimentary items to the passengers

at their seat or accommodation. The Conductor may assign any employee to handle this function.

d) **Café/Lounge Car LSA Responsibilities**

- The Café/Lounge Car LSA is to ensure that the Service Recovery Kits have been issued to the train.
- The Café/Lounge Car LSA will record the number of “Snack Packs” issued on the “*Transfer Out Form*” (896) in the Start Issue column.
- The Café/Lounge Car LSA has the lead responsibility if the Service Recovery Kits (Snack Packs) are used.
- The Café/Lounge Car LSA will develop the plan for distribution of the Snack Packs in conjunction with the Dining Car LSA and Conductor. All Dining Car and Train Attendants (Coach and Sleeping Cars) are to assist in the distribution process unless active Dining Car meal service is in progress or there are immediate station stops. All crew members are to assist with the distribution of the Snack Packs, once active Dining Car meal service and/or immediate station stops have been completed.
- The number of used “Snack Packs” is to be recorded in the Total Sold column of the “*Transfer Out Form*” 896. Record “Snack Packs” returning to stock in the Return to Stock column of the “*Transfer Out Form*” (896). (Refer to Chapter 8 “Accounting” Section 2 “On-Board Service Accounting Procedures” for details.)

e) **Train Attendants (Coach and Sleeping Car) Responsibilities**

- The Train Attendant(s) are to personally deliver one of the the Service Recovery Kits to each Coach and Sleeping Car passenger. (“Snack Pack” and a bottled water.) The passengers are to be served at their seat or in their accommodation.
- If there is a cart on board, it may be used to distribute complimentary items to the passengers at their seat or accommodation.
- Sleeping Car passengers will be offered regular Dining Car service for as long as possible. If these supplies are limited they are to be provided a “Snack Packs”.

9. Emergency Meal Packages for Long Distance Trains Traveling in Excess of 500 Miles (Excludes Boston to Newport News Service)

a) Triggers to use the Emergency Meal Package

- Train standing in one location for a minimum of 4 hours with operating HEP.
- Train is moving but is over 6 hours late with operating HEP (into second unscheduled meal period).

b) Emergency Meal Package – General Guidelines

- In situations, which result in extreme delays, the passenger may have already received the “Snack Packs”. If the train is entering its second unscheduled meal period, then an Emergency Meal is required.
- Emergency Meal Packages are generally a canned product, which is a shelf stable protein product.
- Emergency Meal Package supplies are issued to the Dining Car as part of the “*Transfer Out Form*” (896).
- Ridership levels will determine the number of Emergency Meal Packages loaded on each train. The Catering Vendor is responsible for the PAR management of the product.
- Emergency Meal Packages are offered when the train delay enters into a second unscheduled meal period.
- Sleeping Car Passengers will be offered the entire menu to the degree the selections are available unless there are inadequate supplies.
- The Emergency Meal provided to passengers consists of a protein item, a starch/vegetable selection and a non-alcoholic drink.
- Staggered seating reservation system is to be used for lunch and dinner.
- Passengers who have dietary restrictions or requirements will be offered items, which comply with their needs to the best of staff's ability.

c) Dining Car LSA Responsibilities

- The Dining Car LSA has the lead responsibility when an Emergency Meal is determined to be required.
- The entire Dining Car staff is responsible for inventory of stock and preparation of the Dining Car for service.

- The Dining Car LSA will organize the staff and assigning responsibilities.
- If Sleeping Car passengers are going to be served from the full menu, the staggered seating reservation system is to be used. The LSA must inform the passengers that the normal reservation system applies, but that the menu may be limited.
- Regular Meal checks are to be used for the Sleeping Car passengers unless they are also receiving the Emergency Meal item.
- The Dining Car LSA will coordinate with the Café/Lounge Car LSA and notify the Conductor that the service for those traveling Coach can begin.
- The LSA is to use one meal check at the end of the service indicating the number of Coach passengers served. If Sleeping Car passengers also received Emergency Meal items, they are to be included in the total. *(Refer to Chapter 8 “Accounting” Section 2 “On-Board Service Accounting Procedures” for details.)*

d) Chef Responsibilities

- Ensure that the Emergency Meal Packages have been put on-board the Dining Car by the Catering Vendor at the origin point.
- Develop the menu available for passengers traveling in Sleeping Car accommodations.
- Preparation of both the regular menu items and the Emergency Meal items.

e) Train Attendants (Coach and Sleeping Car) Responsibilities

- If Sleeping Car passengers are going to be served from the menu, the staggered seating system must be used.
- Train Attendants in the Sleeping Cars are to assist the LSA and explain the menu or Emergency Meal options available to Sleeping Car passengers.
- The Dining Car LSA will inform the Train Attendants working Coach how to make reservations for the Coach passengers.
- The staggered seating reservation system is to be used for the Coach passengers.

9. Auto Train

- a) **Complimentary beverages** are available throughout the trip.
 - First class passengers (coffee, tea and bottled water).
 - Coach passengers (coffee and tea).
- b) **Triggers to Use Service Recovery**
 - Trains late 1 to 2 Hours - Extended breakfast are served until 10:00am for all passengers.
 - Trains late 2 to 4 Hours - Complimentary snacks, cookies, fruit, muffins, bottled water, tea and coffee for all passengers is served.
 - Late Trains Arriving Before 1:00pm - Passengers are served a light complimentary buffet meal in both Lounge Cars consisting of the following.

Coach Lounge

- Chicken Nuggets
- Fresh Fruit (apples, oranges, bananas)
- Cookies
- Snack Mix
- Bagels & Cream Cheese
- Muffins (corn, blueberry)

First Class Lounge

- Chicken Nuggets
- Fresh Fruit (apples, oranges, bananas)
- Cookies
- Snack Mix
- Bagels & Cream Cheese
- Muffins (corn, blueberry)
- Assorted Cheese Cubes (left over from wine tasting)
- Mixed Fresh Vegetables with Ranch Dressing (broccoli, celery, carrots and cauliflower)

Lunch Menu

- Chicken & Beef (served in both Dining Cars)
 - Chicken Nuggets (children only)
 - Vegetarian Lasagna (special request)
-
- Trains late 4 to 8 Hours - Lunch will be served using a modified dinner menu with coffee, tea and bottled water for all passengers.

- Trains late 8 Hours or More.
 - Prepare another dinner service for all passengers.
 - If passenger counts are very high and there are not enough entrees from the menu, a meal will be served with Beef Stew over Rice.
 - If the outbound originating trains are departing at or later than 8:00pm, box lunches will be served at the station with sodas, coffee and bottled water.
 - Meal service on the train will not be served that night, but all snacks, bottled water, coffee and tea will be available.

D. Complimentary Meal/Beverage to Individual Passenger

- There can be many reasons** why the Conductor and/or LSA provide a complimentary meal or beverage to a passenger. It is essential that the Conductor and LSA agree how what is to be provided, the frequency and any other pertinent information.
- The LSA must complete all complimentary service documents** with the passenger's signature as required by Chapter 8 "Accounting", Section 2 "On-Board Service Accounting Procedures".
- On occasion, special arrangements will be made by station personnel authorizing an LSA to provide a complimentary meal to a passenger.** There must be a document authorizing the complimentary service, which must be attached to the meal check and paperwork.

E. Service Upgrades or Credits

1. Upgrade Due to Malfunction or Change of Equipment, Etc.

- Passengers may be displaced** from their seat or accommodation for a variety of reasons.
- It is Amtrak's policy to re-accommodate displaced passengers** in equal or superior accommodations, regardless of higher charges or greater minimum ticket requirements.
- The need to re-accommodate passengers may occur from:**
 - Malfunction of equipment.
 - Duplicate sale of seat or accommodation

- resulting in a lack of space for the passenger.
- Unavailability of Superliner Lower Level seating for the passenger who has a ticket marked Lower Level Seating.
- Inadequate space for passengers who are in wheelchairs.

2. Vouchers and Credits Due to Service Failure

- a) **The Conductor or Assistant Conductor**, at their discretion, is permitted to provide passengers who have experienced a service failure with a “*Service Adjustment*” (NRPT 27) voucher or credit.
- b) **The “Service Adjustment” (NRPT 27)** provides the Conductor/Assistant Conductor, an immediate and tangible way to acknowledge that a service failure has occurred and that Amtrak want to make amends. *(Examples of applicable situations: an all reserved train, a properly ticketed passenger but no seats; unavailability of appropriate areas for passengers who have disabilities; or equipment malfunction and an inability to move the passenger to another seat or accommodation, etc. Passengers holding 10 ride tickets are NOT guaranteed a seat. Refer to Chapter 8 “Accounting”, Section 1 “Train Service Accounting Procedures” for complete instructions on completion of the form.)*
- c) **The Service Voucher (used for Service Recovery)** is the second page of the “*Service Adjustment*” (NRPT 27).
- d) **The Service Voucher is to be completed when** a service issue, in the opinion of the Conductor or Assistant Conductor warrants an adjustment (All authorized methods should be used before a Service Voucher is issued.)
- e) **The Conductor and Assistant Conductors are authorized** to give the passenger a Service Voucher for a certain amount against future trips – up to \$50.00.
- f) **The Reservation Credit** is the third page of the “*Service Adjustment*” (NRPT 27).
 - Issued to passengers whom are standees holding tickets for reserved seating.
 - Issued to passengers whom are displaced from club or first class service.
 - The value of the credit is up to \$150.00.

F. Service Recovery Options at (800) USA-RAIL or with Letters

- a) **When a customer calls or writes about what they perceive as a service failure**, an investigation is made before any compensation is given.
- b) **Compensation is not automatic** and records are kept of each call and the passenger's name. Therefore, a customer who calls frequently may or may not receive compensation.
- c) **Refunds of tickets generally occur only to** apply the funds to the purchase of alternate transportation (e.g., bus or air).
- d) **A Transportation Credit** may be issued with the amount based upon the passenger's situation.
- e) **All passenger correspondence is reviewed**, investigated and responded to by Amtrak.

G. Service Recovery Options Available to Stations

1. Complimentary Food and Beverage Service

- a) **Depending on the situations and train departure time**, meal vouchers may be provided to passengers who are waiting in stations for delayed trains, which will result in a missed meal opportunity (this applies primarily to passengers traveling in sleeping cars).
- b) **The provided meal vouchers** can only be used for restaurants near the station and are not for use on-board trains.
- c) **At some station locations**, food and/or beverage service may be provided to passengers delayed in departing.
- d) **Late Train/Missed Connection**
 - The alternatives offered to passengers who have missed an Amtrak connection vary depending upon where the problem occurs, the time of day/night and the unique situation of the passenger. No commitments are to be made to passengers regarding the handling of their delay.
 - Hotel accommodations, transportation to and from the hotel and meals are provided at Amtrak's expense as applicable.
 - Alternative train reservations, including an upgrade may occur.

- Bus or flight arrangements are made at Amtrak's expense as applicable. (The passenger's ticket is collected.)
- Passengers who have missed connections other than Amtrak will be handled on a case-by-case basis. This will include cruises, airline and bus connections. No commitments are to be made to passengers regarding the handling of their delay.

H. Service Recovery - Passengers with Disabilities

Passengers who have a disability may need additional attention or assistance when we are providing service recovery. This is particularly true if a decision is made to evacuate a car or the train.

1. Service Animals

If the passenger has a service animal which requires periodic opportunities to walk and relieve themselves, provisions must be made to accommodate this need. This may mean lengthening a station stop slightly. The Conductor must indicate on the delay report the reason for the additional delay.

2. Hidden Disabilities

There may be passengers on board who have difficulty hearing. If these passengers are traveling in a seat (coach, business class, etc), there should be the "*Special Assistance Seat Check*" (NRPC 3242) above this passenger's seat. The Conductor/Assistant Conductor and/or Train Attendant are to keep the passenger informed. If the passenger is traveling in First Class or Sleeping Car, the Train Attendant is responsible for keeping the passenger informed. It is the responsibility of every employee to provide information and comfort for passengers when there are operational delays or unexpected problems.

3. Passenger with Mobility Restrictions

Any passenger who has difficulty with mobility is to be provided "**at seat service**" whenever complimentary food and beverage service is provided. If the passenger prefers to move to either a Dining Car or Lounge Car – they are to be assisted to these locations.

Chapter 10

On-Board Announcements & Signage

Introduction

Passengers rely on Amtrak employees to keep them informed with timely and correct information. This chapter covers standardized announcements that have been created to provide consistent messages to all passengers. Standardized signage is shown, along with ordering information to assist passengers in passive communication when an employee is not present.

A. Announcements

The Conductor is responsible for making sure all required announcements are made. Service announcements should be coordinated between the Conductor, Assistant Conductor(s), and On-Board Service employees.

The majority of announcements will be conveyed to passengers using the train's PA system. If a PA malfunction occurs, utilize crew members to assist in communicating required announcements insuring all passengers have been kept informed.

Arrival announcements must be made in all cars (except Sleeping Cars, where detraining is handled by Sleeping Car Attendants on an individual basis) before arriving at stations. If the train stops after an arrival announcement has been made, but before reaching the station, passengers must be informed that the stop is not the station stop.

With the exception of an emergency situation, appropriate announcements must be made upon arrival and departure of all major stations during the hours of 7 a.m. through 10 p.m. Announcements should not be made in Sleeping Cars before 10 a.m., where practicable. For overnight trains, a morning announcement should be made providing passengers the status of the train's schedule. If delays occurred during the night, update passengers in the morning.

Security announcements are not required at station stops that are indicated in the timetable as a "D" (Discharge Only) stop.

While some passengers relish informational, geographical, and humorous announcements, extreme care must be used to ensure appropriateness for all passengers.

Major Station Stops

Division	Station	Division	Station
Northeast	Albany	Southwest	Albuquerque
	Back Bay		Austin
	Buffalo		Chatsworth
	Hartford		Dallas
	New Haven		El Paso
	New York		Fort Worth
	Newark		Fullerton
	Providence		Irvine
	Rte 128		La Junta
	South Station		Longview
	Springfield		Los Angeles
Mid-Atlantic	Baltimore		Oceanside
	Harrisburg		Oklahoma City
	Philadelphia		Oxnard
	Pittsburgh		San Antonio
	Richmond		San Diego
	Washington		San Luis Obispo
	Wilmington		Santa Barbara
Southern	Atlanta	Pacific	Bakersfield
	Charlotte		Oakland
	Jacksonville		Portland
	Lorton		Sacramento
	Miami		Salt Lake City
	New Orleans		Seattle
	Orlando	Canada	Spokane
	Raleigh		Montreal
Central	Sanford		Vancouver BC
	Ann Arbor		
	Champagne		
	Chicago		
	Denver		
	Detroit		
	Jefferson City		
	Kalamazoo		
	Kansas City		
	Memphis		
	Milwaukee		
	Minot		
	Springfield		
	St. Louis		
	St. Paul - Minneapolis		
	Toledo		

Guidelines for Effective Announcements

Purpose	To convey information to passengers, as required, and for emergency use.
General Conversation	When conversation between crew members is necessary, the intercom system, rather than the P.A. system, is recommended.
Passenger Inconvenience	Improper use of the P.A. System is unprofessional and can be annoying to passengers.
Helpful Hints	<ul style="list-style-type: none">• Avoid blowing or clearing throat into the microphone or starting with "Testing 1-2-3."• Establish that the P.A. system is operative by saying "May I have your attention please."• Check the volume before starting any trip.• Speak clearly and distinctly, pronounce words correctly.• Speak slower than normal.• Use natural expression, avoid monotone, disc jockey-type chatter or otherwise hamming it up, and• Avoid run-on phrasing (remember to take breaths between phrases and sentences to maintain an even delivery).

Instructions for operating the train's Communication System (PA and intercom) can be found in Chapter 12 – "Equipment".

1. Conductor Announcements – Departures

a) Long-Distant Trains

(To be made immediately upon departure from all major stations, prior to ticket lift.)

Good (morning/afternoon/evening) ladies and gentlemen. My name is _____ and I'm your Conductor (today/this evening). I'd like to welcome you aboard Amtrak train number (name), the (train name), bound for (final destination), with scheduled stops at (principal stops).

We would like to thank our passengers for helping us maintain (train name) as a smoke-free environment. For those passengers who wish to smoke, the following station stops (where and when) during your trip will allow you the opportunity for a smoke break.

[On Auto Train Only] – The smoking area is located on the lower level of (coach number) which is located in front of the Café/Lounge Car.]

Your safety is important to us. Please observe the emergency exit and instruction signs located throughout the

train. We also ask that you take a moment to review the safety instructions card in the seatback in front of you or in your Sleeping Car accommodation.

When moving about the train, hold on to the overhead luggage rack and the seatbacks for stability. When passing through the vestibules between cars, please use the handrails and when moving about the train, shoes must be worn at all times.

Amtrak requests that you assist us in providing for your safety and security. We ask you keep track of your possessions and do not leave them unattended. Your carry-on items can be stored in overhead or end-of-car luggage compartments. All luggage must be visibly tagged with your name and address. Please keep your luggage locked at all times.

The (train name) features two food service cars a full diner and a cafe/lounge. Both are located in the center of the train. Shortly, (LSA/Steward's name), the Dining Car LSA/Steward, will be making an announcement regarding meal service. In our cafe/lounge, is a wide variety of sandwiches, snacks, beverages and Amtrak souvenirs.

At this time the Conductor will be coming through to inspect and collect your tickets. At the direction of the federal Transportation Security Administration, you may be asked to show valid photo identification to check against the name written on the face of the ticket during the course of our ticket lift. Acceptable I.D. includes a drivers' license or valid passport. Please have this identification ready for inspection to expedite the process.

Passengers who purchased their ticket with a credit card must sign the upper left hand corner where it says "Sign Here" and present a valid photo ID to the Conductor(s).

Please carry your ticket, receipt or seat check (located above your seat) with you as you move about the train.

If you have any questions or would like to report any suspicious activity during your trip, any uniformed Amtrak employee will be happy to assist you. Thank you for choosing Amtrak.

b) Corridor Trains (excluding Acela Express)

(To be made immediately upon departure from all major stations, prior to ticket lift.)

Good (morning/afternoon/evening) ladies and gentlemen. My name is _____ and I'm your Conductor (today/this evening). I'd like to welcome you aboard Amtrak's (Acela Express or Northeast Regional Service) (train number), bound for (final destination), with scheduled stops at (principal stops).

We would like to thank our passengers for helping us maintain (train name) as a smoke-free environment.

Your safety is important to us. Please observe the emergency exit and instruction signs located throughout the train. We also ask that you take a moment to review the safety instructions card in the seatback in front of you.

When moving about the train, hold on to the overhead luggage rack and the seatbacks for stability. When passing through the vestibules between cars, please use the handrails and when moving about the train, shoes must be worn at all times.

Amtrak requests that you assist us in providing for your safety and security. We ask you keep track of your possessions and do not leave them unattended. Your carry-on items can be stored in overhead or end-of-car luggage compartments. All luggage must be visibly tagged with your name and address. Please keep your luggage locked at all times.

Our Café Car is located (where) and is ready to serve you.

For the comfort and convenience of all passengers, we ask that you keep your cell phone on vibrate and talk in a normal voice when having phone conversations or conversations with other passengers.

[For Quiet Car Equipped Trains - Our Quiet Car is located (where). If you are sitting in the Quiet Car, we ask that you please refrain from using cell phones, sound emitting electronic devices and to speak in subdued tones.]

At this time the Conductor will be coming through to inspect and collect your tickets. At the direction of the federal Transportation Security Administration, you may be asked to show valid photo identification to check against the name written on the face of the ticket during the course of our ticket lift. Acceptable I.D. includes a drivers' license or valid passport. Please have this identification ready for inspection to expedite the process.

Passengers who purchased their ticket with a credit card must sign the upper left hand corner where it says "Sign Here" and present a valid photo ID to the Conductor(s).

Please carry your ticket, receipt or seat check (located above your seat) with you as you move about the train.

If you have any questions or would like to report any suspicious activity during your trip, any uniformed Amtrak employee will be happy to assist you. Thank you for choosing Amtrak.

c) **Acela Express Trains**

(To be activated immediately upon departure from all major stations so ticket lift can begin as the announcements are being played.)

Automated announcements must be used for all departures from all major stations. If a system failure should occur, departure announcements must be made manually following the instructions in letter “b” of section 1. “*Conductor Announcements – Departures*”.

Automated announcements can be activated from the Multifunction Display (MFD) located in the Conductor’s Office as follows:

- Every 8 seconds, the “*Sign Scenario Validation Tool*” screen is displayed. *(This is the screen used to activate departure announcements.)*
- Push the on screen button labeled “*User Key 2*” located on the bottom of the monitor screen *(refer to Figure 10-1).*
- When the next display screen appears, push the on screen button labeled “*User Key 1*” located on the bottom of the monitor screen to play the audio announcement *(refer to Figure 10-2).*



Figure 10-1 – Location of “User Key 2”

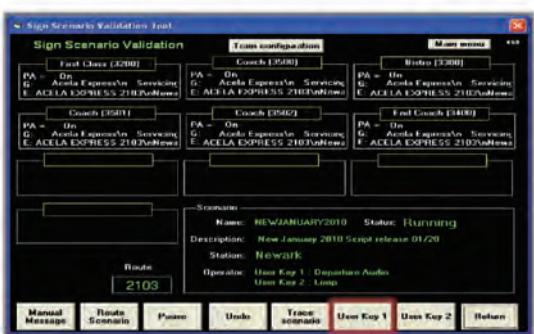


Figure 10-2 – Location of “User Key 1”

2. Conductor Announcements – Arrivals

a) Long-Distance Trains

(To be made 10 minutes prior to arrival.)

Ladies and gentlemen, in 10 minutes we will be arriving in (location, with motorcoach connections to locations). Please check around your seat and the overhead luggage rack for your personal possessions. Red Caps will be on the platform to assist you with your luggage. For passengers with checked luggage, it takes approximately (number) minutes for your baggage to be available. You may pick up your checked luggage at (location in the station).

[When a Metropolitan Lounge or Club Acela is Available – Passengers holding First Class Sleeping Car accommodations are invited to relax in the (Metropolitan Lounge or Club Acela) while awaiting your connections. (Add taxi/phone/etc. information)]

Upon arrival in (location), not all doors will open. Please exit the train as directed by a member of the crew.

We ask that you watch your step when leaving the train. Welcome to (location), and on behalf of our entire crew, thank you for choosing Amtrak.

b) Corridor Trains

(To be made 3 minutes prior to arrival.)

Ladies and gentlemen, in 3 minutes we will be arriving in (location). Please check around your seat and the overhead luggage rack for your personal possessions.

[If applicable – Upon arrival in (location), not all doors will open. Please exit the train as directed by a member of the crew.]

We will be making a very brief stop at this station so be prepared to exit the train immediately when the doors open, and please be mindful of the gap between the train and station platform as you leave the train.

Thank you for riding Amtrak's (Acela Express or Northeast Regional Service)

c) Corridor Trains

(To be made upon station arrival.)

Ladies and gentlemen, we are now arriving in (location). Please be prepared to exit the train immediately when the train comes to a complete stop and the doors open. We ask that you watch your step when leaving the train, and on behalf of our entire crew, thank you for choosing Amtrak.

3. Conductor Announcements – Conditional

a) Acela Express Equipment Substitution Announcement

(To be made when an Acela Express train operates with non-Acela Express equipment.)

Ladies and gentlemen, we apologize that there has been an equipment substitution for our train today. We are expecting little or no delay in arrival at your destination. We hope that you enjoy your trip and thank you for choosing Amtrak.

b) Alleged Major Rules Violation Announcement

(To be used when an alleged major rules violation has occurred. Passengers must be informed at regular intervals of current train status.)

Ladies and gentlemen, an incident has occurred involving our train that does not affect your safety. Regulations require us to remain here for a period of time until the train crew receives further instructions. As soon as we obtain more information, we will advise everyone on board accordingly. Stations ahead are being notified. We apologize for any inconvenience this may cause for you. Thank you for your patience.

c) Availability of Sleeping Car Accommodations Announcement

(To be made when the train manifest reflects available Sleeping Car accommodation.)

Ladies and Gentlemen, we have a limited number of Sleeping Car accommodations available. If you are interested in upgrading, please see the Conductor or any member of the crew. Thank you and enjoy your trip.

d) Delay – Failure to Maintain Schedule Announcement

(To be made as soon as the actual running time has deviated from the schedule in excess of 4 minutes)

Ladies and gentlemen, this is to advise you that we are losing time in our schedule due to (condition). [a] slippery rail conditions caused by wet leaves; b) reduced speed and additional station times as a result of the snow, ice or flooding conditions from inclement weather; c) other situations that could cause a failure to maintain schedule]

We now expect to be approximately ____ minutes late arriving at (station name), our next scheduled station stop. We apologize for any inconvenience this may cause you. We'll keep you advised of any change in the status of the train's schedule performance.

- e) Alleged Major Rules Violation Announcement**
(To be used when an alleged major rules violation has occurred. Passengers must be informed at regular intervals of current train status.)

Ladies and gentlemen, an incident has occurred involving our train that does not affect your safety. Regulations require us to remain here for a period of time until new instructions are received by the train crew. As soon as we obtain more information, we will advise everyone on board accordingly. Stations ahead are being notified. We apologize for any inconvenience this may cause for you. Thank you for your patience.

- f) Delay Announcements**
(Use the following announcements when explaining a delay caused by a failure to maintain the schedule or delays involving known or unknown time duration)

Delay Announcement Chart	
Railroad Condition	Public Announcement
Broken Rail/Other Track Defect	Track Work Ahead
Derailment	Track Obstruction Ahead
Disabled Train Ahead	Disabled Train Ahead
Dragging Equipment Detector Activation	Required Mechanical Inspection
Equipment Defect Malfunction	Equipment Problem
Fire on Right of Way	Track Obstruction Ahead
Fire on Train	Mechanical Inspection
Hot Box Detector Activation	Required Mechanical Inspection
Illness or Death	Medical Emergency
Obstructed Track	Track Obstruction Ahead
Power Outage	Power Outage
Signal Malfunction	Signal Problem
Single Track	Track Work Ahead
Struck Debris	Struck Debris
Switch Malfunction	Track Switching Problem
Wires Down	Problem with Overhead Wires that Power the Train

1. Delay – Known Duration Announcement

(Use the Delay Announcement Chart)
(To be made as soon as information is available, preferably before the train stops.)

Ladies and gentlemen, we will be delayed (where) for approximately (how long) due to (reason for delay). We apologize for any inconvenience and thank you for your patience.

2. Delay – Unknown Duration Announcement

(Use the Delay Announcement Chart)
(To be made as soon as information is available, preferably before the train stops.)

Ladies and gentlemen, we will be delayed (where) due to

(reason for delay). At this time we do not have an estimate of the length of this delay. However, we will give you an update in 15 minutes. Stations ahead are being notified. We apologize for any inconvenience and thank you for your patience.

g) Emergency On-Board Police Activity

Announcements

(On-train employees should use the following announcements to instruct passengers on appropriate action during times of on-board police activity in an emergency situation, but only at the direction of the Conductor.)

1. On-Board Incidents With A Police Response Announcement

Ladies and gentlemen, we will be delayed [provide location if different from the time the announcement is made] due to police activity. At this time, we do not have an estimate for the length of this delay. We ask you to remain in your seats and please be prepared to identify your baggage and provide photo identification if requested. We apologize for any inconvenience and thank you for your patience.

2. Train Evacuation Where Baggage May Be Retained by Passengers Announcement

Ladies and gentlemen, due to the nature of the police activity, we ask that you gather all of your possessions and exit the train in an orderly fashion as directed by a member of the crew. We will provide you with more information as soon as possible. Thank you for your assistance.

3. Train Evacuation Where Baggage Must Be Left on Train Announcement

Ladies and gentlemen, thank you for your patience and cooperation. Due to the nature of the police activity, please leave your baggage on board the train and exit the train immediately as directed by a member of the crew. Passengers on required medications are asked to retrieve them at this time and exit the train in an orderly fashion. We will provide you with more information as soon as possible. Thank you for your assistance.

4. All Clear Announcement

Ladies and gentlemen, the police activity announced earlier has concluded and we have been informed that we may proceed. We appreciate your cooperation and apologize for the inconvenience. Once again, we thank you for your assistance.

(The ranking officer in charge of the police activity will inform the Conductor of which announcements must be made, and at what time, in situations requiring an emergency police response.)

h) En Route Trainline Door Failure Announcement

(To be made when trainline doors fail.)

Ladies and gentlemen, not all doors will be opening. We ask that you exit the train where you see a member of the crew. Passengers requiring special assistance are requested to see a member of the train crew as they pass through the car. We apologize for the inconvenience and thank you for your cooperation.

i) Fatality Announcement

(To be made as soon as information is available.)

Ladies and gentlemen, an incident has occurred involving the train that does not affect your safety. At this time we are required to wait while officials complete their investigation. We will update you on the delay in 15 minutes. Stations ahead are being notified. We apologize for any inconvenience and thank you for your patience.

j) Good Night Announcement

(To be made at approximately 9:30 p.m.)

A pleasant good evening ladies and gentlemen. For those of you who will be with us throughout the night, just a few items to keep in mind. The Dining Car will reopen for breakfast service at _____am. The Café/Lounge Car will remain open until midnight tonight should you desire something to eat or drink before retiring for the evening. The Café/Lounge Car will reopen at _____am. The Conductor will be available throughout the night in the Dining Car should you have any questions or need assistance.

For the comfort of all passengers, the lights will be dimmed at 10:00 p.m. After that hour, if you'd like to read or talk with friends, we invite you to use our Café/Lounge Car. Please set your cell phone to vibrate overnight and use the Café/Lounge Car to make or receive phone calls. Conversation, even in low tones, can

be disturbing to those seated around you. All electronic devices that emit sound (i.e. radios, computers, etc.) may only be used with earphones.

If you are detraining during the night, please be sure that you are at your assigned seat prior to arrival at your destination so crew members can assist you off the train. (Auto Train is excluded from saying this sentence) For those who are detraining during the night, we hope you have had a pleasant trip. Good night.

k) Heat-Imposed Speed Restriction Announcement

(To be made when trains are issued a Heat-Imposed Speed Restriction.)

Ladies and gentlemen, sustained high temperatures, can affect trains operations. Because we are committed to providing safe and reliable service, we are traveling at reduced speeds. This will have an impact on your overall trip time. We sincerely apologize for any inconvenience and thank you for your patience. (The Conductor should forecast the estimated arrival times at major stations, based on the extent of the speed restrictions, for those passengers requesting an estimated time of arrival (ETA).)

l) Layover Announcement

(To be made immediately following the arrival announcement, when applicable.)

Ladies and gentlemen, we will be at (location) until (time). Feel free to step off; however, please remain at trainside. While here, your Café Car will be closed and will re-open immediately upon departure. Remember, this train is scheduled to leave at (time). Thank you.

m) Medical Emergency Announcement

(To be made at the direction of the Conductor.)

Ladies and gentlemen, we are requesting assistance from any medical personnel who may be on-board. Please report to (location of car on the train) and ask for the (person asking for assistance, i.e. Conductor, Attendant, LSA). Thank you for your assistance.

n) Passenger Safety Instruction Card Announcement

(To be made frequently during train emergencies and evacuations.)

Your safety is important to us. Please observe the emergency exit and instruction signs located throughout the train. We also ask that you take a moment to review the safety instructions card in the seatback in front of you or in your Sleeping Car accommodation. If you have any questions contact any uniformed Amtrak employee. We will be happy to review the information with you.

**o) Service Recovery Announcements for
Complimentary Food & Beverage
(Refer to Chapter 9 “Service Recovery”)
(To be made by the Conductor)**

**Acela Express and Northeast Regional Trains
(Includes Boston - Newport News Service)
Announcements**

- Train standing in one location for minimum of 30 minutes with non-operational HEP:

Ladies and gentlemen, we will continue to keep you apprised of our situation as it develops. In the meantime we have a limited number of complimentary “Snack Packs” and bottled water available in the Café/Lounge Car for those who need some type of refreshment. We are also continuing the sale of our standard Café/Lounge items as best as we are able. But please remember, without power, we cannot serve coffee, hot tea, or other food items requiring heating. Again, we apologize for this inconvenience and delay. We will provide you with updated information as soon as we receive it. Please let a member of the crew know if there is anything we can do to provide you with needed assistance.

- Train standing in one location for a minimum of 90 minutes with operational HEP:

Ladies and gentlemen, at this time the Café/ Lounge Car is offering complimentary “Snack Packs” and bottled water for those who are in need of some modest refreshment. The Café also remains open and is offering our standard menu items for sale. We apologize for this inconvenience and delay, and we will provide you with updated information as soon as we receive it. Please let a member of the crew know if there is anything we can do to provide you with needed assistance.

**Amtrak Cascades, Heartland Flyer, Ethan Allen,
Vermont, Pennsylvanian, Niagara Falls Trains,
Midwest and Pacific Surfliner Corridor Announcements**

- Train standing in one location for minimum of 1 hour with non-operational HEP:

Ladies and gentlemen, at this time the Café is offering complimentary “Snack Packs” and bottled water for those who are in need of some modest refreshment. The Café also remains open and is offering our standard menu items for sale. But please remember, without

power, we cannot serve coffee, hot tea, or other food items requiring heating in their preparation. We apologize for this inconvenience and delay, and we will provide you with updated information as soon as we receive it. Please let a member of the crew know if there is anything we can do to provide you with needed assistance.

- Train is over 3 hours late and is moving with operational HEP:

Ladies and gentlemen, we will continue to keep you apprised of our situation as it develops. In the mean time we have a limited number of complimentary “Snack Packs” and bottled water available in the Café Car for those who need some type of refreshment. We are also continuing the sale of our standard Café items. Again, we apologize for this inconvenience and delay. We will provide you with updated information as soon as we receive it. Please let a member of the crew know if there is anything we can do to provide you with needed assistance.

p) Significant Service Failure Announcement

(To be made in situations where a significant number of passengers are affected, such as the blanking of a feature car, etc.)

Ladies and gentlemen I've notified our Operations Center of our circumstances and your inconvenience. Customer Relations will have these details and accept calls related to this trip. You may call 1-800-USA-RAIL Monday through Friday 7 am to 12 midnight, Eastern Time, and ask to speak with a Customer Relations representative. Please have your ticket receipt from this train available when you call. We apologize again for this inconvenience.

q) Sold Out Train Announcement

(To be made when necessary.)

Ladies and gentlemen, on today's train we will need all available seats. If you have any items on the seat next to you, please place them in the overhead luggage rack or storage area. If you need assistance, please don't hesitate to ask. Thank you for your cooperation.

r) Canadian Customs Tag Announcement

(To be made by the Conductor)

Ladies and gentlemen, all carry-on items that will be crossing the US/Canadian border into Canada must have

a "Canadian Customs Tag" attached. ALL ITEMS MUST BE TAGGED including:

- Handbags
- Purses
- Briefcases
- Baby Bags
- Baby Strollers
- Baby Car Seats
- Backpacks
- Duffle Bags
- Suitcases
- Camera Bags
- Plastic or Paper Bags
- Boxes

Please notify the Conductor if you need "Canadian Customs Tags" or have any questions regarding the carry-on items that must be tagged.

4. LSA – Diner Announcements

(Includes Steward and EIC positions)

a) Dining Car – Breakfast Announcement

(To be made 10 minutes prior to the start of breakfast service.)

Good morning, my name is (name), your Dining Car Steward. At this time I would like announce that the Dining Car will be open and ready for breakfast service at (time) and will finish at approximately (time). The Dining Car is located in the (location) of the train. Once again, welcome aboard the (train name).

[For Breakfast Only – Reservations are not required for breakfast.]

b) Dining Car – Lunch Announcement

(To be made 60 minutes prior to the start of lunch service.)

Good morning, my name is (name), your Dining Car Steward. At this time I would like to tell you about our lunch selections that are available today. (Describe lunch selections along with any specials.)

The Dining Car is located in the (location) of the train and will begin lunch service at (time) and will finish at approximately (time). In a moment, I will be walking through the train to offer you a personal invitation and take reservations.

Once again, welcome aboard the (train name).

c) Dining Car – Dinner Announcement

(To be made 90 minutes prior to the start of dinner service.)

Good afternoon, my name is (name), your Dining Car Steward. At this time I would like to tell you about the dinner entrées that Chef (chef's name) and (his/her) staff are preparing for you this evening. (List entrées, chef's special entree and vegetarian entree.) All entrées are served with a garden salad and warm rolls.

The Dining Car is located in the (location) of the train and will begin dinner service at (time) with our last all at approximately (time). In a moment, I will be walking through the train taking reservations and answering any questions you may have.

Once again, welcome aboard the (train name).

d) Dining Car – Closing Announcement

(To be made within 10 minutes of the end of a meal period.)

Good (morning/afternoon/evening) from the Dining Car. This is (name), your (title). At this time, the Dining Car will be closing in 10 minutes. We will re-open at (time) for (breakfast/lunch/dinner).

On behalf of your Dining Car staff, we wish you a good (morning/afternoon/evening).

5. LSA – Diner/Cafe/Lounge Announcement

(Includes Steward and EIC positions)

En Route Activities, Movies or Promotions Announcement

(To be made 15 minutes before the beginning of the activity, movie or promotion.)

Good (morning/afternoon/evening), at (time) in the (location), we will be (describe the activity, movie or promotion).

6. LSA – Cafe/Lounge Announcements

Break/Restock Announcement

(To be made 10 minutes prior to closing for a meal break.)

Good (morning/afternoon/evening), this is (name), your Cafe/Lounge Attendant. In 10 minutes, I will be closing for approximately 45 minutes. If you would like to make a purchase in the Cafe/Lounge, please do so at this time. Thank you.

7. LSA – Cafe Announcements

a) NEC Cafe – Welcome Announcement

(To be made 5 minutes prior to departure from the initial terminal.)

Good (morning/afternoon/evening). My name is (name), and I am your Café Car Attendant. The Café car is located in the (position in consist) car of the train. It is now open for the duration of the trip, serving sandwiches, salads, snacks and beverages. Today's specialty sandwiches are (sandwiches). Once again, welcome aboard.

b) NEC Café – Open and Ready with No Line Announcement

(To be made after departure of major stations when there is no line at the café counter.)

Ladies and gentlemen, just as a reminder, the café is open and ready for service. There is no line in the café at the present time, so there's no waiting. We encourage you to visit the café for a snack, beverage or sandwich.

8. LSA – Cart Service Announcement

Ladies and gentlemen, we are pleased to announce that in addition to our Acela Café/Lounge Car, train (train number) now offers At Seat Service for a variety of snacks and beverages.

My name is (name) and I'll be your At Seat Service Attendant for this trip (or throughout this evening's happy hour.) Please feel free to ask me or other members of the crew about our service as we pass through your car. We welcome either cash or credit card.

For a wider selection of both hot and cold items, we invite you to visit the Acela Café/Lounge Car where the complete menu is available.

Enjoy your trip and thank you for traveling Amtrak.

9. Coach Attendant Announcement

Coach Attendant – Welcome Announcement

(A "local" announcement to be made immediately following the Conductor's opening announcement.)

Good (morning/afternoon/evening), my name is (attendant's name). I will be your Train Attendant to (attendant's destination). I would like to take a moment to familiarize you with your car (car number) which is located (location in consist). Trash receptacles are located at either end and in the center of your car. Water coolers are located on the upper and lower level of your car adjacent to the stairwell. Your rest room facilities are located downstairs. For added comfort, I will be offering pillows. At any time, if you have any questions, please feel free to ask. Once again, welcome aboard.

10. Sleeping Car Attendant Announcement

Sleeping Car Attendant – Welcome Announcement

(A “local” announcement to be made immediately following the Conductor’s opening announcement.)

Good (morning/afternoon/evening), my name is (name). I will be your Sleeping Car Attendant in the (Car No.) car to (destination). Very shortly, I will be coming by to say hello and familiarize you with your accommodations. Once again, welcome aboard.

11. On-Board Coach Cleaner NEC Announcement

On-Board Coach Cleaner – Welcome Announcement

(To be made following the Conductor’s departure announcement.)

Good (morning/afternoon/evening), my name is (name). I am the Passenger Support Representative until we reach (destination). I will be freshening up the rest rooms for your comfort. In a few moments, I’ll be coming through the coaches to collect any trash or newspapers. Welcome aboard. We promise to make your trip a comfortable and enjoyable experience.

12. OBS Conditional Announcements

Emergency On-Board Police Activity Announcements

Refer to the Conductor Announcements – Conditional Emergency On-Board Police Activity Announcements as outlined in Section A, “Announcements” in Chapter 19, *On-Board Announcements, Signage and Other Communications*.

B. On-Board Signage

The following on-board signage has been created to maintain a consistent and professional look aboard all Amtrak trains. Posting of unauthorized signage anywhere on-board the train is prohibited. Employees who perceive a need for approved on-train signage that does not already exist should consult with their local supervisor, or a representative of the Marketing & Product Management Department.

The following signage can be ordered through Western Folder via the eTrax System or by fax.

To order by eTrax, go to:

- Requisitions or Travel Reservations, then
- Western Folder Catalog, then
- On Board – Crew – Maintenance.

Use the sign's order number (located on bottom left corner of sign) to locate the signage to be ordered.

To order by fax, include the following information on your fax transmittal sheet:

- Order is for AMTRAK
- Your name
- Your phone number
- Address for shipping
- Sign number (located on bottom left corner of sign) and title
- Quantity

Fax to (888) 999-3219.



Order #	Description	Size	Adhesive
028102	Only Crew Members Beyond This Point	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window leading into Crew Car.



Order #	Description	Size	Adhesive
028103	This Car is Not in Service	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window of cars that are not in service.



Order #	Description	Size	Adhesive
028110	Business Class Proper Tickets Required	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window leading into Business Class Car.



Order #	Description	Size	Adhesive
028111	Reserved for Passengers with Disabilities	8.5 x 5.5	No

Suggested Location

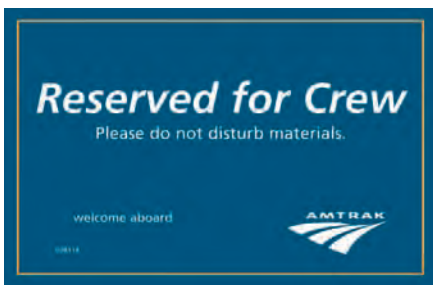
Above designated accessible seat, or other seats that may be designated, on seat check bar.



Order #	Description	Size	Adhesive
028113	Reserved for Parties of Three or More	8.5 x 5.5	No

Suggested Location

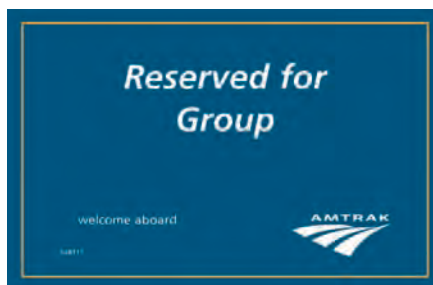
Above coach seat on seat check bar.



Order #	Description	Size	Adhesive
028114	Reserved for Crew...	8.5 x 5.5	No

Suggested Location

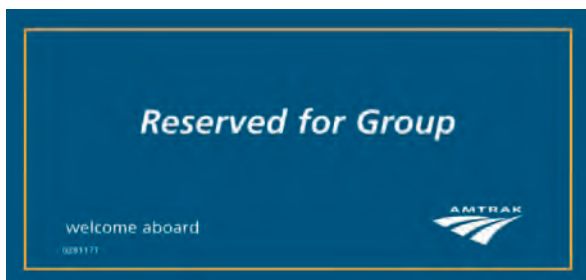
Table or above Coach Attendants seat.



Order #	Description	Size	Adhesive
028117	Reserved for Group	8.5 x 5.5	No

Suggested Location

Above coach seat on seat check bar.



Order #	Description	Size	Adhesive
028117T	Reserved for Group	Tent Card	No

Suggested Location

Lounge and Dining Car tables that are reserved for groups.



Order #	Description	Size	Adhesive
028126	This Rest Room Is Out Of Service	3.75 x 6.5	Yes

Suggested Location

Centered below the restroom universal signage at a distance of 8 inches.



Order #	Description	Size	Adhesive
028127	Please Proceed This Way for the Dining Car	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window of cars. However, do not post in the same location as the "Please Proceed This Way to the Lounge Car" signs. Recommended placement of signs should be on every other car.



Order #	Description	Size	Adhesive
028128	Automatic Door Inoperative....	3.75 x 6.5	Yes

Suggested Location

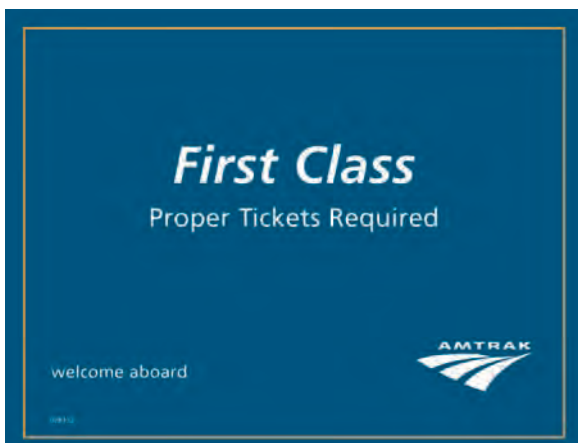
Centered on inside of body end door window of body end doors that are not operating correctly and must be manually operated.



Order #	Description	Size	Adhesive
028129	Assisted Seating	8.5 x 5.5	No

Suggested Location

Above designated coach seat on seat check bar.



Order #	Description	Size	Adhesive
028132	First Class Proper Tickets Required	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window leading into First Class Car.



Order #	Description	Size	Adhesive
028133	Only Sleeping Car Passengers Beyond This Point...	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window leading into Sleeping Car.



Order #	Description	Size	Adhesive
028134	Restrooms Are Downstairs	8.5 x 11 Two Sided	Yes

Suggested Location

At least 12" to 18" above cardboard trash container on the left (facing the trash container) at the fountain station.



Order #	Description	Size	Adhesive
028135	Reserved for Parties of Two	8.5 x 5.5	No

Suggested Location

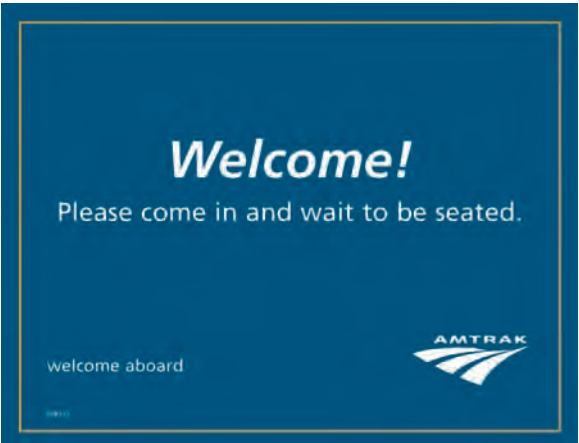
Above coach seat on seat check bar.



Order #	Description	Size	Adhesive
028136	Snacks and Beverages Are Available for Sale Downstairs	8.5 x 11	Yes

Suggested Location

Left and right of the fountain or overhead of the stairwell.



Order #	Description	Size	Adhesive
028137	Welcome....	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window leading into Dining Car or directly inside Dining Car on the closet door.



Order #	Description	Size	Adhesive
028138	Sorry, the Café is Temporarily Closed...	Tent card	No

Suggested Location

Counter area.

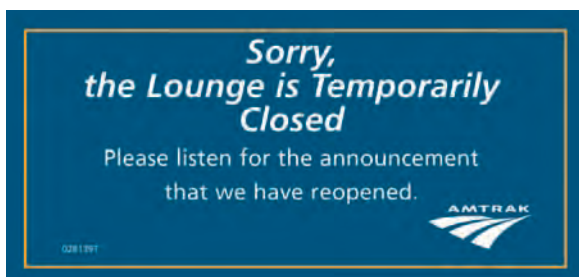


Order #	Description	Size	Adhesive
028139	Sorry, the Lounge is Temporarily Closed...	8.5 x 11	Yes

Suggested Location

Superliner I Equipment – Adhesive sign can be centered on the counter door flap when closed.

Superliner II Equipment –Adhesive sign can be centered on the sliding door outside of the Lounge Service Area when closed.



Order #	Description	Size	Adhesive
028139T	Sorry, the Lounge is Temporarily Closed...	Tent card	No

Suggested Location

Counter area.



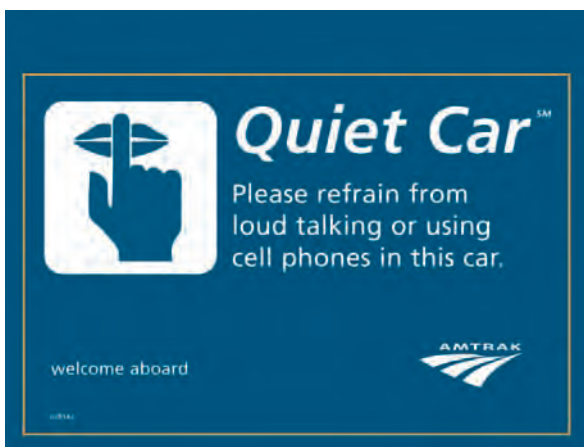
Order #	Description	Size	Adhesive
028140	Your conductor will return shortly...	Tent card	No

Suggested Location
Dining table.



Order #	Description	Size	Adhesive
028141	Linens Only	8.5 x 5.5	Yes

Suggested Location
Trash locker door – affixed over permanent sign that says “trash”.



Order #	Description	Size	Adhesive
028142	Quiet Car...	8.5 x 11 Two Sided	Yes

Suggested Location

Acela Equipment – Attach two signs on the ceiling near the entrance on each end of the car. Attach one sign on the vestibule wall beside the end door at each end of the car. Always use the self adhesive strip when attaching signs to the car, never use tape or other adhesives. *Refer to Figure 10-3 – Quiet Car -Signage Positioning on Acela equipment.*

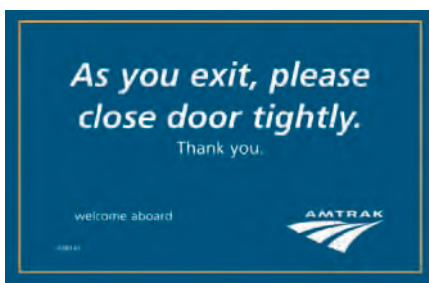
Amfleet Equipment – Attach two signs on the ceiling (one half way between the first two EMERGENCY EXIT signs on each end of the car). Attach one sign on the vestibule wall beside the end door at each end of the car. Do not cover the end door window. Always use the self adhesive strip when attaching signs to the car, never use tape or other adhesives. *Refer to Figure 10-4 – Quiet Car - Signage Positioning on Amfleet Equipment.*



Figure 10-3 – Quiet Car - Signage Positioning on Acela Equipment



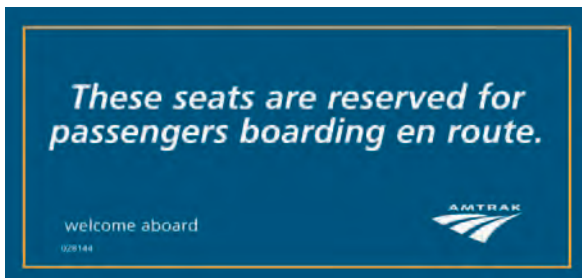
Figure 10-4 – Quiet Car - Signage Positioning on Amfleet Equipment



Order #	Description	Size	Adhesive
028135	As you exit, please close door tightly.....	8.5 x 5.5	Yes

Suggested Location

Directly above the handle on the inside of restroom doors.



Order #	Description	Size	Adhesive
028144	These seats are reserved for passengers boarding en route.	Tent Card	No

Suggested Location

Amtrak Cascades Café tables, when needed.



Order #	Description	Size	Adhesive
028145	Reserved for Passengers with Lower Level Tickets	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window, leading into the lower level seating area.



Order #	Description	Size	Adhesive
028146	Smoking Lounge is Downstairs	8.5 x 11 Two Sided	Yes

Suggested Location (Auto Train Only)

Wall at top of stairs.



Order #	Description	Size	Adhesive
028149	Reserved	Tent Card	No

Suggested Location
Dining Car table for crew.



Order #	Description	Size	Adhesive
028150	Recycling Bin	8.5 x 5.5	Yes

Suggested Location
To be placed above the recycle bin (where applicable) in the Café/Lounge Car.



Order #	Description	Size	Adhesive
028151	Line Forms This Way	Tent Card	No

Suggested Location

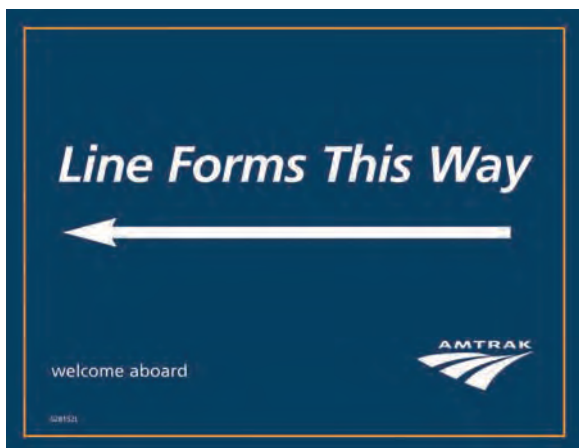
Café/Lounge counter.



Order #	Description	Size	Adhesive
028152R	Line Forms This Way	8.5 x 11 One Sided	Yes

Suggested Location

Café/Lounge wall.



Order #	Description	Size	Adhesive
028152L	Line Forms This Way	8.5 x 11 One Sided	Yes

Suggested Location

Café/Lounge wall.



Order #	Description	Size	Adhesive
028157	Please Proceed This Way to the Lounge Car	8.5 x 11 Two Sided	Yes

Suggested Location

Centered on inside of body end door window of cars. However, do not post in the same location as the "Please Proceed This Way to the Dining Car" sign. Recommended placement of signs should be on **every other car**.



Order #	Description	Size	Adhesive
0281560	Alcoholic Beverages are Regulated by Local Laws	8.5 x 11 One Sided	Yes

Suggested Location

Display in public view in Food Service Cars.



Order #	Description	Size	Adhesive
028161	No Exit From This Car	8.5 x 11 One Sided	Yes

Suggested Location

Place on the wall, eye level, at the top of the stairway leading to lower level lounge on Superliner Sightseer Lounge Cars (long distance trains) and Superliner Lounge/Coach Cars on inter-city trains.

Chapter 11

Assisting Passengers with Disabilities

Introduction

Have you ever been asked to assist a passenger who has a disability and felt uncomfortable about doing so, or were unsure about the best way to help? This chapter provides details about the law and contains guidelines on what to say, what to do and how to help a disabled person. With the information contained in this chapter, employees will be able to maintain and improve the quality of services to people with disabilities so that every passenger receives the same consistent, non-discriminatory, excellent service.

Amtrak's Commitment and Policies

The National Railroad Passenger Corporation (Amtrak) is committed to ensuring that all passengers, including those with disabilities, are provided with quality customer service and everything necessary to make their trip safe and enjoyable. Our goal is to make all Amtrak employees sensitive to the needs of individuals with disabilities and ensure that employees respect the judgment of each individual as to what accommodation is best for them.

A. The ADA and What It Means for Amtrak

The Americans with Disabilities Act is a Civil Rights Law that was enacted in 1990. It prohibits the exclusion of any qualified individual with a disability from receiving the benefits of public transportation services. It makes it illegal for a public transportation provider to discriminate against passengers because of their disabilities, and prohibits discrimination against an individual who is with a person with a disability.

One of Congress' specific objectives in passing the ADA was to ensure that people with disabilities had improved access to all public transportation-including Amtrak.

1. Under the ADA Law, a Person with a Disability is Defined as:

- a) **A person with a physical or mental impairment** that substantially limits one or more major life activities such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working; or
- b) **A person with a record of such a physical or mental impairment.** Examples of individuals with a record of an impairment are those who have

histories of mental illness, alcoholism, heart disease, or cancer; or

- c) **A person who is regarded as having such impairment.** An example is a person with an obvious birthmark.

Provision of Services

Amtrak may not refuse to provide service because the individual's disability results in an appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other passengers. However, **Amtrak may refuse to provide service to an individual with a disability** who engages in violent, seriously disruptive, or illegal conduct or poses a safety threat to others.

2. Customer Service Commitment

Amtrak will not, either directly or through contractual, licensing, or other arrangements, discriminate against any otherwise qualified individual with a disability in accordance with 49 U.S.C. 12162 or 49 C.F.R. Part 37.

In accordance with this regulation,

Amtrak will not:

- a) **Refuse transportation to an otherwise qualified individual** with a disability on the basis of that disability;
- b) **Refuse transportation to an otherwise qualified individual** with a disability simply because the person's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience crew members or other passengers;
- c) **Require an individual with disabilities to accept special services** that have not been requested by the passenger; or
- d) **Exclude a qualified individual with a disability from**, or deny that person the benefit of, any service that is available to the general public, even if there are separate or different services available for individuals with disabilities.

B. Services Offered and Provided to Passenger with Disabilities

Although Amtrak is required by law to provide transportation and assistance to people with disabilities,

we want to apply the same service principles and requirements to all of our passengers.

Amtrak employees will:

- explain our services and related requirements to all passengers.
- arrange for service requests to be fulfilled.
- communicate all required information to all departments involved.

The following guidelines describe Amtrak services offered to passengers with disabilities and are based on a combination of the requirement of the ADA law, and Amtrak's own customer service policies, and therefore may address issues that are beyond the scope of the law.

1. Advance Notice

- a) **Amtrak suggests, but does not require,** that individuals with disabilities who require special assistance, such as pre-boarding with a wheelchair lift, request this assistance at least 24 hours in advance and check-in at least one hour before departure. We also suggest that people with disabilities notify the ticket agent in advance of any special accommodations needed in the station or on-board the train.
- b) **Amtrak must respond to all reasonable requests** without advance notice or check-in.
- c) **The Amtrak Reservation Sales Call Center will** notify the stations involved of assistance requests received through advance notification.

2. Personal Assistance

Amtrak's goal is to make it easier for people with disabilities to travel independently.

- a) **Amtrak will provide assistance in boarding and detraining,** stowing on-board luggage, providing information to passengers who are deaf or hard of hearing or who have visual disabilities, and providing services in accessible locations.
- b) **Employee assistance does not extend to providing personal services** such as assistance within a restroom, sleeping compartment or with eating a meal.

- c) **Amtrak will provide alternate formats for communicating** with passengers: such as, reading menus to those with visual impairments and writing on-board announcements for deaf or hard-of-hearing passengers.
- d) **Amtrak will ensure that any oral announcements made on-board the train are communicated** to customers who are deaf or hard of hearing, and requested assistance (such as notification of upcoming stops) must be honored.
- e) **Amtrak will use the green “Special Assistance Seat Check” (NRPC 3242)** for any passenger traveling in Coach who has indicated to a crewmember that he/she needs special assistance while on-board the train.

3. Attendants

- a) **Amtrak does not require that an Attendant accompany** a qualified individual with a disability.
- b) **Amtrak’s train crews are not required or permitted to provide personal care assistance for any passenger**, which includes activities such as feeding, bathing, dressing, medicating or toileting. Therefore, if the passenger anticipates that he/she may require this type of assistance during the journey, the passenger must travel with an Attendant and is responsible for purchasing the Attendant’s ticket.
- c) **If a crew member has reason to believe that a passenger may need personal care assistance during the trip**, the crew member may ask the passenger whether or not he/she will need this type of assistance, and should advise the passenger that Amtrak’s crew members cannot provide such assistance. However, if the passenger provides a credible verbal assurance that he/she will not need this type of assistance (either because he/she generally does not require such assistance, or because he/she will not need the assistance on this trip, for example, due to the trip’s short length), Amtrak may not refuse to provide service to the passenger based solely on its belief that the passenger is likely to need such assistance.
- d) **If, during a trip, it becomes apparent that an unaccompanied passenger does require personal care assistance** (for example, if the passenger cannot take care of his/her elimination needs in a hygienic or discreet manner), it may be necessary to make arrangements for the passenger to detrain at the next stop.

4. Examples of Disability Situations with Suggested Actions

a) **Passenger is traveling without Attendant.**

- **Situation** – A relative who is assisting the passenger to the train but is not traveling with that passenger, asks that a crew member make sure that their mother is given her medication at the appropriate times and notifies their mother of her stop.
- **Service Requirements**
 - The crew member **is not responsible** for ensuring that the medications are taken at the appropriate time.
 - The crew member **is responsible** for making certain that the passenger is notified of his/her stations stop.
- **Suggested Actions**
 - **Station** – If the situation occurs at a station whether before or after the ticket has been sold, the employee is to contact a supervisor to determine if the passenger should be permitted to board the train.
 - **On Board** – If this occurs as the passenger is boarding the train; the employee must inform the relative that Amtrak is not permitted to assist with any medications distribution. If the relative insists upon continuing boarding of the passenger, the employee must get the Conductor who is to determine if the passenger can be permitted to board based upon the guidelines.

b) **Passenger needs assistance from a Wheelchair to a toilet.**

- **Situation** – It becomes apparent that a passenger who is on-board is not able to transfer from their wheelchair to the toilet without assistance.
- **Service Requirements**
 - Employees **are to assist** the passenger to the restroom.
 - Employees **are not required** to assist the passenger once they are inside the restroom.
- **Suggested Action**

In this situation, the passenger is already on-board the train when it becomes apparent that they cannot make the transfer without assistance. Options are limited to the following:

 - Depending upon the trip length, the passenger could be moved from Coach to an accessible bedroom where there will be more privacy

and grab handles which may make the transfer easier for the passenger.

- In some cases it may be possible to solicit assistance from other employees or passengers to help in the transfer. It is strongly recommended that if the employee provides this assistance they have other employees in the area to help provide support.
- If the passenger is unable to control their bodily functions, it may be necessary to arrange to have the passenger removed from the train. *(Refer to Chapter 7 “Policies & Procedures”, Section 4” Conditions of Carriage”)*

c) **Feeding Passenger**

- **Situation** – A passenger requests that their food be cut into bite-sized pieces and fed to them.
- **Service Requirements**
 - The passenger is to be offered meal service at their seat or in Sleeping Car accommodations.
 - If the passenger is blind, the menu is to be read to them.
 - If the passenger is both deaf and blind, print on their palm.
 - The passenger’s food should be prepared, as they desire.
 - If the passenger is blind, orient them to the location of the food on the plate using references to a clock.
 - The employee **is not required** to cut the passenger food and does not have physically feed them.
- **Suggested Action**
 - If the passenger has limited use or difficulty using their arms and hands, recommend items from the menu that are easier to handle and eat.
 - If the passenger is blind, provide menu information and how the food will be served.

C. **Transporting Passengers with Mobility Aids**

A passenger, who uses a wheelchair, including battery-powered wheelchairs, may choose to travel in the chair, or transfer to a fixed seat and stow the wheelchair. The passenger may also choose to check the motorized chair and use a standard common wheelchair while on-board the train.

1. Accessible Cars

Amtrak's accessible cars have designated locations to accommodate people who use wheelchairs (including scooters). There is a space for an individual to park their "common" wheelchair. (*See Part 2 in this section "Transporting Passengers with Mobility Aids" for details*)

- a) **Superliner 34000-Series Coaches** – For standards governing the assignment of lower level seating in Superliner 34000-Series Coaches, refer to Chapter 8 "Accounting", Section 1 "Train Service Accounting Procedures".
- b) **Amtrak Cascades Service** – Wheelchair accessibility to the train is only available to the permanently attached cars located in the center of the train consisting of the following:
 - Accessible Coach, Bistro, Lounge/Diner and Accessible Business Class Cars that contain two hydraulic wheelchair lifts and sufficient aisle width to accommodate wheelchairs.
 - The Dining Car features a special retracting table and chair that allow wheelchair passengers to dine with a companion.
- c) **Amtrak California Service**
Known as "California Cars," these bi-level cars are similar in concept to the Superliner equipment and are utilized for Capitol Corridor, San Joaquin and some California Coastal service. Wheelchair accessibility is available in two areas on the lower level consisting of the following:
 - **"W-Space"** designation on a ticket is for a seat space that faces a common table with a flip-up seat. (*The user can leave the seat flipped up and park the wheelchair in this area, or fold the seat down and transfer to it. Passengers in non-folding motorized chairs should have a ticket designation as "W-Space."*)
 - **"X-Seats"** designation on a ticket is for a seat space in an area consisting of two seats on the same side as the "W-Space" that face a table. (*"X-Seats" are actual fixed seats designed for transfer by wheelchair users. The folder chair can be stored nearby. If the passenger wants to stay in the wheelchair en route, they should be in the "W-Space" and not an "X-Seat."*)

2. Mobility Aids

Amtrak's accessible equipment provides access to a variety of mobility aids. Certain accessible equipment is not permitted on-board the train.

a) **Common Wheelchair**

- A "common" wheelchair is defined as not exceeding 30 inches in width or 48 inches in length and not weighing more than 600 pounds when occupied. Battery-powered wheelchairs are considered common wheelchairs if they meet this definition of weight and size.
- Gas powered units are not permitted on board the train.

b) **Scooters** – Scooters meeting the common wheelchair standards of length, width and weight are welcome on-board the train.

c) **Segways Personal Transporters**

- Personal Transporters do not qualify as mobility assistance devices.
- Segways are not permitted in the reserved wheelchair areas.
- Amtrak permits Segway devices in Accessible Bedrooms.
- Segways must be "walked" onto the train, using a lift or ramp if necessary.
- Segways do not fit within any storage area available in any type of Amtrak passenger railcar.
- Passengers may check Segways as checked baggage when the unit is boxed (passenger to supply box). All weight and size requirement apply.

d) **Cane, Walkers and Other Small Mobility Aids** – There are a variety of mobility aids used by passengers. Without exception, these types of small mobility aids are to be permitted on-board the train and stored carefully.

3. Transfer to Seat

Whenever a passenger chooses to transfer to a fixed seat, their wheelchair or mobility aid (wheelchair, walker, cane, etc) should travel in the same car as the passenger and be stored as close to their seat as is possible.

4. Checked Baggage (Wheelchairs, Scooters and Segway Personal Transporters)

Passengers, who wish to check their mobility aids may do so at no extra cost, provided they meet the requirements of our checked baggage service. (*Refer to Chapter 4 "Baggage Handling"*)

5. Boarding, Seating and Detraining

When a railcar cannot be accessed directly from the platform, lifts or ramps will be used to board passengers in wheelchairs. Upon request, passengers using other mobility aides will be permitted to use lifts or ramps to board and detrain.

a) Service Requirements

On-Train and Station employees must work together to ensure they have sufficient time when boarding or detraining the passenger.

- Pre-Board the passenger (*with the passenger's approval and concurrence*) whenever possible.
- Coordinate the detraining process to provide sufficient time for the passenger to prepare and organize their personal possessions, etc.
- Assist with ramps and lifts, as necessary.
- Assist with baggage as needed.

b) Boarding and Detraining

• Wheelchair Lifts

Many Amtrak stations (both staffed and unstaffed) have wheelchair lifts.

- Wheelchair lifts are regularly maintained by a vendor; however, if an employee determines the lift is not operating correctly, the lift must be reported to a Station Manager, Trainmaster, Road Foreman, etc. at the end of the trip.
- Wheelchair lifts may be used to board passengers in wheelchairs, passengers using walkers that are unable to sit easily, passengers in a leg casts or passengers who are in similar situations. In each case, the passenger must be instructed to hold on to the guardrails while the lift unit is in operation.
- Except in emergencies, employees should never carry individuals with disabilities as a means of assisting an individual to board and detrain.

• Superliner Ramps

All Superliner passenger cars have ramps, which are to be used to board and detrain passengers in wheelchairs. Whenever the ramp is used, the employees must offer to assist moving the passenger up or down the ramp.

c) Seating

- The accessible seats in Coaches are reserved for passengers who are disabled.
- If a passenger boards the train en-route and another passenger, who is not disabled, is occupying the only available accessible seat,

the seated passenger must be asked to move and be re-accommodated.

- Superliner 34000-Series Coaches have Lower Level seats, which can be reserved on a first come first serve basis by any passenger.
 - The train manifest lists those passengers by name that has made reservations for the lower level seating; including passengers who have reserved the accessible seat.
 - Passengers who have reserved the accessible seat and wheelchair area will have one ticket for transportation and another for the wheelchair.
- Passengers who need assistance (whether disabled or not) are to have the green (Keep in Sight) “*Special Assistance Seat Check*” (NRPC 3242) placed with the destination seat check above their seat.
- The Special Assistance bedroom in the Sleeping Cars is held in inventory for a passenger who is disabled.

D. En Route Passenger Assistance

If a question exists as to the special needs requirements of an individual passenger, as indicated on the train manifest or in the reservation system, employees may call the CNOC 24-Hour Operations Customer Service Desk at (800) 424-0217 (select the appropriate extension to speak with a representative covering the territory of the system where the passenger’s trip originated) or Amtrak’s Regional and Corporate Medical Directors for review and resolution.

1. General

All Employees will:

- Assist passengers in moving about the train (e.g., transferring to and from wheelchairs or moving to and from restrooms).
- Employees are not expected to help passengers use the restroom.
- Acquaint passengers to the trains’ layout, length, type of feature cars and location.
- Explain available services and restroom location.
- Offer to assist the passenger from an accessible seat or bedroom to the Food Service Car.
- Offer and then provide at-seat or in-room snack or meal service.
- Frequently check on the passenger to ensure they are comfortable and enjoying the trip.
- Ensure that any information communicated to passengers, reaches those who are disabled. This

includes any passenger who is deaf, hard of hearing, or who has cognitive disabilities.

- Use of the green (Keep in Sight) “*Special Assistance Seat Check*” (NRPC 3242) to reminding employees that these passengers need to be individually kept informed.

2. Meals

When requested 72 hours in advance, Amtrak will provide special meals (low salt/sugar/fat) for a passenger. There is no additional charge for this service.

3. Ice

Ice for passenger insulated medicine containers will be provided without advance notice. Passenger medications are never to be stored in any Amtrak refrigerators or freezers.

4. Oxygen

- Passengers may bring oxygen with them on-board as long as the oxygen system meets federal safety requirements.
- The oxygen system cannot rely solely on train-generated power.
- Passengers using oxygen must bring a battery back-up system.
- Amtrak is not responsible for replenishing the passenger’s supply of oxygen.
- Amtrak does not return empty oxygen tanks to the supplier.
- In emergency situations (unexpected delays, derailments, etc.) contact the CNOC 24-Hour Operations Customer Service Desk for assistance at ATS 734-2299 or (302) 683-2299

5. Passengers with Medical Conditions

As with all disabilities, an individual with a medical condition who is medically stable and whose condition does not pose a threat to the health and safety of the crew and other passengers shall be permitted travel on Amtrak trains.

- An attendant provided by the passenger may be required for the journey.
- The Conductor has the authority to prohibit a passenger from boarding under certain circumstances. (*Refer to Chapter 7 “Policies & Procedures”, Section 4 “Conditions of Carriage”*)

6. Medical Certification

If the medical stability of a passenger appears questionable to the Ticket Agent, Conductor or other

crewmembers, a medical certificate may be required for travel and/or another individual who is responsible for the passenger's medical stability must accompany the passenger. The Conductor has the authority to prohibit a passenger from boarding under certain circumstances. (*Refer to Chapter 7 "Policies & Procedures", Section 4 "Conditions of Carriage"*)

7. Medication

- Medication cannot be stored in Food Service Cars.
- Ice can be provided to passengers to keep items cool. (*Refer to section D3 "Ice" in this chapter*)
- Employees cannot administer medication or perform other medical assistance for passengers except as outlined in Chapter 2, "*Injury, Illness and Reporting.*"

E. Service Animals

1. Service Animal vs. Emotional Support Animal

- a) **Service Animal** – Defined by the ADA is an animal that is individually trained to assist an individual with a disability. A service animal is trained to do a task for the individual with the disability. Specifically- "any guide dog or other animal *individually* trained to do work or perform tasks for the benefit of an individual with a disability". (28 C.F.R. 36-104 (2004)) The key is that the animal was individually trained to perform a specific task.
- b) **Emotional Support Animal (comfort animals)** – If an animal is accompanying a disabled person simply to provide emotional support, security or comfort; then this animal is NOT considered to be a service animal. This animal has not been individually trained to perform a task. Therefore, an "emotional support" animal is NOT a service animal. Amtrak is not required to allow this animal to accompany a disabled individual on-board the train.

2. Certification or Documentation

Service Animals may or may not have certification or documentation.

- a) **Passengers traveling with service animals are not required to have special ID cards or certification** showing that the animal is a service animal.
- b) **There is no standardized certification or registration** indicating that an animal is a service animal.
- c) **Some passengers with disabilities traveling with**

service animals may have documentation showing that an animal is a service animal.

- d) **Employees should never pet or touch a service animal** unless asked to do so by the owner.

3. Determining If An Animal Is A Service Animal – “Is This Your Pet”

- a) **Physical Indicators** – Look for physical indicators on the animal. Some service animals wear harnesses, vests, capes or backpacks. Markings on these items or on the animal’s tags may identify it as a service animal. The absence of such equipment however, does not necessarily mean the animal is not a service animal.

- b) **Observation** – Observe the animal’s behavior. Service animals are trained to behave properly in public settings. For example, a properly trained guide dog will not run around the station, bark or growl at other passengers, or bite or jump on people.

- Some service animals provide assistance or perform specific services.
- Service animals are not pets; they are working animals that are specifically trained to provide assistance for individuals who have disabilities.
- Some service animals can help a person by pulling a wheelchair, fetching dropped items, handling money, carrying bags, opening doors or assisting a person with a visual impairment.
- Some service animals serve as seizure-response/alert animals for people with seizure disorders or alert individuals with impaired hearing to intruders or sounds.

- c) **Is This Your Pet**

Credible verbal assurances is needed from the passenger that the animal is a service animal. The way to do this:

- **Ask the passenger, “Is this your pet?”**
If the passenger responds that the animal is a service animal and not a pet, but uncertainty remains about the animal, you may ask appropriate follow up questions.
- **Ask the passenger, “What tasks or functions does your animal perform for you?”** or “What has it been trained to do for you?”
The passenger must respond that the animal acts as a guide, notifies of a seizures, etc.

Employees may not ask the passenger what his/her disability is or the cause of the disability.

- Although there may be a few people who try to “beat the system” by bringing pets on-board the train, most passengers with disabilities claiming to have service animals really do have service animals.
- **Since access for persons with disabilities traveling with service animals is a civil right covered under the ADA, employees should err on the side of caution by permitting access to passenger areas. If the animal looks like a service animal and the customer says it is a service animal-welcome the animal aboard.**

d) **Not a Service Animal**

- If an animal is determined not to be a service animal or if the service animal poses a direct threat to others, the animal can be denied access to Amtrak premises.
- On the rare occasion that an animal has to be excluded from Amtrak premises, you should handle the situation in a polite and professional manner.
- When an animal is excluded from Amtrak premises while en route, the employee making this decision must complete a “*Passenger Incident Report*” (NRPC 3200) detailing the incident.

4. **General Information**

a) **Service Animal in Training**

- Service animals that are in training are allowed on-board Amtrak trains.
- Service animals in training are accepted on-board Amtrak trains and station the same as if they were actually helping a person with a disability.
- The animal must actually be in training with a recognized organization.
- The animal must be kept under control at all times.

b) **Access to Equipment, Stations and Other Public Areas**

- People with disabilities must be permitted to bring their service animals onto Amtrak premises in whatever areas customers and passengers are generally allowed.

- Passengers traveling with service animals may not be isolated from other passengers.
- Trained service animals are allowed in all passenger areas in our stations, trains and Amtrak Thruway motor coaches.

c) **Dining and Café/Lounge Car Access**

- Service animals are allowed in all passenger areas of our stations and trains (including Dining and Café/Lounge Cars).
- FDA and Public Health rules are not a valid justification for excluding service animals in passenger areas of Food Service Cars.
- Passengers accompanied by service animals who desire to eat in the Dining Car must not be treated less favorably than other passengers who desire to eat in the Dining Car. *(For example, passengers accompanied by service animals may not be required to wait an inordinate amount of time for a table if other non-disabled passengers are not required to wait an inordinate amount of time for a table.)*

d) **Denying Access**

- Allergies, inconvenience and fear of animals by other passengers are **not valid reasons** for denying access to passenger areas or refusing service to people with service animals.
- If a passenger states that he/she has allergies or an aversion to animals, that person should be shown to a location as far away from the service animal as practical.
- The only time that access may be denied is if the service animal has misbehaved in a manner, which endangered either another passenger or employee.
- If the reason for the problem with the animal was created by another passenger (i.e., teasing the animal, etc.) the animal would not be denied access.

e) **Type of Service Animals**

There are many different types of service animals.

- Dogs, although the most common service animal, are not the only animals used as service animals.
- Cats, monkeys, pot bellied pigs, miniature guide horses and birds are also used as service animals.

f) **Passenger Responsibility for Service Animal**

- Service animals must be under the supervision and care of their owner.
- Service animals should be under the full control of their owners at all times. (*The animal should be on a leash or in a carrier. An exception to this may occur when boarding or detrainning.*)
- The care and supervision of the service animal is solely the responsibility of the owner.

g) **Service Animal Relief**

- The passenger traveling with a Service Animal must be kept informed of stations stops, which provide sufficient time to walk the animal (applicable primarily to dogs and small horses). The passenger must be given assistance in detrainning, and guidance as to the general area (i.e., grass, gravel, etc.).
- If the train is operating late, provisions still must be made for the service animals to walk and relieve themselves. In some cases this may mean a small delay to the train, which is to be noted on the Conductor's "Delay Report".
- Employees are not required or encouraged to provide care (including walking the animal) or food for service animals.

h) **Accommodating Service Animal**

- Service animals are generally trained to sit under their owner's seat or at their feet.
- Service animals should not be allowed to sit in the aisle or on seats.
- Amtrak is not required nor do we want to ask another passenger to move or give up a space to accommodate a service animal.
- Amtrak is not required nor do we want to deny transportation to another passenger in order to provide an accommodation to a passenger with a service animal.
- Amtrak is not required to provide more than one seat to a passenger traveling with a service animal.
- In some cases, the service animal is too large to fit comfortably at the passenger's feet. In such cases, the passenger may purchase another seat for the service animal.

F. Offering the Most Appropriate Assistance

Simply being able to identify a person's disability does not tell you anything about that individual's abilities. For instance, some deaf people are verbal, many people who are "legally blind" have some degree of vision and some quadriplegics can walk! So never, make assumptions. Remember to ask how you can assist the passenger and offer that requested assistance. Communicate clearly through each step of the assistance process.

1. Ask First

The first step in assisting anyone with a disability is to ask and listen to the response before proceeding. Asking first shows respect and consideration for the passenger's needs and abilities. If the passenger is not prepared for the assistance "you think" they need, the employee can easily injure themselves or the passengers. Follow the directions of the passenger, and assist them to the degree and in the method the passenger indicates will be most helpful.

2. Avoid Embarrassing Situations

It is very important that consideration be given to the passenger who is disabled.

a) Passenger's Disability

- **Do** ask the passenger "How may I assist you?" while maintaining direct eye contact.
- **Do Not** ask for details about a passenger's disability.

b) Deaf or Hard of Hearing

- **Do** keep your voice at a regular conversation level when conversing with a deaf or hard of hearing passenger. If necessary, write out your communications so that they can read them.
- **Do Not** shout to a deaf or hard of hearing passengers.

c) Station Stops

- **Do** include in the station stop announcement that there will be a slightly extended stop if it is anticipated that it may take slightly longer at a station stop to board or detain a passenger with a disability. That is all.
- **Do Not** announce that the train will be delayed due to assisting passengers with disabilities.

d) **Assistance**

- **Do** ask the passenger “Will you need any assistance during the trip?” if unsure or unclear about assistance the passenger may need.
- **Do Not** assume about the type of assistance a passenger will need.

e) **Attendants**

- **Do** speak to the passenger with the disability.
- **Do Not** speak to the attendant and ignore the passenger with the disability.

f) **Wheelchair**

- **Do** crouch down so that you have direct eye contact with a passenger in a wheelchair.
- **Do Not** stand over the person in the wheelchair, so that the person has to look up at you as you speak.
- **Do Not** push a wheelchair, unless requested by the passenger.

g) **Communication**

- **Do** keep all conversations private when conversing with a passenger with a disability, as with any other passenger.
- **Do** ask a more specific question to avoid embarrassing references (Ask a person with a vision disability “Would you like me to describe our menu selections?” instead of asking, “Can you read the menu?”)

G. Assisting Passengers with Vision Disabilities

1. Approaching and Greeting

Employees are to signal their approach verbally and identify themselves.

2. Leading

- a) **Ask the passenger if they want arm assistance.** If so, determine which side (right or left) they want you to be positioned. If the person has a guide animal, go to the side opposite the animal.
- Offer your arm.
 - Do not take the passenger’s arm and push them along, and never grab the arm with which the person is holding a cane or guide animal’s harness.
 - Never grab a guide animal’s harness or in any way interact with the guide animal.

- b) **Inform the person about obstacles** such as stairs or revolving doors.
- c) **To help the person sit down**, place the person's hand on the back of the seat/chair and state which direction it is facing.

3. Attending and Assisting

- a) **Do not move luggage without asking first.** If permission is granted to move luggage, then tell the passenger where their luggage will be.
- b) **To hand something to a passenger who has a vision disability**, place the item (e.g., ticket, bag, etc.) directly in the person's hand, or touch it to their hand.
- c) **Do not touch the person's cane or guide animal.**
- d) **Information regarding obstacles**, stairs, etc., must be given through tactile ("touch") messages, such as a slight lifting of the arm when nearing stairs.

4. Meal Service

- a) **Assist the passenger in offering to read the menu** to the passenger.
- b) **Tell the passenger the prices on the menu** or the amount of sale verbally.
- c) **When the passenger makes a purchase**, say aloud the amount of money the passenger gave before putting the money away.
- d) **Count the change out loud**, as you would for any other passenger. Identify the denomination of the bills when you give the passenger the change, and allow them time to fold each bill.

5. Parting

- a) **Offer to acquaint the person about the trip**, equipment or the station.
- b) **Ask if further assistance is needed.**
- c) **Signal that you are leaving** so the person does not continue talking, thinking you are still there.
- d) **If assisting the passenger to the train**, ensure they are in their seat or accommodation and that the employee who is working that car knows the passenger is on-board. If assisting the passenger to outside transportation, ensure the passenger is fully aware of their location, and if possible remain with the passenger until they are safely on their way.

6. Boarding and Detraining

- a) **Always offer assistance and advise** the person to “watch their step.”
- b) **When a passenger declines assistance**, tell them where the railings (grab irons) are. Also, tell them that there is a gap between the platform and train, and give the approximate size of the gap.
- c) **When a passenger requests assistance**, ask how best to assist them.
- d) **Offer to assist with luggage**, inform the person early of their stop and put the person in touch with the surroundings.

H. Assisting Passengers Who are Deaf or Hard of Hearing

Chances are you will not notice a person who is deaf or hard of hearing unless the person has been witnessed using sign language or wearing a hearing aid. Remember, not all people who are deaf can read lips, and those who do generally understand only about 25% of a conversation.

Communicating Verbally

- Get the person’s attention before starting a conversation.
- Follow the passenger’s cues to find out if they prefer sign language, gesturing, writing or speaking.
- Eliminate noisy distractions.
- Move to a quiet place if possible.
- Position yourself to be seen, face the person, and do not let any object obstruct the person’s view of you.
- Do not eat, smoke, chew gum or hold your hands in front of your mouth.
- Position yourself facing the light source to avoid shadows on your face.
- Use gestures and facial expressions to help get the message across.
- Use a clear and normal tone.
- Be prepared to write it down.
- Check for understanding.
- Be patient!

Be sure that on-board and station announcements are communicated to passengers who are deaf or hard of hearing. If needed, write the messages down.

I. Assisting Passengers who are Deaf/Blind

1. Approaching

Touch him or her gently on the shoulder. The person will then take your hand and begin signing to ask if you are deaf. If you don't respond, the person will assume you do not know sign language. The person will then offer you a pad and pen or magic marker and indicate you should write, or the person will demonstrate how you can print on the palm of the hand.

2. Printing on Palm

Printing on palm is a method of "writing" with the fingertips on the palm of a person's hand. Use the fleshy part of the fingertip, not the fingernail, and follow these guidelines:

- Always use upper-case letters (block capitals).
- Use the same reference point for each letter, holding the person's hand the same way each time.
- Write as large as possible.
- Use the entire palm area for each letter.
- When finished with a word, wipe it off.

3. Other Assistance

- Help the deaf/blind person to negotiate the station and train.
- Touch the person gently and offer your arm.
- If the person has a guide animal, go to the side opposite the animal and offer your arm.
- Remember that the customer cannot hear you and information regarding obstacles, stairs, etc., must be given through tactile ("touch") messages, such as a slight lifting of your arm when nearing stairs.
- Never leave a deaf-blind person standing in an open space (Place his or her hand on a wall, post, railing or whatever is available.)
- Do not leave the person alone too long unless they refuse assistance.

J. Assisting Passengers with Mobility Impairments

Mobility limitations are probably the most frequent types of disabilities you will encounter. These kinds of disabilities affect a person's ability to move, walk, stand, or use their hands for activities such as eating

or drinking. Remember that people with limited mobility have a wide range of abilities, even among those with the same type of disability.

If assistance is requested, keep the following in mind.

- Accessible spaces must be kept free of luggage, trash cans and food service containers.
- At-Seat meal and snack service is to be provided to the passenger. The passenger must be provided a tray or other hard surface for at-seat meals and snacks.
- If the passenger requests to be transferred to the Lounge Car en route, make the transfer at the appropriate station stops. If single level equipment, the station must have level boarding or a lift. If Superliner equipment, the ramp must be used.

1. Self-Certification of Mobility Impairment

To self-certify a passenger for the discount afforded disabled customers, the passenger on-board must sign a two-part form “*Self-Certification of Mobility Impairment*” (NRPC 3055) at the time tickets are collected. (Refer to Figure 11-1) Conductors and Assistant Conductor(s) on trains with Sleeping Cars must have these forms available. The Conductor keeps one signed copy for inclusion in the “*Train Earnings Reports Envelope*” (NRPC 158) along with the ticket. The passenger keeps the other copy of the form. One form is required for an accessible bedroom. If the passenger is traveling over several segments, one form will be required on each train.



Self-Certification Of Mobility Impairment

For purposes of receiving the rail fare and accommodations discount available to Passengers with Mobility Impairments, I certify that I am a person with a mobility impairment – a physical impairment that substantially limits one or more major life activities and results in a need for one or more of the access features of Amtrak's accessible accommodations, which include, among other features, more maneuvering room, grab bars and accessible rest room facilities.

I certify under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on this Date
Printed Name
Signature

Optional Information

Address		
City	State	Zip
Telephone No.		

Amtrak is a registered service mark of the National Railroad Passenger Corporation.

NRPC 3055 (10/02)

White – Amtrak Yellow – Passenger

Figure 11-1 – "Self-Certification of Mobility Impairment" (NRPC 3055)

2. Transferring to/from a Wheelchair

Some passengers may request assistance in transferring to their seats in the car.

- Plan the move.** Ask the passenger how you can assist and decide together the most comfortable and safest way to make the move. Always transfer the way the passenger requests; they know what works best. Find out how much the passenger can help, and decide if you can do it by yourself or if you need to get help.
- When making the move,** keep your feet apart and your back straight. Bend your knees and use your legs. To support your back, stay close to the passenger or chair, and tighten your stomach and buttock muscles before and during the move. Start slowly and stay smooth.

3. Mobility Pointers

- Do not touch the wheelchair without permission.
- Do not tower over or approach unannounced from behind, to assist, a person using a wheelchair.

- Never grab a person using a cane or crutches.
- Always ask before helping.

4. Maneuvering Wheelchairs

Be sure to watch for the passenger's fingers, elbows, knees and feet while moving the wheelchair.

5. Transferring the Passenger with ONE Employee

The technique described in the table, "*Transferring the Passenger with ONE Employee*", may be appropriate if the passenger can partially support their own weight and assist with their arms. If the passenger cannot assist to this degree, use the technique described in Section J "*Assisting Passengers with Mobility Impairments*", Part 6 "*Transferring the Passenger with TWO Employees*" of this chapter.

6. Transferring the Passenger with TWO Employees

Use this technique when the passenger cannot or prefers not to assist, or when there is room enough only for the wheelchair to be placed in the aisle, right next to the seat. Employees should remember to move together, not apart. Take it easy, and do not jerk. Use the technique described in the table titled "*Transferring the Passenger with TWO Employees*".

Transferring the Passenger with ONE Employee	
Step 1 Plan the Move	<ul style="list-style-type: none"> • Approach the passenger and ask how you can best assist. • Clarify what you will do and what the passenger will do.
Step 2 Prepare the Wheelchair and the Seat	<ul style="list-style-type: none"> • Position the wheelchair and lock the wheelchair brakes. • Remove the armrests on the wheelchair and seat, if needed. • Swing foot rest on the "seat" side, out of the way.
Step 3 Position Yourself for the Move	<ul style="list-style-type: none"> • Have the passenger scoot forward and place their hands on the armrest or on your shoulders. • Place your feet apart, flex your knees, and lock your knees outside and against the passenger's knees. • Bend your knees, put your arms under the passenger's arms, and firmly grasp their back just below the shoulder blades.
Step 4 Make the Move	<ul style="list-style-type: none"> • Rock back and forth as you both count aloud: 1...2...3... • On the count of 3, pull back as the person pushes off from the chair. • Turn and lower the passenger into the seat. <p>NOTE: Make sure you pivot your feet. Do not twist your body from the waist-this can cause injury. Take a couple of small steps toward the seat if needed, then bend your knees and lean back as you lower the passenger to the seat; this will help you maintain the curves in your back.</p>
Step 5 Follow-Up	<ul style="list-style-type: none"> • Ask the passenger if they are comfortable. • Help them scoot back or shift in the seat, if needed.

7. Boarding and Detraining

a) Single Level Equipment

- Passengers who use wheelchairs should board and detrain from high-level equipment to low-level platforms using the mobile wheelchair lift, which is raised and lowered by turning a hand crank.
- People with other mobility impairments may also use the lift; this includes passengers on walker, crutches, etc.

Transferring the Passenger with TWO Employees	
Step 1 Plan the Move	<ul style="list-style-type: none"> • Approach the passenger and ask how you can best assist. • Clarify what you will do and what the passenger will do.
Step 2 Prepare the Wheelchair and the Seat	<ul style="list-style-type: none"> • Position the wheelchair and lock the wheelchair brakes. • Remove the armrests on the wheelchair and seat, if needed. • Swing foot rest on the "seat" side out of the way.
Step 3 Position All Involved with the Move	<ul style="list-style-type: none"> • The taller, stronger employee should stand behind the wheelchair. The smaller employee should be in front. • Back Employee: Put arms under passenger's arms and grasp their wrists. Front Employee: Squat with knees apart and grasp passenger's legs under their knees.
Step 4 Make the Move	<ul style="list-style-type: none"> • Back Employee: Tighten your seat and stomach muscles as you call the move by counting 1...2...3. Front Employee: Tighten your seat and stomach muscles. • Use your legs to lift up. Lean forward and straighten your legs as you lift up. • Take one step over. • Bend your knees and lower the passenger into the seat.
Step 5 Follow-Up	<ul style="list-style-type: none"> • Release your grasp. • Make sure the passenger is comfortable before you leave.

b) Superliner Equipment

- Passengers traveling in Superliner equipment will board using the ramp, which is located in each car.
- The employee will position the ramp and ask if the passenger requests assistance. If assistance is given, push the wheelchair up the ramp or help control the wheelchair as it goes down the ramp.

c) Emergency En Route

- When there is an emergency en route, it may be necessary to transfer passengers to another train or bus without the use of a wheelchair lift.
- If rescue teams are not present, Amtrak employees may use the *"Two-Handed Seat Carry"* or the *"Fore-and-Aft Carry"* to transfer passengers. (Refer to Section 7"Boarding and

Detraining”, Part 8 “Two-Handed Seat Carry” or Part 9 “Fore-and-Aft Carry” in this Chapter)

- Remember to get the passenger’s input before attempting the move and use the principles of safe lifting.

8. Two-Handed Seat Carry

The two-handed seat carry is a two-person rescue technique. If the passenger has no serious injuries and is able to cooperate with the rescuers, they may be placed on a two-handed seat, as shown, with the passenger’s arms about the necks of the rescuers and the passenger’s back supported by the employees’ free hands.



9. Fore-and-Aft Carry

The fore-and-aft carry is another two-person rescue technique. It may be used in moving an unconscious person, but it is not applicable when there are serious torso injuries or other fractures.



K. Assisting Passengers with Speech Disabilities

A speech disability is any difficulty when a person communicates verbally. This difficulty does not signify low intelligence. A person with a severe speech disability may travel with an interpreter, use written notes to communicate, speak with an artificial “voice box,” or use a “sound board,” which is controlled by a keypad to emit a computerized voice.

When communicating with a person who has speech disabilities:

- Give the person your full attention and do not interrupt or finish the passenger’s sentences.
- If you do not understand what the passenger is saying, ask them to repeat or to write it down.
- Do not say you understand if you do not understand.
- Be patient!

L. Assisting Passengers Who are HIV Positive or Who Have AIDS

Generally, you will not know that a passenger has HIV/AIDS and no particular assistance is needed. However, in the advanced stages of AIDS, other debilitating conditions may exist, such as limited mobility, respiratory problems and general weakness. Casual contact (e.g., shaking hands; hugging; sharing restrooms, equipment, food utensils, etc.) will not transmit HIV/AIDS.

The guidelines for other passengers apply to this passenger.

- Keep conversations private.
- Ask only general questions such as “Will you need any assistance during the trip?”
- Offer to provide at seat or in accommodation meal service.
- Provide services the passenger requests within the guidelines set forth in the chapter.

M. Assisting Passengers of Short Stature

People of short stature (dwarfism) are usually no taller than 4” 10’ in height. Be aware of reach limitations, and help these passengers with activities such as placing suitcases in luggage racks, boarding and detrainning, and serving the passenger at the ticket window and Lounge Car counter.

Remember that the adult passenger of short stature is an adult and should be treated as such, with respect and dignity.

N. Assisting Passengers with Hidden Disabilities

Many types of disabilities are not immediately obvious, such as psychiatric disabilities, mental retardation, brain injury, Alzheimer’s or epilepsy. A passenger with a hidden disability may travel with a Service Animal (not necessarily a dog). The Service Animal is an accommodation and must be allowed to travel with the passenger. Honor requests for pre-boarding.

1. Psychiatric Disabilities

Like any other group of people, people with psychiatric disabilities may at times have difficulty coping with the stresses of travel (delays, crowds and unfamiliar locations).

- Treat the person as an individual, with respect and dignity.
- Do not assume the person is in danger or is dangerous to others.
- Reasonable requests may include written or repeated instructions, detailed directions, priority boarding, priority detrainning and seating preferences.

- *Respond to requests in a calm, professional manner (This will help the passenger cope with further difficulties).*

2. Tourette Syndrome

People with Tourette Syndrome may make sounds or gestures, such as tics, they cannot control. Very few involuntarily say ethnic slurs or obscene words.

- If a passenger with Tourette Syndrome makes sounds during a conversation, wait for them to finish, then calmly continue.
- The more the person tries to contain these urges, the more the urges build up.
- Allow the person to release the buildup in a private place, if possible.

3. Epilepsy

Epilepsy is a disorder of the central nervous system that involves seizures, which are normally controlled by medication. If a person has a convulsive seizure, try the following:

- Remain calm, help ease the person onto the floor on their back, and place soft material under the head.
- Loosen clothing around the neck and gently turn the person's head to the side after the seizure.
- Allow the seizure to take its course, and do not attempt to restrain the person's movements.
- Do not expect the person to be able to communicate during the seizure.
- Do not insert anything into the person's mouth.
- Stay with the person until they are fully reoriented.
- Call for medical assistance if the seizure lasts more than five minutes, if seizures occur repeatedly, or if other injuries have occurred.

4. Cognitive Disabilities

Some people have cognitive disabilities, affecting their ability to know, think, remember and learn. Some of these are developmental disabilities, mental retardation, learning disabilities or brain injuries. Like other disabilities, the degree of cognitive disability differs from person to person.

- Be alert to the way the passenger communicates and responds.

- Use simpler words, add gestures, write something down, draw a picture or repeat yourself.
- Make sure the passenger understands. (Do not ask, “Do you understand?”) Instead, ask the passenger what they are going to do, using “who,” “what,” and “where” questions.
- Again, be patient!

O. Assisting Passengers of Large or Obese Size

Although most passengers of large size are not disabled within the meaning of the ADA, unless their size is due to an underlying disability, treat large size passengers just like any other passengers and make reasonable efforts to provide assistance with boarding, detrainning and seating, if requested.

1. Assistance/Wheelchair Lift

A passenger of large stature may not be able to walk long distances and may require the use of a wheelchair. Amtrak has wheelchairs available for passengers’ use at many stations. The passenger may be immobile and request assistance getting on or off the train.

- In some cases, a common wheelchair is not sufficient for a large size or obese person. Many stations have oversized wheelchairs with some locations having “people movers” which can accommodate the larger person.
- The weight limit for Wheelchair Lifts is 600lbs, which is for both the wheelchair and passenger.
- Motorized wheelchairs generally weigh about 250lbs. Therefore, the passenger can weigh no more than 350lbs to safely use the wheelchair lift.
- If the employee has some concern that the combined weight may exceed the 600lbs limit, the following can be said to the passenger. “The wheelchair lift can only accommodate a combined weight of 600lbs for the wheelchair and passenger. Any weight greater than 600lbs is unsafe for both the passenger and employees.” Then ask the passenger if their combined weight with the wheelchair greater than 600lbs.
- This conversation must be kept private.

- If you believe that an individual with their wheelchair weighs more than 600lbs (the maximum capacity for Amtrak's wheelchair lift), or is so large they will not fit on the wheelchair lift, there may be a risk of harming the individual or the employees operating the lift. In this situation, Amtrak may not be able to board the passenger. Speak with the supervisor to determine if it is appropriate to provide service to the passenger.
- If the passenger indicates that the combined weight exceeds 600lbs, and the only way to board the passenger is with the lift, the passenger can be denying boarding.
- If the passenger indicates that, the combined weight is less than 600lbs and there is significant doubt on the part of the employee, contact a Supervisor or the Conductor.
- If there is good reason to believe that the passenger exceeds 600lbs and the lift is the only way to board the passenger then boarding may be denied.
- If assisting a large size passenger to board the train would pose a danger to the safety of the individual or of the employees assisting them, speak to a supervisor and determine whether Amtrak can safely provide service to the individual.

2. Seating

A large size passenger may require more than one seat. If a passenger requires more than one seat, they will need to purchase an additional seat (or seats) at the applicable fare.

P. Discounts

When a passenger whose disability is not obvious requests the special discount fare for passengers with disabilities, it is appropriate for Amtrak employees to request documentation of disability. Examples of types of acceptable documentation are an identification card that many transit systems provide, a membership card for a disability organization or a letter from a doctor.

If a passenger does not request a discount, you may not ask about their disability.

Q. Complaint Procedures

Crew members should make every attempt to resolve passenger problems on-board. If the passenger wishes to report a complaint or concern elsewhere, the following resources are available:

Call toll-free (800) 872-7245 (USA RAIL) and ask to speak to a Customer Relations Representative or log onto www.amtrak.com and click 'Contact Us'.

Chapter 12

Equipment

A. Electrical Distribution System

1. Overview

- a) **The car's electrical systems and subsystems utilize various voltages for their operation.**
- b) **Head End Power (HEP)** is supplied at 480 VAC, 3 phase, 60 HZ from a source that is usually the locomotive.
- c) **Power is distributed from** the locomotive to the train's cars by means of jumper cables trainlined between coupled cars and locomotives.
- d) **The 480 VAC power is used** to power some of the electrical components directly, while other systems and subsystems use lower voltages that are usually stepped down by means of transformers.

2. Basic Equipment Protection

- a) **Normally, high voltage circuit breakers for heating and cooling are** located in electrical boxes outside the car, while low voltage circuit breakers are found inside each car's electrical locker.
- b) **Circuit breakers serve two functions:**
 - On/Off control
 - Automatic circuit overload protection
- c) **When a circuit breaker trips from overload,** it will be partially between the ON and OFF position. To reset, move the breaker to the OFF position first, and then back to the ON position.
- d) **Ground fault interrupt (GFI) circuits are** another type of protection for overloads. These types of circuits provide 120-volt power to electrical outlets in restrooms, Lounges and private Sleeping Car accommodations. If the GFI trips, power loss will occur at all outlets on the circuit. Reset by pressing the RESET button on the GFI receptacle. If the GFI receptacle continues to trip, remove all plugs from the affected outlets, because a defective appliance may be at fault.

3. Signage

Each door and cover plate protecting high voltage equipment must be marked "Danger-High Voltage" or with the word "Danger" and the normal voltage carried by the parts so indicated.

B. HVAC (Heating, Ventilation and Air Conditioning)

1. HVAC

HVAC is an integrated system of heating, air conditioning and fresh air ventilation designed to automatically select cooling and heating to maintain an interior temperature of 72 to 76 degrees. However, the interior temperature may go outside this range due to extreme ambient temperature conditions.

2. Temperature Controls

Should a fire occur on a car, immediately shut OFF one of these switches to reduce the spread of smoke and fire.

- a) **All Amtrak passenger cars are equipped with emergency fan switches.**
- b) **When both switches are ON**, the car's heating and cooling systems operate normally.
- c) **When either switch is positioned to OFF**, the car's blower fans are shut off and the heating/cooling system is disabled.
- d) **A cover plate usually protects this switch.**

3. Temperature Control Panel

- a) **The panel is located in a car's electrical locker.**
- b) **The system operates automatically** when the selector switch is set to ON or NORMAL.
- c) **On most cars, there is a three-position selector switch** with the following positions:
 - ON or NORMAL - normal heating and cooling
 - OFF - no heating or cooling and no fan except for ventilation and protective heat
 - LAYOVER - no cooling, floor heat only to approximately 55 degrees to prevent freezing.
- d) **Indicating light(s) will be illuminated when** the HVAC system is cycling in "normal" or "override" modes. This system does not function when ambient temperature is below 45 degrees.
- e) **Override Mode** - A manual override is provided if there is a failure in the automatic temperature control system. On most cars, pressing the manual override button will by-pass the automatic temperature control for 30 minutes. An OVERRIDE light indicates when the system is in override mode. Because it requires close attention to avoid extreme car temperatures, operating in override should be minimized. Depending upon the type

of car, the override feature functions in both cooling and heating modes.

4. Operation of Air Conditioning Systems

*All defects with the air conditioning system **must** be entered on the “Record of Defect and Repair - MAP 21A” (NRPC 2775) and reported to the CNOC Mechanical Desk and to the Foreman upon arrival at the destination.*

- a) **Heat circuit breakers must** remain on and should not be turned off if the air conditioner is running.
- b) **If the air conditioning system fails** and is not operating, the heat circuit breakers must be turned off to reduce the heat input into the car.
- c) **If the heat circuit breakers are turned off, YOU must** report this on the “Record of Defect and Repair - MAP 21A” (NRPC 2775)

C. Lighting

1. General

- a) **Both incandescent and fluorescent lighting illuminates cars.**
- b) **Primary control of all lighting** is by switches and circuit breakers located in each car’s electrical locker.
- c) **Secondary control switches are** provided to passengers for individual reading lights in both Coach and Sleeper Car accommodations.
- d) **There are several other lighting circuits** like ceiling lights, cove lights, rest room lights, vestibule and aisleway signage, etc.
- e) **Some switches are located in the Public Address (PA) system boxes** in Amfleet car vestibules.

2. Emergency Lighting

- a) **Battery-powered emergency lighting** comes on automatically when the main power source (480v) is interrupted.
- b) **Emergency lighting is provided to** such areas as vestibules, food service areas, rest rooms and individual Sleeping Car accommodations.
- c) **As the batteries discharge,** relays disconnect some car circuits, including lighting, to conserve battery voltage, allowing more important circuits to remain on longer.

3. Standard Lighting Levels for Acela Express

Lighting levels on high-speed trainsets must be maintained during trainset operation as prescribed below:

- a) **Lighting Level 2 is the standard level** to be used during daylight hours (7:00am to 5:00pm) on all cars *except* the Quiet Car.
- b) **At 5:00pm, Lighting Level 2 must be changed** to Level 3 in all cars operating in revenue service.
- c) **Lighting Level 3 is the *only* authorized setting for Acela Quiet Cars.**
- d) **Lighting Level 1 is for maintenance purposes only**, and is not to be used on any train in revenue service. No other lighting levels are authorized for *Acela Express* revenue service.

D. Communication System

1. Public Address (PA) & Intercom Overview

- a) **Using the PA and intercom system**, announcements can be made throughout the train or locally. The intercom system also allows for private two-way conversations.
- b) **The PA control panel and handset can be found at or near the “B” end vestibule** on most single level cars, and at or near the lower level vestibules on most Superliner cars.

2. Making Announcements via the PA System

- a) **Power switch must be ON at the CCU** (Communication Control Unit).
- b) **Set the TRAIN - LOCAL switch to:**
 - TRAIN for broadcast to all cars
 - LOCAL for broadcasting only in that car.
- c) **Set mode switch to PA.**
- d) **Depress switch-bar in the handset to talk.**
- e) **Replace the handset and leave power ON.**

3. Using Intercom System

- a) **Page the individual you wish to speak with** over the PA system.
- b) **Tell them to pickup the intercom.**
- c) **Set the mode switch to IC.**
- d) **When the person answers**, depress the switch-bar in the handset to speak and release to listen.
- e) **On Superliner Dining Cars**, an additional feature

allows communication between a workstation and the food preparation area.

- f) **Remember to be brief and professional in your conversation.** An unknown defect in the system could cause your conversation to be overheard in other parts of the train.

E. Entertainment System

Certain Food Service and Sleeping Car accommodations are equipped with entertainment systems.

Entertainment system components can consist of a continuous loop tape player for music, videocassette player, television monitors or CD players, or a combination of these items. Specific controls and procedures are available in most cars' operating manuals. Consult your supervisor for the correct manual(s).

F. Water System

1. General

- a) **Provides potable water for** drinking, washing and sanitation purposes.
- b) **Water is stored in tanks** that are filled only at designated watering points.

2. Types

- a) **Gravity-fed water systems feed from overhead tanks.**
- b) **Pressurized water systems use** the compressed air from the train's main reservoir air system to push the water to faucets and toilets.
 - If there is no main reservoir air pressure, water will not flow with these types of systems.
 - If air rushes from the faucet when it is turned on, then there is *no water* in the tank.

3. Potable Water System Filling Procedures

Employees should refer to Chapter 3, "*FDA Rules and Inspection*", for hygienic standards and filling procedures if it becomes necessary to fill tanks in an emergency situation.

G. Side Door Trainline Test

The Conductor, or a member of the train crew designated by the Conductor, will test the continuity and proper operation of trainlined side-entry doors on cars so equipped, by performing the following steps.

1. Acela Express Equipment

Perform the following steps, and then proceed to number 2. “All Other Equipment” in this section.

- a) **Before trainlining all doors to open on standing equipment**, check to make sure that no other individual doors are open.
- b) **If individual doors are open**, close the door using the crew switch at the open door location using either a single crew key command or a single push button command.
- c) **Only after all doors have been closed**, can the side doors be safely trainlined to open.

2. All Other Equipment

- a) **When in position from either end of the train consist**, key side doors open on the side of the train opposite from the boarding platform at the initial terminal.
- b) **Walk through the train verifying that all doors have opened on the activated side**, and closed on the boarding platform side.
- c) **Key the doors closed**, and then key doors open for the platform side of the train.
- d) **Walk back through the train verifying that doors have opened on the side now activated**, and are closed on the opposite side.
- e) **Prior to starting the train**, the train crew must ensure that all doors are closed prior to departure.
- f) **Any variance from normal trainlined door operation** resulting from this inspection should be reported to the proper Mechanical Department personnel at the initial terminal prior to the train’s departure.
- g) **Where instances are found of unintended door openings during the trainlined door inspection**, and the problem cannot be corrected at the initial terminal, trains crews must only key and operate side-entry doors locally, and refrain from any trainlined door operation for the duration of the trip.
- h) **At initial terminal locations** where train equipment is delivered to the passenger station by a yard or pin-up crew, the aforementioned inspection procedures must be performed by these crews at the primary equipment servicing location rather than at the station, unless otherwise specified by the Division, to avoid delay to the train. In such cases,

the yard or pin-up Conductor must communicate to the road Conductor the results of the inspection and the operating condition of the trainlined doors.

- i) **When inspecting train lined door operation on bi-level equipment**, such inspections may be made from the ground or station platform.
- j) **Trainlined door inspections on equipment under blue signal protection** must not be made under any circumstances unless permission has been received from the person in charge of the workers.

H. Side Door Operating Procedure for Acela Express Trainsets

Operate Acela side doors using only the standard operating procedure exactly as described in this section. Parts 2 and 3 detail normal, in-service side door operations. Parts 4 and 5 covers local door operations using the crew key switch and are advisable for crew boarding, stores loading, or single door operation. Number 6 explains how to reset the side doors.

1. General Guidelines

- a) **Acela side doors must only be operated using the Door Control Station (DCS) or the Exterior Crew Key switch and the proper Door Operating Procedures.** Acela Side Door Operation Procedures are to be strictly adhered to by all persons authorized to operate Acela side doors. Deviations from the Acela Side Door Operation Procedures will result in door faults and train delays, and are, therefore, not permitted.
- b) **NEVER close a local door by toggling any of the micro switches located in the side door panel.** This action will close the local door, and provide a “healthy” indication on the Door Control Station; However, when a micro switch is toggled to close a local door, that door will be rendered inoperable (will not open) and the user will not receive any indications that the door is in fault. Never toggle the micro switches.
- c) **Emergency handles are only authorized for use in emergency situations** or when all other methods of opening the door have failed. NEVER use the emergency handle to open a side door for convenience or non-emergency activity (e.g., when yard switching, station activity or when maintenance

is being performed). The emergency door handle release is not designed to withstand use as a regular means of opening a side door.

- d) **All door faults and failures must be recorded on a *Record of Defect and Repair -MAP 21A (NRPC 2775)*. Include the following information.**
- Car number.
 - Door number (located on the back of the DCS Panel).
 - Station stop location.
 - Brief description of the fault. (indicate if the door failed to open or failed to close and what steps were taken to resolve the issue, if any)

2. Trainline Open Sequence

- a) **After the Trainset comes to a complete stop, insert an Amtrak coach key into the Door Control Station (DCS) keyhole.** (Only one DCS can be active at any time on one side of the train. Multiple DCS activations will cause a door fault.)
- b) **Turn the key to the ON position.**
- c) **Ensure that the green “DCS Active” LED is illuminated.** The DCS Active light indicates that this DCS is now the master, or controlling DCS from which the side doors on one side of the train may be controlled.
- d) **Depress the local OPEN button one time and hold for two full seconds then release.** Once the local door is fully open, train-line the desired doors open. Select the door open direction(s) (forward and/or rearward) and depress the train-line OPEN button(s) one time and hold for two full seconds. The requested doors will open.
- e) **If one or two side doors fail to open after a few seconds, another train-line command may be issued.** If those doors still remain closed, allow those doors to stay closed until a member of the crew can open them locally (*Refer to step 4 “Local Door Open Sequence”*) or perform step 6 “*Side Door Reset Procedure*”.
- f) **Once the desired doors are observed to be fully open, the Amtrak coach key may be rotated to the OFF position and removed from the DCS. If the key is removed before the desired doors are fully open, the doors may respond by either remaining closed or by closing rapidly and without warning.**

Once closed, each affected door will enter a fault state and require the step 6 “*Side Door Reset Procedure*” to be performed in order to restore operability.

3. Trainline Close Sequence

- a) **Insert an Amtrak coach key into the Door Control Station (DCS) keyhole.** (Only one DCS can be active at anytime on one side of the train. Multiple DCS activations will cause a door fault.)
- b) **Turn the key to the ON position.**
- c) **Ensure that the green “DCS Active” LED is illuminated.**
- d) **Depress the train-line CLOSE button(s) for the desired direction(s) (forward and/or rearward) one time and hold for two full seconds.** A verbal warning announcing the closure of doors will sound prior to the doors closing. Forward and rearward doors must be closed before the local door.
- e) **Verify that all train-line doors have closed, and that each red external “Door Open Indicator” lamp is extinguished at each door location.** If a door remains open, or reopens continuously, instruct a member of the crew to close the door locally or perform step 6 “*Side Door Reset Procedure*”.
- f) **Once all doors are observed to be closed and the platform is clear,** you may close the local door by pressing the local CLOSE button.
- g) **After the local door is fully closed,** turn the DCS to the OFF position and remove the coach key.

4. Local Door Open Sequence

- a) **Insert an Amtrak coach key into CREW keyhole.**
- b) **Turn the key to OPEN position.**
- c) **Return the key to neutral position.**
- d) **The local door will OPEN.** There will be no audio announcement.

5. Local Door Close Sequence

- a) **Insert an Amtrak coach key into CREW keyhole.**
- b) **Turn the key to CLOSE position.**
- c) **Return the key to neutral position.**
- d) **The local door will CLOSE.** There will be no verbal announcement, however, a tone will sound and the red, interior and exterior door indication lights will flash for the local door.

6. Side Door Reset Procedure

- a) **Insert an Amtrak coach key into the DCS Keyhole.**
- b) **Rotate the key clockwise to the “ISOL” (ISOLATED) position.**
- c) **Depress the Lamp Test Pushbutton.**
- d) **Rotate the door key clockwise back to “OFF”.**
- e) **Insert the Door Key into the CREW keyhole and rotate clockwise to the “CLOSE” position, then counterclockwise back to center. Door will close or functionality should be restored.**
- f) **If the door remains inoperable, refer to the “Enroute Troubleshooting Guide” for door lock-out procedure.**

I. Side Door Operating Procedure for Amfleet I Equipment

It is extremely important that only ONE crew member “KEY” the doors open and closed each time this function is performed to prevent system confusion from multiple signals.

1. General

- a) **Make sure the door control switches, located inside the electrical locker are turned to NORMAL** to allow for automatic operation using a key inserted in the door controller by each side door.
- b) **All doors, or one individual door, on either side of a consist can be opened and closed using a standard coach key at the master door controller, which is located next to each side door in each vestibule.**
- c) **All end doors and side doors must operate safely as intended.** If a door is out of service, it must have a notice displayed directly on the defective door, indicating that the door is defective. All cars must have at least one operative and accessible door available on each side of the car, or the car must be taken out of service.

2. Opening Procedures - High Platform

- a) **Insert key into the master door controller on the platform side of the train.** Turn key to activate controller.
- b) **Press the OPEN button(s) for the zone(s) of the doors to be opened.** Arrow symbol indicates the

direction or zone of doors being opened.

- c) **Press THIS DOOR ONLY button to open local door only.** All other doors should remain closed.
- d) **Press the CLOSE button(s) for zone(s) of doors to be closed.**
- e) **If the blue light(s) (*blue light on the panel indicates doors are closed in each zone*) on the panel does not come on,** check for **RED** outside signal light along the side of the consist. A **RED** light signifies the location of an open door.
- f) **When all doors except the local door are known to be closed,** then close the local door by pressing **THIS DOOR ONLY** button.

3. Closing Procedures - High Platform

After customers are boarded, station work is complete and signals have been passed between train crew members, proceed as follows:

- a) **Train crew members stationed near the opposite ends of the train will be responsible for** observing the automatic side doors have “trainlined” closed *before* the signal is given to move the train.
- b) **The person “keying” the doors to close will look to see if** the **RED** lights above the other door ways have extinguished.
- c) **The person near the opposite end of the consist, with automatic door operation features; will listen for** the bell sound associated with the opening or closing of the side doors. (This indicates the door closed signal has traveled through the intermediate cars.)
- d) **The person near the opposite end of the consist, with automatic door operation features; will look to see that** the **RED** lights above the other open doorways have extinguished.
- e) **Once assured that these functions are working properly,** members of the train crew will signal each other that it is clear to proceed before communicating that message to the engineer.
- f) **If there is any indication that a door has not closed,** it must be investigated before the train is signaled to proceed.

4. Emergency Opening of Vestibule Side Doors

- a) **The vestibule side door can be opened manually from inside the car by pulling down on the RED**

emergency handle that is accessible through the hand-hole in the side door motor cover, located above each side door.

- b) **When the emergency handle is all the way down**, the door mechanism will disengage, allowing the door to be opened manually.
- c) **After using the emergency handle**, push up firmly to engage the door mechanism and close the door.
- d) **If the RED light on either door controller panel is lit**, one of the vestibule side doors is not fully closed, and must be secured before the train is authorized to proceed.

5. Emergency Closing of Vestibule Side Doors

- a) **If a vestibule side door does not close electrically**, it may be necessary to disable it by manually locking the door closed.
- b) **Manually lock the side entrance doors as follows.**
 - Manually close the door.
 - Open the overhead door motor access panel.
 - The manual lock lever is located near the (usually RED) emergency door release handle.
 - Move the manual lock against the door leaf holding it closed.

6. Door Seals

- a) **Some vestibule side doors are equipped with air seals**, which inflate with air and seal the side doors to prevent against outside elements.
- b) **Both doors in the vestibule must be** fully closed before the seals will inflate.
- c) **Proper door seal operation is** contingent upon the emergency handle being properly seated.
- d) **It may be necessary to reseal the emergency handle by** fully extending the handle downward and then exerting an upward force so that it fully engages.
- e) **If you still hear main reservoir air pumping to the door seal**, make sure the handle is fully seated.

J. Body End Doors

1. Normal Operation

- a) **Most cars have automatic sliding body end doors at each end.**
- b) **The doors are operated by touch plates** on either side of the door for hand or foot actuation.

- c) **Doors normally remain open for approximately 15 seconds.**
- d) **If an obstruction is encountered while the door is closing,** the leading edge sensor strip is designed to re-open the door. When this occurs, the door opening cycle will restart.

2. Manual/Emergency Operation

- a) **Body end doors are equipped with either a two- or three-position switch to control the door's operating modes.**
- b) **In the *normal* position,** the door operates normally through the touch plates.
- c) **In the *manual* position,** the door is electrically disabled and can be operated manually.
- d) **In the *open* position,** body end doors are held open electronically until the switch is re-positioned.

K. Sanitary Facilities Retention System

1. Description

For further details and features on sanitary facilities, see your immediate supervisor to obtain an operating manual for the equipment in question.

All Amtrak passenger cars are equipped with retention toilets. Waste is stored in collection tanks mounted on cars. Each car's sanitary facilities have various circuit breakers that control the system and are located in the electric locker. Some equipment has indicators for system warnings or malfunctions.

- **Yellow** indicating lights warning of potential problems.
- **Red** indicating lights warning of conditions that have **shut down** the system.

2. Out-of-Service Toilets

- a) **Some systems are equipped with a toilet “out of service” light** that illuminates when the waste collection system is shutdown for any reason. The system is not operational when this light is ON.
- b) **If the system is disabled on cars without this feature,** lock toilet doors to prevent bathroom use. Also post an approved OUT OF SERVICE sign on the malfunctioning restroom door and record on a “*Record of Defect and Repair – MAP 21A*” (NRPC 2775).

L. High Speed Trainset (HST) Tilting Fault “Car Not Centered”

On High Speed Trainset (HST), the tilting system has a Level 1 fault that may occur, “Car Not Centered”. If this fault occurs the following instructions must be follow:

1. Level 1 Fault

Conductors must be aware if the Engineer receives a level 1 Fault on the Primary Operating Screen “Car Not Centered”. The following instructions must be adhered to when the Level 1 fault “Car Not Centered” occurs:

- a) **A 20 MPH maximum speed restriction will be imposed.**
- b) **Engineer must stop the HST on tangent track** as soon as safe operating conditions permit.
- c) **The alarm block on Multi Function Display (MFD-1) will display the fault “Car Not Centered” car number XXXX.**
- d) **The “Car Not Centered” tool is stored on each Power Car** in the tool bag. The tool bag is located in the coat locker, on the right side aisle of the machine room directly behind the Engineer’s cab door.
- e) **After notifying the Dispatcher of the “Car Not Centered” fault**, and receiving the required protection. Go to the affected Trailer Car (Coach) that triggered the “Car Not Centered” alarm, and check either side of the truck with both the **Must Fit (GO) Gauge** and the **Must Not Fit (NO GO) Gauge**. *(Refer to Figure 12-1)*
- f) **On the affected Trailer Car (Coach)** insert the **Must Fit (GO) Gauge** between the truck frame and bolster. If the **Must Fit (GO) Gauge** does not fit, the car is NOT Centered. *(Refer to Figure 12-2)*
- g) **Insert the Must Not Fit (NO GO) Gauge** between the truck frame and bolster. If the gauge fits, this also confirms that the car is NOT centered. Both gauges must be used in the vertical position. It will be visible to the eye that the car is NOT centered and is slightly tilted, compared to the rest of the cars in the Trainset.
- h) **Check both trucks on the affected car** with the **(GO/NO GO) gauges**.
- i) **Go to the electric locker on the affected car**, break the seal on the Centering Detection Switch, and move it to the cutout position. This will release the train speed restriction of 20 MPH. *(Refer to Figure 12-3)*

2. Car Not Centered

If the car is NOT centered, the train will proceed at Train Type “C” speeds. The tilt will not function due to the fault. If the car is not centered and seating capacity permits, the Conductor will offer passengers seating in another car to avoid discomfort related to off center car condition.

3. Car Is Centered

If the car IS centered, operate according to Train Type “B” speeds. The tilt will not function due to the fault. 4. The sub system status of the tilting system on the affected car must be checked to ensure that the centering detection C/O block is highlighted. The Conductor must check on MFD-B, and Engineer must check on MFD-2. 5. Engineer will also have a message on the MFD-1 Alarm section that centering detection is cut out on the affected car.

4. Reporting

- a) **Report the condition to the Dispatcher** and operate at Train Type “B” speeds if car is centered or operate at Train Type “C” speeds if the car is not centered.
- b) **Engineer must report these conditions** on the “*Equipment Condition Report - MAP 100*” (NRPC 2947), and Conductors are required to report the conditions on the “*Record of Defect and Repair - MAP 21A*” (NRPC 2775).



Figure 12-1 – Must Fit (GO) Gauge and Must Not Fit (No/Go) Gauge

M. Acela Express High Speed Trainset (HST) 120 Volt Convenience (At-Seat) Outlets

1. Steps for Defective Outlets

In the event a passenger reports a defective 120 volt convenience (at-seat) outlet; the following steps must be taken:

- a) **Ask the passenger if he/she would like to relocate** to a seat location that has an operating outlet.
- b) **If all seats are occupied**, operational outlets may be available in the Café Car.
- c) **Use the “Outlet Defect Chart”** to determine the type of defect and action required.
- d) **Immediately report the defect to the CNOC 24-Hour Mechanical Desk** by entering 03 on the on-board Conductor’s Office phone. This will connect you to the CNOC 24-Hour Operations Desk. When prompted, enter extension 2082 for the Mechanical Desk. The ATS number is 734-2082. Train crews may also dial direct with a cell phone to (800) 424-0217 ext. 2082.
- e) **The Mechanical Desk will need the following information:**
 - Detailed description of the defect. (Use the Defect Description to Report from the “Outlet Defect Chart” as a guide)
 - If needed, include circuit breaker information. (Outlet circuit breakers are located in the A end Electric Locker of each Coach Car. The breakers are identified as 120 v conv receptacle left or 120 v conv receptacle right)
 - Train number.
 - Car number.
 - Seat number.
- f) **Record the problem in the “Record of Defect and Repair – MAP 21A” (NRPC 2775).**
- g) **Relieving crews should be briefed on defective outlet locations** throughout the train and what actions have taken place.
- h) **New passengers boarding the train should be notified as to which outlets are not working.**

1. Acela Express Outlet Defect Chart

OUTLET DEFECT CHART		
Outlet Defect	Circuit Breaker Position	Defect Description to Report
Outlet has stopped working or has intermittent power with remaining outlets on same side of car still functioning.	Do not turn off circuit breaker.	Report any comments by passenger (i.e. intermittent power, electrical shock, damage to electrical device, electrical arcing, etc.) along with any other observations. Identify outlet location by seat number.
Outlet shocked passenger or damaged electrical device with remaining outlets on same side of car still functioning.	Turn off circuit breaker. DO NOT RESET.	Identify circuit breaker that has been turned off. Report any comments by passenger (i.e. intermittent power, electrical shock, damage to electrical device, electrical arcing, etc.) along with other observations. Identify outlet location by seat number.
Defective outlet along with all outlets on the same car side has stopped working.	If circuit breaker has tripped, leave it tripped. If circuit breaker is still on, turn it off. DO NOT RESET. It is critical that this circuit breaker remain in the tripped position. Under no circumstance will authorization be given to train crews to reset this breaker.	Identify circuit breaker that has been turned off or tripped. Identify circuit breaker that has been turned off. Report any comments by passenger (i.e. intermittent power, electrical shock, damage to electrical device, electrical arcing, etc.) along with other observations. Identify outlet location by seat number.

When the train arrives at the terminal, a qualified electrical technician will investigate the problem and make repairs. If the technician cannot fix the problem, due to time restraints (station turns, etc.), he/she will defer the repair until the train returns to the maintenance facility at the end of the day. **ONLY A QUALIFIED ELECTRICAL TECHNICIAN CAN PUT THE OUTLETS BACK IN SERVICE.**

N. Bedroom Occasional Seat – Operating Instructions

The Bedroom Occasional Seat is located in bedrooms on Superliner I, Superliner II and Viewliner Sleeping Cars. The Bedroom Occasional Seat is mounted on a post which is permanently attached to the outside wall of the car, adjacent to the folding room partition. Refer to Figure 12-5.



Figure 12-5 – Location of Bedroom Occasional Seat

To store the Occasional Seat, fold up the seat bottom cushion and the armrests as shown in Figure 12-6.



Figure 12-6 – Bedroom Occasional Seat in the Folded Position

Secure the fabric strap over the cushions by attaching it to the Velcro on the seat back. This will assist in keeping the cushion folded as shown in Figure 12-7.



Figure 12-7 – Velcro Fabric Strap Securing Seat Cushion in Folded Position

Release the rotation latch at the bottom of the seat mounting post (press in on the bottom of the latch lever with your shoe), and rotate the seat against the outside wall of the car as shown in Figures 12-8 and 12-9. The seat assembly will latch when it is against the side wall.



Figure 12-8 – Foot Operated Latch to Secure or Release the Bedroom Occasional Seat from Against the Wall



Figure 12-9 – Close-up View of the Foot Operated Latch Mechanism

To release and open the Bedroom Occasional Seat, reverse the aforementioned procedure. The Bedroom Occasional Seat can be safely operated by Sleeping Car passengers. The bottom cushion/armrests can be raised or lowered as desired.

O. Coffee Makers

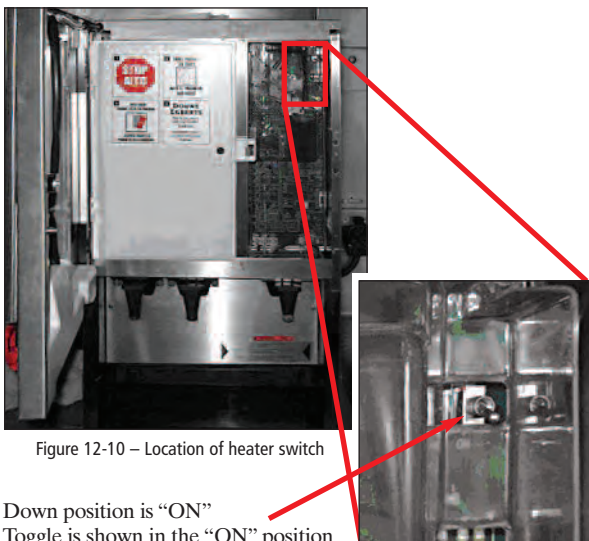
1. Douwe Egberts 300 Coffee Maker

The following safety instruction must be followed when operating the coffee maker.

a) **Immediately turn the heater switch to the OFF (UP) position when any of the following conditions occur.**

- Coffee maker malfunctions.
- Coffee maker will be unattended for more than 15 minutes, especially when there is no OBS personnel present in the Food Service Car.
- Train has arrived at final station.
- Loss of supply water.
- Loss of supply water air pressure (main reservoir air).

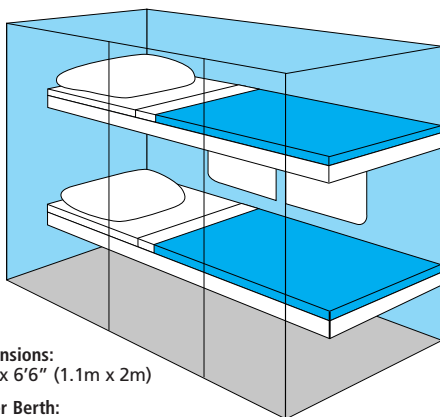
The heater switch is the unmarked toggle switch located just inside the front access door on the upper right corner of the circuit board. (*Refer to Figure 12-10*) Turning the heater switch to the off position will prevent the water heating element from operating, but still allows the coffee syrup cooler to remain active.



- b) **If coffee maker has been turned off due to a malfunction**, follow these steps.
- Contact the CNOC 24 hour Mechanical Desk at 800-424-0217 ext. 2082/2083, Bell 302-683-2082/2083 or ATS 734-2082/2083 and describe the malfunction if known (e.g. syrup cooler or coffee/hot water maker).
 - The CNOC 24 hour Mechanical Desk will determine if the coffee maker can be reset and will instruct the employee on how to safely reset the coffee maker. *(The coffee maker is equipped with a safety feature that shuts off the unit if there is a boil over or if the water sloshes over due to train movement).*
 - Record the defect in the “Record of Defect and Repair – MAP 21A” (NRPC 2775).
- c) **Additional safety instructions to follow** when operating the coffee maker.
- Never store any paper or flammable material on the top cover of the unit.
 - Never open the top cover unless instructed by CNOC.
 - Always ensure the top cover is properly closed and secured in place to prevent it from making undesired contact with the electronics inside the unit.

P. Superliner Sleeping Accommodations

1. Superliner Roomette



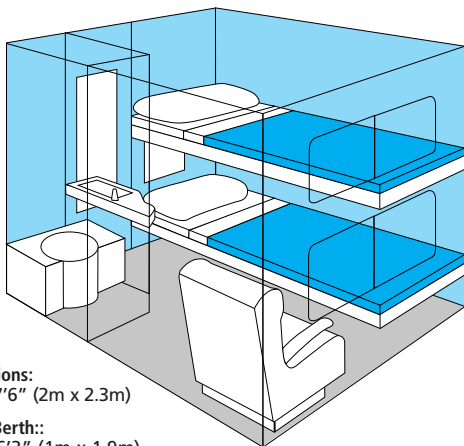
Dimensions:
3'6" x 6'6" (1.1m x 2m)

Lower Berth:
2'4" x 6'6" (.72m x 2m)

Upper Berth with Steps:
2'0" x 6'2" (.61m x 1.9m)

*Accommodates 2 adults • Capacity for 2 small tote bags
Restrooms and a shower are nearby*

2. Superliner Bedroom



Dimensions:
6'6" x 7'6" (2m x 2.3m)

Lower Berth:
3'4" x 6'3" (1m x 1.9m)

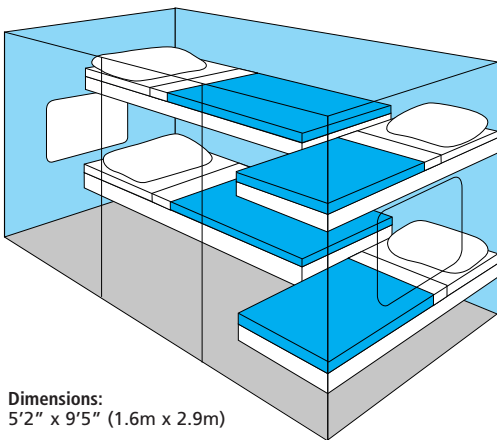
Upper Berth with Ladder:
2'4" x 6'2" (.72m x 1.9m)

Accommodates 2 adults • Capacity for 2 suitcases

In-room toilet and shower

Some Bedrooms can be combined to make a Suite for 4 people.

3. Superliner Family Bedroom



Dimensions:
5'2" x 9'5" (1.6m x 2.9m)

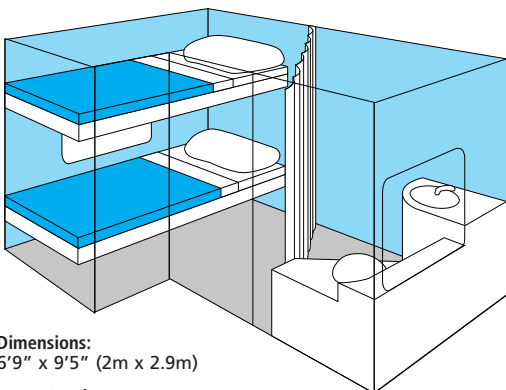
2 Adult Berths with Ladder:
Upper Berth – 2'4" x 6'2" (.72m x 1.9m)
Lower Berth – 3'4" x 6'3" (1m x 1.9m)

2 Child Berths:
Upper Berth – 2'0" x 4'7" (.61m x 1.4m)
Lower Berth – 2'3" x 4'9" (.69m x 1.5m)

Accommodates 2 adults and 2 small children

Capacity for 2-3 suitcases • Restrooms and a shower are nearby

4. Superliner Accessible Bedroom



Dimensions:
6'9" x 9'5" (2m x 2.9m)

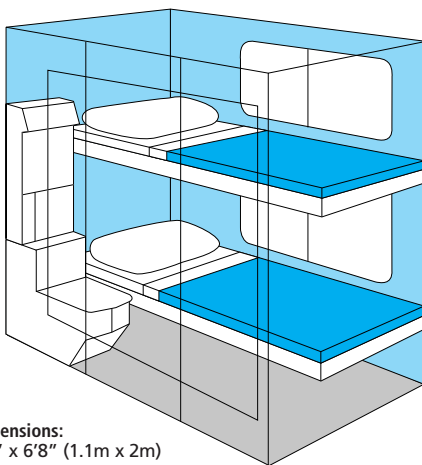
Lower Berth:
2'4" x 6'6" (.72m x 2m)

Upper Berth with Ladder:
2'0" x 6'2" (.72m x 1.9m)

*Accommodates 2 adults • Capacity for 2 suitcases
In-room toilet and shower*

Q. Viewliner Sleeping Accommodations

1. Viewliner Roomette



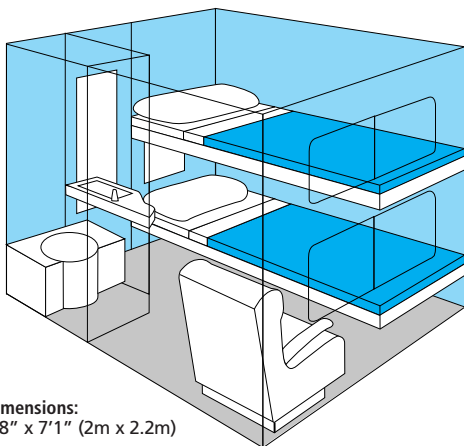
Dimensions:
3'6" x 6'8" (1.1m x 2m)

Lower Berth:
2'4" x 6'6" (.72m x 2m)

Upper Berth with Steps:
2'4" x 6'2" (.72m x 1.9m)

*Accommodates 2 adults • Capacity for 2 small suitcases and
garment bag • In-room toilet*

2. Viewliner Bedroom



Dimensions:
6'8" x 7'1" (2m x 2.2m)

Lower Berth:
3'4" x 6'0" (1m x 1.8m)

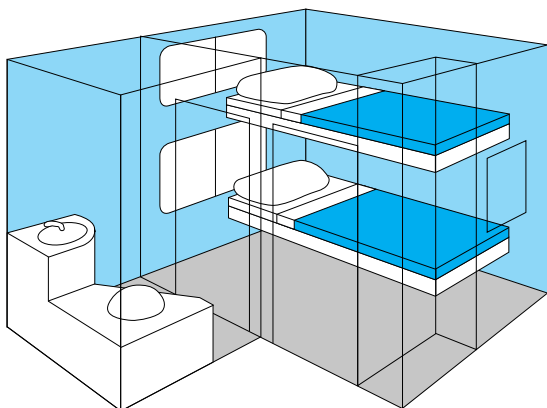
Upper Berth with Ladder:
2'4" x 6'2" (.72m x 1.9m)

*Accommodates 2 adults • Capacity for 2 suitcases
In-room toilet and shower*

3. Viewliner Bedroom Suites

Combine two bedrooms to create a suite for four, with two sofas that convert to wide lower berths. Comfortable upper berths fold down from the wall. Includes private sinks and vanity and two fully-enclosed private showers and toilets.

4. Viewliner Accessible Bedroom



Dimensions:

6'8" x 7'1" (2m x 2.2m)

Lower Berth:

3'4" x 6'0" (1m x 1.8m)

Upper Berth with Steps:

2'4" x 6'2" (.72m x 1.9m)

Accommodates 2 adults • Capacity for 2 small suitcases and garment bag • In-room toilet and shower

Chapter 13

Phone Numbers

Important Phone Numbers

(Unless noted, these numbers are for internal use only and are not to be shared with passengers or the public)

A. Amtrak Police – Nationwide (Toll Free) (800) 331-0008

B. Operations

1. Rate Desk (800) 205-0711
(On-Board Upgrades, to OS Trains, etc.)
2. CNOC 24-Hour Operations Desk & (800) 424-0217
Standee Hotline
3. CNOC 24-Hour Operations Customer Services Desk
ATS 734-2299 (302) 683-2299
4. CNOC Space & Equipment Desk
ATS 734-2104 (302) 683-2104
5. CNOC Mechanical Desk ATS 734-2082/2083
(800) 424-0217 ext. 2082/2083
(302) 683-2082/2083
6. Philadelphia CETC ATS 728-2226 215-349-2226
7. Major Off-Corridor Delay-Input Offices Toll Free Fax
 - CNOC Delay Reporting Office: (877) 714-8378
 - Oakland Operations: (866) 247-2684
8. U.S. Naval Observatory Time at Boulder, CO
ATS 729-4116 (866) 493-5252
ATS 777-4000

C. Services

1. Reservations Call Center (800) 872-7245
2. AmPlan Help Line (for Agreement Emp.) (800) 481-4887
3. Dispute Resolution Hotline (877) 351-8338
4. Inspector General ATS 777-4600 (202) 906-4600
5. The Pass Bureau ATS 777-3745 (800) 424-0224
6. Amtrak Information Hot Line (877) AMTRAK1
(877) 268-7251
7. Amtrak Media Relations ATS 777-3860 (202) 906-3860
8. Fidelity Investments (800) FIDELITY

D. Medical & Public Health

1. Director Health Services (HR)
ATS 777-3258 (202) 906-3258
2. Director Public Health Standards
ATS 777-3943 (202) 906-3943
FAX ATS 777-2117 (202) 906-2117

E. EAP Counselors

1. Senior Director EAP/Health Services–Washington, DC
ATS 777-3258 (202) 906-3258

2. EAP Manager–Washington, DC
ATS 777-3275 (202) 906-3275
3. Washington, DC
ATS 777-3447 (202) 906-3447
4. New York
ATS 521-7655 (212) 630-7655
5. Boston
ATS 580-7894 (617) 345-7894
6. Philadelphia
ATS 728-1487 (215) 349-1487
7. Jacksonville
ATS 865-5133 (904) 766-5133
8. Chicago
ATS 823-5254 (312) 880-5254
9. Los Angeles
(800) 453-9557

F. Operation Redblock (800) 44R-BLOC (72562)

1. Director
ATS 777-3258 (202) 906-3258

G. National Park Service Partnership – Trails & Rails

1. Coordinator
(314) 962-5399

H. Crew Management T&E Payroll & Assignment

1. CNOC Train & Engine Payroll Department (888) 818-2024
2. CNOC Assignment Department (877) 850-2260

I. Crew Management T&E Dispatch

All phone conversations with Crew Management are recorded.

1. T&E
(800) 828-CREW (2739)
2. Office Assistant
(NEC) ATS 734-2288 (302) 683-2288
(Off Corridor) ATS 734-2286 (302) 683-2286

Desk 1 – New England Northeast Division-East

New Haven, New York (Zone 1),
Boston, Springfield, Portland,
ME Brattleboro (Zone 1 & 3) ATS 734-2131 (302) 683-2131

Desk 2 – Northeast Division-West

New York (Zone 2) ATS 734-2132 (302) 683-2132

Desk 3 – Mid Atlantic Division and New York Division-East

Philadelphia, Harrisburg (Zone 2),
Albany, Buffalo ATS 734-2133 (302) 683-2133

Desk 4 – Mid Atlantic Division and South

Washington (Zone 2), Washington
Terminal, Baltimore ATS 734-2134 (302) 683-2134

Desk 5 – Central Division

Chicago, Indianapolis, Carbondale, Quincy,
St. Louis, Milwaukee, Harrisburg (Zone 4),
Toledo, Detroit, Memphis, Kansas City
and St. Cloud ATS 734-2135 (302) 683-2135

Desk 7 – Southern Division

Washington, Richmond, VRE, Raleigh, Charlotte,
 Pittsburgh, Florence, Miami, Jacksonville, Lorton,
 Hunting and Sanford ATS 734-2137 (302) 683-2137

Desk 8 – Pacific Division

Seattle, Spokane, Sacramento, Portland, OR,
 Shelby, Oakland, Merced ATS 734-2138 (302) 683-2138

Desk 11 – Southwest Division

New Orleans, Atlanta, Meridian,
 Salt Lake City, Albuquerque, San Antonio,
 Little Rock, Denver, Reno, La Junta,
 Omaha, Lincoln, Ft. Worth ATS 734-2111 (302) 683-2111

Desk 12 – Pacific Division and Southwest Division

Los Angeles (Zone 12 & 12A), San Luis
 Obispo, San Diego, El Paso, San Jose,
 Gilroy, San Francisco ATS 734-2112 (302) 683-2112

J. Crew Management On Board Services**(800) 52-CREWS (27397)*****All phone conversations with Crew Management are recorded.*****OBS Desk**

LAX/SAN Desk	ATS 734-2311	(302) 683-2312
WAS/BOS/RGH Desk	ATS 734-2312	(302) 683-2312
NYP/ALB Desk	ATS 734-2313	(302) 683-2313
SEA/OAK/NOL Desk	ATS 734-2314	(302) 683-2314
CHI/MSP/FTW Desk	ATS 734-2315	(302) 683-2315
MIA/JAX/LOR Desk	ATS 734-2317	(302) 683-2317
AFTERNOON Desk	ATS 734-2316	(302) 683-2316
OVERNIGHT Desk	ATS 734-2128	(302) 683-2128

K. OBS Crew Bases**Crew Base**

Boston, MA	ATS 580-7472	(617) 345-7472
Chicago, IL	ATS 821-3378	(312) 655-3378
	ATS 821-3380	(312) 655-3380
	ATS 821-3384	(312) 655-3384
Jacksonville, FL	ATS 865-5415	(904) 766-5415
Lorton, VA	ATS 741-3646	(703) 690-3646
	ATS 741-5728	(703) 690-5728
Los Angeles, CA	ATS 761-6961	(213) 683-6961
Miami, FL	ATS 864-1214	(305) 835-1214
New York, NY	ATS 521-7290	(212) 630-7290

New Orleans, LA	ATS 868-1676	(504) 528-1676
	ATS 868-1618	(504) 528-1618
Oakland, CA	ATS 764-5623	(510) 433-5623
Raleigh, NC	ATS 826-3346	(919) 838-3346
Seattle, WA	ATS 766-4157	(206) 382-4157
Washington, DC	ATS 777-2815	(202) 906-2815

L. Amtrak Claims Offices

Law Department/Claims

<i>Director</i>	ATS-777-3697	(202) 906-3697
<i>Director, Occupational</i>	ATS-777-3459	(202) 906-3459
<i>Administrative Assistant</i>	ATS-777-2440	(202) 906-2440

Law Department – 3E

60 Massachusetts Avenue, NE, Washington, DC 20002

Passenger Claims

<i>Manager</i>	ATS 777-2995	(202) 906-2995
FAX	ATS 777-3761	(800) 477-9861

Toll free number to be given to

passengers with injuries (800) 424-7960

Law Department – 3E

60 Massachusetts Avenue, NE, Washington, DC 20002

Washington Terminal

<i>Manager</i>	ATS 777-3694	(202) 906-3694
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R.E.A. Building

900 Second Street, NE, Washington, DC 20002

Albany, NY

<i>Director</i>	ATS 564-5715	(518) 462-5715
<i>Claims Representative</i>	ATS 564-5755	(518) 462-5755

525 East Street, Rensselaer, NY 12144

Baltimore, MD

<i>Manager</i>	ATS 729-4224	(410) 291-4224
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Penn Station – Room 311

1500 N. Charles Street, Baltimore, MD 21201

Beech Grove, IN

<i>Manager</i>	ATS 825-0482	(317) 263-0482
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202 Garstang Street, Beech Grove, IN 46107

Boston, MA

<i>Claims Representative</i>	ATS 580-7628	(617) 245-7628
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253 Summer Street, Suite 201, Boston, MA 02210

Chicago, IL

<i>Director</i>	ATS 823-5248	(312) 880-5248
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525 W. Van Buren Street, 2nd Floor, Chicago, IL 60607

Manager ATS 861-6658 (904) 245-6658
8301 Cypress Plaza Drive, Suite 107A, Jacksonville, FL 32256

Manager ATS 761-6885 (231) 891-6885
Los Angeles Union Station, Room 216
810 N. Alameda Street, Suite 216, Los Angeles, CA 90012

Manager ATS 561-6030 (203) 773-6030
New Haven Station
50 Union Avenue, 4th Floor, New Haven, CT 06519

Claims Representative ATS 868-1600 (504) 528-1600
1001 Loyola Avenue, Room 200A, New Orleans, LA 70113

Senior Director ATS 521-6190 (212) 630-6190
400 W 31st Street, 4th Floor, New York, NY 10001

Director ATS 764-5659 (510) 238-5659
530 Water Street, 5th Floor, Oakland, CA 94607

Corporate Secretary ATS 764-2631 (510) 238-2631
Jack London Station
245 Second Street, 2nd Floor, Oakland, CA 94607

Senior Director ATS 728-1005 (215) 349-1005
30th Street Station – 3N
30th & Market Streets – Box 26, Philadelphia, PA 19104

Manager, RCDI ATS 734-2254 (302) 683-2254
 Claims Representative, RSDU ATS 734-2044 (302) 683-2044
 CNOC
 15 Poplar Street, Wilmington, DE 19801

1. Amtrak Internet Access Address:
<http://.amtrak.com>
2. Amtrak Intranet Access Address:
<http://intranet.nrpc>
3. Amtrak Customer Services:
<http://customerservice.amtrak.com>

Index

A

Absence

7, 6-23, 8-206

AC Control Cabinet

1-48

Accessible

Accommodations

8-57

Bedroom

8-60, 8-61, 8-69, 8-70, 8-71, 8-96, 8-97,
8-101, 11-5, 11-8, 11-22, 12-24, 12-26

Car

11-7

Seat

1-31, 8-37, 8-38, 8-67, 10-21, 11-9, 11-10

Sleeping Car

8-63, 8-64, 8-96, 8-101

Space

8-63, 11-22

Accident

1-10, 1-75, 8-82, 8-135

Grade Crossing

1-38, 1-44, 1-45, 1-46, 1-77

Investigation

1-37, 2-24, 2-33 to 2-35

Reporting

2-23, 2-24, 8-135

Victim

2-12

Acela

120 Volt Convenience (At-Seat) Outlets

12-17 to 12-18

Beverages

7-23 to 7-25

Blower System

1-48

Business Class Service Accounting

8-165, 8-169, 8-170

Doors

12-7 to 12-10

Employee Deadheading

7-16, 8-67

Employee in Cab

7-16

Equipment Substitution

8-125, 10-8

Evacuation

1-70, 1-71, 1-72

Evac-Chair

1-73 to 1-75

Fares

8-56

Fire Detection Alarm

1-48

Folding Stairs

1-62 to 1-68

Lighting

12-3

Members of Congress Frequent

Passenger Identification Card

8-115, 8-116

Non-Amtrak Food

7-29

Passenger Transfer between Trains

1-50 to 1-68

Restricted Trains

8-59

Seat Position

6-40

Senior Citizen Discount

8-63

Service Adjustments

8-125

Service Recovery

9-4

USA Rail Passes

8-49

Airline Tickets

8-23

Alarm

Acela

Fire Detection

1-48 to 1-49

Tilting Fault

12-14 to 12-17

AED

2-4

Alcohol

7-18 to 7-23, 7-29

Accounting

6-49, 8-155, 8-165

And Drugs

8, 1-45, 1-97, 6-25, 6-40, 7-2, 8-118

Prevention

8

Signage

10-37

Americans with Disabilities Act (ADA)

1, 6-7, 11-1 to 11-33

Delay Code

7-59

Amfleet

1-48, 1-56, 1-70 to 1-73, 3-5, 10-31 to 10-32,

12-3, 12-10

Amtrak Cascades

3-13, 4-6, 4-18, 6-34, 6-52, 7-74, 8-173, 9-6,

10-13

Announcement

1, 1-29, 1-32, 1-33, 1-40, 1-43, 6-9, 6-18, 6-29

Acela Door

12-09

ADA

8-78, 11-18, 11-21

All

10-1 to 10-19

Attendant

6-72, 6-73, 6-84 to 6-86, 6-88, 10-18

Automated

10-6

Canadian Customs Tag

4-3

Complementary Service

9-5, 9-7, 9-9, 9-11

Conductor

6-18, 6-29, 6-36, 6-38, 6-39, 6-41, 7-11, 8-8,
8-12, 8-74, 8-125, 9-5, 10-1, 10-3 to 10-15

Door

6-38, 10-11

Emergency

1-46, 1-47, 1-50, 1-69, 1-91, 1-93, 2-1,
10-10, 10-11

Fire

1-48

Food Service

6-47 to 6-49, 6-55, 6-57, 6-59, 7-24 to 7-28,
7-34, 7-36, 10-15 to 10-17

NEC Cleaner

6-93

Public Address (PA)

12-4

Quiet Car

10

ARAMARK

2, 3

Arrow

2, 11, 12, 4-15, 7-47

Delay Reports

7-52, 7-54, 7-55, 7-62, 7-65, 7-69, 7-70,
7-72, 7-73

Health

2-17, 2-18

Rodent Infestation

3-8

Ticket

8-17, 8-18, 8-24, 8-25, 8-27, 8-44, 8-49,
8-51, 8-52, 8-57, 8-59, 8-61, 8-63, 8-75,
8-80, 8-82, 8-135

Ticket Signature Enforcement
8-18, 8-19

Assistant Conductor Responsibilities
6-16, 6-33, 6-42, 8-1, 8-5, 8-15

Attendant Call Button System
6-35

B

Baggage
1-23, 1-85, 4-1 to 4-20, 6-77, 6-78, 6-85, 6-86,
7-9, 8-78, 8-80, 8-115, 11-9
Airline Passengers
4-4
Announcement
1-91, 1-93, 10-7, 10-10
Bicycles
Folding
4-5
Regular
4-5 to 4-7, 4-18, 4-19
Car
6-39, 7-46, 8-117
Carry-On
1-52, 1-54, 1-98, 4-1 to 4-7, 6-40, 6-72,
8-11, 8-12
Checked
4-7 to 4-20, 6-39, 7-3
Claims
1-39
Delay Codes
7-57, 7-58, 7-67
Firearms
1-98, 4-4, 4-8 to 4-17
Golf Clubs
4-19
Handling
4-1 to 4-20
Identification Tags
4-2 to 4-3, 4-16, 4-19, 6-17, 6-20, 6-21,
6-34, 6-52, 6-71, 6-77, 6-81, 6-85
Kayaks
4-19
Lost
6-39, 7-9
Military
4-4
Parcel Check
4-20
Pass Rider
4-20
Scouting Organizations
4-19 to 4-20
Ski Equipment
4-19
Snowboards & Surfboards
4-19
Transfer
1-23, 1-52, 1-54, 6-78
Wheelchairs, Scooters and Segway
4-6, 4-8, 4-17, 4-18, 11-8

Berth
1-28, 8-69 to 8-71
Bed Making
6-83, 6-88, 6-92, 7-42 to 7-45
Drawings
12-22 to 12-26
Safety
1-28, 6-81, 6-83, 6-88
Stool
1-28, 6-81, 7-43

Beverage
Alcoholic
7-18 to 7-23, 7-29, 8-165
Non-Alcoholic
7-23, 7-24, 7-29, 8-172, 8-183, 8-186,
8-187, 9-8, 9-13

Bi-Level
11-7, 12-7

Bicycle
Folding
4-5
Regular
4-5 to 4-7, 4-18, 4-19

Biohazard
2-21, 2-22

Block Training
6-27

Boarding
1-28
Advisory
8-121
ADA Issues
11-9, 11-20 to 11-23, 11-31, 11-32
Diagram
6-75, 6-85, 6-86, 6-87
Groups
7-8
Loading Numbers
7
Pass (Auto Train)
8-68
Passengers
3, 6-15, 6-20, 6-36, 6-40, 6-74, 6-83, 6-85,
8-20
Plan
7-8
Pre-Boarding
11-3, 11-29
Trains
11-20
Trap Door
1-26
Unstaffed Station
8-21, 8-22
Wheelchair
1-18, 1-19 11-3, 11-9, 11-26

Bomb Threat
3, 1-83 to 1-84
Delay Code
7-60, 7-63

Breathing
Difficulty
1-87, 2-7, 2-8
Over
2-15, 2-16
Rapid
2-6
Rescue
2-6, 2-7
Stopped
2-11

Bus
6-22, 6-26, 9-18, 9-19, 11-26
Connections
8-130
Delay Code
7-59, 7-70
Firearms
4-13
Services
8-27, 8-72
Unaccompanied Minor
7-9

Business Class
7-12, 8-48, 8-54, 8-59, 8-66, 8-123, 8-125,
8-126, 8-133, 11-7
Accounting
8-169, 8-170
Beverages
7-24
Cart Service
7-24 to 7-25
Complimentary Service
8-165

Fares	8-37, 8-54, 8-55, 8-73, 8-89
Manifest	6-51, 6-54
Military	8-59
Rail Pass	8-48, 8-49
Sign	10-21
Ticket	8-37, 8-41, 8-49, 8-99
Type of Service	8-66, 8-67, 8-68
Business Travel (BT)	2, 6-91, 7-30, 8-133, 8-183, 8-184, 8-185, 8-187
C	
Canada	
Checked Baggage	4-3 to 4-4, 4-8, 4-16
Fares	8-51, 8-53, 8-57, 8-59, 8-60, 8-68, 8-92
Major Station Stops	10-2
Tickets	8-51, 8-52, 8-57
USA Rail Pass	8-48, 8-49
Canadian	
Border	6-28, 8-51, 8-52, 8-68, 8-92
Currency	7-1, 8-104, 8-105, 8-140, 8-194
Customs Tag	4-3, 4-4, 6-34, 6-52, 10-14, 10-15
Identification	8-9, 8-10
Maple Leaf	8-60, 8-68, 8-92, 8-93
Capitol Corridor	3-13, 4-6, 4-19, 7-23, 7-27, 7-74, 8-26, 8-86, 8-172, 8-173, 9-8
Cardboard Trash Containers	3-5 to 3-6
Casket	7-46
Charge Back	8-18
Check	8-196, 8-197, 8-204
CNOC (Consolidated National Operations Center)	3
Mechanical Desk Phone Number	13-1
Phone Number	13-1
Commissions	6-22
Communication System	10-3, 12-4
Commuter	8, 1-84, 6-33
Delay	7-56, 7-59, 7-60
Equipment	1-76
Ticket	8-27, 8-28 to 8-41, 8-82, 8-84, 8-135
Timetable	6-33
Complimentary	
Beverage	6-54, 6-81, 6-84, 6-87, 7-23, 7-24, 7-29, 7-45, 8-164, 8-165, 9-19
Business Class	8-169, 8-170
Cash Register Procedures	8-192, 8-193
Coupons	8-173
Meal	2, 8-72, 8-183, 8-184, 8-186, 8-188, 9-3 to 9-16, 9-19
On-Board Guides	7-30, 8-185, 8-186
Service	6-44, 6-51, 6-52, 6-84, 6-86, 7-24, 8-164, 8-170, 8-171, 8-186, 8-202
Accounting	8-121, 8-165 to 8-168
Recovery	1-43, 6-29, 6-72, 6-82, 8-172, 9-1, 9-3 to 9-19, 10-13 to 10-15
Red Star Program	8-173, 8-174
Comprehensive Sanitation Plan	3-1, 3-8
Conductor Responsibilities	6-28 to 6-42
Cooking Temperatures	3-12
Credit Card (See Payment Card)	4-16, 6-22, 6-43, 6-51, 6-56, 6-58, 8-15, 8-18, 8-20, 8-44, 8-85, 8-88, 8-89, 8-90, 8-93, 8-98, 8-105, 8-108, 8-109, 8-111, 8-137, 8-139, 8-140, 8-142, 8-165, 8-174, 8-186, 8-194, 8-197, 8-199, 8-200, 8-201, 8-204
Announcement	10-4, 10-5, 10-17
Device	12, 6-43, 6-50, 6-51, 6-56, 6-57, 6-58, 6-59, 8-106, 8-107, 8-195, 8-200
Transactions	6-43, 6-51, 6-56, 6-58, 8-106, 8-107, 8-195, 8-196, 8-200
Un-acceptable	8-107
Crew	
Base Phone Numbers	13-1 to 13-3
Luggage Identification Tags	6-20 to 6-21
Management Phone Numbers	13-3 to 13-4
Customer Service Tips	6-1 to 6-15
D	
Deadhead	
COTS	8-85, 8-98, 8-107, 8-108
Employee	4, 1-38, 5-14, 6-27, 6-91, 7-16, 7-25, 8-43, 8-67, 8-185, 8-187
Equipment	4, 7-70, 7-71, 8-118
Debit	8-91, 8-149, 8-170, 8-171, 8-183, 8-186
Card	5, 8-105, 8-107, 8-194, 8-197
Notice	8-203 to 8-206
Deceased	7-7, 8-115

Defective

- AED
2-4
- Car
7-58, 7-59
- Door
6-38, 12-10
- Engine
7-60
- Outlet
12-1, 12-17 to 12-18
- PA
6-38
- Refrigerators/Freezers
3-2
- Road Crossing Protection
7-59
- Toilet
3-5

Delay

- Code
7-51 to 7-75
- Report Form
7-51, 7-52, 7-68, 7-70, 7-71

Derailment

- 1-1, 1-38, 1-41, 1-75, 1-77, 4-12, 6-18
- Announcements
10-9
- Delay Codes
7-60

Disability

- 8-68, 11-1 to 11-33
- Companion
8-54, 8-56
- Discount Fare
8-54, 8-57
- Identification
8-56
- Meals
6-88
- Service Recovery
9-19

Discrepancies

- 6-45, 6-46, 6-54, 6-59, 6-67, 6-72, 8-158, 8-159, 8-160

Dishwashing Machine

- 3-4 to 3-5

Displaced Passengers

- 3-8, 7-7, 8-120, 9-16

Douwe Egberts 300 Coffee Maker

- 12-21, 12-22

E

Earphone

- 6-22, 10-12

Earpiece

- 10, 6-29, 7-47

Electrical

- Acela
12-17 to 12-18
- Distribution System Overview
12-1
- Doors
12-6 to 12-13
- Locker
6-27, 12-1, 12-2, 12-3, 12-10
- Volt Outlets
6, 12-17 to 12-18

Emergency

- Announcement
1-91, 1-93, 10-10, 10-18
- Derailment
1-41 to 1-42
- Door Operation
12-6 to 12-13
- Equipment
1-32

En Route

- 11-27

Evacuation

- 1-69 to 1-77
- End Doors
1-70 to 1-72
- Tunnels
1-75 to 1-77
- Wheelchair
1-73 to 1-75
- Windows
1-72 to 1-73

Fire

- 1-48 to 1-49

Food Provisioning

- 3-3

General Instructions

- 1-39, 1-41

Grade Crossing

- 1-44 to 1-46

HEP Failure

- 1-42 to 1-44

Meals

- 9-13 to 9-16

Passenger Transfer

- 1-50 to 1-62

Passenger Transfer Bridge G2

- 1-52 to 1-62

Preparedness

- 1-37 to 1-80

Training

- 1-37 to 1-38

Service Disruption

- 1-46 to 1-47

Signage

- 1-33

Trespasser Strike

- 1-44 to 1-46

Evacuation

- 1-39 to 1-77
- Announcements
10-10 to 10-11, 10-12
- Emergency
1-69 to 1-71
- EVAC-CHAIR
1-73 to 1-75
- Non-Emergency
1-50 to 1-68

F

Family Bedroom

- 12-23

Fare

- Accommodation Charges
8-54, 8-67, 8-68, 8-69, 8-72, 8-95, 8-96, 8-99, 8-100 to 8-103, 8-115, 8-120, 8-127, 8-131
- Acela Express
8-56, 8-67
- Adjustment
7-6, 7-7, 8-120 to 8-126
- Advance Pay
8-19 to 8-22
- Block
8-45, 8-112
- Business Class
8-68, 8-99
- Canada
8-92
- Children
8-12, 8-13, 8-54, 8-55, 8-57, 8-66, 8-75, 8-77, 8-120
- Codes
8-53, 8-89
- Commuter
8-23 to 8-36
- Companion
8-58, 8-60
- Condition of Carriage
6-40, 7-2

- COTS
 - 8-13, 8-16, 8-17, 8-37, 8-46, 8-54, 8-80, 8-85 to 8-104, 8-107 to 8-114, 8-130, 8-137, 8-139, 8-140, 8-142
- Discount
 - 8-54 to 8-66
- Dispute
 - 8-115
- Evasion
 - 8-29, 8-35
- Groups
 - 7-8, 8-115
- Military Furlough
 - 8-54, 8-57, 8-59
- Mobility Impaired
 - 8-60, 8-68, 8-96
- Multi-Ride
 - 8-39 to 8-41, 8-57
- Musical Instruments
 - 8-117
- On-Board Fare
 - 8, 8-16, 8-17, 8-20, 8-41, 8-73, 8-95, 8-130
- Pass
 - 4-12, 8-100, 8-102
- Passengers with Disabilities
 - 8-60, 11-32
- Private Car Passenger
 - 8-43, 8-117, 8-118
- Railroad Request for Employee Transportation
 - 8-45 to 8-46, 8-107
- Refund
 - 7-6, 7-7, 7-10, 8-115, 8-123 to 8-125
- Rules
 - 8-40, 8-110, 8-127
- Senior Citizen
 - 8-62, 8-63
- Stopovers
 - 8-58, 8-127, 8-128
- Structure
 - 8-53
- Transfer
 - 8-131
- Unaccompanied Minor
 - 7-12, 7-13, 8-55, 8-64, 8-65
- Uncollected Fare Report
 - 8-131, 8-132
- USA Rail Pass
 - 8-48 to 8-50
- Waivers
 - 8-130, 8-131
- Yield Management
 - 8-53
- FDA**
 - 5, 3-1 to 3-15
 - Critical Violation
 - 3-11
 - Inspection
 - 3-9, 3-10
- Federal**
 - Railroad Administration
 - 6, 1-37, 1-45, 2-3, 2-23
 - Regulations
 - 3, 1-44, 1-45, 1-78
- Fire**
 - 1-48, 1-75, 12-2
 - Alarm
 - 1-48
 - Extinguisher
 - 1-21, 1-41, 1-49, 6-35
 - Suppression System
 - 1-49
- Firearms**
 - 1-97, 1-98, 4-4, 4-8 to 4-17, 6-25, 6-42, 7-3, 7-67
 - Long Gun Case
 - 4-8 to 4-15, 6-39, 6-42, 7-46, 8-135
- First**
 - Aid
 - 1-10, 1-44, 2-1, 2-2 to 2-6, 2-17, 2-20, 2-26, 2-29, 2-31, 6-35
- Aid Kit
 - 2-3, 6-35
- Class
 - Accommodation
 - 8-55, 8-67, 8-125
 - Beverages
 - 7-23 to 7-25
 - Service
 - 8-66, 8-67, 8-72, 8-73, 8-99, 8-122, 8-123, 8-125
 - Signage
 - 10-25
- Food**
 - Borne Illnesses
 - 2-2
 - Contamination
 - 3-1, 3-11
 - Handling
 - 3-1
 - Preparation
 - 3-1, 3-2, 3-9, 3-11, 5-12
 - Service
 - Announcement
 - 10-15 to 10-17
 - Beverage
 - 7-18 to 7-25
 - Crew Members Eating
 - 7-25 to 7-26
 - Dining Car Procedures
 - 7-26
 - Hours
 - 7-26 to 7-28
 - Ice
 - 7-28
 - In Room Meal Service
 - 7-28 to 7-29
 - Non-Amtrak Food and Beverage
 - 7-29
 - Simplified Dining
 - 7-33 to 7-34
 - Staggered Seating
 - 7-34 to 7-42
- Forms**
 - Accident Investigation Report (NRPC 405)
 - 2-24, 2-33 to 2-35
 - Baggage Identification Tag (NRPC 347)
 - 2-33 to 2-35
 - Bank Bag Claim Check (NRPC 951)
 - 8-150
 - Bomb Threat Call Check List (NRPC 1373)
 - 1-83, 1-84
 - Business Class Service Accounting (NRPC 3236)
 - 8-165, 8-169, 8-170, 8-202
 - Café/Lounge, Food & Beverage Sales Reports (NRPC 695)
 - 8-151, 8-152
 - Canadian Customs Tag (NRPC 3088)
 - 4-3 to 4-4
 - Cart Service, Food & Beverage Sales Reports (NRPC 3256)
 - 8-151, 8-153, 8-157
 - Chef/LSA Enroute Condemnation Report (NRPC 3143)
 - 8-174 to 8-178
 - Change In On Train Inventory (NRPC 125)
 - 8-160 to 8-164
 - Coach Tickets Envelope (Long Haul) (NRPC 218)
 - 8-83, 8-84
 - Coach Tickets Envelope (Short Haul) (NRPC 183)
 - 8-84
 - Complimentary Service Accounting (NRPC 3157)
 - 8-165 to 8-167, 8-171, 8-172, 8-186, 8-192

Conductor Carry Authorization (NRPC 2983)
 8-25, 8-28, 8-47, 8-48
 Conductor/Asst. Conductor Sales Report (NRPC 193)
 7-1, 8-86, 8-87, 8-91, 8-97, 8-108, 8-111 to 8-113, 8-120, 8-137 to 8-142, 8-144, 8-145
 Conductor's/Asst. Conductor's On-Board Ticket Stock (COTS)
 4, 8-37, 8-85 to 8-103, 8-144, 8-145
 Credit Notice - Food and Beverage Service (NRPC 127C)
 8-203
 Debit Notice Protest (NRPC 2740)
 8-203, 8-205
 Diner/Lounge Combination, Food & Beverage Sales Reports (NRPC 3255)
 8-151, 8-152, 8-181
 Dining Car Abstract Sheet
 8-155, 8-180 to 8-183
 Dining Car Report (NRPC 131)
 8-151, 8-152, 8-183, 8-196, 8-201
 Employee Injury/Illness Report (NRPC 260)
 2-24, 2-28 to 2-31, 3-11
 Enroute Monitoring Report (NRPC 2908)
 3-15
 Equipment Condition Report - MAP 100 (NRPC 2947)
 12-15
 Express Waybill (NRPC 147)
 8-115
 First Class/Club Car, Food & Beverage Sales Reports (NRPC 3275)
 8-151, 8-153, 8-170, 8-171
 First Class Tickets Envelope (Long Haul) (NRPC 219)
 8-83, 8-84
 First Class Tickets Envelope (Short Haul) (NRPC 181)
 8-84, 8-85
 Food and Beverage Service Remittance Receipt (NRPC 124)
 8-200, 8-201
 Food & Beverage Shortage Notice - Debit (NRPC 127D)
 8-203 to 8-205
 Food Service Out Of Order Label (NRPC 2926)
 6-44, 6-52, 6-61, 6-65, 7-31
 Initial Job Briefing Check List (NRPC 3243)
 6-29 to 6-30
 Initial Job Briefing Check List for Yard Crews (NRPC 3272)
 6-30 to 6-32
 LSA Temperature Monitoring Report (NRPC 3220)
 3-13 to 3-14
 Medical Information and Consent (NRPC 488)
 2-32 to 2-33
 Non-Employee Injury/Illness Report" (NRPC 3116)
 1-41, 2-18, 2-24, 2-25 to 2-27
 Non-Meal Check First Class Revenue Item Accounting (NRPC 3269)
 8-165, 8-167 to 8-169
 OBS Unscheduled Time/Train Authorization (NRPC 3075)
 6-36
 On-Board Communication (NRPC 333AB)
 7-50
 On-Board Passenger Record (NRPC 3085)
 8-41 to 8-44, 8-55, 8-82, 8-118, 8-135
 Operation Heartsaver, Employee Responder Report (NRPC 3245)
 2-24, 2-35 to 2-37
 Pass Abuse Incident Report (NRPC 1502)
 7-5, 8-67, 8-135
 Passenger Incident Report (NRPC 3200)
 7-3, 7-4, 7-5, 8-113, 11-14
 Passenger Receipt Book (NRPC 3076)
 6-56, 6-58, 8-190
 Personnel Action Request (NRPC 2000)
 8-150, 8-206
 POS Trains, Food & Beverage Sales Reports (NRPC 3276)
 9, 6-52, 8-151, 8-153, 8-167, 8-170 to 8-174, 8-193, 8-196, 8-201
 Private Car Passenger Record (NRPC 3160)
 8-43, 8-117 to 8-119, 8-135
 Record of Defect and Repair - MAP 21A (NRPC 2775)
 7, 1-27
 Record of Tickets Honored But Not Lifted (NRPC 157)
 8-31, 8-33, 8-35, 8-81, 8-82, 8-113, 8-128, 8-135
 Self-Certification of Mobility Impairment (NRPC 3055)
 8-60 to 8-62, 11-22 to 11-23
 Service Adjustment (NRPT 27)
 7-6, 7-7, 8-120 to 8-126, 8-188, 9-17
 Special Assistance Seat Check (NRPC 3242)
 6-29, 6-75, 7-10, 8-76, 8-78, 8-79, 9-19, 11-4, 11-10, 11-11
 Temporary Train Authorization Permit (NRPC 2889)
 7-14, 7-17, 8-43, 8-67
 Train Earning Reports Envelope (NRPC 158)
 4-10, 6-42, 7-1, 7-6, 8-6 to 8-9, 8-16, 8-21, 8-23, 8-39, 8-42, 8-47, 8-50, 8-55, 8-61, 8-67, 8-81 to 8-84, 8-118, 8-122, 8-124, 8-127, 8-132 to 8-137
 Train Fare Penalty Waiver (NRPC 2429)
 8-130, 8-131
 Transfer Out Form (896)
 6-43, 6-45, 6-50, 6-51, 6-54, 6-57, 6-58, 6-60, 6-61, 6-64, 8-151, 8-154 to 8-168, 8-170, 8-174, 8-196 to 8-199, 8-202, 9-5 to 9-8, 9-12, 9-13
 Trip Report (NRPC 2039)
 6-36 to 6-37
 Unaccompanied Minor Notification and Release (NRPC 770)
 7-12, 8-64 to 8-66
 Unaccompanied Minor Wristband (NRPC 3150)
 7-13, 8-64 to 8-65
 Uncollected Fare Report (NRPC 3008)
 8-6, 8-81, 8-131, 8-132
 Unusual Occurrence Report (NRPC 2673)
 1-77
FRA
 6, 1-37, 1-41, 1-45, 2-3, 2-29, 7-16
Freezer
 Malfunctions
 3-2, 3-3
 Personal Food
 3-12
G
Group
 7-8
 Check Acceptance
 7-2, 8-196, 8-197, 8-200, 8-202
 Food Service
 6-43, 6-45, 6-47, 6-48, 6-54, 8-160
 Reservation
 8-12
 Seating
 6-74, 7-8

Signage
6-71, 10-22, 10-23
Tickets
8-15, 8-42, 8-56, 8-115

H

Harassment
2-23, 2-24

Hazardous
Food
3-2, 3-12, 7-30
Waste
2-22, 2-23

High-Level
Equipment
11-26
Platforms
1-71

Host Railroad and Amtrak Joint Security Procedures
6, 1-89 to 1-93

Hours of Service
7-26 to 7-28

Hoyer Lift
4-8, 4-18

Human Resources Department
6

HVAC
7, 1-48, 6-35, 6-86, 12-2

Hygiene
2-21, 3-11, 3-12, 6-40, 7-2, 12-14

I

Identification
7, 7-1, 7-9, 7-18, 8-8, 8-15, 8-21, 8-48, 8-50, 8-56, 8-79, 8-80, 8-110
Amtrak Police
7-15
Acceptable Forms
7-9, 8-9 to 8-12, 8-47, 8-56, 8-59
Announcements
1-91, 10-4 to 10-5, 10-10
Crew Luggage Identification Tags
6-20 to 6-21
Medical
2-1, 2-15
Members of Congress
8-115 to 8-116
Military
7-9, 8-10
Photo
1-92, 5-13, 6-17, 6-28, 8-8, 8-9 to 8-12, 8-43, 8-80, 8-85
Tags
4-2 to 4-3, 4-16, 4-19, 6-17, 6-20, 6-21, 6-34, 6-52, 6-71, 6-77, 6-81, 6-85
Unaccompanied Minor
7-13, 8-65

Illness
1-10, 1-37, 2-16 to 2-23, 6-35, 7-49, 8-123, 8-129, 8-130, 10-9, 11-2
Blood-borne
2-2, 2-16 to 2-17
Food-borne
2-16, 2-19, 3-11
Reporting
2-18, 2-19, 2-23 to 2-31

Infectious
2-19 to 2-23

Injury
2-1 to 2-16, 8-129, 8-130
Carrying
11-25
Delays
7-60

Passenger
1-29, 1-41, 1-42
Personal
1-5, 1-21, 1-39
Prevention
1-50
Reporting
2-18, 2-23 to 2-37

Intercom
7, 6-38, 10-3, 12-4

Internet
8-19, 8-44, 8-104, 13-5

Intranet
2-35, 8-104, 12-2, 13-5

Intoxicated
7-18, 8-108

Inventory
1-47, 4-10, 6-44, 6-45, 6-49, 6-50, 6-54, 6-57, 6-59, 6-60, 6-62, 6-64 to 6-67, 6-69, 7-31, 8-1, 8-100, 8-102, 8-103, 8-104, 8-128, 8-149, 8-154 to 8-162, 8-164, 8-165, 8-178, 8-181, 8-189, 8-194, 8-198, 8-199, 8-202, 8-203, 9-13

Invoice
8-85, 8-111

J

Job Briefing
1-5, 1-28, 1-39, 1-50, 1-91, 6-1, 6-28, 6-29 to 6-31, 6-41, 6-48, 6-68, 7-48, 7-53, 7-68, 8-7, 8-9, 8-76

L

L.A.S.T.
9-2

Late
Arrival
6-49, 7-26, 7-53, 8-131
Boarding
6-74, 6-85
Crew
7-60
Delay Codes
7-60, 7-68
Departure
7-54, 9-2
Remittance
8-144
Train
6-93, 8-47, 8-130, 8-131, 8-162, 8-165, 8-167, 8-168, 9-7, 9-8, 9-10, 9-11, 9-13, 9-15, 9-16, 9-18

Law Department
13-4

Layover
7, 1-48, 6-21, 6-44, 6-45, 6-53, 12-2
Accommodations
6-21, 6-45, 6-53
Announcement
10-12

Locomotive
5, 12, 1-93, 6-16, 6-32, 6-34, 7-14, 7-16, 7-44, 8-25, 8-117, 12-1
Delay Codes
7-51, 7-67, 7-68
Failure
1-42, 1-51, 9-2
Hazards
1-76, 1-77, 12-1

Low Level Platforms
1-30, 4-17, 4-18, 11-26

LSA
1, 7
Accounting
8-149 to 8-206
Announcements

10-15 to 10-17

Beverages

7-18 to 7-23, 7-29, 8-165, 8-172, 8-183,
8-186, 8-187, 9-8, 9-13

Canadian Currency

8-194

Job Briefing

1-28

Responsibility

3-2, 3-13 to 3-15, 6-16, 6-43 to 6-61,
7-18 to 7-29, 7-33 to 7-42, 9-5 to 9-16

Service Disruptions

1-47, 1-50

Uniform

5-6 to 5-9

Luggage

Announcement

10-4, 10-5, 10-7, 10-14

Handling

1-21, 1-29, 1-46, 1-51 to 1-55, 4-1 to
4-20, 6-16, 6-42, 6-73, 6-74, 6-77, 6-85,
6-91, 7-8, 8-38, 8-80

Rack

1-14, 1-21, 1-30, 1-71, 3-6, 4-2, 4-5, 4-19,
6-27, 6-73, 6-79, 10-4, 10-5, 10-7, 10-14,
11-29

Storage

1-30, 1-31, 6-73, 7-8

M

Main

Circuit Breakers

1-76

Reservoir

12-5, 12-13

Transformer

1-76

Manifest

4, 7, 11, 1-32, 4-9, 4-10, 4-12, 4-14, 6-17,
6-34, 6-41 to 6-45, 6-51, 6-54, 6-71, 6-72,
6-80, 6-82, 6-85, 6-86, 6-87, 6-80, 6-82, 6-85,
6-86, 6-87, 6-90, 7-8, 7-27, 7-46, 7-68, 8-6,
8-15, 8-38, 8-42, 8-43, 8-78, 8-91, 8-95, 8-96,
8-99 to 8-102, 8-117, 8-127, 8-135, 10-8

Meal

Check

6-44, 6-49, 6-63 to 6-66, 6-68, 7-30, 7-32,
7-34, 7-36, 7-42, 8-155, 8-165 to 8-170,
8-172, 8-179 to 8-188, 8-202, 9-14, 9-16

Period

6-48, 6-49, 6-63, 6-64, 6-69, 7-25, 7-26,
7-31 to 7-36, 8-174 to 8-176, 8-180 to
8-183, 8-186, 8-187, 9-11, 9-13, 10-16

Mechanical

Defects

6-19, 6-50, 6-57, 6-60, 6-64, 6-66, 7-50

Delay

7-56, 7-67, 7-68

Desk

13-1

Failure

1-42, 2-4, 2-17, 3-3

Medic Alert

2-15, 12-17

Medical

11

Announcement

10-9, 10-12

Assistance

1-40, 2-1, 2-2, 11-30

Attention

1-10, 2-1, 3-11

Conditions

1-44, 1-50, 2-5 to 2-23, 4-2, 11-12

Leave

8-206

Phone Numbers

13-1

Report-Injury/Illness

2-23 to 2-37

Medicare Card

8-62

Military

Discount

8-58, 8-59, 8-99

Identification

7-9, 8-10

Passenger

4-4

Ticket

8-54, 8-57

Minor

8-64, 8-65, 8-66

See *Unaccompanied Minors*

Misconduct

7-5

Mobility

1-50, 11-25

Aids

4-17, 4-18, 11-6 to 11-10

Assistance

4-18, 11-8

Fares

8-54, 8-57, 8-58, 8-60, 8-61, 8-96, 8-101

Impaired

1-73, 8-58, 8-60 to 8-62, 8-95, 8-96,
11-21, 11-22

Reserved Seating

8-68

Restrictions

9-19

Self-Certification of Mobility

Impairment (NRPC 3055)

8-60 to 8-63, 11-22 to 11-23

Sleeping Accommodations

8-95, 8-96, 8-101

Multi-Ride

8-14, 8-15, 8-33, 8-39, 8-40, 8-41, 8-57,
8-73, 8-75

N

Nametag

5-4, 5-6, 5-9, 5-12, 5-17, 5-20

National Park Service

7-30, 8-43, 8-165, 8-185, 13-2

NEC En Route Cleaner

6-93

O

On-Board Guides

7-30, 8-44, 8-165, 8-185

On-Time Performance

9, 7-63

Overages/Shortages

6-54, 6-59, 6-62, 6-67, 6-82, 8-139, 8-140,
8-142, 8-143, 8-151, 8-155 to 8-159, 8-161,
8-203, 8-204

P

PA

9

Announcement

10, 2-1, 6-9, 6-86, 6-88, 10-1, 10-3

System

6-46, 12-3, 12-4

Pacific Surfliner

3-13, 4-2, 4-5, 4-8, 4-19, 7-27, 7-31, 8-26,
9-6, 10-13

Pantograph

9, 1-76, 1-77

Down Switch

1-76

Pole

<i>1-76</i>	<i>1-50, 7-63</i>
Pantry	Announcement
<i>6-49, 6-69, 7-32, 8-180</i>	<i>1-50, 1-91, 1-93, 10-10 to 10-11, 10-18</i>
Paperless Time Ticket	Delay Code
<i>10, 8-140, 8-141</i>	<i>7-60</i>
Pass	Phone Number
Abuse	<i>13-1</i>
<i>7-5, 8-67, 8-135</i>	Potable Water
Acela	<i>12-5</i>
<i>8-67</i>	Q
Bureau	Quiet Car
<i>13-1</i>	<i>10, 6-40, 8-126, 10-05, 10-31, 10-32, 12-4</i>
California Rail Pass	Quik-Trak
<i>8-26 to 8-28</i>	<i>8-7, 8-18, 8-19, 8-20, 8-21, 8-25, 8-44, 8-133</i>
Commuter	R
<i>8-29, 8-36</i>	Radio
Employee	<i>7, 1-41, 1-85, 1-86, 4-11, 7-59, 7-60, 7-74</i>
<i>6-26</i>	Rail Pass (see Pass)
Member of Congress	Random On-Board ID Verification Procedures
<i>8-115 to 8-116</i>	<i>8-7 to 8-9</i>
Personal	Receipt
<i>8-183</i>	Bomb Threat
Privileges	<i>1-83, 1-84</i>
<i>1-39</i>	Checked Baggage
Red, White & Blue	<i>4-15</i>
<i>8-57</i>	Cash Register/POS
Riders	<i>6-56, 8-107, 8-165, 8-171, 8-173, 8-174, 8-193</i>
<i>1-40, 4-11, 4-20, 8-43, 8-100, 8-102, 8-122, 8-184</i>	Payment Cards
Unaccompanied Minor	<i>8-196</i>
<i>7-12</i>	Refund
USA Rail	<i>8-115</i>
<i>8-48 to 8-51, 8-57, 8-72</i>	Ticket
Passenger	<i>4, 13, 4-3, 7-24, 8-8, 8-13, 8-14, 8-19, 8-24, 8-74, 8-75, 8-85, 8-86, 8-90, 8-93, 8-97, 8-102, 8-124, 8-134, 8-170, 8-190, 8-191, 10-4, 10-5, 10-14</i>
Boarding En Route	Recycle
<i>6-89, 10-32</i>	<i>10-34</i>
Complaints	Refrigeration
<i>6-20</i>	<i>2-17, 3-3, 3-10, 3-13, 6-46, 6-49, 6-55, 6-63, 6-69, 7-29, 7-31</i>
Receipt	Refrigerator
<i>4, 6-52, 6-56, 6-58, 8-90, 8-93, 8-97, 8-108, 8-110 to 8-113, 8-190</i>	Malfunctions
Removal	<i>3-2, 3-3, 7-31</i>
<i>4-11, 4-12, 7-3, 7-4, 7-63, 8-77, 8-85, 8-98, 8-108, 8-111, 9-2</i>	Personal Food
Safety Instruction Card	<i>3-12</i>
<i>1-41, 6-35, 10-12</i>	Refund
Service Representative	Amtrak Customer Refunds
<i>2-2, 8-109</i>	<i>8-54, 8-115</i>
With Disabilities	Fare Adjustment
<i>11-1 to 11-33</i>	<i>7-6, 7-7, 7-10, 8-20, 8-115, 8-123 to 8-125</i>
Passport	Sales
<i>8-10, 8-62, 10-4, 10-5</i>	<i>8-173, 8-174, 8-190, 8-191</i>
Payment Card (see Credit Card)	Service Adjustment
<i>8-105 to 8-107, 8-194 to 8-197</i>	<i>8-63, 8-123 to 8-125, 9-18</i>
Payment Due	Sleeping Car
<i>8-15, 8-45, 8-46</i>	<i>8-100, 8-188</i>
COTS Form	Ticket
<i>8-85, 8-90, 8-98, 8-107, 8-108, 8-109, 8-110, 8-111, 8-117, 8-140, 8-142</i>	<i>7-10, 8-16, 8-20, 8-22, 8-100, 8-115, 8-117</i>
Payroll	Remittance
Deduction	<i>8-5, 8-111, 8-120, 8-137, 8-139, 8-143 to 8-145, 8-154, 8-157, 8-193, 8-197 to 8-202, 8-206</i>
<i>8-150, 8-187, 8-204</i>	Reservation
Department	<i>8-44, 8-53, 8-54, 8-64, 8-68, 8-91, 8-94, 8-95, 8-122, 9-17, 9-18, 11-10</i>
<i>13-2</i>	Airline
Point of Transfer	<i>8-23, 8-24</i>
<i>8-131</i>	Call Center
Point-of-Sale (POS)	<i>10, 11-3, 13-1</i>
<i>8, 9, 12, 6-52, 6-55, 6-56, 8-151, 8-153, 8-167, 8-170, 8-171, 8-172, 8-173, 8-174, 8-193, 8-194, 9-8, 9-9</i>	Dining Car
Police	<i>6-48, 6-72, 6-82, 7-25, 7-45, 10-15, 10-16</i>
<i>1-46, 1-50, 1-83, 1-85 to 1-89, 1-97, 2-2, 2-20, 4-12, 4-16, 6-21, 6-79, 7-2 to 7-4, 7-6, 7-15, 7-48, 7-63, 8-8, 8-10, 8-11, 8-14, 8-17, 8-43, 8-67, 8-74, 8-79, 8-86, 8-87, 8-108, 8-149, 8-150, 9-1</i>	
Activity	

- Group
 - 8-12
- Sleeping Car
 - 6-41, 8-95, 8-96
- Staggered Seating
 - 6-47, 6-48, 7-33 to 7-42, 9-13, 9-14
- STARS
 - 12
- Superliner
 - 8-37, 8-38
- Tickets
 - 8-7, 8-19 to 8-21, 8-57, 8-130, 8-133
- Unaccompanied Minor
 - 8-64

Restroom Cleaning

- 6-76, 6-77, 6-89, 6-90, 6-93

Rodent

- 3-17 to 3-18

Roomette

- Accommodation
 - 3-5, 8-69, 8-71
- Dimensions
 - 12-22 to 12-26
- On-Board Sale
 - 6-41, 8-95, 8-96
- Price
 - 8-100, 8-101
- Superliner
 - 7-44 to 7-45

S

Safety

- Announcements
 - 10-3 to 10-15
- Bar
 - 1-25, 1-62, 6-71, 6-73, 6-81, 6-83
- Briefing
 - 6-47
- Calendar
 - 1-6 to 1-8
- Equipment
 - 6-17, 6-35, 6-47, 6-71
- Gate
 - 1-13, 1-19, 1-25, 1-33, 6-64, 6-71, 6-73, 6-81, 6-83
- Glasses
 - 2-21
- Guide
 - 1-86
- Instruction Card
 - 1-41
- Instructions
 - 1-5, 1-9 to 1-28
- Passenger
 - 1-30
- Restraints
 - 6-81, 6-83
- Signage
 - 1-32
- Third Rail
 - 1-76

San Joaquin

- 3-13, 4-6, 4-8, 4-19, 7-23, 7-27, 7-74, 8-26, 8-86, 8-173, 9-9

Sanitation

- 1-12, 3-1, 3-8, 3-10, 3-11, 3-15, 6-60, 7-30, 12-5

Sanitize

- 3-4, 6-66, 7-30, 7-32

Seat Check

- 6-29, 6-75, 7-10, 8-6, 8-13, 8-74 to 8-79, 8-113, 8-134, 9-19, 11-4, 11-10, 11-11
- Announcements
 - 10-4, 10-5
- Special Assistance
 - 6-29, 6-75, 7-10, 8-76, 8-78, 8-79, 9-19, 11-4, 11-10, 11-11

Seating

- Capacity
 - 7-11, 11-32, 12-15
- Diagram
 - 6-72, 6-71, 6-74, 6-75, 6-77
- Group
 - 7-8
- Superliner lower-level
 - 8-37 to 8-38, 9-17, 11-7, 11-10
- Position
 - 8-37, 11-10
- Staggered
 - 6-47, 6-48, 7-33 to 7-42, 9-13, 9-14

Segway

- 4-8, 4-17, 4-18

Senior

- Citizen
 - 7-9, 8-62, 8-63, 8-89
- Discount
 - 8-15, 8-58, 8-62, 8-63

Service

- Adjustment (NRPT 27)
 - 7-6, 7-7, 8-6, 8-120 to 8-126, 8-188, 9-1, 9-17
- Animal
 - 8-56, 8-78, 9-19, 11-12 to 11-17, 11-29
- Announcements
 - 10-1
- Disruption
 - 1-1, 1-38, 1-46, 1-47, 4-13, 6-18, 6-93, 8-47, 8-120, 8-122, 8-125, 8-126, 8-158, 8-165, 8-166, 8-167, 8-168, 8-180
- Failures
 - 6-19, 9-1 to 9-2, 9-3, 9-17, 9-18
- Recovery
 - 1-51, 6-20, 6-72, 6-82, 8-120, 8-164, 8-171, 8-172, 9-1 to 9-19, 10-3
- Announcement
 - 10-13 to 10-14
- Disabilities
 - 9-19
- Kits (Snack Pack)
 - 9-4 to 9-1
- Opportunities
 - 6-20
- Options
 - 9-18
- Technique
 - 9-2
- Tool
 - 8-120, 9-3
- Train Vouchers
 - 9-8 to 9-9, 9-17

Signage

- 1-32, 6-35, 6-44, 6-52, 6-71, 6-72, 6-77, 6-81, 6-90, 6-92, 10-1, 10-19 to 10-37, 12-1

Ski Equipment

- 4-12

Sleeping Car

- Accommodation
 - 6-80 to 6-93, 7-28 to 7-29, 8-69 to 8-72, 8-95, 11-6, 11-8
- Announcements
 - 10-1, 10-18
- Attendant
 - 13, 1-37, 1-47, 2-29, 5-7 to 5-9, 7-28, 8-15, 10-1, 10-18
- Downgrade
 - 7-7, 8-123 to 8-125, 8-188
- Meal Checks
 - 8-180, 8-184, 8-188
- Occasional Seat
 - 12-19 to 12-21
- Procedures
 - 7-42 to 7-45
- Upgrade
 - 8-103

Smoking

2-22, 3-11, 3-12, 6-18, 6-74, 6-86, 7-3, 7-10
to 7-11, 10-3, 10-33

Special Train

7-69 to 7-70, 8-57, 8-114

Standee

12, 6-41, 6-74, 7-11, 7-12, 8-122, 8-126,
9-17, 13-1

Star Trak

7-12

Station**Code**

7-55, 8-77

Employee

4-10, 4-11, 4-14, 8-47, 8-65, 11-9

Ticket Agent/Ticket Receiver

8-93, 8-97, 8-108, 8-112, 8-113, 8-150,
8-151

Student Advantage

8-11, 8-54, 8-58

Suitcase

4-1, 4-3, 4-7, 4-12, 10-15, 12-23, 12-24

Superliner**34000-Series Coaches**

11-7, 11-10

Bedroom

8-70, 12-22 to 12-24

Blower

1-48

Equipment

1-31, 3-5, 3-6, 4-5 to 4-7, 4-18, 4-19,
6-50, 6-64, 6-66, 6-72, 7-36, 11-7

Lounge

3-6, 7-11, 7-29

PA

12-4, 12-5

Ramps

11-10

Roomette

6-41, 7-44, 7-45, 8-69, 8-71, 8-95, 8-96,
8-100, 8-101, 12-22, 12-24

Sleeping Accommodations

7-42 to 7-45, 12-22 to 12-24

Suspicious**Activity**

1-1, 1-86, 10-4, 10-5

Packages

1-85 to 1-87, 1-92, 6-79

T**Tattoos**

5-14

TDRS

13, 6-20

Technical Advisory

12

Temperature

1-48, 2-10, 3-2, 3-3, 3-12 to 3-14, 6-29, 6-44
to 6-49, 6-52, 6-55, 6-59, 6-62, 6-63, 6-77,
7-22, 7-30, 8-159, 8-161, 8-202, 9-3, 12-2

Control Panel

1-48, 12-2

Monitoring Reports

3-13 to 3-15, 6-44, 6-45, 6-52, 6-55, 6-61,
8-202

Termination

2-24

Train

1-46

Terrorist Activity

1-83 to 1-93

Thermometer

3-1, 3-4, 3-13, 6-44, 6-52, 6-61, 6-63, 6-65

Ticket**Advance Pay (AP)**

8-19, 8-20, 8-21, 8-22

Airline

2, 8-23 to 8-24

ARC

2, 8-24 to 8-25, 8-82, 8-135

Arrow

2, 8-17, 8-18, 8-19, 8-24, 8-25, 8-44, 8-49,
8-51, 8-52, 8-63, 8-75, 8-80, 8-82, 8-135

Book

8-18, 8-25, 8-26, 8-49, 8-75, 8-82

By-Mail

8-18

Collection

13, 6-15, 6-16, 6-42, 7-26, 8-5, 8-13,
8-14, 8-15, 8-62, 8-83

Commuter Agency

8-28 to 8-36, 8-38, 8-82, 8-86, 8-135

COTS

4, 8-13, 8-16, 8-17, 8-37, 8-46, 8-54, 8-80,
8-85 to 8-104, 8-107 to 8-114, 8-130,
8-137, 8-139, 8-140, 8-142

Out-dated COTS

8-144 to 8-145

Payment Card Transactions

8-105 to 8-107

Personal Check

8-107

Selling tickets using COTS

8-90 to 8-98

Upgrades

8-99 to 8-103

Used for other documentation

8-107 to 8-114

Endorsement Box

7-1, 8-39, 8-46, 8-63, 8-75, 8-88, 8-89, 8-98

Flash

6-26, 8-28, 8-38 to 8-39, 8-67, 8-74,
8-75, 8-116, 8-132

Handling

7-5

Honored But Not Lifted

8-31, 8-33, 8-35, 8-81, 8-82, 8-113, 8-128

Multi-Ride

8-14, 8-15, 8-33, 8-39 to 8-41, 8-57, 8-75

Non-Transferable

8-14, 8-39, 8-75

Offices

3, 4-2, 6-45, 6-53, 6-79, 6-92, 7-9, 7-10,
8-5, 8-16, 8-20, 8-25, 8-41, 8-44, 8-54,
8-61, 8-63, 8-95, 8-100, 8-111, 8-124,
8-133, 8-142, 8-143, 8-149, 8-204

On-Board Sale

8-6, 8-13, 8-15, 8-55, 8-59, 8-60, 8-63,
8-96, 8-100, 8-101, 8-110

Punch

7-1, 8-6, 8-8, 8-12, 8-14, 8-28, 8-38, 8-39,
8-40, 8-41, 8-42, 8-46, 8-47, 8-74, 8-75,
8-76, 8-79, 8-80, 8-81, 8-85, 8-86, 8-88,
8-89, 8-90, 8-91, 8-92, 8-93, 8-108, 8-110,
8-112, 8-113, 8-114, 8-121 to 8-124,
8-128, 8-129, 8-130, 8-139, 8-140, 8-145

Receipts

4, 13, 4-3, 8-13, 8-14, 8-19, 8-24, 8-25,
8-74, 8-75, 8-77, 8-85, 8-86, 8-90, 8-93,
8-102, 8-124, 8-134, 8-169, 10-4, 10-5,
10-14

Receiver

6-45, 6-53, 7-10, 8-16, 8-87, 8-93, 8-97,
8-112, 8-106, 8-108, 8-111, 8-113, 8-138,
8-139, 8-140, 8-142, 8-144, 8-145, 8-149,
8-150, 8-155, 8-201, 8-204

Senior Citizen

8-15, 8-58, 8-62 to 8-64, 8-89

Sweep

13, 8-12 to 8-13

Validity

8-49

Verification

8-7 to 8-9

Tips

6-22 to 6-23, 8-196

Toilet

12-5, 12-13
Assistance
11-5
Cleaning
2-22, 6-76, 6-77, 6-70, 6-89
Delay Code
7-60
Facilities
3-5
Inspections
3-10, 6-55, 6-72, 6-81, 6-83
Malfunctions
3-5, 6-90, 6-92, 9-2
Supplies
6-70, 6-71, 6-80, 6-87, 6-90

Train

Collections Pouch
10
Delay
6-91, 7-46, 7-47, 7-73, 8-172, 9-8, 9-9,
9-13, 12-7
Fare Penalty Waiver
8-130, 8-131
Service Accounting Procedures
8-5 to 8-146

**Trainlined Door (also search on
Trainline Door)**

6-38, 12-6 to 12-7

Trash

Announcements
6-93, 10-17, 10-18
Compact
1-16
Container
1-16, 3-5, 3-6, 6-69, 6-71, 6-73, 6-77,
6-81, 6-82, 7-32, 10-17
Delay Code
7-60
Removal
2-22, 3-6, 3-7, 6-19, 6-49, 6-50, 6-56, 6-57,
6-63, 6-64, 6-66, 6-69, 6-76, 6-77, 6-79,
6-87, 6-89, 6-90, 6-91, 6-92, 7-21

Travelers Checks

8-107, 8-197

Trespasser

Delay Code
7-60, 7-63
Fatality
1-38
Incidents
1-44, 7-63, 9-2
Injuries
2-24, 2-32
Strikes
1-44

U**Unaccompanied Minor**

4-11, 6-29, 7-12 to 7-13, 8-64 to 8-66, 8-78
Release Form
7-12, 8-64 to 8-66
Seat Check
6-29, 6-75, 7-10, 8-78
Thruway Buses
7-9
Wristband
6-78, 7-12, 8-64, 8-65

Uniform

3-1, 3-12, 5-1 to 5-20, 6-17, 6-27, 6-61,
6-64, 6-68, 6-72, 7-11, 7-15

Union Business Travel Card

8-132, 8-133

Unscheduled Meal Period

9-11, 9-13

Unstaffed Station

4-7, 7-13, 7-74, 8-65, 8-89, 8-98, 8-130

Unusual Occurrence Report

1-77 to 1-79, 6-41

USA Rail Pass (see Pass)**V****Vacant**

Coach Seat
12, 6-19, 8-55, 8-126
Sleeping Car Space
6-87, 7-11, 7-45

Vegetarian

9-15, 10-16

Vestibule

13, 1-13, 1-19, 1-23, 1-27, 1-30 to 1-33,
1-48, 1-52 to 1-58, 1-62, 1-65, 1-70, 1-71,
3-6, 4-5, 4-18, 4-19, 6-36, 6-72, 6-74, 6-75,
6-78, 6-80, 6-82, 6-85, 10-4, 10-5, 10-31,
12-3, 12-4, 12-10, 12-11, 12-12
Announcement
10-4, 10-5
Curtains
1-19, 1-27, 1-65, 6-72, 6-82
Door
6-74, 6-85
Side Door
1-71, 6-78, 12-11 to 12-12 to 12-13

VIA

8-48, 8-49, 8-51, 8-52, 8-53, 8-57, 8-59,
8-60 8-68, 8-69, 8-92, 8-93

Videocassette Recorder

12-5

Viewliner

1-48, 1-70, 1-72
Berth
7-43, 7-44, 8-69, 8-70, 8-71
Drawing
12-24 to 12-26
Occasional Seat
12-19 to 12-21
On-Board Sale
8-96

Voucher

Envelope
8-120 to 8-124, 8-126, 8-135
Emergency Exchange
4
Service Adjustment
8-120 to 8-126, 9-17
Train Delay
8-172, 9-8, 9-9, 9-13

W**Wake-Up**

Beverage Service
6-83, 6-84, 7-45
Service
6-86, 6-87

Western Folder

10-19

Wheelchair

11, 12, 1-9, 1-18, 1-19, 1-31, 1-32, 1-40,
1-41, 1-46, 1-56, 1-73, 4-6, 4-17, 6-20,
6-78, 7-59, 8-37, 8-38, 8-67, 8-78, 9-17
Battery-Powered
4-17
Delay Codes
7-59
EVAC-CHAIR
1-73 to 1-75
Lifts
11, 1-19, 1-31, 1-32, 4-17, 6-20, 11-3,
11-25, 11-26, 11-31, 11-32

Withholding Employee from Service

6-24 to 6-27

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