Service Standards

Train Service & Onboard Service Employees

Effective 12:01am,

February 12, 2024

AMTRAK®

Receipt

Service Standards Manual for Train Service and Onboard Service Employees (SSM)

Companion Booklets
Electronic - *Reporting & Recording Delays on Host Railroads*
Electronic or Printed - *Train Service Accounting Procedures User Guide*
Electronic & or Printed - *Onboard Service Revenue Accounting User Guide*
effective 12:01 am, October 30, 2023.

I understand that I am responsible for reading, understanding and updating my SSM and SSM Companion Booklets and that I must follow all of the policies and procedures contained within.

I understand that this receipt will be placed in my personnel file.

Train Service Employees
Your signature indicates (check appropriate boxes below)

You can choose to have a paper copy or access the *SSM* electronically through the eMD or MDCS iPad or both.

- ❑ I will access on my eMD through the SignOn application
- ❑ I will access on my MDCS iPad
- ❑ I have received a paper copy of the manual

Train Service Companion Booklets are accessed electronically through the eMD or MDCS iPad.

Onboard Service (OBS) Employees
I understand that I must have access to an up to date version of the *SSM* (electronic or paper) and all active OSUs. I must be able to produce all documents upon request.

I understand that having the *Onboard Service Revenue Accounting User Guide* in my possession is optional, however I am responsible for knowing all the information within including any updates.

Your signature indicates (check appropriate boxes below)

You can choose to have a paper copy or access the *SSM* electronically through the eMD, through Amtrak ("All Aboard" or legacy site).

- ❑ I will access on my eMD through the SignOn application
- ❑ I will access the SSM and all active OSUs from the Amtrak Intranet ("All Aboard" or legacy site)
- ❑ I have received a paper copy of the SSM

You can choose to have a paper copy or access the *Onboard Service Revenue Accounting User Guide* electronically through the eMD, through Amtrak ("All Aboard" or legacy site).

- ❑ I will access on my eMD through the SignOn application.
- ❑ I will access the *Onboard Service Revenue Accounting User Guide* from the Amtrak Intranet ("All Aboard" or legacy site)
- ❑ I have received a paper copy of the *Onboard Service Revenue Accounting User Guide*

Date (print): _____

Name (print): _____

Signature: _____

Paper Copy Issuing Location (print): _____

Employee's manager/supervisor must place this receipt in the employees personnel file.

October 30, 2023

The Service Standards Manual for Train Service and Onboard Service Employees is provided as a tool to help ensure the delivery of consistent, high quality service to our passengers by both frontline and supervisory employees.

The manual ties together, in a single reference document, policies, procedures and standards that apply to services the Train Service and Onboard Service employees perform.

Read through this manual carefully and reference it when questions arise while on duty.

It is Amtrak's expectation that supervisors will provide coaching to employees and enforce compliance with the Service Standards contained in the manual.

This Manual is a dynamic document subject to frequent revisions, in response to a continually changing business environment and customer expectations.

Revisions to the Service Standards Manual are printed and distributed annually in October. Revisions are through the issuance of Operations Standards Updates, (OSUs).

All current OSUs and updated versions of the Service Standards Manual are uploaded to the eMD's and the Amtrak Intranet ("All Aboard" or legacy site) monthly.

Remember to stay focused on safety, on-time performance, revenue optimization, and customer services that exceed what our passengers expect.

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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 and LSA-Cafe/Lounge)*
- 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: 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)*

Amtrak RideReserve℠ : A type of reservation that can be made by multi-ride customers on Amtrak.com and on the Amtrak app. RideReserve reservations applies to all multi-ride ticket holder reservations (existing and new bookings), for Amtrak travel.

App: Application. Software application that operates on a Smartphone. The eMD (eTicketing Mobile Device) is a Smartphone.

Aramark: Name of the current catering 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. At point of train origin all beds should be made-up, employees traveling in BT space and boarding en route may need to make their own bed. En route, the TASC must place a complete set of linens (sheets, pillow cases, towels, blankets, face cloths) in the upper berth of Business Travel (BT) rooms that have been vacated by passriders. At the completion of the passrider's trip, the passrider must remove all used/unused linen (sheets, pillow cases, towels, blankets, face cloths) and place in the designated location. The accommodation must be left in a clean and orderly condition for the next pass rider. Meals are not provided and must be purchased.

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.

Comfort Stations: Term used to describe a place to sleep or take a break, such as a lunchroom, or restroom in a passenger car that has been cleaned and pending revenue service.

Conductor: Is in charge of the train.

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

Control Center: Train Dispatcher's office.

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

CSQS: Customer Service Quality Supervisor.

CSD: Customer Support Desk. Contact the CSD at (800) 205-0711 for all eMD related problems.

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.

EIC: Employee in Charge. (See LSA)

eLift®: An application designed for scanning and lifting passenger's travel documents and maintaining/reviewing passengers in the train's manifest.

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

eMAP21A: An application designed for reporting equipment issues that do not affect safe train operations but require Mechanical Department assistance (e.g. restroom cleanliness, seat fixtures, etc.).

eMD: (eTicketing Mobile Device) An electronic device (Smartphone) used for lifting tickets electronically and assist with other train related tasks.

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.

eTicket Travel Document: This type of electronic document holds no dollar value and is nothing more than a receipt of monies that have already been paid to Amtrak and travel reservations. If lost or stolen a duplicate copy can be made.

eVoucher: eVoucher replaces the current paper based exchange voucher process with an electronic based exchange voucher process. The refunded or exchanged dollar value is stored in the reservation and ticketing system. The passenger only receives a paper receipt or email that does not have any value if lost or misplaced. The refunded or exchanged dollar value is safe and secure in the reservation and ticketing system and will be applied to the passenger's next ticket purchase.

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, Onboard 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 Customer Service Representative 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.

HNF: Honored Not Found

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").*

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.

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.

MobileIron: Application on the eMD that manages and installs software and software updates to the eMD.

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: Onboard 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 Service Advisory – an Amtrak document used to inform Train Service, Onboard 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 Onboard 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 Onboard Service Employees of policy or procedural changes to the *Service Standards: Manual for Train Service and Onboard Service Employee*. Employees are required to read and understand all active OSUs. Employees while on duty must maintain accessibility to these documents (paper or electronic).

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), Cafe/ 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)

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

Paper Value Ticket: This type of paper ticket holds a dollar value in the amount printed in the fare box located in the bottom left corner. If this type of ticket is lost or stolen, a duplicate ticket cannot be provided to the passenger.

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.

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.

RPA: Rail Passengers Association (RPA) formerly National Rail Passenger Association (NARP) was founded May 18, 1967, to lobby for the continuation of passenger trains in the United States. RPA spends time educating members of Congress and their staffs about the value of passenger rail.

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 Onboard Service Employees: An Amtrak document containing the policies and procedures that must be followed by all Train Service and Onboard Service employees. All Train Service and Onboard Service employees must have an up-to-date version in their possession while on duty.

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 documents processed by Revenue Operations.

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 Onboard 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
- **KSML** – Kosher meal request
- **LIFT** – Wheelchair lift at station is required
- **MAAS** – Meet & assist at train side
- **MEDA** – Passenger has medical condition
- **OXYG** – Passenger will be traveling with oxygen
- **OTHS** – All other types of requests
- **REFG** – Ice & container requested
- **SEAT** – Special seating other than lower level
- **SMLS** – At-seat/in-room meals requested
- **SPML** – Special meal other than kosher
- **SVAN** – Service Animals
- **UMNR** – Unaccompanied Minor
- **WCHR** – Station wheelchair requested
- **WCMP** – Passenger has own wheelchair or Segway

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)

Stopover: A stopover allows customers to travel part of their journey and finish the rest later.

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: The term "ticket" can be used to identify any of the different types of tickets that are accepted on the train (e.g. eTicket, eTicket Travel Document, eTicket on Smartphone or Tablet Computer, Paper Value Ticket, ARC/ Travel Agency, Book, Commuter Agency, etc.).

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/Cafe 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 three sections.

- **Section 1 – Passenger Train Emergency Preparedness** 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 customers and other related train emergencies.
- **Section 2 – Terrorist Activity** outlines the appropriate response to Bomb Threats, Chemical, Biological and Radiological threats.
- **Section 3 – Law Enforcement Issues** outlines the appropriate way to respond to Transporting Prisoners, Law Enforcement Officers and Firearms and Weapons.

Introduction

The safety and security of employees and customers is paramount. Everyone expects a safe, secure and injury free environment while on Amtrak's property or trains. Both employees and customers 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 customers.

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

Passenger Train Emergency Preparedness

Introduction

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

A. Emergency Preparedness Training

All on-train employees are required to complete Emergency Preparedness Training every two (2) years to remain in compliance.

B. Train Emergencies

Customers 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 customers 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 customers 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 customers at all times.

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 customers
- Number of any wheelchair customers on the train
- Number of physically challenged customers not included with any wheelchair customers
- Number of any unaccompanied children
- Also, obtain relevant information for keeping customers adequately informed, and periodically apprise the dispatcher as to the disposition of the customers.

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 customers 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 customers by keeping them informed, answering questions and assisting as needed.

i) **Solicit assistance from all employees on board,** including off duty, pass riders, etc. Employees can participate by helping to maintaining order, attend to the injured or assist with evacuation procedures. Keep customers informed of anticipated delays or arrangements for alternate travel.

j) **Make frequent announcements informing customers** of current conditions, instructions and estimated time delays.

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 customers on the train
   - Number of physically challenged customers not included with any wheelchair customers
   - Number of any unaccompanied children
   - Emergency window locations and removal procedures
   - Car interior layout descriptions
   - Total number of customers and crew on board

l) **While in the vicinity of customers,** ensure that the volume of portable radios is turned down (if possible), so radio conversations will not be overheard.

m) **All on-train employees must be familiar with the locations and procedures for utilizing emergency exits and fire extinguishers** on board the train.

n) **Employees must be available to customers to answer questions** regarding the *"Passenger Safety Instruction Cards"*, emergency evacuation procedures, exit doors and windows and the operation of fire extinguishers.

o) **Employees must pay particular attention to any disabled customer who may need special assistance.**

p) **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.

q) **Once the emergency situation has stabilized,** the Conductor must complete all appropriate forms in compliance with FRA regulations and Amtrak instructions. Examples include but are not limited to the *"Employee Injury/Illness Reporting Checklist"* (NRPC 5000A to E), *"Contractor/Volunteer Injury/Illness Report"* (NRPC 5100) or *"Passenger/Guest Injury/Illness Report"* (NRPC 6000).

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 customers 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) **Customers 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 customers 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 customers.

d) **Employees will protect railroad property and equipment** while securing customers' personal property.

e) **Once the situation has stabilized,** begin identifying and accounting for all employees and customers 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. 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.**

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.**

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.

4. Fire

A fire is a train emergency that may require evacuation.

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.
- **4000 Series Siemens Venture** - Turn off the "HVAC Blower" breakers located in:
  - A end vestibule cut-out
  - B end vestibule cut-out
  - By the HVAC units breaker (+58 cabinet)

b) **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 reported to the Conductor or Assistant Conductor to be recorded in the eMAP21A app.

5. Emergency On Board Police Activity

Employees on the train should instruct customers on appropriate action during times of on board police activity in an emergency situation.

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

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 crew members as to each employee's responsibilities during the train-to-train transfer of customers. All Onboard Service employees are to take their direction from the Conductor.

c) **Use the train's P.A. system; if possible, to relay instructions to customers.** Set the P.A. to LOCAL to only communicate with the customers in the present car.

d) **Inform the Conductor of customers requiring special assistance.** 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 customers during the transfer process.

f) **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. Customer Transfer Between Trains Without A Jumper Cable Or Transfer Bridge

In the event of a Customer 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 customers 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 customers to make simultaneous contact with both trains. Non-Acela trains should use step boxes to shorten the distance of the last step to the ground. Acela trains will use the portable folding stairs (located on the first and last car of each trainset).

c) **Customers 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 customer who is unable to** physically transfer until that customer 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 customers and customers' luggage/carry-on items. **Do the following in this order:**
   - **First** - transfer customer's luggage and carry-on items from the disabled train to the receiving train.
   - **Second** - assist the customer down the steps or ladder of the disabled train onto the ground.
   - **Third** - assist the customers towards and up the steps or ladder of the receiving train; reuniting the customers with their possessions. *Customer's carry-on baggage is to be transferred with the customer.*

f) **Customers should be cautioned not to touch both trains at the same time** and crew

g) members should take precautions to prevent this from happening.

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

In the event of a Customer 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 customers 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 trains should use step boxes to shorten the distance of the last step to the ground.
   - Acela 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 use the car body or door support bracket, not the grab iron. *The grab irons on Acela 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) **Customers 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 customer who is unable to** physically transfer until that customer 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 customers and customers' luggage/carry-on items. Do the following in this order:
   - **First** - transfer customer's luggage and carry-on items from the disabled train to the receiving train.
   - **Second** - assist the customer down the steps or ladder of the disabled train onto the ground.
   - **Third** - assist the customers towards and up the steps or ladder of the receiving train, reuniting the customer with their possessions. *Customers' carry-on baggage is to be transferred with the customers.*

g) **Do NOT allow customers 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. Customer Transfer Between Two Trains With A Jumper Cable And Transfer Bridge

In the event of a Customer 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 customers 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 use the car body or door support bracket, not the grab iron. *The grab irons on Acela 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 customers 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 customers** by handing their luggage across to the crew member(s) on the rescue train and then support the customers as they cross the bridge. Have them pick up their luggage and proceed away from the transfer area.

n) **Customers 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) **Customers in wheelchairs, which do not fit onto the transfer bridge,** must be assisted or carried across by employees.

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

In the event of a Customer 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 customers and should be considered whenever possible.

b) **Train positioning should give priority for transferring customers in wheelchairs.** Move the Transfer Bridge to the vestibule nearest to where the wheelchair customer(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 train, attach it to the car body or door support bracket, not the grab iron. *The grab irons on Acela 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.

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 1-1)*
   - 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

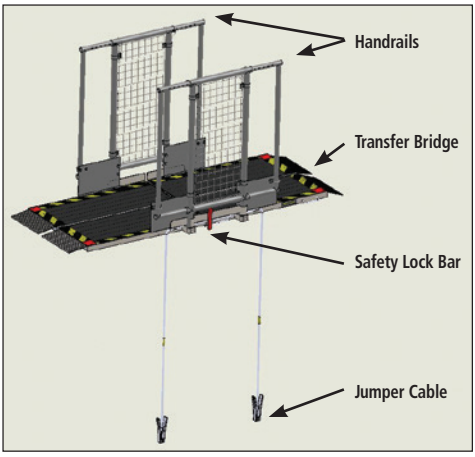


Figure 1-1 – Example view of assembled G2 Transfer Bridge

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 1-2)*
- 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 1-3)*
- Separate the Velcro safety handles used for carrying the bridge while folded.
- Carefully unfold the Transfer Bridge (one fold). *(Refer to Figure 1-4)*
- Flip the entire Transfer Bridge over. *(Refer to Figure 1-5)*
- Unfold the second section.
- The Transfer Bridge should still be folded lengthwise. *(Refer to Figure 1-6)*
- 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 1-7)*
- Unfold the Transfer Bridge into the flat position. *(Refer to Figure 1-8)*
- 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 1-9)*
- 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 customers** by handing their luggage across to the crew member(s) on the rescue train and then support the customers as they cross the G2 Transfer Bridge. Have the customer pick up their luggage and proceed away from the transfer area.

n) **When transferring at two locations,** customers 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.

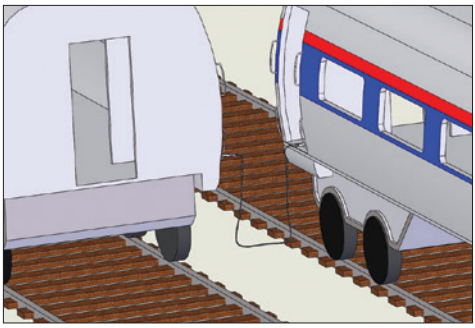


Figure 1-2 – Remove jumper cable from transfer bridge bag and connect to metal car body of both train cars involved in the transfer.

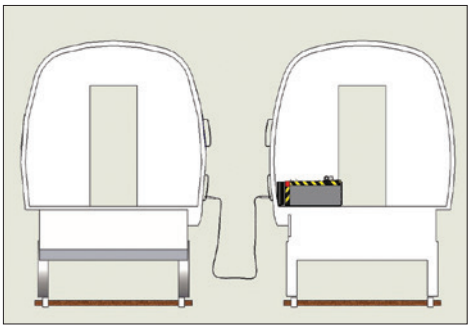


Figure 1-3 – Remove transfer bridge from bag, standing it on its side. Have railing mounts facing upward and flap plates toward the outside door.

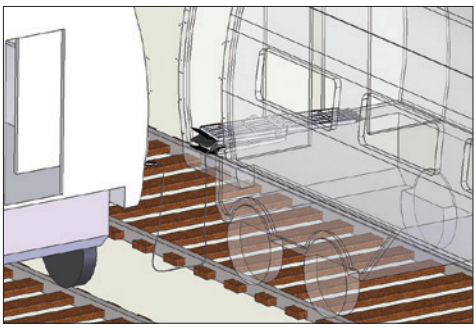


Figure 1-4 – Turn transfer bridge 90˚ and carefully unfold top section (one fold) as shown.

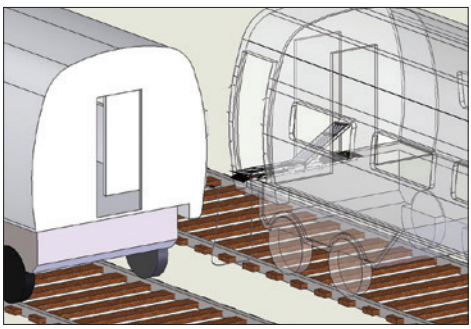


Figure 1-5 – Flip transfer bridge over 180˚ and unfold 2nd side making transfer bridge flat on floor surface.

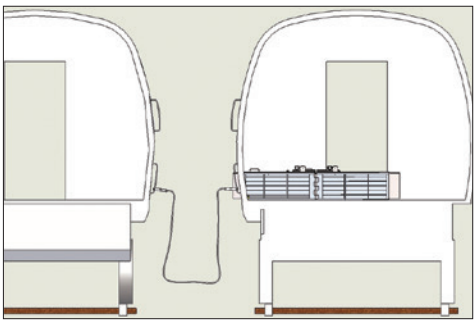


Figure 1-6 – Stand transfer bridge on its side with railing mounts upward. The transfer bridge connecting hinges should be toward the outside door.

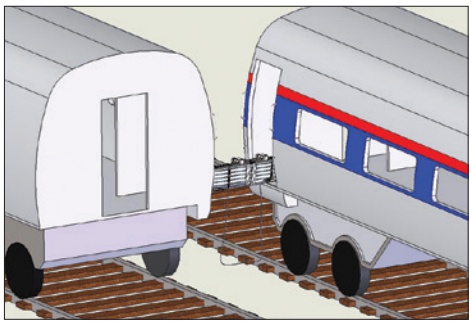


Figure 1-7 – Transfer bridge shown deployed to 2nd car in upright position. Hinged end must be fed to car #2 first with railing mounts facing up.

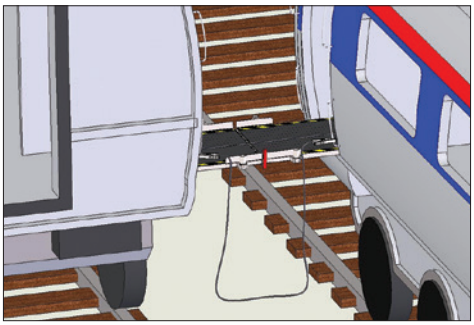


Figure 1-8 – Unfold transfer bridge to flat position and insert Safety Lock Bar with red handle up.

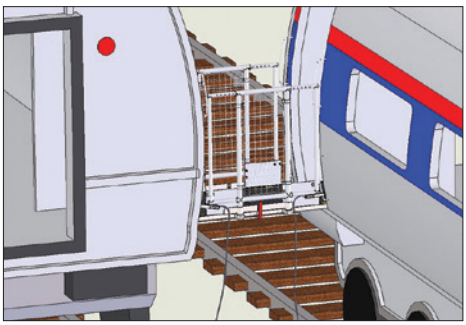


Figure 1-9 – Assemble railing and attach to railing post holder mounts as shown.

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 1-10)*
- 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 customer 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 1-11)*

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 1-12)*
- 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 1-12)*
- 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 1-13)*
- 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 1-14)*
- 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 1-14)*
- 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 1-15)*

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 customer 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 customer 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 customers, only one person should be on the stairway at a time. *Customers 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 customers that only one person should use the stairs at a time.
- Remind customers to use the handrails and to *"Watch Their Step"*.
- If further evacuation instructions are needed at this time, make sure all customers 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.

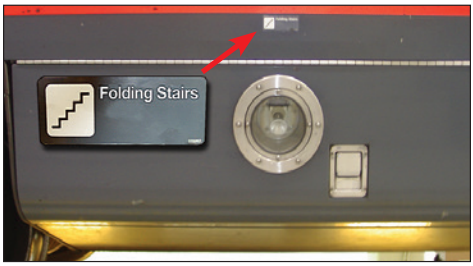


Figure 1-10 – Upper storage compartment door, latch and decal



Figure 1-11 – Secure the door safety bar

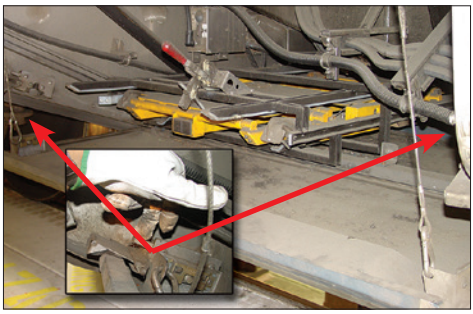


Figure 1-12 – Lower storage compartment latches and safety cables



Figure 1-13 – Release folding stairs hold-down clamp



Figure 1-14 – Secure folding stairs to car body



Figure 1-15 – 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** as required.

e) **Be prepared to provide evacuation instructions and guidance to customers** which include:

- The nature of the emergency.
- The evacuation plan which includes where customers and crew will gather and wait after evacuating.
- Instruct customers to stay in the designated "waiting area" and not to wander around the tracks or equipment for their own safety.
- Instruct customers to take or leave personal possessions and luggage based on the nature of the emergency evacuation.
- Instruct customers to wear their shoes when evacuating the car or train.
- If you leave the car, inform customers 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 customers.** An employee needs to remain with any customer who is unable to evacuate.

g) **Be prepared to provide the following information to the appropriate operations office:**
- Nature of the emergency
- Location
- Condition of employees, customers and equipment
- Evacuation plan
- Where customers and crew will gather and wait after evacuating.
- Number of customers 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 luggage rack on the right side of the door.
- The other switch is located in the vestibule, beneath the luggage 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.
- 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 customers 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 customers 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.

d) **4000 Series Siemens Venture**
- **Interior Opening**
  - Break shield and pull down on red handle.
  - Acoustic warning will sound once broken.
  - Push the door panel outward to unplug.
  - Grip the recessed handle to slide the door open.
- **Exterior Opening**
  - Break frangible cover and lift red handle.
  - Acoustic warning will sound once broken.
  - Insert fingers into the finger guard area and pull outward to unlatch.
  - Once unlatched continue to pull the door 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 customers 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 customers for a safe evacuation.

5. Evacuation Using Acela's EVAC-CHAIR

Each set of Acela equipment contains an EVAC-CHAIR (emergency evacuation wheelchair) to be used in transporting a mobility-impaired customer 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.

a) **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.

b) **The EVAC-CHAIR is stored with the transfer bridge** at the "A" end of the Cafe Car. A separate large yellow dust cover may also be included with the EVAC-CHAIR, but is not used when operating the chair.

c) **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".

d) **When reaching the bottom of the folding stairs,** ask the customer 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
- Be supported while walking with a cane or walker.
- Be lifted or carried away from the train.

Instructions to Use Acela's EVAC-CHAIR



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



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



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



Roll chair toward exit.



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



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

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 appraised of current conditions. *(Refer to Figure 1-16)*

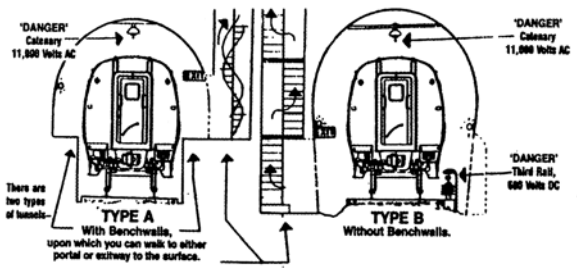


Figure 1-16 – Tunnel Hazards

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 Customers from Tunnels**
- Evacuating customers 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 customers, the train crew and any available emergency personnel must take immediate action to stop all train movements and escort the customers from the train.
- Customer evacuation requires a safe place of refuge, e.g., a station platform or vertical exit way leading directly to open air.
- Customers 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.

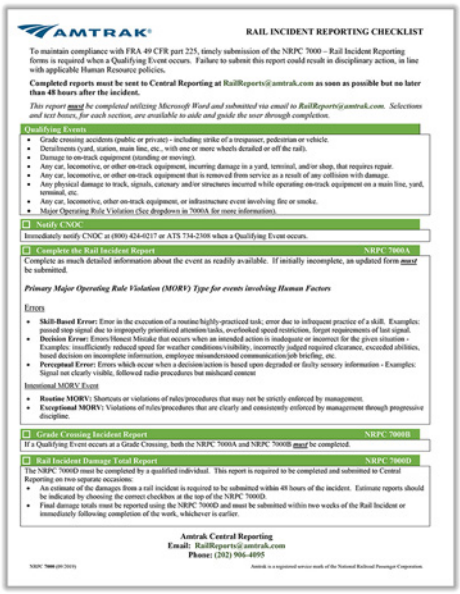
If it is necessary to mount the roof of electric equipment, the manual grounder, normally labeled: *"Danger High Voltage-Ground Pantograph(s) Before Going on Roof,"* located on the roof at the end of equipment or in the machine room must be activated. Locomotive pantographs are bussed together; therefore,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

E. Rail Incident Report (NRPC 7000)

When any of the following events occur, the Conductor will immediately contact CNOC at (800) 424-0217. A manager will complete and submit the *"Rail Incident Report"* (NRPC 7000). *(Refer to Figure 1-17)*



AMTRAK

RAIL INCIDENT REPORTING CHECKLIST

To maintain compliance with FRA 49 CFR part 225, timely submission of the NRPC 7000 – Rail Incident Reporting forms is required when a Qualifying Event occurs. Failure to submit this report could result in disciplinary action, in line with applicable Human Resource policies.

Completed reports must be sent to Central Reporting at RailReports@amtrak.com as soon as possible but no later than 48 hours after the incident.

This report must be completed utilizing Microsoft Word and submitted via email to RailReports@amtrak.com. Selections and text boxes, for each section, are available to aide and guide the user through completion.

Qualifying Events

- Grade crossing accidents (public or private) - including strike of a trespasser, pedestrian or vehicle.
- Derailments (yard, station, main line, etc., with one or more wheels derailed or off the rail).
- Damage to on-track equipment (standing or moving).
- 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.
- Any car, locomotive, other on-track equipment, or infrastructure event involving fire or smoke.
- Major Operating Rule Violation (See dropdown in 7000A for more information).

☐ **Notify CNOC**

Immediately notify CNOC at (800) 424-0217 or ATS 734-2308 when a Qualifying Event occurs.

☐ **Complete the Rail Incident Report** — **NRPC 7000A**

Complete as much detailed information about the event as readily available. If initially incomplete, an updated form *must* be submitted.

Primary Major Operating Rule Violation (MORV) Type for events involving Human Factors

Errors

- **Skill-Based Error:** Error in the execution of a routine/highly-practiced task; error due to infrequent practice of a skill. Examples: passed stop signal due to improperly prioritized attention/tasks, overlooked speed restriction, forgot requirements of last signal.
- **Decision Error:** Errors/Honest Mistake that occurs when an intended action is inadequate or incorrect for the given situation - Examples: insufficiently reduced speed for weather conditions/visibility, incorrectly judged required clearance, exceeded abilities, based decision on incomplete information, employee misunderstood communication/job briefing, etc.
- **Perceptual Error:** Errors which occur when a decision/action is based upon degraded or faulty sensory information - Examples: Signal not clearly visible, followed radio procedures but misheard content

Intentional MORV Event

- **Routine MORV:** Shortcuts or violations of rules/procedures that may not be strictly enforced by management.
- **Exceptional MORV:** Violations of rules/procedures that are clearly and consistently enforced by management through progressive discipline.

☐ **Grade Crossing Incident Report** — **NRPC 7000B**

If a Qualifying Event occurs at a Grade Crossing, both the NRPC 7000A and NRPC 7000B *must* be completed.

☐ **Rail Incident Damage Total Report** — **NRPC 7000D**

The NRPC 7000D must be completed by a qualified individual. This report is required to be completed and submitted to Central Reporting on two separate occasions:

- An estimate of the damages from a rail incident is required to be submitted within 48 hours of the incident. Estimate reports should be indicated by choosing the correct checkbox at the top of the NRPC 7000D.
- Final damage totals must be reported using the NRPC 7000D and must be submitted within two weeks of the Rail Incident or immediately following completion of the work, whichever is earlier.

Amtrak Central Reporting
Email: RailReports@amtrak.com
Phone: (202) 906-4095

NRPC 7000 (09/2018)

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

Figure 1-17 – Rail Incident Report (NRPC 7000)

- Any grade crossing accident (public or private) - including strike of a trespasser, pedestrian or vehicle.
- Any derailment (yard, station, main line, etc., with one or more wheels derailed or off of the rail).
- Any damage to on-track equipment (standing or moving)
- 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.
- Any Major Operating Rule Violation.

1. Reporting Railway Occurrences in Canada

The Transportation Safety Board of Canada (TSB) requires railroad operators to report certain events that occur while in Canada. All T&E employees (and their supervisors) who operate trains into Canada have the responsibility to report qualifying occurrences to CNOC (Adirondack/Maple Leaf Services) or Oakland Operations (Cascades Service).

If any of the following events occur in Canada, employees must notify CNOC by phone at (800) 424-0217 or ATS 734-2308 or Oakland Operations at (800) 726-1999 as soon as it is safe to do so. CNOC/Oakland Operations will ask the reporting employee for a description of the event, location, consist and grade crossing information (if applicable).

a) A person (including trespasser or passenger) or employee is killed or sustains a serious injury as a result of being on board, getting on or off or being struck by rolling stock.
b) Physical incapacitation of crew member (i.e. injured on board where employee is unable to continue)
c) All crossing accidents
d) Main track derailment or collision*
e) Non-main track derailment or collision involving rolling stock carrying passengers
f) Non-main track derailment or collision not involving passengers or dangerous goods where more than three pieces of rolling stock are derailed or damaged.
g) The rolling stock sustains a fire or explosion.
h) Release of dangerous goods aboard a passenger train.
i) Release of dangerous goods from rolling stock from tank failure, and/or resulting in an evacuation or injury.
j) Uncontrolled movement (runaway) of rolling stock on any track.
k) A risk of collision occurs.**
l) Unprotected main track switch in abnormal position.

m) A railway signal displays a less restrictive indication than that required for the intended movement of rolling stock.
n) Unprotected overlap of operating authorities.
o) Movement of rolling stock exceeds the limits of its authority.
p) Release of dangerous goods from rolling stock with no tank failure, no evacuation and no injury.
q) The rolling stock causes a fire or explosion on the right of way or adjacent land.
r) Non-main track derailment or collision not involving passengers or dangerous goods, where three or fewer pieces of rolling stock are derailed or damaged.

* *(Collision between rolling stock OR rolling stock and a person or vehicle OR rolling stock and an object or animal, if the rolling stock is damaged or derailed.)*

** *(Risk of Collision- A situation in which rolling stock comes so close to being involved in a collision that a threat to the safety of any person, property or the environment exists.)*

IMPORTANT - This process is a supplement to the current policy for Accurate Reporting of Injury, Illness, and Rail Incidents (5.2.7). NRPC 5000, 6000 and 7000 forms must still be completed and submitted when required. Additionally, this does not replace or modify any rules or other requirements contained within the applicable operating rule book.

If you have questions regarding this process, contact Central Reporting at: Centralreporting@amtrak.com

Chapter 1

Section 3

Law Enforcement and Firearms 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. Banned Customers

Persons who have been identify and notified through the "No Trespass" notification policy have been banned from Amtrak services based on their behavior, conduct, or actions that have posed a direct threat to the health and safety of Amtrak Stakeholders. The period of time for being banned from Amtrak services can range from anywhere from one year to indefinitely.

1. No Trespass Notification Policy

Issuance of a No Trespass Notification will be based on documented and objective evidence resulting in an arrest of a person in an Amtrak station or other facility (whether owned, operated, leased, or served by Amtrak) or in connection with any Amtrak service for a violation of federal, state, or local law criminal law to include, but not limited to:

- A physical assault on any Amtrak Stakeholder;
- Making open threats of violence against an Amtrak Stakeholder or Stakeholders;
- The theft of any property from Amtrak or any Amtrak Stakeholder; and
- The transportation of illegal narcotics, illegal weapons, or other contraband in violation of state or federal law.

Issuance of a No Trespass Notification may also be based on either one or more violations of law, Amtrak's Terms of Transportation, station or other facility rules, or in connection with any other Amtrak service that resulted in the person's removal from an Amtrak train, station, or other facility. Such evidence may include, but not be limited to:

- Refusing to pay the required fare, meals, or other services rendered;
- Refusing or inability to control the required behavior of any pet or service animal in accordance with Amtrak policy;
- Engaging in any disorderly or disruptive conduct that poses a direct threat to the health and safety of any Amtrak Stakeholder or Stakeholders;
- Refusing to comply with Amtrak Security inspections; and
- Refusing to comply with Amtrak safety and security rules and Amtrak crew member instructions.

Nominations for consideration of the issuance of a No Trespass Notification can be sent directly to PassBarrRequest@Amtrak.com.

B. 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.

C. 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 hand-guns 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 customer or employee permitted to carry firearms or ammunition on board Amtrak trains either on their persons or in carry-on baggage.**

2. Firearms in 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.

C. Firearms Discovered in Carry-On Baggage

When a firearm is reported or observed on board a train in carry-on baggage or carried on a person, the Conductor must take the following actions.

1. Threatening Situation

If there are immediate threats to the safety and security of customers or trains crews, the Conductor must immediately contact the Host Railroad Train Dispatcher requesting police assistance. After the police have been notified, CNOC Operations Desk must also be contacted at (800) 424-0217. CNOC will notify the Amtrak Police Department (APD).

a) **The Conductor should be able to provide the following incident details** to local police and CNOC so they know how to respond.
- Provide details of the incident.
- Provide the exact time incident occurred.
- Describe the customer (e.g. gender, race, age, build, facial hair, glasses, clothing, hat or coat).
- Provide the exact location of the train (e.g. station, mile post and city).
- Provide the exact location of the customer within the train or if the customer is moving about the train (e.g. car number, location of the car in the train (i.e. 3rd car from the locomotive), seat or room location).
- Any other exact details or circumstances which may assist police.

b) **The Conductor must make every effort to ensure the safety of customers and the crew as the circumstances dictates.** If safely possible, customers and crew members should be moved away from the customer with the firearm.

c) **The Conductor should <u>not</u> try to restrain or forcefully take the firearm from the customer.**

d) **Upon arrival of police at the designated location,** the Conductor will need to assist police in navigating the train and locating the customer.
- The Conductor should have the police enter the train from behind where the customer is seated, so the customer is not alerted.
- The customer must be removed from the train by the police.

2. Non-Threatening Situation

If the situation is non-threatening, the Conductor must contact CNOC Operations Desk at (800) 424-0217 to report the incident.

a) **The Conductor should be able to provide the following incident details** to local police and CNOC so they know how to respond.
- Provide details of the incident.
- Provide the exact time incident occurred.
- Describe the customer (e.g. gender, race, age, build, facial hair, glasses, clothing, hat or coat).
- Provide the exact location of the train (e.g. station, mile post and city).
- Provide the exact location of the customer within the train or if the customer is moving about the train (e.g. car number, location of the car in the train (i.e. 3rd car from the locomotive), seat or room location).
- Any other exact details or circumstances which may assist police.

b) **CNOC will contact APD and brief them on the situation.** APD will provide guidance as necessary or have officers respond.

c) **CNOC will arrange to have local police meet the train.** CNOC will advise the Conductor of where the police will meet the train and any feedback from APD.

d) **Upon arrival of police at the designated location,** the Conductor will need to assist police in navigating the train and locating the customer.
   - The Conductor should have the police enter the train from behind where the customer is seated, so the customer is not alerted.
   - If local police do not check for additional weapons or ammunition in carry-on baggage or on person, ask police to perform this search.
   - If local police decide not to remove the customer because they do not foresee a threat, or state or local laws allow the possession of firearms, the Conductor must explain to local police Amtrak's Firearms Policy for carry-on baggage.
   - The Conductor must request that the local police take possession of the firearm so the customer may continue on their trip. *Local police are under no obligation to take the firearm and may refuse this request.*
   - If the customer is still in possession of the firearm, Amtrak is under no obligation to carry the customer.
   - If the decision is made not to carry the customer, the customer should be notified and escorted off the train while in the presence of the police.

3. Customer Continuing Travel

The customer may continue to travel if the following conditions occur. *If the customer becomes irate through this process, the Conductor should request the police remove the customer from the train.*

a) **Police have confirmed that the customer is not a threat.**

b) **Both CNOC and the Conductor agree that the customer will be permitted to travel.**

c) **The customer has agreed to release the possession of the firearm to local police, Amtrak police or to have the firearm transported in a secure location** on board the train (as described in section D.3.d of this policy) to a designated APD location.

d) **The train has checked baggage service with a firearms locker or a secured checked baggage area.** (e.g. trains equipped with Coach/Baggage Cars or Surfliner Cab/Coach-Baggage Cars where the firearm may be protected (no regional or commuter trains without Baggage Cars)).

e) **The Conductor has police confirm,** with the customer, if the firearm is loaded or unloaded.
   - The Conductor must not take possession of a loaded firearm.
   - If the firearm is loaded; the customer must get off the train and unload the firearm in the presence of the police.

f) **The customer must have a case** (firearms case, brief case, or small suitcase) which the firearm can be placed in, which will be stored in the secured checked baggage area.
   - If the firearm is not in a firearms case the firearm must be packed tightly to prevent movement within the case. *The firearm will be considered contraband and not a checked baggage item.*
   - The use of the secured checked baggage area on the train is to provide safe and secure transportation of the firearm to a designated APD location.

g) **Any ammunition that is present must also be securely packed** in the case storing the firearm but separated from the firearm.
   - If no space is available in the case storing the firearm, a separate case must be used for the ammunition.
   - Ammunition is not permitted in carry-on luggage.

h) **The Conductor will inform the customer** that the case(s) with the firearm (and ammunition) will travel to a designated station where the APD will take possession of the firearm (and ammunition). The APD will contact the customer regarding the retrieval of the firearm and ammunition.

i) **The Conductor should request the local police to remain with the customer** until the case(s) containing the firearm (and ammunition) is locked into the secured checked baggage storage area.

j) **Once the firearm is secured,** the Conductor will notify local police that the situation is under control.

4. Customer Not Continuing Travel

If these conditions are not met, the Conductor must notify the customer in the presence of the police that the customer cannot travel on Amtrak and will need to find alternate transportation.

5. Passenger Incident Report (NRPC 3200)

The Conductor must complete a *"Passenger Incident Report"* (NRPC 3200) anytime there is a report of a firearm in carry-on luggage.

a) **The report must include** the names and addresses of customers and employees who witnessed the customer with the firearm and a full statement of the Conductor and the facts surrounding the incident, including the details regarding the affected customers or crew members.

b) The report must also include the name(s) and badge number(s) of responding local police, contact information of local police and the incident or call number issued by local police.

c) **A copy of the "Passenger Incident Report" (NRPC 3200) must be faxed** to CNOC at ATS 734-2399 noting the date and time of transmission and to whom a copy of the report will be given.

d) **The *"Passenger Incident Report"* (NRPC 3200)** is a three page form containing white, yellow and pink pages. The normal distribution of the form pages is as follows.

- White goes to the supervisor as soon as possible, but no later than the end of Conductor's assignment. The supervisor will fax the form to CNOC.
- Yellow is the Conductor's copy.
- Pink goes with the firearm (and ammunition) whether it is confiscated by local police or transported on an Amtrak train to a designated location for APD pick-up. *If the firearm or ammunition is transported on Amtrak, the pink copy must be physically attached to the outside of the case.*

Chapter 2

Injury, Illness & Reporting

A. Injuries

In the event an employee or customer 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 customer. 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 customer 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. 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 customers 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, Bloodborne Pathogens Informational Training, and Automated External Defibrillator (AED) may render emergency first aid treatment on a volunteer basis until the services of a physician, emergency medical services or other medical professional can be obtained. Employees should refrain from giving treatment to customers 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 customers, 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, other instructions or the "Good Samaritan Act".

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 customer 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 Conductor or Assistant Conductor to be recorded in the eMAP21A app.

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

Each Food Service Car on the train must be equipped with a functioning AED unit. 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. (An AED holder box is used when there is no suitable shelf present.)

- Cafe Acela Cars - the upper level storage locker across the aisle from the Conductor's Office.
- Amfleet I, Amfleet II and Horizon Snack Bar Cars - the upper left corner storage locker (as viewed by the snack bar attendant) across the aisle from the snack bar, above the trash locker.
- Amfleet II Diner Lite Cars - the left side locker under the steam table counter.
- Superliner I and II Lounge Cars - the A-End upper level utility storage locker.
- Superliner II Dining Cars 38039, 38040, 38042, 38043, 38050, 38057, 38059 - the A-End upper level utility storage locker.
- Surfliner Coach-Cafe (OF series) Cars – the B-End (toilet end) upper level utility storage locker, across the aisle from the luggage storage shelves.
- California Dining (CE series) Cars - lower level deactivated galley, in the former right side convection oven location above the counter (above cart locations 1-3).
- Talgo Bistro Cars - the utility storage locker at the loading door end of the 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). Pre-departure inspections that identify the AED unit missing or operating improperly, must promptly notify the appropriate supervisor or contact the Conductor or Assistant Conductor to be recorded in the eMAP21A app.

For all AED 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 contact the Conductor or Assistant Conductor to be recorded in the eMAP21A app. 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 is used, the usage must be recorded in the eMap21a app.

- **Personal Protection**
  When an employee renders First Aid, protective gloves such as nitrile or latex must be worn. Once used, the gloves must be properly removed and placed in disposable bag.
- **Medications**
  Never offer prescription medication or over-the-counter drugs to any employee or customer. To offer or present specific prescription medication puts Amtrak and the employee in a legal liability situation. If another customer offers a prescription medicine to an ill customer and that customer accepts it, employees are not responsible.
- **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.

a) **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 persist, apply pressure on the appropriate pressure point.
The wound is not on an arm or leg.	Apply direct pressure.	Continue applying pressure and bandage in place the dressing used to stop bleeding.
The bleeding continues uncontrolled.	The Conductor must call ahead for medical assistance or emergency personnel.	

b) **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.

c) **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

Follow these steps for preventing shock.

Step	Action
1	Help the victim lie down.
2	Cover only 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:

If…	Then…	But…
The Injury is severe.	Raise the victim's feet 8 to 12 inches above the chest & head.	Never raise the feet if there is a head injury, a fracture that isn't splinted, 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.	

d) **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.

e) **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. 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.

f) **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	• Unconsciousness • Difficulty breathing • Paralysis on one side of the body • Pupils of the eyes may be of unequal size	• 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 ASAP • Do not give any fluids or food
Less severe, or a small stroke.	• Dizziness • Headache • Sudden partial memory failure • Mood Change • Muscular difficulty involving some body part • Speech defect • Ringing in the ears	• Protect the victim against accident or physical exertion • Suggest medical attention • Keep the victim under observation at all times

g) **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	• Have them lie with their head low • If they cannot lie flat, have them lower their head between their knees and breathe deeply.
Has already fainted.	• Keep them lying down until recovery is complete (minimum of 10 minutes), with their knees elevated.

h) **Burns**

Follow these instructions for treating burn victims.

Burn Type	Treatment
First-Degree or small second-degree	• Flush with cool water until pain subsides. • Apply loose, moist, sterile dressing and bandage and treat for shock.
Third-degree	• 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	• Cover the victim according to the environment and treat for shock. • Get medical help immediately.

i) **Effects Of Heat**

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

Type	Symptoms	Treatment
Heat Stroke	• Hot, red skin • High body temperature	• Heat stroke is life threatening, get the person out of the heat. • Cool the victim fast. Apply cold packs. • Treat for shock. • Give nothing orally. • Get medical help as soon as possible.
Severe Heat Exhaustion	• Cool, pale, moist skin • Heavy sweating • Dilated pupils • Headache and Nausea • Dizziness and vomiting • Body temperature about normal	• 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.

j) **Head Injury**

Follow these steps to treat a head injury victim.

Victim	Never	Treatment
Conscious	• Give stimulants or liquid. • Raise the victim's feet.	• 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		• Position the victim flat. • Raise the shoulders if there are no signs of neck injury. • Turn their head to the side so fluids may drain from the corner of the mouth. • Maintain an open airway. • Loosen clothing around their neck. • Observe whether they have stopped breathing or for a blocked airway. • Get medical help immediately.

k) **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, 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.

l) **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. ***If breathing stops give artificial respiration*** ***If Convulsions occur again, get medical help***
6	When they regain consciousness provide for undisturbed rest. Do not question them 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.

m) **Choking**

Follow these steps to treat a choking victim.

IF the Victim	Treatment
Can cough, speak or breathe	• Do not interfere, but observe.
Cannot cough, speak, or breathe and is conscious	• Perform abdominal thrusts.
Is Unconscious	• Check for responsiveness. *If no response, call for help.* • Position the victim. • Open the airway. • Check for breathlessness. *No breath – Give two full breaths* *If unable to breathe air into victim – Re-tilt the victim's head and give two full breaths again* • 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.

n) **Foreign Object In The Eye**

Never touch the eyeball or attempt to remove an object. 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 steps 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 eye. Assume it is embedded.	• 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.

o) **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.

p) **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.

q) **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.

r) **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 customers 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 immediate 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 customer boarded and their destination
- What the customer/employee ate on board (as complete as possible)
- What time(s) the customer/employee ate on board
- What time did the customer/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 customer/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 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 until an Amtrak Public Health representative or other designated employee can retrieve them.

2. Serious Communicable Disease Procedures

When a member of the crew is made aware that a customer or employee on board the train may have a serious communicable disease (SCD), the subsequent steps must be followed:

a) **The Conductor must be immediately notified of the situation.**
- The Conductor should isolate the ill customer or employee from other persons on board the train, if possible
- Administer first aid or medical assistance if required

b) **The Conductor must immediately notify the Consolidated National OPS Center (CNOC)** at (800) 424-0217 or ATS 734-2105 and give the following information:
- Name of the person notifying CNOC
- Train number
- The nature of the problem
- Name and status of the ill individual(s)
- If known, name and phone number of personal physician of ill person
- 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
- If medical or physical assistance was provided by another customer, collect the customer's name for contact tracing purposes. If customer refuses to provide contact information, note that customer refused.

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 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 customers and crew is needed, Amtrak will coordinate this effort with local and state health departments and the CDC.

f) **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.

g) **The importance of maintaining accurate customer and crew lists becomes apparent in these circumstances.** The Conductor should obtain telephone numbers and addresses of customers who may be involved, if possible, to help expedite any further investigation or customer notification.

h) **The Conductor must complete** an *"Employee Injury/Illness Reporting Checklist"* (NRPC 5000A to E), *"Contractor/Volunteer Injury/Illness Report"* (NRPC 5100) or *"Passenger/Guest Injury/Illness Report"* (NRPC 6000) as the circumstances require.

i) **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.

j) **For further information and assistance,** contact:
Director of Public Health
2955 Market Street, Box 13
Philadelphia, PA 19104
Phone (267)-252-9876
PublicHealth@Amtrak.com

3. Bloodborne Pathogens Informational Training

The purpose of this training is to minimize or eliminate situations where employees could be exposed to human blood or other potentially infectiously bodily materials (OPIM). It is important to isolate or contain such materials to prevent an exposure.

a) **All employees must attend Bloodborne**

b) **Informational Training** which describes steps that employees can take to protect themselves from human blood or OPIM and procedures that need to be taken should an exposure incident occur.
- Employees must immediately isolate a contaminated area. *For example, employees may cordon off a row of seats where blood is present, lock a contaminated restroom or put a rubber mat over blood or OPIM in a corridor.*
- Employees cannot conduct clean-up activities unless they have been properly trained on the Bloodborne Pathogens Exposure Control Plan.
- Employees must notify the Conductor of the contamination, so that arrangements can be made for a qualified person to conduct the clean-up.

c) **Optional Bloodborne Pathogens Exposure Control Plan** training is also available that explains how to identify different exposure situations and proper cleaning and decontamination methods.

4. Contagious Disease Protection Kits

The kits will serve as added protection for use by Amtrak employees and customers when employees are faced with an individual suspected of having a communicable disease. Always keep in mind that the best methods of reducing the risk of transmission is frequent hand washing and avoiding direct contact and maintaining a reasonable distance from an individual with a suspected communicable illness.

If a serious communicable disease is suspected, apply the RINGS method, i.e., RECOGNIZE (person is ill, ask questions), ISOLATE (if necessary, 3'-6' away from others and near a restroom for their use only), NOTIFY (CNOC 800-424-0217), and GIVE SUPPORT (keep comfortable, until EMS or further instructions are provided).

a) **Kit locations are as follows:**
The Kits are supplied to every food service car that has an AED. For trains that run without a food service car, the kit will be located in the cab car with the AED.
- Cafe Acela Cars - the upper level storage locker across the aisle from the Conductor's Office.
- Amfleet I, Amfleet II and Horizon Snack Bar Cars - the upper left corner storage locker (as viewed by the snack bar attendant) across the aisle from the snack bar, above the trash locker.

- Amfleet II Diner Lite Cars - the left side locker under the steam table counter.
- Superliner I and II Lounge Cars - the A-End upper level utility storage locker.
- Superliner II Dining Cars 38039, 38040, 38042, 38043, 38050, 38057, 38059 - the A-End upper level utility storage locker.
- Surfliner Coach-Cafe (OF series) Cars – the B-End (toilet end) upper level utility storage locker, across the aisle from the luggage storage shelves.
- California Dining (CE series) Cars - lower level deactivated galley, in the former right side convection oven location above the counter (above cart locations 1-3).
- Talgo Bistro Cars - the utility storage locker at the loading door end of the car

b) **Kit Content**

- For employee use:
  - Two (2) N95 Face Masks
  - Two (2) Pairs of Nitrile Gloves
  - One (1) Face Shield
  - One (1) Small Bottle of Hand Sanitizer

c) **Replacement of Kit**

Whenever any of the contents in the kit is used, the Conductor should order a replacement using eMAP21A.

C. Injury and Illness Reporting

Amtrak is fully committed to the safety of our employees. Unfortunately, injuries or occupational illnesses may occur. The following procedures address the steps that supervisors and/or conductors must take in the event of an employee injury, including ensuring that an injured/ill employee will receive proper treatment, and that the incident will be properly reported.

1. Amtrak Policy Prohibiting Harassment and Intimidation for Accident, Injury and Illness Reporting

Amtrak is committed to complying with the FRA's accident reporting regulations as set forth in 49 CFR Part 225 and the Federal Railroad Safety Act's (FRSA) whistleblower protections, set forth in 49 U.S.C. 20109. Amtrak requires any accident, injury and/or illness arising from the operation of the railroad be reported accurately, completely, and in a timely manner. Amtrak will not, under any circumstance, tolerate harassing or intimidating conduct by any employee that is calculated to discourage or prevent any individual from receiving proper medical treatment or from reporting an accident, injury and/or illness. Amtrak does not tolerate retaliation for injury reporting or avoidance (or attempted avoidance) of FRA reportability through coercion, medical interference, or other improper means.

Any employee who engages in harassment, intimidation, retaliation, interference, or other prohibited conduct will be subject to disciplinary action, up to and including termination. In addition, civil monetary penalties can be assessed, by the Federal Railroad Administration, against any railroad employee, executive, manager, or supervisor who willfully causes a violation for non-compliance with any part of 49 CFR Part 225. Amtrak will take immediate disciplinary action, up to and including termination, against any employee who disciplines an individual in retaliation for reporting an injury or who makes any attempt to deny, delay or interfere with medical treatment, and both are prohibited activities under the FRSA, 49 U.S.C. 20109.

Any employee who has reasonable grounds to believe this policy or Amtrak's Anti-Discrimination and Anti-Harassment Policy has been violated, should contact Amtrak EEO Compliance Office by calling the Amtrak Helpline at (866) 908-7231 (toll free).

Alleged violations of the above-referenced policy or the Anti-Discrimination and Anti-Harassment Policy will be reviewed and investigated promptly as may be appropriate under the circumstances. Investigations may be done by the EEO Compliance Office, the employee's department or another appropriate office. Violation of the above-referenced policy or the Anti-Discrimination and Anti-Harassment Policy may result in discipline, up to and including termination.

Employees will be provided whistleblower protection from any retaliatory action taken as a result of reporting conduct they reasonably believe violates this policy. Employees shall be free from restraint, interference, coercion, or reprisal for communicating directly, or indirectly, information they believe indicates violation of the law or company policy.

2. Employee Injury/Illness Reporting

a) **If an employee injury or illness occurs:**

- The employee must inform an appropriate supervisor and/or conductor of their injury or illness as soon as possible.
- The supervisor and/or other crew members must quickly assess the situation and determine if the employee requires medical treatment.
- Depending on the injury type or location, utilize first aid if properly trained and with the proper precautions.
- Call 911 or a local emergency number if necessary.
- If the injury does not require immediate medical treatment, the injured person may receive treatment at the next station where supervision and appropriate medical treatment can be offered.
- It is recommended to accompany the employee to the proper medical facility for treatment. However, supervisors should not accompany injured employees to the examination room unless the injured employee is incapacitated or the supervisor is expressly invited by the injured employee.

b) **Reporting Procedures for Employee Injuries or Illnesses:**

When an employee reports an injury and/or illness, the supervisor must attend to the needs of the injured or ill person and immediately call for the appropriate medical assistance. Then, **the supervisor must call the Right Care Day One injury/illness hotline (800) 505-5549 and utilize an *"Employee Injury/Illness Reporting Checklist"* (NRPC 5000A to E) to report the incident.** The forms are designed as a packet that will easily guide a Conductor, supervisor or manager through the reporting process. Each report or element has a specified timeline for submission to ensure the timeliness of injury and/or illness reporting. The packet is comprised of six different elements:

- **Employee Injury/Illness Reporting Checklist (NRPC 5000)** - The Checklist guides the supervisor through the reporting process and ensures that all forms have been turned in.
- **Employee Injury/Illness Report (NRPC 5000A)** - Designed to report an employee injury/illness completed by the employee's supervisor. *Provides pertinent information to the Central Reporting group to determine if the incident meets initial FRA reportable criteria.*
- **Employee Personal Statement (NRPC 5000B)** - Designed for the employee to state their account of the incident as it happened.
- **Medical Information and Consent Form (NRPC 5000C)** - Designed to authorize the release of medical information by the employee and collect relevant information, from the treating medical professional, in regards to an injury or illness.
- **Eyewitness Statement (NRPC 5000D)** - Designed for the eyewitnesses to the incident to state their account of the incident as it happened.
- **Employee Injury/Illness Investigation Report (NRPC 5000E)** - Designed to summarize information discovered in the investigation of the incident.

3. Employee Injury/Illness Reporting Checklist (NRPC 5000)

The Employee Injury/Illness Reporting checklist serves as the cover page to the Employee Injury/Illness form packet and is designed to guide you through the reporting process and ensure that all forms have been turned in. This is not a mandatory form but instead should be seen as a tool. The checklist outlines the steps to the reporting process. Conductor responsibilities have been added to the instructions found in this section of the *"Service Standards Manual for Train Service and Onboard Service Employees"* because they are not listed in the actual form instructions. *(Refer to Figures 2-A and 2-B for examples of the Abbreviated and Detailed versions of the checklist)*

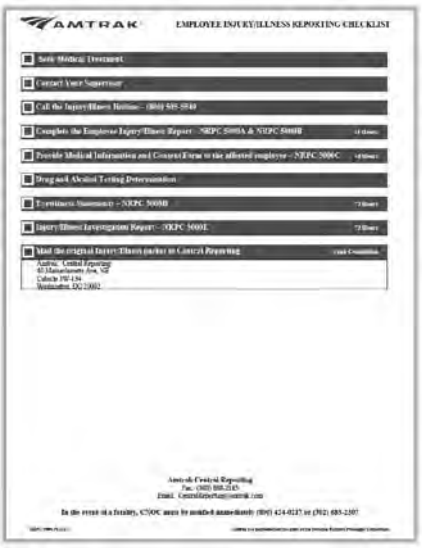


Figure 2-A – Employee Injury/Illness Reporting Checklist (NRPC 5000) - Abbreviated



Figure 2-B – Employee Injury/Illness Reporting Checklist (NRPC 5000) - Detailed

4. Employee Injury/Illness Report (NRPC 5000A)

The *"Employee Injury/Illness Report"* (NRPC 5000A) is designed to collect relevant information about a specific incident. This report is the account of what happened and is completed by the Supervisor of the injured/ill employee or the Conductor if an incident occurs onboard a train. *(Refer to Figure 2-C)*



Figure 2-C – Employee Injury/Illness Report (NRPC 5000A)



Figure 2-D – Employee Personal Statement (NRPC 5000B)

a) **If the incident occurs onboard,** the Conductor must submit the completed 5000A to a Station Services Supervisor where the employee detrains for treatment or to a Passenger Service Manager upon completion of the trip. The form must be send to the injured or ill employee's supervisor.

b) **It is important that this report be completed and submitted within 24 hours of the incident. The supervisor must email or fax the completed form directly to Central Reporting** at CentralReporting@amtrak.com or (800) 888-2185.

c) **The supervisor must also call to report the incident via the Right Care Day One injury/illness reporting hotline at (800) 505-5549 within 24 hours.**

d) **The following considerations,** relative to each section, should be made when completing an *"Employee Injury/Illness Report"* (NRPC 5000A):

- Use the proper name of the individual, refrain from using nicknames (i.e. do not use Joe for Joseph, or Katie for Katherine).
- The incident date and time should be as accurate as possible. *The date shall match the exact incident date on the other forms and reports.*
- The specific location shall detail the actual location of the incident.

- It is important to be as descriptive as possible when completing this section.
- This data is used to help prevent future incidents and used for trend analysis.

- Details are extremely important when completing the *"Employee Injury/Illness Report" (NRPC 5000A). Identifying the correct train number and car number are essential for investigative and remedial purposes.*
- Completion of the Injured Person Information section is crucial to match the correct Employee Personal Statement to the incident.
- Current contact information is necessary as the investigator of the incident may need to establish communication with the employee.
- To aid in compliance with regulatory requirements and determining FRA reportable criteria, the Treatment and Medical Information section shall be completed in its entirety.
- The description of the incident shall be a recount of the employees' description of the details of the incident. *You should state exactly what the employee says happened.*
- The Injury/Illness Report is not complete until the Point of Contact Information section has been completed. *To aid in the investigation, current contact information for the supervisor completing the report is required.*
- Each statement should be signed and dated by the supervisor, certifying the information they are reporting is factual and accurate.

5. Employee Personal Statement (NRPC 5000B)

The *"Employee Personal Statement"* (NRPC 5000B) is designed to collect relevant information, from the employees' point of view, who was involved in an injury or illness incident. *(Refer to Figure 2-D)*

a) **The Conductor or Supervisor must provide a copy of this form to the affected employee.**
b) **The injured/ill employee shall complete this document within 24 hours of the incident.**
c) **The Conductor or Supervisor will collect this form** and email or fax it directly to Central Reporting at CentralReporting@amtrak.com or (800) 888-2185.
d) **The following considerations,** relative to each section, should be made when completing an *"Employee Personal Statement"* (NRPC 5000B).

- The incident date and time should be as accurate as possible. *The date shall match the exact incident date of the other forms and reports.*
- The specific location shall detail the actual location of the incident.
  - It is important that the employee be as descriptive as possible when completing this section.
  - This data is used for investigative and remedial purposes, and for potential trend analysis.
- Details are extremely important when completing the *"Employee Personal Statement"* (NRPC 5000B). *Identifying the correct train number and car number are essential for investigative and remedial purposes.*
- Completion of the *"Employee Personal Statement"* (NRPC 5000B) section is crucial to match the correct Employee Personal Statement with the relevant *"Employee Injury/Incident Report"* (NRPC 5000A). *Current contact information is necessary as the investigator of the incident may need to establish communication with the employee.*
- Completion of the Eyewitness Information section is also crucial to the *"Employee Personal Statement"* (NRPC 5000B) as it allows incident investigators to follow-up with eyewitnesses, in the event more information is needed. *If there are names in this section, an "Eyewitness Statement" (NRPC 5000D) needs to be completed by each listed witness.*
- If the employee has photographs of the incident, they should accompany the *"Employee Personal Statement"* (NRPC 5000B).
- Finally, the statement should be signed and dated by the employee, certifying the information they are reporting is factual and accurate.
- If the employee refuses to sign the *"Employee Personal Statement"* (NRPC 5000B) form the supervisor should indicate that the employee refused to sign on the form and sign.

6. Medical Information and Consent Form (NRPC 5000C)

The *"Medical Information and Consent Form"* (NRPC 5000C) is designed to authorize the release of medical information by the employee and collect relevant information, from the treating medical professional, in regards to an injury or illness. *(Refer to Figure 2-E).*


AMTRAK MEDICAL INFORMATION AND CONSENT FORM

Figure 2-E – Medical Information and Consent Form (NRPC 5000C)


AMTRAK EYEWITNESS STATEMENT

Figure 2-F – Eyewitness Statement (NRPC 5000D)

a) **The Conductor or Supervisor must provide a copy of this form to the affected employee** with the Injured Person Information section completed by the Conductor or Supervisor.
b) **The form is signed by the injured/ill employee.**
c) **The form is filled out and signed by their treating medical provider.**
d) **Employees must complete the medical information and consent form within 48 hours of the incident. Ensure that the completed form is emailed or fax** directly to Central Reporting at CentralReporting@amtrak.com or (800) 888-2185.
e) **The following considerations,** relative to each section, should be made when completing the *"Medical Information and Consent Form"* (NRPC 5000C):
   - Completion of the Injured Person Information section is crucial to match the correct Employee Personal Statement with the relevant *"Employee Injury/Illness Report"* (NRPC 5000A). *Current contact information is necessary as the investigator of the incident may need to establish communication with the employee.*
   - The incident date and time should be as accurate as possible. *The date shall match the exact incident date of the other forms and reports.*
   - **If the employee refuses to sign this form, the supervisor should note this on the form, sign, date, and send to central reporting.**

7. Eyewitness Statement (NRPC 5000D)

The *"Eyewitness Statement"* (NRPC 5000D) is designed to collect relevant information from any eyewitness to an injury, illness, or incident. *(Refer to Figure 2-F)*

a) **The *"Eyewitness Statement"* (NRPC 5000D) should be completed by anyone who saw the incident** or has substantial knowledge of the event. Each eyewitness shall complete a separate *"Eyewitness Statement"* (NRPC 5000D).
b) **It is important that any eyewitness complete their statement within 72 hours** of the incident. The supervisor or investigative lead may collect and fax it directly to Central Reporting at (800) 888-2185.
c) **To facilitate individualized information,** eyewitnesses should complete their own statement and not discuss details with others.
d) **The following considerations,** relative to each section, should be made when completing an *"Eyewitness Statement"* (NRPC 5000D).
   - The incident date and time shall be as accurate as possible and recorded on every statement.
   - The specific location shall detail the actual location of the incident.
   - Completion of the Injured Person Information section is crucial to match with the correct *"Employee Injury/Illness Report"* (NRPC 5000A).
   - Completion of the Witness Information section is also crucial as it allows incident investigators to follow-up with eyewitnesses, in the event more information is needed.
   - If the eyewitness has photographs of the incident, they should accompany the eyewitness statement. Photographs are not to be shared on social media or with others not involved in the incident.
   - Each statement should be signed and dated by the eyewitness, certifying the information they are reporting is factual and accurate.

8. Injury/Illness Investigation Report (NRPC 5000E)

The *"Injury/Illness Investigation Report"* (NRPC 5000E) is designed to summarize information discovered in the investigation of the incident in order to prevent further recurrences.

a) **The following considerations,** relative to each section, should be made when completing an *"Injury/Illness Investigation Report"* (NRPC 5000E).

- The assigned investigator shall complete the Injury/Illness Investigation Report.
- It is not complete until it has been signed by the lead investigator.
- Submit the report to Central Reporting at CentralReporting@amtrak.com or by fax at (800) 888-2185 as soon as possible but no later than 72 hours after the incident.

9. Finalizing the Injury Packet

a) **Documents are faxed or scanned to central reporting in the given timelines** (above) **and** original documents must be compiled and sent to Central Reporting Amtrak.

b) **When all forms are finalized,** the supervisor must compile the original forms and send to Central Reporting via courier (i.e. FedEx).

Amtrak: Central Reporting
1 Massachusetts Ave, NW
Washington, DC 20001

10. Fatality

In the event of a fatality, deal first with the emergency. Address the medical response, which may include designated first responders at the project site, and notify EMS units and/or the local emergency rescue squad. If necessary, contact law enforcement and fire protection personnel.

a) **CNOC must be notified immediately** at (302) 683-2307 or ATS 734-2307. CNOC will ensure that the incident is reported appropriately following 49 CFR 840.3 by notifying the National Response Center within 2 hours of the incident. After that step, the Central Reporting Office must be notified at (202) 906-2246 or CentralReporting@amtrak.com.

b) **In the event of an employee fatality** (Fatal Train Incident) FRA Post Accident Drug & Alcohol Testing is required.

11. Contractor/Volunteer Injury/Illness Report (NRPC 5100)

The *"Contractor/Volunteer Injury/Illness Report"* (NRPC 5100) must be submitted in the event of an injury to a contracted worker or volunteer working for Amtrak. It is also designed as a packet of forms similar to the employee injury report. Follow the steps on the checklist to complete. *(Refer to Figure 2-G)*


AMTRAK CONTRACTOR/VOLUNTEER INJURY/ILLNESS REPORTING CHECKLIST

This form is to be completed by a supervisor or other Amtrak employee.

Seek Medical Treatment

Contact Your Supervisor

Complete the Injury/Illness Report NRPC 5100A & NRPC 5100B

Witness Statements NRPC 5100C

Injury/Illness Investigation Report NRPC 5100D

Mail the original Injury/Illness packet to Central Reporting

Amtrak Central Reporting

In the event of a fatality, CNOC must be notified immediately (800) 424-5117 or (302) 683-2307

Figures 2-G– Front Page to contractor/Volunteer Injury/Illness Report (NRPC 5100)


AMTRAK PASSENGER/GUEST INJURY/ILLNESS CHECKLIST

This form is to be completed by Amtrak personnel. Please print legibly.

Seek Medical Treatment

Complete the Injury/Illness Report NRPC 6000A

If question 27 or 6000A is YES, complete the Onboard Injury/Illness Report NRPC 6000B

If question 23 or 6000A is YES, complete the Station/Other Property Illness Report NRPC 6000C

Collect the Passenger/Guest Injury/Illness Statement NRPC 6001E

Mail the original Injury/Illness packet to Central Reporting

Amtrak Central Reporting

In the event of a fatality, CNOC must be notified immediately (800) 424-5117 or (302) 683-2307

Figures 2-H – Front Page of Passenger/Guest Injury/Illness Report (NRPC 6000)

12. Passenger/Guest Injury/Illness Report (NRPC 6000)

The form *"Passenger/Guest Injury/Illness Report"* (NRPC 6000) is designed to report customer or guest injuries or illness. The form provides pertinent information to the Central Reporting group to determine if the incident meets initial FRA reportable criteria. It is designed as a packet of forms. *(Refer to Figure 2-H)*

a) **Steps for completing the *"Passenger/Guest Injury/Illness Report"* (NRPC 6000)**

- Seek Medical Treatment for the injured or ill person
- Complete the *"Passenger/Guest Injury/Illness Report"* (NRPC 6000A) as soon as possible but no later than 24 hours after the incident.
- Complete either the *"Onboard Injury/Illness Report"* (NRPC 6000B) or the *"Station/Other Property Injury/Illness Report"* (NRPC 6000C). Only one of these forms is required to be completed:
  - *"Onboard Injury/Illness Report"* (NRPC 6000B) is required if the injury or illness occurs to the person on a train, getting onboard, or detraining.
  - *"Station/Other Property Injury/Illness Report"* (NRPC 6000C) is required if the injury or illness occurs to the person while on Amtrak owned or operated property.
- Ask the customer to fill out the *"Passenger/ Guest Injury/Illness Personal Statement"* (NRPC 6000D).
  - The *"Passenger/Guest Injury/Illness Personal Statement"* (NRPC 6000D) is completed by the injured person and include, in their own words, how the injury occurred and the extent of their injury.
  - Collect the *"Passenger/Guest Injury/Illness Personal Statement"* (NRPC 6000D) from the person.
- Submit the completed packet of forms to a Station Supervisor where the injured person detrains, or to a Passenger Service Supervisor upon completion of the trip.
- The Station Supervisor or Passenger Service Supervisor must email or fax the completed packet to central reporting at CentralReporting@amtrak.com or (800) 888-2185, as soon as possible.
- If a fatality occurs, CNOC must be notified at (800) 424-0217 or (302) 683-2307.

b) **Refer all customers with questions to** call the Passenger Claims Unit's toll free number at (866) 512-7959.

c) **Employees Operating Trains in Canada** must reference Chapter 1 Safety - Reporting "Occurrences in Canada" for additional requirements that may apply.

D. Sharp Trap Containers

Offering personal Sharp Trap containers to customers significantly reduce and/or eliminates employee's and customer's risk of a cut or puncture wound injuries from used needles, lancets, insulin syringes, razor blades and other sharp items.

The LSA Lounge should have two (2) Sharp Trap containers to provide to customers upon request.

The TAC, TASC or LSA Lounge who gives a Sharp Trap to a customer must request a replacement from an ARASA Supervisor or in the Crew Base.

For trains that are offering Sharp Trap containers; the containers and bio-hazard bags will be located in the B-end locker of the Cafe/Lounge car.

1. Customer Notification

a) **Auto Train Customers**

The Auto Train Chief must inform all customers of the availability of the complimentary Sharp Trap containers via train welcome announcements.

Auto Train (52/53)

NORTH BOUND (52)	SOUTH BOUND (53)
Sanford, FL (SFA)	Lorton, VA (LOR)

b) **Coach Customers**

- The TAC (Train Attendant Coach) must inform Coach customers of the availability of the complimentary Sharp Trap containers via train announcements when explaining the features of the car.
- The TAC must notify customers that containers are available in the Lounge Car and from any TAC.
- If a train is delayed, sharp trap announcements should not be made outside the timeframe listed in the *"Announcement"* section of Chapter 10 *"On Board Announcements and Signage"*.
- The TAC must make the following announcement at these locations:

California Zephyr (5/6)

WEST BOUND (5)	EAST BOUND (6)
Chicago, IL (CHI)	Emeryville, CA (EMY)
Galesburg, IL (GBB)	Sacramento, CA (SCS)
** Denver, CO (DEN)	Reno, NV (RNO)
Glenwood Springs, CO (GSC)	Grand Junction, CO (GJT)
Grand Junction, CO (GJT)	Glenwood Springs, CO (GSC)
** Reno, NV (RNO)	* Denver, CO (DEN)
Sacramento, CA (SCS)	Galesburg, IL (GBB)

**Make announcement after 7:00 AM.*
***Make announcement prior to 10:00 PM since this is the last PA announcement of the night.*

Coast Starlight (11/14)

WEST BOUND (11)	EAST BOUND (14)
Seattle, WA (SEA)	Los Angeles, CA (LAX)
Portland, OR (PDX)	San Luis Obispo, CA (SLO)
Klamath Falls, OR (KFS)	Oakland, CA (OKJ)
Eugene, OR (EUG)	Eugene, OR (EUG)
Oakland, CA (OKJ)	Klamath Falls, OR (KFS)
San Luis Obispo, CA (SLO)	Portland, OR (PDX)
Los Angeles, CA (LAX)	Seattle, WA (SEA)

Capitol Limited (29/30)

WEST BOUND (29)	EAST BOUND (30)
Washington, DC (WAS)	Chicago, IL (CHI)
Cumberland, MD (CUM)	South Bend, IN (SOB)
** Connellsville, PA (COV)	Elkhart, IN (EKH)
Elkhart, IN (EKH)	Waterloo, IN (WTI)
Waterloo, IN (WTI)	Cumberland, MD (CUM)
South Bend, IN (SOB)	Martinsburg, WV (MRB)
	Harpers Ferry, WV (HFY)

***Make announcement prior to arrival since this is the last PA announcement of the night.*

Cardinal (50/51)

EAST BOUND (50)	WEST BOUND (51)
Chicago, IL (CHI)	New York Penn, NY (NYP)
Lafayette, IN (LAF)	Washington, DC (WAS)
Rensselaer, IN (REN)	Charlottesville, VA (CVS)
Charlottesville, VA (CVS)	Lafayette, IN (LAF)
Washington, DC (WAS)	Charlottesville, VA (CVS)

City of New Orleans (58/59)

NORTH BOUND (58)	SOUTH BOUND (59)
New Orleans, LA (NOL)	Chicago, IL (CHI)
Hammond, LA (HMD)	Jackson, MI (JAN)
Jackson, MS (JAN)	Hammond, LA (HMD)
Memphis, TN (MEM)	

Crescent (19/20)

NORTH BOUND (20)	SOUTH BOUND (19)
New Orleans, LA (NOL)	New York Penn, NY (NYP)
Atlanta, GA (ATL)	Meridian, MS (MEI)
Birmingham, AL (BHM)	Birmingham, AL (BHM)
Meridian, MS (MEI)	Atlanta, GA (ATL)

Empire Builder (7/27/8/28)

WEST BOUND (7/27)	EAST BOUND (8/28)
Chicago, IL (CHI)	Seattle-8; Portland-28
Milwaukee, WI (MKE)	* Whitefish, MT (WFH)
** Minot, ND (MOT)	Havre, MT (HAV)
Williston, ND (WTN)	Williston, ND (WTN)
Havre, MT (HAV)	** Minot, ND (MOT
** Whitefish, MT (WFH)	Minneapolis St. Paul, MN (MSP)
Everett, WA (EVR)	Milwaukee, WI (MKE)

**Make announcement after 7:00 AM.*

***Make announcement prior to 10:00 PM since this is the last PA announcement of the night.*

Lake Shore Limited (48/448/49/449)

EAST BOUND (48)	448/449	WEST BOUND (49)
Chicago, IL (CHI)	Springfield, MA(SPG)	New York Penn, NY (NYP)
Buffalo, NY (BUF)		Albany, NY (ALB)
Syracuse, NY (SYR)		Syracuse, NY (SYR)
Albany, NY (ALB)		

Silver Star (91/92) Silver Meteor (97/98)

NORTH BOUND (92/98)	SOUTH BOUND (91/97)
Miami, FL (MIA)	New York Penn, NY (NYP)
West Palm Beach, FL (WPB)	Washington, DC (WAS)
Tampa, FL (TPA)	Raleigh, NC (RGH)
Orlando, FL (ORL)	Jacksonville, FL (JAX)
Jacksonville, FL (JAX)	Orlando, FL (ORL)
	Tampa, FL (TPA)

Southwest Chief (3/4)

WEST BOUND (3)	EAST BOUND (4)
Chicago, IL (CHI)	Los Angeles, CA (LAX)
Galesburg, IL (GBB)	Gallup, NM (GLP)
** La Junta, CO (LAJ)	Albuquerque, NM (ABQ)
Albuquerque, NM (ABQ)	La Junta, CO (LAJ)
Flagstaff, AZ (FGG)	Kansas City, IL (KCY)
Los Angeles, CA (LAX)	Galesburg, IL (GBB)
	Chicago, IL (CHI)

***Make announcement prior to 10:00 PM since this is the last PA announcement of the night.*

Sunset Limited (1/2)

WEST BOUND (1)	EAST BOUND (2)
New Orleans, LA (NOL)	Tucson, AZ (TUS)
Lake Charles, LA (LCH)	El Paso, TX (ELP)
Houston, TX (HOS)	Houston, TX (HOS)
Sanderson, TX (SND)	Lake Charles, LA (LCH)
El Paso, TX (ELP)	Schriever, LA (SCH)
Tucson, AZ (TUS)	New Orleans, LA (NOL)

Texas Eagle (21/421/22/422)

SOUTHBOUND (21/421)	NORTH BOUND (22/422)
Chicago, IL (CHI)	San Antonio, TX (SAS)
Bloomington-Normal, IL (BNL)	Fort Worth, TX (FTW)
Springfield, IL (SPI)	Dallas, TX (DAL)
St. Louis, MO (STL)	Longview, TX (LVW)
Longview, TX (LVW)	Texarkana, AR (TXA)
Dallas, TX (DAL)	St. Louis, MO (STL)
Fort Worth, TX (FTW)	Springfield, IL (SPI)
San Antonio, TX (SAS)	Bloomington-Normal, IL (BNL)
	Chicago, IL (CHI)

The following announcement should be made by the TAC, Conductor or Assistant Conductor.

"Ladies and gentlemen, Amtrak is pleased to announce the availability of complimentary Sharps Trap containers for your personal use. These containers are to store used sharp objects, such as hypodermic needles, lancets, insulin syringes, razors or any other sharp objects so they do not pose a danger to you and others.

Complimentary Sharp Trap containers are available upon request from your Coach Attendant. The Sharp Trap container must be kept in your possession until you exit the train and station. DO NOT leave the Sharp Trap container in the seat back, in a trash container on the train, or in any other area of the train or station. Thank you".

c) **First Class Customers**
The TASC should notify customers of the availability of Sharp Trap containers when going room to room to introduce themselves and explain the features of the car.

2. Sharp Trap Instructional Information

a) **Figure 2-8 shows an image of the Sharp Trap container** with a label displaying important instructions for customers.

b) **Upon request, the TAC/TASC should provide the customer with the Sharp Trap container.**

c) **Tell the customer to keep the Sharp Trap in their possession** until exiting the train and station, and NOT to leave the Sharp Trap container in the seat back, in a trash container on the train, or in any other area of the train or station.

d) **Demonstrate how to use the Sharp Trap container.**
- Open the top of the trap with your finger by pushing down on the lower lip of the opening. *(Refer to Figure 2-9)*
- As you demonstrate, tell the customer that once they place the sharp object into the trap, remove their fingers and the top will close.



Figure 2-8 –
Sharp Trap Container



Figure 2-9 – How to Open the Sharp Trap Container

e) **If a customer asks an employee to dispose of the Sharp Trap container,** explain that employees cannot dispose of the Sharp Trap container on the train. Tell the customer to keep the Sharp Trap in their possession until exiting the train and station, and NOT to leave the Sharp Trap container in the seat back, in a trash container on the train, or in any other area of the train or station.

3. Disposal of Sharp Trap Containers or Sharp Items Found On Board the Train

a) **Crewmembers who find a used Sharp Trap container en route or at the final destination** must place the container in a red biohazard bag using Amtrak approved gloves. Gloves should be used only one time and disposed with the Sharp Trap container in the same red biohazard bag. When removing gloves, pull the glove opening downward so that the glove becomes inside-out as it is removed. This will keep any contaminants away from the employee. Store all used red biohazard bags in the end pillow closet in the Coach adjacent to the Lounge Car in the train consist.

b) **Crewmembers who find needles or sharp objects not in a Sharp Trap container or visible blood** or otherwise potentially infectious material on the Sharp Trap container must isolate the item(s) in place until removed by a bloodborne pathogens trained employee or contractor.

c) **The OBS crew should notify the Mechanical Department** of the location of the used red biohazard bag that must be removed from the train.

d) **Mechanical employees,** during the servicing process will remove the used red biohazard bag from the train and place it in an appropriately labeled biohazard drum located in a designated area at the servicing location. *(Refer to Figures 2-10 and 2-11)*

e) **Once filled,** a designated vendor should be contacted to remove the biohazard drum.



Figure 2-10 – Biohazard Drum



Figure 2-11 – Red Biohazard Bag in Biohazard Drum

Chapter 3
FDA Rules & Inspections

Introduction

Amtrak trains and facilities are subject to FDA regulations and inspections. Both FDA and Amtrak's Public Health staff are authorized to board Amtrak trains and/or enter Amtrak facilities at any time to perform inspections, either announced or unannounced, to assure compliance with federal and Amtrak food safety and sanitation regulations.

In accordance with Amtrak's Public Health Standard, specific guidelines and standards of cleanliness have been issued for our public facilities, the workplace and rolling stock. Amtrak Conductors, Assistant Conductors and OBS employees must follow all applicable instructions, guidelines and standards issued by the corporation.

All OBS food employees are provided new hire FDA training and refresher Training (every two years) and are responsible for complying with the information provided in FDA training.

A. Food Service Cars

1. General Instructions

a) Food employees who exhibit one or more of the following symptoms must report the condition to their supervisor and be excluded from working in any capacity of food handling:
- Vomiting.
- Diarrhea.
- Jaundice.
- Sore throat with fever.
- A lesion containing pus or a draining infected wound (unless protected by an impermeable cover).
- Has an illness diagnosed by a health practitioner due to Norovirus, Hepatitis A, Shigella, Shiga toxin producing E. coli, Salmonella Typhi or Salmonella.
- Uncontrollable and/or persistent sneezing, coughing, or a runny nose that causes discharges from the eyes, nose or mouth.

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.** Chef coats must be worn during food preparation. Chefs and Food Specialists must wear effective hair/beard restraints, at all times during food preparation.

e) **Employees must maintain and possess sufficient number of** clean uniforms and work tools; including ice scoops, food thermometers, dishwashing machine thermolabels, and chlorine test strips (as required by position). Work equipment must be in good repair and used as required for food preparation and sanitation.

f) **To reduce the potential for food contamination,** employees other than food service employees should not enter food service areas (kitchens, pantries and cafe/lounge counters) unless absolutely necessary.

g) **A food service car may be dispatched as a non-food service coach** to be used for seating.

h) **The only food and beverage items to be sold or given to Amtrak customers are food and beverage items authorized and paid for by Amtrak.**

2. Refrigerators/Freezers

a) **All refrigerators must maintain an ambient temperature between 33º and 40º F.**

b) **All freezers must maintain a temperature of 10º 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.

b) **When partial refrigerators and/or freezers cannot maintain proper temperatures,** OBS 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 may be issued if they can be stored in a refrigerator. However, approved Food and Beverage (thawed) shelf life guidelines must be immediately applied to the products issued frozen.

- Defective refrigerators and/or freezers on a dispatched car should be tagged and immediately notify CNOC Mechanical Desk at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.

4. En Route Refrigerator/Freezer Failures

a) **If a refrigerator/freezer malfunctions en route (units not maintaining approved temperatures),** the LSA will determine 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 - frozen products must be moved to properly operating refrigerators and approved shelf life applied.
- 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

a) **If possible, first use the food on board the train** (e.g., #10 cans of stew), or purchase food that can be prepared on the train (e.g., pans of frozen lasagna).

b) **If using food delivered from an authorized food vendor,** 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.
- Unused food must be discarded.

c) **Food Transfer Train to Train**

Situations may arise where one train will have to pass food to anther train due to service disruptions, food shortages, or unplanned high ridership. In this event, it is imperative that the Onboard staff has the ability to serve our customers and ensuring a high degree of food safety. Food can be transferred from one train to another, providing the below guidelines are followed. *The term "food" in this policy refers to food, food condiments, and food contact items (plates, cups, etc.)*
- Crews may pass food directly from train-to-train at a station with no restrictions, pending that the food is safe, not expired, and unadulterated. Crews must ensure that Time/Temperature Control for Safety (TCS) foods maintain the temperature of 41°F or below during the exchange.
- Only non-TCS foods may be left at a station for another train. If station is designated emergency provisioning spot with refrigeration (and is registered with the Public Health group and the FDA as such), TCS foods may be held at that location inside proper refrigeration units. A refrigeration temperature log must be completed per refrigeration unit.
- The station must be manned by an Amtrak staff member or volunteer.
- Food must be secured inside the building in a sanitary manner (off the floor, not under sewer lines, and not in restroom).
- Foods may not be left on the platform under any circumstances.
- The Public Health group may grant exceptions to this policy on a case-by-case basis to support customer needs.

6. Dishwashing Machines

a) **Dishwashing machines must pass a 160ºF thermolabel heat test.** If thermolabel is not available, the final rinse thermometer must register 180-195ºF, and thermolabels must be obtained at the next end point and confirm adequate sanitizing rinse.

b) **Proper testing of the dish washing machine with the thermolabel**
- Remove label from the sheet.
- Adhere to clean, dry dish using clean hands.
- Press label firmly and ensure that there is full contact with the dish surface.
- Run through wash and final rinse cycles.
- The grey/white temperature sensitive element will turn black if the dish has reached 160F.
- Allow thermolabel to cool before peeling the label off the dishwasher to avoid adhesive residue.
- Place label on bottom of *"Temperature Monitoring Form"* (NRPC 3513).

c) **If the sanitizing cycle is not hot enough to turn the thermolabel black** (less than 160ºF at plate surface) follow these steps.
- The dishwashing machine can be used to wash and rinse food equipment, utensils, and tableware.
- Washed and rinsed items must be removed from the dishwasher and placed in a sanitizing solution consisting of chlorine bleach (100ppm) in warm water (80-100ºF) 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 dried before storing or using.

d) **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 (110-120ºF) made with a manual dish detergent in far left sink, warm and clean rinse water (80-100ºF) in middle sink and a sanitizing solution consisting of chlorine bleach (100ppm) in warm water (80-100ºF) in the far right sink.
- Scrape, and presoak 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 dried before storing or using.

e) **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.

f) **Cleaning procedures for dishwashing machines.**
- Drain the dishwashing machine according to machine instructions.
- Remove particulate matter.
- Wipe interior with brush and detergent solution.
- Rinse.
- Clean dishwasher racks.

7. Toilet Facilities and Hand Washing Equipment Failures

Unless Approved by Public Health:

a) **Superliner Equipment**

Superliner equipment may not be dispatched from the initial terminal 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 from the initial terminal 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 customer usage. Post the authorized *"This Restroom is Out Of Service"* sign on the door until repairs can be made. Defective toilet facilities must be reported to the Conductor or Assistant Conductor to be recorded in the eMAP21A app.

d) **En Route Water Failures**

Response to en route water failures will depend on the type of equipment. The Public Health group may grant exceptions to this policy as necessary.
- Any en route failure should be reported to the Conductor immediately, so a work order can be initiated in the eMAP 21A.
- If there is inoperable handwashing due to complete lack of water in coach and sleeper cars, the effected sink(s) must be locked and tagged as "OUT OF SERVICE" (Western Folder Form 028126). If only hot water has failed and cold water is operational, the handwashing facility still may be used.
- Complete water failure in a Lounge car will require handwashing be performed in adjoining car with glove use for all food handling/preparation services. If available, bottled water or an unplugged 36 cup coffee maker can be used as a temporary substitute for a handwashing sink. All efforts should be made to utilize prepackaged foods and avoid dispensing ice if water is not available. If cold water is available, service can continue.
- Complete water failure in a Diner or Diner Lite will terminate all foodservice until water system is repaired. Crews may finish current service; however, no new service can be started until water is restored. Due to complex preparation in the galley, bottled water or an unplugged 36 cup coffee maker CAN NOT be used as a temporary substitute for a handwashing sink. If cold water is available, service can continue.
- If no handwashing is available, food must be purchased from vendor to accommodate passenger needs. If available, all efforts should be made to obtain food from a national or regional restaurant/ grocery store chain. Any remaining non-Amtrak food must be discarded at the end of the trip.

8. Cardboard Trash Containers

a) **Cardboard trash containers** can be used in addition to the FDA approved trash lockers on any train – except Northeast Regional and Acela trains.
b) **Cardboard trash containers must only be used** in cars where employees are working and can monitor the trash containers for use and placement. Employees are responsible for assembling the cardboard trash containers and lids.
c) **A plastic liner** must be used in all cardboard trash containers.
d) **When cardboard trash containers are 75% full,** the plastic liner must be replace with a new liner.
e) **Cardboard trash containers cannot be placed in** any designated ADA space under any circumstances. Wheelchair/Segway parking areas and wheelchair accessible restrooms must be available for use at all times.
f) **The area around the cardboard trash container** must be kept free and clear of luggage and other items.
g) **Cardboard trash containers should not** be set-up near, rest against, or be within close proximity to any floor board heater grills.
h) **Extra unused cardboard trash containers** should not be stored onboard the train.

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 Next to trash bin across from Cafe/Lounge counter (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 Garment bag area (one) Space across from Wheelchair/Segway parking area (one)	**Coach** Upper level between the stairwell and water fountain (one) Lower level series cars 34000 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 and Recycling Handling Locations

Recycling is available at most of these locations. Amtrak's policy is to conserve resources and recycle.

a) **Trash and recycle bags are to be tied off at 75% of full capacity** by the OBS crew.
b) **Bags are to be set off, not thrown off,** at approved trash and recycling handling locations only.
c) **It is the responsibility of the train crew** to monitor the amount of accumulated trash and recycle materials and notify the LSA when bags need to be removed.
d) **All 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 and recycle material removal).
e) **Employees are to discard all trash and recycle material containers** at the end of the trip per facility instructions.

Trash and Recycling Handling Locations (*Listed Alphabetically*)

Albany/Rensselaer, NY	Goleta, CA	Los Angeles, CA	Pittsburgh, PA	Sanford, FL
Albuquerque, NM	Grand Junction, CO	Memphis, TN	Pontiac, MI	Savannah, GA
Atlanta, GA	Grand Rapids, MI	Meridian, MS	Port Huron, MI	Seattle, WA
Bakersfield, CA	Harrisburg, PA	Miami, FL	Portland, ME	Sparks, NV
Buffalo-Depew, NY	Havre, MT	Milwaukee, WI	Portland. OR	Spokane, WA
Carbondale, IL	Houston, TX	Minneapolis/St. Paul, MN	Quincy, IL	Springfield, MA
Charlotte, NC	Jackson, MS	Minot, ND	Raleigh, NC	St. Albans, VT
Chicago, IL	Jacksonville, FL	Montreal, Canada	Richmond, VA	St. Louis, MO
Denver, CO	Kansas City, MO	New Orleans, LA	Rutland, VT	Toledo, OH
El Paso	Klamath Falls, OR	Newport News, VA	Sacramento, CA	Toronto, Canada
Flagstaff, AZ	La Junta, CO	Niagara Falls, NY	Salt Lake City, UT	Tucson, AZ
Florence, SC	Longview, TX	Oklahoma City, OK	San Antonio, TX	Washington, DC
Ft Worth, TX	Lorton, VA	Omaha, NE	San Diego, CA	Whitefish, MT
Galesburg, IL		Penn Station, NY	San Luis Obispo, CA	Winnemucca, NV

10. Car Watering

a) **Amtrak is required to comply with the US Environmental Protection Agency Drinking Water Branch.**

b) **Amtrak has signed an Administrative Order for Compliance on Consent and must comply with all sections.**

c) **Amtrak is required to provide potable (drinkable) water that is dispensed only from approved watering facilities.**

d) **Only employees that have been provided Amtrak's required Car Watering Training may water passenger cars.**

e) **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.
- Spray approved sanitizer solution (i.e., 100 ppm bleach) on the fitting and sanitary nozzle prior to watering.
- When finished, empty out hoses and make sure the end cap is over the nozzle.
- Be sure the nozzle is covered and 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 plac**e 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.

- **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.
- **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 customers.*
- Provide name of person reporting the sighting and a contact phone number.
- Details of the type of sighting (mice/insect) and where sighted if possible.
- Car number and date.
- Train number/facility name and location.

d) **Removing Cars From Service**

- Food Service Cars should only be taken out of service if rodent activity is noted in the food preparation areas (e.g., on food counters, or if food is partly consumed by rodents or contaminated with rodent droppings).
- Cars, on which evidence of insect or 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 customers) if in the judgment of the train crew the rodent activity is considered hazardous to the customers or crew.*
- 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 customers being re-accommodated.
- Nothing should be removed from the car (e.g. sheets, blankets, pillows, etc.), except the customers personal possessions.

B. Public Health Inspections

Public Health inspections are for the safety of our customers. When inspectors conduct an inspection onboard a train or at one of Amtrak's facilities, the inspectors should be shown every courtesy during the inspection and be provided safe unrestricted access to Amtrak's facilities and rolling stock. All Inspectors are permitted (actually instructed) to conduct inspections at busy periods, i.e., to inspect operations when violations may most likely occur.

1. Amtrak Public Health Inspections

Amtrak Public Health inspections are conducted by Amtrak's Public Health team. Amtrak public health inspections are performed regularly by regional Public Health managers. The goal in these inspections is to ensure that the trains are operating according to FDA standards and report findings so that correctable actions can be taken.

2. FDA inspections

These inspections are performed randomly by badged Federal officers.

a) **FDA 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 management.
- 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 onboard inspections, this person should be the Conductor, the LSA, 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.

b) **FDA Inspection Procedures**

- The Conductor or LSA must accompany the FDA inspector (unless a responsible Amtrak Manager is available). Ideally, management representatives will meet the train when an FDA inspection occurs.
- The FDA inspector is required to provide the ranking Amtrak Employee a hard copy of the FDA Notice of 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).
  - All discrepancies that were noted by the FDA inspector.
  - This report, along with all original documents received from the FDA, must be immediately turned over to local management upon arrival.
- Using good interpersonal skills is especially important during an FDA inspection.
  - 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 (minimize the chance of misunderstandings).
  - Be cooperative and provide appropriate assistance.
- Every effort must be made to be honest, cooperative, and courteous.

3. Common Sanitation Principles

Amtrak is committed to serving safe, quality food to our customers 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 onboard, alcoholic beverages, medications, etc.).
- As with any serious medical situation, notify CNOC at (800) 424-0217 and complete the necessary *"Employee Injury/Illness Reporting Checklist"* (NRPC 5000A to D) or *"Non-Employee Injury/Illness Report"* (NRPC 3116).

e) **Personal Hygiene**
- The most common cause of contamination is the mishandling of food by people.
- 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 in food preparation areas for anything except for hand washing. *Exception - Lounge cars that have only one sink - that sink can be used to promptly drain or clean food equipment - but never used to store or block the sink.*
- Only trained and qualified employees are allowed in food preparation areas. *All other employees are prohibited.*

f) **Personal Food**

Trains with an Amtrak on board designated employee refrigerator shall be used exclusively by the working crew for personal food. All working Crew Personal foods shall be clearly labeled with employee name. Amtrak issued "Crew Food Only" sign must be on the exterior of the unit utilized for personal food.
- Only ready to eat foods can be brought on board.
- Galley refrigeration on a working dining car cannot be used for personal food storage. If dining equipment is being utilized for Flexible dining service, galley refrigerator may be used, assuming all other rules are followed.
- Raw proteins (chicken, ground beef, etc.) present additional risk that are outside the scope of this policy and is not allowed on board or in Amtrak refrigeration units.
- Amtrak microwaves, grills and/or ovens may not be used to heat or cook personal food.
- The entire working crew is responsible for keeping the personal food unit clean during the trip.
- LSA or working crew designee must remove all items from the unit or bottom shelf at end of trip.
- LSA or working crew designee should remove signage and clean and sanitize unit or container with 100ppmm chlorine solution.

Onboard crews in the absence of a separate employee refrigerator may utilize Amtrak food service refrigeration units for employee personal food providing the following guidelines are met:
- Working Crew personal food must be placed on the bottom shelf of the refrigeration unit.
- A clear, nonporous, watertight container must be used for all Working Crew personal food.
- Amtrak sellable food cannot be on the same shelf as the Working Crew personal food containers.
- Avoid over packing Working Crew personal food into refrigeration units.
- Over packing can cause refrigeration failure.
- Amtrak foods have priority over personal foods; especially if unit fails.
- Working Crew personal foods must be clearly labeled with employee name.
- If a container is used the "Crew Food Only" sign must be affixed to the front of the container not the exterior of the unit.
- Passenger storage of items, such as insulin and baby formula, is prohibited.
- Ice buckets, a freezer bag of ice (available from the kitchen) or a glass of ice can be provided to keep medications chilled.

g) **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. *Employees are required to wash their hands when returning to work after smoking.*
- Your responsibility is to observe this restriction and monitor crew members and customers alike.

h) **Spoilage**
Product temperatures and expiration dates must be verified upon receipt.

First In, First Out (FIFO) must be practiced to ensure the quality and safety of Amtrak product. Upon receipt, and each day throughout the trip, foods expiring first should be placed in front of food expiring later to ensure expired product has the chance to be sold prior to the use by date.

- Foods must be sold or discarded by midnight on the expiration date noted on the product.
- If a product is received from the warehouse without a date, expired, or if the date is unreadable, the product should be considered spoilage and condemned.
- Any product that exhibits obvious signs of spoilage (i.e. mold), or has a container that has been compromised, such as a dented can, should be considered spoilage and condemned.

When food is expired, or returned by customer, the product must be spoiled and discarded immediately. Only unused condiments can be returned by customer and reissued if still in an undamaged package.

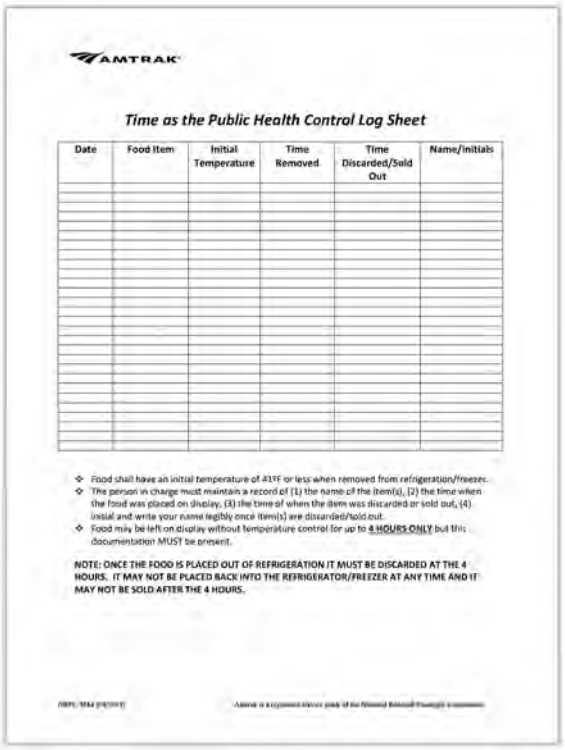
- Foods that have been heated or cooked, regardless of the expiration date, must be discarded if not served. Under no circumstances can food be cooled and reheated.

4. Time/Temperature Controls for Food Safety

Time/Temperature Controls for Food Safety are guidelines for 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 foods are:

a) **Internal temperature** of cold foods must be 41ºF or below.
b) **Internal temperature** of hot foods must be held at 135ºF or above.
c) **No cooking, warming or thawing** of Time/Temperature Controlled Food (e.g., meat, fish, dairy products) in steam tables or holding drawers.
d) **Cooking temperatures required:**
   - Rare Roast Beef = 130ºF
   - Pork and Ground Beef = 155ºF
   - Beef, Fish and Eggs = 145ºF
   - Poultry = 165ºF
e) **The Four (4) Hour Rule:**
   Once a product is removed from refrigeration, a temperature must be taken to verify the product is 41ºF or below. The product must then be logged on the *"Time as the Public Health Control Log Sheet"* (NRPC 3514) with the date, food item, initial temperature, and time it was removed from refrigeration. The time that the product was sold or discarded must also be logged. Any item that it is above 41°F and not logged on this form must be discarded.
   - If the product at any time reaches 70ºF, it must be discarded.
   - The product must be served within four (4) hours of the time it was removed from refrigeration.
   - Once the four (4) hours is reached, the product must be discarded.
   - Food that has been removed from refrigeration to be held without temperature control, shall not be placed back under refrigeration once the temperature rises above 41ºF and must be discarded.
   - The *Time as the Public Health Control Log Sheet"* (NRPC 3514) should be turned into the Crew Base with the end of trip packet.



AMTRAK

Time as the Public Health Control Log Sheet

Date	Food Item	Initial Temperature	Time Removed	Time Discarded/Sold Out	Name/Initials

- Food shall have an initial temperature of 41°F or less when removed from refrigeration/freezer.
- The person in charge must maintain a record of (1) the name of the item(s), (2) the time when the food was placed on display, (3) the time of when the item was discarded or sold out, (4) initial and write your name legibly once item(s) are discarded/sold out.
- Food may be left on display without temperature control for up to 4 HOURS ONLY but this documentation MUST be present.

NOTE: ONCE THE FOOD IS PLACED OUT OF REFRIGERATION IT MUST BE DISCARDED AT THE 4 HOURS. IT MAY NOT BE PLACED BACK INTO THE REFRIGERATOR/FREEZER AT ANY TIME AND IT MAY NOT BE SOLD AFTER THE 4 HOURS.

Time as the Public Health Control Log Sheet (NRPC 3514)

5. Time/Temperature Monitoring Strips

Time/temperature strips ("timestrip") and the test-yogurt are food safety tools used together to verify the safety of refrigerated Time/Temperature Controlled food stored on food cars that are not staffed for extended periods. The strips work by monitoring the ambient temperature of refrigeration and provide a visual indication of the amount of time the refrigeration went above 46°F.

The internal temperature of refrigerated PHFs are required to be maintained at or below 41°F at all times (except for short periods during preparation or cooking). Irreversible temperature abuse occurs when the internal temperature of refrigerated PHFs enter the temperature danger zone. The temperature danger zone is the range of temperatures above 41°F and below 140°F, where harmful bacteria that may cause foodborne illness can rapidly grow and multiply.

a) **General Requirements**

- Comply with requirements of Public Health Notice 16-01, "Test-Yogurt."
- Time/temperature strips shall be used on all trains where food cars are not continuously staffed for 4-hours or longer (e.g., overnight trains, layover, etc.).
- Ambient temperature of refrigeration must be between 33°F and 40°F.
- The internal temperature of the test-yogurt (or test-food item) must be at or below 41°F.
- If the internal temperature of the test-yogurt (or test-food item) is **41°F or above at any point, immediately condemn all refrigerated** PHF in the affected car.
- If the "hrs" window has changed from white to shaded black or blue, condemn all refrigerated PHF in the affected car.
- Time/temperature strips have several limitations and do not replace common sense with regard to food safety.
  - **"When in doubt, toss it out".**
  - If you have any doubts on temperatures and food safety, always err on the side of caution.

b) **Activation and Placement**

To activate and place the time/temperature strips, follow the instructions below:

- Verify temperature of the test-yogurt (test-food item) is at or below 41°F.
  - Record the final temperature on the temperature monitoring log or in the Amtrak approved electronic device (which ever is applicable to the route).
  - If the temperature is above 41°F, comply with the requirements of Public Health Notice 16-01, "Test-Yogurt."

- Record the serial number (S/N) of the time/temperature strip on the temperature monitoring log. The serial number (S/N) is located just to the left of the "ON" button.
- Activate the strip by fully squeezing the button and verify the word "ON" appears to the right of the button. If the word "ON" does not appear, squeeze the button again until "ON" appears.
- Remove the adhesive liner on the back of the strip and place the strip on the test-yogurt (test-food item).
- Place the test-yogurt (test-food item) back into the refrigerator in the warmest part of the refrigerator (e.g., closest to the door and away from the fan/coil housing).
- Once the above tasks are completed, the employee may leave the food car.

c) **Time/Temperature Strip Verification Table**

The food safety verification is a two-step process that requires reviewing the condition of the time/temperature strip and the internal temperature of the test-yogurt.

Time	Time/Strip Temperature	Test Yogurt Temperature	Risk	Required Action
Activated "ON"	***Test Strip 1***	41°F or below	Low	Routine Monitoring. Comply with Test-Yogurt requirements (See PHN 16-01)
		42°F or above	High	Condemn all refrigerated PHF
½ Hour	***Test Strip 2***	41°F or below	Low	Routine Monitoring. Comply with Test-Yogurt requirements (See PHN 16-01)
		42°F or above	High	Condemn all refrigerated PHF
2 Hours	***Test Strip 3***	NA	High	Condemn all refrigerated PHF
		NA	High	Condemn all refrigerated PHF
4 Hours	***Test Strip 4***	NA	High	Condemn all refrigerated PHF
		NA	High	Condemn all refrigerated PHF



Test Strip 1



Test Strip 2



Test Strip 3



Test Strip 4

d) **Record Keeping**

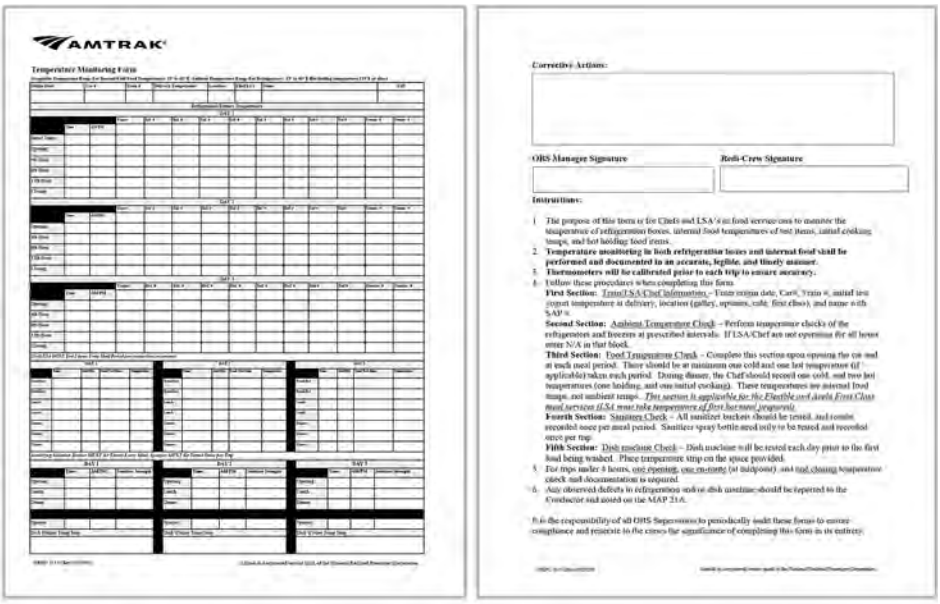
- Record condition of strip and test-yogurt on temperature monitoring form.
- Once the verification step has been completed, peel off the time/temperature strip and discard.

6. Temperature Monitoring Reports

It is mandatory that food service staff utilize the *"Temperature Monitoring Report"* (NRPC 3513) to record internal food temperatures. The *"Temperature Monitoring Report"* (NRPC 3513) should be placed in the appropriate *"Food and Beverage Sales Reports Envelope"* immediately following the completion of each trip.

- The *"Temperature Monitoring Report"* (NRPC 3513) is to be used by Chefs and LSAs in all Food Service cars, to monitor the temperature of refrigeration boxes and internal food temperature of test items. Food service cars equipped with POS devices that can record temperatures will use the POS device to enter temperature readings instead of the *"Temperature Monitoring Report"* (NRPC 3513). If POS devices are malfunctioning the " *"Temperature Monitoring Report"* (NRPC 3513) must be used to record temperatures.
- The monitoring of temperatures of both refrigeration boxes and internal food 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.**
  - **First Section:** Train/LSA/Chef Information – Enter origin date, Train#, Car type (Cafe/Diner), location (galley or upstairs), and full name with SAP #.
  - **Second Section:** Chef's Temperature Check – Complete this section at opening and at each meal period. There should be at minimum two cold and one hot temperature (if applicable) taken each period. These temperatures are internal food temps, not ambient refrigeration temps. This section is applicable for LSAs in the Diner Lite and Contemporary/Flexible meal services.
  - **Third Section:** Ambient Temperature Check – Perform temperature checks of the refrigerators and freezers at prescribed intervals. If LSA/Chef is not operating for all hours enter N/A in that block.
  - **Forth Section:** Sanitizer Check – All sanitizer buckets shall be tested and results recorded once per meal period. Sanitizer spray bottle need only be tested, and results recorded once per trip.

- **Fifth Section:** Dish machine Check – Dish machine will be tested each day prior to the first load being washed. Place temp strip on sheet in corresponding spot.
- **For trips under 4 hours,** one opening, one en-route (at midpoint), and one closing temperature check and documentation is required.
- Any observed defects in refrigeration and/or dish machine should be reported to the Conductor and noted on the eMAP 21A.


AMTRAK

Temperature Monitoring Form

Corrective Actions:

OBS Manager Signature

Redi-Crew Signature

Instructions:

1. The purpose of this form is for Chefs and LSA's on food service cars to monitor the temperature of refrigeration boxes, internal food temperatures of hot items, initial cooking temps, and hot holding food items.
2. **Temperature monitoring in both refrigeration boxes and internal food shall be performed and documented in an accurate, legible, and timely manner.**
3. **Thermometers will be calibrated prior to each trip to ensure accuracy.**
4. Follow these procedures when completing this form.

First Section: Train/LSA/Chef Information – Train status date, Car#, Train #, initial test report temperature in delivery, location (galley, upstairs, cafe, first class), and name with SAP #.

Second Section: Ambient Temperature Check – Perform temperature checks of the refrigerators and freezers at prescribed intervals. If LSA/Chef are not operating for all hours enter N/A in that block.

Third Section: Food Temperature Check – Complete this section upon opening the car and at each meal period. There should be at minimum one cold and one hot temperature (if applicable) taken each period. During dinner, the Chef should record one cold, and two hot temperatures (one leading, and one initial cooking). These temperatures are internal food temps, not ambient temps. *This section is applicable for the Chef/Dining and Lounge First Class meal services (LSA must take temperature of first hot meal prepared).*

Fourth Section: Sanitizer Check – All sanitizer buckets should be tested, and results recorded once per meal period. Sanitizer spray bottle need only to be tested and recorded once per trip.

Fifth Section: Dish machine Check – Dish machine will be tested each day prior to the first load being washed. Place temperature strip on the space provided.

5. For trips under 4 hours, one opening, one en-route (at midpoint), and one closing temperature check and documentation is required.
6. Any observed defects in refrigeration and/or dish machine should be reported to the Conductor and noted on the MAP 21A.

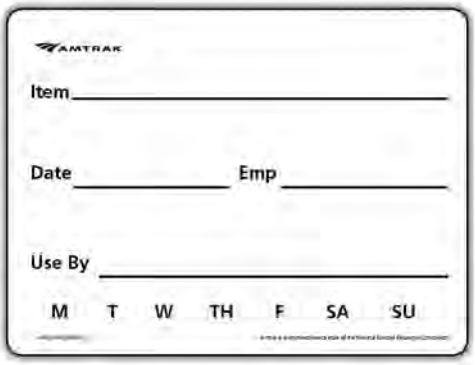
It is the responsibility of all OBS Supervisors to periodically audit these forms to ensure compliance and reiterate to the crews the significance of completing this form in its entirety.

Temperature Monitoring Form (NRPC 3513)

7. Thaw Labeling

Properly labeling opened and thawed products is in compliance with the FDA Food codes. To ensure food safety and quality, foods must be properly thawed and labeled. Proper labeling allows the product to be held over with a clear understanding of the date in which the product was opened, and when it must be used or discarded.

- Use *"Thaw Label"* (NRPC 3495) place on the exterior of the container.
- If no date is specified in National Dining Standards, product must be used or discarded within 3-days of opening or thawing.
- The use by date used on board cannot exceed the manufacturer or the commissary use by date.
- When a product is slacked or opened, the date the product is opened or put into the refrigerator is day one. The date opened and the use by date will be noted on the label for proper rotation purposes.
- Smaller identical items (i.e. steaks) can be put together in a larger container with one date, if they were all opened at the same time, from the same original packaging.
- Items must be covered with aluminum foil or secured in a tied-off freezer bag.
- 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.



Thaw Label – NRPC 3495

Chapter 4

Baggage Handling

A. Conductor/Assistant Conductor Responsibility with Baggage

a) **Loading/unloading the Baggage Car** in an organized manner to prevent carry-bys.
- Conductors should notify all employees (station or train crew) to leave designated space for loading of group's baggage based on the origin of the group.
- If conditions require assistance with loading/unloading the Baggage Car, station employees should be contacted for additional help.
- Prior to arrival at the station, move all baggage to the appropriate door.
- After completing work, ensure all transfer plates have been removed and all of the Baggage Car doors are closed, secured and locked. *(Baggage door locks operate with a standard Coach key.)*

b) **Monitor the train for hazards with baggage** and ensure customers boarding with Special Items (Golf Clubs, Bicycles or Oversized Musical Instruments) are properly ticketed.

c) **Complete an eCOTS for customers not having tickets for Special Items** (Golf Clubs, Bicycles, or Oversize Musical Instruments) or if they have excess carry-on luggage.

d) **Assist the loading/unloading of Amtrak owned items including Railroad Business mail (RRB).**

e) **Assist customers with loading/unloading bicycles** on trains with walk-on bicycles service.

f) **Securing long guns in the firearms storage area on the train.** Checked baggage containing handguns will be handled anonymously on all trains except Pacific Surfliner and San Joaquin trains that will have checked baggage containing handguns secured in this area.

g) **Update the train manifest when loading/unloading long gun cases or loading/unloading** checked baggage containing handguns on Pacific Surfliner and San Joaquin trains.
- Relay current status of firearms to relieving crew.
- The relieving crew should inventory the secured firearms storage area and report any deviations.

h) **Maintain safe operations in a moving baggage car** by using a braced position and sufficient handhold.

i) **Deliver items lost by customers** to the destination station or other station as directed.

j) **If an employee other than the Conductor is working the Baggage Car:**
- Employees working the Baggage Car 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.
- Before the train moves, the Conductor must be notified that Baggage Car work has been completed and all of the Baggage Car doors are closed, secured and locked. *(Baggage door locks operate with a standard Coach key.)*

B. Carry-On Baggage

1. Carry-On Baggage Requirements

a) **Quantity, Weight and Size**

Applies to all ticketed customer types (first class, business, coach), 2 years and older.
- 1 personal item not to exceed 25 lbs. or 14 x 11 x 7 in.
- 2 carry-on bags not exceed 50 lbs. or 28 x 22 x 14 in; 28 x 22 x 11 for Pacific Surfliner Trains.

b) **Baggage Fee**

A $20 excess baggage fee will be charged for each item above the size or quantity. Size will be determined if it fits in the luggage racks on the train. Customer will only be charged one $20 fee per bag.

c) **Overweight**

Baggage over 50 lbs must be repacked or cannot be handled; minimal assistance can be offered. No fees are charged for overweight bags.

d) **Exceptions**
- Coats, pillow, and blankets for the customer's trip do not count.
- Customers traveling with infants under the age of two (2) will be allowed one (1) additional infant items (stroller, diaper bags) that will not count against the two (2) carry-on baggage limit.
- ADA items (wheelchair, walker, oxygen tanks) are exempt from the weight, size and quantity.
- Special items that are longer, like a hockey stick, may be accepted without a fee.
- Military personnel are allowed baggage over 50 lbs.
- Regional Exceptions:
  - Groups reserving an entire car may be exempt from carry-on restrictions per the Group Desk.
  - United Airlines involuntary rerouted customers on the NEC areexempt from carry-on restrictions.

e) **Baggage Identification**

Carry-on baggage must be visibly tagged with the name, address, phone number and email of the person traveling with the item. Employees can provide a *"Baggage Identification Tag" (NRPC 4008)* to customers needing identification tags. *(Refer to Figure 4-1)*

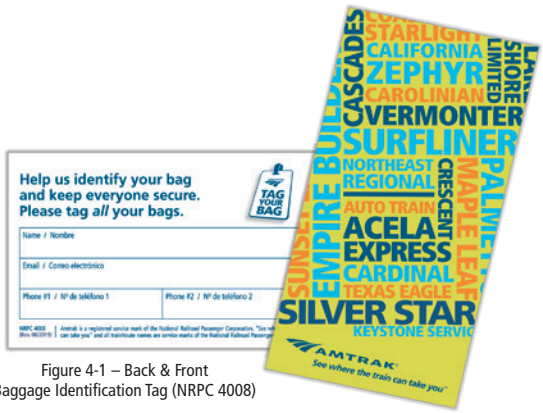


Figure 4-1 – Back & Front
Baggage Identification Tag (NRPC 4008)

2. Disclaimer of Liability

Amtrak disclaims all liability for items brought on board Amtrak trains/thruway services or within an Amtrak station, even if assistance was given by an Amtrak employee, unless being handled in Amtrak Checked Baggage, Parcel Check or Red Cap service.

3. Permitted Carry-On Items

a) **Amtrak will accept for transportation as carry-on baggage,** such personal property necessary for wear, use, comfort or convenience of the customer for the purpose of their trip or within reason of transportation. *(Beach Equipment (beach chairs, boogie/skim boards) – allowed on Pacific Surfliner trains only and may exceed Carry-On dimensions within reason of transportation.)*

b) **A personal item should be half the size of a carry-on item and half the weight.** If the item is noticeably bigger, than the item is a carry-on item.

4. On Board Handling Procedure

a) **Carry-on items must be kept in the customer's custody stored in overhead racks** or designated baggage areas, not to be stored in:
- ADA spaces
- Aisle ways
- Restrooms
- Tables
- Vestibules
- Or any area that may cause annoyance to customers or interfere with safe operations.

b) **Employees noticing customers with an abundance of carry-on baggage during boarding,** or baggage that appears oversize must inform customers that they will only be permitted to board if they are willing to pay the fee.
- **Quantity:** Baggage exceeds three total pieces (one personal, two carry-on), or customer has more than two carry-on bags (e.g. three large roller bags and a bag is over the limit).
  - Customers may only bring on two excess pieces of baggage (total of 5; 1 personal, 2 carry-on; 2 excess pieces) on origin and destination points that do not offer checked baggage.
  - Customers attempting to travel with more than 2 excess pieces must be advised that additional baggage will not be permitted on board.
- **Customer traveling to origin and destination points that offer checked baggage must check any luggage over the carry-on limits.**
  - Excess carry-on baggage is not permitted.
  - If customer has not checked the baggage at origin station, the train crew must make arrangements at the next staffed station to check the baggage and move it to the Baggage Car.
- **Size:** Baggage will be charged for if it does not fit in the overhead racks, end of car racks or lower level racks for Superliner cars.
- **Weight:** Overweight baggage that is too heavy to lift, should be repacked on board where minimal assistance can be offered when loading. Train crews may use hand scales to confirm the weight of the bag.

c) **Customers not willing to pay the fee will not be permitted to board.** Customers who have boarded and do not wish to pay must be instructed that they will have to make arrangements for their excess baggage at the next station or be removed from the train. A Payment Due eCOTS can be used in Hardship Exceptions.

d) **For customers paying the excess carry-on charge,** mark the customer's boarding document EB for Excess Baggage as a reminder to which customer was in excess.

e) **Assessing an Excess Carry-On Charge**

Once the customer has been located, collect the excess carry-on charge.

- **Payment Cards:**
  - Have the customer call the Contact Center (800) USA-RAIL to have an "Excess Baggage Charge" added to their reservation.
  - Mark and place a seat check above the respective customer with EB and the number of bags (ex. EB2 = Excess Bags 2), then continue lifting tickets.
  - After completing ticket lifts, return to customers with excess carry-on baggage to verify the excess carry-on charge has been paid by scanning the customer's ticket.
- **Cash:**
  - Have the customer call the Contact Center (800) USA-RAIL to have an "Excess Baggage Charge" added to their reservation. *The Contact Center will add the reservation into each segment of the customer's trip so there will be proof of payment during their entire trip.* ***Customer should be advised to keep the eCOTS as proof of payment as well.***
  - City Codes: Where they are traveling "FROM" and "TO".
  - DO NOT PUNCH Full and/or Half fare preprinted boxes (1 through 4).
  - The "IN CONN WITH" box must be punched.
  - In the box titled "ACCOMMODATIONS, FARE CLASS, BASIS ENDORSEMENT": Write "Excess Bag" and the Arrow ticket number.
  - Customers boarding without a transportation ticket must be sold two (2) separate eCOTS: One (1) eCOTS for the transportation and one (1) eCOTS for the carry-on bags.
  - eCOTS will be placed in the *"Train Earnings Reports Envelope"* (NRPC 158).

f) **The Excess Baggage Charge ticket can be lifted by** receiving the customer's reservation number (separate from the travel reservation) or under "Other" in the manifest screen. *(Refer to Figure 4-2)*

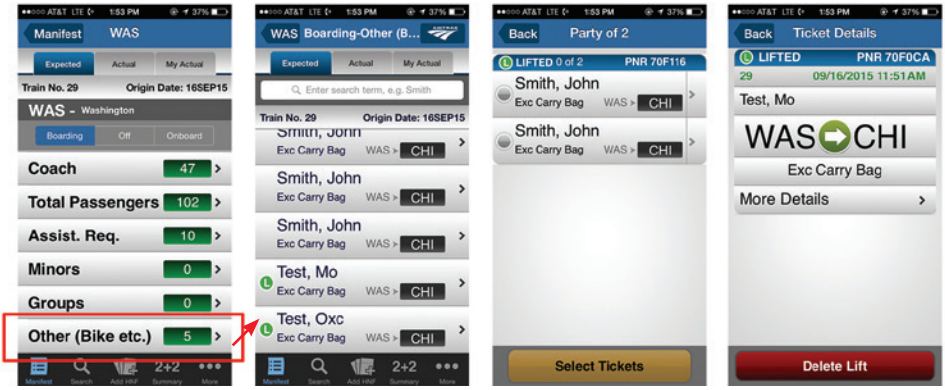


Figure 4-2 – Manifest Screen Views

g) **Customers who have been charged in the <u>Station</u>** will have an Orange tag, *"Excess Carry-On Baggage"* (NRPC 4018), placed on their luggage. *(Refer to Figure 4-3)*



Figure 4-3 – "Excess Carry-On Baggage" (NRPC 4018)

h) **Connecting customers will only be charged once** as long as their scheduled connection or stopover is within 23 ½ hours. Customers should be informed that they must check their baggage at the connecting station. If they cannot check their baggage, they must present the eCOTS for their excess baggage at the connecting station or on board the connecting train. Customers who paid via the Contact Center will need to see an Amtrak station employee to have an Excess Baggage Charge ticket printed.

i) **Employees suspicious of baggage containing dangerous or harmful item(s) must** immediately notify Amtrak Police at (800) 331-0008.

j) **If a customer has Special Items that requires ticketing,** ensure the customer has been ticketed for those items (e.g. oversized musical instruments or golf clubs).

k) **Bicycles brought on board must be secured** in the bike racks from excessive movement using the equipment security straps if provided on the racks.

5. Carry-On Baggage Assistance

a) **All employees should assist customers with their baggage item(s)** upon request from the customer or when observing a customer having difficulty with baggage item(s).

b) **When assisting customers with baggage, employees must stay focused on safety and exercise care to avoid both personal and customer injuries.**

c) **Baggage assistance is offered on all trains and at all staffed stations;** larger stations offer Red Cap assistance.

6. Service to Canada

a) **Trains/thruway services that offer Carry-On Baggage service into Canada.**
- Adirondack
- Cascades (use normal carry-on procedures; the following procedures do not apply.)
- Maple Leaf

b) **All carry-on baggage entering Canada must be tagged with "Canadian Customs Tag" (NRPC 3088) along with the "Baggage Identification Tag" (NRPC 4008).**

c) **The Canadian Customs Tag only shows the customer's name and citizenship.**

d) **Conductors must make the Canada Customs Entry Announcement to inform customers** that all carry-on items crossing the US/Canadian border into Canada must be tagged with a completed "Canadian Customs Tag"

e) **The tag (NRPC 3088) may be affixed to their baggage using the attached elastic string or as a sticker by peeling off the top of the tag.**

f) **Handling the small tag number sticker in the lower right-hand corner:**
- Remove and affix to the back of the customer's ticket receipt.
- **If the customer has an eticket:**
  - Leave the sticker intact.
  - Present to the customer for border crossing.
  - Or affix tag to the seat check and provided to the customer for border crossing.

g) **All on-train crewmembers must carry a sufficient supply of *"Canadian Customs Tag"*** (NRPC 3088) to meet demand.

h) **Conductors, Assistant Conductors** are the only employees allowed to affix tags to carry-on items.

i) **The "Canadian Customs Tag" (NRPC 3088) is not a substitute** for baggage identification tags.



Figure 4-4 – Canadian Customs Tag (NRPC 3088)

7. United Airlines

Carry-on luggage limits will not apply to United Airlines "involuntary rerouted" customers.

8. Excess Baggage

a) **In cases where customers arrive at train-side with carry-on baggage that clearly exceeds the permitted amount;** Conductors, Assistant Conductors and OBS employees must not permit the customer(s) to board the train with the excess baggage.

b) **Customers exceeding the carry-on baggage limits,** traveling between points where checked baggage service is available, should be instructed to check the excess baggage.

- It is important that instances where customers are not permitted to board trains due to excess baggage be handled with tact and professionalism.
- Explain to customers that Amtrak security standards have been implemented placing limits on the size, weight and amount of baggage that can be brought on board the train.
- Alternative options should be offered at staffed stations, where practicable.
- When a customer is denied baggage transport, contact the CNOC Operations Desk at (800) 424-0217 to have them make a note in the reservation.
- Customers connecting from another train or thruway service which previously accepted the excess baggage items will be allowed to continue travel with the excess baggage as long as the total baggage items do not exceed four (4) pieces and can be safely carried and stored on board.
- Customers should be advised that future travel may not permit excess baggage.

9. Carry-On Policy Train Delay

For delays due to crews enforcing the carry-on policy, not for excess baggage delay where each customer had 2 bags within policy, but the train got delayed because it was boarding at a low platform, there is a new delay reason under preexisting code HLD. *(Refer to Figure 4-5).*

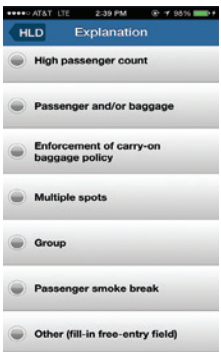


Figure 4-5 – HLD Code

C. Checked Baggage

1. Checked Baggage Requirements

a) **Quantity**

Only four (4) checked items are allowed per adult customer.

- The first two (2) items are free.
- The third and fourth item will be assessed a charged of $20.00 per item.
- Any additional items over the four (4) item limit may be accepted as Amtrak Express.
- Children (ages 2 through 12) and unaccompanied minors are entitled to the same two (2) free checked baggage item allowances.

b) **Weight and Size**

Checked baggage must not exceed 50 lbs or outside linear dimensions (L+W+H) of 75". Oversized items may be checked when:

- item(s) are between 76-100 linear inches and appropriate charges have been paid of $20.00 per bag.
- item(s) meet the requirements for Special Items. *(Refer to Section D "Special Items")*
- item(s) are between 76-100 linear inches and charges have been paid of $20.00 per bag.
- item(s) meet the requirements for Special Items.

2. Trainside Check

- For the safety of our customers and crews, trainside checked baggage is offered at select unstaffed stations where the baggage car can be safely and easily accessed.
- A Caretaker may be on site to assist with customer questions/concerns.
- Baggage must be dropped-off and picked-up by the customer at the Baggage Car.
- Bicycles booked in advance will appear on the manifest.

c) **Departing Customers When Station is Unstaffed**

- Customers will keep their baggage in their possession until ready to board the train they will deliver their baggage to a member of the train crew at the baggage car.
- At boarding, crews will direct any customers with excessive baggage to the Baggage Car.

- Customers will tag their bags to their destination.
- At the Baggage Car, crews will take possession of the baggage.
- If the customer has obtained the *"Universal Baggage Tag"* (NRPC 4000U) from the kiosks, confirm customer has the right tag for their ticketed destination.
- Attach the top portion of the tag to the baggage and provide the customer with the bottom claim check portion.
- If the customer does not have the proper tag, use the *"Universal Baggage Tag"* (NRPC 4000U) writing the destination city code on the tag.
- If crews do not have tags readily available, the crew will place the baggage in the appropriate destination pile to be tagged by the next staffed station.
- Crews will radio to the next staffed station the amount of baggage tags needed.
- Customers should be notified that they will receive their claim check portion of the baggage tag at the next staffed station location.
- If multiple customers are going to the same location, the baggage should be segregated so claim checks will be given to the right customer.
- Excess and Special Item charges will be collected by the crews.
- Items not appropriately packaged will not be accepted.
- Firearms are not accepted at trainside checked baggage locations.

d) **Arriving Customers When Station is Unstaffed**

Customers on the train who have checked their baggage will be told to retrieve their baggage at the Baggage Car.

- Upon detraining, crews will give directions to customers where to claim their baggage.
- The crew will collect the claim checks, matching the claim checks to the tags on the bag before handing the baggage back to the customer trainside.
- Crews will keep the customer claim check(s) to give to an agent at the next staffed station.
  - If the customer is unable to present the claim checks, ask for their eTicket, travel ticket receipt or ask customer for their name and match this to the name tag on the bag.
  - If there is no name tag on the bag ask them to visually describe the baggage and any identifying marks. *Example: Bag has a red handle or there is a set of keys in the front pocket.*
- If the customers baggage is not on board, or cannot be identified by the customer, advise the customer to call (800) USA-RAIL and ask for the Customer Relations to report the incident.
  - The baggage will be shipped back to the customer once it is found.

D. Special Items

1. Acceptance of Special Items

Items with special handling or packing requirements, which may be over the normal size requirements, may be brought on board or transported in checked baggage service as designated below. *(Refer to Figure 4-6)*

Special Item Type	Carry-On Baggage	Carry-On Service Charge	Checked Baggage
1. ADA Required Medical Devices & Service Animals			
Common Wheelchairs	Yes	None	Yes
Powered Mobility Assistance Devices	Yes	None	No
Oxygen Equipment (pressurized)	Yes	None	No
Oxygen Equipment (non-pressurized)	Yes	None	Yes
Service Animals	Yes	None	No
2. Baby Items			
Booster & Car Seats, Carriages & Strollers	Yes	None	Yes
3. Musical Instruments			
Small & Medium Sized Musical Instruments	Yes	None	Yes
Oversized Musical Instruments	Yes	Revenue Seat	No
4. Bicycles			
Boxed Bicycles and Bicycle Trailers	No	-	Yes
Folding Bicycles	Yes	None	Yes
Walk-On Bicycles	Yes*	Varies - Ticket	No
5. Sporting Equipment			
Archery Equipment	No	None	Yes
Camping Equipment	Yes	None	Yes
Fencing Equipment	No	-	Yes
Fishing Poles and Rods	Yes	None	Yes
Golf Clubs	Yes	$10.00 – Ticket	Yes
Hockey and Lacrosse Sticks	Yes	None	Yes
Scuba Tanks (pressurized)	No	-	No
Scuba Tanks (non-pressurized)	No	-	Yes
Surfboards and Wakeboards	Yes*	None	Yes
Water Skis, Snow Skis & Snowboards	Yes	-	Yes

**Offered on select services. See Special Item Requirements*

Figure 4-6 – Special Items Table

a) **An Amtrak employee may not accept a special item that is too large, fragile or cumbersome** to be carried on board or transported as checked baggage. Condition of the item or the season of travel may be factors used to determine whether transport is denied.
b) **If checked baggage service is available between the city pairs of the trains/thruway services the customer is traveling,** the customer must be directed to check their special item(s).

2. Special Item Requirements

Customers not meeting the special item requirements may ship Amtrak Express if these services are available. If no transportation options are available, the item(s) must be denied.

a) **Quantity**
- Special items will count toward the allowable on board or checked baggage limit unless the item(s) is an ADA required medical device.
- ADA required medical devices will not count towards the allowable baggage limit provided the customer has a valid ADA travel ticket.

b) **Weight**
- Special items must not exceed 50 lbs.
- ADA required medical devices brought on board may be over 50 lbs in limited circumstances.

c) **Size**
- Must not exceed applicable size restrictions.

3. Special Items in Carry-On Baggage

a) **Special items must meet the restrictions outlined** for carry-on baggage service.
b) **Customers should be directed to use checked baggage for special items,** when checked baggage service is available.
c) **Customers with special items carried on board will be directed to stow the item in approved baggage areas** that will not cause annoyance to crews or customers.
d) **If a customer did not purchase a Special Items ticket before boarding** the train, the Conductor or Assistant Conductor will complete a eCOTS for the charge.
e) **The charges will vary depending on item and train.**
- Golf bags (Mid-West Corridor Trains): $10.00
- Bicycles contact the Customer Support Desk
- Oversize musical instruments: Full fare from customers origin to destination.

f) **The following city codes must be written on eCOTS:**
- Golf Clubs: GLF
- Bicycles and Oversize Musical Instruments: City pairs in which the customer is traveling must be entered.

g) **Full and/or Half fare**
- Golf clubs
- Bicycles: Complete depending how many bicycles they have.
- Oversize musical instruments: Complete depending how many seats the instrument occupies.

h) **Golf Clubs:**
- Golf clubs: GLF1 with the city pairs and the ticket number.
- Bicycles: BV with the ticket number.
- Oversize musical instruments: Varies by where the customer is sitting.

i) **Customers boarding without a transportation ticket** and a Special Items ticket must be sold two (1) separate eCOTS. One (1) eCOTS for the transportation and one (1) eCOTS for the Special Items.
j) **For Golf Bags only, if a customer boards at an open staffed station** and requires an eCOTS to be issued, a penalty fee of $5.00 per golf bag will added to the $10.00 per golf bag charge.
k) **eCOTS will be placed in the *"Train Earnings Reports Envelope"* (NRPC 158).**

4. ADA Required Medical Devices and Service Animals

a) **Common Wheelchairs**
- **Carry-On Allowance** – Non-powered wheelchair (no motor or battery).
- **Carry-On Weight** – Maximum total weight of 600 lbs for both wheelchair and customer.
- **Carry-On Size** – Maximum size of 30" length x 48" width with a ground clearance of 2".
- **Charge** – No carry-on charge.
- **Requirements** – Assistance with loading and unloading from trains requires a Special Service Request.

b) **Powered Mobility Assistance Devices**
- **Carry-On Allowance** – Powered wheelchair, scooter or Segway.
- **Carry-On Weight** – Maximum total weight of 600 lbs for the customer and wheelchair, scooter or Segway.
- **Carry-On Size** – Maximum size for wheelchair, scooter or Segway of 30" width x 48" length with a ground clearance of 2".
- **Charge** – No carry-on charge.
- **Requirements** – If requested, assistance with boarding and detraining must be provided by employees, even if a Special Service Request has not been requested. *Segway Personal Transporters can be transported as Package Express to Heavy Express stations only. It is recommended that the Segway be boxed for the unit's protection (customer to supply box). For customers with a valid mobility impaired space ticket, there is no charge.*

c) **Oxygen Equipment**
- **Carry-On Allowance** – Oxygen tanks, battery powered apparatuses for oxygen tanks
- **Carry-On Weight** – The total weight of all tanks must not exceed 120 lbs. Within these limit will be allowed two 50 lb tanks, six 20 lb tanks, or any number of tanks that weigh less than 20 lb each up to 120 lbs.
- **Carry-On Size** – There are no size restrictions.
- **Charge** – No carry-on charge.
- **Requirements** – Oxygen Equipment required for the customer's trip must be accompanied by a Special Service Request.
  - Equipment must be able to operate for a minimum of four (4) hours and meet the Underwriter's Laboratory (UL) or Factory Mutual (FM) or Department of Transportation (DOT) listed.
  - Pressurized oxygen equipment is prohibited in checked baggage service.

d) **Canes and Walkers**
- **Carry-On Allowance** – Canes or walkers.
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No size restrictions.
- **Charge** – No carry-on charge.
- **Requirements** – None.

e) **Service Animals**
- **Carry-On Allowance** – Trained or qualified animals for assisting customers with disabilities.
- **Requirements** – Comfort animals are prohibited.
  - If a Service Animals needs to occupy the adjacent seat, the customer must provide a blanket for the animal.
  - All animals are prohibited for transport in checked baggage service and Amtrak Express.

5. Baby Items

a) **Car and Booster Seats**
- **Carry-On Allowance** – Car and booster seats. Car and booster seats are used by infants and small children when riding in a car or being carried.
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No size restrictions.
- **Charge** – No carry-on charge.
- **Requirements** – Customers traveling with an infant in a car seat may occupy a vacant seat only if the seat is not needed for a paying customer.
  - The infants may be required to be placed on the customers lap and car seats stored in the appropriate baggage areas.
  - Plastic bags may be used to cover car or booster seats to prevent damage in Checked Baggage.
  - Customers traveling with infants/small children must be informed prior to boarding that suitable restraints for securing a car/booster seat are not available in railcars.

b) **Carriages and Strollers**
- **Carry-On Allowance**
  - **Carriages** – A four wheeled vehicle for pushing infants that cannot be collapsed into a smaller size for transport.
  - **Strollers** – A three or four wheeled vehicle for pushing infants that can be collapsed into a smaller size for transport.
- **Carry-On Weight** – Maximum weight of 50 lbs.

- **Carry-On Size** – No size restrictions.
- **Charge** – No carry-on charge
- **Requirements** – Strollers may be carried on board for no additional fee, given they can fold to a smaller size, which must be done prior to boarding the train.
  - Strollers must be stored at the ends of the car or in the overhead racks.
  - Carriages, active strollers, all terrain strollers, multi-child strollers may need to be placed in checked baggage if deemed to large or cumbersome to fit on board.

6. Musical Instruments

a) **Carry-On Allowance**
- **Small-Sized Musical Instruments** – Instruments of smaller size that can be stored within the customer's baggage or on the customer. *Common examples of these are to include flutes, small trumpets, and harmonicas.*
- **Medium-Sized Musical Instruments** – Instruments of medium size that need to be carried separate from the customer's baggage. *Common examples of these are to include guitars, trombones, trumpets, and French horns.*
- **Oversized Sized Musical Instruments** – Instruments of larger size that will require the purchase of a full revenue ticket for the instrument to occupy a seat. *Common examples of these are to include bass violins, bass saxophones, and tubas.*

b) **Carry-On Weight – Maximum weight of 50 lbs.**

c) **Carry-On Size** – Medium-sized instrument sizes apply. Instruments that do not fit in luggage racks will be considered oversized.

d) **Charge** – No carry-on charge (Excluding oversize instruments).

e) **Requirements** – Musical instruments may be carried on board given they can safely fit in the overhead racks or in the ends of the cars.
- Oversize musical instruments may require the purchase of a full revenue seat.
- A full revenue seat will be considered a full Adult fare at the current price on the date of purchase.
- Musical instruments only in a hard case, under the weight and size restrictions may be checked.
- Musical instruments considered very valuable or contained within a soft-sided case will not be accepted in checked baggage.
- Drums will be accepted if disassembled and placed in separate containers for transport.

7. Bicycles

a) **Folding Bicycles**
- **Carry-On Allowance** – Folding bicycles.
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – Maximum size of 34" x 15" x 48".
- **Charge** – No carry-on charge.
- **Requirements** – Folding bicycles carried on board may be stored in baggage storage areas at the end of the car or in the lower level of Superliner equipment. *To be considered a folding bicycle, the frame or spokes must be hinged for easy disassembly. Folding bicycles cannot be placed in overhead baggage racks, vestibules or in reserved (ticketed) bicycle racks.*

b) **Trainside Bicycles**

For trains that offer Trainside Bicycle service *(Refer to figure 4-6)*, bicycles may be carried on board trains to be stored in racks for transport between stations along that route. Reservations may be required in which a service charge may apply.

If a customer with a bicycle boards the train without proper tickets or no tickets, instruct customer to call reservations at (800) USA-RAIL to confirm space availability and to purchase a one-way ticket.
- If the customer is paying with cash or payment card instruct customer to call reservations at (800) USA-RAIL to confirm space availability.
- If space is not available the customer must detrain at the next station stop.
- If customer paid with a payment card, lift the customer and bicycle ticket on the eMD.
- If the customer is paying with cash, sell an eCOTS ticket for customer using the OBF (On Board Fare), bicycle fare.

- **Carry-On Allowance** – BMX, cruisers, mountain, racing or road bikes. *No motorized, recumbent, rickshaws bicycles, tandem bicycles or tricycles.*
- **Carry-On Weight** – Maximum weight of 50lbs.
- **Carry-On Size** – The size of a standard bicycle.
- **Charge** – Varies by train. *(Refer to Figure 4-8)*
- **Requirements** – Trainside bicycles must be stored and secured (if car is equipped with racks) in approved bicycle storage areas. Customers are responsible for storage and security of bicycles.
  - Trains that have unreserved bicycles service will serve customers on a first come, first serve basis.
  - Bicycles will be allowed on board until the capacity is reached per train, per car.
  - On non-reserved trains that have reached capacity, customers with bicycles must either find a vacant bicycle space or exit the train at the next stop.
  - Side bags should be removed during storage.

c) **Loading/Unloading Bicycles (Level Boarding) –**
- Employees will inform customers with bicycles to board at the designated entrances or cars where bikes are handled on the train.
- Amtrak personnel are not responsible for the storage and security of bicycles and will only be present to allow access to designated bicycle storage areas.
- Customers will be responsible for preparing their bicycle prior to detraining.

d) **Loading Bicycles (High-Level Equipment with Ground/Rail Level Platforms)**
- Train crews will work the designated bicycle car at every stop that handles trainside service.
- One or more crew members must be present to work this car.
- Crew members working other areas of the train will direct customers to the designated bicycle car.

For Customer Cars with Bicycle Racks:
- The crew member will open one vestibule and load all customers, informing customers with bicycles to wait until initial boarding is complete.
- Once boarding is complete, the crew member will open the door in the closed vestibule and then have the customer hand the bicycle to them *(Refer to Figure 4-7).*
- The crew member will hold the bicycle and have the customer walk through the open vestibule to grab their bicycle.
- The customer will receive the bicycle and walk to the bicycle racks to secure.
- When cars with bicycle racks are not in the train consist, customers will stow their bicycles in open spaces at the ends of the car. *They must not be stored in vestibules.*
- After loading is complete, the crew member will secure the vestibules.

For Baggage Cars with Bicycle Racks:
- If checked baggage service is offered, baggage will be worked after bicycles are loaded.
- Crew member will open the Baggage Car door and have the customer hand the bicycle to them.
- Station employees will tag the bicycles with a *"Baggage Tag"* (NRPC 4000) to the destination.
- If the station is unstaffed, the crew members will tag the bicycle with a *"Universal Baggage Tag"* (NRPC 4000U) and hand the claim check to the customer.
- The crew member will walk the bicycle over to an open bicycle rack and properly secure. Bicycles are not to be locked by any customer security devices.
- Customers are not permitted in the Baggage Car at any time.
- After loading is complete, the crew member will close, secure and lock all Baggage Car doors. *(Baggage door locks operate with a standard Coach key.)*

e) **Unloading Bicycles (High-Level Equipment with Ground/Rail Level Platforms)** – Prior to the train arriving at stations, train crews will direct customers to pick-up their bicycle at the designated bicycle car.

For Customer Cars with Bicycle Racks:
- The crew member will open one vestibule and unload all customers, informing customers with bicycles to wait until unloading is complete.
- Once unloading is complete, the crew member will open the door in the closed vestibule and have the customer hand them the bicycle.

- The crew member will hold the bicycle and have the customer walk through the open vestibule.
- The crew member will hand down the bicycle to the customer *(Refer to Figure 4-8).*
- After unloading is complete, the crew member will secure the vestibules.

For Baggage Cars with Bicycle Racks:

- If checked baggage service is offered, baggage will be worked after bicycles are unloaded.
- The crew member will open the Baggage Car door, collecting and matching the claim check(s) to the customers bicycle.
- Customers are not permitted in the Baggage Car at any time.
- After loading is complete, the crew member will close, secure and lock all Baggage Car doors. *(Baggage door locks operate with a standard Coach key.)*

f) **Customers transferring to another train** - must pick up their bicycle off the origin inbound train and move it to the outbound train. Bicycle transfers between stations are not guaranteed if the customer does not move the bicycle from one train to the other. If the layover is lengthy, the customer can store the bicycle in the baggage room. There is no additional charge. Customer must return to pick up bicycle at the baggage room and present it to the outbound train.



Figure 4-7 – Loading Bicycles on Rail Level Platforms



Figure 4-8 – Unloading Bicycles from Rail Level Platforms

g) **Amtrak Bicycle Chart Definitions** *(See Figure 4-9)*

- **Carry-On**

  Standard full-size bicycles may be carried on and stored onboard in bicycle racks on these select certain trains. On short-distance routes in the Northeast, passengers must remove the front wheel before storing their bike.

  Specially Designated Spaces Only - Bicycles must be stored in the designated racks/areas inside Coach passenger cars. On trains with unreserved carry-on bicycle service, racks are available at a first-come, first-serve basis. When the racks are full, bikes will no longer be accepted onboard.

- **Trainside Checked**

  Standard full-size bicycles may be transported in bicycle racks located in the baggage car.
  - Reservations are required.
  - When you get to the station, check in with the station agent, get a claim check/baggage tag for your bike.
    - At unstaffed stations, check in with the conductor on the platform.

  Passengers are not allowed in baggage cars, so you will hand your bicycle up to an Amtrak crew member inside the baggage car when boarding and they will store and secure your bike in the bike racks.
  - Before handing your bicycle to an Amtrak crew member, remove any large seat/saddlebags, handlebar bags, baskets or panniers.
  - These items must be consolidated and either checked or carried with you onto the train.

Amtrak Bicycle Chart

(For current bicycle fares and availability, Conductor must contact the Customer Support Desk (800) 205-0711)

Train	Train Number	Reservation	Carry On	Trainside Checked
Adirondack*	68,69	no	no	no
Berkshire Flyer	1235, 1244	yes	yes	no
Blue Water	364, 365	yes	yes	no
California Zephyr	5,6	yes	no	yes
Capital Corridor	520-553,720-751	no	yes	no
Capitol Limited*	29, 30	yes	no	yes
Cardinal	50, 51	yes	no	yes
Carolinian	79, 80	yes	no	yes
Cascades	500-519	yes	yes	yes
City of New Orleans	58, 59	yes	no	yes
Coast Starlight	11, 14	yes	no	yes
Crescent	19, 20	yes	no	yes
Downeaster	680-699	yes	yes	no
Empire Builder	7, 8, 27, 28	yes	no	yes
Empire Service/Ethan Allen Express	230-288, 290, 291	yes	yes	no
Hartford Line/ Valley Flyer	405-432, 450-497	yes	yes	no
Heartland Flyer*	821, 822	no	no	no
Hiawatha	329-343	yes	yes	yes
Illinois Service	380-383, 390-393	yes	yes	no
Keystone Service	600-674	yes	yes	no
Lake Shore Limited	48, 49	yes	no	yes
Lake Shore Limited	448, 449	n/a	no	no
Lincoln Service	300-302, 304-307, 318, 319	yes	yes	no
Maple Leaf (US travel only)	63, 64	yes	yes	no
Missouri River Runner	311, 316, 318-319	yes	yes	no
Northeast Regional	65-67, 82-88, 93-96, 99, 111, 121-196	yes	yes	no
Pacific Surfliner	562-595, 761-794	yes	yes	yes
Palmetto	89, 90	yes	no	yes
Pennsylvanian	42, 43	yes	no	yes
Pere Marquette	370, 371	yes	yes	no
Piedmont	71-78	yes	yes	yes
San Joaquins	701-719	no	yes	yes
Silver Star/Silver Meteor	91,92,97,98	yes	no	yes
Southwest Chief	3,4	yes	no	yes
Sunset Limited	1,2	yes	no	yes
Texas Eagle	21,22,421,422	yes	no	yes
Valley Flyer	400, 461, 471, 478, 488, 494, 495, 499	yes	yes	no
Vermonter	54-57	yes	yes	no
Wolverine	350-355	yes	yes	no

*Bicycle service is dependent on train equipment and is subject to ad hoc changes.
Note: For real-time availability, check the reservation and ticketing system.

Figure 4-9 – Trains with Bicycle Service

8. Portable Recreational Vehicles

Portable recreational vehicles are powered by lithium-ion batteries and are not considered mobility aids or devices.

The vehicle is counted as one piece of allowed carry-on or checked baggage.

a) **Vehicle Requirements for Transportation**

- Vehicle and its battery must be certified by a nationally recognized testing laboratory such as, UL, CSA, and NSF.
- Cannot be shared or rented vehicles from a third-party company. (e.g., Citi Bike, Lime, Bird, Lynx, etc.).
- May not be powered by gasoline.
- If the vehicle is dirty, it must be placed in a bag to prevent soiling of the rail car, working crew or customers.

b) **Customer Expectations for Vehicle Transportation**

- Operating, riding, standing on or straddling vehicles on board, on platforms and in stations are prohibited.
- Customers must be able to bring the vehicle on board without assistance.
  - Train crews are not required to assist with boarding vehicles.
- Vehicles must be powered off during transport.
- Charging a vehicle battery in an electrical outlet or connecting to any charging device on trains, thruway buses or in any Amtrak facility is prohibited.
- Customer must keep their vehicle nearby; never left unattended or not looked after, discarded, stored, locked to any Amtrak train, or abandoned for any reason.

Conductors/Assistant Conductors may deny transport of a vehicle when the vehicle does not meet requirements for transport.

c) **Electric Bicycles (E-Bikes)**

An e-bike is a low-speed electric bicycle with fully operable pedals, a motor that produces less than 750W (1.01hp) of continuous/ nominal power, and a maximum top speed of 20mph (32km/h) when powered only by the electric motor.

- **Carry-On**
  - **Allowance** – One per customer
  - **Weight** – Maximum weight of 50 lbs.
  - **Size** – The size of a standard bicycle. Tire maximum width 2"
  - **Charge** – Varies by route.
  - **Storage** – Bicycle tower/rack
- **Checked**
  - Same as bicycle

d) **E-scooters**

An e-scooter is an electric powered vehicle, two-axle, with handlebars used for steering, without a seat and without pedals, designed to be driven only by one rider.

- **Carry-On**
  - **Allowance** – One per customer
  - **Weight** – Maximum weight of 50 lbs.
  - **Type** – Foldable
  - **Charge** – Free
  - **Storage** – Stored under seat, between customer's legs, or wherever foldable bicycles are permitted.
- **Checked**
  - **Weight** – Maximum weight of 50 lbs.
  - **Type** – non-Foldable
  - **Charge** – Free

E-scooters may not be placed on seats, block aisles, access to doors, ADA spaces, or emergency equipment.

Conductors/Assistant Conductors may inspect vehicles for eligibility or revise the handling of vehicles due to crowded trains, vehicle conditions, or unsafe conditions.

Portable Recreational Vehicles	Carry-On	Checked	*Conditions for Transport
Electric Bicycle (E-Bike)	Yes	Yes	
Electric Scooters* folding	Yes	No	must remain folded
Electric Scooters* non-folding	No	Yes	
Hoverboards	No	No	
Mini Bikes	No	No	
Self-Balancing scooters	No	No	
Wheel (One)	No	No	

Figure 4-10

9. Sporting Equipment

a) **General Sporting and Recreational Equipment** To include but not limited to balls, bats, cleats, helmets, jerseys, sports medicine, shoes, sports apparel, pads, rackets, roller blades, safety equipment, skate boards, small sticks and water bottles.

- Must be packed within the customer's baggage.
- Any item used to cause harm or injury (bats or skates) must be in a locked, protective container if carried on board.
- Standard weight, quantity and size restrictions apply.

b) **Camping Equipment**
- **Carry-On Allowance** – Folding chairs, portable cooking stoves (fuels prohibited), sleeping bags and tents
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – Maximum size of 28″ x 22″ x 14″.
- **Charge** – No carry-on charge.
- **Requirements** – Equipment must be collapsed, packed in original manufactures container or other container supplied by the customer to adequately protect from damage or damage to other items. Fuels for portable stoves or lamps are prohibited.

c) **Fishing Poles and Rods**
- **Carry-On Allowance** – Poles, reels and rods
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No larger than 72″ in length.
- **Charge** – No carry-on charge.
- **Requirements** – Fishing rods and poles must be contained within a hard-sided case or other case specifically designed for transport of rods and poles that will prevent damage to the rods and poles or other items.

d) **Golfing Equipment**
- **Carry-On Allowance** – Golf clubs, golf bag, golf balls and golf shoes. No push carts.
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No larger than 72″ in length.
- **Charge** – $10.00 per bag. (Mid-West Corridor Trains) / Free on other routes
- **Requirements** – Golfing equipment must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Golf bag carts must be detached and are not allowed on board.

Chicago hub trains that will allow customers to bring golfing equipment on board. *(Refer to Figure 4-11)*

Train Name	Train Numbers
Wolverines	350, 351, 352, 353, 354 and 355
Blue Water	364 and 365
Pere Marquette	370 and 371
Saluki	390 and 391
Illini	392 and 393
Lincoln Service	300, 301, 302, 303, 304, 305, 306 and 307
Missouri River Runner	311, 313, 314, 316
Carl Sandburg	381 and 382
Illinois Zephyr	380 and 383
Hiawatha	329-342
Hoosier State	850 and 851

Figure 4-11 – Trains Allowing Golf Clubs

e) **Hockey and Lacrosse Sticks**
- **Carry-On Allowance** – Field hockey stick, ice hockey stick or lacrosse stick
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No larger than 72″ in length.
- **Charge** – No carry-on charge.
- **Baggage Requirements** – Hockey and lacrosse sticks must be enclosed in a bag specifically designed to transport hockey and lacrosse sticks that will prevent damages.

f) **Skis and Snowboards**
- **Carry-On Allowance** – Snow skis, poles, boots, snowboards and water skis.
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No larger than 72″ in length.
- **Charge** – No carry-on charge.
- **Baggage Requirements** – Skis and snowboards must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Ski bags available for purchase at stations.

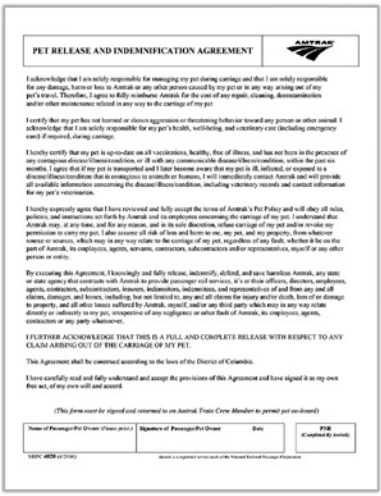
g) **Surfboards, Wakeboards and Foldable Kayaks**
- **Carry-On Allowance** – Skegs (fins), surfboards or wakeboards
- **Carry-On Weight** – Maximum weight of 50 lbs.
- **Carry-On Size** – No larger than 72″ in length.
- **Charge** – No carry-on charge.
- **Baggage Requirements** – Surfboard and wakeboards may only be carried on *Pacific Surfliner* trains operating with *Pacific Surfliner* equipment which has Bicycle/Surfboard racks installed.

- Racks are available at a first come, first serve basis, which require no container, but is recomended.
- Surfboards, wakeboards and foldable kayaks must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case).
- Skegs (fins) must be detached and strapped to the board for transport.

10. Carry-On Pet Policy

a) General Information

- Customer and pet must have a reservation to travel.
- Pets are NOT permitted to travel with unaccompanied minors or pass riders.
- Customer must complete an electronic *"Pet Release and Indemnification Agreement"* (for the pet to travel).
  - Customers can complete the *"Pet Release and Indemnification Agreement"* through Amtrak.com or in the Amtrak application while on board.
  - If a customer cannot complete the electronic *"Pet Release and Indemnification Agreement"*. Conductors must supply the paper *"Pet Release and Indemnification Agreement"* (NRPC 4020) to be signed and returned. *(Refer to figure 4-12)*
- If a customer requests a copy of the form, a second unsigned copy must be provided by the Conductor.
- Only one pet carrier per customer.
- Only one cat or dog is permitted per customer.



PET RELEASE AND INDEMNIFICATION AGREEMENT

I acknowledge that I am solely responsible for managing my pet during carriage and that I am solely responsible for any damage, harm or loss to Amtrak or any other person caused by my pet or in any way arising out of my pet's travel. Therefore, I agree to fully reimburse Amtrak for the cost of any repair, cleaning, decontamination and/or other maintenance related in any way to the carriage of my pet.

I certify that my pet has not harmed or shown aggression or threatening behavior toward any person or other animal. I acknowledge that I am solely responsible for my pet's health, well-being, and veterinary care (including emergency care) if required, during carriage.

I hereby certify that my pet is up-to-date on all vaccinations, healthy, free of illness, and has not been in the presence of any contagious disease/illness/condition, or ill with any communicable disease/illness/condition, within the past six months. I agree that if my pet is transported and I later become aware that my pet is ill, infected, or exposed to a disease/illness/condition that is contagious to animals or humans, I will immediately contact Amtrak and will provide all available information concerning the disease/illness/condition, including veterinary records and contact information for my pet's veterinarian.

I hereby expressly agree that I have reviewed and fully accept the terms of Amtrak's Pet Policy and will obey all rules, policies, and instructions set forth by Amtrak and its employees concerning the carriage of my pet. I understand that Amtrak may, at any time, and for any reason, and in its sole discretion, refuse carriage of my pet and/or revoke my permission to carry my pet. I also assume all risk of loss and harm to me, my pet, and my property, from whatever source or sources, which may in any way relate to the carriage of my pet, regardless of any fault, whether it be on the part of Amtrak, its employees, agents, servants, contractors, subcontractors and/or representatives, myself or any other person or entity.

By executing this Agreement, I knowingly and fully release, indemnify, defend, and save harmless Amtrak, any state or state agency that contracts with Amtrak to provide passenger rail services, it's or their officers, directors, employees, agents, contractors, subcontractors, lessees, sublessees, indemnitors, indemnitees, and representatives of and from any and all claims, damages, and losses, including, but not limited to, any and all claims for injury and/or death, loss of or damage to property, and all other losses suffered by Amtrak, myself, and/or any third party which may in any way relate directly or indirectly to my pet, irrespective of any negligence or other fault of Amtrak, its employees, agents, contractors or any party whatsoever.

I FURTHER ACKNOWLEDGE THAT THIS IS A FULL AND COMPLETE RELEASE WITH RESPECT TO ANY CLAIM ARISING OUT OF THE CARRIAGE OF MY PET.

This Agreement shall be construed according to the laws of the District of Columbia.

I have carefully read and fully understand and accept the provisions of this Agreement and have signed it as my own free act, of my own will and accord.

(This form must be signed and returned to an Amtrak Train Crew Member to permit pet on-board)

Name of Passenger/Pet Owner (Please print.)	Signature of Passenger/Pet Owner	Date	PNR (Completed By Amtrak)

NRPC 4020 (4/2016)

Figure 4-12 – "Pet Release and Indemnification Agreement" (NRPC 4020)

- Pet must be at least 8 weeks old.
- Pet owners must provide their own pet carrier.
- Maximum length of a trip is seven (7) hours, beginning at the departure time of the first train in the logical trip and ending at the arrival time of the last train in the logical trip, including any time between trains at transfer stops.
- Pets <u>are not permitted</u> in Food Service or Sleeping Cars.
- Customer with pets can sit in any non-Business Class Coach unless the train is operating with a designated pet car as identified on the manifest. *(For Acela trains, pets can only sit in any business class car).*
- Pet MUST remain inside carrier at all times while on board trains or at stations.
- Pet carriers MUST remain under the customer's seat (not the seat in front of the customer) or in the customer's foot space between the seats during the trip. *Pet carriers are not permitted on any seats. (Refer to Figure 4-12)*
- The maximum size for a pet carrier is 19" long x 14" wide x 10.5" high.
- Maximum weight of pet with carrier is 20 pounds.
- Carrier may be hard or soft sided but must be leak proof and well ventilated.
- For safety reasons, pet must be able to sit or lay down comfortably without touching the sides of the carrier.
- Pet must be odorless and harmless, not disruptive, and require no attention during travel.



Figure 4-13– Pet Carrier Located Under Customer's Feet

- Amtrak maintains the right to refuse acceptance of or remove from the train any pet exhibiting these issues.
- Customers will be required to certify by signing a *"Pet Release and Indemnification Agreement"* that pet is up to date on all vaccinations and accepts liability for animal.
- Amtrak will not accept liability for health and wellbeing of pets.
- Service animals that meet ADA regulations are not governed by the pet policy.
- Comfort animals will be classified as pets and must meet pet policy guidelines.
- Customers with allergies to pet dander will be exposed even without pets on board the train. *This is because most allergens are carried into the coach car on the clothes of other customers.*
- If a customer contacts a crew member regarding pet allergies, find suitable seating in another coach and provide assistance in helping them relocate, if needed.
- Only pets that meet the Approved Pet Carrier requirements and General Information in this document will be permitted to travel.
  - Otherwise, the customer and pet must be removed from the train at the next station.
  - Report incident to CNOC 24 Hour Operations Customer Service Desk at (800) 424-0217, extension 6 or (302) 683-2299/ ATS 734-2299.
- During extreme train delays where a pet is on the train longer than 7 hours from the start of trip, allow the pet owner to give their pet a break at the next station stop if requested by the pet owner.
- Direct customers to appropriate location for a pet relief area at the station. (Pet owner is required to clean up after their pet)
- Customers are required to clean up after an animal that soils train carpet or seat through pet carrier.
  - Block off soiled areas for the duration of the trip.
  - Report car number and incident to CNOC 24 Hour Operations Customer Service Desk at (800) 424-0217, extension 6 or (302) 683-2299/ATS 734-2299 for follow-up cleaning at end point.
- Require disruptive pets and pet owners to leave the train at the next stop if pets are harmful and disruptive or have an odor.

b) **Conductor and Assistant Conductor Responsibilities**

- Must carry at least ten *"Pet Release and Indemnification Agreement"* (NRPC 4020) forms.
- Must carry an ample supply of *"Animal On Board"* (NRPC 3448) orange colored seat checks.
- The *"Animal On Board"* (NRPC 3448) orange color seat check must be used to identify customers with their pets or service animals, so that the Amtrak Police K-9 Unit can easily identify that animal is present at this location.
  - Check PNR for completed *"Pet Release and Indemnification Agreement"* (NRPC 4020) form from the customer.
    - All customers must complete a *"Pet Release and Indemnification Agreement"* for the pet to travel. If a customer has not completed the electronic form, provide a paper "*Pet Release and Indemnification Agreement"* (NRPC 4020) to be signed.
    - Place any signed *"Pet Release and Indemnification Agreement"* (NRPC 4020) forms in the *"Train Earnings Reports Envelope"* (NRPC 158).

c) **Customer boarding without proper documentation**

All customers boarding the train with a pet must have a pet ticket. However, if a customer with a pet boards the train without proper tickets or no tickets, instruct customer to call reservations at (800) USA-RAIL to confirm space availability and to purchase a one-way ticket.

- If the customer is paying with cash or payment card instruct customer to call reservations at (800) USA-RAIL to confirm space availability.
- If space is not available both the customer and the pet must detrain at the next station stop.
- If customer paid with a payment card, lift the customer and pet ticket on the eMD. *(Refer to Figure 4-14)*
- If the customer is paying with cash, select eCOTS as the HNF type and override the fare with the applicable pet fare.

- The customer and pet must be entered into the eMD under the HNF function.
- Have the customer sign the *"Pet Release and Indemnification Agreement"* (NRPC 4020) form for the pet to travel.
- If the customer requests a copy of the form, a second unsigned copy must be provided.
- Place the signed *"Pet Release and Indemnification Agreement"* (NRPC 4020) form in the *"Train Earnings Reports Envelope"* (NRPC 158).
- Conductors should make On Board Train Announcement immediately following departure from all stations prior to ticket lift.

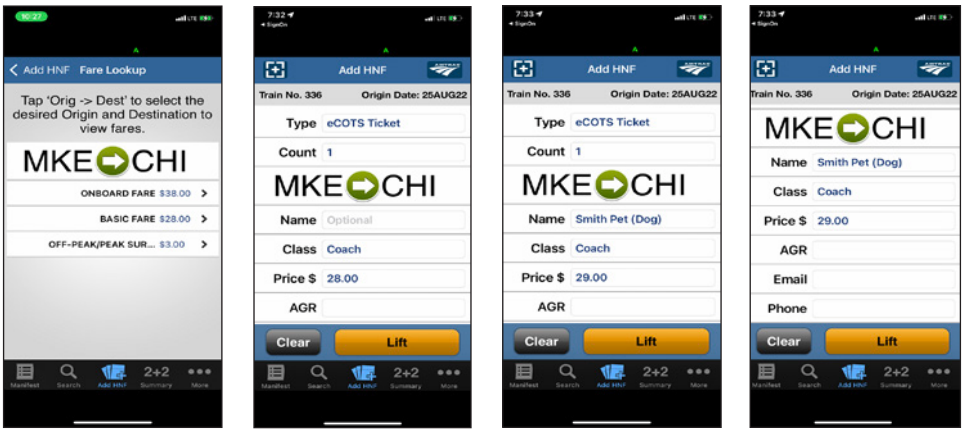


Figure 4-14– Pet Ticket on the eMD

d) **Customer Feedback and Employee Incident Reports**
- Customers who would like to provide positive or negative feedback about pets on trains should contact Customer Relations at (800) USA-RAIL.
- On-train and station employees must report pet related incidents to CNOC 24 Hour Operations Customer Service Desk at (800) 424-0217, extension 6 or (302) 683-2299/ATS 734-2299.

e) **Unscheduled Alternate Bus Operations**
- Pets already traveling en route will be permitted to board buses.
- If bus companies refuse to carry a customer traveling with a pet, other travel arrangement will be provided.

f) **Pets Will be Allowed on the Following Trains:**

Trains offering carry-on pet service will be governed by all of the policies and procedures outlined in number 9. "Carry-On Pet Policy", regardless if listed or not in this section.
- Acela (All weekday, weekend and holiday trains).
- Adirondack (Canada Excluded)
- Amtrak Cascades
  - Pets will not be permitted to travel across the border between U.S. and Canada.
  - Has a designated pet car; Car #4 with designated seating.
  - Pet carriers will not fit under the seats of Amtrak Cascades trains, therefore an additional seat will be allocated to pet owners, and the foot space of the additional seat will accommodate the pet carrier. *Pets are not permitted on the seats.*
  - Series 6 trains: Seats 9&10, 11&12, 15&16, 17&18, 19&20.
  - Series 8 trains: Seats 7&8, 9&10, 23&24, 25&26, 31&32.
  - The Operating Crew and Operations Supervisor are authorized to make exceptions to the assigned seating in certain cases such as accommodating a large party traveling with a pet, who would like to sit at a four (4) seater (with or without table).
- Blue Water has a designated pet car. *(Designated by the train crew or local management)*
- Capital Corridor
- Carolinian
- Downeaster
- Empire Service
- Ethan Allen
- Heartland Flyer
- Hiawatha has a designated pet car. *(Designated by the train crew or local management)*
- Hoosier State has a designated pet car. *(Designated by the train crew or local management)*
- Keystone Service *(Quiet Car excluded)*

- Illinois State Supported Trains: Carl Sandburg and Illinois Zephyr, Illini and Saluki. *(Designated pet car, identified on the manifest)*
- Long Distance Trains with the exception of:
  - Auto-Train (pets will not be permitted to travel)
  - Train 48/49 (pets will not be permitted to travel between Croton-Harmon and Rhine Cliff)
- Maple Leaf (Canada Excluded)
- Missouri River Runner has a designated pet car. *(Designated by the train crew or local management)*
- New Haven to Springfield Shuttle Service
- Northeast Regionals
- Pacific Surfliner
- Pere Marquette has a designated pet car. *(Designated by the train crew or local management)*
- Piedmont
- Vermonter
- Wolverine has a designated pet car. *(Designated by the train crew or local management)*

11. Dry Ice

Dry Ice container allowed in checked baggage or carry-on baggage must meet the following guidelines:

- Must be declared by the customer prior to boarding the train.
- Must not be packed in a Styrofoam container.
- Must not be packed to conceal any organic or inorganic item prohibited on Amtrak trains.
- Must be clearly and visibly marked "dry ice" or Carbon dioxide solid."
- Must be properly vented to allow the venting of carbon dioxide gases which could build up and cause a compromise to the container.
- Must visibly display the net weight of 5lbs or less on the container.
- The customer must be ticketed to check the container on board the train.
- The dry ice container will count as part of the one personal allowable item that can be carried on board the train.

E. Allowable Items in Baggage Service

The following is a guide to what is allowed in either Carry-On or Checked Baggage Service. Employee discretion is advised in determining the allowance of items.

- Yes: The item is allowed for transport.
- Yes*: The item is allowed for transport meeting specific conditions.
- No: The item is prohibited for transport.
- *Special Item: Refer to D. *"Special Items"* for full details of acceptance.

ADA Required Medical Devices, Medicine and Service Animals	Carry-On	Checked	*Conditions for Transport
Canes and Walkers	Yes*	Yes*	*Special Item
Common Wheelchairs	Yes*	Yes*	*Special Item
Hoyer Lifts	No	Yes*	*Under 50 lbs
Oxygen Equipment	Yes*	Yes*	*Non-pressurized
Prescribed Medicine	Yes	No	
Powered Mobility Assistance Devices (Scooters and Powered Wheelchairs)	Yes*	Yes*	*Special Item
Segways	Yes	Yes	
Service Animals	Yes*	No	*Special Item

Sharp Objects	Carry-On	Checked	*Conditions for Transport
Axes and Hatchets	No	No	
Fencing Equipment	No	Yes*	*Special Item
Ice Axes/Ice Picks	No	No	
Kirpans (ceremonial sword)	Yes*	Yes*	* Must be locked in
Knives (hunting, pocket, etc.)	No	Yes*	*Must be sheathed
Meat Cleavers	No	No	
Sabers	No	No	
Spears & Swords	No	No	

Sporting Goods	Carry-On	Checked	*Conditions for Transport
Archery Equipment	No	Yes	*Must be in hard case
Baseball Bats	Yes	Yes	
Boogie Boards and Skim Boards	Yes	No	
Bowling Balls	Yes	Yes	
Boxed Bicycles	No	Yes*	*Special Item
Camping Equipment	Yes	Yes*	*Special Item
Cricket Bats	Yes	Yes	
Dumbbells/Hand Weights	No	No	
Fishing Rods and Poles	Yes*	Yes*	*Special Item
Folding Bicycles	Yes*	Yes*	*Special Item
Golf Clubs	Yes*	Yes*	*Special Item
Hang Gliders	No	No	
Hockey and Lacrosse Sticks	Yes*	Yes*	*Special Item
Hoverboards *(not permitted on vehicles on Auto Train)*	No	No	
Inflatable Balls	Yes	Yes	
Kayaks	No	No	
Kayaks *(Folded)*	Yes	Yes	
Kite Boards	No	No	
Pool Cues	Yes	Yes	
Scuba Tanks	No	Yes*	*Non-pressurized
Spear Guns	No	No	
Surfboards and Wakeboards	Yes*	Yes*	*Special Item
Tandem Bicycles	No	No	
Tennis Rackets	Yes	Yes	
Walk-On Bicycles	Yes*	No	*Special Item
Water Skis, Snow Skis, and Snowboards	Yes*	Yes*	*Special Item

Firearms and Ammunition	Carry-On	Checked	*Conditions for Transport
Ammunition	No	Yes	Refer to Section J "Firearms in Checked Baggage Policy"
BB Guns	No	Yes	
Compressed Air Guns	No	Yes	
Firearms	No	Yes	
Flare Pistols	No	Yes	
Parts of guns and firearms	No	Yes	
Pellets Guns	No	Yes	
Replicas of Firearms	No	Yes	
Starter Pistols	No	Yes	

Explosives and Incendiaries	Carry-On	Checked	*Conditions for Transport
Aerosols	Yes*	Yes*	*In limited quantity for personal care
Black Powder	No	No	
Blasting Caps	No	No	
Canisters or Tanks	No	Yes*	*Non-pressurized
Dynamite	No	No	
Fireworks	No	No	
Flammable Gases	No	No	
Flammable Liquids	No	No	
Flammable Solid Fuels	No	No	
Flares in any Form	No	No	
Gas Torches	No	No	
Gunpowder	No	No	
Hand Grenades	No	No	
Percussion Caps	No	No	
Plastic Explosives	No	No	

Disabling or Corrosive Chemicals of Materials	Carry-On	Checked	*Conditions for Transport
Batteries with Acid that Spill or Leak	Yes*	Yes*	*Batteries used in devices for the mobility impaired are allowed
Chlorine, including that used in Pools or Spa	No	No	
Harmful Bacteriological Materials	No	No	
Liquid Bleach	No	No	
Mace	No	No	
Pepper Spray	No	No	
Radioactive Materials	No	No	
Spray Paint	No	No	
Tear Gas	No	No	

Martial Arts and Self Defense Items	Carry-On	Checked	*Conditions for Transport
Billy Clubs	No	No	
Blackjacks	No	No	
Brass Knuckles	No	No	
Kubatons	No	No	
Martial Arts Weapons	No	No	
Night Sticks	No	No	
Nunchakus	No	No	
Throwing Stars	No	No	

Automotive, Household Goods, and Tools	Carry-On	Checked	*Conditions for Transport
Antiques	No	No	
Appliances	No	No	
Artwork	No	No	
Auto Parts	No	No	
Books	Yes	Yes	
Carriages and Strollers	Yes*	Yes*	*Special Item
Car Seat	Yes*	Yes*	*Special Item
Car Tires	No	No	
China, Glassware, Silverware	No	No	
Crowbars	No	No	
Furniture	No	No	
Motorized Vehicles			
Radios, Record Players & Stereos	No	No	
Small Hand Tools (screwdriver, wrench)	Yes	Yes	
Large Power Tools	No	No	
Televisions	No	No	
Tow Bars and Trailer Hitches	No	No	

Electronics	Carry-On	Checked	*Conditions for Transport
Cameras	Yes	No	
Cell Phones	Yes	No	
Desktop Computers	Yes	No	
Laptop/Handheld (Ipad) Computers	Yes	No	
MP3 (Ipod) Players	Yes	No	
Personal Digital Assistant	Yes	No	
Video Gaming Systems	Yes	No	

Containers	Carry-On	Checked	*Conditions for Transport
Messenger, Shoulder or Large Laptop Bags, Paper or Plastic Bags & Tote Bags	Yes	No	
Large Coolers (No Perishables)	No	Yes	
Laundry Bags	Yes	No	
Personal Items	Yes	No	
Plastic or Rubber Shipping Containers	No	No	
Shipping Boxes	Yes*	Yes*	*Items over the size requirements are subject to a carry-on fee
Oversize Items	Yes*	Yes*	*Up to 100 linear inches or in limited circumstances as carry-on.
Overweight Items	No	No	
Trash Bags	No	No*	*For booster/car seats, and strollers only
Woven Fabric Zipper Bags	Yes	No	

Other	Carry-On	Checked	*Conditions for Transport
Alcoholic Beverages	Yes*	No	*Customer can transport alcohol but consumption of personal alcohol must only be done in Sleeping Car accommodations.
Controlled/illegal substance	No	No	
Cremated Remains	Yes*	Yes*	*Must be in small container securely stored stored within the customer's baggage
Dry Ice	Yes*	Yes*	*Refer to "Dry Ice"
Fruits/Vegetables	Yes*	No	*In small amounts for customers' trip
Jewelry	Yes	No	
Perfumes and Colognes	Yes	No	
Plants	No	No	
Meat	Yes*	No	*In small amounts for customers' trip
Mannequins	No	No	
Negotiable Papers (e.g. Stocks and Bonds)	No	No	
Seafood	No	No	

F. Group Travel

a) **Groups that plan on checking their baggage will need all baggage tagged with *"Group Move Tag"*** *(NRPC 4015). (Refer to Figure 4-15)*

b) **Baggage size and quantity restrictions may not apply to organizations that require special** backpacks or baggage of specific size with prior approval from the Group Desk.

c) **Appropriate accommodations should be made prior to the group's travel,** in which a customer car will be sectioned off or a portion of the Baggage Car left open for the group's baggage.



Figure 4-15 – Group Move Tag (NRPC 4015)

G. Military Baggage

a) **Authorized Military Personnel on official orders for the United States Government** are exempt from standard size, weight and quantity limitations for carry-on and checked baggage restrictions.
- Official orders must be government documents specifying movement for Military purpose.
- Military ID's and discharge papers are not considered orders.

b) **For safety reasons, the following restrictions will apply:**
- Weight will be limited to 100 lbs per piece.
- Carry-on items must be able to be safely stowed on board the trains or is to be checked if available.

c) **Military baggage over 50 lbs** must be tagged with a *"Military Baggage Tag"* (NRPC 4010). *(Refer to Figure 4-16)*

d) **Loading or unloading of Overweight Military Baggage** must be performed with at least two Amtrak employees.

e) **If no personnel are available to assist,** ask the Military personnel to help load/unload their items. *Military personnel may accompany you to restricted areas to assist with their baggage.*



Figure 4-16 – Military Baggage Tag (NRPC 4010)

H. Employee Baggage Restrictions

1. Employees on Personal or Business Travel

Employees (active or retired) traveling with personal passes in non-business, off-duty, status (vacation, personnel leave, rest days, etc.) or for business will be subject to the same policies as a revenue customer.

a) **Baggage will be covered to the same liability.**

b) **At no time, unless for the purpose of Railroad Business,** may item(s) be shipped unaccompanied without paying the appropriate Amtrak Express fees.

2. Crew Baggage

Baggage being transported on a train by on-duty crew members will be subject to the following conditions.

a) **All baggage must have identification** with owners name and contact information.

b) **Baggage will be the sole responsibility of the crew member who owns the baggage** and must be stored in the crew area or designated baggage area to be protected from theft or damage.

c) **Baggage that is stolen, damaged, pilfered or has been lost** will not be covered by Amtrak but may be considered if there is reasonable justification. Submit all claims through the Office of Customer Relations, completing *"Baggage Tracing/Claim Form"* (NRPC 4017). *(Refer to Figure 4-17)*



Figure 4-17 – Baggage Tracing/Claim Form (NRPC 4017)

I. Firearms in Carry-On Baggage

a) **Firearms are only to be handled as checked baggage** and must meet the conditions as outlined in this policy.

b) **No firearms are permitted to be carried on the customer's body,** on any Amtrak trains, or be on any Amtrak property if the customer does not have a firearms reservation for checked baggage.

c) **Only Qualified Active Law Enforcement Officers** employed by a local, state, federal or railroad law enforcement agency with proper credentials on official business, will be permitted to carry handguns or small weapons (not exposed or needlessly displayed) aboard Amtrak trains. *Each situation requires prior approval by the Amtrak Police Department.*

d) **A Qualified Active Law Enforcement Officer** is defined as an employee of a government or railroad agency 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 a statutory power of arrest.
- is authorized by a law enforcement agency to carry a firearm.
- is not the subject of any disciplinary action by a law enforcement agency.
- meets the standards of a law enforcement agency which he/she belongs to.
- is not under the influence of alcohol or other substance.
- is not prohibited by federal law from possessing a firearm.

e) **For firearms discovered on board the train,** contained in carry-on baggage or observed on non-qualified active law enforcement officers, refer to Chapter 1, Section 4 *"Law Enforcement and Firearm Issues"*.

f) **For a detailed description of how to lock and unlock firearms storage areas,** refer to Chapter 12 *"Equipment, Section P. "Firearms Storage Area Instructions."*

J. Firearms in Checked Baggage

Customers are permitted to check unloaded firearms and ammunition on Amtrak trains within the United States that offer checked baggage service. This does not apply to Amtrak trains to Canada or Thruway Services that provide checked baggage.

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

The Conductor/Assistant Conductor is 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.

1. Firearms in Checked Baggage - Policy

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 Joaquins.**
- 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.
- 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.*
- The origin station must contact the destination station via telephone to notify employees of the incoming handgun cases or ammunition in checked baggage.

- Train manifest will not indicate handguns in checked baggage.
- Origin station will notify train crews of handguns in checked baggage.
- Train crew must update the train manifest by writing the handguns that are in checked baggage.
- Update the train manifest when loading/unloading long gun cases or checked baggage containing handguns on Pacific Surfliner and San Joaquins trains.
- Relay current status of firearms to relieving crew.
- The relieving crew should inventory the secured firearms storage area and report any deviations.

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 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.

d) **Train Manifest**

The train manifest is 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 customers,** 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 not check unloaded firearms and/or ammunition.**

j) **Employee pass riders traveling on their personal passes in a non-duty, non-travel status** (vacation, personal leave, etc.) may check firearms under the same policies as for revenue customers.

2. 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".
- The delay 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) **Customer Removal**

- If a customer is removed from the train and has checked baggage, the Conductor must contact CNOC (302) 683-2299 with the customer's travel reservation number and the baggage tag numbers before releasing the checked baggage to the customer.
- CNOC will be able to identify if the customer 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 customer that is being involuntarily removed from the train.
- The Conductor must advise responding police that the customer is transporting firearms.
- The Conductor and police will determine if:
  - the police will take possession of the firearms.
  - the station where the customer 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 customer, 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 2.f "Missing, Mishandled or Delayed Firearms", but the customer 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 on board 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 customers are taken to a shelter, the checked firearms and ammunition should be stored in a separate secured area.
- If a customer 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 – Busing**

- If train service is interrupted and the customers have to be bused, all firearms must be loaded in the storage bins under the bus.
- No firearms in checked baggage may be loaded in the customer 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 customer area of the bus.
- If a bus company refuses to accept firearms, allow the customers 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 customers 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 customers 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 customers.
- 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 customer has a firearms checked baggage receipt.
- If the firearm is a long gun case, check with the Customer Service Representative 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 customer 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 customer'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 customer'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 customer will be required to pickup their firearm case(s)/ammunition at the designated station and will be reimbursed for their expenses.
- Customers will be reimbursed up to 200 miles round trip at the current rate per mile allowance.
- The maximum for transportation costs other than the customer's personal vehicle is $100.
- Receipts are required from the customer and should be reimbursed through an EEV.
- For mileage, the customer 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.

Chapter 5

Uniform & Grooming

Introduction

Uniformed employees are the face of Amtrak and have a responsibility to portray a positive image of the corporation. An employee's neat, polished and professional appearance helps to create a positive image of Amtrak and is the first step towards providing an excellent customer experience. This chapter provides uniform and grooming standards designed to help employees present a professional and consistent appearance which will enable employees to achieve this goal.

A. Policy

Uniformed employees are required to follow all uniform and grooming standards outlined in this chapter and/or any other official memo, bulletin, advisory or other document issued by Amtrak. All employees on duty must wear and remain in complete authorized uniform until the end of designated job assignment.

Only uniform components identified in this standard and purchased through an Amtrak Uniform Coordinator (i.e. shirts, pants, etc.) are permitted. If a uniform component is not identified in this standard, then the component would be considered non-compliant, and must not be worn. Management is responsible for assisting employees to understand and comply with uniform requirements and grooming standards. All employees (on or off duty, or on or off Amtrak property) wearing an Amtrak uniform must maintain a neat, polished and professional appearance/demeanor and follow Amtrak's "Standards of Excellence" and "Code of Ethics." Apparel item that have the Amtrak logo which are available through the Amtrak Merchandise store, non-Amtrak retail stores or distributed from an internal Amtrak department are not permitted and cannot be worn as part of the authorized uniform components while on duty. Employees are also prohibited from purchasing uniform components for other uniformed/non-uniformed employees and/or personal friends or family.

No components, required or optional, are allowed or will become part of the Uniform Program without the review and approval of the Sr. Director, Customer Service and/or the Program Manager-National Uniform Standards.

Employees who fail to comply with the standards outlined in this chapter are subject to progressive disciplinary action. Any questions regarding these standards should be directed towards your immediate supervisor or the Sr. Director, Customer Service or the Program Manager-National Uniform Standards for further clarification.

1. Exceptions

If you require an exception to any uniform or grooming standard due to:

Reason	Train Service
Religious Beliefs	ReligiousAccommodation@amtrak.com
Disability	ADA@amtrak.com
Medical Condition	Health Services

2. Order/Delivery/Receipt/Payment Process

Uniform components must be ordered through designated Amtrak Uniform Coordinators who are based in stations and crew bases nationwide. Coordinators assist employees in several areas: ordering components, ensuring a proper fit and addressing exchanges or returns.

Employees are responsible to pick up their uniform orders within 30 calendar days upon notice from the Uniform Coordinator. Failure to pick up uniform orders will still initiate appropriate payroll deductions. After receipt of uniforms, employees have 15 calendar days to return/exchange new unworn uniform components through their local uniform coordinator. Employees will be charged up to a maximum of $50 per pay period for all uniform purchases until the outstanding debt has been satisfied. Employees should expect deductions to begin approximately 45 days after receiving uniform components.

B. Uniform Component Guidelines

1. Conductor and Assistant Conductor

a) **Uniform Components** *(listed alphabetically)*

- **Coat, Parka** – Navy
- **Ear Muffs** – Black, Gray or Navy
- **Branded Facial Covering** – Navy, Amtrak-issued
- **Hat, Pillbox** – Navy, Solid or Mesh
- **Headband** – Navy, Amtrak-issued
- **Jacket** – Navy *(with collar eyelets and required collar pins)*
- **Jacket, Waist** – Navy
- **Jacket Windbreaker** – Navy
- **Jumpsuit, Coverall** – Navy, Long or Short Sleeve *(yard service only)*

- **Jumpsuit, Insulated** – Navy *(worn over required uniform) (yard service only)*
- **Neckwear** *(refer to the Neckwear section for currently authorized)*
- **Pants, Dress** – Navy
- **Pants, Dress** – Navy, Maternity *(female only)*
- **Shirt, Dress** – White or Blue, Long or Short Sleeve
- **Shirt, Dress** – White, Maternity *(female only)*
- **Slides** – Silver on navy with 4 hash marks *(only worn by the employee in "Conductor" position)*
- **Slides** – Silver on navy *(only worn by employees assigned to the "Assistant Conductor" position).* If a AC is Conductor "qualified", but a Conductor is on board, the AC must wear the AC slides.
- **Vest, Button** – Navy
- **Vest, Sweater** – Navy

b) **Uniform Compliance**

When the Outermost Garment is a	You are Required to Wear

Jacket	• Pants
	• Shirt (long or short sleeve)
	• Neckwear
	• Hat
	Optional components that can be worn
	  • Vest – Button
	  • Vest – Sweater

Shirt, Dress – Long Sleeve	• Pants • Neckwear • Hat
Shirt, Dress – Short Sleeve	• Pants • Neckwear • Hat • Slides appropriate to the position
Vest, Button	• Pants • Shirt (long or short sleeve) • Neckwear • Hat • Pants *(Slides must be removed when wearing vest over short sleeve shirt)*



Conductor
Jacket, No Vest



Conductor
Jacket with Vest



Conductor Long
Sleeve White Dress Shirt



Conductor Short
Sleeve White Dress Shirt



Conductor Short
Sleeve Blue Dress Shirt



Conductor Long
Sleeve Blue Dress Shirt

2. Customer Service Quality Supervisor (CSQS), and Operations Supervisor (ARASA)

a) **Uniform Components** *(listed alphabetically)*

- **Blazer** – Navy
- **Coat, Parka** – Navy
- **Ear Muffs** – Black, Gray or Navy
- **Branded Facial Covering** – Navy, Amtrak-issued
- **Headband** – Navy, Amtrak-issued
- **Jacket, Windbreaker** – Navy
- **Neckwear** *(refer to the Neckwear section for currently authorized)*
- **Pants, Dress** – Gray and Grey Maternity *(female only)*
- **Shirt, Dress** – White or Blue, Long or Short Sleeve
- **Shirt, Dress** – White, Maternity *(female only)*
- **Skirt** – Gray *(female only)*
- **Slides** – White on Navy
- **Vest, Button/Sweater** – Navy

b) **Uniform Compliance**

When the Outermost Garment is a	You are Required to Wear
Blazer	• Pants/Skirt • Shirt • Neckwear *Optional components* • Vest – Button • Vest – Sweater



CSQS - Blazer



CSQS - Blazer and Skirt
(Pants optional/not shown)

3. Lead Service Attendant – Cafe/Lounge (LSA–Cafe/Lounge), Lead Service Attendant – Diner (LSA–Diner) and Service Attendant (SA), Train Attendant Coach (TAC) and Train Attendant Sleeping Car (TASC)

a) **Uniform Components** *(listed alphabetically)*

- **Apron** – Navy
- **Blazer** – Navy
- **Coat, Parka** – Navy
- **Dress** – Navy, Regular/Maternity *(female only)*
- **Ear Muffs** – Black, Gray or Navy
- **Branded Facial Covering** – Navy, Amtrak-issued
- **Headband** – Navy, Amtrak-issued
- **Neckwear** *(refer to the Neckwear section for currently authorized)*
- **Jacket, Waist** – Navy
- **Jacket, Windbreaker** – Navy
- **Pants, Dress** – Navy
- **Pants, Dress** – Navy, Maternity *(female only)*
- **Shirt, Dress** – White or Blue, Long or Short Sleeve
- **Shirt, Dress** – White, Maternity *(female only)*
- **Skirt** – Navy *(female only)*
- **Slides** – White on Navy
- **Sweater, Cardigan** – Navy
- **Vest, Button** – Navy
- **Vest, Sweater**– Navy

b) **Uniform Compliance**

When the Outermost Garment is a	You are Required to Wear
Apron	• Pants/Skirt • Shirt (long or short sleeve with slides) • Neckwear
Blazer	• Pants/Skirt • Shirt (long or short sleeve) • Neckwear *Optional components that can be worn* • Cardigan • Vest – Button/Sweater
Cardigan	• Pants/Skirt • Shirt (long or short sleeve) • Neckwear
Dress	*Optional components that can be worn* • Vest – Button
Shirt, Dress – Long Sleeve	• Pants/Skirt • Neckwear *Optional components that can be worn* • Cardigan • Vest – Button/Sweater
Shirt, Dress – Short Sleeve	• Pants/Skirt • Neckwear • Slides appropriate to the position *Optional components that can be worn* • Cardigan • Vest – Button/Sweater • Vest – Pullover
Vest Button or Sweater	• Pants/Skirt • Shirt (long/short sleeve with slides removed) • Neckwear



LSA/SA
Apron
Long Sleeve Dress Shirt



LSA/SA
Apron
Short Sleeve Dress Shirt



LSA/SA/TAC/TASC
Blazer



LSA/SA/TAC/TASC
Blazer with Skirt



LSA/SA/TAC/TASC
Short Button Vest



LSA/SA/TAC/TASC
Long Vest



LSA/SA/TAC/TASC
Long Sleeve White Dress Skirt



LSA/SA/TAC/TASC
Short Sleeve White Dress Shirt



LSA/SA/TAC/TASC
Long Sleeve Blue Dress Shirt



LSA/SA/TAC/TASC
Cardigan



LSA/SA/TAC/TASC
Pullover Vest



LSA/SA/TAC/TASC
Dress-Regular - Maternity (not shown)

4. Chef and Food Specialist

a) **Uniform Components** (listed alphabetically)

- **Apron** – Black (kitchen wear/use only)
- **Apron, Cloth** – White (kitchen wear/use only)
- **Coat, Cook** – White (embroidered title and single name)
- **Coat, Parka** – Navy
- **Ear Muffs** – Black, Gray or Navy
- **Branded Facial Covering** – Navy, Amtrak-issued
- **Hat, Baseball Cap** – Black or White Check
- **Hat, Chef Traditional** – White
- **Hat, Knit Cap** – Navy (outdoor use only)
- **Headband** – Navy, Amtrak-issued
- **Jacket, Waist** – Navy
- **Jacket, Windbreaker** – Navy
- **Pants, Cook** – Black/White Check

b) **Uniform Compliance**

When the Outermost Garment is a	You are Required to Wear
Coat, Cook	• Pants • Hat *(Baseball Cap or Chef Traditional)* *Optional components* • Apron



Chef/Food Specialist
Coat



Chef/Food Specialist
Apron

C. Recommended Components

Employees should maintain a sufficient number of uniform components to permit a clean and fresh look while on duty. Components should be rotated on a regular basis and a sufficient quantity carried while en route. The following chart is a guide of suggested minimum components to have on-hand in order to present a professional appearance at all times.

Item	Train Service	Onboard Service	Chef/Food Specialist
Jackets	4		
Coats			5
Vests	1	3	
Pants	5	5	5
Shirts	7	7	
Branded Facial Covering	6	6	6
Neckwear	4	4	
Hats	3		3
Outerwear	1	1	1

D. Uniform Requirements

1. Uniform Components

Only uniform components identified in this chapter and purchased through an Amtrak Uniform Coordinator are permitted.

a) **General**

- Uniform components must be properly cleaned and maintained. Uniform components must fit well and not be excessively tight or baggy.
- Avoid over stuffing pockets that cause bulging or distort the shape of uniform components.
- Uniform components must be worn in a clean, crisp and presentable condition at all times.
- Worn, frayed, torn, ripped, faded or stained components are not permitted and should be replaced.
- Uniform components purchased within the last 12 months that are damaged in the line of duty (tears/rips/stains) and cannot be reasonably repaired at the employee's expense can be returned for a new, same replacement at company cost.
- Items that are over a year old which are damaged in the line of duty, or lost or stolen will not be replaced at company cost.
- Uniform pants and skirts that have been hemmed or jacket/blazers with cuff alterations are not returnable.
- Uniform components may not be changed or modified in any way, other than hemming pants and skirts or jacket/blazers cuff alterations. *(For example, do not have pants altered so that they are tapered or cuffed.)*
  - Skirts can be hemmed to ½" above the knee only.

b) **Amtrak Branded Facial Covering**

- Masks must fully cover nose and mouth
- KN95 masks can be worn without the Amtrak Branded Facial covering
- KN95 masks can only be navy blue, black or white



Amtrak Branded Facial Covering

c) **Pants and Skirts**

- Pants 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.
- Skirt lengths are not to be any shorter than 1/4 inch above the knee.

d) **Shirts**

- Shirts must be worn inside pants or skirts at all times.
- Shirts must not have personal monograms.
- Shirt collars must lay flat and not be turned up around neck. *(If jackets are worn, make sure the collar stays flat inside the jacket.)*
- Cuffs on the shirt must always be buttoned and never be rolled up or tucked under.

e) **Jackets, Blazers, Cardigans and Vests**

- Jackets or blazers may be worn buttoned or unbuttoned.
- Cardigans and sweater vests are not permitted to be worn over button vests.
- Vests must always be buttoned.
- Waist jackets cannot be worn by female employees wearing long-style vest.
- Waist jackets for Onboard Service and Station employees cannot be worn by Conductors and Assistant Conductors.

f) **Unisex Zip-front Cardigan Sweater**

- Unisex zip-front cardigan sweater may be worn as an outer garment. *(Cardigan can be worn in place of the Conductor jacket, the tropical blazer, short and long-style cloth and sweater vests.)*
- Cardigans can be worn zipped or unzipped.
- Employees are allowed to place navy blue elbow patches on the sweater
- Available to Onboard Service and Train Service employees.

g) **Outerwear**

- Amtrak offers a lightweight windbreaker, a short-waist reflective jacket, and a heavy winter parka as an optional purchase for Train Service, On Board Service, and Station Service employees. Amtrak-issued or personal sweaters are not recognized as outerwear.
- Personal outerwear garments may be worn provided the garments are business professional in navy, gray or black in color and similar to the style of the Amtrak-issued garments.
- Personal outerwear cannot include patches, emblems or other company logos (including the Amtrak logo). Hoodies and similar casual outerwear are not permitted, as well as, but not limited to, NorthFace, L.L. Bean, Ralph Lauren outerwear, etc.
- Outerwear may not be worn onboard trains while lifting tickets or in food service dining or cafe cars.
- Outerwear may not be worn in stations while performing duties unless authorized by local management.
- Cold weather dress gloves must be black, gray or navy. Only black "work" gloves are permitted.



Navy Parka Coat



Navy Windbreaker Jacket



Navy Waist Jacket



Navy Long Sleeve Coverall Jumpsuit



Navy Short Sleeve Coverall Jumpsuit



Navy Long Sleeve Insulated Jumpsuit

2. Undergarments

a) **Undershirts**

- Are Optional.
- If worn, must be a white V neck, crew neck, tank or thermal style only.
- Undershirt sleeves cannot be longer than the sleeves of the shirt.
- Writing, emblems, logo's (e.g., Under Armour) cannot be visible through dress shirts.

b) **Brassieres/Camisoles**

- Applicable employees must wear a brassiere/camisole.
- Brassieres or camisoles should not be visible through shirts.

3. Hats

a) **General**

- Conductors, Assistant Conductors, Chefs and Food Specialists must wear authorized hats for their respective craft, while on duty.
- Conductor and Assistant Conductor must wear authorized hats and hat badges when performing their assigned duties on station platforms and while on board the train.
- Conductor and Assistant Conductor hats can be removed when flagging the train and working outside on equipment.
- No pins or adornments (of any kind) are permitted on hats or caps.

b) **Knit Caps, Ear Muffs and Headbands**

- Only Amtrak-issued knit caps and headbands may be worn.
- If non-Amtrak ear muffs are worn, they must be black, gray or navy.
- Knit caps, ear muffs and headbands cannot be worn when onboard the train.
- Knit caps and ear muffs cannot be worn at the same time.
- Conductors and Assistant Conductors are not permitted to wear knit caps.
- Conductors/Assistant Conductors are permitted to wear Amtrak-issued headband under their hat.



Solid Mesh

Conductor/Assistant Conductor Hats



Conductor Assistant Conductor

Hat Badges

Conductor /Assistant Conductors must wear the appropriate hat badge for position



Chef and Food Specialist Hats





Knit Cap



Ear Muffs

4. Glasses and Sunglasses

a) **Glasses must be business-like** and conservative in size and frame color.

b) **Eyeglass lenses may be** transitional or slightly tinted.

c) **Glasses or sunglasses should not be worn on the top of the head, hats or caps.**

d) **Do not wear sunglasses inside trains or stations.** *(Certain medical exceptions may apply.)*

e) **Conductors/Assistant Conductors are only permitted to wear Amtrak issued safety glasses.**

f) **Eye glass chains must have a "break away" safety feature and be business-like** and conservative in style and color.

5. Slides

Slides must be appropriate to the position.



Conductor (Sliver on Navy) | Assistant Conductor (Silver on Navy) | Onboard Service (White on Navy)

6. Neckwear

Only the neckwear shown in this section is the currently-authorized neckwear. Previously authorized neckwear styles are not permitted.

a) **Ties – Male and Female**

- Ties must be worn with the white or blue dress shirt while on duty.
- Ties must be knotted with a Windsor or four-in-hand knot.
- When ties are worn, the top button of the shirt must be closed; collar extenders are permitted.
- 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 should extend to the top of the belt buckle, but not beyond.
- Clip-on and extra long ties are available upon request.



Ties



Bow Ties

b) **Bow Ties – Male and Female**

- Bow ties must be worn with the white or blue dress shirt while on duty.
- When bow ties are worn, the top button of the shirt must be closed; collar extenders are permitted.
- Bow ties must be secured firmly against the collar and cover the top button.

c) **Ascot Loops – Female**

- Available to Conductor, Assistant Conductor, and Onboard Service employees.
- Should be worn as styled and not altered or modified from original design.
- Can be worn with the top shirt button opened or closed.

d) **Scarf – Female**

- Available to Conductor, Assistant Conductor and Onboard Service employees.
- Must be worn at the neck.
- Can be worn straight down or at an angle, but not as an ascot tucked completely in the shirt.
- Can be worn with or without the Amtrak scarf slide.
- A conservative, personal scarf pin is permitted if it complements the overall uniform.



Ascot Loops



Scarf

e) **Hot Weather**
- When the temperature exceeds 90 degrees in the area where an employee is working; neckwear may be removed.
- Top shirt buttons can remain opened for both male and female employees when the temperature exceeds 90 degrees and neckwear has been removed.
- When the temperature is below 90 degrees in the area where an employee is working; neckwear is to be worn. *(Example, outside temperature is 95 degrees, but employee is working in an air-conditioned environment. The employee will keep the neckwear on.)*

7. Tie Bars and Tie Tacks

a) **Amtrak issued or personal tie bars/tie tacks are permitted.**
b) **A personal tie bar must be simple gold or silver tone** with minimal adornment/pin.
c) **A personal, professional tie tack or an Amtrak employee anniversary tie tack** is permitted.
d) **No Amtrak pins or outside affiliated pins can be worn** in lieu of a tie tack.

8. Lapel Pins

Lapel pins are worn on Conductor and Assistant Conductor jackets only.



9. Name Tags

a) **The Amtrak photo ID lanyard does not take the place of a required name tag.**
b) **Pin-back and pocket tuck name tags** can be used by all uniformed employees except for Chefs and Food Specialists.
c) **Name tags must be kept** current, clean, straight and worn on your left breast panel of the uniform.
d) **Name tags must be either:**
- One initial and last name.
- Given name (recorded name or derivative associated with SAP number).



Employee Pinned Back and Pocket Tuck Name Tags

EXAMPLE:
If your recorded name or derivative associated with SAP number is Donald James Wesley, then Don, Donnie, Donny, James, Jimmy or Jim is acceptable on your name tag since it is a derivative of Donald James. If you do not want your name tag to display a single given name, then your choice would be D. Wesley or J. Wesley.

e) **Name tags can also have Jr, Sr or numbers (e.g. I, II, III).**
f) **Name tags must not be modified or have adornments.**
g) **Embroidered Name:**
- Only embroidered names (of a single, given name) are permitted for Chef and Food Specialist shirts (name tags are not permitted).
- Embroidered names are prohibited on all outerwear garments.

h) **Only employees who work on *Capitol Corridor* trains** are required to wear the co-branded Amtrak-Capitol Corridor name tag. All other employees will wear the standard Amtrak logo-only name tag for all other train services. Employees who wear the dual logo (Amtrak and CCJPA) name tag are required to use a single given name only (specifically requested by CCJPA).

i) Name tags are to be worn on the left hand side of the chest, specifically:
- **Train Service jacket or blazer** - On the welt of the pocket (the welt is the 5" x 1" top part of the chest pocket).
- **Dress Shirt** - Immediately above the button on the left-hand pocket.
- **Tropical vest** - Pin back name tag only, placed through the eyelets on the left-hand side chest.
- **Apron** – If worn, remove name tag from dress shirt and place on the left side chest of apron when the apron is the outermost garment.
- **Sweater** – If worn, remove name tag from dress shirt and place on the left side chest of sweater when the sweater is the outermost garment.
- **Dress** – Immediately above left hand pocket.

Name tags are not required on outerwear *(clothing worn over other clothes, especially for the outdoors).*

Employees are not required to wear a name tag if their uniform allows them to wear an embroidered polo shirt or food service jacket.

10. Employee Identification

a) **Company photo identification must be worn** and clearly visible above the waist at all times while on company property and onboard Amtrak trains.



ID Lanyard

b) **All lanyards must be Amtrak issued in navy or black.**

c) **All lanyards must have a "break-away" feature** to prevent injury.

d) **The "break-away" safety feature** must not be modified to prevent it from working.

e) **Adornments (other than pins) or un-authorized wording** is not permitted on the lanyard.

f) **Arm ID Holders "arm bands"** (as an alternative option to the lanyards) are only permitted to be worn by Food Service employees.

11. Accessories

a) **Belts**
- Must be black and worn at all times, except with skirts.
- Must be plain black leather with a simple unadorned silver or gold tone buckle.

b) **Suspenders**

If worn, must be under the jacket or vest and not visible.

c) **Buttons**

Replacement uniform buttons are available through local uniform coordinators.
- Blazers - 2 large, 6 small
- Dress - 6 large, 6 small
- Jackets - 2 large, 6 small
- Jumper - Maternity - 5 small
- Vest Short - 4 small
- Vest - Long Female - 3 small



Large Buttons



Small Buttons

12. Jewelry

Jewelry or ornamentation other than the types described in this section is not permitted.

a) **General - Both Male and Female**
- If a watch is worn, ensure it is working and a conservative, business-like style.
- Cause/awareness type of bracelets (normally made of rubber) may be worn.

- A single bracelet or narrow band with a polished or brushed finish in gold, silver tone, pearl, gem stone, diamond or leather is acceptable as long as it is not more than 1/2 inch wide.
- If a necklace of any type is worn, ensure it is not visible when you are in uniform.
- One (1) pin (union affiliation, an Amtrak train pin, or any Amtrak-issued pin) no larger than 1-1/2 inches in size may be worn in addition to the Amtrak name tag. *(Not permitted on cap or train service hat.)*
- In addition to the one (1) allotted pin, a military service honor pin (unit crests, miniature insignia, blue/gold-star service flags, rosettes, rank insignia or POW/MIA flag) or U.S. flag. *(Not permitted on cap or train service hat.)*
- An unlimited number of pins (union affiliation, an Amtrak train pin, or any Amtrak-issued pin) no larger than 1-1/2 inches in size may be worn on ID lanyards only. *(Not permitted on cap or train service hat.)*
- Body-piercing ornamentation that is visible to customers is not permitted.
- Chefs and Food Specialists must remove watches and jewelry from hands and arms during food preparation; one plain ring may be worn.
- Employees may wear one set of matching "stud type" earrings *(one in each ear lobe.)*
- Earrings should be conservative in style and not dressy or dangling.
- 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 worn on the same finger.)*
- Finger rings, earrings, loose/dangling jewelry, or any other articles of adornment may be snagged when handling material or working around machinery, rolling stock, or other equipment. Remove these items prior to performing such duties.
- Due to shock hazard, wearing jewelry or any other metal items when repairing/maintaining electrical equipment is prohibited.
- Removable grills/fronts that snap over one or more of the teeth are not permitted to be worn while on duty.

b) **Medical Alert Identifiers**
- Medical alert identifiers (e.g. bracelet, necklace, anklet) can be worn.
- Medical alert identifiers fall under the same rules as its jewelry type.

13. Footwear

Amtrak's Safety Department determines acceptable footwear for all Amtrak employees. See Amtrak's Employee Safety Instructions for acceptable footwear for all Amtrak employees.

a) **General**
- Shoes must provide ample protection in the work environment by covering the entire foot, including toes and heel.
- Train Service shoes must be black leather, plain, clean and polished.
- Onboard Service shoes may be black or navy blue leather, plain, clean and polished.
- Shoes must have a sturdy non-leather sole that will resist puncture and is chemical resistant.
- Shoes must be fully laced, buckled, zipped or otherwise fastened.
- Laces must not create a tripping hazard.
- Shoes must have a definite heel that does not exceed two (2) inches.
- Canvas, suede, woven leather, plastic, running shoes, leather athletic shoes, hiking or construction boots, cowboy boots, clogs, flip-flops or ballet style (flats) are not permitted.
- Shoes with loose, thin cracked, ripple or wedge type soles without a defined heel, or with high heel, platform soles, or with a metal plate or cleat on sole or heel, are prohibited.
- Yard work type boots are not permitted to be worn with dresses or skirts.
- Dress boots may be worn during inclement weather conditions only and with approval from local management.

b) **Train Service Employees**
- Only lace-up shoes are permitted.
- Must have a 3/8 to 1 inch instep (defined heel).
- Must wear boots that offer ankle support.

c) **Socks and Hosiery**
- Socks or hosiery are required.
- Solid crew length socks in navy blue or black are required with long uniform pants.
- Solid navy blue, black or white socks are required with short uniform pants.
- Patterned socks such as argyle are not permitted.
- Hosiery or tights must be worn with a skirt or dress and must be skin tone, navy blue or black, no visible patterns.

d) **Footwear Examples**

There are many manufacturers that carry acceptable work shoes/boots. The examples are for guidance only. Refer to the policies that govern your position.



Acceptable Footwear

14. Safety Vests

Safety vests issued by Amtrak's Safety department may be worn at any time by a uniformed employee when there is a personal temporary concern for safety onboard a train, outside a train, around an Amtrak station or on any Amtrak property. When the situation is deemed no longer a safety hazard, the vest must be removed.

E. Grooming

If you look good, you feel good! A high level of personal grooming and hygiene standards is important to complement your uniform. Each employee must be mindful of his/her personal appearance while on duty. An employee's conservative, well–groomed appearance and clean, neat uniform will make first and lasting impressions to our customers.

1. Hair

a) **General**
- Hair must be neat and clean.
- Hair must not fall into one's face.
- Secure hair when working around machines or equipment in which hair could become entangled or in situations where it could obscure vision.

b) **Hair Styles**
- Hair must be styled in a conservative business-professional manner.
- Hair must not cover the brow line.
- Hair color must be natural looking; natural color high/low lights are permitted.
- Hair nets must be used when required by FDA regulations.
- Long eyebrows must be trimmed.
- Noticeable nostril and ear hair must be trimmed.
- Barber/Salon hair designs, pictures, logo's, etc. that are embedded in the scalp are not allowed.
- Hair adornments/accessories should be conservative and kept to a minimum.

c) **Wigs and Hair Pieces**
- Must be natural looking, of good quality, and appropriate for business wear and conform with a and b above.
- Must be freshly maintained and conform to authorized hair styles.

d) **Train Service**
- Hair shorter than collar length, (bottom of shirt collar) may be worn unsecured.
- Hair longer than collar length, (bottom of shirt collar) must be securely fastened and styled against neck or under pill box hat (e.g., loose hair, pony tail, braids, dreadlocks). *(Safety requirement)*
- Hair in front and/or sides of face must be styled not to obscure vision or fall onto cheeks/face area. *(Safety requirement)*

e) **Onboard Service**
- Long loose hair can be shoulder length (touching shoulders) without being pulled back.
- Hair longer than shoulder length must be secured at the collar by conservative fastener; e.g., rubber band, bobby pins, scrunchie, etc. Following suggested styles: pinned up or pinned back, braided, two-strand twist, pony tail, etc. *(This includes all long hairstyles e.g., loose hair, dreadlocks).*

2. Facial Hair

a) **General**
- Face and neck must be clean shaven at all times except when wearing a mustache, beard or goatee.
- Mustache, beard or goatee must be fully grown while off duty as not to portray a patchy appearance.

b) **Mustache**
- Mustache must conform to natural lip line and not extend beyond outer edges of lip.
- Mustache must be kept neatly trimmed at all times to avoid hair extending onto the lip.
- Mustache sides may not exceed 1/4 inch below the corner of the mouth.
- Mustache cannot be waxed, twisted, extreme or fu manchu style.

c) **Beards, Goatees and Sideburns**
- Beard and/or goatee must be full (not patchy), neat in appearance and have a minimum length of 1/4 inch with a maximum length not to exceed 3/4 inch.
- Beard nets must be used when required by FDA regulations.
- Overly full, bushy sideburns, beards or goatees are not permitted.

3. Hair Accessories

Only the following items are permitted.

a) **Headbands**
- Maximum width 1-1/2 inch.
- Colors can be black, brown, gray, white or navy.

b) **Barrettes or combs**
- Maximum length 3 inch
- Colors can be black, brown, white or navy with conservative, minimal adornment.

c) **Hair Elastics and Clips**
Colors can be black, brown, white or navy.

d) **Hairnets**
Personal hair nets can be worn as long as the hair net is similar to hair color, navy or black.

e) **Muslim Head Scarf (Hijab)**
- Only employees who have been granted a religious exemption may wear a Muslim head scarf.
- If Train Service employee, the authorized hat must also be worn.
- Must conform to safety standards.
- Colors can be solid black, navy, white, red, gray or burgundy.
- No fringe, bright colors or overly decorative pins are permitted.
- Must not extend past shoulders and must be secured as not to impact work, work area or visibility on all sides.

4. Nails

a) **General**
- Nails must be clean and well manicured.
- Nail polish designs, decals, charms and decorations are not permitted.
- Fingernail length must not exceed ¼ inch in length beyond tip of finger.
- Chefs and Food Specialists are prohibited from using any nail polish and extensions.

b) **Male**
- If worn, clear nail polish only.

c) **Female**
- Clear or neutral tone or solid shades of nail polish are permitted.
- Glitter, neon, fluorescent or very dark colors (e.g. black nail polish) are not permitted.
- French manicures are permitted.
- All nails must be the same color.

5. Makeup

a) **If worn, make-up should complement natural skin tone** and present a conservative, professional, business appearance.

b) **The following must be moderate** in color choice, application and style.

- foundation
- eye shadow
- eye and lip liners
- blush
- lipstick
- false eyelashes *(Chefs, Food Specialists, LSA and Service Attendants are prohibited from wearing false eyelashes)*

6. Tattoos

a) **Tattoos must not be visible** while in uniform.

b) **Employees with visible tattoos have the following options:**

- Wear long-sleeve shirts and/or pants only for complete and appropriate tattoo coverage.
- Use a tattoo cover-up "sleeve" for any visible inked area(s).
  - Cover-ups sleeves are available in various sizes/lengths for full arms, forearms, wrists, calves, etc.
  - Employees electing this option must select plain, flesh tone, non-design sleeves; all other styles are not permitted.
- Apply tattoo make-up cover to the visible inked area.
  - Area must be maintained during the course of the work day to keep tattoo(s) invisible.
  - This includes head, face, neck, elbow(s) to wrist(s), hands and leg(s).

7. Hygiene

a) **Maintain personal cleanliness** by bathing/showering.

b) **Shampoo hair regularly** to avoid visible dandruff in hair and on shoulders.

c) **Employees must wash hands regularly,** especially after eating or using restrooms.

d) **The use of hand sanitizers is encouraged.**

e) **Replace soiled, dirty, smelly clothes regularly** with fresh, laundered or dry-cleaned clothing.

f) **Ensure fresh breath/oral hygiene** (teeth brushing/ mouth rinses/appropriate dental care).

g) **Take appropriate steps to minimize offensive body odors.**

h) **If perfumes, cologne, after shave or lotions are worn,** fragrance should be lightly-scented and not overpowering.

Chapter 6
Crew Functions & Responsibilities

Introduction

This chapter contains general information. Employee responsibilities are not limited to the following descriptions, and may be modified by your manager/supervisor.

A. General Information

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 Assistant Conductor (if qualified) can become the Conductor "in charge" of the train. If the Assistant Conductor is not qualified, the Engineer will be "in charge" of the train.**

1. On-Train Authority Levels

- 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 Onboard Service crews, the boarding and detraining of customers, as well as the assignment of customer accommodations. Conductors and Assistant conductors report to and receive their instructions from the Superintendent or other designated officers.

a) **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.

If the Conductor is removed from a train for a medical, police or other emergency after the train departs from an initial terminal, the train may proceed to the first location where the Conductor can be replaced without incurring undue delay without the locomotive Engineer being a certified Conductor. However, an Assistant Conductor must be on the train and the locomotive engineer must be informed that there is no certified Conductor on the train prior to any movement.

2. Crew Members – General Responsibilities

a) **Employees Accessing Revenue Trains:**

- Trains awaiting revenue service are cleaned to a high standard. For the safety of our employees, ONLY railroad personnel, and deadheading crews working on the trains are authorized to be on rolling stock equipment.
- Trains awaiting revenue service are not to be used as comfort stations (a place to sleep or take a break), lunchrooms or uses unintended prior to service by non-working crew or employees commuting.

b) **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.
- 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 printed or electronic versions of the *"Service Standards Manual for Train Service and Onboard Service Employees"* along with all active OSUs (paper or downloaded electronic) in your possession while on duty.
- Conductors and Assistant Conductors can only reference these documents on a company issued electronic device (not personal) during times that will not interfere with the employee's or another employee's performance of safety-related duties.
- 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 and manuals (paper or electronic).
- Obtain and review the most recent manifest.
- Adhere to Amtrak's policies when on or off duty.

c) **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.
- 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.
- Immediately report cleaning and equipment defects to the appropriate supervisor.

d) **Employees – En route Responsibilities**

Employees are expected to:

- maintain a professional demeanor
- clean appearance
- safe and organized work area

Professional Demeanor:

- **When working on Amtrak property:**

  Amtrak property includes all equipment, stations, shops, offices as well as vendor accommodation and transportation paid for by Amtrak.

  - Be respectful of the needs of crew members.
  - Remain in assigned area of responsibility unless assisting a fellow crew member.
  - Be alert of potential safety and security hazards.
  - Maintain a professional voice level.
  - Make appropriate announcements.
  - Enforce customer policies with tact and diplomacy.
  - Inform the Conductor of any customer problems, issues or service disruptions before taking action.
    - Address Life-threatening emergency situations that require immediate assistance (derailment, illness, etc.)
    - Other Amtrak employees traveling on the train, can help in the emergency situation when asked.
  - Ask other crew members for assistance as needed (i.e. baggage, customer assistance, etc.).
  - Maintain good housekeeping (empty trash and water cars at designated points.)
  - Store grips and outerwear out of sight.
- **When working on Amtrak property do not:**
  - Relinquish your responsibilities to another employee who is observed as "unfit for duty".
  - Smoke in public view
  - Chew gum/toothpicks
  - Eat/drink while boarding or detraining customers
  - Gamble
  - Beg and/or solicit
  - Distribute unauthorized advertising material or solicitations
  - Loiter/congregate in Coach, Sleeping or Food Service Cars
  - Inappropriate conversation about company and/or personal business)
  - Lean against cars or structures

- Stroll aimlessly on platforms
- Leave Amtrak documents accessible to public
- Leave grips, outerwear or tools on tables or seats not assigned as your workspace.

- **Boarding and Detraining**
  - Offer help to customers for boarding when they approach the train.
    - Pay close attention to customers with disabilities, elderly customers and customers traveling with small children.
    - Customers with baby carriages: Carriages placed on trains must be able to be stowed in baggage racks on train.
  - Remind customers to be careful by gently telling them to 'Watch their step'.
  - During inclement weather, advise customers of possible slipping hazards when passing through the train. *Always minimize possible hazards quickly by cleaning wet floors and vestibules.*
- **On Low platform:**
  - Use a step box if the distance between the ground and to last step of the trap stairs is greater than the height of a standard step.
  - Wipe down handrail before detraining customers.
- **On High platform:**
  - If the gap between the train and platform is wide or uneven (high/low), offer help with transferring from platform to train or vice-versa.

e) **Employees – End-of-trip Responsibilities**
- Check train for customers, luggage, stock and forgotten items.
- Clean car as directed by Crew Base management.
- Secure train as required.
- Complete all necessary paperwork as required by craft.
- Remit Amtrak monies.

f) **Employees – Customer Service Responsibilities**
- Assist customers with boarding and detraining.
- Provide directions to customers in finding the correct train or proper car location.
- Meet and greet all customers and offer assistance as needed.
- Provide useful information in an easy-to-understand language, avoiding railroad jargon.
- Respond to customer questions in a courteous and helpful manner.
- Listen to customer complaints, ideas and suggestions.
- Take the appropriate steps to resolve customer complaints.
- Look for service recovery opportunities when customers have expressed dissatisfaction.
- Look for opportunities to enhance customer comfort and satisfaction.
- Assist disabled customers 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 customer travel comfort and satisfaction.
- Thank customers warmly for their patronage.

3. Crew Placement

When working on the train, employees have spaces that are their designated workspaces, break area and storage for tools, grips (bags, luggage) and outwear.

Conductor/Assistant Conductor

Routes	Car Type	Office Area	Tool Storage	Grips/Outerwear Storage
Acela	Acela Cafe	Conductor's office; AC Galley Business Class	Conductor's office	Conductor's office
Amtrak Cascades	Talgo Table Car	Table in Table Car	In office area	In office area
Auto Train	C – Superliner First Class Lounge AC - Superliner Cross Country Cafe	C – One (1) Full size table. Lower Level of the Lounge. AC – Cross Country Cafe. (1) Full size table.	C – In seat right next to Conductor AC – In seat right next to Asst Conductor	Conductor – In seat next to them. AC – In seat next to them
California Zephyr, Coast Starlight, Southwest Chief, Sunset Limited	Superliner Transitional Dormitory Car	6:00am - 10:00pm: Crew Room - One (1) table. 10:00pm - 6:00am: Dining car with lights on.	At designated table	At designated table
California Zephyr, Coast Starlight, Southwest Chief, Sunset Limited	Superliner Sightseer Lounge (No Transitional Dormitory Car)	6:00am - 10:00pm: Sightseer Lounge I Lower Level: One (1) table. Sightseer Lounge II Lower Level: one side of Lower Level. 10:00pm - 6:00am: Dining car with lights on.	At designated table	At designated table
Capitol Corridor, San Joaquins	California Dining Car 8800-Series or Coach	8800 Dining car series: Lower Level table Coach: 2 tables in Coach (6300-series used for food service).	In office area	In office area
Capitol Limited, City of New Orleans, Texas Eagle	Superliner Transitional Dormitory Car	Crew Room - One (1) table	At designated table	At designated table
Capitol Limited, City of New Orleans, Texas Eagle	Superliner Diner Lounge (No Transitional Dormitory Car)	One (1) full table on Dining side.	At designated table	At designated table
Cardinal	Amfleet II Lounge Car	One (1) table on Lounge side.	One (1) table on Lounge side.	One (1) table on Lounge side.
Crescent	Amfleet II Lounge Car	Crew office and one (1) table in lounge car.	Crew office and/or luggage tower.	Crew office and/or luggage tower.
Empire Builder	Superliner Transitional Dorm Car, Superliner Sightseer Lounge	CHI - SEA: 6:00am - 10:00pm Transitional Dormitory Car: One (1) table in Crew Room 10:00pm - 6:00am: Dining car with lights on. PDX - SPK: Sightseer Lounge I Lower Level of: One (1) table. Sightseer Lounge II Lower Level: one side of lower level.	At designated table	At designated table
Empire Service (no food service)	Amfleet	One (1) table in cafe with working crew. No overhead luggage - use two tables for working crew.	Overhead luggage or luggage tower in cafe	Overhead luggage or luggage tower in cafe
Hiawatha	Horizon/Amfleet	Four (4) Coach seats combined	In designated office area	In designated office area
Keystone	Amfleet	Dependent on where they open the doors. No designated spot to sit.	Keep on their person or on seat next to them, if they occupy a seat. Luggage rack dependent on train capacity.	Keep on their person or on seat next to them, if they occupy a seat. Luggage rack dependent on train capacity.
Lake Shore Limited	Amfleet/Viewliner II	ALB - CHI: Cafe car - one table w/working crew; Conductor office. ALB - BOS: Cafe car - one (1) table w/working crew; Conductor office. ALB - NYP: One (1) table in rear of Dining car.	In Cafe: Overhead luggage or luggage tower/Conductor office. In Viewliner: at designated table.	In Cafe: Overhead luggage or luggage tower/conductor office. In Viewliner: at designated table.
Midwest Corridor	Amfleet	In Cafe: One (1) table in Cafe with working crew. On Superliner equipment, Conductors must utilize seats on the upper level near the middle of the train consist.	Overhead luggage or luggage tower	Overhead luggage or luggage tower
Northeast Regional, Carolinian, Downeaster	Amfleet Cafe	One (1) table in Cafe with working crew (C/AC/LSA) No overhead luggage - use two tables for working crew.	Overhead luggage/ luggage tower. No overhead luggage - use two tables for working crew.	Overhead luggage/ luggage tower. No overhead luggage - use two tables for working crew.
Pacific Surfliner	Surfliner	Designated locker. Table next to that used for Conductor.	Designated locker. Table next to that used for Conductor.	Designated locker. Table next to that used for Conductor.
Pennsylvanian, Pennsylvanian/ Empire Service w/food service	Amfleet	One (1) table in Cafe with working crew	Overhead luggage or luggage tower	Overhead luggage or luggage tower
Silver Service	Amfleet	One (1) table in Cafe with working crew	Conductor office or luggage tower.	Conductor office or luggage tower.

Lead Service Attendant

Routes	Car Type	Office Area	Break Area	Tool Storage	Grips/Outerwear Storage
Acela	Acela First Class	LSA-EIC (First Class): Drop seat in First Class galley LSA-Assist (First Class): Phone booth	LSA-EIC (First Class): N/A LSA-Assist (First Class): N/A	LSA-EIC (First Class): In overhead luggage near galley LSA-Assist (First Class): In overhead luggage near galley	LSA-EIC (First Class): In overhead luggage near galley LSA-Assist (First Class): In overhead luggage near galley
Acela	Cafe	LSA-Cafe: Cafe enclosure	LSA-Cafe: Any available space in café or café endosure.	LSA-Cafe: Cafe enclosure	LSA-Cafe: Closet space in cafe enclosure
Amtrak Cascades	Talgo Bistro Car	Galley enclosure	Galley enclosure	Galley enclosure	Galley enclosure
Amtrak Cascades	Horizon	Galley enclosure		Closet by Cafe	Closet by Cafe
Auto Train	Superliner Cross Country Cafe (Coach Class)	Cafe enclosure (Table only used for administrative needs if necessary)	Table right outside of galley inside Cross Country Cafe	Cafe enclosure	Assigned room
Auto Train, California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited	Superliner Dining Car	LSA-D: In kitchen/service area	LSA-D: Any available dining table; assigned room; crew space on Transitional Dorm car	LSA-D: In LSA workstation	LSA-D: Assigned room
Capitol Corridor	Superliner	Galley enclosure		Galley enclosure	Galley enclosure
Cardinal	Amfleet II Diner Lite Lounge Car	Cafe enclosure (Table only used for administrative needs if necessary)	Any available table in cafe when consuming food. No traffic - working crew table during downtime.	Cafe enclosure	Assigned room
City of New Orleans/ Capitol Limited/ Texas Eagle	Superliner Cross Country Cafe	Galley enclosure		Galley enclosure	Galley enclosure
Crescent	Amfleet II Lounge Car	Cafe enclosure (Table only used for administrative needs if necessary)	Amfleet: one table w/ working crew. Viewliner II: in galley enclosure. In Café there is 1 table (small, half table on the Coach side, next to galley)	Cafe enclosure	Assigned room
Crescent, Lake Shore Limited	Viewliner II Dining Car (Sleeper Lounge)	Galley area	Any available table in Sleeper Lounge; assigned room.	Galley enclosure	Assigned room
Sunset Limited/ Southwest Chief/	Superliner Sightseer Lounge	Galley enclosure		Galley enclosure	Assigned room
California Zephyr/ Coast Starlight					
Midwest Corridor	Amfleet	Cafe enclosure (Table only used for administrative needs if necessary)	Any available Cafe table when consuming food. No traffic - working crew table during downtime.	Cafe enclosure	Overhead luggage or luggage tower
Northeast Regional, Carolinian	Amfleet Cafe	Cafe enclosure (Table only used for administrative needs if necessary)	Any available Cafe table when consuming food. No traffic - working crew table during downtime.	Cafe enclosure	Overhead luggage or luggage tower
Pacific Surfliner	Surfliner	Galley enclosure		Galley enclosure	Galley closet. Behind cafe door as well for extra space
Pennsylvanian/ Empire Service with food service	Amfleet	One table in cafe with working crew		Cafe enclosure	Overhead luggage or luggage tower
San Joaquins	Superliner	Galley enclosure		Galley enclosure	Galley enclosure
Silver Service	Amfleet	Amfleet: one table with working crew. In Cafe (small, half table on the Coach side, next to galley). Viewliner II: Galley enclosure.		Cafe enclosure	One table in Cafe

- In Dining Cars: one (1) table can be used for administrative work only after hours if necessary.
- Use counter in Food Service Cars. If it becomes necessary to use a table, only one table may be used.

Chef/Food Specialist

Routes	Car Type	Work Area	Tool Storage	Grips/Outerwear Storage
Auto Train, California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited	Superliner Dining Car	Kitchen	Kitchen	Outerwear - closet space in kitchen or assigned room. Luggage - assigned room

Service Attendant

Routes	Car Type	Office Area	Tool Storage	Grips/Outerwear Storage
Auto Train, California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited	Superliner Dining Car	Service area	Service area	Assigned room

Train Attendant – Coach/Business Class

Routes	Car Type	Office Area	Tool Storage	Grips/Outerwear Storage
Auto Train, California Zephyr, Capitol Limited, City of New Orleans, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited, Texas Eagle	Superliner Coach	Train Attendant – Coach: Two (2) rear upper-level seats or 2 seats across from stairway (together, one side)	In office area	In assigned room
Cardinal, Lake Shore Limited	Amfleet Coach	Train Attendant – Coach: Two (2) rear coach seats together	In office area	In assigned room
Carolinian	Amfleet Coach	Train Attendant – Coach: Two (2) rear coach seats together	In office area	In office area
Carolinian	Amfleet Business Class	Business Class Attendant: Working Crew table.	Lounge car	Business Class car
Crescent, Silver Meteor, Silver Star	Amfleet Coach	Train Attendant – Coach: Two (2) rear coach seats (together). When assigned coach is full, and a standee condition, sit at half table in Café (if available). If not, sit at assigned full table in Cafe.	In office area	In assigned room
Pacific Surfliner	Surfliner Business Class	Train Attendant - Business Class: Two (2) seats on upper level across from coffee machine.	End closet	End closet

Train Attendant - First Class

Routes	Car Type	Office Area	Tool Storage	Grips/Outerwear Storage
Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited, Texas Eagle	Superliner Sleeping Car I/II, Viewliner Sleeping Car I/II	Assigned sleeping car/ attendant's room	Attendant's Room	Attendant's room

4. eTicketing Mobile Device (eMD)

a) **General**

- The eTicketing Mobile Device (eMD) must be fully charged, prior to boarding the train.
- Crews working trains into Canada must have Canadian roaming capabilities installed on their eMDs.
- A loaner eMD may be available (for one trip only) if your assigned eMD is not available.
- Loaner eMDs are offered on a first come – first serve basis, and may not be available.
- The loaner eMD must be returned at the earliest opportunity after completing the trip.
- The loaner eMD should be fully charged before returning it to the Crew Base, when possible.

b) **Login**

- Log into the eMD at the Crew Base, PRIOR TO BOARDING THE TRAIN, to ensure the eMD is working correctly. Login can be done before or during the initial job briefing.
- Verify that the correct Train Number and Train Origin Date have been entered into the eMD before downloading the train manifest.
- If problems occur with the eMD, contact the Customer Support Desk (CSD) at (800) 206-0711. *The CSD will try to resolve eMD problems during the phone call.*
- If the problem cannot be resolved, an incident number will be provided for replacement of the eMD.
- Always keep a record of the incident number for follow-up.
- eMDs cannot be returned to the Crew Base without an incident number.

c) **Updates**

- Updates must be installed as soon as practical.
- Updates are more likely to install correctly when not logged into any application and are in an area with a strong cellular signal (3-5 bars).

- Update prompts that appear during the trip should be performed after the completion of the trip to prevent loss of data and to provide disruption free use of the eMD.

5. Employees – General Guidelines

a) **Absence from Work**

- Employees are expected to arrive to work on time when scheduled for their assignments.
- 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.

b) **Completing Assignments**

Certain circumstances may occur that could be considered a legitimate cause to excuse an employee from completing his/her assignment, such circumstances should be limited to emergency situations. "Merely 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 are 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.

c) **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 customers. 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 customer or crew member.
- Assaulting a customer or crew member.
- Having unauthorized firearms in their possession.
- 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.

Employee Withheld from Service – Remaining On Board the Train

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 customers, 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.

Employee Withheld from Service – Removal from the Train

If the Conductor decides an employee should be removed from service en route pending investigation and also removed from the train, the these additional steps should be taken:

- The employee should be removed from the train at the next staffed station, where management is present. (In extreme cases, when necessary to detrain 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.
- Management will arrange for the withheld employee's transportation back to their home 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.

d) **Deadheading Employees**

- Employees deadheading to and from work may be placed in service when necessary. *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 wearing an Amtrak uniform must maintain a neat, polished and professional appearance/demeanor at all times and follow Amtrak's *"Standards of Excellence"* and *"Code of Ethics"*.
- Deadheading employees must not loiter in Food Service Cars.

e) **Crew Luggage Identification Tags**

- Train Service and Onboard 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.
- Broken Crew Luggage Identification Tags must be returned to the crew base in order to obtain a replacement
- There is no charge for a replacement Crew Luggage Identification Tag.
- Crew Bases must destroy any broken tags when they are returned
- Crew Luggage Identification Tags must be returned to the Crew Base when you no longer hold a position in Passenger Train Service or OBS.
- Currently, three 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

f) **Employee Property Inspections**

Any inspection shall be done in a manner that the scope of the inspection is narrowly focused and tailored to the inspection procedure or investigation, requires that only appropriate equipment or containers are inspected and that the privacy rights of employees are protected to the extent possible.

- **Randomized Inspections.** Amtrak reserves the right to inspect employee belongings and containers, including, but not limited to, backpacks, briefcases, toolkits, lunch pails, baggage, etc. as part of a randomized inspection procedure designed to address specific identifiable concerns (Example: theft, fraud, drug/alcohol misuse, unauthorized weapons or equipment).
- **Reasonable Suspicion Inspections.** Amtrak reserves the right to conduct inspections of company supplied or approved equipment and/or employee belongings and containers as part of a company investigation based upon reasonable suspicion of a violation of corporate or department policy or procedure or a violation of law, statute or regulation.
  - The full policy can be found on the company Intranet> Library>Policies>Amtrak Policy and Instruction Manual>Law>Employee Property Inspections (Procedure Number 9.11.0).

g) **Electronic Devices**

Employees are to follow the "Electronic Devices" policy.

h) **Lost or Damaged Tools and Equipment Procedures**

- Amtrak will not hold employees responsible to repay the cost of lost or damaged tools and equipment, unless the loss or damage occurred as the result of misconduct (e.g. theft, vandalism, or intentional breakage).
- An employee may still be charged with a violation of Amtrak's *"Standards of Excellence"* or other applicable polices whether or not he or she is required to pay for damaged tools and equipment.

i) **Employees Traveling Across the US/Canadian Border**

Employees crossing the US/Canadian border are also required to have a current Western Hemisphere Travel Initiative (WHTI) document in their possession. Employees must ensure that a copy of their current WHTI document is on file at their assigned crew base. Only one of the following WHTI 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.

j) **Amtrak Provided Hotel Accommodations and Transportation**

When working on Amtrak trains or at away from home terminals and layover points, Amtrak provides hotel accommodations and may provide transportation for working crews. Although these services are not Amtrak-owned, any provided accommodation and/or transportation vehicle used are an extension of Amtrak property and the Standards of Excellence and Code of Ethics and Behavior apply.

- **Hotel**
  - Employee is to provide Amtrak identification card at check-in.
  - Crew sign-in sheets will be provided by all hotels and must be signed by each crew member each time an employee checks into a hotel.
  - Each hotel sign-in sheet has a specific place for each regular crew member to sign-in. It will list the employee's arrival train number and arrival time, with an abbreviated job symbol. Each employee should look for their specific arrival train number and abbreviated job symbol as the place to sign-in.
  - The abbreviated job symbols are:

Job Symbol	Job Title	Job Symbol	Job Title
A	Assistant Passenger Conductor	LC	Lead Attendant Club
AT	Auto Train Attendant	LD	LSA Diner
C	Passenger Conductor	LP	Auto Train Princess LSA
CH	Chef	LS	ACELA – Employee in Charge
E	Passenger Engineer	TC	Train Attendant Coach
F	2nd Passenger Engineer (fireman)	TS	Train Attendant Sleeper
FS	Food Specialist	UT	LSA Diner (TIP) – One job in CHI only
LA	Lead Attendant		

  - The sign-in sheets are to be completed with legible print to include SAP number, first full name and last name each time an employee checks into a hotel.
  - Hotel accommodations are not intended for personal use; family members and friends are prohibited from using the accommodations.
  - Amtrak will not pay for any unauthorized charges, and may not be billed to Amtrak (parking, food, etc.).
  - Prior to check-out employees are to pay for any miscellaneous charges incurred.
  - All hotel policies and safety measures must be adhered to.
  - Most hotels are non-smoking. If there is a violation of the hotel's non-smoking policy, the cleaning fee is the employee's responsibility.
  - Hotels reserve the right to refuse service to anyone. If an employee gets banned from a hotel due to their own behavior. Amtrak will not make or pay for alternate arrangements.
- **Transportation**
  - Crew Transportation is provided by Amtrak where crew transportation is needed to assist in Amtrak operations.
  - Crew Transportation is not intended for personal use; family members and friends cannot ride on Amtrak-provided transportation.
  - In some areas, employees may be required to complete a sign-in sheet that is used for billing purposes. The sign-in sheets must be completed with legible print to include SAP number, full first name, last name and arrival or departure train number.

k) **Amtrak Police Credentials**

- When presented with proper credentials by Amtrak Police and Security, employees must fully cooperate as directed.
- Employees must fully cooperate with all reasonable requests for access to documents, tickets lifted, equipment, meal checks and food stock.

l) **News Media**

- Contact with the news media is prohibited.
- Amtrak field personnel must not initiate contact with the press, unless directed by Amtrak.

- Any questions from the news media are to be referred to:
  - Amtrak Media Relations at (202) 906-3860
  - Evenings, weekends and holidays (800) 562-1904

m) **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.

n) **Tips/Gratuity Handling**

Customers may offer a tip as you are providing them a service. You can accept tips, but you can't solicit tips.
- Solicitation in any form is prohibited.
- Any collected tips must be kept separate from working fund and Amtrak revenue.
- Service must be performed equally for all customers regardless of whether a customer offers a tip.

o) **Reporting Tips**
- Employees who receive at least $20 a month in combined tips from all sources (e.g., cash, credit cards) 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 cash tips on the *"OBS Unscheduled Time Sheet"* (NRPC 3057) under the "Tips" line.
  - Credit card tips that haven't been paid out are automatically reported to Revenue Operations to be paid through payroll when the Food and Beverage Sales Report is processed.
    - If there are multiple recipients, their names and the amount owed must be noted on the Food and Beverage sales report envelope.
- 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/Cafe 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 (cash and credit card) 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 tax withholding for income, Railroad Retirement Tier 1, Tier 2 or Medicare taxes. However, employees may be subject to payment of taxes on these amounts when they file their personal tax return.

p) **Onboard Service Employees – Recurrent Training**
- A training schedule will be posted indicating those employees that are required to attend class.
- The 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.
- 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, 2018 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.

B. Conductor

1. Conductor Certification

a) **Classes of service, in compliance with 49 CFR Part 242.7.**
- Conductor - Crewmember in charge of a train (no emergency preparedness training).
- Passenger Conductor - Crew member in charge of a train and who has also received emergency preparedness training under 49 CFR Part 239.

b) **Each Passenger Conductor or Assistant Conductor, who has received a certificate *(Conductor Certification Card)* shall:**
- Have the certificate in their possession while on duty.
- Produce the certificate upon request of a:
  - Representative of the FRA;
  - Officer of the issuing railroad;
  - Officer of another railroad when operating in joint operations territory; or
  - Civil authorities in the event of an accident.
- Failure to follow the instructions in A & B above may result in civil penalties (violation $1000; willful violation $2000).
- Employees must not laminate or otherwise permanently cover these cards.
- 49 CFR Part 242.207 states "It shall be unlawful for any railroad to knowingly or any individual to willfully make, cause to be made or participate in the making false entry on that certificate or otherwise falsify that certificate through material misstatement, omission or mutilation."

c) **Lost, Destroyed or Illegible Certification Cards**
- Train service employees whose Certification Card is lost or destroyed must immediately report such to their Transportation Supervisor.
  - When the Supervisor cannot be contacted, immediately report the loss to System General Road Foreman's Office.
- The Transportation Supervisor will arrange for the issuance of a replacement certificate as soon as possible. After loss has been reported as described above, conductor will continue working the entire trip until replacement certificate is issued.
- Illegible certification cards must be immediately reported to the Supervisor. *A new certification card will be issued as a replacement.*

d) **Certification Card Expiration**
- Conductors must notify their supervisor **90** days prior to the expiration of their certification card.
- They are not permitted to work in the position of a Conductor or an Assistant Conductor after the card has expired.
- Conductor may be subject to Federal fines and disciplinary action for working with an expired certification card.

e) **Re-certification Classes**
- Time spent attending Conductor recertification class must be considered as time on duty under the commingled service portion of the Federal Hours of Service Act.
- If class attendance will result in a violation of the Hours of Service Act, employees must immediately contact Supervisor and/or Crew Management Services.

f) **Driving Records**
- *"Conductor/Passenger Conductor State Driving Record Request"* (NRPC 3375) will be used for Train service employees for driving record request information related to conductor certification. *(Train service employees can obtain these forms from their supervisor.) (Refer to Figure 6-2)*
- Train service employees must, **not less than 90 days prior to expiration of their certification card** must submit *"Conductor/Passenger Conductor State Driving Record Request"* (NRPC 3375). ***(If you have previously submitted this form, do not resubmit unless you have been issued a driver's license from a different state or received a request to submit one per the System General Road Foreman's Office.)***
- All completed driving record request forms must be faxed (302) 682-2325 or mailed to the: System General Road Foreman Office, 1 High Speed Way, Wilmington, DE 19801.
- 49 CFR Parts 240 and 242.111(k) (1) "Prior safety conduct as motor vehicle operator" requires that certified Passenger Conductors and Conductor must report to the employing railroad, ***within 48 hours of being convicted for, or completed state action to cancel, revoke, suspend or deny a motor vehicle driver's license for violations pertaining to the operation of a motor vehicle under the influence of drugs or alcohol.***
- Amtrak conductors must report such incidents, within 48 hours, to their immediate supervisor or, in their absence, the appropriate Amtrak DAC/EAP counselor.

- The report must be made via the 48 hour **Confidential Reporting Hotline at 302-429-6530** within 48 hours of the conviction.
- If the employee is not in active-duty status at the time of the action, the report must be made no later than the return to active-duty status.
- The report must include:
  - Employee name
  - Employee SAP number
  - Craft
  - Assigned Crew Base
  - Date of conviction
  - Phone number for a return call
- Failure to report such incidents **within the required time frame** could result in Federal civil penalties as well as disciplinary action.



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Conductor/Passenger Conductor State Driving Record Request

Figure 6-2 - "Conductor/Passenger Conductor State Driving Record Request" (Form NRPC 3375)

g) **Vision and Hearing Acuity**

Conductors must not perform service when their best correctable vision or hearing no longer meets one or more of the vision and hearing acuity standards as indicated below. When this condition is discovered, conductor must immediately notify Amtrak Medical Services and/or supervisor and be governed by instructions received.

- Vision Acuity Standards For Certification - Distant viewing either:
  - Distant visual acuity of at least 20/40 (Snellen) in each eye without corrective lenses or
  - Distant visual acuity separately corrected to at least 20/40 (Snellen) with corrective lenses and distant binocular acuity of at least 20/40 (Snellen) in both eyes with or without corrective lenses.
- A field of vision of at least 70 degrees in the horizontal meridian in each eye; and
- The ability to recognize and distinguish between the colors of railroad signals as demonstrated by successfully completing one of the color vision tests in 49 CFR 242 Appendix D "Medical Standards Guidelines."

h) **Hearing Acuity Standards**

Conductor does not have an average hearing loss in the better ear greater than 40 decibels with or without use of a hearing aid, at 500Hz, 1000Hz, and 2,000Hz when tested by use of an audiometer that meets the specification of and are maintained and used in accordance with ANSI S3.6-2004 (Specification for Audiometers).

i) **Physical Examinations**

- Obtain a MED-1 and pass a regular or special periodic physical. *(MED-1 form can be obtained from the local supervisor that will provide the employee with a list of approved medical facilities where the appointment will be scheduled.)*
- All Train Service Employees are required to pass a periodic physical no more than 450 days of the initial certification or recertification regardless of age.
- Regular periodical examinations must be completed not less than 90 days prior to expiration of certification.
- As a condition of employment and maintaining certification, each certified Passenger Conductor and Conductor, as well as Assistant Conductor, must immediately notify Amtrak Medical Services if their best correctable vision or hearing has deteriorated to the extent that the individual no longer

meets the minimum standards of hearing and vision acuity required by 49 CFR Part 242. *(Further, Certified Passenger Conductors, Conductors and Assistant Conductors will no longer be medically qualified to perform service until such time as Amtrak Medical Services has determined that the minimum standards of hearing and vision have been met.)*

- Special periodical examinations may be required as frequently as deemed necessary in the judgment of Amtrak Medical Department and when returning from furlough, illness, accident, injury or at other times as directed.
- **Field Vision Test** – All Conductors who have previously had a field vision test for Conductor Certification (tested for color and/or other than color) are required to have a field vision test 6 months prior to being recertified. Employees needing to schedule a field vision test must contact their immediate supervisor.

j) **Collective Bargaining Agreement - SMART - Conductors, NEC and OC**
Active employees must maintain their certification as required by applicable federal regulation, as a condition of continued employment, excluding temporary disqualifications, temporary de-certifications and where medically disqualified by Amtrak.

2. 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) **Monitoring** – Continuously monitor the ventilation, lighting, water supply, restrooms and temperature of all cars.
h) **Seat Checks** – Ensure seat checks are in place for all customers 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 customer who is unable to hear announcements or needs special attention.
i) **Communication**
Keep customers informed of all delays. Provide information to customers in easy-to-understand language – avoid using Railroad jargon.
j) **Complimentary Service** – Work with the LSA-Diner and LSA-Cafe/Lounge in initiating complimentary food and beverage service
k) **Customer Comments** – Follow through on each customer complaint until resolved, or until the customer has been introduced to another employee who will take responsibility of helping to resolve the complaint.

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 "10C Summary-Passenger Car Daily Inspection" portion of the "MAP 1173/10C Summary" (NRPC 3294) form has missing or incorrect information, the train is not to be delayed.



Figure 6-3 – "MAP 1173/10C Summary" (NRPC 3294) Front



Figure 6-4 – "MAP 1173/10C Summary" (NRPC 3294) Back

b) **Manuals, Books and Notices** – Each Conductor/Assistant Conductor is required to have the following in their possession.
   - Operating and Safety Rule Books in effect for the territory operated.
   - AMT-3 – *"Air Brake and Train Handling Rules and Instructions".*
   - AMT-2 – *"Electrical Operating Instructions"* (if working Northeast Corridor).
   - Employee timetable(s) and Special Instructions.
   - Appropriate Commuter Timetable (if working commuter service).
   - Applicable Track Warrants, Division Notices, Bulletin Orders, Form Ds, Temporary Speed Restriction Bulletins, General Orders, On Board Passenger Count Forms and any other operations document effecting the movement of trains.
   - Maintain and have the current printed or downloaded electronic versions of the *Service Standards: Manual for Train Service and Onboard Service Employees* along with all active OSUs (paper or downloaded electronic) in your possession while on duty. *Conductors and Assistant Conductors can only reference these documents on a company issued electronic device (not personal) during times that will not interfere with the employee's or another employee's performance of safety-related duties.*
   - Review and understand all current FOs, FSNs, OSAs and TAs that are applicable to job responsibilities.
   - Train manifest.
   - Fare Code Rules and Discount Tables.

c) **Forms, Tools and Supplies** – The following items in sufficient quantities are required.
   - *"Animal On Board"* (NRPC 3448)
   - *"Baggage Identification Tag"* (NRPC 347)
   - Ballpoint pens and pencils
   - *"Canadian Customs Tag"* (NRPC 3088) *(Only for Adirondack, Amtrak Cascades and Maple Leaf trains)*
   - *Contractor/Volunteer Injury/Illness Report"* (NRPC 5100)
   - Delay Report
   - *"Employee Injury/Illness Reporting Checklist"* (NRPC 5000A to E)
   - Flagging equipment (red flag, white light, six fusees)
   - Flashlight (railroad-approved white light)
   - *"Revenue - Initial Job Briefing Form"* (NRPC 3243)
   - *Non-Revenue – Initial Job Briefing Form"* (NRPC 3272)
   - *"Operation Heartsaver-Employee Responder Report"* (NRPC 3245)
   - *"Out of Service Label"* (NRPC 3128)
   - *"Pass Abuse Incident Report"* (NRPC 1502)
   - *"Passenger Incident Report"* (NRPC 3200)
   - *"Passenger/Guest Injury/Illness Report"* (NRPC 6000)
   - *"Pet Release and Indemnification Agreement"* (NRPC 4020)
   - Punch key and coach key
   - Rubber bands and paper clips
   - Safety glasses (Refer to the Employee Safety Instructions)
   - Switch keys
   - Tempilstik(s) of appropriate degree specification(s)
   - *"Train Earnings Reports Envelope"* (NRPC 158)
   - Key Pin Lock (4000 Series Siemens Venture cars)
   - *"Security Inspection Report"* (NRPC 3549) ***Canadian Trains***

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 customer-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.
- **Emergency Evacuation Cards** – Safety instruction cards are in all seat backs.
- **Automated External Defibrillator (AED)** – The AED must be functioning. The AED kit must be stored in the proper location.
- **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).
- Side-entry doors are properly train-lined, if applicable.
- 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.

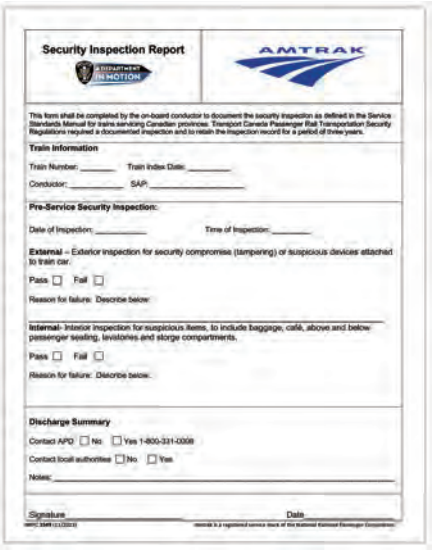
f) **Security Focused Inspections**

The Conductor or designee will perform an interior inspection of the entire train looking for anything unusual or out-of-place when they assume responsibility for the equipment. Engineers will conduct similar inspections of the exterior and in the engine.
- Check that all entry and exit doors are secured as appropriate.
- Look for signs of tampering or forced entry on any doors or cabinets.
- Inspect all public and non-public areas for suspicious objects or packages to include seating areas, overhead storage cabinets, restrooms and employee storage areas.
- Inspect HVAC (heating, ventilating, and air conditioning) vents for tampering.
- Exterior inspection (walking alongside the train) looking for signs of tampering, suspicious objects attached to train car, altered locks, seals, braking mechanism, hoses or valves.
  - Examples of signs of tampering include, but are not limited to, broken or intentionally disturbed or altered locks, seals, braking mechanisms, hoses or valves.
  - Examples of suspicious objects include, but are not limited to, foreign objects found attached to a car or within a car, such as objects with protruding wires, timing devices, and tubes or boxes. Unattended baggage may also be considered suspicious.
- If Security is compromised take the following actions:
  - Do not allow passengers to board the train
  - Notify Amtrak Police National Communications Center at 1-800-331-0008
  - Notify Host Rail Operations
  - Notify any terminal security officers, law enforcement and management

g) **Canada Security Inspections**

Transport Canada requires a documented inspection at the initial terminal of any train entering and departing Canada. Train service employees must complete the inspection report in their eMD. Complete the paper Security Inspection (Figure 6-5) report only under the following circumstances:
- eMD is not functioning during inspection and there is a reportable finding.
- eMD is not functioning at end of Conductors trip leg.

If there is not a reportable finding Conductors should enter the inspection report into eMD should functionality return before the end of the Conductors trip leg.



Security Inspection Report

AMTRAK

This form shall be completed by the on-board conductor to document the security inspection as defined in the Service Standards Manual for trains servicing Canadian provinces: Transport Canada Passenger Rail Transportation Security Regulations required a documented inspection and to retain the inspection record for a period of three years.

Train Information

Train Number: _____ Train Index Date: _____

Conductor: _____ SAP: _____

Pre-Service Security Inspection:

Date of Inspection: _____ Time of Inspection: _____

External – Exterior inspection for security compromise (tampering) or suspicious devices attached to train car.

Pass ☐ Fail ☐

Reason for failure: Describe below:

_____

Internal- Interior inspection for suspicious items, to include baggage, café, above and below passenger seating, lavatories and storge compartments.

Pass ☐ Fail ☐

Reason for failure: Describe below:

Discharge Summary

Contact APD ☐ No ☐ Yes 1-800-331-0008

Contact local authorities ☐ No ☐ Yes

Notes: _____

Signature _____ Date _____

Figure 6-5 – "Security Inspection Report" (NRPC 3549)

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 detraining customers.

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 customer 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 customers.

e) **Northeast Regional Business Class Amenities** – During the ticket lift process the Conductor will inform the customer of the complimentary amenities:
- Complimentary non-alcoholic beverage – the customer has to show his or her ticket/travel document to the Cafe attendant to receive the non-alcoholic beverage.
- Complimentary access to the Washington Post digital newspaper available to business class customers. Customers must connect through the Amtrak Wi-Fi and will find the paper under the "Entertainment" tab.

f) **Equipment Defects** – Record all equipment defects in the eMAP21A app as well as any other required forms. To report en route 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.

g) **En Route Trainline Door Failure**
- Make the *"En Route Trainline Door Failure"* announcement
- Operate end doors locally, and refrain from any trainlined door operation for the duration of the trip.
- 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 6-6)*

h) **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 6-6)*



Out of Service AMTRAK

Do not use!

Date: / /	Location:
Time: ☐ AM ☐ PM	Train:

NRPC 3128 (11/08) Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 6-6 – "Out of Service Label" (NRPC 3128)

i) **Wi-Fi Defect Reporting** – If a crew member encounters a Wi-Fi problem or failure on board, notify the Conductor. When the Conductor becomes aware of a Wi-Fi malfunction, they must contact the toll-free Wi-Fi Support Desk:

- **Piedmont Trains: 1-800-706-9751.**
- **Northern California Trains: 1-888 999-6414**. Includes San Joaquins and Capitol Corridor trains.
- **All Other Equipment: 1-844-880-5322.** This number includes:

Acela	Downeaster	Midwest Corridor	Single Level Long Distance
Adirondack	Empire Service	Northeast Regional	Valley Flyer
Auto Train	Ethan Allen Express	Pacific Surfliner	Vermonter
Cascade	Key Stone	Palmetto	
Carolinian	Maple Leaf	Pennsylvanian	

If necessary, the Conductor may ask a crew member to call the Wi-Fi Support Desk on their behalf. When calling the Support Desk, the Conductor or designated crew member should give the Support Desk agent the following:

- Train name
- Train number
- Railcar number,
- Position of the railcar in relation to the Locomotive and Cafe car
- Brief explanation of the problem
- Reporting crew member name
- Time of malfunction
- Date of malfunction

- **Wi-Fi Support Desk numbers are for crew members only, and should never to be given to customers.**
- The Conductor and crew members should not troubleshoot any Wi-Fi problems or act as technical advisors.
- The Conductor and crew members should not make any attempt to open cabinets which contain Wi-Fi equipment or attempt to reboot the system by resetting the breaker unless instructed by the Wi-Fi Support Desk.
- Resetting the breaker without instruction from the Wi-Fi Support Desk can cause data to be erased, prevent identifying the root cause of the issue and void the warranty.)
- The circuit breaker controlling the Wi-Fi system is located in the "Brain Car" which contains the main components of the Wi-Fi system and sends signals to the other cars in the consist.
- The following list identifies which cars are designated as "Brain Cars".
  - Acela Middle Cafe Cars
  - Amfleet I Club Dinette
  - Amfleet I All-Table Dinette
  - Horizon Club Dinette
  - Horizon Fleet Full Dinette
  - Horizon Cafe
  - F-40 Cab/Baggage Car (NPCU)
  - Superliner Diner-Lounge
  - Superliner Snack Coach
  - TALGO Dining (Table Car)
  - TALGO Bistro Car
  - Cab Control Coach
  - Cab Conference Car
  - Superliner Lounge (Auto Train)
  - Superliner Diner (Auto Train)
  - Superliner Diner Lounge
  - Amfleet II Lounge
  - California Food Service Cars
  - SURFLINER Cafe Coach

j) **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. Customers are not permitted in the Baggage Car at any time. All doors must be closed, secured and locked at all times. Baggage door locks operate with a standard Coach key.

k) **Lost Articles & Baggage** – Customer belongings that have been found are in the care of Amtrak and must be safeguarded to ensure that they are not damaged or stolen. Every effort should be made to return lost items to the proper owner. Turn over any lost or found items to the Baggage or Customer Service Representative at the train's final destination.

l) **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, customers 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 customers must use their cell phone, they should be directed to the Cafe/Lounge Car or another safe area of the train.

m) **Conditions of Carriage** – Be aware that Amtrak may refuse to carry customers:
- who have not paid the applicable fare or do not have a valid ticket.
- who have monthly, 10-ride or 6-ride tickets and have not made a required RideReserve confirmation prior to departure on applicable services.
- 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 customers 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 (such as, not being able 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 customer boarding or waiting areas.

n) **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 customers, including customers with disabilities.

o) **En Route Crew Change - Security Focused Inspections**
The Conductor or designee will perform an interior inspection of the entire train looking for anything unusual or out-of-place when they assume responsibility for the equipment when an en route crew change takes place.

p) **Promoting Available First Class Sleeper Accommodations** – Conductors and Assistant Conductors should promote and sell First Class Sleeper accommodation upgrades when space is available on the manifest.
- Make the *"Availability of Sleeping Car Accommodations"* Announcement.
- Notify Coach Attendants that First Class Sleeper space is available and get their help in identifying customers who might be interested in upgrading their accommodations.
- If bedroom space is available, notify Sleeping Car Attendants that First Class Sleeper space is available and solicit their help in identifying customers in a roomette who may want to upgrade to a bedroom.
- To complete the First Class Sleeper sale, the following must occur. The Conductor will calculate the total fare for the requested upgrade.
- Only after the requesting customer has agreed to the quoted upgrade fare will the Conductor call the Rate Desk to verify that the space listed on the manifest is still available.
- When the Conductor calls, all of the following information must be given to the Rate Desk; otherwise the space will remain open for future sale.
  - Conductor's Name
  - Train's Name and Number
  - Type of Upgrade
  - Customer's Name
  - PNR (Res. #)
  - Location the upgrade will begin
  - Location the upgrade will end
- The Conductor will sell an eCOT and if needed, assist transferring the customer to the new accommodations.
- Do not call any other number or make reservations through any other method.
- Do not give this phone number to any customers.

q) **Canada Customer Border Crossing Denial (Adirondack Service)**
If a customer is denied entry to Canada or the United States the conductor must:
- Contact the Customer Service Desk and provide the name of the customer(s) being denied at the border.
- Submit a "Passenger Incident Report" form (NRPC 3200) to document that the customer(s) was denied border crossing.

5. Conductor – End-of-Trip Responsibilities - Intermediate Locations

a) **Detraining** – Make sure customers have safely exited the train.
b) **Red Cap Service** – Make sure that the Station has been informed that Red Cap Service is required by customers (as available). Conductors and Assistant Conductors must provide the Customer's name to the Station upon scheduling Red Cap Service.
c) **Train Status** – Report standee conditions, on board customer counts and unusual occurrences.
d) **Remit** – Remit revenue.

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 all customers.
b) **Walk Through** – Make a final walk-through of the train to ensure that all customers have detrained with their belongings. Customer belongings that have been found are in the care of Amtrak and must be safeguarded to ensure that they are not damaged or stolen. Every effort should be made to return lost items to the proper owner. Turn forgotten items into "Lost and Found." If firearms(s) remain, notify Amtrak Police to take possession of the firearm. At stations that do not have Amtrak Police presence contact local police. Whenever possible, do not handle the firearm. Safeguard the weapon until a trained person can render the weapon safe.
c) **Red Cap Service** – Make sure that the Station has been informed that Red Cap Service is required by customers (as available). Conductors and Assistant Conductors must provide the Customer's name to the Station upon scheduling Red Cap Service.
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 entered in to the eMAP21A app.
e) **Remit** – Remit revenue. Place *"Train Earnings Reports Envelope"* (NRPC 158) containing all tickets into the designated repository.

C. Assistant Conductor

The Assistant Conductor aids the Conductor with providing the safe movement of the train, care of customers, properly handling luggage and revenue collection.

D. Lead Service Attendant-Diner

The Lead Service Attendant-Diner (LSA-Diner) is responsible for upholding and maintaining the food and beverage service provided in the Dining car, supervising assigned staff, providing quality customer service and other duties as assigned.

1. LSA-Diner – General Responsibilities

a) **Tools/Forms/Supplies**
Listed are the tools, forms and supplies required for the LSA-Diner to complete their duties. Additional items may be needed due to service changes.

Tools
- Working fund
- MPOS set (tablet, printer and credit card device)
  - *"POS Trains, Food & Beverage Sales Reports"* (NRPC 3276)
- *Service and Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide – current
  - User Guide Updates (UGU)
- Traditional Dining Food Service Guide
- Food & Beverage/Operations Support Notice (FSN)
- Operations Service Advisory (OSA)

- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- *"Dinner Reservation Cards"* (NRPC 2316)
- Dining menus (current)
- Corkscrew/bottle opener
- Ice scoop
- Paring knife
- Thermometer(s)
- Chlorine test strips
- Sanitizing solution
- Locks/Zip ties (overnight/layover trains)
- Calculator
- All official Amtrak signage for use in Dining Cars or by LSA-Diner
- eMD (if assigned)

Forms

- *"Transfer Out Form"* (896)
- Food and Beverage Sales Report envelope(s)
  - *"Dining Car Report, Food & Beverage Sales Reports"* (NRPC 131)
  - *"Diner/Lounge Combination, Food & Beverage Sales Reports"* (NRPC 3255)
- *"Temperature Monitoring Report"* (NRPC 3513)
- *"Food and Beverage Sales Service Remittance Receipt"* (NRPC 124)
- *"Food Service Out of Order Label"* (NRPC 2926)
- Meal order forms/meal checks
- **Used for manual entries**
  - *"Complimentary Service Accounting"* (NRPC 3157)
  - *"Passenger Receipt Book"* (NRPC 3076)
  - *"Chef/LSA En Route Spoilage Report"* (NRPC 3143)

Supplies

- Thermal paper rolls
- Black or blue pens
- Rubber bands
- Paper clips
- Current promotional material

b) **Supervision**

The LSA-Diner supervises the onboard service crew and the operation of the Dining Car.

c) **Teamwork**

The LSA-Diner may lead the Dining Car but also participates in taking orders, serving meals and clearing tables.

d) **Security and Loss Prevention – protect Amtrak assets and monies.**

2. LSA-Diner – Pre-Departure Responsibilities

a) **Manifest**

- Reviewing for groups, special service requests and high passenger counts to check and request additional stock, if needed.

b) **Inventory Verification**

- Verifying inventory quantities listed in the Start Issue column of your *"Transfer Out Form"* (896) with your Chef, Food Specialist and/or Service Attendant(s) against provided food and beverage inventory (as required).
- Reporting food and beverage inventory discrepancies to the catering supervisor and/or train manager.
  - Expiration dates checked to validate use, especially on perishable items.
  - Checking the condition of the items and have replaced if unusable (ex. damaged packaging, open seals.)
  - If checking in commissary, the catering vendor must fix the discrepancy by providing the correct items or amending the documented amount on the Start Issue Column in the *"Transfer Out Form"* (896).
  - If checking on train, items that are unusable that cannot be replaced must be recorded on the *"Chef/LSA En Route Spoilage Report"* (NRPC 3143)

- Submitting Onboard order(s) for additional items to Catering vendor for fulfilment.
- Signatures must be captured for all inventory documents before accepting inventory by the LSA and catering vendor.
- **Food and beverage delivery to train**
  - Store refrigerated and frozen foods first.
  - Immediately reporting any discrepancies to the appropriate supervisor.
  - Storing additional dry goods and support items out the sight of customers. *Seats and booths are not to be used for inventory storage.*

c) **Dining Car Inspection**
- Checking that all poster frames are filled. Report empty frames to your local crew base.
- Inspecting Dining Car for any defects and immediately notify the Mechanical Department or a supervisor.
- Inspecting the cleanliness of the Dining Car and immediately report all inadequate cleaning to the appropriate manage/supervisor.
- Checking if Public Address (PA) system is operational.

d) **Public Health**
- Verifying all provisions are delivered and loaded on board.
- Ensuring that the Catering vendor loads refrigerated items first with the frozen items next and dry goods last. *Loading diagrams should be followed if applicable.*
- Ensuring that all refrigerators and freezers are in the appropriate temperature range prior to accepting delivery of stock from the Catering Vendor.
- Verifying temperature of test item supplied by catering vendor and record on the *"Temperature Monitoring Report"* (NRPC 3513).
- Checking food and beverages are held at proper temperatures.
- Monitor refrigeration in accordance with current Amtrak Public Health rules and regulations.
- **Rodents/Insects** – checking for evidence of insects and/or rodents. Report any findings to CNOC Mechanical Desk and provide your supervision with a written report of your findings.

e) **Point of Sale (POS)**

Checking that the POS system (tablet, printer and credit card device) is functioning properly and has the correct menu and keys for your service. If not, call for a replacement prior to departure.

f) **Crew Handling**
- Confirming all assigned onboard service crew members has reported to the train.
  - Notifying Crew Management of any missing crew members 20 minutes prior to departure.
- Checking uniform compliance of onboard service crew.
- Conducting briefing with working crew.
  - 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.
- Ensure that all safety equipment is complete and in good working order.

g) **Service Preparation**
- Inspecting all tables to ensure they are set as required for the appropriate meal service.
- All flatware is to be rolled in a napkin.
- Menus are available for distribution.
- Extra meal checks are available for replenishment.
- Helping Service Attendant prepare seating area for first meal service.
- **Mise en Place** – Reserve one table for Mise en Place (supply table) and ensure that it is properly set up and visually appealing.
- **Staggered Seating Reservation System** - coordinate with the Conductor before making the customer announcement that you will be walking through the train to make meal reservations.
  - Coordinate with your Train Attendants when making meal reservations.

3. LSA-Diner – En Route Responsibilities

a) **Hours of Service** – The prescribed hours of operation when opening and closing must be adhered to.
- **Breaks** – breaks should be taken in between meal periods. Breaks can't impede service.

b) **Announcement Guidelines**
- Appropriate announcements are made regarding location of the Dining Car, seating times and reservations taken for lunch and dinner seating.
- With the assistance of the Train Attendants, ensure that reservations are taken for dinner.
- Coordinate with the Conductor before making announcement for meals.

- **Closing for evening/Breakfast** – making an announcement on closing of car and mentioning first come, first serve for Breakfast service.

c) **Supervision**
- Conducting job briefings prior to meal periods and as deemed necessary.
- Confirming that each onboard service crew member is at their assigned duty station.
- Brief Dining Car staff on group dining arrangements, methods of payment, menu selections and special orders.
  - **Chef Review** – Reviewing reservation numbers with the Chef to assist in determining the quantities of entrees to prepare.
  - Ensuring all Dining Car crew members are at their assigned workstation and workload is properly distributed.
- **Crew Recognition** – providing recognition and feedback to crew members.
- Ensuring that the Dining Car is properly set up and ready to receive customers at the designated meal periods.

d) **Meet and Greet**
- Customers are greeted and seated by a member of the Dining Car staff.
  - Acknowledge customers waiting to be seated and let them know someone will be with them shortly.
- **Communal Dining** – introduce strangers seated together and help them "break the ice."
- Presenting a menu to each customer when seated.
- Describing menu choices, beverage selections, entrée specials and depleted items.

e) **Monitor Service**
- Observing the level of service being provided by the Dining Car staff.
- Checking preparation, portion size, temperature, presentation, garnish, etc. of meals being served.
- Coordinating kitchen and pantry work to avoid service delays.
- Processing orders efficiently to maintain food quality.
- Inquiring about the customer meals for quality assurance.
- **Table Rotation** – Ensure that tables are cleared and reset before each seating.
- Order additional supplies en route when needed.

f) **To Go Meals** – Supervising all "to go" and room service orders, making sure orders are complete with all utensils, condiments and beverages.

g) **Up-Selling** – Increase revenue opportunities by up-selling cocktails, desserts and appetizers.

h) **Meal Checks**
- Ensuring that meal checks are properly completed.
- Make sure any additional items are recorded on the meal check.

i) **Crew Utilization** – Re-assign onboard crew duties during trip, if needed.

j) **En Route Ordering** – Order additional supplies en route, if needed.

k) **Public Health**
- Monitor refrigeration as required. Ensure that stock is properly rotated – first in – first out.
- Ensure that trash is off-loaded at designated locations.
- Arrange for the car to be watered en route if it becomes necessary.

l) **Trainee Evaluation** - providing evaluation and feedback to the Crew Base when someone is on a "new hire" or "refresher" trip.

m) **Equipment Issues** – record all mechanical defects on the *"Record of Defect and Repair MAP-21A"* (NRPC2775) or the eMAP-21A on the eMD.

n) **Security** – Secure car when closed for service.

4. LSA-Diner – End-of-Trip Responsibilities

a) **Inventory** – Accurately account for all items on hand.
- Enter remaining spoilage in POS.
- Packing supplies and remaining food items appropriately for off-loading in accordance with local agreements.

b) **Transfer Out Form** – Complete the *"Transfer Out Form"* (896) as required.
- Review Section B items of the *"Transfer Out Form"* (896) with the Chef.

c) **POS Train Remittance and Reports**
- Generating proper end report(s) for trip.
- Generating credit card device end reports *(Batch Settlement, Upload Report, Batch Detail).*
- Remitting cash and cash equivalents to Amtrak.
- Turning in all end of trip paperwork in the appropriate Food and Beverage Sales Report envelope prior to leaving Amtrak property.

d) **End of Trip Cleaning**
- Car is properly cleaned and sanitized, including dumbwaiters.
- Cabinets and lockers are clean and all supplies removed.
- Dirty linen and open plastic wrapped linen bundles are properly bagged in the red linen bags and all unopened plastic wrapped linen bundles are properly bagged in the white linen bags for removal off the train.
  - Unused linen bags must be returned to the Catering Vendor.
- Trash bags are positioned as required by the location – either to the platform or left in the car.

e) **Equipment Issues** – record all mechanical defects on the eMAP-21A on the eMD or *"Record of Defect and Repair MAP-21A"* (NRPC 2775).

f) **Crew Release** – releasing crew from trip duties.

g) **Security** – securing car for end of trip turnover.

E. Lead Service Attendant-Cafe/Lounge

The Lead Service Attendant (LSA)-Cafe/Lounge is responsible for providing food and beverage service in designated areas, providing quality customer service and other duties as assigned.

1. LSA-Cafe/Lounge – General Responsibilities

a) **Tools/Forms/Supplies**

Listed are the tools, forms and supplies required for LSA-Cafe/Lounge to complete their duties. Additional items may be needed due to service changes.

Tools
- Working Fund
- MPOS set (tablet, printer and credit card device)
  - *"POS Trains, Food & Beverage Sales Reports"* (NRPC 3276)
- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide
    - User Guide Updates (UGU)
- Food Service Guide based on service (i.e. Acela Cafe, National Cafe, etc.)
- Food Service Notice (FSN)
- Operations Service Advisory (OSA)
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Corkscrew/bottle opener
- Ice scoop
- Paring knife
- Thermometer(s)
- Chlorine test strips and solution
- Locks/Zip ties (overnight/layover trains)
- Calculator
- All official Amtrak signage for use in Cafe/Lounge Cars or by LSA-Cafe/Lounge
- Authorized Change Tray with Amtrak logo
- eMD (if assigned)

Forms
- *"Transfer Out Form"* (896)
- Food and Beverage Sales Report envelope(s)
  - *"Cafe/Lounge, Food & Beverage Sales Reports"* (NRPC 695) – all cafe/lounge service
  - *"POS Trains, Food & Beverage Sales Reports"* (NRPC 3276) – POS-enabled trains
- *"Temperature Monitoring Report"* (NRPC 3513)
- *"Food and Beverage Sales Remittance Receipt"* (NRPC 124)
- **Used for manual entries**
  - *"Complimentary Service Accounting"* (NRPC 3157)
  - *"Business Class Service Accounting"* (NRPC 3236)
  - *"Passenger Receipt Book"* (NRPC 3076)
  - *"Chef/LSA En Route Spoilage Report"* (NRPC 3143)

Supplies
- Thermal paper rolls
- Black or blue pens
- Rubber bands

- Paper clips
- Current promotional material

b) **Business Class Service**
- Provide amenities for customers traveling in Business Class
- Business Class *"At Seat Service"* – LSA will serve Business Class customers at their seats along with their normal duties.

c) **Restrooms**

Replenishment of supplies (paper goods, liquid soap) and light refreshing (drying sink counter, picking up trash) of restroom in the Cafe/Lounge Car.
- Exceptions – Acela, Northeast Regional

d) **Security and Loss Prevention** – protect Amtrak assets and monies

2. LSA-Cafe/Lounge – Pre-Departure Responsibilities

a) **Manifest**
- Checking for groups, special service requests and high passenger counts to check and request additional stock if necessary.

b) **Inventory Verification**
- Verifying inventory quantities listed in the Start Issue column of your *"Transfer Out Form"* (896) against provided food and beverage inventory (as required.)
- Verifying food and beverage inventory and report any discrepancies to the catering supervisor and/or train manager.
  - Expiration dates checked to validate use, especially on perishable items.
  - Checking the condition of the items and have replaced if unusable (ex. damaged packaging, open seals.)
    - If checking in commissary, the catering vendor must fix the discrepancy by providing the correct items or amending the documented amount on the Start Issue Column *"Transfer Out Form"* (896).
    - Items that are unusable that cannot be replaced must be recorded on the *"Chef/LSA En Route Spoilage Report"* (NRPC 3143).
- Submitting Onboard order(s) for additional items to Catering vendor for fulfilment.
- Signatures must be captured for all inventory documents before accepting stock by the LSA and catering vendor.
- **Food and Beverage Delivery to Train** – Store refrigerated and frozen foods first.
  - Immediately reporting any discrepancies to the appropriate supervisor.
  - Storing additional dry goods and support items out of the sight of customers. Seats and booths are not to be used to store inventory.

c) **Train Inspection**
- Check that all wall-menu frames contain the appropriate menus for the current cycle. *There should be no empty menu frames.*
- Northeast Regional Cafe Cars only – if any Cafe posters are missing or damaged, notify one or more of the following:
  - Manager of Onboard Services
  - BOS or WAS Crew Base
  - NEC Service Operations NYP
  - Food and Beverage NYP
- Inspect Cafe/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.

d) **Point-of Sale (POS)**

Checking that the POS system (tablet, printer and credit card device) is functioning properly and has the correct menu and keys for your service. If not, call for a replacement prior to departure.

e) **Public Health**
- Verify 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 *"Temperature Monitoring Report"* (NRPC 3513) or enter temperature into the Amtrak approved device adhering to guidelines listed on the monitoring report and all current FDA rules and regulations.
- Monitor and recording refrigeration in accordance with the current FDA rules and regulations.

- Record refrigeration temperature on the *"Temperature Monitoring Report"* (NPRC 3513) or on the Amtrak approved device following guidelines outlined on form and all FDA rules and regulations.

f) **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.

g) **Business Class**
- Supplying amenity after validating travel document/manifest.
- **At Seat Service**
  - Greeting each customer into Business Class and personally introduce yourself to the customer.
  - Providing each customer with a complete explanation of amenities included with their fare.
  - At the customers initial seating, offering each customer the opportunity to order from the cafe prior to the general cafe opening.

3. LSA-Cafe/Lounge – En Route Responsibilities

a) **Hours of Service** – The prescribed hours of operation when opening and closing must be adhered to.

b) **Announcement Guidelines**
- Appropriate announcements are made regarding location of Cafe/Lounge Car, hours of service, LSA-Cafe/Lounge meal breaks, "Happy Hour" specials, etc.)
- Making announcements far in advance of closing for meal breaks and at the end of the day/trip to allow customers the opportunity to make a purchase.

c) **Point of Sale (POS)**
- Accurate processing of all food and beverage transactions the provided POS.
- Credit cards are processed through the POS system.
- In the event of a register failure, receipts must be provided manually using the *"Passenger Receipt Book"* (NRPC 3076).

d) **Change Tray**

A tray is issued to LSAs to give a place for customers to leave their discarded change in our cafes and lounges.
- Only Amtrak issued change trays can be used.
- Change must be cleared as soon as possible.

e) **Public Health**
- Monitor refrigerators and freezers as required along with reporting all defective units.
- Off-load trash at designated locations.
- Water cars at approved watering locations as needed.
- Comply with all FDA rules and regulations.
- Disinfect seating areas and other public touchpoints.

f) **Service**
- Describe menu choices.
- Prepare items as outlined in the Service Guide.
- Present items to customer in attractive way.
- Keep tables and seats clean and free from trash.
- Adhere to the procedures outlined in the corresponding food service guide for proper food and beverage service.

g) **Acela Cafe Standard Display**
- Morning display will consist of all nonperishable breakfast items on train departure before 11:30am.
- Lunch/Dinner display will consist of all non-perishable snack items on display from 11:30am until the train reaches its final destination.
- LSA can sell items from the display.
- LSA must replenish any sold items from the display during the course of their trip.
- Display must be properly stocked at all times unless sold-out of an item.
- White Cloth Napkin used in display is Aramark #80201, included in Start Issue Stock for Acela Cafe.

h) **Business Class**
- Supplying amenity after validating travel document/manifest.
- **At Seat Service**
  - Consistent at-seat service for Business class customers who board down-line when possible.

i) **Up-selling** – Increasing revenue opportunities through suggestion (ex. offering chips with soda.)

j) **Restrooms**
- Monitor the condition of the cafe car restrooms every 45 minutes.
- Restock as necessary.

k) **Crew Utilization**
- If an LSA Assist or Service Attendant is assigned to work the Cafe/Lounge Car, it is the responsibility of the LSA-Cafe/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.

l) **Equipment Issues** – Record all mechanical defects on the *"Record of Defect and Repair MAP-21A"* (NRPC 2775).

m) **En route Ordering** – Order additional supplies en route, if needed.

n) **Trash Removal** – Ensure that trash bags are removed when 75% full, and that trash is off loaded at the designated trash stops.

4. LSA-Cafe/Lounge – End-of-Trip Responsibilities

a) **Inventory** – Accurately account all remaining items on hand.
- Enter remaining spoilage in POS.
- Pack supplies and remaining food items appropriately for off-loading in accordance with local agreements.

b) **Transfer Out Form** – Complete the *"Transfer Out Form"* (896) as required.

c) **POS Train Remittance and Reports**
- Generating proper end report(s) for trip.
- Generating Credit Card device end reports if required. *(Batch Settlement, Upload Report, Batch Detail.)*
- Remitting cash and cash equivalents to Amtrak.
- Turning in all trip paperwork in the appropriate Food and Beverage Sales Report envelope prior to leaving Amtrak property.

d) **End of Trip Cleaning**
- Ensuring 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 cleaned of supplies.

e) **Equipment Issues** – All mechanical defects are recorded on the eMAP21A app.

F. Lead Service Attendant-Sleeper Lounge

The LSA-Sleeper Lounge is responsible for providing food and beverage service to First Class customers in the Sleeper Lounge, providing quality customer service and other duties as assigned.

1. LSA-Sleeper Lounge – General Responsibilities

a) **Tools/Forms/Supplies**

Listed are the tools, forms and supplies needed for LSA- Sleeper Lounge to complete their duties. Additional items may be needed due to service changes.

Tools
- Working Fund
- MPOS set (tablet, printer and credit card device)
  - *"POS Trains, Food & Beverage Sales Reports"* (NRPC 3276)
- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide
    - User Guide Updates (UGU)
- Food Service Guide based on service (i.e. Acela Cafe, National Cafe, etc.)
- Food Service Notice (FSN)
- Operations Service Advisory (OSA)
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Meal Selection Summary
- Detailed Meal Selection report
- Corkscrew/bottle opener
- Ice scoop
- Paring knife

- Thermometer(s)
- Chlorine test strips and solution
- Locks
- Calculator
- All official Amtrak signage for use in Sleeper Lounge Cars or by LSA-Sleeper Lounge
- Authorized Change Tray with Amtrak logo
- eMD (if assigned)

Forms

- *"Transfer Out Form"* (896)
- *"First Class/Club Car, Food & Beverage Sales Reports"* (NRPC 3275)
- *"Temperature Monitoring Report"* (NRPC 3513)
- *"Food and Beverage Sales Remittance Receipt"* (NRPC 124)
- Flexible Dining Meal Order Form (CONT MC 1019)
- **Used for manual entries**
  - *"Complimentary Service Accounting"* (NRPC 3157)
  - *"Chef/LSA En Route Spoilage Report"* (NRPC 3143)

Supplies

- Thermal paper rolls
- Black or blue pens
- Rubber bands
- Paper clips
- Current promotional material

b) **Security and Loss Prevention** – protect Amtrak assets and monies.

2. LSA-Sleeper Lounge – Pre-Departure Responsibilities

a) **Manifest**

- Check for groups, special service requests and high passenger counts to request additional stock.
  - Confirm pre-ordered meals against Meal Report Summary.

b) **Catering Vendor/Commissary**

- Validation of inventory quantities listed in the Start Issue column of your *"Transfer Out Form"* (896) against provided food and beverage inventory (as required.)
- Verify food and beverage inventory and report any discrepancies to the catering supervisor.
  - Expiration dates checked to validate use, especially on perishable items.
  - Check the condition of items and have replaced if unusable (ex. damaged packaging, open seals.)
  - The catering vendor must fix the discrepancy by providing the correct items or amending the documented amount on the Start Issue Column *"Transfer Out Form"* (896).
- Submit Onboard order(s) for additional items to Catering vendor for fulfilment.
- Capture signatures for all inventory documents before accepting stock.
- **Food and Beverage Delivery to Train** – Storing refrigerated and frozen foods first.
  - Immediately reporting any discrepancies to the appropriate supervisor.
  - Storing additional dry goods and support items out of the sight of customers. Seats and booths are not to be used to store stock.

c) **Train Inspection**

- Checking all wall-menu frames for the appropriate menus for the current cycle. There should be no empty menu frames.
- Checking Sleeper Lounge Car for any defects and immediately notifying the Mechanical Department or a Supervisor.
- Ensuring all refrigerators and freezers are in the appropriate temperature range prior to accepting delivery of stock from the Catering Vendor.

d) **Point-of Sale (POS)**

Checking that the POS system (tablet, printer and credit card device) is functioning properly and has the correct menu and keys for your service. If not, call for a replacement prior to departure.

e) **Public Health**

- Verify 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 *"Temperature Monitoring Report"* (NRPC 3513) or enter temperature into the Amtrak approved device adhering to guidelines listed on the monitoring report and all current FDA rules and regulations.

- Monitor and record refrigeration in accordance with the current FDA rules and regulations.
- Record refrigeration temperature on the *"Temperature Monitoring Report"* (NPRC 3513) or on the Amtrak approved device following guidelines outlined on form and all FDA rules and regulations.

f) **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.
- Pre-heat ovens.
- Make coffee.
- Menus in frames.
- **Breakfast Service** – organize displays according to service guidelines.

g) **Crew Briefing**
- Meet with TASC to discuss service details (i.e. breaks, runner, peak times, etc.)
- Review meal quantities with TASC(s).
- Ensure adequate supply of Meal order forms

3. LSA-Sleeper Lounge – En Route Responsibilities

a) **Hours of Service** – The prescribed hours of operation when opening and closing must be adhered to.
- **Breakfast Service** – morning display is set up for customers by 6:30 AM and taken down at 11:00 AM. Displays must be replenished as supplies are used.

b) **Manifest**
- Confirm meal orders and single complimentary alcoholic beverage during trip.
- Match names from Detailed Meal Selection report orders with customers listed on manifest.

c) **Point of Sale (POS)**
- Accurate processing of all food and beverage transactions the provided POS.
- Credit cards are processed through the POS system.
- In the event of a register failure, receipts must be provided manually using the *"Passenger Receipt Book"* (NRPC 3076).

d) **Change Tray for Gratuities**
- Change trays are to be positioned on the serving counters in Cafe and Lounge Cars.
- Only authorized change trays with the Amtrak logo can be used for the collection of gratuities.
- Change trays should be emptied at the end of busy periods, before breaks, end of shift or when the tray has a considerable amount of money, e.g. $15.00.
- At no time can employees solicit gratuities from customers.
- No announcements can be made soliciting gratuities.
- Homemade or non-approved signs requesting gratuities or referring to the change trays are not permitted.
- Point-of-Sale devices can only contain Amtrak funds with no co-mingling of personal funds (such as gratuities).

e) **Public Health**
- Monitor refrigerators and freezers as required along with reporting all defective units.
- Off-load trash at designated locations.
- Water cars at approved watering locations as needed.
- Comply with all FDA rules and regulations.
- Disinfect seating areas and other public touchpoints.

f) **Service**
- Organize orders from TASC for proper preparation.
- Greet customers entering the Sleeper Lounge.
- Ask if customers are ordering in or have pre-ordered their selection.
- Describe menu choices.
- Prepare items as outlined in the Service Guide.
- Present items to customer in attractive way.
- Keep tables and seats clean and free from trash.
- Place all orders in a bag for customer or TASC pick-up. Only stack two meals in a bag.
  - **Deliveries** – meals must be ready for the TASC at least 5 minutes from the delivery time.
    - Assist train attendants with deliveries when needed.
  - **Pick-ups** – meals must be ready for customers at the time requested.

- Fulfill any morning service delivery orders.
- Collect trays to wash and reuse.
- Wipe down tables and seats.
- Clear any leftover trash from tables.
- Secure food service inventory at night.

g) **Crew Utilization**
- If an LSA Assist or Service Attendant is assigned to work the Sleeper Lounge Car, it is the responsibility of the LSA-Sleeper 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.

h) **Equipment Issues** – Record all mechanical defects on the eMAP21A app.

i) **En route Ordering** – Order additional supplies en route, if needed.

j) **Trash Removal** – Ensure that trash bags are removed when 75% full, and that trash is off loaded at the designated trash stops.

4. LSA-Sleeper Lounge – End of Trip Responsibilities

a) **Inventory** – Record the amount of remaining meals.
- Completing *"Chef/LSA En Route Spoilage Report"* (NRPC 3143) for unusable items.
- Pack supplies and remaining food items appropriately for off-loading in accordance with local agreements.

b) **Transfer Out Form** – Complete the *"Transfer Out Form"* (896) as required.

c) **POS Train Remittance and Reports**
- Generating proper end report(s) for trip.
- Generating Credit Card device end reports if required *(Batch Settlement, Upload Report, Batch Detail).*
- Remitting cash and cash equivalents to Amtrak.
- Turning in all trip paperwork in the appropriate Food and Beverage Sales Report envelope prior to leaving Amtrak property.

d) **End of Trip Cleaning**
- Ensuring 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 cleaned of supplies.

e) **Equipment Issues** – All mechanical defects are recorded on the eMAP21A app.

G. Lead Service Attendant-Acela First Class Employee-In-Charge

The Lead Service Attendant-Acela First Class Employee-In-Charge (LSA-EIC) is responsible for providing food and beverage service to Acela First Class customers and other duties as assigned.

1. LSA-Acela EIC – General Responsibilities

a) **Tools/Forms/Supplies**

Listed are the tools, forms and supplies needed for LSA-EIC to complete their duties. Additional items may be needed due to service changes.

Tools
- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide
  - User Guide Updates (UGU)
- Acela First Class Service Guide (current)
- Food Service Notice (FSN)
- Operations Service Advisory
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Corkscrew/bottle opener
- Ice scoop
- Paring knife
- Thermometer(s)
- Chlorine test strips and solution
- Calculator

Forms

- *"Transfer Out Form"* (896)
- *"First Class/Club Car, Food & Beverage Sales Reports"* (NRPC 3275)
- *"Temperature Monitoring Report"* (NRPC 3513)
- *"Chef/LSA En Route Spoilage Report"* (NRPC 3143)
- Acela First Class meal order form (AX MC 0210)

Supplies

- Black/blue ink pens

b) **Security and Loss Prevention** – protect Amtrak assets and monies.

2. LSA-EIC – Pre-Departure Responsibilities

a) **Manifest**

- Checking for groups, special service requests and high passenger counts to verify and request additional stock if necessary.

b) **Food and Beverage Inventory**

- Validation of inventory quantities listed in the Start Issue column of your *"Transfer Out Form"* (896) against provided food and beverage inventory (as required.)
- Verify food and beverage inventory and report any discrepancies to the catering supervisor.
- Expiration dates checked to validate use, especially on perishable items.
- Check the condition of items and have replaced if unusable (ex. damaged packaging, open seals, damaged glassware/plate ware, etc.)
- Check Acela First Class menus match inventory.
- The catering vendor must fix the discrepancy by providing the correct items or amending the documented amount on the Start Issue Column *"Transfer Out Form"* (896).
- Submit Onboard order(s) for additional items to Catering vendor for fulfilment.
- Capture signatures for all inventory documents before accepting stock.
- Food and Beverage Delivery to Train – Storing refrigerated foods first.
- Empty refrigeration/storage carts ready for exchange/removal by catering vendor.
- Immediately reporting any discrepancies to the appropriate supervisor.
- Storing additional dry goods and support items out of the sight of customers. Seats and booths are not to be used to store stock.

c) **Train Inspection**

- Checking galley area (e.g. ovens, coffee makers, toaster, etc.) for any defects and immediately notifying the Mechanical Department or a supervisor.
- Checking seating area (e.g. reading lights, seats, tables, etc.) and bathroom for any defects and immediately notifying the Mechanical Department or a supervisor.
- Ensuring all refrigerators are on and in the appropriate temperature range prior to accepting delivery of stock from the Catering Vendor.
  - If inventory is pre-loaded and the refrigeration is off, perishable inventory must be replaced.

d) **Public Health**

- Verify 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 *"Temperature Monitoring Report"* (NRPC 3513) following guidelines outlined on form and all FDA rules and regulations.
- Monitor and record refrigeration in accordance with the current FDA rules and regulations.
- Record refrigeration temperature on the *"Temperature Monitoring Report"* (NPRC 3513) following guidelines outlined on form and all FDA rules and regulations.
- Sanitize counters galley area prior to service preparation.

e) **Preparation for Service**

- Pre-set meal trays with standard non-perishable tray settings for rapid execution (i.e. wrapped utensil, placemat, dry snack, etc.)
- Prepare and organize support items.
- Prepare necessary garnishes and condiment trays (i.e. limes, lemons, sugar, etc.)
- Menus available for distribution.
- Glassware set out for use.
- Pre-heat oven.
- Make coffee.

f) **Crew Briefing**
- Meet with LSA-Assist to discuss service details (i.e. passenger load, beverage & meal service.)
- Review meal quantities with LSA-Assist.
- Ensure adequate supply of meal order forms.

g) **Customer Interaction at Initial Terminal**
- When the LSA-Assist is on the platform:
  - Assist customers in First Class seating area with luggage placement and seat assignment.
  - Introduction of service to customers.
  - Handle beverage ordering and issue menu when available.

3. LSA-EIC – En Route Responsibilities

a) **Service**
- When the LSA-Assist is on the platform:
  - Assist customers in First Class seating area with luggage placement and seat assignment.
  - Introduction of service to customers.
  - Handle pre-meal beverage ordering and issue menu when available.
- **Meal orders**
  - Recording destination of customer to help prioritize orders.
  - Delivering meals to customers with LSA-Assist.
- Hot towel issued after removing meal tray.
- Checking on customers to fulfill their needs.
- Clearing tables for customers prior to their departure.

b) **Food and Beverage Handling**
- Handling and preparing food according to Acela First Class food service guide.
- Prioritizing orders according to closest departure.
- Deliver beverages according to standards.
- Refilling beverages when required
- Inventory Replenishment in NYP
  - Carts that are going to handed over to the catering vendor must be ready for retrieval prior to arrival.
- Walking through car frequently to be of service to customers.

c) **Public Health**
- Delivering items via serving tray
- Glassware handled by the base or stem.
- Hold flatware by the handle.
- Bread must be handled with tongs.

4. LSA-EIC – End-of-Trip Responsibilities

a) **Inventory**
- Completing the *"Chef/LSA En Route Spoilage Report"* (NRPC 3143) for unusable items. Cooked meals should be spoiled and then disposed.
- Supplies and remaining food items are appropriately packed for off-loading by the catering vendor.
- Dirty linen, plate ware, glassware and utensils must be separate from clean items.

b) **Transfer Out Form** – Complete the *"Transfer Out Form"* (896) as required.

c) **Remittance and Reports**
- Turn in all trip paperwork in the *"First Class/Club Car, Food & Beverage Sales Report"* (NRPC 3275) envelope prior to leaving Amtrak property.

d) **End of Trip Cleaning**
- Retrieve lingering glassware, plate ware, linen from seating area.
- Breaking down preparation areas.

e) **Equipment Issues** – All mechanical defects are recorded in the eMAP21A.

H. Lead Service Attendant-Acela First Class Assist

The Lead Service Attendant-Acela First Class Assist (LSA-Assist) is responsible for performing all necessary duties related to serving food, beverages, providing quality customer service to Acela First Class customers and other duties as assigned.

1. LSA-Acela Assist – General Responsibilities

a) **Tools/Forms/Supplies**

Listed are the tools, forms and supplies needed for LSA-EIC to complete their duties. Additional items may be needed due to service changes.

Tools

- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide
  - User Guide Updates (UGU)
- Acela First Class Service Guide (current)
- Food Service Notice (FSN)
- Operations Service Advisory
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Corkscrew/bottle opener
- Ice scoop
- Paring knife
- Thermometer(s)
- Chlorine test strips and solution
- Calculator

Forms

- Acela First Class meal order form (AX FC 0210)

Supplies

- Black/blue ink pens

2. LSA-Assist – Pre-Departure Responsibilities

a) **Manifest**

- Checking for groups, special service requests and high passenger counts to verify and request

b) **Train Inspection**

- Checking seating area (e.g. reading lights, seats, tables, etc.) and bathroom for any defects and immediately notifying the Mechanical Department or a supervisor.

c) **Public Health**

- Sanitize counters galley area prior to service preparation.

d) **Preparation for Service**

- Prepare and organize support items.
- Prepare necessary garnishes and condiment trays (i.e. limes, lemons, sugar, etc.)
- Menus available for distribution.
- Assist LSA-EIC with service preparation.

e) **Crew Briefing**

- Meet with LSA-EIC to discuss service details (i.e. passenger load, beverage & meal service.)
- Review meal quantities with LSA-EIC.

f) **Customer Interaction at Initial Terminal**

- Present on platform to greet customers 15 minutes prior to departure.
- Greeting customers on platform.
  - Welcoming First Class customers.
  - Inform customers of gaps between train and platform or uneven platforms.
- Verification of customer documents prior to entry of First Class.
- Offering luggage assistance
  - Luggage can be placed temporarily in vestibule to be stored or brought to customer's seat.
- Helping customers with boarding and in seating area.
  - Luggage assistance
  - Offering to put away outerwear
  - Resolving seat reservation issues.
- Wait for Conductor/Assistant Conductor signal to board train.

3. LSA-Assist – En Route Responsibilities

a) **Service**

- Assisting customers in First Class seating area with luggage placement and seat assignment.
- Introduction of service to customers.
- Handling pre-meal beverage ordering and issuance of menu to customers not covered by LSA-EIC.
- Checking on customers to fulfill their needs.
- Clearing tables for customers prior to their departure.
- Walking through car frequently to be of service to customers.
- Taking meal orders
  - Recording destination of customer to help prioritize orders.
- Hot towel issued after removing meal tray.

b) **Food and Beverage Handling**

- Handling and preparing food according to Acela First Class food service guide.
- Prioritizing orders according to closest departure.
- Deliver beverages according to standards.
- Refilling beverages when required

c) **Public Health**

- Delivering items via serving tray
- Glassware handled by the base or stem.
- Hold flatware by the handle.
- Bread must be handled with tongs.

d) **Boarding and Detraining**

- **Detraining**
  - Walking through car 10 – 15 minutes to notify customers of their upcoming stop.
    - Remove any remaining food and beverage items from the seating area of departing customers.
  - Offering luggage assistance. *Notify customers where their luggage will be placed.*
    - Luggage can be brought to the vestibule for retrieval.
    - Luggage can be placed on the platform for retrieval.
  - Retrieve stored outerwear.
  - Walk through car 5 minutes prior to arrival to give departing customers a final call.
  - Walking off train first before customers exit.
  - Inform customers of any detraining hazards (e.g. uneven platform, slipping conditions, etc.)
- **Boarding**
  - Greeting customers on platform.
    - Welcoming First Class customers.
    - Inform customers of gaps between train and platform or uneven platforms.
  - Verification of customer documents prior to entry of First Class.
  - Offering luggage assistance
    - Luggage can be placed temporarily in vestibule to be stored or brought to customer's seat.
  - Helping customers with boarding and in seating area.
    - Luggage assistance
    - Offering to put away outerwear
    - Resolving seat reservation issues.
  - Wait for Conductor/Assistant Conductor signal to board train.

4. LSA-Assist – End-of-Trip Responsibilities

a) **Inventory**

- Supplies and remaining food items are appropriately packed for off-loading by the catering vendor.
- Dirty linen, plate ware, glassware and utensils must be separate from clean items.

b) **End of Trip Cleaning**

- Retrieve lingering glassware, plate ware, linen from seating area.
- Breaking down preparation areas.

c) **Equipment Issues** – All mechanical defects are recorded in the eMAP21A.

I. 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.

1. Chef – General Responsibilities

a) **Forms, Tools and Supplies**

Listed are the tools, forms and supplies required for the Chef to complete their duties. Additional items may be needed due to service changes.

Tools

- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide – current
  - User Guide Updates (UGU)
- Food Service Guide
- Food & Beverage/Operations Support Notice (FSN)
- Operations Service Advisory (OSA)
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Coach key
- Sanitizing solution
- Thermometer(s)
- Chlorine test strips
- Thermal labels
- Locks and keys
- Wire whip
- Tongs
- Spatulas
- Ladles (1, 2, 4 and 6 oz.)
- Perforated spoons
- Grill scraper
- Carving knife
- Chef knifes
- Serving spoons
- Oven mitts

Forms

- *"Transfer Out Form"* (896) – Chef's Reprint
- *Chef/LSA En Route Spoilage Report"* (NRPC 3143)
- *"Food Service Out of Order Label"* (NRPC 2926)
- *"Temperature Monitoring Report"* (NRPC 3513)
- Meal order forms

Supplies

- Pens
- Markers

b) **Supervision**

- Manages and directs all aspects and practices of cooking techniques according to Amtrak standards.
- Supervises the Food Specialist(s) assigned to work in the car.

c) **Security and Loss Prevention** – protect Amtrak assets.

2. Chef – Pre-Departure Responsibilities

a) **Uniform** - The Chef reports for duty in full uniform. Once on board the train, they have the option of working in a clean solid color tee shirt or sweatshirt when loading or unloading the inventory.

b) **Inventory**

- Helping the LSA-D and Service Attendant(s) in verifying inventory quantities with a focus on entrées and all supporting items (i.e., starches, vegetables, fruit, etc.).
- Reporting food and beverage inventory discrepancies to the catering supervisor and/or LSA-D.
  - Expiration dates checked to validate use, especially on perishable items.
  - Checking the condition of the items and have replaced if unusable (ex. damaged packaging, open seals.)
- Discussing ordering any additional items needed with the LSA-D.
- **Food and beverage delivery to train**
  - Store refrigerated and frozen foods first.

- Immediately reporting any discrepancies to the appropriate supervisor.
- Storing additional dry goods and support items out the sight of customers. *Seats and booths are not to be used for inventory storage.*

c) **Kitchen Inspection**
- Verify that all kitchen equipment is in proper working order.
- Kitchen hand sink supplied with soap and paper towels.
- Ensure that all work surfaces and kitchen equipment are properly cleaned and sanitized before preparing food.
- Immediately inform the LSA and the appropriate supervisor of any defects needing correcting before the train departs.

d) **Public Health**
- Verify temperature of test item supplied by catering vendor.
- Check temperature of refrigerators and freezers prior to acceptance of stock.
  - Immediately notify a Supervisor and/or the Mechanical Department if refrigerators or freezers are not operating correctly.
- Store all toxic chemicals (cleaning compounds, etc.) away from food to avoid cross-contamination.

e) **Kitchen set-up**
- Organizing inventory to access items that have the shortest shelf life (First-In, First-Out).
- Setting up cooking items toward the current meal service period.
- Preparing ingredients/sides close to meal service period.
- Setting up sanitizing solution for use.

3. Chef – En Route Responsibilities

a) **LSA/Chef Interaction**
- Reviewing reservation numbers with the LSA-D to help determine quantities to prepare.
- Informing the LSA-D if certain entrees are not being ordered (especially bulk items that are heated opened) so that the Dining Car staff may upsell those entrees to customers.
- Giving the LSA-D an early warning when a menu item is running low.

b) **Order Accuracy**
- Checking accuracy of meal checks
  - Confirming with server if meal check is unclear.
- Menu offerings must be followed.
- Meal portion sizes are correct and properly presented.
- All orders must have the correct, completed requests from the meal order form prior to being sent out of the kitchen.
- All orders must have the correct meal check accompanying them when sent out from the kitchen.

c) **Menu Preparation**
- Maintaining prepared foods, salads, desserts, etc. in ready-to-serve condition.
- Receiving orders from the LSA-Diner and Service Attendants.
- Preparing food as directed in your current Food Service Guide.
- Orders should be handled first come, first served.
- Test the final product with a thermometer for correct temperature.
- Hot orders must be sent out quickly to the servers for delivery.

d) **Public Health**
- Keep kitchen hand sink supplied with soap and paper towels.
- Use separate cutting boards for cooked and raw food, sanitize after using.
- Covering, labeling and dating foods that are to be stored in refrigerators and freezers.
- Monitoring and recording refrigeration.
- Recording unusable food on the *"Chef/LSA En Route Spoilage Report"* (NRPC 3143) at the end of each meal period.
- Maintaining a clean kitchen throughout the trip.
- Bagging and removing trash at designated locations.
- Holding Time/Temperature Controlled foods in the danger zone (40° to 135° F) no more than two hours cumulative time.
- Following proper thawing and labeling protocols.
- Ensuring the steam table is maintained at the proper temperature when in use.
- Using plastic tasting spoons to check food quality and discarding after single use.
- **Refrigeration Failure** – removing items to another refrigerator; tag the failed unit with the *"Food Service Out Of Order Label"* (NRPC 2926) and record to the eMAP21 as soon as possible.

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) **Car Watering** – Ensure that the car is watered at designated watering stops incompliance with Amtrak Public Health requirements.

g) **Security** – Secure kitchen when closed for service.

h) **Trainee Evaluation** - providing evaluation and feedback to the Crew Base when someone is on a "new hire" or "refresher" trip.

4. Chef – End-of-Trip Responsibilities

a) **Inventory**
- Accurately account for kitchen items on hand.
- Record all spoilage on the *"LSA/Chef En Route Spoilage Report"* (NRPC 3143) for submission with End of Trip paperwork.
- Relay any issues with the LSA-D
- Follow local procedures regarding the removal of inventory from the Dining Car.
- If the car is to be stripped, assist in packing and removing the items from the car.

b) **Accounting**
- If the LSA-D has to resort to manual accounting, relay all on hand counts of Section B items for entry on the *"Transfer Out Form"* (896).

c) **End of Trip Cleaning**
- Kitchen equipment, surfaces, storage areas, floors and mats are cleaned and sanitized, including Superliner food service elevators.
- Trash is bagged properly and off loaded as required by local procedures.
- Dirty linen and open plastic wrapped linen bundles are properly bagged in the red linen bags and all unopened plastic wrapped linen bundles are properly bagged in the white linen bags for removal off the train.
  - Unused linen bags must be returned to the Catering Vendor.

d) **Equipment Issues**
- Ensure all mechanical defects have been entered into the eMAP21A app.

e) **Security** – Secure kitchen storage units, doors and gates at the end of the trip.

J. Food Specialist

The Food Specialist is responsible for following the instructions from the chef, providing quality customer service and other duties as assigned.

1. Food Specialist General Responsibilities

a) **Tools, Forms and Supplies**

Listed are the tools, forms and supplies required for the Food Specialist to complete their duties. Additional items may be needed due to service changes.

Tools
- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – Active
  - Onboard Service Revenue Accounting User Guide – current
  - User Guide Updates (UGU)
- Food Service Guide
- Food & Beverage/Operations Support Notice (FSN)
- Operations Service Advisory (OSA)
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Coach key
- Sanitizing solution
- Thermometer(s)
- Chlorine test strips
- Thermal labels
- Locks and keys

- Wire whip
- Tongs
- Spatulas
- Ladles (1, 2, 4 and 6 oz.)
- Perforated spoons
- Grill scraper
- Carving knife
- Chef knifes
- Serving spoons
- Oven mitts

Forms

- *"Food Service Out of Order Label"* (NRPC 2926)

Supplies

- Pens
- Markers

b) **Teamwork**
Assists Chef with food preparation and kitchen sanitation.

c) **Security and Loss Prevention** – protect Amtrak assets.

2. Food Specialist – Pre-Departure Responsibilities

a) **Uniform** - The Food Specialist reports for duty 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 inventory.

b) **Inventory**

- Helping the LSA-D, Service Attendant(s) and Chef in verifying inventory quantities with a focus on entrées and all supporting items (i.e., starches, vegetables, fruit, etc.).
- Reporting food and beverage inventory discrepancies to the catering supervisor and/or LSA-D.
  - Expiration dates checked to validate use, especially on perishable items.
  - Checking the condition of the items and have replaced if unusable (ex. damaged packaging, open seals.)
- Discussing ordering any additional items needed with the Chef.
- **Food and beverage delivery to train**
- Store refrigerated and frozen foods first.
  - Immediately reporting any discrepancies to the appropriate supervisor.
  - Storing additional dry goods and support items out the sight of customers. *Seats and booths are not to be used for inventory storage.*

c) **Kitchen Inspection**

- Verify that all kitchen equipment is in proper working order.
- Ensure that all work surfaces and kitchen equipment are properly cleaned and sanitized before preparing food.
- Immediately inform the LSA and the appropriate supervisor of any defects needing correcting before the train departs.

d) **Public Health**

- Verify temperature of test item supplied by catering vendor.
- Check temperature of refrigerators and freezers prior to acceptance of stock.
  - Immediately notify a Supervisor and/or the Mechanical Department if refrigerators or freezers are not operating correctly.
- Store all toxic chemicals (cleaning compounds, etc.) away from food to avoid cross-contamination.

3. Food Specialist – En Route Responsibilities

a) **Expeditor**

- Assisting Chef in advance preparation of food.
- Maintaining prepared foods, salads, desserts, etc. in ready-to-serve condition.
- Receiving orders from the LSA-Diner and Service Attendants.
- Checking accuracy of meal checks (if in doubt, ask the server for clarification).
- Calling orders to the Chef.
  - Timing the calling orders so that all food is served equally hot.
- Orders should be handled first come, first served
- Hot orders must be sent out quickly to the servers for delivery.
- Prepare and plate food as directed by the Chef.

b) **Order Accuracy**
- No food leaves the kitchen without a completed meal check.
- Make sure that the correct meal check accompanies each order.
- Portion sizes are correct and items are properly presented.
- Always send out completed orders.

c) **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.

d) **Equipment Issues** – Ensure all mechanical defects have been entered into the eMAP21A app.

e) **Public Health**
- Water car, if necessary, at approved watering locations.
- Off-loading trash at designated locations.

f) **Trainee Evaluation** - providing evaluation and feedback to the Crew Base when someone is on a "new hire" or "refresher" trip.

4. Food Specialist – End of Trip Responsibilities

a) **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.

b) **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.

K. 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.

1. SA – General Responsibilities

a) **Tools, Forms and Supplies**

Listed are the tools, forms and supplies required for the Food Specialist to complete their duties. Additional items may be needed due to service changes.

Tools
- *Service Standards Manual for Train Service and Onboard Service Employees* (Printed/Electronic)
  - Operations Standards Update (OSU) – active
  - Onboard Service Revenue Accounting User Guide – current
  - User Guide Updates (UGU)
- Traditional Dining Service Guide
- Food & Beverage/Operations Support Notice (FSN)
- Operations Service Advisory (OSA)
- Focus On (FO)
- Technical Advisory (TA)
- Manifest (SOM)
- Food Service Guide

Forms
- Meal order forms/meal checks

Supplies
- Pens

b) **Seating Area** – cleaning and upholding service delivery in seating area of the Dining Car.

c) **Pantry/Mise en Place** – maintaining and upkeeping supplies in pantry and mise en place.

d) **Teamwork** – helping Dining Car staff maintain service level in Dining Car.

e) **Security and Loss Prevention** – protect Amtrak assets.

2. SA – Pre-Departure Responsibilities

a) **Inventory**

- Helping to verify inventory at the Catering Vendor's facility as assigned with LSA, Chef and Food Specialist.
  - Checking all items for table set-up are provided and in usable condition.
  - Checking expiration dates.
- Reporting any discrepancies to the LSA-Diner.
- **Food and beverage delivery to train**
  - Helping LSA in checking delivered supplies to the Dining Car.
  - Loading and storing supplies using the first in, first-out method.
  - Store refrigerated and frozen foods first.
  - Immediately reporting any discrepancies to the appropriate supervisor.
  - Storing additional dry goods and support items out the sight of customers. Seats and booths are not to be used for inventory storage.

b) **Seating Area**

- Helping LSA-D Inspect tables, seating and storage for defects.
  - Immediately notify the LSA-D of any issues.
- Inspecting the cleanliness of the Dining Car and immediately report all inadequate cleaning to the LSA-D.
- Checking if Public Address (PA) system is operational.
- Checking dumbwaiters with Kitchen staff (Superliner only)

c) **Job Briefing**

- From the LSA job briefing, learn about:
  - Menu selection (food, beverages, specials)
  - Wine selections and best compliments by entrée
  - Selection of appetizers

d) **Service Preparation**

- Clean and sanitize the pantry, including lockers, shelves, cold storage, floors, ice wells, counters, etc.
- Fill condiment dispensers (i.e. sugar bowls)
- Helping prepare and set up drink garnishes
- Setting up beverage stations
- Setting tables for the appropriate meal period
- Setting up mise en place with needed items (flatware, extra condiment bowls)
- Stocking pantry areas with needed items for service.
- **Mise en Place** – Setting up mise en place with items needed to reset tables for meal period (rolled flatware, extra condiment bowls, placemats, etc.)

3. SA – En Route Responsibilities

a) **Tables**

- Inspect and prepare areas of responsibility.
- Flatware will be rolled in a linen napkin.
- The Catering Vendor will supply the initial par of rolled flatware.
- Folded linen napkins will be used on the appropriate services.
- Set all tables in a uniform manner according to established train-specific procedures.
- Assist in sides work, which may include positioning of salads, dessert, juices, rolls, etc.

b) **Meet and Greet**

- Greeting customers and seating them at an available table.
  - Acknowledge customers waiting to be seated and let them know someone will be with them shortly.
- **Communal Dining** – introduce strangers seated together and help them "break the ice."
- Presenting a menu to each customer when seated.
- Describing menu choices, beverage selections, entrée specials and depleted items.

c) **Table Service**

- Introduce yourself and hand the menu to customers.
  - Explain the available offerings for the current meal period.
- Take beverage order – this allows customers to look over the menu.
  - Introduce the customer to their alcoholic beverage amenity.
- When fulfilling drink order, bring the bread and butter to the table.
- Ask if they'd like any appetizers (if available during meal period).

- If yes, enter in appetizer order.
- If yes and they would like to put in entrée order as well, take both and ask if they'd like their appetizers first.
- If no, take entrée order.

- After fulfilling the appetizer order, take the entrée order.
  - Capture any necessary modifications.
  - Pick up any empty plates and cups – especially before the entrées are placed on the table.
  - Refill/Replace/Remove beverages as required.
- After fulfilling the entrée order:
  - Check on your table to offer any additional beverages or food items.
  - Refill/Replace/Remove beverages as required.
- After clearing the table of entrée items, ask if they would like dessert.
  - If yes, record the dessert and any modifications.
  - If no, thank them for joining us for dinner and close out any open ticket items with the LSA-D.
- When customers have finished, thank them and invite them to visit the Dining Car again.
- Once the customers clear the table, prepare the booth for the next seating.

d) **Quality Service**
- Politely acknowledge seated customers if unable to serve them immediately.
- Keep track of where customers are seated and where they are in the delivery of service process.
- If there are depleted items, let the customer know by apologizing and then offering an alternative selection.
- Check with customers during their meal to inquire if everything is satisfactory.
- Remember the 3 R's with beverages:
  - **Refill** glasses when they get low.
  - **Replace** drinks if they need another beverage.
  - **Remove** glasses if they are done.
- Clear the table between courses for multicourse meals.
- Keep pantry stocked.
- Help with food and beverage preparation as needed.

e) **Order Accuracy**
- Ensure add-on items are added to the meal check.
- Indicate customer location at the table on the meal check to eliminate "food auctioning."
- Review the order for accuracy and completeness prior to sending to kitchen.
- Prior to serving meal, ensure order is correct.
- Make certain the customer has the necessary condiments.

f) **Upselling** – upsell items that are mentioned by the LSA and Chef and revenue generating items.

g) **Payment Handling**
- Always place meal check face down on the table.
- Inform the LSA-D when customers are ready to pay.
  - Only collect payment if directed by the LSA-D.

h) **Resetting Tables and Seating**
- Remove all plates, flatware, tablecloth.
- Sanitize table and seating.
- Reset table for next use with new settings for set meal period.
- Refresh condiments as needed.
- **Linen** - Store unused paper in the original box for easy access during the meal period.
- Inform LSA-D when table(s) are available for new customers.

i) **Customer Comments** – Immediately notify the LSA-Diner of any customer comments or complaints regarding the meal or service.

j) **Public Health**
- Trash is bagged and off-loaded at designated locations.
- Sweeping seating area after each meal period.
- Mopping uncarpeted areas as needed.

k) **Security** – helping LSA-D lock down Dining Car prior to release from duty.

l) **Trainee Evaluation** - providing evaluation and feedback to the Crew Base when someone is on a "new hire" or "refresher" trip.

4. SA – End of Trip Responsibilities

a) **Inventory**

- Break down pantry and dining room at the completion of the meal period when the last customer leaves.
- Packing inventory in appropriate storage for off-loading in accordance with local agreements.
- Helping break down kitchen area with kitchen staff.
- Packing supplies in appropriate containers.

b) **End of Trip Cleaning**

- Car is properly cleaned and sanitized, including dumbwaiters.
- Cabinets and lockers are clean and all supplies removed.
- Dirty linen and open plastic wrapped linen bundles are properly bagged in the red linen bags and all unopened plastic wrapped linen bundles are properly bagged in the white linen bags for removal off the train.
  - Unused linen bags must be returned to the Catering Vendor.
- Trash bags are positioned as required by the location – either to the platform or left in the car.

L. Train Attendant-Coach (TAC)

The train attendant coach is responsible for providing a high level of customer 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.

1. TAC – General Responsibilities

a) **Forms, Tools and Supplies**

- Coach key
- Punch-lock key
- Flashlight
- Ice scoop
- Sanitizing test strips (200 ppm and 600 ppm)
- Sanitizing solution (50-200 parts per million)
- Disinfectant solution (600 ppm)
- Cleaning kit:
  - Cleaning towels (rags)
  - Approved disinfectant interior cleaner
  - Glass cleaner
  - Febreze air freshener
  - Toilet brush
  - Swiffer hard surface floor cleaner handle
  - Swiffer wet refills
  - Swiffer dry refills
  - Carpet sweeper or Shark electric sweeper
  - Disinfectant wipes (Lysol or Clorox)
  - Gloves - green rubber
  - Gloves - latex disposable
- Snow broom (winter)
- De-icer (winter)
- Step box
- Coach car diagram
- Manifest
- National and train-specific timetables
- Maintain and have the current printed or electronic versions of the *Service Standards Manual for Train Service and Onboard Service Employees* along with all active OSUs (paper or downloaded electronic) 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)
- All official Amtrak signage for use in Coach cars or by TACs
- eMD (if assigned)

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.
- 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.

2. 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 customer to the consist of the train – location of food service cars, restrooms, etc.
  - Introduces the Train Attendant by name to the customer 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 customers individually of their station stops from 10 p.m. to 7 a.m. *Use a flashlight to locate customers during the night.*
  - When an en route delay occurs, customers 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 customer informed.

h) **Overhead Racks** – Clear overhead luggage racks of any supplies, blankets or pillows.
i) **Trash Containers** – Set up trash containers at appropriate locations in the car – ensuring they do not block doors or vestibules.
j) **Equipment**
- 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.

k) **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 *"Crew members only"* sign above the seats.
- The customers 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 customer. *The customer may occupy that seat until another seat becomes available.*

l) **Emergency Equipment** – Prescribed emergency and safety equipment is in place and ready for use.

3. TAC – Upon Departure and En Route Responsibilities

a) **Receiving Customers**

- 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 customers approach the car, call out the destination of the train, and the destinations assigned to the car.
- Assist customers with the boarding process.
- Assist customers with luggage.
- Remain on the ground until the Conductor signals the train is ready to depart.
- Late boarding customers 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 customers.
- 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 customer to their seat.
- Make every effort to seat families and groups together.
- Coordinate group seating with the Conductor.

b) **Introduction**

- Introduce yourself to customers.
- Inform customers of smoking policy
- Inform customers on how to safely move through the train.
- Orient customer to the car.
- Location of restrooms.
- Location of Food Service Cars.
- Location of drinking fountains.
- Refer customers to the Emergency Evacuation Information Cards and the location of the emergency exits.
- Inform customer of your location (the car and seat you will occupy) so customer can find you for assistance or to answer questions.

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 or eTicket Travel Documents.
- Every customer must have a seat check.
- Customers 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, customer counts and destinations with the Conductor's ticket counts.
  - An up-to-date coach diagram ensures all crew members know which customers will be boarding and detraining overnight.
- Customers boarding between 10pm and 7am are to be directed to a specific seat number to minimize disruption to customers already on-board and asleep.
- Customers detraining between the hours of 10pm and 7am are to be individually notified by the Train Attendant. *Use a flashlight to assist the customer in collecting their personal items.*

d) **Cleanliness of Coaches**

- Inspect cars every 30 minutes.
- Ensure drinking fountains are supplied with paper cups.
- Deodorizing of Coach Cars should be performed prior to customers boarding the equipment.
- Every attempt should be made to avoid spraying aerosol deodorizer within close proximity of the riding public.

- Keep the outside of end doors free of dust and dirt so customer 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 when necessary.*
- Mop uncarpeted floors as needed. *Do not allow water to collect or stand on floors.*
- Sweep 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 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 approved gloves to lift toilet seat lid, then spray germicidal foaming cleaner inside and outside of the toilet bowl, including the seat, lid and platform the toilet sits on (let cleaner soak on the toilet).
- Spray the glass cleaner (Solutions Plus) on the mirror and under mirror back splash (clean with c fold paper towels).
- Use the germicidal foaming cleaner inside of the sink bowl, hot/cold faucet handles, spout, sink counters, soap dispenser, outside of sink cabinet, toilet flush button, changing table, doors, doorknobs and locks (clean with c fold paper towels).
- If liquid soap dispenser is near empty, replace it before disinfecting the bathroom.
- Wipe down the outside of the toilet bowl including the seat, lid and platform the toilet sits on.
- Use toilet brush and approved cleanser to scrub inside of toilet.
- Mop clean the floor including the corners of the floor and around the toilet base.
- Apply disinfectant to all freshly cleaned surfaces – toilet, sink, changing table, etc. (If using reusable gloves, apply to sink *after washing gloves.*)
- Remove gloves. (If reusable gloves were used, clean gloves first before removing by squirting liquid hand soap into the palm of one hand and rub vigorously together, rinsing gloves in hand sink under running water and then drying with paper towel.)
- Exit restroom to allow disinfectant to work on surfaces (Restroom out of service sign – 02-8126 can be used.)
- After the disinfectant lead time, restock proper paper cups, facial tissue, paper towels and toilet paper as necessary in appropriate holders. (Do not leave extra stock on counters or back of toilet.)
- Empty trash containers and install new liners.
- When the shared areas within the Coach Car (i.e. hall, restroom) requires deodorizing and customers are in their seats, notify them as they might be sensitive to the product.
- 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 into the eMAP21A app.
- 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.

j) **Temperature Control** – Regulate lights, heat and air conditioning en route.

k) **Baggage**

- Ensure that all carry-on baggage has identification tags attached.

- Do not store luggage in the vestibule areas.
- Ask customers 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 customers 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 customers for detraining at least 20 minutes prior to arrival at their destination station.
- Make sure that all customers detrain at their ticketed destination.
- Notify the Conductor immediately if unable to locate a customer.
- Should a customer fail to detrain at their stop (a carry-by), immediately notify the Conductor.
- Assist customer with positioning of their luggage in preparation for detraining.
- Get help when customers 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 customer to check around their seats to avoid forgetting anything.
- As customers 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 customer until the Red Cap Service arrives.

m) **Additional Responsibilities**
- **Customer Changes Accommodations**
  - When a customer changes accommodations during a trip, the Train Attendant in the car from which the customer is transferring is responsible to assist in carrying baggage to the new accommodation.
  - If the transfer of a customer can be better accomplished at a station stop, the Train Attendant will assist the customer after notifying the Conductor to ensure there are not safety issues (door unprotected, etc.).
- **Unaccompanied Minors**
  - Unaccompanied minors are to be monitored by employees to ensure their safety and comfort.
- **At Seat Meal Service**
  - Any customer may request "At Seat Meal Service". Any customer who is disabled **MUST** be offered "At Seat Meal Service".
  - Inform the LSA-Diner of any customer who would like meals at their seat.
  - The Train Attendant is responsible for taking customer's meal orders to the LSA-Diner, handling the payment process and serve the prepared meal to the customer.
  - Meals will be served in a "carryout" hinged lid container.
  - Meals will be carried and delivered to customers in a delivery sack and include plastic ware and condiments.

n) **Cafe/Lounge Car Cleaning** – On Long Distance trains, the TAC (when assigned by the bulletined job description) is to maintain the cleanliness of the Cafe/Lounge Car and cars offering Business Class service to including the removal of trash, the restrooms and general removal of items left by customers.

4. TAC – End-of-Trip Responsibilities

a) **Inspection of Car**
- Check the car to ensure that all customers have detrained.
- Ensure that all items have been removed from the train.
- Customer belongings that have been found are in the care of Amtrak and must be safeguarded to ensure that they are not damaged or stolen.
  - Every effort should be made to return lost items to the proper owner.
  - Turn forgotten items into "Lost and Found" or the ticket office.
  - If firearms remain, notify Amtrak Police to take possession of the firearm.
  - At stations that do not have Amtrak Police presence contact local police.
  - Whenever possible, do not handle the firearm.
  - Safeguard the weapon until a trained person can render the weapon safe.
  - Obtain a receipt.
- Notify the Conductor and Police if any suspicious items are found.
- Pick up trash, newspapers and litter.

b) **Trash**
- Bag all trash.
- As required by location, leave the bags in the car or place on the platform.

c) **Defect Report** – Ensure that any defects are recorded in the eMPA21A app.

d) **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.

e) **Storage of Equipment**
- Stow all equipment and supplies.

M. 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.

1. TASC – General Responsibilities

a) **Forms, Tools and Supplies**
- Coach key
- Punch-lock key
- Flashlight
- Ice scoop
- Sanitizing test strips (200 ppm and 600 ppm)
- Sanitizing solution (50-200 parts per million)
- Disinfectant solution (600 ppm)
- Cleaning kit:
  - Cleaning towels (rags)
  - Approved disinfectant interior cleaner
  - Glass cleaner
  - Febreze air freshener
  - Toilet brush
  - Swiffer hard surface floor cleaner handle
  - Swiffer wet refills
  - Swiffer dry refills
  - Carpet sweeper or Shark electric sweeper
  - Disinfectant wipes (Lysol or Clorox)
  - Gloves - green rubber
  - Gloves - latex disposable
- Snow broom (winter)
- De-icer (winter)
- Step box
- Coach car diagram
- Manifest
- Train-specific timetables
- Maintain and have the current printed or electronic versions of the *Service Standards Manual for Train Service and Onboard Service Employees* along with all active OSUs (paper or downloaded electronic) 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)
- All official Amtrak signage for use in Coach cars or by TASCs
- eMD (if assigned)

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 customers informed as to wait times, etc.
- Provide "At Seat Service" for any customer 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.
- On trains offering Business Class service, monitor the Business Class Car including the opening/closing of the doors and assisting with baggage.

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, including linens, 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**
- 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 customers.
- 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**

When setting up the room for day use:

- Remove partition between bedrooms that have been sold "en suite"
- Verify that all beds are made up.
- Table is in upright position
- Stock each for accommodation for Day Service with the following *(Day service is provided on all trains departing a station before 8:00pm):*
- Blankets
  - Roomette – Two (2) blankets wrapped in plastic.
  - Bedrooms and Accessible room – Two (2) blankets wrapped in plastic.
  - Four (4) blankets wrapped in plastic per trip (Family room only)
- Pillows:
  - *Bedrooms/Accessible Room* - three (3) pillows: add pillowcase and place two on sofa, one on each end; third in upper berth.
  - *Family Room* – four (4) pillows; add pillowcase and place one on each end of sofa and one on each seat.
  - Roomette – two pillows; add pillowcase and place one on each seat.
  - Pillow must be placed horizontally with the wide stripes at the bottom left corner and the narrow stripes at the top right corner resembling the Amtrak logo (Refer to Figure 6-7).



Figure - 6-7 – Pillow Placement

- Two clothes hangers
  - Place on hanger bar
  - If no hanger bar, arrange in front of pillows
  - Two bottles of spring water – placed in the cup holders on the side of the table.
- Magazines and safety card are placed between the table and the window
- Bath Towels and cloths
  - Roomette: Two (2) wash cloths, two (2) hand towels
  - Bedroom/Accessible Bedroom: Three (3) wash cloths, three (3) hand towels; three (3) bath towels
  - Family Room: Four (4) wash cloths, four (4) hand towels
  - Bath towels in community shower room

g) **Making Beds**

- **General**
  - The style of bed making is designed to provide the customer a comfortable, sanitary berth.
  - Each customer will receive a fresh blanket wrapped in plastic for the duration of their trip.
  - Beds should be made using the sheets only to cover the mattress. *The blanket remains in the plastic wrap.*

- When turning down the bed, if the blanket is still in the wrapper, place the plastic wrapped blanket on top of the sheets.
  - If the blanket has been removed from the wrapper, fold the blanket and place on top of the sheets.
  - Blankets can be made on the bed *only at the request of the customer.*
- Pillows should be stacked in any berth that may be turned down by a customer without help.
- If the room is being readied for a late night arrival, turn down the bed and place both the wrapped blanket and coat hangers on the sheets.
- If an employee discovers a sheet with stamps, stains, or small rips, use another sheet.
- Spread sheets 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.
  - If the ladder is missing, contact a supervisor immediately.
- Berth stools are provided by the crew based upon request.
- After each customer has departed, strip all linens from the accommodations.
  - Separate used blankets from the used linens into separate red linen bags.
  - Used linen must be placed in the provided red linen bags and properly handed off at laundering points.
- Always make sure ample supplies of linen are available for the return portion of the trip.
  - When placing an order for additional linen, always consider your customer counts and current inventory level.
- **Roomette – Upper/Lower Berth**
  - 1 pillow and 1 blanket per berth in roomettes.
  - **Foot of bed:** towards locomotive.
  - Convert chairs to bed position
  - Remove lower berth mattress 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 3 inches from the floor.
  - Make 6 inches of "chin space" in second sheet at head end.
  - Fold sheet as far as the door facing.
  - Fold the front edge of the sheet up onto the bed.
  - Tuck in excess bedding along the front edge of the mattress.
  - Place blanket on bed.
  - Place pillow on the long edge at the head end with the widest point of the lines at bottom left and narrowest point at top right.
- **Bedroom Lower Berth**
  (For bedrooms, Family bedroom and accessible bedroom)
  - The lower berth requires 2 sheets; 1 wrapped blanket; 1 - 2 pillows and pillow cover(s).
  - **Foot of bed:** toward the window.
    - **Family Room** – away from reading light
  - Convert the sofa to its bed position.
  - Pull the lower berth mattress from storage in the upper berth.
    - If mattress is already made up, adjust any sheets that may have slipped out of place while positioning on lower berth and then move to blanket placement and pillows.
  - Move the mattress 4 - 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 6 inches of "chin space" at the head end of the mattress.
  - Fold the second sheet (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 blanket on bed.
  - Place pillow on the long edge at the head end with the widest point of the lines at bottom left and narrowest point at top right.
  - Turn on reading lights above pillows.
- **Bedroom Upper Berth**
  (For bedrooms, Family bedroom and accessible bedroom)
  - The upper berth requires 2 sheets; 1 wrapped blanket; 1 pillow and 1 pillow cover.

- **Foot of bed:** toward the window.
  - **Family Room** – away from reading light
- Move the mattress 4 - 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 6 inches of "chin space" at the head end of the mattress.
- Allow approximately 16 inches of the sheet edge facing you to hang over the mattress edge and then tuck the edge facing the wall under the mattress from the center down to the foot.
- Pull the head end even with the mattress edge.
- Fold the 6 inch "chin space" in the second sheet across the head end.
- Push the mattress with bedding back into the bed box to secure the sheets.
- Tuck the remaining front edge of the sheet under the mattress and tighten up.
- Place blanket(s) on bed.
- Place pillow on the long edge at the head end with the widest point of the lines at bottom left and narrowest point at top right.
- Attach ladder at foot of berth near window.

- **Resetting Vacant Rooms**
  - Remake both beds.
  - Fold the lower berth mattress pad into thirds and stow in the upper berth.
  - Place clean pillow slipcovers under the sheet in the upper berth, stow all pillows in the upper berth.
  - **Bedrooms:** Place berth ladder on top of bedding with hooks facing downward, and secure with safety straps.
  - Return lower berth seating to daytime position.

h) **Amenities and Amenities Station Set-Up**
- Coffee, hot tea, orange and apple juice constitute the complimentary service available within the Sleeping Car.
- 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 customer during the established hours of the complimentary service between the hours of 6:00am – 11:00am.

i) **Superliner Transition Sleeping Car Setup**
- At point of train origin, all beds should be made-up and ready in both revenue and Business Travel (BT) rooms.
- While en route, the TASC must place a complete set of linens (sheets, pillow cases, towels, blankets, face cloths) in the upper berth of Business Travel (BT) rooms that have been vacated by passriders.
- Passriders traveling in Business Travel (BT) space, and boarding en route, may need to make their own bed with the linens stored in the upper berth.
- The TASC should familiarize the passrider with the workings of the car, bed operation and inquire if the passrider will need assistance getting the bed ready for use.
- The TASC should ensure the passrider knows the following:
  - At the completion of the passrider's trip, the passrider must remove all used/unused linen (sheets, pillow cases, towels, blankets, face cloths) and place in the designated location.
  - The accommodation must be left in a clean and orderly condition for the next passrider.
  - Meals are not provided and must be purchased separately.

j) **Announcement Protocols**
- At origin and all major intermediate stations the Train Attendant is to make an announcement which:
  - Provides safety information.
  - Orients the customer to the consist of the train (i.e., location of Food Service Cars, restrooms, etc.).
- Train Attendants should introduce themselves by name to customers (including Business Travel (BT) customers), and provide customers the location where the employee working the car can be located in the event of an emergency or other problem.
- Announce all station stops between the hours of 7 am and 10 pm.
- Notify customers individually from 10p.m. to 7a.m. *Use a flashlight to locate customers during the night.*
- When an en route delay occurs, customers 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 customers informed.

3. TASC – Upon Departure Responsibilities

a) **Receiving Customers**

- 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 customers approach the car, call out the car number.
- As customers approach greet them, ask for their name, confirm their name is on the manifest and direct them to their accommodation.
  - Assist customers with luggage onto the vestibule and direct them to their accommodations.
  - Inform customers 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 customers 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 customers.
- 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 customer 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 customers that you will be personally contacting each customer.
- 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 customer in each accommodation.
- Inform all revenue customers and Business Travel (BT) customers the services and amenities that are provided based on the type of accommodation.
- Inform customers 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 customers 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 customers 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.
  - Drinking fountain.
  - Other services (i.e., wine tasting, happy hour, etc).
  - Location of Train Attendant.
- Inform Business Travel (BT) customers they are responsible for removing and placing any used and unused linens in the linen bag and the location of the linen bag.

d) **Ticket Lift/Manifest**

- The Train Attendant is not to collect tickets or eTicket Travel Documents.
- Immediately notify the Conductor of any duplicate sales of Sleeping Car space.
  - If this circumstance occurs, accommodate the customers, if possible, in a vacant room in the car.
  - If no vacant rooms are available, relocate the customer to other accommodations in another Sleeping Car, if available.
- Continually update accommodation diagram for boarding and detraining customers.
- 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 customer.

b) **Wake-Up Service**
- Maintain diagram/manifest showing the times customers want to be called in the morning.
- Offer complimentary wake-up service of coffee, hot tea or orange juice at the time requested by the customer. *This service is available between the hours of 6:00am – 11:00am.*
- This service is provided to all First Class Sleeper customers.

c) **Morning Service** – When customers 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 ¾ full.
- Mop general area floor.

d) **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.

e) **In Room Meal Service**
- "In Room Meal Service" is available to every customer.
- Any customer who has a disability must be offered "In Room Meal Service". *If the disabled customer 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 customer who would like meals in their room.
- The TASC is responsible for taking the customer's order to the LSA-Diner and serving the prepared meal.
  - 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 customers on a tray.
  - When customers 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.
- First Class Sleeper customers may drink their own supply of liquor in the accommodations.

f) **Night Service**
- **Turning Down Beds**
  - Turn beds down when requested by the customer.
  - Ensure berths are secured in the open position and all safety straps are correctly fastened.
  - Beds should be made in advance, for customers boarding after 10pm.
- **Customer Boarding En Route**
  - Rooms should be prepared for customers boarding after 10 pm.
  - For Business Travel (BT) customers boarding en route who cannot turn down the bed, the TASC should turn down the bed, if requested.
  - 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 cleaned and all trash removed.

g) **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.

h) **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 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 approved gloves to lift toilet seat lid, then spray germicidal foaming cleaner inside and outside of the toilet bowl, including the seat, lid and platform the toilet sits on (let cleaner soak on the toilet).
- Spray the glass cleaner (Solutions Plus) on the mirror and under mirror back splash (clean with c fold paper towels).
- Use the germicidal foaming cleaner inside of the sink bowl, hot/cold faucet handles, spout, sink counters, soap dispenser, outside of sink cabinet, toilet flush button, changing table, doors, doorknobs and locks (clean with c fold paper towels).
- If liquid soap dispenser is near empty, replace it before disinfecting the bathroom.
- Wipe down the outside of the toilet bowl including the seat, lid and platform the toilet sits on.
- Use toilet brush and approved cleanser to scrub inside of toilet.
- Mop clean the floor including the corners of the floor and around the toilet base.
- Apply disinfectant to all freshly cleaned surfaces – toilet, sink, changing table, etc. (If using reusable gloves, apply to sink *after washing gloves.*)
- Remove gloves. (If reusable gloves were used, clean gloves first before removing by squirting liquid hand soap into the palm of one hand and rub vigorously together, rinsing gloves in hand sink under running water and then drying with paper towel.)
- Exit restroom to allow disinfectant to work on surfaces (Restroom out of service sign – 02-8126 can be used.)
- After the disinfectant lead time, 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.
- When the shared areas within the Coach Car (i.e. hall, restroom) requires deodorizing and customers are in their seats, notify them as they might be sensitive to the product.
- Return all cleaning supplies to the proper storage area.

i) **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 into the eMAP21A app.
- Lock the restrooms if a car runs out of water.
- Arrange for the car to be watered en route.

j) **Detraining**

- Maintain diagram/manifest showing the times that revenue customers want to be called prior to their destination.
- Plan sufficient lead-time to allow the customers to prepare for detraining or to complete their meal in the Dining Car.
  - It is recommended that customers be prepared at least 20 minutes prior to arrival at their destination station.
  - Make certain the customer is detraining at their ticketed destination.
  - Notify the Conductor immediately if unable to locate a customer.
- If a call is for a definite time, call the customer 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 customer at the specified time before arrival.
- In all cases, continue to call customers until they respond.
- Assist customer with any luggage from accommodation, and make certain that all other luggage carried on is located.
- Remind customer to check accommodation to avoid forgetting anything.
- As customers detrain, remind them to be careful.
- Thank customers for riding Amtrak.

k) **Car Security/Safety**
- Employees must check their assigned cars frequently for safety issues and customer comfort.
- Any person entering the car, especially late at night, must be asked if they need assistance. *If the customer'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.

l) **Public Health**
- Empty trash containers as they reach 75% of capacity.
- Off-load trash at designated locations.
- If a car runs out of water, lock community restrooms and advise customers 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.

m) **Defect Report** – Ensure that all defects are recorded into the eMAP21A app.

5. TASC – End-of-Trip Responsibilities

a) **Inspection of Car**
- Check the car to ensure that all customers have detrained.
- Rooms should not be cleaned with customers are still occupying the room.
- Ensure that all items have been removed from the train.
- Customer belongings that have been found are in the care of Amtrak and must be safeguarded to ensure that they are not damaged or stolen.
  - Every effort should be made to return lost items to the proper owner.
  - Turn forgotten items into "Lost and Found" or the ticket office.
  - If firearms remain, notify Amtrak Police to take possession of the firearm.
  - At stations that do not have Amtrak Police presence contact local police.
  - Whenever possible, do not handle the firearm.
  - Safeguard the weapon until a trained person can render the weapon safe.
  - Obtain a receipt for all Lost and Found items to include firearms.
- 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, including Business Travel (BT) rooms.
- Ensure that <u>all</u> dirty linen and open plastic wrapped linen bundles are properly bagged in the red linen bags and <u>all</u> unopened plastic wrapped linen bundles are properly bagged in a black, white or blue linen bag for removal off the train. *All unused linen bags must be returned to the Catering Vendor. Coast Starlight will use blue linen bags.*
- Pick up trash, newspapers and litter.
- All pillows are to have the pillowcases removed 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**
- Ensure that <u>all</u> dirty linen and open plastic wrapped linen bundles are properly bagged in the red linen bags and <u>all</u> unopened plastic wrapped linen bundles are properly bagged in a black, white or blue linen bag for removal off the train. *All unused linen bags must be returned to the Catering Vendor. Coast Starlight will use blue linen bags.*

- 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 Repair MAP -21A"* (NRPC 2775).

N. En Route Cleaner

1. Tools and Equipment (issuance varies by area)

- Plastic Gloves
- Safety glasses
- Two-fold paper towels
- Febreze
- Lysol wipes
- Bleach Solution
- Avanflex

The following three products are provided for cleaning surfaces and should be used in the order listed:

- Disinfectant wipes (i.e. Clorox, Lysol)
  - Product must be allowed to dry on surface for 10 minutes
- Bleach solution 600 PPM spray (hard surfaces only)
  - Apply with a C-Fold paper towel
  - Product must be allowed to dry on the surface for 5 minutes
  - Product must be checked intermittently with test strips to confirm concentration
- Avanflex spray (recommended for restrooms and seats)
  - Product must be allowed to dry for a minimum of 15 minutes
  - Avanflex air dries leaving no residue (no wipe down required)
  - Once mixed Avanflex has a 15-day shelf life

Drying times could vary based on humidity, temperature and other factors.

2. En Route Cleaner – General Responsibilities

a) **En Route Cleaner**
- Refresh restrooms, Lounges and Coaches when riding trains between station stops.
- Follow all prescribed policies and Amtrak standards.

In addition to normal En-Route Cleaning duties perform the following enhanced cleaning which includes disinfecting processes:

- Wipe down all non-food contact surfaces in Cafe/Lounge Cars with approved disinfectant (i.e., support rail, seats, etc.)
  - All food contact surfaces (counter tops & tabletops) must be sanitized with FDA approved 100ppm bleach solution
- Wipe down grab rails, door handles in vestibules
- Wipe down luggage rack rails while walking through the cars
- Restrooms - Use Avanflex to clean toilet areas, continue to wipe down the sink/counter top in restroom, faucets, flush switches, door handles and door locks
- Seating Areas: After a customer detrains as time permits clean arm rest, tray tables, seat surfaces

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/Meal Authorization"* (NRPC 3057) for payroll accounting purposes. *(Refer to Figure 6-8)*


OBS Unscheduled Time/Meal Authorization

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Figure 6-8 – OBS Unscheduled Time/Train Authorization (NRPC 3057)

- The En Route Cleaner must have the Conductor sign *"OBS Unscheduled Time/Meal Authorization"* (NRPC 3057) form and swipe their Amtrak ID to add their name to the manifest.

c) **Announcement** – NEC En Route Full Cleaners must make an announcement to customers introducing themselves and advising customers that they will be coming through the cars to clean the entire train.

- Introduction: Introducing themselves and advising customers that they will be on the train to handle cleaning and disinfecting.
  Sample Introduction Announcement:
  "Good Morning/Afternoon/Evening My name is (_____). I have just boarded at (_____) station stop and I will be detraining at (____) station stop. I will be coming through the entire train to clean and disinfect."
- Prior to enhanced cleaning announcement - A local PA announcement should be made before enhance cleaning each car to inform customers of the process underway.
  Sample Enhanced Cleaning Announcement:
  "Good Morning/Afternoon/Evening My name again is (_____) I will be cleaning disinfecting all customer touch points in this car. The restroom will be out of service for at least 15 minutes during this process. Please use the restroom(s) in the adjacent car. Thank you for your patience and understanding."

3. 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 trains that are late, En Route Cleaners must speak with Crew Management Center (CMC), Crew Base or their direct supervisor before changing assignments. 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. Employee responsibilities are not limited to the following descriptions, and may be adjusted, modified or changed when deemed necessary.

A. Customer Policies/Procedures

1. Canadian Currency

Amtrak accepts only Canadian paper bills (no coins or personal checks).

2. Carry-Bys

a) **Customers must not be carried beyond their ticketed destination.** If a customer 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 Passenger incident report to reflect the passenger was carried by.

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) - 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) **Amtrak may refuse to carry customers:**

- who have not paid the applicable fare or do not have a valid ticket.
- who have monthly, 10-ride or 6-ride tickets and have not made a required RideReserve confirmation prior to departure on applicable services.
- 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 customers 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 customer boarding or waiting areas.

c) **The following examples include, but are not limited to, circumstances that are lawful grounds where a customer 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.*
- Malicious damage to equipment.
- Obscene language.
- Smoking on board the train.
- Refusal to pay the proper fare.

d) **Conductors should not allow customers 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 customer,** the conductor should remain as calm as possible, with no display of temper.

- Whenever, there is a customer removed from the train, prevented from boarding or restrained, and/or luggage carried beyond its destination, the Conductor must complete a *"Customer Incident Report"* (NRPC 3200).

f) **Removal of a Customer from the Train**

- A customer should be removed and/or restrained only when other methods, including a firm request to the customer, have failed.
- A customer may be physically restrained, but ONLY if personal injury 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 customer must be facilitated by calling for the Amtrak Police or local law enforcement authorities to meet the train en route to remove the customer.
  - Ensure CNOC (302) 683-2299 is notified of the situation and determine if the customer being removed has any firearms or ammunition contained within their checked baggage.
  - In those cases where law enforcement is unable to meet the train en route, and the circumstances warrant, the customer(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 customers or employees, a customer 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 customers (including the customer to be removed from the train) or employees.*

g) **Involuntary Removal**

- Involuntary removal of a customer or customers from an Amtrak train is an extremely serious action that should only be taken when the customer(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 customer/customers from an Amtrak train is required, the Amtrak Police Department should be contacted as soon as possible so 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 *"Customer 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 customers and employees who witnessed the altercation, and a full statement of the facts surrounding the incident, including the details regarding the affected customer's ticket.
- Pink copy of the form is submitted to the station receiving the removed/carried by customer 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

Figure 7-1 – "Customer Incident Report" (NRPC 3200)

i) **Traveling Under Pass Privileges** – Misconduct involving someone traveling under pass privileges must also be reported on the *"Pass Abuse Incident Report"* (NRPC 1502).

j) **Ticket Handling**

- If the customer was removed from the train en route involuntarily, their ticket is NOT to be returned to them.
  - Notify CNOC 24-Hour Operations Customer Services Desk immediately at (302) 683-2299.
  - Provide the customer'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 customer left the train.
  - Note the delay (if any) on the delay report.
  - Follow up with a report to the Road Trainmaster, Road Foreman, Crew Base Manager or Onboard Service Manager.
  - Advise the customer that any refund or fare adjustment is determined by the Amtrak Customer Refunds department on a case-by-case basis based upon the fare plan and any restrictions of that plan.
  - The Conductor must change the customer's destination to the location the customer was removed in the Ticket Details screen of the eMD.
- If the customer voluntarily leaves the train or indicates a desire to leave the train before their ticketed destination, lift the ticket and do not return the ticket if it is a paper value ticket.
  - Notify CNOC 24-Hour Operations Customer Services Desk at (302) 683-2299 to provide the customer's name, details of the situation, the original destination, and the station or location where the customer left the train.
  - Advise the customer that any refund or fare adjustment is determined by the Amtrak Customer Refunds department on a case-by-case basis based upon the fare plan and any restrictions of that plan.
  - The Conductor must change the customer's destination to the location the customer voluntarily left the train in the Ticket Details screen of the eMD.
- If, at the time during the ticket lift, the customer indicates a desire to leave the train before their ticketed destination; lift the ticket.
  - Advise the customer that any refund or fare adjustment is determined by the Amtrak Customer Refunds department on a case-by-case basis based upon the fare plan and any restrictions of that plan.
  - The Conductor must change the customer's destination to the location the customer voluntarily left the train in the Ticket Details screen of the eMD.

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 must change the customer's destination in the Ticket Details screen of the eMD.

6. Displaced First Class Sleeper Customer Due to Equipment Change or Duplicate Sale

a) **Amtrak's policy is to protect the displaced customers in equal or superior accommodations without additional fare collection regardless of higher accommodation charges or greater minimum ticket requirements.**

b) **Meal Amenity** – If en route First Class Sleeper customers are involuntarily downgraded to Coach due to equipment failure or other cause, the customers will still receive the meal amenity portion of the First Class Sleeper accommodation.

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"* sign (02-8119).

d) **Exclusive Occupancy** – the exclusive use of any car by a group, subject to minimum fare requirements.
- Even with the exclusive occupancy, other customers 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 customers 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 Customer Service Representatives.
- 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.

8. Onboard Guides

Onboard Guides are representatives who educate our customers on places of interest along select routes. Authorized affiliations for onboard guides are:
- National Park Service ("Trails and Rails")

a) **Meal Entitlement**
- Onboard Guides and trainees when presenting are entitled to one complimentary meal credit of $20 per day, to be used in one transaction. Guides may not purchase or consume alcohol while onboard.

9. Identification

Refer to Chapter 8, "Accounting", Section 1 *"Train Service Accounting Procedures"* for:
- General Information
- Senior Citizens – Must present proof of age.
- Persons with Disabilities
- Military – ID card required.

10. Lost and Found Items

a) **Found items or baggage** – Customer belongings that have been found are in the care of Amtrak and must be safeguarded to ensure that they are not damaged or stolen.
- Every effort should be made to return found items to the proper owner.
- Turn over any found items to the Baggage or Customer Service Representative at the train's final destination.
- If firearms remain, notify Amtrak Police to take possession of the firearm.
- At stations that do not have Amtrak Police presence contact local police.
- Whenever possible, do not handle the firearm.

- Safeguard the weapon until a trained person can render the weapon safe.
- Failure to immediately report a found item or unauthorized removal of any lost and found properties is considered theft and subject an employee to disciplinary action up to and including termination.

b) **On trains where the Conductor is relieved en route,** the found articles should be given to the next Conductor.

c) **When a payment card is found on Amtrak trains** the Conductor must turn the item into the Lost and Found or Ticket Office, following all payment industry data and security standards.

d) **Found articles or baggage should never be put off a train at any intermediate point,** unless the owner has already been notified.

e) **Any customer who has lost or misplaced articles or baggage** should be advised to report it to the Customer Service Representative or customer service at (800) USA-RAIL.

11. Lost, Stolen or Found 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.
- 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.

12. Ticket Refund Policy

Refer to Chapter 8 "Accounting", Section 1 *"Train Service Accounting Procedures"*

13. Special Assistance Seat Check (NRPC 3242)

The *"Special Assistance Seat Check"* (NRPC 3242) (green in color) is to be used for any customer who indicates he/she needs assistance. For example, this would apply to unaccompanied minors, customer who are deaf or have other disabilities and need assistance.

14. Smoking Policy

Amtrak and the Federal government support a smoke free environment and does not allow the use of tobacco products, electronic nicotine smoking devices or marijuana (including possession even in states where recreational use is legal or permitted medically) onboard trains and inside stations, offices or other designated Amtrak facilities.

Train Service and Onboard Service employees on duty and/or in uniform are not permitted to use tobacco products or electronic nicotine smoking devices on *Locomotive Cabs, Cab Control Cars, and Power Cars.*

a) **Enforcement**

All On-Train personnel are responsible for the enforcement of the smoking policy.

b) **Station Dwell**

- Where station dwell times and conditions permit, Conductors may use their discretion in allowing customers to use tobacco products or electronic nicotine smoking devices briefly on station platforms.
- Conductors must exercise care to ensure that their trains incur absolutely no delay as a result of permitting customers to smoke at stations.
- On-Train personnel must remind customers not to leave train-side, and be prepared to board the train immediately once a member of the train crew calls "All Aboard."
- Train Service and Onboard Service employees on duty and/or in uniform are not permitted to use tobacco products or electronic nicotine smoking devices on platforms during station dwell times.
- Train Service and Onboard Service employees, off-duty and not in uniform, are permitted to use tobacco products or electronic nicotine smoking devices on platforms during station dwell times, when allowed.

15. Breast Feeding

Amtrak respects the rights of mothers to breast-feed their children on trains and in stations. In some states, there are laws protecting these rights.

a) **Amtrak is not obligated to provide any special accommodations** such as a private location or a blanket or screen, but if requested and feasible, such assistance is encouraged. *Mothers may want to bring a blanket with them, but this is not required.*

b) **Any customer objecting to being near another customer who is breast-feeding** may move to another seat in the same class of service, if one is available.

c) **If the only space available is in a higher priced accommodation,** the objecting customer must pay for the upgrade if he or she wants to move there.

d) **The mother who is breast-feeding will not be asked to move,** nor will she be asked to cover up.

16. Standees

Amtrak's Corporate *"Employee Pass Policy"* states: When there is a shortage of space, the revenue customer has priority.

If the pass rider made a positive space reservation and a shortage of space exists due to an equipment substitution or removal, or due to overbooking, the rider will normally be protected the same as a revenue customer. However, if a situation arises where a revenue customer (properly reserved and ticketed on that train) cannot be accommodated and no other space can be found on the train, then the pass rider will be required to give up the seat or room to that customer.

If the pass rider is reserved and ticketed in coach or business class on a specific train and a revenue customer also reserved and ticketed in coach or business class on the same train does not have a seat, the pass rider must give that seat to the revenue customer. The pass rider will be entitled to a refund if a fare was paid (even if the pass rider is able to obtain a seat later).

If the pass rider did not make a reservation but is traveling on a corridor train under the "flash pass" provision, and standee conditions occur, the pass rider is not guaranteed a seat and must give the seat up if needed by a revenue customer. This must be done without waiting to be prompted to do so by the Conductor.

a) **Coach** – If the number of Coach Customers exceeds the Coach seating capacity, take the following steps.
   - Make sure customers do not occupy more than one seat and that personal items including baggage are not on adjacent seats. If needed, make "Sold Out Train Announcement".
   - If standee conditions still exist after clearing available seats, ask employees and employee family members riding with an Amtrak or freight railroad employee pass (ticketed or flash pass) to surrender their seat.
   - Amtrak employee flash passes do not guarantee a seat, only transportation; reserved tickets issued against Amtrak or freight railroad employee passes do reserve space but revenue customers have priority to seats if standee conditions exist. If needed, make "Amtrak Employee Pass Rider Announcement".
   - If available, upper level seats in Superliner Lounge Cars may be used to ease overflow conditions. *Seats in the Cafe/Lounge cars should be used only in extreme circumstances.*
   - If available, overflow customers may be seated in vacant Sleeping Car rooms until a complete review of the train has occurred.
   - Make sure customers, placed in Sleeping Car rooms, 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 customers will be required to move when the customers 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. *Customers 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 customers. 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 customers pass through the Business Class section, Coach customers 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 customers waiting to board the train.



Figure 7-2 – Amtrak Head End/Train Authorization



Figure 7-3 – Amtrak Train Inspection


AMTRAK 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: Agency & Signature:

Date Issued: / / Expiration Date: / /

☐ This permit is issued to access Train Only by:

Name and Title: Agency & 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
/ /			
/ /			
/ /			
/ /			
/ /			
/ /			
/ /			
/ /			
/ /			
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/ /			
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Instructions:
This form MUST be presented to the issuing supervisor when returning to quality. The issuing Officer MUST keep a copy of this form on file.

NRPC 2889 (10/04) AMT-10 (Rev. 09/03)

Figure 7-4 – Temporary Train Authorization Permit (NRPC 2889)

17. 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 this section under 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/Train Authorization** – Photo ID authorizes bearer to ride head end or body of train to learn physical characteristics or perform services and/or inspections. *(Refer to Figure 7-2)*
- **Amtrak Train Inspection** – Photo ID authorizes bearer to ride body of train (NOT HEAD END) to perform services and/or inspections. *(Refer to Figure 7-3)*
- **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 7-4)*
- **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.
  - Empire Service Trains - New York State Police, CSXT Police, Canadian Pacific Railroad Police, Metro North Railroad Police 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 customer 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. Exceptions to this policy are permitted when authorized specifically by the System General Road Forman's Office for situations such as testing, special trains and unusual operating conditions.

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 trains.

- Prior to boarding the locomotive the authorized rider must:
  - Identify himself/herself to the Conductor or Assistant Conductor when practicable without delay to the train.
  - When unable to identify himself/herself to the Conductor or Assistant Conductor, *inform the Engineer of your Name, Company, Title, Origin and Destination.*
  - Present the Head End Authorization for inspection.
  - State the purpose of riding.
  - State qualifications (i.e. Operating Rules, Physical Characteristics).
  - The Engineer will then immediately relay the authorized rider's *Name, Company, Title, Origin and Destination to the Conductor via radio.*
  - The Conductor must account for the authorized individual by entering the un-ticketed employee or FRA Inspector in Honored Not Found (HNF) under the 'Emp. Manager Observer' category.
- While in the operating cab, the authorized rider must:
  - Not distract the engineer from the performance of his/her 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.

B. Food & Beverage Policies/Procedures

1. Alcohol Beverage

a) **Personal Supplies** – Personal supplies of alcohol can only be consumed by customers in the privacy of First Class Sleeper accommodations and are not permitted to be consumed in public view at any time.

b) **Sale of Alcohol**
- Amtrak must be in compliance with the laws of the state where the train is located or operating through. (Refer to "Alcohol Sales Restriction" Chart in Food and Beverage Service Guide.)
- Employees must crack the seal of any alcoholic beverage prior to giving it to the customer for alcohol sales compliance.
- Employees are prohibited from selling alcohol to:
  - customers under the legal drinking age
  - customers who appear intoxicated
  - customers attempting to buy alcohol for under age and intoxicated customers
- The LSA must consult with the Conductor if there is any question as to whether or not to sell alcohol.

2. Alcohol Beverage Serving Procedures

a) **Acela Cocktail Service – First Class**
- Prepare appropriate glassware with ice, proper garnish and cocktail stirrer.
- Pour liquor into the glass, add mixer and garnish.
- Serve beverage to the customer, placing the cocktail napkin down first and then placing the beverage on top.
- When serving several orders at once, place mixed cocktails and napkins on tray and then serve customers individually.

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 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.

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. Food and Beverage Guidelines for Employees and Amtrak Rail Pass Holders:

- **Working crew are allowed coffee or tea** from the Cafe car and bottled water from the emergency support items inventory.
- **Employees traveling on personal pass travel** are allowed the amenities included in their accommodation (excluding alcohol).
- **Employees traveling on business or deadheading** are not entitled to complimentary food and beverage items.
- **Amtrak rail pass holders using personal pass privileges are entitled to** any meals, beverages, or other amenities that are included with the space ticketed. *(As with any benefit, it cannot be sold, bartered or traded).*
- 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.

5. Personal Food and Beverage (Non-Amtrak)

a) **May be consumed by customers 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 equipment.
- Empire Service equipment.
- Northeast Regional Cafe Cars.
- Auto Train lower level of Sleeper Lounge Car only when the service area is in the upper level.
- Auto Train upper level of Sleeper Lounge Car only when the service area is on the lower level.
- Sleeper Lounge Car (Sleeping Car Customers only) single level included.

b) **All other Food Service Cars are intended for the consumption of only Amtrak provided** meals, snacks and beverages, with the following exceptions.

- When a customer makes a purchase from the long distance Lounge Car, only then may the customer consume personal food and beverages in the lower level of a Superliner Lounge Car.
- Customers are prohibited from consuming personal food and beverage items in all single level Long Distance Lounge and all Dining Cars.

c) **Amtrak is prohibited from providing any refrigeration**, thawing, heating, cooking, or storage of any food or beverage items brought on board by customers or employees.

6. Hot Water

Customers are entitled to hot water in cafe/lounge cars by request. Hot water requests using revenue cups are captured Complimentary Service.

7. Ice

a) **Amtrak will provide ice to customers upon request,** as long as there is a sufficient supply on board. It is particularly important that ice be provided to any customer who has medication which needs to be kept cool.

b) **Ice can be dispensed to customers as follows:**

- In an ice bucket

- In an Amtrak plastic cup
- In a freezer bag *(available from the kitchen)*

8. Hours of Service – Cafe/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**
- Cafe/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.
- Cafe/Lounge Cars on long distance trains should remain open until 30 minutes prior to the arrival at the final terminal.
- If a customer wants to make a purchase after closing, all efforts should be made to provide service.

c) **Hours of Service – Short Distance Trains**
Cafe/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 NEC trains operating between Boston and Washington, San Joaquin, Capitol Corridor and Pacific Surfliner trains.

d) **Hours of Service** – *San Joaquin and Capitol Corridor Trains*
Cafe 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 Cafe Car will close departing the Richmond Station.
- A second announcement must be made departing the Richmond Station advising customers the Cafe Car is now closed.
- If a customer wants to make a purchase after closing, all efforts should be made to provide service.

e) **Hours of Service** – Pacific Surfliner Trains
Cafe 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 customer 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**
LSAs working continuously between Boston and Washington close their Cafe Car for a break period. Acela and Northeast Regional trains must close at the following locations:
- Southbound train Cafe Cars will close at Pelham Bay Bridge and reopen upon departure from NYP.
- Northbound train Cafe 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 Cafe Car for break periods. *This "last Call" announcement will allow customers time to make their way to the Cafe Car for purchases before closing.*

9. At Seat/In Room Meal Service

a) **General Information**
- ***"At Seat"*** or ***"In Room Meal Service"*** is available to all customers.
- Those customers 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 customers who would like meals in their rooms.
- The Sleeping Car Attendant is responsible for taking the customer's order to the LSA-Diner and delivering the meal.
- Deliver meals to the customer on a tray and served on a plate covered with a plastic plate cover.
- Silverware will be rolled in a linen napkin.
- When the customer 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 Cafe/Lounge Car.
- For "at-seat" orders, the Train Attendant is responsible for taking the customer's order to the LSA, handling payment and serving the meal.
- Meals will be served in "carryout" hinged lid containers.
- The LSA will supply the employee with the customer's receipt to give to the customer.
- The following should be included with each meal:
  - Plastic ware
  - Napkins
  - Meal accompaniments (e.g. condiments)

10. Flexible Dining Service

Flexible Dining is a relaxed, freestyle dining service for First Class Sleeper customers on select long distance routes.

- **Flexible Dining Service routes:**
  - Crescent (19/20)
  - Capitol Limited (29/30)
  - Lake Shore Limited (48/49/448/449)
  - Cardinal (50/51)
  - City of New Orleans (58/59)
  - Meals are provided from an exclusive area of a Lounge or Dining Car for First Class Sleeper customers.
  - First Class Sleeper customers are entitled to one alcoholic beverage (must be 21 and over).
  - First Class Sleeper customers are entitled to unlimited non-alcoholic beverages. Breakfast customers have two options:
    - Customers can choose continental-style grab and go options, or
    - Customers can choose from two prepared hot meals
- **Lunch/Dinner** – Customers are entitled to one entrée per meal period.
- **Hours of Service:**
  - Breakfast: 6:30AM – 11:00AM
  - Lunch/Dinner: 11:00AM – 11:00PM
- Exclusive lounge is available for sleeping car customers to relax, dine and socialize 24/7.
- Dining times are flexible – customers can eat when they choose while the attendant is on duty.

C. Traditional Dining Service

Traditional Dining Service is an upscale dining service for First Class Sleeper customers on select Long Distance Routes.

1. Traditional Dining Routes

- Sunset Limited (1/2)
- Southwest Chief (3/4)
- California Zephyr (5/6)
- Empire Builder (7/8/27/28)
- Coast Starlight (11/14)
- Sliver Star (91/92)
- Silver Meteor (97/98)

2. Meal Service/Operation Hours

Traditional Dining Service is centered around a seated dining experience. Meal service hours are centered around seating time while operation hours extend an hour past meal service to allow for transitioning between meal periods, breaks and clean-up.

a) **Meal Service (Seating Time)**
- Breakfast: 6:30 am – 9:30 am
- Lunch: 11:30 am – 2:30 pm
- Dinner: 5:00 pm – 9:00 pm

b) **Operation Hours (Open to public)**
- Breakfast: 6:30 am – 10:30 am
- Lunch: 11:30 am – 3:30 pm
- Dinner: 5:00 pm – 10:00 pm

c) **Reservations**
Reservations are required for Lunch and Dinner service only.

d) **Communal Dining**
Communal Dining gives our customers the opportunity to meet new people over good food. When customers are seated together, help break the ice by introducing customers to each other.

3. Table Settings

The seating area has a relaxed table setting for Breakfast and Lunch service and a formal set-up for Dinner service.

a) **All Meal Service - head of table (against window)**
- Vase with floral arrangement
- Bowl with Sugar/Sugar substitute
- Bowl with Salt and Pepper

b) **Breakfast/Lunch (4 settings per table)**
- In front of each seat:
  - One (1) placemat
  - One (1) flatware rollup placed on left side of placemat

c) **Dinner**
- On table
  - One (1) tablecloth
  - Tablecloth must be folded to be flush with the table's edge in the aisle but draping on the seat.
- In front of each seat
  - One (1) flatware rollup.

4. Reservations

Lunch and Dinner service require reservations for service. The LSA-D or a designated member of the Dining Car staff will take reservations from the Sleeping Car(s) for serving in the Dining Car.

a) **Staggered Seating Reservation System**
The Staggered Seating reservation system allows our employees to distribute customer seating to maximize service delivery when we have small staff and keep tables open in case unreserved customers appear.
- There are two options employees can choose when making reservations: fifteen (15) minute or thirty (30) minute intervals.
- **15 Minute Intervals** – customers are seated in 15-minute intervals with a break in seating every 45 minutes.
  - Tables are turned over every 15 minutes.
  - **Lunch:** 9 seating slots available
    - Seating slots begin at opening of lunch; first break in seating is 45 minutes from opening.
  - **Dinner:** 12 seating slots available
    - Seating slots begin at opening of dinner; first break in seating is 45 minutes from opening.
- **30 Minute Intervals** – customers are seated in 30-minute intervals; no break in seating.
  - Tables are turned over every 30 minutes.
  - **Lunch:** 7 seating slots available
    - Seating slots begin at opening of lunch.
  - **Dinner:** 9 seating slots available
    - Seating slots begin at opening of dinner.
  - When choosing which option to use, here are items to consider:
    - Passenger load in Sleeping Car
    - Staffing

b) **Staggered Seating Timing**

15 Minute Intervals - Seating slots available for Lunch and Dinner.

LUNCH	
TIME	**SEATING SLOT**
11:30	X
11:45	X
12:00	BREAK
12:15	X
12:30	X
12:45	BREAK
1:00	X
1:15	X
1:30	BREAK
1:45	X
2:00	X
2:15	BREAK
2:30	X

DINNER	
TIME	**SEATING SLOT**
5:00	X
5:15	X
5:30	BREAK
5:45	X
6:00	X
6:15	BREAK
6:30	X
6:45	X
7:00	BREAK
7:15	X
7:30	X
7:45	BREAK
8:00	X
8:15	X
8:30	BREAK
8:45	X
9:00	X

- **Lunch Seating Example:** if there are 100 customers for lunch, using the 15-minute interval system the 9 seating slots can be capped at 12 people, leaving space for 8 additional people.
- **Dinner Seating Example:** if there are 100 customers for dinner, using the 15-minute interval system the 12 seating slots can be capped at 9 people, leaving space for 8 additional people.

30 Minute Intervals - Seating slots available for Lunch and Dinner.

LUNCH	
Time	Seating Slot
11:30	X
12:00	X
12:30	X
1:00	X
1:30	X
2:00	X
2:30	X

DINNER	
Time	Seating Slot
5:00	X
5:30	X
6:00	X
6:30	X
7:00	X
7:30	X
8:00	X
8:30	X
9:00	X

- **Lunch Seating Example:** if there are 100 customers for lunch, using the 30-minute interval system the 7 seating slots can be capped at 15 people, leaving space for 5 additional people.
- **Dinner Seating Example:** if there are 100 customers for dinner, using the 30-minute interval system the 9 seating slots can be capped at 12 people, leaving space for 8 additional people.

c) **Taking Reservations**

- When approaching a customer's door, knock on the door and give the customer 15 – 20 seconds to respond.
  - If there is a response, introduce yourself and ask if they'd like to dine in the Dining Car.
    - If yes, let them know what seating you have available.
    - Record their seating time on the appropriate reservation listing.
  - Ask if they're interested/comfortable sitting with another party.
    - If yes, indicate communal dining by putting "C" next to their reservation on the reservation listing.
    - If no, hand them a reservation card for their seating.
  - If no, let them know to notify you or their attendant if they change their mind.
  - If no to eating in the dining car but they'd like to eat in their room, let them know you'll notify their attendant to take their room order.
- If there isn't a response, knock a second time and wait 5 seconds before moving to the next room.

5. Sequence of Service

When serving a table, it is important to follow this sequence of service delivery:

a) **Breakfast/Lunch Service**

- Introduce yourself and hand the menu to customers.
- Take beverage order – this allows customers to look over the menu.
- After fulfilling drink order, ask if they are ready to order. *(When fulfilling beverage order, place a beverage napkin down first and then place the beverage on top of it.)*
  - If yes, capture their order and any modifications.
  - If no, give them time to look over the menu.
  - If they ask about an item on the menu, answer to the best of your ability. If you need more information, you can step away and get more information if it is not immediately in front of you.
- After fulfilling the entrée order:
  - Check on your table to offer any additional beverages or food items.
  - Refill/Replace/Remove beverages as required.
  - Remove any empty bowls, plates and napkins as required.
- Once customers leave the table, prepare the booth for the next seating.
  - Remove all plate ware, flatware, placemats.
  - Sanitize table and seating.
  - Reset table for next use with new placemats, flatware and refresh condiments as needed.

b) **Dinner Service**

- Introduce yourself and hand the menu to customers.
- Take beverage order – this allows customers to look over the menu.
  - Introduce the customer to their alcoholic beverage amenity.
- When fulfilling drink order, bring the bread and butter to the table.
- Ask if they'd like any appetizers.
  - If yes, enter in appetizer order.
  - If yes and they would like to put in entrée order as well, take both and ask if they'd like their appetizers first.
  - If no, take entrée order.
- After fulfilling the appetizer order, take the entrée order.
  - Capture any necessary modifications.
  - Pick up any empty plates and cups – especially before the entrées are placed on the table.
  - Refill/Replace/Remove beverages as required.
    - Refill glasses when they get low.
    - Replace drinks if they need another beverage.
    - Remove glasses if they are done.
- After fulfilling the entrée order:
  - Check on your table to offer any additional beverages or food items.
  - Refill/Replace/Remove beverages as required.
- After clearing the table of entrée items, ask if they would like dessert.
  - If yes, record the dessert and any modifications.
  - If no, thank them for joining us for dinner and close out any open ticket items.
- Once the customers clear the table, prepare the booth for the next seating.
  - Remove all plates, glasses, flatware, tablecloth, etc. from the table.
  - Sanitize table and seating.
  - Reset table for next use with new tablecloth, rollups and refresh condiments as needed.

6. To Go Meals

To Go meals are ordered two ways: through Sleeping Car Attendants or in person.

a) **In-Room orders**

- When a customer would like to eat in their room, the Train Attendant – Sleeping Car should have a menu available for the customer to look over and make their selection.
- Once the order is captured on a meal order form, the order should be delivered to the Dining Car staff immediately.

- If the customer wants the food at a specific time, make sure to indicate the time needed for delivery.
  - *Example: customer wants their meal at 8:00 pm and it takes 10 minutes to deliver the meal to their room. Indicate 7:45 pm as the time needed.*
- When the meal is fulfilled by the kitchen, check that the meal is properly prepared and plated with necessary coverings.
- Pack all needed/requested condiments and flatware in bag with food.
- If the Train Attendant isn't in the Dining Car, use the IC to call the Attendant to pick up their delivery.
- If payment needs to be collected, use your accounting device produce a temporary receipt for the attendant to bring to the customer.
  - When the attendant returns with a payment method, complete the transaction and give the attendant a customer receipt.
  - If the attendant was already given the payment method, complete the transaction and give the attendant a customer receipt.

b) **Direct Order from Customer**

- If a customer orders directly from the Dining Car to take to the room, hand the customer a menu so they can look over the selections.
  - For their safety, you can have them sit at an empty table while looking through the menu.
- Once the order is captured on a meal order form, send it to the kitchen for fulfillment.
- When the meal is fulfilled by the kitchen, check that the meal is properly prepared and plated with necessary coverings.
- Pack all needed/requested condiments and flatware in bag with food.
- Collect any required payment from the customer.

7. Express Meals

Trains that depart the initial terminal or arrive at their final destination during scheduled meal periods may offer Express Meals.

a) **Routes**

- Sunset Limited (1)
- Southwest Chief (3)

b) **Operation Hours:** the dining car must open at least 30 minutes earlier than the normal hours.

c) **Late Train:** If the train is running later than an hour or more and the arrival time destination will be later than the normally scheduled meal period, the full meal service must be served.

8. Working Crew Meals

a) **Onboard Service**

- Onboard Service employees are provided meals from the Traditional Dining menu as indicated in their collective bargaining agreement.
- Dining car staff (LSAD, SA, Chef, FS) can eat in the Dining Car in between or after meal periods; and/or outside of the view of customers.
- All other OBS staff (LSA, TASC, TAC) can eat in the Dining Car in between or after meal periods.
- OBS staff can have their meal to go if they don't want to eat in the Dining Car.

b) **Conductors/Assistant Conductors/Engineers/Deadheading Employees**

- T&E working crew can have a meal from the Traditional Dining menu at the Amtrak Business Travel rate.
  - **Breakfast consists of one (1) breakfast entrée,** one (1) Breakfast meat and one (1) non-alcoholic beverage - $10
  - **Lunch consists of one (1) lunch entrée with/without topping,** one (1) dessert and one (1) non-alcoholic beverage - $15
  - **Dinner consists of one (1) dinner entrée with/without topping,** one (1) appetizer, one (1) dessert and one (1) non-alcoholic beverage - $25
- Conductors, Assistant Conductors and Engineers can eat their meals in the Dining Car in between or after meal periods.
- Conductors, Assistant Conductors and Engineers can have their meals to go if they don't want to eat in the Dining Car.

c) **Eating in Dining Car**

- To maintain the integrity in the Dining car, always:
  - Clean your seating area.
  - Reset the table for the next meal service.

d) **To-Go**
- To-Go meals can be eaten in the following locations:
  - Workspace
  - Assigned room
  - Lower level of the Superliner Transitional Dorm Car for privacy.

D. 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 customers.

c) **If possible, communicate in an area away from customers.**

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/Electronic Devices

Conductors and Assistant Conductors

Where Electronic Device instructions in the General Orders and NORAC Rules are more restrictive than the instructions in this manual, the General Orders and NORAC rules will govern for Conductors and Assistant Conductors.

Conductor and Assistant Conductors are authorized to access the *Service Standards Manual for Train Service and Onboard Service Employees* (SSM), Operation Service Updates (OSUs), User Guide Updates (UGUs) and various supporting booklets on their eMDs. These documents may only be viewed when that use will not interfere with the employee's or another employee's performance of safety-related duties.

Onboard Service Employees, Conductors and Assistant Conductors

This policy applies to all Onboard Service employees and all Conductors and Assistant Conductors. Storing the "Service Standards Manual for Train Service and Onboard Service Employees", OSUs and OSAs electronically relieves employees from carrying up to date copies while on duty. However, storing other railroad publications electronically does not relieve employees from carrying up to date copies of those publications while on duty (e.g., railroad rules, special instructions, timetables or other operating directives).

a) **Electronic Devices**

Electronic devices used for personal business or entertainment are prohibited while on duty. Personal Electronic Devices used during off-duty time are only permitted when equipped with earphones or headsets.

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), excludes railroad radios
- Cameras
- Electronic games
- Computers

b) **Company issued cell phones/electronic devices.**
- Proper care for the safety and security of cell phones and/or electronic devices issued by the corporation is 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 Police Department (either in person, or by calling 1 (800) 331-0008). *If a report is filed with a local police agency, provide the Amtrak Police with the report number and the local agency that was contacted.*

- 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.

c) **Cell phone/electronic device 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 federal, state and local laws regarding cell phone/PDA/electronic device usage.
- Movement – When prevailing conditions permit use, remain stationary (preferably seated) when using a cell phone/PDA/electronic device.
- Situational Awareness - Do not use in areas where inattention could result in being struck by tools or equipment.

d) **Business Use of cell phone/electronic device in the presence of customers.**
- If a customer approaches while a crew member is conducting company business on a cell phone/PDA/electronic device, the first priority is the customer 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/electronic device with the customer present, always use an apologetic assurance that the customer's needs will be attended to as soon as the urgent communication has been concluded.

3. eTicketing Mobile Device (eMD) – Authorized Business Purposes

Conductors and Assistant Conductors are authorized to use the eTicketing Mobile Device (eMD) applications and/or functions listed in this section when required in the performance of assigned duties, subject to the restrictions governing the use of Railroad Supplied Electronic Devices.

On Board Services are authorized to use the eTicketing Mobile Device (eMD) application and/or functions listed in this section when required in the performance of assigned duties, subject to the restrictions governing the use of Amtrak/Railroad Supplied Electronic Devices.

a) **eLift® app**

All features as required in the performance of duties.
- Checking passenger on / off / on board counts, including passenger details.
- Scanning travel document barcodes (paper or electronic).
- Using the magnetic stripe reader to log into the device and to record employee flash passes.
- Searching for passenger tickets.
- Editing a passenger's ticketed destination.
- Recording tickets as lifted electronically and deleting ticket lifts that were recorded in error.
- Adding passengers without electronic tickets to the manifest.
- Reviewing on board fares.
- Performing passenger ID check functions.
- Reviewing Sleeping Car accommodation diagrams and room occupancy data.
- Using "Rescue Train" feature to download additional tickets.
- Editing application settings, or using added functions authorized by Technical Advisory.

b) **eMap21a app**

All features as required in the performance of duties. The eMap21a is designed for reporting equipment issues that do not affect safe operations but require Mechanical Department assistance, for example: restroom cleanliness, seat fixtures etc. All other equipment defects must continue to be called in directly to the CNOC Mechanical Desk and recorded on the eMAP21A as outlined in AMT-3 Equipment Instructions.

Photographing, recording and reporting equipment issues that do not impede safe operations, but are required to maintain on board service features (restroom cleanliness, seat fixtures etc.). Defects such as those associated with the operation of the locomotive and air brake system are not included. Use of the camera feature of the eMap21a function to photograph anything other than a defective on board service feature is prohibited.

c) **Voice and Text Communications**

The voice and text communication functions of the eMD may be used to perform duties directly related to the operation of the railroad. Sending text messages is not permitted.

- The voice and text functions of the eMD may only be used if such use will not interfere with any employee's performance of safety related duties.
- Employees may use the eMD for voice communications only when radio communication has failed, and such communications are directly related to the operation of their train or an emergency situation.
- Employees may use the eMD for receiving text communications only when such communications are directly related to the operation of the railroad. Employees are prohibited from using the eMD to send text messages.
- Employees should not interrupt the performance of customer service-related duties to read text messages.

d) **Comp Portal app**

The following Comp Portal app features are authorized for use as required in the performance of duties:

- "Apps": Install new versions of authorized applications and configuration profiles when updated apps do not auto-install or when they need to be reinstalled.
- "Devices": Force device-server synchronization when approved app updates fail to auto-install.

e) **Calculator app**

As required in the performance of duties. The Calculator function may be used to perform basic arithmetic calculations, such as preparing on board sales totals for remittance.

f) **Calendar app**

As required in the performance of duties.

g) **Clock app**

As required in the performance of duties.

h) **Device Charging**

As required in the performance of duties. The eMD device may be charged while on board using a company-issued cable and A/C power adapter. The eMD must not be left unattended while charging, unless in a secure location.

i) **Delay Reporting**

As outlined below, the eMD may be used for Electronic Delay Reporting (eDR), but only when this use will not interfere with any employee's safety related duties.

Employees must be prepared to submit paper delay reports when required by system operating conditions or other instructions.

- Establishing identity of employee responsible for reporting delays between specific reporting points and denoting if initial terminal is not the scheduled initial terminal.
- Entering actual arrival and departure times for reporting points as required.
- Accounting for all lost time accrued during period of responsibility, providing appropriate delay reason codes and supporting information.

j) **Time & Date Functions**

- Employees are required to carry a watch, set its time and use it as required by host railroad or local time zone instructions.
- Employees must not use the time date displayed on their eMD for railroad timekeeping purposes.
- Future dates and days of the week may be determined using the Calendar function.

k) **Device Software Updates & Troubleshooting: MobileIron/Amtrak@Work**

- Installation of updates to authorized applications and configuration profiles.
- Checking other device functionality when directed to do so by eMD Support Desk personnel.

l) **Google Translate app**

The Google Translate application may be used for two purposes:

- To perform language translation services to facilitate communications with passengers who do not speak English and assist in communication with a passenger(s) when a language barrier exists.

- To translate any markings on suspicious packages to help assess the potential risk such packages present. The application comes with a camera function to provide for the translation of such markings, signage and text in the image photographed. Use of the Google Translate camera feature to take photographs for anything other than a business-related translation purpose is prohibited.

m) **Amtrak Schedules, Status and Station Information: Amtrak app**
- Conductors are authorized to use the Amtrak customer app to access information about Amtrak's schedules, train status and station characteristics as required to perform their duties, in particular to assist with responding to passenger enquiries. Conductors assigned to the Capitol Corridor service are also authorized to sell tickets to onboard customers using the Amtrak app.

n) **SignOn app**

Authorized use of device and train operations functions listed in app dashboard:
- a train trip and ending a train trip for each individual app listed in the SignOn dashboard.
- Accessing centrally managed contacts to make authorized telephone calls.
- Checking the crew assignment for the train and leaving and checking notes about train operations.
- Checking the consist information for the train.
- Checking the train status for any train in the system.
- Viewing system or operational alerts appearing in the Alerts section, including any attachments sent with the alerts.

o) **Books app**

The iBooks application may be used to access and view Amtrak operations manuals, guides, and other related material authored and published by Amtrak. The iBooks application may not be used to access or view any documents or eBooks not authored and published by Amtrak.

p) **ERG app**

The ERG application, which contains the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration's Emergency Response Guidebook, may be accessed to provide first responders with a go-to resource to help deal with hazmat accidents.

q) **Aware app**

The Aware Application is currently being developed and when available, will begin as a pilot program on selected Amtrak trains. Crews are reminded that this App does not relieve crews from the requirements of the FAST ACT restrictions and instructions.

The Aware application contains route specific information of FAST ACT locations. The Aware App may be used to provide the Conductor or designated Assistant Conductor a resource to help with accurate warnings of these restrictions.

r) **Read-Only" Versions of the Amtrak apps: SignOn(R), eLift(R), eDR(R), eMap21A(R)**

Conductors are authorized to access the "read-only" versions of the Amtrak apps to check the manifest, crew, or equipment information for a future trip or to review this information for a past trip on an as-needed basis.

s) **Other Functions**

Functions other than what is listed above may only be accessed at the direct request of the Help Desk or other support personnel.

E. Reporting Mechanical Defects

All defects or failures, including Automated External Defibrillator (AED) must be called in to the CNOC Mechanical Help Desk and reported using the eMAP21A.

1. CNOC Mechanical Help Desk

Call one of the following numbers to reach the CNOC Mechanical Help Desk
- (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083., ATS 734-2082/2083

2. eMAP21A

Record all mechanical defects and failures using the eMAP21A app in the eMD.

F. Real-Time Reporting of Major Delays

Conductors must report major delays to the Customer Support Desk and/or National Operation, on a real-time basis when practicable. A major delay, or series of delays, is one which is expected to affect the train's arrival time at the next down-line station by 15 minutes or more. Real Time Reporting is particularly important when the train is operating on a rail line not controlled by an Amtrak Train Dispatcher.

Also, if a Conductor becomes aware that a sighting (an Arrival or Departure Time) from a non-eDR source, showing in his or her eDR display for the last station at/from which the train has arrived or departed, is incorrect by 15 minutes or more, the Conductor should attempt to contact an appropriate office to have that time corrected in the Arrow System, as soon as practicable.

Delay entries and manual reporting or corrections of arrival or departure times in the eDR app, WILL NOT show in the Arrow System, which is the key system used by Station Reservation Agents, the Operations Desks at CNOC, and Oakland, and others, to make real-time decisions affecting down-line customers and to provide information about ETA's at down-line stations.

The eDR app gives information on delays which have already occurred, but not on events which are currently happening, or which will affect the train in the future. Information affecting currently unfolding or future events must be made by cell phone or other designated and available means, when practicable.

Important Note:
Communication via cell phone/electronic device must never interfere with the employee's or another employee's performance of safety-related duties.

Safety and operating rule responsibilities of Conductors must always take precedence over phoning-in delays.

Nothing in this instruction is intended to contradict or override 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.

1. Rail Lines Dispatched by Amtrak

Conductors working on rail lines dispatched by Amtrak (CETC - or PSCC-dispatched Northeast Corridor lines 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 <u>except</u> Pacific Surfliner, Capitol Corridor, San Joaquin, Amtrak Cascades and Coast Starlight trains.**

- If train is being delayed, or is expected to be delayed, between 15 and 30 minutes, the Conductor must phone the Customer Support Desk at (800) 205-0711, and provide the reason(s) for the delay and an expected time of arrival (ETA) at the next customer station.

- If the delay or expected delay exceeds 30 minutes, the Conductor must instead phone the CNOC Operations Desk at (800) 424-0217, and provide the reason(s) for the delay to the extent known at the time.
- Multiple calls may be appropriate as the situation or additional information develops.
- The Conductor should also provide an estimated time of arrival (ETA) at the next customer station, based on delays encountered and/or anticipated.

b) **Pacific Surfliner, Capitol Corridor, San Joaquin, Amtrak Cascades and Coast Starlight trains.** If train is delayed, or is expected to be delayed, by 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 a staffed (by an Amtrak Customer Service Representative) station** are exempt from the requirements in Instructions (a) or (b) above, if the Conductor is advised that the Station Agent has already contacted CNOC or Oakland Operations and has given them the needed information.

Chapter 8
Accounting

This chapter has two sections, which focus on accounting procedures used by Train Service and Onboard Service employees.

- **Section 1 – Train Service Accounting Procedures**
  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 – Onboard Service Accounting Procedures**
  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. Onboard 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).

A. General Information

a) **The Conductor must brief and supervise** the Assistant Conductor(s) as needed.

b) **The term "ticket" can be used to identify any of the different types of tickets** that are accepted on the train (e.g. eTicket, eTicket Travel Document, eTicket on Smartphone or Tablet Computer, Paper Value Ticket, ARC/Travel Agency, Book, Commuter Agency, etc.).

c) **The safe operation of the train will always take precedence over ticket collection and the use of the eMD.**

d) **Conductors and Assistant Conductors who need assistance** interpreting tariff, ticketing or revenue procedures, call the support desk (800) 205-0711.

e) **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 customers.
- maintaining a sufficient amount of change (coins and bills) in small denominations sufficient for the type of service worked.

B. Ticket Inspection and Acceptance

1. Accountability

a) **A Conductor or Assistant Conductor will be held accountable for loss of revenue due to negligence.** Failure to collect ticketed revenue or protect Amtrak from fare evasion will be grounds for disciplinary action.

b) **This includes:**

- Allowing passriders, railroad employees or any member of the public to ride without an appropriate ticket or authority to ride.
- Failure to lift customer tickets.
- Accepting discounted customer tickets from customers not eligible for the discount.
- Loss of coins and currency.
- 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.

2. Overview of Basic Ticket Inspection - R.I.D.E. Process

R – *Request customer's authority to ride.*
I – *Inspect authority-to-ride credentials.*
D – *Determine whether eligibility-to-ride requirements are met.*
E – *Evaluate whether customer should be treated as "ticketed" (and is entitled to a seat check), or "unticketed".*

a) **Request customer's authority to ride.**

- Customers not issued with a seat check must demonstrate authority to ride.
- Customers will typically present eTicket barcode for scanning.

b) **Inspect authority-to-ride credentials.**

- Scan barcode to find customer ticket details.
- Visually inspect other acceptable credentials, such as employee I.D., FRA inspector I.D., etc.

c) **Determine whether eligibility-to-ride requirements are met.**

- Perform any secondary checks of entitlement to discounts when flagged by eMD.
- Perform random I.D. checks when prompted by the eMD.

d) **Evaluate whether customer should be treated as "ticketed"**
- The customer must present valid credentials with:
  - Train number
  - Origin-destination
  - Travel date
  - Accommodation type
- If all items are present, the customer is considered "ticketed". Place seat check in view.
- If any of the items aren't present, the customer is considered "unticketed".

Unticketed Customers

Unticketed customers have three options (Not all options are available on all services):
- **Customer can book themselves** through these sources to obtain a ticket:
  - Amtrak.com
  - Amtrak mobile app
  - (800) USA-RAIL
  - After receiving their new reservation, you must return to inspect and enter the new travel document.
  - The customer can also provide their reservation number to be found in your eMD.
- **Issue an eCOT to the customer** at the appropriate on board fare (cash or payment due) if they can't book using the provided sources.

- **If the customer doesn't want to or can't obtain a ticket**, detrain the customer at the next staffed station stop.

C. Identification Verification Procedures

1. Random On Board ID Verification using the eMD

During the course of electronically lifting tickets, the eMD will periodically prompt to check the customer's identification.

a) **When prompted,** ask the customer to produce valid photo identification.

b) **Verify the ID matches the customer name on the ticket.**

c) **If the name on the ticket does not match the name on the ID,** and the customer explains that someone else paid for the ticket at a Quik-Trak kiosk, the Conductor or Assistant Conductor should lift the ticket.

d) **If the customer does not have valid identification,** or if the customer'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 customer.

e) **Failure to possess the proper photo identification** is not, by itself, sufficient reason to have the customer removed from the train.

2. eMD Settings

The eMD random onboard ID verification default setting is 10% of the overall ticket count.

a) **Only change the percentage setting when instructed** by your supervisor.

b) **Increasing the percentage will increase the amount of customer IDs** that will need to be verified.

3. 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.

b) **Local Government includes** entities such as public school districts.

c) **Original Identification means an original document.** Photocopies, facsimiles or any other type of copy, are not acceptable except for certified copies of birth certificates.

d) **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 (note that some do not have expiry dates).
- City issued identification cards.
- U.S. Passport.
- U.S. Legal Permanent Resident Card or Resident Alien Card.
- University, college, middle or 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.

e) **United States Undocumented Residents Drivers Licenses.** Some states and the District of Columbia have changed their laws to allow undocumented residents to obtain driver's licenses. This type of state government issued identification is acceptable for the purchase of travel documents.

f) **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.

g) **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.

h) **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.
- ICE I-220A Order of Release on Recognizance.

i) **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 that it is a true copy of the original on file at the issuing office. *(A birth certificate is unacceptable if it contains a notation indicating that it is informational only, and not a valid document to establish identity, even if it has the embossed seal and the certification that it is a true copy.).*
- 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 or court-issued release papers if no more than 30 days old (second piece of identification not required).
- Military discharge papers (DD214) if no more than 30 days old.
- 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).

j) **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.
- Birth certificates that contain a notation that they are informational only.
- Identification not that of the customer.
- Non-employee photo identification issued by a private company or merchant (in particular, photo ID cards issued by check cashing stores).
- Prison or court-issued release papers if more than 30 days old.
- Police report of lost or stolen identification if more than 30 days old.

3. Who is Not Required to Have Identification

a) **Children 15 years old and under.**

b) **Children 16-17 who have others,** 18 or over with proper identification, obtain their travel documents.

4. Who Must Have Identification

a) **Children 15 and Under**

- A child 15 and under does not need identification at any time. *(Refer to Unaccompanied Minor Policy)*

b) **Children 16-17**

- Fares paid on trains for a child 16-17 traveling alone:
  - If the child does not have his or her own identification, another person 18 or over must pay the Conductor the fare on behalf of the child, showing his or her own identification.
  - Since the station-issued or conductor-issued travel document is issued to the child after acceptable identification has been presented, receipts or subsequent travel documents issued by the station, or the receipt from the conductor-issued travel document, are acceptable as identification for onward or return travel or if the child needs to make subsequent travel document purchases as part of the same trip.

c) **Customers 18 and over**

- A customer 18 and over must have acceptable identification to obtain travel documents and check baggage.
- He or she must also be prepared to show that identification on the train if asked.
- Each customer traveling under a group reservation must have their own individual identification,

d) **Senior customers and those who do not, or no longer, drive**

- A senior customer (62 and over) still needs acceptable identification. If he or she no longer drives, he or she can normally obtain a non-driver identification card from the same agency that issues driver's licenses, or use other acceptable ID.
- The same policy applies for any customer who does not drive.

5. ID Verification

The identification verification process applies only to customers eighteen (18) years of age or older. If during the course of executing the "Random On Board Ticket Verification Procedure" the customer's age comes into question. Ask the customer their age.

a) **If the customer 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 customer. Failure to possess the proper photo identification is not, by itself, sufficient reason to have the customer removed from the train.

b) **If the customer responds they are 17 or younger and do not have valid identification,** the Conductor must accept the age of the customer.

- The Conductor, at their discretion, may contact the Amtrak police for assistance, away from the customer, if:
  - The customer has physical features that make them appear to be older than 17.
  - They suspect that the customer is older than they claim.
  - The customer has no way to prove their age.
- In this situation, failure to verify a customer's age or possess the proper photo identification is not, by itself, sufficient reason to have the customer 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.

D. Accommodation and Discount Policy Enforcement

It is the Conductor's responsibility to ensure that each customer 2 years and older has a ticket matching the customer type, train and accommodation in which they are riding.

a) **In First Class and Business Class seating,** each customer two years of age and over must pay one applicable accommodation charge.

b) **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.

c) **No reduction is granted to children on** Sleeping Car charges, First Class or Business Class seat charges.

E. Customer Type and Discount

1. Adult

a) **Adult is between the ages of 13 to 64 inclusive** (not a child or senior).

b) **Required to pay a full fare.**

2. Child

a) **Children 2 to 12 inclusive**
- All children ages 2 through 12, may travel at 50% of the adult fare.

b) **Children under 2**
- One lapheld infant (child under 2 years) is permitted free with each adult.
  - Lapheld infants may occupy a seat until it is needed for a paying customer. The seat must then be vacated promptly for the paying customer.
- Children under 2 years occupying a seat are eligible for the child discount.

c) **Children with a Disability**
- A child with a disability, ages 2-12, is eligible for a 55% discount off the regular adult fare.
- When selling eCOTS:
  - Calculation example (Regular Adult Fare = $50)
    - Calculate Discount Amount (Regular Adult Fare x Discount Percentage)
      - $50 x 55% = $27.50
    - Calculate Discounted Fare Amount (Regular Adult Fare minus Discount Amount)
      - $50 - $27.50 = $22.50
    - Fare of $22.50 would be entered.

3. Disability and Companion

a) **Eligibility**
- Such customers 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 customer 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) **Documentation**

A person with a disability must possess one of the following documents in order to receive the discounted fare for customers with a disability, any of which will be considered sufficient. The document must be presented to the Conductor with the ticket. Unless the documentation contains a photograph, another piece of identification must also be requested which has a photograph or signature to match.
- An identification card from a disability organization. *(e.g. Foundation for the Blind)*
- A Medicare card, if under 65. *(Only people with disabilities get Medicare cards under that age, so this is sufficient documentation.)*
- Written documentation, notice or identification issued by a local, state or federal government attesting to the disability. *(This includes transit authority cards for persons with disabilities.)*

- Documentation from a medical institution stating that the customer has a disability. *(e.g. a letter from a Veteran's Administration hospital)*
- A Veteran's Administration Veterans Identification Card with the words "Service Connected" on it.
- 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.)*

4. Service Animals

(Refer to Chapter 11 "Assisting Customers with Disabilities")

5. Military

a) **Military personnel are eligible for a discounted ticket.** They must present valid military ID to the Conductor or Assistant Conductor at time of ticket collection.

b) **Military discount tickets will not be sold by the Conductor** and must be purchased by other means than through the Conductor.

6. Mobility Impaired and Companion

a) **Self-Certification**
- In order to receive the special Accessible Bedroom discounts, described above, a mobility-impaired customer 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).
- The customer 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.

b) **Adult Companion**
- Companion discount tickets cannot be sold by the Conductor and must be purchased by means other than through the Conductor.
- The companion may travel in the same space as the mobility-impaired customer; that is, both may occupy an Accessible Bedroom or both may sit in 'XY' (or other level of 'X') Accessible Coach seats.

7. Senior Citizen

a) **Persons who are 65 years of age or olde**r are eligible for the Senior Citizen discount.

b) **Conductor may request proof of age** if needed, at time of ticket collection.

c) **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 customer's birth date.

d) **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 customer's birth date.

e) **Senior citizens are eligible for a discounted ticket.** Conductor may request proof of age at time of ticket collection.

f) **Senior discount tickets will not be sold by the Conductor** and must be purchased by other means than through the Conductor.

8. Unaccompanied Minor (13-15 years of age)

a) **An unaccompanied minor is a child customer 13 through 15 years old** who is mature enough to make the trip and is not accompanied by a customer who is at least 18 years old.
- Unaccompanied travel is not permitted under any circumstances for children under 13 years of age.
- When an unaccompanied minor is traveling on an Amtrak train under a cross-honoring ticket agreement, the rules stipulated under Amtrak's unaccompanied minor policy apply.

b) **Conditions for Travel**
- Unaccompanied minors may only travel between 5:30 a.m. and 9:30 p.m. on the same day.
- Both origin and destination stations must be staffed by an Amtrak employee at the time of boarding and detraining.
- No transfers are permitted.
- For minors with life-threatening or severe allergies, note that Amtrak is unable to guarantee a peanut-free or allergen-free trip, and therefore, we strongly encourage unaccompanied minor customers to take all necessary medical precautions to prepare for the possibility of exposure. *(Parents/Guardians must ensure that the unaccompanied minor travel with all necessary medications (including, for example, epinephrine auto-injectors) and be capable of self-administering these medications.)*

- The Conductor or Assistant Conductor must obtain an *"Unaccompanied Minor Notification and Release"* form (NRPC 770) signed by the responsible adult at the origin station for each unaccompanied minor on board the train. *(Refer to Figure 8-01)*
- An *"Unaccompanied Minor Wristband"* (NRPC 3150) that contains the Amtrak toll free number and the reservation number of the minor must be fastened around the wrist of each unaccompanied minor on board the train.
- Only the adult meeting the child at the destination station may remove the "*Unaccompanied Minor Wristband"* (NRPC 3150). *(Refer to Figure 8-02)*
- The station employee, or adult bringing the minor to the station must accompany the minor to the train.
- The adult bringing the minor to the origin station may remain trainside until the train has departed.
- The adult meeting the minor at the destination station is allowed on the platform. This is an authorized exception to the current visitor restriction on platforms.
- The adult meeting the minor must show identification to the station employee, Conductor or Assistant Conductor before being allowed to depart with the minor.
- During travel Conductor can share their eMD phone number with the minor only.

If an unaccompanied minor leaves the train at any station other than the station for which he/she is ticketed, the Conductor or Assistant Conductor must contact the Customer Service Desk at CNOC (302) 683-2299 or (800) 424-0217 (option 6) to report the incident so local authorities can be notified.

- For NEC trains, the Customer Service Representative must accompany the minor to the train and meet the train crew at the designated area on the platform based on their class of ticket
  - **Business Class Ticket** – Business Class Car
  - **Coach Class Ticket** – Cafe Car or first coach behind Cafe Car
  - **Acela First Class Ticket** – First Class Car
  - **Acela Business Class** – Cafe Car or first coach behind Cafe Car
  - **Keystone Service** – Quiet Car or First coach behind Quiet Car
- **For Downeaster Service:**
  Phillips Exeter Academy students can travel between Exeter, NH (EXR), Durham, NH (DHM) and Dover, NH (DOV).
  - Students must have the following to travel:
    - Current student ID card for Phillips Exeter Academy
    - Amtrak ticket (priced as an adult)

c) **The Conductor or Assistant Conductor must:**
- Use the "Reserved" sign to reserve seats in one area for unaccompanied minors reserved in coach.
- Place "Reserved" sign on seat check bar to reserve a seat(s) for the unaccompanied minors reserved in coach.
- Note the minor's location on the train.
- Ensure that the minor's location allows sufficient time to prepare for detraining.
- Ensure that the minor departs at the correct destination.
  - Minors must not be left alone at destination station stop.
  - Remain with the minor until a station employee or the adult meeting the minor has arrived.
  - Train and engine staff must bring unaccompanied minors into the station if a station employee is not on the platform or the adult meeting the minor has not arrived.
- Periodically check on the minor or, if necessary, have a Train Attendant periodically check on the minor.
- For NEC trains the appointed Train Crew will meet the Station employee and minor at the designated area on the platform based on their class of ticket.

d) **If the train crew encounters a minor between the ages of 13 and 15** that does not have proper documentation, the following procedures apply:
- The Conductor/Assistant Conductor must contact the Customer Service Desk at CNOC (302) 683-2299 or (800) 424-0217 (option 6) to report the incident and provide the reservation number. This information will be turned over to the Customer Relations Desk.
- The minor should complete the trip through to the ticketed staff station and be turned over to the parent/guardian or station employee/supervisor.
- If the destination is an unstaffed station, and the parent or guardian is not there to meet the minor, carry the minor to the next staffed station and turn the minor over to the station employee or supervisor.
- The adult meeting the minor must show identification to the station employee, Conductor/Assistant Conductor before being allowed to depart with the minor. Station employee, Conductor/Assistant Conductor would have the adult picking up the unaccompanied minor, sign where indicated and validate the signature. The station employee, Conductor/Assistant Conductor would return the completed form (NRPC 770) to the Customer Service Representative in the ticket office, at the

destination, to file in accordance with records retention. The Conductor maintains custody of the minor until the minor is turned over to the adult picking up the unaccompanied minor or station employee.

- The Conductor will receive one copy of the *"Unaccompanied Minor Notification and Release"* (NRPC 770) from the boarding Station Employee that must be given to the destination Station Employee where the unaccompanied minor detrains. *(The Conductor will not keep a copy of " Unaccompanied Minor Notification and Release" (NRPC 770) for their own records.)*

e) **Unaccompanied minors younger than 13**

- If the train crew encounters an unaccompanied minor younger than 13 the same procedures outlined in letter d. "Unaccompanied minors between 13 and 15" should be followed.


Unaccompanied Minor Notification and Release

Figure 8-01 – "Unaccompanied Minor Notification and Release" (NRPC 770)



Figure 8-02 – "Unaccompanied Minor Wristband" (NRPC 3150)

f) **Trains crossing Canadian border**

The Canada Border Services Agency (CBSA) should always be referred to when customers have questions about Minor Cross border travel.

- **Passengers under 18 year**s of age are considered minors by CBSA.
- **Minors at 15 years of age or younger** may not cross the border unaccompanied
  - Process for minors without proper documentation should be followed if crews should encounter this situation.

F. Ticket Lift

1. Lifting a ticket

Lifting a ticket is the process of scanning an eTicket Travel Document or punching and scanning a Paper Value Ticket.

a) **Both types of tickets must** be lifted immediately.
b) **"Punching" a ticket is** also referred to as "canceling."
c) **Relief train crews are responsible for** making sure all customers that previously boarded have valid and properly canceled and scanned paper value ticket receipts or seat checks.
d) **A ticket or fare must be collected if** the customer cannot prove their ticket was lifted; however, utmost discretion must be used.
e) **Once scanned,** eTicket Travel Documents must be returned to the customer.
f) **Paper Value Tickets** have a separate payment receipt for the entire amount of the transaction that is punched (canceled) and returned to the customer.

2. Lifting eTicket Travel Documents

a) **All eTicket Travel Documents must be lifted** with the eMD in the following order:
   - Scan the barcode (fastest and preferred method). If unsuccessful, then…
   - Search by customer name (local search). If unsuccessful, then…
   - Search Arrow remotely by reservation number (PNR) (requires network connectivity, last resort).
b) **Contact the Customer Support Desk** at (800) 205-0711.
c) **If eMD cannot locate customers reservation** an eCOTS must be issued.

3. Color-Coded Alert Types in the eLift Application

a) **The eLift application is designed to show alerts in red letters when a conductor action is required** before lifting a ticket or in orange letters when a conductor action is required only when the conductor suspects that the customer may not meet eligibility requirements for an age-based discount.

- Some other alerts also appear in orange letters indicating additional types of discounts received on the tickets that are informational only and should be ignored by the conductor.
- Some orange alerts are not related to discounts and provide guidance on what to do or how to lift a ticket, which need to be followed.

b) **Examples of the red alerts that require conductor action** include "ID required" when the system randomly selects a customer for an ID check. However, this alert has nothing to do with the fare associated with the ticket.

c) **Examples of the orange alerts which may require conductor action** include "Senior, 62+ ID RQRD" and "Student ID Required."

- The Conductor must ask for the customer's ID if the customer does not appear to be over 61 years old (senior discount) or under 26 years old (student discount).
- If the age requirement is not met for the applicable discount, the conductor will treat the customer as unticketed and follow the unticketed customer-handling process.
- If the customer requests a refund for the original ticket, the conductor should instruct the customer to call reservation at (800) USA-RAIL. *(Refer to Figure 8-03)*

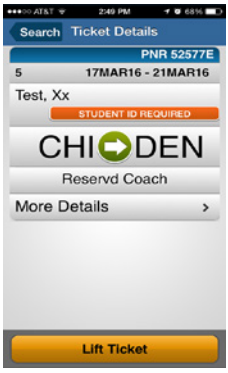


Figure 8-03 – Alert That May Need Conductor Action

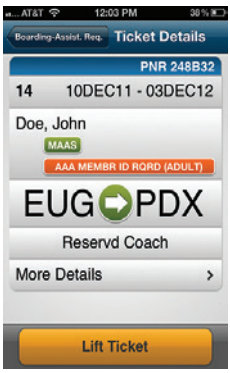


Figure 8-04 – Informational Alert

d) **Examples of the orange alerts that are informational only and can be ignored** include "AAA ID Required," "Veterans Advantage ID Required," "RPA ID Required," and "Active Military ID Required." *(Refer to Figure 8-04)*

4. Sweeping the Train

a) **A ticket sweep is the process of verifying that all tickets** have been lifted from each customer 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.

b) **The Conductor and Assistant Conductor(s) walk through the train** checking ticket receipts (stubs), scanning eTicket travel documents and corresponding seat checks.

- During the sweep, some customers waiting in line or seated in the Cafe or Dining Car may not be able to produce a receipt on the spot.
  - 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.
- The crew member should make a mental note and check with them later.
- If a customer cannot produce a ticket or ticket receipt, nor can they prove that their ticket was taken, an eCOTS must be sold. *In this situation, the train crew must use utmost discretion.*

G. Conductor On Board Sales

1. Unticketed Customers

a) **If a customer does not have a valid travel document** and is not able to show the reservation on their smart phone or computer; they will be considered Unticketed and must purchase a ticket from the Conductor.

b) **eCOTS may be used with un-ticketed customers in the following categories:**
- Cash.
- Payment due.
- Customer removal.
- Prior erroneous lift.
- Carry-bys.
- Deadheading railroad employees.

c) **eCOTS must be issued in the presence of the customer.**

d) **The Conductor or Assistant Conductor must inform the customer that** they are required to provide valid photo identification.

2. Selling Ticket Using electronic Conductor On Board Ticket Sales (eCOTS)

a) **Preparing eCOTS**
- An eCOTS for the exact amount of the fare must immediately be completed in the presence of the customer(s), and the customer receipt of the eCOTS given to them at the end of the transaction (if printer present).
- Conductors and Assistant Conductors must charge the exact fare listed in the eMD or the Conductor Memorandum Tariff; whichever is applicable.
- Sale of fares beyond the run of the train is not allowed.
- If the train is sold out, a customer 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.
- 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 customer name, origin and destination, train number, room and car number, and any other pertinent information requested.
- Customers not having an Amtrak ticket must be added to the manifest.

b) **To Canada on the Maple Leaf**
- When a single second-segment ticket is erroneously 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 an eCOTS issued.
- The exchange ticket origin must read from the station where the VIA Rail Canada Service Manager takes over.
- The destination must be the same as the one shown on the lifted ticket.

c) **Farther Destinations**
- A customer wanting to travel to a destination beyond that shown on his or her ticket may purchase an additional ticket from the Conductor.
- The new ticket will begin from the destination on the customer's original ticket to the new destination based on the basic fare.
- A customer may extend his or her journey to a farther destination on the same train or in through cars operated on the same train provided accommodations are available and a passage ticket is bought or held for passage to the new destination.

d) **Accessible Bedroom**
- Onboard Sales of Accessible Bedrooms Customers 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.
- The Conductor must ensure that the TASC (Train Attendant Sleeping Car) has been notified of the upgrade so the customer can be added to the car diagram for proper tracking and detraining notification.

H. Onboard Upgrades

a) **If a ticketed customer onboard the train request to upgrade and space is available,** only the applicable accommodation fee will be charged; no adjustment will be made to the coach rail fare already paid.

b) **Onboard upgrades are not allowed for Amtrak Guest Reward Redemption tickets** (tickets obtained using Amtrak Guest Reward points).

I. HNF (Honored Not Found)

1. Recording Un-Ticketed Customers

The Honored Not Found (HNF) feature is used to record any customer or employee without an associated ticket to lift or anyone not appearing on the manifest. This includes:

a) **Customers purchasing tickets from the Conductor/Assistant Conductor who issues an eCOTS.**
(Un-ticketed customers purchasing tickets should be informed that tickets can be purchased (and must be paid for) by phone at a possible reduced fare over what the fare that the Conductor would charge. Phone sales will automatically be loaded into the eMD for lifting.)

b) **Commuter tickets.**

c) **Infants and small children under the age of 2.**

d) **Authorized Amtrak employees.** *(The employee's Amtrak Smart ID card can be scanned to add the employee's SAP number to the manifest)*

e) **Host railroad employees.**

f) **Groups.** *(Although they are ticketed, they do not appear on the manifest)*

g) **Private Car customers.**

2. Recording Un-Ticketed Working Employees

Recording un-ticketed working employees assigned to a specific train on the Manifest.

a) **Amtrak Employees assigned to a specific train** who are a member of the crew and in service on board the train, are accounted for and do not need to have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor.

b) **Amtrak employees Deadheading** (compensated time) in conjunction with a job are accounted for when assigned to a specific train and do not need to have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor.

c) **To avoid duplicating assigned crews,** the Conducto/Assistant Conductor must ask Deadheading employee if they are assigned to that particular train before scanning their Amtrak Smart ID card.

d) **If the employee chooses not to ride his/her assigned train,** they must receive permission from Crew Management (CMC), Crew Base or their direct supervisor before changing assignment. After boarding the train they must have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor to update the train manifest.

J. Seat Checks

1. General Information

a) **Seat checks must be used** to ensure that all tickets have been collected and to indicate each customer's destination.

b) **Unused seat checks must never be kept** where the customers have access to them.

c) **Trains operating through** New York to Boston or Washington, DC. Relieving Conductors and Assistant Conductors boarding at New York will perform a ticket sweep.

d) **Trains operating south of Washington, DC.** Relieving Conductors and Assistant Conductors boarding at Washington will perform a ticket sweep.

e) **If a seat check appears to have been altered or is questionable,** the Conductor is required to repeat the ticket inspection process as if no seat check was present.

f) **Seat checks can be used to mark a customer's seat location** for completing a transaction later.

g) **If a time-consuming transaction will prevent a fare collection,** prepare a special seat check for that customer.

h) **This seat check can be a different color,** torn in half or unique identifying character ($ to indicate cash fare).

i) **If there is a question about a customer's form of payment or ticket authenticity,** their seat location must be marked so the Conductor or Assistant Conductors can confer with another employee.

2. "Special Assistance Seat Check" (NRPC 3242)

a) **Customers 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. *(Refer to Figure 8-05)*

b) **The *"Special Assistance Seat Check"* (NRPC 3242)** is to be placed with the destination seat check above the customer's seat.

c) **Situations that warrant the use of a *"Special Assistance Seat Check"* (NRPC 3242) include,** but are not limited to:

- Unaccompanied Minors.
- Customer indicates they have difficultly hearing announcements.
- Sight impaired customer requests assistance navigating.
- Customer using service animals requests assistance.
- Customer indicates they need meal service at their seat.
- Customers request assistance:
  - With a wheelchair or mobility device.
  - Boarding/Detraining.
  - With baggage.
  - To/from restroom.
  - Reading a menu.

d) **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.

3. "Animal On Board" (NRPC 3448) Seat Check

a) **Must be used to identify customers with their pets or service animals,** so that the Amtrak Police K-9 Unit can easily identify that an animal is present at this location.

b) **The "Animal On Board" seat check** is to be placed with the destination seat check above the customer's seat.

c) **Used seat checks,** or any portion of a seat check, must be placed in trash receptacles. *(Refer to Figure 8-06)*



Figure 8-05 – Special Assistance Seat Check (NRPC 3242)



Figure 8-06 – Animal On Board Seat Check (NRPC 3448)

K. eTicketing Mobile Device (eMD) System Outage

1. Scheduled Outage

Conductors will receive prior notification about eMD applications that will be inoperable and updates during the course of the scheduled outage.

2. Unscheduled Outage

If conductor eMD applications appear to be down and you have not received any notification about a system outage, Conductors must contact the eMD Support Desk at (800) 205-0711 immediately to report the outage.

3. Scheduled or Unscheduled Outage

The eMD applications appear to be non-functioning:

a) **If Conductors and Assistant Conductors are not already signed into their trains** and all applications are impacted, the SignOn, eLift, eDR, and eMAP21A applications will not launch or start trip will fail.

b) **Conductors should try to launch these applications periodically** in case the outage does not require the system to be inaccessible for the entire period.

4. Applications Do Not Start

Conductors and Assistant Conductors need to do the following:

a) **eLift** – Visually inspect all tickets. When the system is restored scan and lift all tickets. If customers are already off the train by then, their tickets will automatically be lifted by the system.
   - **Multi-Ride Tickets** (Reserved and Unreserved Trains).
     - **Make every effort to write down the reservation numbers** and the names of customers holding ten or six-ride tickets.
     - **If practicable,** try to look up and lift these tickets in eLift when the system is restored, or place a list containing this information in the *"Train Earnings Reports Envelope"* (NRPC 158) if they are not lifted in eLift clearly noting that these tickets still need to be lifted.
     - **Any tickets not found in the system** that cannot be looked up should be entered as HNF.
     - **Add a HNF entry of type 'Other'** to estimate the number of monthly pass holders and cross-honored commuter agency tickets onboard.

b) **eDR** – Complete a backup paper Conductor Delay Report and fax to Oakland Ops (866) 247-2684 or enter the delay data in eDR when the system is back up. Do not fax the paper report if the data is entered in eDR.

c) **eMAP21A** – Use eMAP21A when the system is back up.

5. Already Signed Into eMD Applications

If Conductors and Assistant Conductors are already signed into eMD applications when the outage starts, they will experience the following:

a) **eLift** - Any Arrow-issued tickets purchased during the outage will not appear in eLift.
   - **Reservation number** ("ad hoc") lookup and fare lookup will fail.
   - **Ticket lifts will not synchronize** between multiple devices on the same train.
   - **End trip will fail.** When the system is restored, complete 'End Trip' action.

b) **eDR** - No automated arrival and departure times ("sightings") will be received.
   - **Any delays submitted during the outage** will appear as "Pending."
   - **End trip will fail.** When the system is restored, complete 'End Trip' action.

c) **eMAP21A** – Conductors will not be able to submit data and will need to end trip after the system is fully restored.

6. Onboard Ticket Sales during the System Maintenance Windows

a) **Customers who board a train without a paid reservation** will be entitled to purchase the one-way Basic Fare (YOFC without the onboard penalty) from the Conductor/Assistant Conductor.
b) **During the outage,** the Conductor/Assistant Conductor must call the eMD Support Desk at (800) 205-0711 for YOFC fare information.
c) **If a customer boards the wrong train,** the customer will need to purchase a one-way ticket from the Conductor/Assistant Conductor by calling reservations at (800) USA- RAIL for YOFC fare information.

L. 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 Customer En Route

a) **The unused portion of any type of ticket held by a customer 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 customer.

3. Fare/Payment Dispute

a) **In the event of dispute between customers and Conductor concerning applicable fares,** customer must be requested to pay proper fare as determined by Conductor.
b) **The customer must take the receipt and submit it** with a claim for a refund from Amtrak.
c) **Claims can be filed with** any Amtrak agent or mailed to:
Amtrak Customer Refunds, William H. Gray III 30th Street Station
Box 70 2955 Market Street, Philadelphia, PA, 19104-2898

4. Groups

a) **Discounted group fare tickets** are sold for customers 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) **Tickets sold at a group fare and endorsed "GROUPS" are** valid for travel in Sleeping Cars providing the accommodation charge has been paid.
e) **Group-Exclusive Occupancy is located on the manifest** directly under Group Count and Group Name and is designated as GRP- E/O (Group – Exclusive Occupancy).
f) **GRP- E/O APRVD is shown on the trains manifest** to identify groups that have paid for a separate/exclusive car.
- The Conductor must designate a separate car for that group.
- **Customers that are not part of the Group** will not be allowed to travel in the same car as the group.

g) **GRP-E/O DENIED is shown on the trains manifest** to identify groups that have not been approved for use of a separate car within the consist. The Conductor must designate seating for the group within the same car as other ticketed customers.

5. Member of Congress Frequent Customer Identification Card

a) **Member of Congress may be issued** a Frequent Passenger Identification Card by the Government Affairs department. *(Refer to Figure 8-07)*

b) **The Member of Congress Frequent Passenger Identification Card** when presented with a valid Acela or Northeast Regional travel document permits a Member of Congress to travel on any other reserved train on the same day, between the same origin and destination without changing reservations or exchanging travel documents.

c) **Train service allowed:**
- Acela – Business class, only.
- Northeast Regional – Coach class, only.

d) **Downgrades**

If a Member of Congress has a reservation for First class and needs to travel on a service that is lesser in value, they may:
- Exchange reservations at the ClubAcela lounge or at any ticket office prior to boarding.
- Travel on another train, Acela business class or Northeast Regional coach, without changing reservations or exchanging travel documents.
  - Present the travel document for the first class reservation to the Conductor.
  - Present his/her Member of Congress Frequent Passenger Identification Card.
  - The Conductor or Assistant Conductor will provide details of the situation, the customer's name and reservation number to the Contact Center Customer Support Desk (800) 205-0711. *This information will provide an automatic refund of the difference between the ticketed service and the new downgraded accommodation.*

e) **Conditions of use**
- Card is valid for travel only by a Member of Congress and is not transferable.
- The card is not valid by itself for travel. *It must be presented with an Acela or Northeast Regional travel document.*
- If questioned at boarding, the cardholder must present the card along with a travel document.
- Once on board, the cardholder presents the card and travel document to the train crew member. *The travel document will be scanned and the card will be returned.*
- Cardholders waive their rights to on board compensation privileges should standee conditions occur.
- The card cannot be used to obtain Acela First class or Northeast Regional Business class seating. *Travel is valid in Acela Business class and Northeast Regional coach seating, only.*
- If a member would like to travel in First Class or Business Class, reservations may be upgraded in advance at the ticket office or ClubAcela lounge.
- The cardholder is entitled to use Amtrak ClubAcela locations in Boston, New York, Philadelphia and Washington, D.C.

f) **Misuse of the card**
- If a Member of Congress Frequent Passenger Identification Card is being misused, employees are not to address the matter with the cardholder.
- Allow the Member of Congress to travel then report the incident of misuse to a Station Manager.
- Managers are responsible for reporting incidents of misuse to Government Affairs and Corporate Communications for handling.


Member of Congress
Frequent Passenger Identification Card

AMTRAK

This card, when presented with a valid, reserved *Acela Express*® or *Northeast Regional*® eTicket, permits

MEMBER OF CONGRESS

to travel on any *Acela Express* or *Northeast Regional* train operating on the **same date,** and between the **same stations**, listed on the eTicket, without exchange and reissuance of eTickets, provided travel is on a train of the **same or lower level of service.** This card allows access to any ClubAcela.®

This card is valid through December 31, 2016.

Joe McHugh, Vice President
Amtrak Government Affairs

Figure 8-07 – Member of Congress - Frequent Passenger Identification Card

6. Musical Instruments

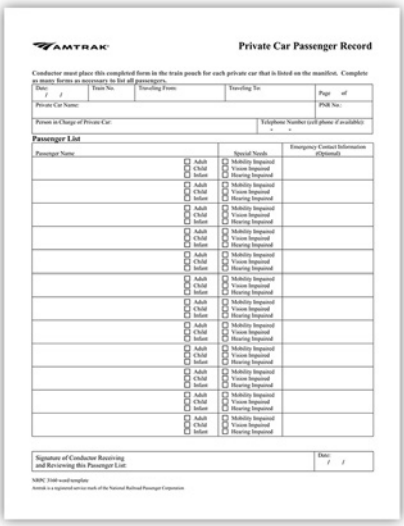
Musical instruments will be accepted on board trains to occupy a seat at the applicable rail fare of the accompanying paying customer, provided the instrument does not present a safety hazard.

7. Private Car Passenger Record (NRPC 3160)

a) **All privately owned railroad cars not owned by Amtrak** 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.
- 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 eCOTS.

c) **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 customers that will be on board the private car must be completed by the person-in-charge of the private car and faxed to the number on the bottom of the *"Private Car Passenger Record"* (NRPC 3160) form by a Customer Service Representative or Conductor. *(Refer to Figure 8-08)*
- 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).



AMTRAK

Private Car Passenger Record

Conductor must place this completed form in the train pouch for each private car that is listed on the manifest. Complete as many forms as necessary to list all passengers.

Date: / /	Train No.	Traveling From:	Traveling To:	Page of
Private Car Name:				PNR No.:
Person in Charge of Private Car:			Telephone Number (cell phone if available):	

Passenger List

Passenger Name		Special Needs	Emergency Contact Information (Optional)
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	
	☐ Adult ☐ Child ☐ Infant	☐ Mobility Impaired ☐ Vision Impaired ☐ Hearing Impaired	

Signature of Conductor Receiving and Reviewing this Passenger List:	Date: / /

NRPC 3160 word template

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

Figure 8-08 – Private Car Passenger Record (NRPC 3160)

8. Rail Travel Cards Allowed Onboard the Train

Amtrak employees have free or reduced rate travel privileges on Amtrak trains for the purpose of personal travel, subject to certain restrictions. Rail travel privileges are provided as an Amtrak benefit to employees, spouses, dependents and retirees. Certain rail travel cards allow travel onboard designated train without tickets which is also known as "Flashing Your Pass" or just "Flash Pass". Baggage fees for various baggage services (excess baggage, golf bags, bicycles, pets, etc.) also apply to pass riders. *(For additional information refer to Amtrak's corporate policy titled "Amtrak Employee Pass Policy on the Amtrak Intranet under Library > Policies > Employee Pass, Voucher, and Service Award Trip Policies.")*

a) **Amtrak Employee – Active**

- Active Amtrak employees must use their Smart ID card for rail travel onboard designated train without tickets which is also known as "Flashing Your Pass" or just "Flash Pass". *Amtrak employee Smart ID cards have a blue horizontal stripe and a picture of the employee. (Refer to Figure 8-09)*
- Conductors and Assistant Conductors must scan the barcode on the front of the employee Smart ID or swipe the magnetic strip on the back of the employee Smart ID card with the eMD to create an "Honored Not Found (HNF)" record, including the passrider's origin and destination, on trains that allow employees to "Flash Pass."



Figure 8-09 – Employee Smart ID Card



Figure 8-10 – Non-Picture Rail Travel Privilege Card

b) **Spouses and Dependents of Amtrak Employees and Amtrak Retirees (Non-Picture Card)**
Spouses and dependents of Amtrak employees and retirees will use the Amtrak issued non-picture Rail Travel Privilege Card with a Home Railroad number of 950 for rail travel onboard designated train without tickets which is also known as *"Flashing Your Pass" or just "Flash Pass." (Refer to Figure 8-10)*

- Conductors and Assistant Conductors must scan the barcode on the front of the Rail Travel Privilege Card on trains that allow travel without tickets. *(The non-picture Rail Travel Privilege card barcode must be scanned using the eMD, from any screen, to add the Rail Travel Privilege cardholder's name to the manifest.)*
- All dependents, **regardless of age,** will have a Rail Travel Privilege Card for rail travel privileges which must be shown on trains that allow travel without tickets.
- When spouses or dependents (16 or over) are using the Rail Travel Privilege Card on trains that allow travel without tickets, a current government-issued identification with a photo must be shown for ID verification. *(Dependents 15 or younger do not need to show photo identification)*
  - Driver's license
  - State ID card
  - Passport
  - High school issued picture ID (high school students only)
- ***Check expiration date***

9. Rail Travel Cards Not Allowed Onboard the Train

a) **Freight Railroad Employees**

- Amtrak issues Rail Travel Privilege Cards to freight railroad employees that are non-Amtrak employees.
- All Amtrak issued Rail Travel Privilege Card to freight railroad employees are not valid for *"Flashing Your Pass"* onboard the train. *(They are only valid for obtaining tickets at a station.)*
- Freight railroad employees having a Rail Travel Privilege Card that looks similar to the card shown in figure 8-136 is not valid for *"Flashing Your Pass"* onboard the train. *(Only cards showing the*

number 950 for the Home Railroad are valid for "Flashing Your Pass" onboard the train; any other number or name next to Home Railroad is invalid.)

b) **Special Rail Travel Privilege Cards Amtrak issues special rail travel privilege cards to people who may not be Amtrak employees. Such as:**

- Amtrak Board Member
- Executive Committee
- Union Business
- Retired Board Member
- Retired Executive
- Amtrak Board Member – Spouse
- Executive Committee – Spouse
- Retired Board Member – Spouse
- Retired Executive – Spouse

The card examples listed in this section are used for special rail travel privileges that do not allow travel onboard trains without tickets and do not allow *"Flashing Your Pass" (Refer to Figures 8-11)*

- These special cards do not have a barcode and cannot be used as a *"Flash Pass."*
- Special Rail Travel Privilege Card holders must obtain tickets before travel.
- If tickets have not been obtained before boarding, cardholder will need to purchase tickets from the Conductor or by calling (800) USA-RAIL.

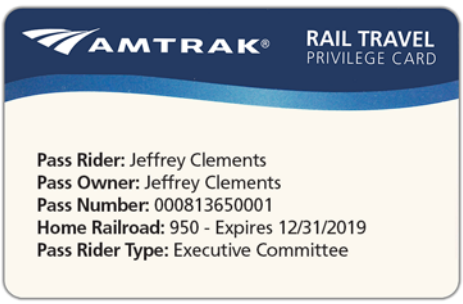


Figure 8-11 – Special Rail Travel Privilege Card



Figure 8-12 – Contractor Smart ID Card – Not Permitted for Rail Travel

c) **Amtrak Contractors**

AMTRAK CONTRACTORS DO NOT HAVE RAIL TRAVEL PRIVILEGES. Amtrak contractor Smart ID cards have a red horizontal stripe and a picture of the employee. *(Refer to Figure 8-12)*

- DO NOT honor any Smart ID card with a RED stripe for free travel on the train.
- ID card with a RED stripe cannot be used as a *"Flash Pass."*
- Contract employees must have a ticket for travel.

10. Service Adjustments

a) **Conductors and Assistant Conductors are empowered** to make service adjustments as a service recovery tool.

b) **Service adjustments are made when there is a problem with customers,** such as no seats being available on all-reserved trains, equipment malfunctions or service disruptions.

c) **When encountering customers displaced from ticketed accommodations,** it is Amtrak's policy to protect the displaced customers in equal or superior accommodations without additional fare collection regardless of higher accommodation charges or greater minimum ticket requirements. Some common reasons for re-accommodations include changes in equipment, malfunctioning equipment, duplicated sales, or selling errors involving wrong car, train or accommodation type, unavailability of Superliner Lower Level seating for the customer who has a reservation for Lower Level Seating and inadequate space for customers who are in wheelchairs.

- When customers are displaced from accommodations 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 customer according to policy.

- The Conductor must make a report of the re-accommodation by calling (800) 205-0711 as soon as practicable designating the old and new train/car/accommodation, and the reason for the change. *This telephone number is for Crew use only and not to be given to customers.*
- 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.

d) **All authorized methods must be used to resolve the problem** before a customer is advised to contact Customer Relations.
- Complimentary Food and Non-Alcoholic Beverage Service may be offered to an entire train, a segment or the train's population or an individual or family.
- The Conductor has latitude, but is expected to apply the principles outlined in this section and in Chapter 9. *"Service Recovery"* when recommending actions to be taken for Service Adjustments.
- The Manager Onboard Service, CETC, CNOC Customer Service Desk and the Conductor will determine the best course of action for each situation.
- If attempts to correct the problem do not satisfy the customer, the Conductor/Assistant Conductor must report the service failure by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*

e) **When standees are holding tickets for reserved seating or a customer has been displaced** from Business or First Class service, the Conductor/Assistant Conductor must report the service failure by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- Customers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.
- The Conductor and Assistant Conductor(s) must make every effort to find seats for standee or displaced customers by informing seated customers they must move their belongings off seats; informing parents of young children traveling free to put their children in their laps and asking pass riders and non-paying employees to stand.

f) **When a Conductor or Assistant Conductor wants to document a situation which warrants consideration for a refund,** call (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- Providing the necessary information, verifying that the customer did not receive the service that was paid for, does not guarantee the customer will receive a refund.
- Never quote the amount of the refund that the customer will receive. The refund will be calculated by Amtrak Customer Refunds.
- Some common reasons for refunds include:
  - riding short of the ticket station pair.
  - fewer customers traveling than ticketed.
  - unavailable accommodations.
  - involuntary downgrade from First Class Sleeper accommodation to Coach.
  - involuntary downgrade from Business Class to Coach.
  - involuntary downgrade from Acela First Class to Acela Business Class.
  - customer having to detrain prior to planned destination due to illness or personal emergency.

g) **If a customer 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, report the situation by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*

i) **Involuntary Downgrade from First Class Sleeper to Coach.**
- Customers who were notified of the downgrade before boarding and exchanged their tickets for a refund are not entitled to First Class Sleeper meal amenities.
- Customers who were notified of the downgrade before boarding, but did not exchange their tickets will be downgraded on board. Customers in this situation are entitled to First Class Sleeper meal amenities.

- If en route First Class Sleeper customers are involuntarily downgraded to Coach due to equipment failure or other cause, the customers will still receive the meal amenity portion of the First Class accommodation.
- To document the involuntary downgrade and to request a refund, call (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- The Conductor will notify the LSA-Diner of the downgrade, and identify the customers.
- When an en route failure involves an entire Sleeping Car, call (800) 205-0711 and request refunds for all downgraded customers. *This telephone number is for Crew use only and not to be given to customers*.
- Customers affected by the disruption must be directed to call (800) USA-RAIL, and ask for Customer Relations.

j) **Voluntary Downgrade of Accommodation.**
Customers who voluntarily downgrade from Sleeping Cars, Business Class or Acela First Class accommodations do not receive any adjustments or refunds after the train departs, since the customer is already en route.

k) **When an Acela train operates with non-Acela equipment,** the Conductor or Assistant Conductor is to make the *"Acela Equipment Substitution"* announcement in all cars.
- If the Conductor or Assistant Conductor is approached by a customer 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 customers will receive a refund.
- There are to be NO refunds, when an Acela Business Class ticket is presented on a non-premium Coach train.

l) **In situations where a significant number of customers 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 (this telephone number is for Crew use only and not to be given to customers):
  - Train number and its location when events occurred.
  - Circumstances or events that necessitated the service adjustments.
  - Make the *"Significant Service Failure"* announcement.
- Direct customers affected by the disruption to call (800) USA-RAIL and ask for Customer Relations.

11. Standee Conditions/No Shows

a) **A "standee condition" exists only if** every seat in a particular class of service is occupied and customers in that class remain standing. (Class of service is defined as: Coach, Business Class, First Class, etc.).
- Customers who choose not to sit because of vacant seat's location (e.g., the empty seat at a table on Acela; seats facing backward, and/or seats in the Quiet Car) are not to be counted as standees.
- In such cases, the customer 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 customers** 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.

12. Stopover

A stopover allows customers to travel part of their journey and finish the rest later.

a) **Not Allowed**
Stopovers (breaks in a journey for more than 23 hours and 30 minutes) are NOT allowed unless conditions in section "b" are met.

b) **Exceptional Stopover Authority**

For the time necessary, stopovers will be authorized, when the stopover is necessitated by the following situation:

- 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 customer is delayed so that the limit of such customer'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.
- Stopovers will be authorized for the same number of days as illness, injury, quarantine, or washouts, etc. are certified as delaying the customer.
- Stopovers will not be authorized to customers purchasing tickets between two points with a stopover point for the purpose of taking a medical examination, a course of treatment, undergoing an operation or seeking a more healthful climate.

c) **Notification**

- Customers desiring to stopover or transfer en route must inform the Ticket Agent, who will provide separate tickets to and from each point of change.
- Customers desiring to make stopovers or transfers for which separate tickets have not been provided will forfeit any remaining value and must purchase a separate ticket prior to continue their trip.
- Customer must be informed that they are required to make a reservation before boarding any reserved train to continue their journey.
- If a customer chooses to stopover from an all-reserved train, the Conducto/Assistant Conductor must call (800) 205-0711 to release the vacated space back into inventory for sale.

13. Train Fare Penalty Waiver (NRPC 2429)

a) **Conductor must charge base fare** at all closed stations which are normally open.

b) **Conductor must charge base fare at a boarding station when** the reservations and ticketing system has failed and, in the judgment of station personnel, customers 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 8-13)*

- If the station does not have sufficient time before the departure of the train to issue a *"Train Fare Penalty Waiver"* (NRPC 2429) for each customer, the Conductor can be given verbal notification from the station that the base fare should be used.
- If the base fare is communicated verbally, write each station location where the base fare was verbally used on the outside of the *"Train earnings Reports Envelope"* (NRPC 158) below the mailing address.

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 customers off the late bus so that they do not miss the train connection.

d) **When the base fare is used,** the Conductor or Assistant Conductor will add one of the following codes on the eCOTS:

- UNSTF – When the base fare is used because of a closed station.
- STNWV – When station personnel have issued a *"Train Fare Penalty Waiver"* (NRPC 2429).


Amtrak TRAIN FARE PENALTY WAIVER

Conductor Train # _____ Date _____

THIS IS YOUR AUTHORITY TO WAIVE THE TRAIN FARE PENALTY TO BEARER OF THIS FORM.

GOOD ONLY ON DATE AND TRAIN SHOWN ABOVE AND APPLIES ONLY TO TRAINS DEPARTING FROM THIS STATION _____.

Authorized by: _____
Signature & Title

A 042506
CONTROL NO.

NRPC 2429 (4/94)

Figure 8-13 – Train Fare Penalty Waiver (NRPC 2429)

14. Transfer

a) **A customer 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.

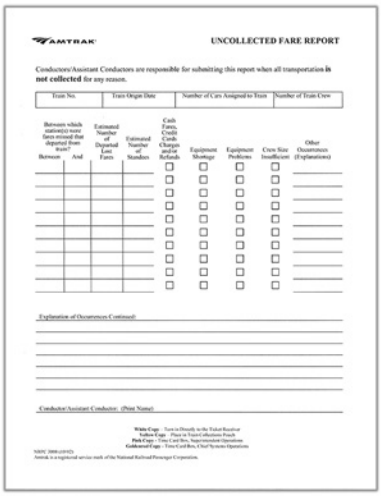
b) **Customers traveling at discounted fares,** must board connecting service within 23 hours and 30 minutes of their arrival at the transfer point. Through fares are valid via points of stopover or transfer as authorized above, provided travel continues in the same direction.

15. Uncollected Fare Report (NRPC 3008)

a) **If, for any reason, transportation collection** and examination is not completed and customers detrain, an *"Uncollected Fare Report"* (NRPC 3008), must be completed. *(Refer to Figure 8-14)*

b) **The Conductor or Assistant Conductor(s) must complete the form as follows.**

- The white copy goes to the Ticket Receiver's station office.
- Place the canary copy in the *"Train Earnings Reports Envelope"* (NRPC 158).
- The pink and goldenrod copies can be discarded.



AMTRAK

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 Train Crew

Between which station(s) were fares missed that departed from train? Between	And	Estimated Number of Departed Lost Fares	Estimated Number of Stanlees	Cash Fares, Credit Cards Charges and/or Refunds	Equipment Shortage	Equipment Problems	Crew Size Insufficient	Other Occurrences (Explanations)
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	
				☐	☐	☐	☐	

Explanation of Occurrences Continued:

Conductor/Assistant Conductor: (Print Name)

White Copy - Turn in Directly to the Ticket Receiver
Yellow Copy - Place in Train Collections Pouch
Pink Copy - Turn in to Onboard Service Supervisor
Goldenrod Copy - Trains Cat Rep, Chief System Operations

NRPC 2008 (10/02)
Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 8-14 – "Uncollected Fare Report" (NRPC 3008)

M. Forms of Payment (Listed in alphabetical order)

1. Canadian Currency

Canadian paper bills (no coins) are the only foreign currency accepted on trains that cross the US – Canada border.

2. Cash

Amtrak accepts US currency on all trains.

3. Payment Due

(Refer to R.3. "Payment Due (PYMT DUE)")

4. Unacceptable Forms of Payment

a) **Non-U.S. Currency** (unless otherwise noted).
b) **Cashier's Checks.**
c) **Money Orders.**
d) **Travel Vouchers.**
e) **eVoucher.**
f) **Personal or Business Checks.**
g) **Travelers Checks.**
h) **Gift Cards** (all types including Amtrak).
i) **Payment Cards** (Credit Cards and Debit Cards).

N. Train Earnings Reports Envelope (NRPC 158)

The *"Train Earnings Reports Envelope"* (NRPC 158) is a large white envelope with a blue border and string closure. *(Refer to Figure 8-15)* This envelope is the depository of lifted paper value 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.

- **Do not submit if the *"Train Earnings Reports Envelope"* (NRPC 158) is empty.**

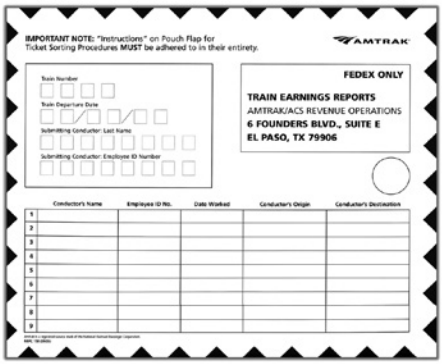


Figure 8-15 – Train Earnings Reports Envelope (NRPC 158)

O. Remit

1. "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 make a "No Sales" entry in the Paperless Time Ticket (PTT) system for that day.

b) Conductors/Assistant Conductors working in MARC service are prohibited from processing "No Sales" reports through the PTT system.

2. Funds

a) **At the completion of the trip,** the Conductor and Assistant Conductors must total all cash fare tickets sold onboard minus any cash used at the start of their trip for change. If the remaining total of cash is the same as the before train total, and matches the total eCOTS amount, the Conductor or Assistant Conductor has "balanced."

b) **The total of cash,** payment due forms, and all copies of any voided COTS must be remitted to a Ticket Office/Ticket Receiver as soon as possible

c) **If the total of cash collected during the trip is more than the eCOTS sales,** this is an Overage.
- Overages must be included in the deposit for the train.
- Employees with overages may be subjected to counseling or disciplinary action.

d) **If the total of cash collected during the trip is less than the eCOTS sales,** this is a shortage.
- Employees with shortages may be subjected to counseling or disciplinary action.

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 remitted,** the Conductor or Assistant Conductor may be subjected to counseling or disciplinary action.

g) **The 48-Hour Rule**
When there is no agent available to accept a remit or there is a train that must be worked and not enough time between assignments, the remittance must be made within 48 hours of the end of the work assignment.

h) **The 72-Hour Rule**
If two days of relief commences within 24 hours of the work assignment, the remit must be made within 72 hours of the end of the work assignment.

i) **The Five-Day Rule**
- If there is an emergency and a remittance cannot be made within the guidelines of the company, Conductors/ Assistant Conductors must contact their Supervisor to obtain approval for late remitting.
- Approval must be granted within 5 days of the end of the work assignment. If approval is granted by a Supervisor, the Conductor/ Assistant Conductor must note the approval

- 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 Customer Service Representative. 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 cash on hand from unremitted sales.
- If an employee is held out of service they must contact their Supervisor to report any unremitted cash from onboard sales.
- Each Conductor and Assistant Conductor is responsible for contacting their supervisor to discuss the remittance delay before the 5th day following the end of their assignment begins.

j) **The 10-15 Day Rule**

- When working a regular assignment, remittances must be made within 10 days.
  - Meridian, MS- remit in Atlanta, GA or New Orleans, LA
  - Shelby, MT- remit in Minot, ND
  - St Cloud, MN- remit in Minot, ND
- When working an extra board assignment, remittances must be made within 15 days.
  - Meridian, MS- remit in Atlanta, GA or New Orleans, MS
  - Shelby, MT- remit in Minot, ND
  - St Cloud, MN- remit in Minot, ND
  - Conductors and Assistant Conductors will be required to make all remittances at the above designated stations.
- If the Conductor or Assistant Conductor cannot comply with the 10-15 day rule they must contact their supervisor so arrangements can be made to submit their remittance(s).
  - When out-of-service the same 10-15 day rule applies.
  - Each Conductor and Assistant Conductor is responsible for contacting their supervisor to discuss the remittance delay before the end of the 10-15 day rule requirement.

k) **Vacations**

- The 48-Hour, 72 Hour, 5-Day and 10-15 Day rules still apply.
- Conductors/ Assistant Conductors must remit before leaving railroad property after the end of their last trip before vacation. There will be no special exceptions given.
- 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, and 10-15 Day rules (unless authorized by the Conductor's/Assistant Conductor's supervisor.)
- If the time limits under the exceptions have passed, but specific approval was granted, 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 *"Conductor/Asst. Conductor Sales Report"* (NRPC 193).
- 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.
- When signing the *"Conductor/Asst. Conductor Sales Report"* (NRPC 193), the Conductor/Assistant Conductor is attesting that the remittance is the true amount of all eCOTS sold and total sales.

Chapter 8

Section 2

Onboard Service Accounting Procedures

Introduction

It is critical for Onboard Services employees to be knowledgeable and proficient in Amtrak's accounting procedures. All employees handling and/or collecting Amtrak funds in connection with the sale of food and beverage and any related products or services are governed by the policies in this manual.

It is the responsibility of all employees to ensure that the requirements outlined in this document be completed in a clear and legible manner.

Employees are required to enter all transactions in the Amtrak Authorized Point of Sale Device.

In the event of an Amtrak Authorized point of sale device failure, including inability to print final reports, employee must utilize the *"Transfer Out Form"* (896) to calculate all inventory sales.

Employees are required to remit the exact amounts of cash or cash equivalents collected in exchange for any food and beverage goods or services and submit all completed paperwork in the correct *"Food and Beverage Sales Reports"* envelope at the completion of each trip.

Although the LSA and Chef are not held financially responsible for inventory, all employees must protect Amtrak assets as outlined in Chapter 6 *"Crew Functions and Responsibilities"* of this manual.

A. Security and Loss Prevention

All Amtrak employees who handle revenue and hold "Working Funds" are responsible and accountable for the money in their possession.

- Amtrak money must always be under the responsible employee's supervision and never left unattended.
- For an extra level of security, a Working fund can be either turned in to the Ticket Receiver/Ticket Office or held in the safe deposit of the hotel where the employee is staying.
- Amtrak employees must remit any funds received from Amtrak sales to the Ticket Receiver or Ticket office at their layover point and/or home crew base.
- Employees cannot leave the property with Amtrak revenue, unless they have received authorization from their supervisor.
- Each employee handling Amtrak Revenue or revenue-related items is required to comply with the established revenue accounting procedures.

B. Working Fund

1. Obtaining a Working Fund

a) **The LSA receives a working fund** as part of the pre-departure process.
b) **LSA must provide ticket office with** a completed *"LSA/Steward Working Fund Receipt"* (NRPC704) in exchange for receiving working fund.
c) **Working funds are only issued from** the Ticket Receiver's office or ticket office in proximity to the employee's home crew base.
d) **The working fund for a LSA must not exceed $300.00** ($400.00 for Amtrak Cascade Service).
e) **The working fund must be secured at all times** in the issued Amtrak bank bag from crew base when not in use in the cash drawer.
f) **The LSA must keep the blue Amtrak bank bag in good repair.**
g) **Should the bank bag become broken** the LSA must obtain a replacement from their home crew base.
h) **LSAs may have only one working fund** active at any one time.

2. Working Fund Employee Responsibilities

a) **Working fund must be maintained** with the following criteria:
   - Maintained at the authorized amount.
   - Have an appropriate amount of small bills and change.
   - Kept secure at all times.
   - At turn around points and at home crew bases, where available or where required by local management, the LSA may have the Station/Ticket Receiver hold the employee's working fund using the *"Bank Bag Claim Check"* (NRPC 951). (Refer to Figure A)
   - Employees must provide the white copy of the *"Bank Bag Claim Check"* (NRPC 951) in order to retrieve the bag.



AMTRAK

030001

Bank Bag Claim Check

Employee Name:	Bank Bag Number:
SAP Number:	
Date Bag Received: / /	Date Bag Returned: / /
Station Employee signature acknowledg-ing **RECEIPT** of bank bag **X**	OBS Employee signature acknowledging **RETURN** of bank bag **X**

Station Die Stamp (Receipt)

Station Die Stamp (Receipt)

NRPC 951 (04/2017) **White** – Employee **Manila Tag** – Stays with Bank Bag

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

Figure A – Bank Bag Claim Check (NRPC 951)

b) **Personal funds cannot be used as working fund.**
c) **No co-mingling personal funds** in the Amtrak issued bank bag, including any gratuities received.
d) **Cash gratuity cannot be deducted** from working fund allotment.

3. Audit

a) **The working fund is subject to audit** at any time by management.
b) **If an overage or shortage is discovered** during an audit of the employee's working fund, their manager will be responsible for reviewing the shortage with employee.
c) **A variance of $ 24.99 or less** will be considered an infraction and will subject the employee to counseling as part of progressive discipline in accordance to Amtrak's Disciplinary Guidelines.
d) **A variance of $25.00 or greater** will be considered a major offense and will subject the employee to Amtrak's Disciplinary Guidelines up to and including termination.

4. Stolen/Lost Working Funds

a) **Report stolen or lost working fund to the Amtrak Police Department** (either in person or by calling (800) 331-0008 and crew base management immediately.
b) **Employees should obtain a copy of the police report** for his/her records.
c) **If a report was filed with a local police agency,** provide the Amtrak Police with the report number and the local agency that was contacted.
d) **If determined at the conclusion of the investigation** by the Crew Base management that the LSA is liable, the employee will be subjected to disciplinary action.

5. Return of Working Funds

a) **When an 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. LSA must also return the assigned Blue Bank Bag and key.
b) **Local procedures may require an employee to remit** his/her working fund after each trip.
c) **When a LSA transfers to another crew base,** the working funds, blue Amtrak bank bag and key issued by the crew base they are leaving must be returned.
   - The new crew base will issue a new working fund, blue bank bag and key to the employee.
   - The new crew base is responsible to ensure that the working fund at the former crew base has been closed.
d) **Temporary working funds must be returned to the issuing location** and as soon as practical.

C. Payment Card Handling

1. Payment Card Industry Data and Security Standards (PCI DSS)

- LSAs working trains requiring payment card (credit/debit/gift card) sales must be issued a payment card device for their trip.
- The payment card device contains important financial information for Amtrak and must always be protected from theft and/or tampering.
- Payment card devices should be locked up in areas where there is controlled access when not in use.
- Payment card devices should not be left on trains unattended.

2. Accepting Payment Cards

- Every payment card transaction must be processed using the issued Credit Card device. *(Credit card numbers cannot be manually entered.)*
- Payment cards can only be used for the exact value of the item purchased.
- There is no minimum amount required for payment card purchases.
- Credit cards cannot be used for gratuities only. *(A purchase must be made for gratuity to be added.)*
- Payment cards cannot be used to obtain cash from Amtrak.
- The Lead Service Attendant (LSA) will not be held responsible for transactions that are declined in Store and Forward (S&F) mode unless the process has been abused.

3. Employees Handling Physical Payment Cards

- Must follow payment card industry data and security standards when handling customer cards.
- It is required that the signed name match the name embossed or printed on the front of the card.
- 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 customer's signature or the wording "See ID." *(When "See ID" appears, ask the customer for a valid State or Federal issued photo ID for the purpose of matching the name and signature on ID to name on card and signature on Amtrak Receipt.)*
- Transactions that do not require the employee to handle the card are not subject to these protocols.

4. Ingenico HP Go (MPOS)

a) **Issuing a Payment Card Device**
- The credit card device is included with the POS hardware backpack.
- The POS hardware is retrieved from the Crew Base.

b) **Processing Payment Cards**
- Payment cards can be physically processed through chip and pin or card swipe. (Credit card numbers cannot be manually entered.)
- Payment cards can be processed through Near-Field Communications (NFC) applications known as mobile wallets (i.e. Apple Pay, Samsung Pay, Google Pay) and contactless credit cards.

c) **Malfunctioning Devices**
- When the credit card device is malfunctioning, follow the troubleshooting instructions in the Next Gen Point of Sale (POS) User Guide.
- If the troubleshooting instructions in the user guide doesn't resolve the problem, call the Amtrak Service Desk (800-772-HELP {4357}).

d) **Returning a Payment Card Device**
- LSAs must return the credit card device with the POS tablet, printer, and chargers in the Amtrak backpack to the Crew Base.

5. Payment Card Receipt and Signatures

- A receipt must always be offered to customer, regardless of the sales amount.
- If the customer doesn't want a receipt, the receipt shouldn't be printed.
- Cardholders have the option of adding a gratuity to their purchase.

D. Accounting Paperwork (Applicable to the LSA and Chef)

1. "Transfer Out Form" (896) or POS Beginning Inventory Report (Beginning of Trip)

a) The *"Transfer Out Form"* (896) or POS Beginning Inventory Report is the official inventory document of record listing all of the items and quantity that are being issued to a particular Food Service Car.
b) The LSA must make certain that every item listed in the *"Transfer Out Form"* (896) is the correct quantity and condition required and properly documented.
c) Should item condition on quantity vary proper documentation must be obtained.
d) These forms/reports are subject to audit at any time by Amtrak Management and/or others designated to perform an audit.
e) Employees receiving stock must sign the *"Transfer Out Form"* (896) or POS Beginning Inventory Report, and any On Board Orders (OBO).

2. Inventory Discrepancies

a) **Employee must record discrepancies** and sign a *"Stock Discrepancy Form"* (NRPC 3380).

E. Forms of Payment

(Listed in alphabetical order)

1. Canadian Currency

Bills only are accepted on Amtrak services that cross into Canada.

2. Cash

Amtrak accepts US currency on all trains.

3. Payment Cards (Credit Cards, Debit Cards and Gift Cards)

a) **Only credit cards, debit and gift cards** that carry a clearly displayed valid logo of one of the following brands are accepted by Amtrak Food Service cars:

- 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.

4. Near-Field Communications (NFC) payments/Mobile payments

- Amtrak accepts Near-Field Communications (NFC) payment on trains equipped with the Next Gen POS device (MPOS). NFC payments are mobile wallets (i.e. Apple Pay, Google Pay, Samsung Pay) and contactless credit cards (i.e. tap and pay).

5. Personal Checks

Personal checks only accepted from groups (booked and ticketed in a group PNR). No other checks are accepted.

F. Discounts

Discounts may be used to move products that are expiring, for new promotions, or coupons offered for various services. The two options are Dollars Off and Percentage Off.

When perishable items are reaching their expiration date in the Cafe/Lounge Service or entrees have not been consumed in the Dining Car and it is nearing the end of hours for meal service, the LSA has the option of selling the items at a discounted rate instead of spoiling them. Employees should only offer the discount in the last hour of the meal period. Once the meal period has finished, the remaining items can be recorded as Spoilage.

1. Items Ineligible for Discounts

These items cannot be discounted

- Canned or bottled beverages
- Alcoholic beverages
- Dining car items that are not entrees or center of the plate

2. Dining Car En Route Discounting Responsibilities - LSAD

- Coordinate with Chef to determine if there are any entrees that will expire by the end of the day for that meal period.
- Communicate to Dining staff and Coach Attendants that a discount period will begin.
- Use the following chart to determine the discount price:

Meal Period	Start Time	$ Off Expiring Item
Breakfast	10 am – or 1 hour before end of meal period	($3.00)
Lunch	2 pm – or 1 hour before end of meal period	($4.00)
Dinner	1 hour before end of meal period	($5.00)

3. Cafe Car En Route Discounting Responsibilities – LSA

a) Determine what perishable items will expire by the end of the day.

Meal Period	Start Time	Meal Related Items Examples
Breakfast	10 am – 11 am for items expiring that day	Bagels, sandwiches, yogurt, muffins, pastries, etc.
Lunch/Dinner	1 hour before end of trip meal segment	Sandwiches, pizza, burgers, hot dogs, etc.

b) Use the following chart to determine the discount price:

Expiring Item Price Range	$ Off Expiring Item
$2.00 - $4.00	($1.00)
$4.00 - $7.00	($2.00)
$7.00 and higher	($3.00)

G. End-of-Trip

a) **Employees must** ensure that a Catering Vendor representative gains custody of the stock.

b) **Employees are responsible for documenting** On Board Orders (OBO ORDER), On Board Changes (OB CHG +/-), Onboard Spoilage (OBS CNDM) and Total Count figures on the *"Transfer Out Form"* (896).
- On hand end of trip counts (On Hand EOT) are required when there is LSA to LSA transfer en route, on all First Class Acela trips, and in locations where trains are topped off by the Catering Vendor.
- Employees are required to provide a copy of the *"Transfer Out Form"* (896) to the receiving employee or Catering Vendor.
- Point of Sale (POS): Employees using POS must perform the LSA to LSAtransfer or End of Trip functions in the POS system.

c) **The LSA must record any exceptions that occur during a trip that impact accounting** (specifics of service disruptions, credit card gratuity variance, etc.) on the appropriate Food and Beverage envelope and on the *"Transfer Out Form"* (896) Accounting Page under the Notes Section, or on the *"POS Trains, Food & Beverage Sales Reports"* envelope (NRPC 3276).

d) **Completed *"Food and Beverage Sales Reports"* envelope** must be submitted to the crew base or designated location at the end of the trip before departing Amtrak premises.

e) **The LSAs must record and submit any supporting documentation.** Including completing the *"Transfer Out Form"* (896) Money Page as follows:

Accounting Page Grid - Left	Group Report (Register)
Total Sales A	Group 1
Total Sales B	Group 2
Total Sales C	Group 3
TOF Total	Sum of ABC

Accounting Page Grid - Middle	Credit Card Device
Auto CC/Payment Card Details	Upload Report(s) Grand Totals

Accounting Page Grid - Right	Register & Credit Card Device
NRPC124	List of all Food & Beverage Remittance Reports (NRPC124) and totals
Auto CC/Payment Cards	Sum of all Upload Reports from Credit Card Device
First Class Meal Checks	Sleeper Meal line
First Class Misc	Sum of 1st Cls Misc and Business Cls lines
Employee/Crew	Crew Meals line
Comp Services	Comp Service line
Cash Purchases	Cash Purch line
Discount Value	Discounts line
Grand Total	Sum of Cash & Cash Equivalents

H. Remittances

1. Making a Remittance

a) **The LSA must remit all funds received from sales of revenue items** (all funds less working fund and gratuities) prior to leaving Amtrak property.

b) **The employee is to remit only those funds** received from the customers.

c) **The LSA will be subject to discipline or administrative action if** all company funds received from sales of revenue items are not remitted prior to departing Amtrak property.

2. En Route Remittance

a) **Whenever cash on-hand exceeds $2,000.00,** a remittance must be made at the next staffed remittance station stop when the dwell time exceeds 20 minutes.

b) **Employees who complete a trip leg and are at a layover point** must remit all funds received from sales of revenue items.

3. "Food and Beverage Service Remittance Receipt" (NRPC 124)

a) **Lead Service Attendants must complete** the *"Food and Beverage Service Remittance Receipt"* (NRPC 124) when remitting U.S. and Canadian Currency. *(Refer to Figure B)*

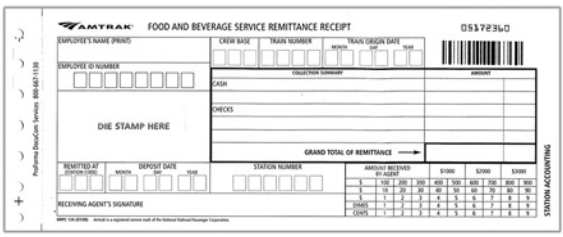

AMTRAK FOOD AND BEVERAGE SERVICE REMITTANCE RECEIPT

Figure B – Food and Beverage Service Remittance Receipt (NRPC 124)

b) **These fields must be filled in by the LSA:**
   - Employee's Name (Print)
   - Employee ID Number
   - Crew Base (3 letter code)
   - Train Number
   - Train Origin Date
   - Collection Summary
   - Amount
   - Grand Total of Remittance
   - Remitted At (3 letter station code)
   - Deposit Date

c) **All information must be legible on the receipt.**

d) **LSA must place the Audit (pink) copy** of the *"Food and Beverage Service Remittance Receipt"* (NRPC 124) in the respective "Food and Beverage Sales Reports" envelope.

e) **LSA must keep the Lead Service Attendant (blue) copy** of the *"Food and Beverage Service Remittance Receipt"* (NRPC 124) for two years and are subject to audits by management at any time during that period.

4. Variances

a) **Variances between what is expected to be remitted** and what is actually remitted are avoidable but may occur.

b) **An employee's variances will be considered excessive if** there is an accumulated absolute value variance (overages and shortages combined) in remittance of more than 0.5% of total cash sales (Cash or Credit Cards) or $24.99, whichever is greater, in a calendar month.

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 our customers. Food and Beverage Service Recovery, Service Recovery Kits, Emergency Meal Packages, Service Upgrades or Travel Credits, Refunds and Service Adjustments are available to assist in recovering from a service failure.

Each of the techniques, tools, procedures or policies are designed to provide the guidance necessary to deliver consistent service recovery corporate-wide and demonstrate to our customers that we regret and apologize for a service failure. The need to use Service Recovery indicates that there has been some element of service that has not met our promise to our customer or the customer'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 customer into a satisfied customer.
- Provide the opportunity to regain the respect of the dissatisfied customer.
- Create a loyal customer who will travel again and encourage others to do the same.
- Provide a system that employees can use when situations or events happen that are beyond the control of the crews. Not every customer 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 customer.

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 customers, removal of a customer because of behavior, trespasser strikes, grade crossing accidents and similar situations.

5. Employee Missteps

Employees not delivering on Amtrak's promise to our customers.

B. L.A.S.T. (Listen, Apologize, Solve and Thank)

More often than not, the customer wants someone to listen to and empathize with their problem or concern by acknowledging that there is a problem. They want a simple apology, and an offer of options or solutions. Our customers want to be thanked 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 customers 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 customer** 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 customer is satisfied with the solution.

d) **Thank the customer for their understanding and patronage,** and invite them to travel with us again.

C. Food and Beverage Service Recovery

The Food and Beverage Service Recovery described in this section is not to be confused with any Complimentary Services offered as an amenity to First Class and/or Sleeping Car customers. Food and Beverage Service Recovery is provided specifically as a service recovery tool because one or more of the five Types of Service Failures previously discussed has occurred.

1. General

a) **Employees must be consistent when providing Service Recovery to our customers.**

b) **The circumstances, which trigger Food and Beverage Service Recovery, will vary by train, and situation.** ***The Conductor and/or LSA will be responsible for assessing the situation.***

c) **Considered the following** when making a decision:
- 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 customers 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) **Food and Beverage Service Recovery may be offered** to an entire train, a segment of the train's population or an individual or family. The Conductor and/or LSA will determine the best course of action for each situation.

e) **There are four principle Food and Beverage Service Recovery 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).
- Family Emergency Kit (contains diapers, menstrual products, body wipes)
- Individual meals/beverages.

f) **Recording Used Snack Packs in POS System**
- For trains equipped with POS.

2. The Conductor and/or LSA must determine when Service Recovery is required.

They do not need the approval of their manager or any other governing authority. Responsibilities include:

a) **The Conductor must notify CETC, Central Region Operations, or Oakland Operations** (depending on their route) of the train's situation.

b) **The Conductor must provide the LSA with an accurate count of the customers on board** and identify any customer(s) who will need special assistance.

c) **When the LSA is ready to distribute the Service,** the Conductor will make an announcement notifying customers about Service Recovery and the distribution method. The Conductor is to monitor the distribution to ensure each customer receives only one "Snack Pack" and one bottle of water.

d) **The LSA will record the number of "Snack Packs" issued,** used and remaining on the *"Transfer Out Form"* (896).

e) **If Service Recovery Kits are depleted,** the LSA will use the remaining revenue stock.

3. Complimentary Meal/Beverage for Individual Customer

a) **There can be many reasons** why the Conductor and/or LSA provide a complimentary meal or beverage to a customer.

b) **The Conductor and the LSA will agree** on what is to be provided, the frequency and any other pertinent information.

c) **The LSA must complete all complimentary service documents**.

4. Triggers & Service Recovery

Route	Trigger(s)	Service Recovery
All	Any reason deemed necessary by Conductor and/or LSA	Complimentary meal or beverage
Acela NE Regional	Train standing in one location for 30 min with non-operational HEP or 90 min with operational HEP	Snack Pack and bottle of water
Downeaster	State partner determines and publishes triggers	
Amtrak Cascades Heartland Flyer Ethan Allen Vermonter Pennsylvanian Niagara Falls Trains Miidwest & Pacific Surfliner Corridors	Train in one location for 1 hour with non-operational HEP or 3 hours with operational HEP Train moving with intermittent HEP over a 3 hours period	Snack Pack and bottle of water
Capitol Corridor	Train delayed for 30 min or Trespasser/vehicle strike	Late train 20% discount on non-alcoholic beverages and food.
	Train is 1 hour late	Bottle of water
San Joaquin's	Train is 1 hour late	Late train 20% discount on non-alcoholic beverages and food. Bottle of water Only Trains without a Food Service car are provided snack packs
	Train is 6 or more hours late	Source outside food at $10.00 for each customer Trains without OBS should contact Bay subdivision for emergency meal delivery
Long Distance trains traveling 500+ miles	Train with non-operational HEP for 90min (moving or not) Train 4 hours late	Snack Pack and bottle of water
	Train 6 hours late	Emergency Meal Package
Auto Train	Train is 1-2 hours late	Extend breakfast until 10am (all customers)
	Train 2-4 hours late	Complimentary snacks & beverages
	Train 4-8 hours late	Lunch created with modified dinner menu
	Trains 8 hours late	Dinner service
	Train arrives after 1pm	Light buffet meal served

5. Service Adjustments

Trigger(s)	Service Recovery	Approval
No seats or accommodations available. Oversold or equipment malfunctions	Displaced customers receive equal or superior accommodations	Conductor to make accommodation change. Must be reported to Customer Relations.
	Travel voucher	Conductor to make the change. Call the contact center at 800-205-0711 *(internal use only)*
Involuntary downgrade from Sleeping Car to Coach	Partial refund. Customer provided with Sleeping Car amenities (meals)	Conductor to make the change. Call the contact center at 800-205-0711 *(internal use only)*

6. Service Recovery Kits

Long Distance Trains Traveling in Excess of 500 Miles *(Excludes Boston to Newport News Service)*

All long distance trains with food service operations will be provisioned with Service Recovery Kits and Emergency Meal Packages.

a) **Service Recovery Kits - General Guidelines**

- The "Snack Pack" and bottled water will be served at the customer's seat or in their accommodation.
- Customers are never to be told to come to the Dining or Lounge Car to pick up the "Snack Pack".

b) **Conductor Responsibilities**

Consider the following when making a Service Recovery decision:

- The time of day or night.
- Whether or not a "second unscheduled meal period" is being entered.
- The number of customers 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 stock.

c) **Cafe/Lounge Car LSA Responsibilities**
- The Cafe/Lounge Car LSA has the lead responsibility if the Service Recovery Kits (Snack Packs) are used.
- The Cafe/Lounge Car LSA will develop the plan for distribution of the Snack Packs in conjunction with the Dining Car LSA and Conductor.
- All crew members will assist in the distribution process unless active Dining Car meal service is in progress or there are immediate station stops.

d) **Train Attendants (Coach and First Class Sleeper) Responsibilities**
- Train Attendant(s) are to personally deliver one of the Service Recovery Kits to each Coach and First Class Sleeper customer. ("Snack Pack" and a bottled water.)
- Customers are to be served at their seat or in their accommodation.
- First Class Sleeper customer 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".*

7. Emergency Meal Packages

Long Distance Trains Traveling in Excess of 500 Miles *(Excludes Boston to Newport News Service)*

a) **Emergency Meal Package – General Guidelines**
- In situations, which result in extreme delays, customers may have already received the "Snack Packs".
- Emergency Meal Packages offered when the train delay enters into a second unscheduled meal period.
- Sleeping Car Customers will be offered the entire menu to the degree the selections are available unless there are inadequate supplies.
- Customers who have dietary restrictions or requirements will be offered items which comply with their needs to the best of staff's ability.

b) **Dining Car LSA Responsibilities**
- The Dining Car LSA has the lead responsibility when an Emergency Meal is determined to be required.
- The Dining Car LSA will organize the staff and assign responsibilities.
- If First Class Sleeper customers are going to be served from the full menu, inform the customer that the menu may be limited.
- Regular Meal checks are to be used for the Sleeping Car customers unless they are also receiving the Emergency Meal item.
- At the end of the service, the LSA is to use one meal check, record the number of Coach and First Class Sleeper customers that received Emergency Meal items.

c) **Chef Responsibilities**
- Develop the menu for customers traveling in First Class Sleeper accommodations.
- Prepare both the regular menu items and the Emergency Meal items.

d) **Train Attendants (Coach and Sleeping Car) Responsibilities**
- Train Attendants in the Sleeping Cars are to assist the LSA and explain the menu or Emergency Meal options available to First Class Sleeper customers.
- The Dining Car LSA will work with the Train Attendants working in Coach to determine how to make reservations for the Coach customers.

8. Family Emergency Kit

Long Distance Trains and select State Supported Trains

a) **Family Emergency Kit – General Guidelines**
- On routes where a train can be delayed in an area far from access to personal hygiene products, we provide select family emergency items for use.
- Family Emergency kits are included with the Cafe/Lounge inventory.
- Items are available upon request. *Train doesn't need to be delayed to provide an item to a customer.*
- All items can be used until the end of the trip.

b) **LSA Responsibility**
- The Cafe/Lounge LSA has the lead responsibility if the Family Emergency kit is used.
- The Cafe/Lounge LSA will work with the crew to distribute supplies when requested.
- All items can be used until the end of the trip.
- Expired/Used Kits must be returned to commissary.
- Commissary will replace kits at the end point.

c) **Routes Caring the Family Emergency kit**
- **Long Distance Service**
  - Sunset Limited (1/2)
  - Southwest Chief (3/4)
  - California Zephyr (5/6)
  - Empire Builder (7/8/27/28)
  - Coast Starlight (11/14)
  - Crescent (19/20)
  - Texas Eagle (21/22/421/422)
  - Capitol Limited (29/30)
  - Lake Shore Limited (48/49/448/449)
  - Cardinal (51/50)
  - Auto Train (52/53)
  - City of New Orleans (58/59)
  - Silver Star (91/92)
  - Silver Meteor (97/98)
- **Northeast Spine**
  - Virginia service - 65, 67, 85, 87, 93, 95, 99, 151, 171, 185, 195
  - Carolinian (79/80)
  - Palmetto (89/90)
- **Empire Service**
  - Maple Leaf (63/64)
- **Keystone Service**
  - Pennsylvanian (42/43)

D. Service Upgrades or Credits

1. Upgrade Due to Malfunction or Change of Equipment, Etc.

a) **Customers may be displaced** from their seat or accommodation for a variety of reasons.

b) **Amtrak's policy is to re-accommodate displaced customers** in equal or superior accommodations, regardless of higher charges or greater minimum ticket requirements.

c) **The need to re-accommodate customers may occur from:**
- Malfunction of equipment.
- Duplicate sale of seat or accommodation resulting in a lack of space for the customer.
- Unavailability of Superliner Lower Level seating for the customer who has a ticket marked Lower Level Seating.
- Inadequate space for customers who are in wheelchairs.

E. Resolving Customer Complaints

Employees must make every effort to resolve the customers' complaint or concern. It is not appropriate to provide the customer with the Customer Care Center telephone number, street address or email address without exhausting all efforts on the spot. If the resolution to the situation is out of your control, before providing the number, volunteer to call on behalf of the customer.

a) **Service Recovery Options at (800) USA-RAIL or with Letters**
- When a customer calls or writes about what they perceive as a service failure, an investigation is made before any compensation is given.
- Compensation is not automatic and records are kept of each call and the customer's name. *Therefore, a customer who calls frequently may or may not receive compensation.*

b) **Customers with Disabilities**
- Customers 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.

c) **Customers with Service Animals**
- If the customer 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.

d) **Customers with Hidden Disabilities**
   - Customers travelling with hearing difficulty in (coach, business class, etc.), should have a "*Special Assistance Seat Check*" (NRPC 3242) above their seat.
   - The Conductor/Assistant Conductor and/or Train Attendant are to keep the customer informed of delays.
   - Customers traveling with hearing difficulty in First Class Sleeper, the Train Attendant is responsible for keeping the customer informed.
   - It is the responsibility of every employee to provide information and comfort for customers when there are operational delays or unexpected problems.

e) **Customers with Mobility Restrictions**
   - Customers who have difficulty with mobility are to be provided "at seat service" whenever complimentary food and beverage service is provided.
   - If the customer prefers to move to either the Dining Car or Lounge Car assistance must be provided.

Chapter 10

On Board Announcements & Signage

Introduction

Customers 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 customers. Standardized signage is shown, along with ordering information to assist customers in passive communication when an employee is not present.

A. Announcements

The Conductor is responsible for ensuring all required announcements are made. Service announcements should be coordinated between the Conductor, Assistant Conductor(s), and Onboard Service employees.

The majority of announcements will be conveyed to customers using the train's PA system. If a PA malfunction occurs, crew members should assist in communicating required information ensuring that customers have been kept up to date.

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, customers 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 7:00 a.m. through 10:00 p.m. If a Cafe Car is open for service on short distance trains, operating outside the hours of 7:00 a.m. through 10:00 p.m., station stops and food service availability announcements must be made. Announcements should not be made in Sleeping Cars before 10 a.m., where practicable. For overnight trains, a morning announcement should be made providing customers the status of the train's schedule. If delays occurred during the night, update customers 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 customers relish informational, geographical, and humorous announcements, extreme care must be used to ensure appropriateness for all customers.

Major Station Stops

Division	Station
Northeast	Albany
	Back Bay
	Buffalo
	Hartford
	New Haven
	New York
	Newark
	Providence
	Rte 128
	South Station
	Springfield
Mid-Atlantic	Baltimore
	Harrisburg
	Philadelphia
	Pittsburgh
	Richmond
	Washington
	Wilmington
Southern	Atlanta
	Charlotte
	Jacksonville
	Lorton
	Miami
	New Orleans
	Orlando
	Raleigh
	Sanford

Division	Station
Central	Ann Arbor
	Champagne
	Chicago
	Denver
	Detroit
	Jefferson City
	Kalamazoo
	Kansas City
	Memphis
	Milwaukee
	Minot
	Springfield
	St. Louis
	St. Paul - Minneapolis
	Toledo
Southwest	Albuquerque
	Austin
	Chatsworth
	Dallas
	El Paso
	Fort Worth
	Fullerton
	Irvine
	La Junta
	Longview
	Los Angeles
	Oceanside
	Oklahoma City

Division	Station
Southwest	Oxnard
	San Antonio
	San Diego
	San Luis Obispo
	Santa Barbara
Pacific	Bakersfield
	Oakland
	Portland
	Sacramento
	Salt Lake City
	Seattle
	Spokane
Canada	Montreal
	Vancouver BC

Guidelines for Effective Announcements

Purpose	To convey information to customers, 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 required.
Customer Inconvenience	Improper use of the P.A. System is unprofessional and can be annoying to customers.
Helpful Hints	• 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 • Avoid run-on phrasing (remember to take breaths between phrases and sentences to maintain an even delivery).

1. Conductor Announcements – Departures

a) **Long Distance 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 customers for helping us maintain (train name) as a smoke-free environment. For those customers who wish to smoke, the following station stops (where and when) during your trip will allow you the opportunity for a smoke break.

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 be prepared for unexpected train movements and remember to get-a-grip and hold on to hand rails, luggage racks, seat backs, or tables when standing or walking through the train. Please take your time on stairways and use handrails. Should you need assistance, please ask a crew member. 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. To ensure the comfort and safety of all customers; do not stow luggage in the floor areas surrounding accessible seats. The accessible seating areas must be readily available for customers with a disability. Please refrain from putting your feet, shoes or personal belongings on the seat beside or in front of you. All luggage must be visibly tagged with your name and address and kept closed and secured at all times.

The (train name) features two food service cars, a full Dining and a Cafe/Lounge Car. 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. For your convenience, recycling containers have been provided onboard for empty bottles, cans, paper and cardboard. Please do not dispose of anything with food or liquid in the recycling containers.

At this time the Conductor will be coming through to inspect and collect your tickets. Please have your tickets or eTickets travel documents ready. This includes customers with eTickets on Smartphones or tablet computers. 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. 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) **Short Distance, Northeast Corridor Trains (excluding *Acela*)**
(To be made immediately upon departure from NYP/BOS/WAS only, prior to ticket lift.)

Good (morning/afternoon/evening) ladies and gentlemen. My name is _____and I'm your Conductor (today/this evening). We also have XX as our assistant conductor and XX working in the cafe car. I'd like to welcome you aboard Amtrak's (train name) (train number), bound for (final destination), with scheduled stops at (principal stops). We anticipate an on time departure and on time arrival today.

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 be prepared for unexpected train movements and remember to get-a-grip and hold on to handrails, luggage racks, seat backs, or tables when standing or walking through the train. Should you need assistance, please ask a crew member.

To ensure the comfort and safety of all customers; do not stow luggage in the floor areas surrounding accessible seats. Luggage should be securely stored in overhead or end of car luggage racks. The accessible seating areas must be readily available for customers with a disability. All electronic devices that emit sound (i.e. radios, computers, etc) may only be used with earphones.

Recycling is available in the Cafe Car for empty bottles, cans, paper, and cardboard. Please do not dispose of anything with food or liquid in the recycling container. Our Cafe Car is located (where) and is ready to serve you. WELCOME ABOARD.

For Quiet Car Equipped Trains
(Make this announcement locally just in this car.)
For those of you seated in this car, please note you are in Amtrak's Quiet Car. In this car, please speak in subdued tones and refrain from using cell phones and sound emitting electronic devices and have all electronic devices set to vibrate.

A Short Distance Intermediate Stops - For those who have just joined us at _____ We welcome you aboard Amtrak's (Train Number) (Train Name) with service en route to (Destination). Our next stop will be (Station). At this point, we are on time/running X minutes late on our schedule. Once again welcome aboard.

c) **Acela Trains**
Good (morning/afternoon/evening) ladies and gentlemen. My name is_____and I'm your Conductor (today/this evening). We also have XX as our assistant conductor and XX working in the cafe car. I'd like to welcome you aboard Amtrak's (train name) (train number), bound for (final destination), with scheduled stops at (principal stops). We anticipate an on time departure and on time arrival today. We have a few automated announcements that I will be playing for you now.

(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 major stations. If a system failure occurs, departure announcements must be made manually following instructions.

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)*

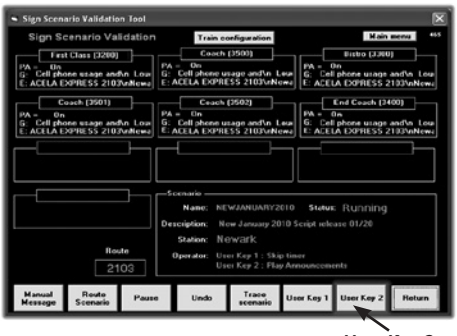


Figure 10-1 – Location of "User Key 2" ***User Key 2***

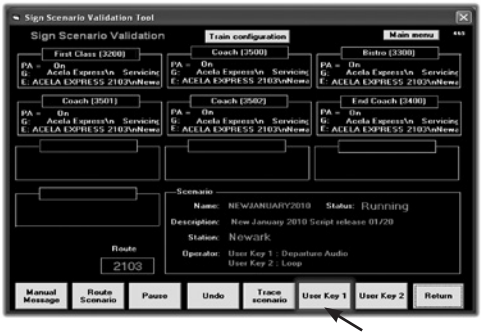


Figure 10-2 – Location of "User Key 1" ***User Key 1***

2. Conductor Announcements – Arrivals

a) **Long Distance Trains**

(Except Trains Arriving in Chicago) (To be made 10 minutes prior to arrival.)

Ladies and gentlemen, in 10 minutes we will be arriving in (location, with Thruway Bus 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 customers 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 – Customers 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. 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) **Short Distance/Corridor Trains**

(Except Trains Arriving in Chicago) (To be made 3 minutes prior to arrival.)

Ladies and gentlemen, in 3 minutes we will be arriving in (location, with Thruway Bus connections to locations). Please check around your seat and the overhead luggage rack for your personal possessions.

[If applicable – Upon arrival in (location), all doors will not 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 (train name).

c) **NEC Trains *(Acela and Northeast Regional)***

(In addition to the Short Distance/Corridor train arrival announcement made 5 minutes prior to arrival, the NEC Train announcement is to be made upon station arrival.) For trains arriving "on-time" the word "on-time" will be used in the announcement.

Ladies and gentlemen, in just a few moments we will be arriving ("on-time" (if you are on time)) *or* at (location). For those customers leaving us in _____ Please take this time to check your seating area and overhead racks for all personal belongings and be prepared to exit the train immediately when the train comes to a complete stop and the doors open. Please also watch the gap between the train and station platform when leaving the train. On behalf of our entire crew, thank you for choosing Amtrak and have a safe and pleasant day.

d) **Trains En Route to Chicago**

*(Use this announcement upon departing the following station: St. Joseph, MI, Battle Creek, MI, Elkhart, IN, Lafayette, IN, Champaign-Urbana, IL, Bloomington-Normal, IL, Galesburg, IL, and Columbus, WI.)*Ladies and gentlemen, Coach passengers making connections in Chicago can receive priority boarding for a nominal fee that includes access to the Legacy Club along with complimentary refreshments, Wi-Fi and Satellite TV. If you want to relax after your trip or if you are making train connections, ask a uniformed employee at Chicago Union Station about the Legacy Club.

e) **Trains Arriving at Chicago**
(To be made on all trains 10 minutes before arrival at Chicago Union Station)

Ladies and gentlemen, in 10 minutes we will be arriving at Chicago Union Station on track (specify track number), with Thruway Bus connections to (locations). Please check around your seat and the overhead luggage rack for your personal possessions. If you need a Red Cap to assist you with your luggage, speak with an onboard employee. Customers with checked baggage can pick up your luggage at the baggage claim area.

Customers with Sleeping Car accommodations, Business Class Customers (where applicable) and Amtrak Guest Rewards Select Plus and Select Executive members should check in at the Metropolitan Lounge for priority boarding and relax while awaiting your train.

Taxis and ride share pick-up are located on Canal Street. Use the escalator or elevators to exit Union Station on Canal Street. Only accept assistance with your luggage from your taxi driver or a uniformed Amtrak employee.

On behalf of all the of the onboard staff, thank you for choosing to travel with Amtrak, we look forward to seeing you on your next trip.

f) **Trains Arriving New York**
(To be made 10 minutes prior to arrival)

Eastbound Trains
Welcome to New York City. Amtrak has expanded its passenger services into the new Moynihan Train Hall, located directly across from New York Penn Station at 8th Avenue in the historic James A. Farley Post Office Building. When disembarking the train, if you would like to access Moynihan Train Hall please exit and walk towards the rear of the train. There is also platform signage that will direct you to exit into either Moynihan Train Hall or Penn Station.

Westbound Trains
Welcome to New York City. Amtrak has expanded its passenger services into the new Moynihan Train Hall, located directly across from New York Penn Station at 8th Avenue in the historic James A. Farley Post Office Building. When disembarking the train, if you would like to access Moynihan Train Hall please exit and walk towards the front of the train. There is also platform signage that will direct you to exit into either Moynihan Train Hall or Penn Station.

Overnight Trains *(arriving between 1:00 a.m. to 5:00 a.m.)*
Welcome to New York City. All Amtrak services, including baggage, Red Cap services, egress to platforms, will be handled at Penn Station.

g) **Trains Arriving Virginia Unstaffed Stations** *(Fredericksburg, Manassas, Woodbridge, and Quantico) (To be made 10 minutes prior to arrival through the electronic ticketing device). A minimum of two (2) announcements must be made before each station arrival.*

Manassas Station
Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Manassas Station and boarding from the platform along the side of the parking lot. Customers ticketed with business class seat(s) will be boarding at the last car where you see a uniformed employee. Customers ticketed for coach seating please board where you see a uniformed employee at the station museum.

Frederickburg Station
Track #2 – Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Fredericksburg Station on Track #2 the platform closest to the parking lot. Customers ticketed with a business class seat will be boarding at the last car where you see a uniformed employee. Customers ticketed for coach seating please board where you see a uniformed employee near the elevator.

Track #3 – Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Fredericksburg Station on Track #3 the platform closest to the restaurant. Customers ticketed with a business class seat will be boarding at the last car where you see a uniformed employee. Customers ticketed for coach seating please board where you see a uniformed employee near the elevator.

Woodbridge Station
Track #2 – Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Woodbridge Station on Track #2 (the east platform) along the side of the parking lot and cafe. Customers ticketed with business class seat(s) will be boarding at the last car where you see a

uniformed employee. Customers ticketed for coach seating please board where you see a uniformed employee near the main entrance. Customers waiting on track #3 (the west platform) must cross over the overhead pedestrian bridge to track #2.

Track #3 – Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Woodbridge Station on Track #3 (the west platform) opposite side of the parking garage. Customers ticketed with business class seat(s) will be boarding at the last car where you see a uniformed employee. Customers ticketed for coach seating please board where you see a uniformed employee. Customers waiting on track #2 (the east platform) must cross over the overhead pedestrian bridge to track #3.

Quantico Station
Track #2 – Attention Amtrak customers, in approximately10 minutes (Train Number) will be arriving at Quantico Station on Track #2 the platform along the side of the station. Customers will board where you see a uniformed employee.

Track #3 – Attention Amtrak customers, in approximately 10 minutes (Train Number) will be arriving at Quantico Station on Track #3 the platform opposite side of the station at the shorter platform. Customers will board where you see a uniformed employee.

3. Conductor Announcements – Conditional

The below announcements are examples of what can be said. Feel free to make other announcements as needed as long as they are:

- Cordial, Friendly
- Convey a tone of calm and expertise/experience
- Provide timely updates of status
- Let customers know that "we are in this together"

a) **Acela Equipment Substitution Announcement**
(To be made when an Acela train operates with non-Acela 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. Customers must be informed at regular intervals of current train status.)

Ladies and gentlemen, we have been instructed to hold at this location. This hold is policy related, not mechanical related. Regulations require us to remain here until we receive further instructions. As soon as we obtain more information, or within 5 minutes, we will advise everyone on board of our status. Stations ahead are being notified. We apologize for the inconvenience. Thank you for your patience.

IF NO FURTHER INFORMATION IS RECEIVED IN 5 MINUTES: Ladies and Gentlemen, we are still awaiting further instructions, I'll be back in another 5 minutes with an update.

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) **Northeast Regional Business Class Announcement**
(To be made immediately upon departure from all major stations, prior to ticket lift to the Business Class Car on the local P.A. system setting.)

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). Business Class Customers are offered a complimentary non-alcoholic beverage. Please show your ticket/travel document to the Cafe Attendant to receive your complimentary non-alcoholic beverage.

e) **Changing Power Source Announcement**
(To be made a few minutes before the locomotive is changed)

Good (morning/afternoon/evening), after arrival into ___ we will have a scheduled locomotive change. This is a normal procedure that unfortunately will cause a temporary loss of power, resulting in less light, disruption to Wi-Fi, and will impact air conditioning/heat, power outlets, and restroom functions. These systems should restore in approximately XX minutes with Wi-Fi returning to normal service shortly thereafter. We apologize for any inconvenience this may cause. You are welcome to step off the train and stretch your legs during this stop, but please stay train side. Please exit where you see a uniformed member of our crew.

If applicable - Trains equipped with Cafe Car or Dining Car, (recommended customer announcement).

Service from the Cafe Car/Dining Car will pause during our next station stop due to the temporary loss of power and will start again upon departure. We apologize for any inconvenience this may cause.

f) **Weather Related Delay Communication**
The following guidelines should be followed to communicate weather-related delays such as heat, high winds, and other weather impacting the train's speed. These communications need to be consistent and coordinated between the Conductors and Operations (CNOC or Oakland Operations) to ensure passengers are kept informed of anticipated delays so they can be prepared and plan accordingly.

All expected delays will be categorized as either **"Level One"** or **"Level Two,"** the latter being more significant than the former. Each level is defined differently depending on the type of train service, as explained below. With Level One only delays; the System Operations Desk does not need to be notified.

Level One for corridor and state-supported services is defined as a delay of less than 15 minutes.
Level One for long-distance services is defined as a delay of up to one hour. The long-distance services, as defined here, include all overnight trains as well as the Palmetto and the Carolinian.

Level Two for corridor and state-supported services is defined as a delay of more than 15 minutes.
Level Two for long-distance services is defined as a delay of more than one hour.

Upon issuance of a Temporary heat order, The Conductor needs to estimate the anticipated delay due to the heat order and make periodic onboard announcements about the expected delay to keep passengers informed. If the delay is expected to be significant ("Level Two," or higher), the Conductor needs to also inform the System Operations Desk, System Operations Specialist (SODO), so that the anticipated delay can be communicated to passengers who will be boarding from downline stations.

The Conductor must make an initial onboard announcement indicating the impact of the heat order to the scheduled service. The Conductor should provide the reason for the expected or actual delay and include an estimate for the expected delay and/or the new expected arrival times at major downline station stops. Follow-up announcements should be made as necessary. The Conductor may refer to the real-time train status provided in the SignOn app on his/her eTicketing Mobile Device to provide the estimated arrival times that are consistent with those estimated by the train-tracking systems.

For Level Two delays attributed to heat orders, the Conductor must notify the Service Desk, which, in turn, may engage the Amtrak Social Media team to distribute media alerts to customers on board as well as to downline passengers and to internal Amtrak operations teams as appropriate.

When notified about anticipated Level Two delays by the Conductors or based on their own assessment, Operations may enter a remark in the Arrow Train Status for select station stops noting the anticipated delay to advise the onboard crew and station personnel down line. The remark will appear under Train Status in the eMD SignOn app. To determine if a remark is listed for any station, Conductors should check the train status in the SignOn app when they sign into the SignOn app *(Refer to Figures 10-3 & 10-4)*. When the train status is accessed in the app, a red "i" associated with a station signifies that remarks may have been added to the station description, although other station details could also turn the "i" from the default color of blue to red. Tapping the red "I" will display any remarks associated with the station along with other station details *(Refer to Figures 10-5)*. When applicable, these remarks are communicated to onboard passengers through the Amtrak app or via social media tools. Any discrepancies found between what is communicated in the remarks field and what the Conductors estimate the anticipated delay to be should be reconciled by contacting Operations to ensure this communication is consistent with the announcements made by the Conductors on the train.

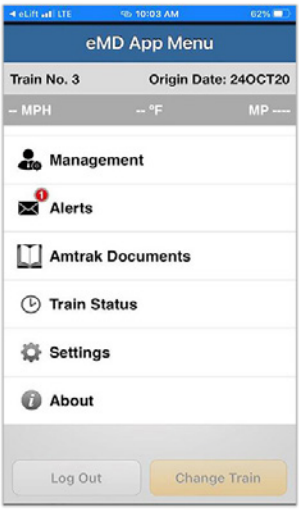


Figure 10-3

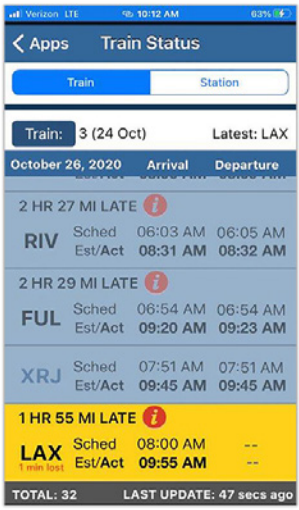


Figure 10-4

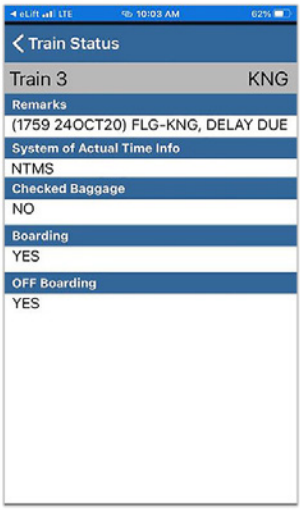


Figure 10-5

g) **Delay – Weather Related 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.

h) **Delay – General Delay Announcements**

(Use the following announcements when explaining a delay caused by host railroads, CNOC request, mechanical delay, etc. Make as soon as information is available, preferably before the train stops and always within 3 minutes of when the train slows down or stops. Use the Delay Announcement Chart)

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	Fire on the Right of Way
Fire on Train	Mechanical Inspection
Freight Train Traffic	Freight Train Traffic Ahead
Heat Orders	Weather Related Delay
Hot Box Detector Activation	Required Mechanical Inspection
Illness or Death	Customer Medical Emergency On Board
Obstructed Track	Track Obstruction Ahead
Passenger Train Traffic	Train Traffic Ahead
Power Outage	Power Outage
Signal Malfunction	Signal Problem
Single Track	Track Work Ahead
Slow Orders	Track Work Ahead
Struck Debris	Struck Debris
Switch Malfunction	Track Switching Problem
Wires Down	Problem with Overhead Wires that Power the Train

1. **General Delay –** Ladies and gentlemen, we will be delayed here in (location) due to (delay reason) *[include host railroad name if delay is caused by a host railroad].*
Continue with either (a) or (b):

   a. **If unknown duration:**
   At this time we do not have an estimate for the length of this delay. As soon as we receive updates, we will provide you with more information. We apologize for the inconvenience and thank you for your patience. Our crew will update you once more information becomes available.

b. **If known duration:**
We expect to be here (XXX) minutes. We apologize for the inconvenience and thank you for your patience.

i) **Emergency On Board Police Activity Announcements**

(On-train employees should use the following announcements to instruct customers 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 detained (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 Customers Announcement**
Ladies and gentlemen, due to the nature of the emergency, 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. In order to expedite the evacuation of this train 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 event previously mentioned, has been rectified 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.)

j) **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. Customers 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.

k) **Fatality Announcement**

Ladies and gentlemen, we have some unfortunate news to report. Our train has just struck a trespasser. The estimated wait time is between 90-120 minutes as local officials investigate. We will update you every 15 minutes or as soon as more information becomes available. Amtrak's Central Operations Center will notify the Stations ahead and update our status. Thank you for your patience.

Additional message options (every 15 minutes)

1. Ladies and gentlemen, we continue to wait here while the investigation proceeds. I will update you on our status every 15 minutes.
2. Ladies and gentlemen, the investigation has concluded. We will be changing crews at this time. I will continue to update you on our status every 15 minutes.

l) **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 Cafe/Lounge Car will remain open until midnight tonight should you desire something to eat or drink before retiring for the evening. The Cafe/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 customers, 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 Cafe/Lounge Car. Please set your cell phone to vibrate overnight and use the Cafe/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.

m) **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 Cafe Car will be closed and will re-open immediately upon departure. Remember, this train is scheduled to leave at (time). Thank you.

n) **Medical Emergency Announcement**

(To be made at the direction of the Conductor.)

Ladies and gentlemen, we are requesting the assistance of any trained 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.

o) **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.

p) **Service Recovery Announcements for Complimentary Food & Beverage**

(To be made by the Conductor.)

Acela 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 Cafe/Lounge Car for those who need some type of refreshment. We are also continuing the sale of our standard Cafe/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 Cafe/ Lounge Car is offering complimentary "Snack Packs" and bottled water for those who are in need of some modest refreshment. The Cafe 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, Vermonter, Pennsylvanian, Niagara Falls Trains, Midwest and PacificSurfliner Corridor Announcements

- Train standing in one location for minimum of 1 hour with non-operational HEP:
  Ladies and gentlemen, at this time the Cafe is offering complimentary "Snack Packs" and bottled water for those who are in need of some modest refreshment. The Cafe 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 meantime we have a limited number of complimentary "Snack Packs" and bottled water available in the Cafe Car for those who need some type of refreshment. We are also continuing the sale of our standard Cafe 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.

q) **Significant Service Failure Announcement**

(To be made in situations where a significant number of customers 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.

r) **Sold Out Train Announcement**

(To be made when necessary.)

Ladies and gentlemen, because today's train is sold out, we are going to need all available seats. ***To ensure the comfort and safety of all passengers; please do not stow luggage in the floor areas surrounding accessible seats. The accessible seating areas must be readily available for passengers with a disability.*** Please place all items in the overhead storage, or at your feet, so we can accommodate all passengers. If you need assistance, please don't hesitate to ask. Thank you for your cooperation.

s) **Amtrak Employee Pass Rider Announcement**

(To be made when necessary.)

Ladies and gentlemen, currently all available seats are occupied. We ask that all employees and employee family members riding with an employee pass (ticketed or flash pass) to surrender their seats so that standing customer will have a place to sit. Thank you for your cooperation.

t) **Canada Entry Announcement**

(To be made by the Conductor.)

Good morning/Afternoon/Evening (train name) customers. We will be crossing the US/Canadian border into Canada; masks will need to be worn at all times while on the train after crossing the border and in all Canadian stations. All carry-on items must have a "Canadian Customs Tag" attached, this includes:

- Handbags
- Purses
- Briefcases
- Backpacks
- Duffle Bags
- Suitcases
- Baby Items such as Strollers, Car Seats and Diaper bags
- Camera Bags
- Plastic or Paper Bags
- Boxes

Please notify the Conductor if you need a mask or "Canadian Customs Tags".

u) **Pet Announcement For All Acela Trains Carrying Pets**

(To be made by Conductors at locations where customers with pets are boarding.)

Ladies and Gentlemen, Amtrak is providing a service that allows customers to transport their small cat or dog on the train. Customers transporting pets are restricted to Business Class Cars only and not allowed in the First Class or Cafe Car. Thank you for choosing Amtrak.

v) **Pet Announcement For All Trains Except Illinois State Supported Trains**

(To be made by Conductors at locations where customers with pets are boarding.)

Ladies and Gentlemen, Amtrak is providing a service that allows customers to transport their small cat or dog onboard the train. Customers transporting pets are restricted to the coach cars only and not allowed in the Business Class, Cafe Car (or Sleeping Car where applicable). Thank you for choosing Amtrak.

w) **Pet Announcement For Illinois State Supported Trains**

(To be made by Conductors at locations where customers with pets are boarding.)

Ladies and Gentlemen, Amtrak and the State of Illinois are providing a service that allows customers to transport their small cat or dog onboard the train. Customers transporting pets are restricted to the designated pet car, which is located [describe location]. Thank you for choosing Amtrak.

x) **Unauthorized Baggage Placed in the Accessible Seating Area**

Only customers using wheelchairs, or baggage and items used by the customer occupying the accessible seating area should be located in this space. No other baggage or items should be placed or stored within this space; even when the seat is not in use. When items that do not belong in the accessible seating area are noticed, the following announcement must be made. After the designated time mentioned in the announcement has passed, the items are to be relocated to an authorized baggage storage area in the car (or adjacent car). The conductor should determine the time frame for customers to relocate their baggage.

Ladies and gentlemen, it has come to our attention that baggage is being stored in the area at the end of the train reserved for customers using wheelchairs. We kindly ask you to store your baggage in the overhead storage racks or racks located on the end of the car. If these items are not relocated within (xx) minutes, we will relocate these items for you to an approved storage area within this car or an adjacent car.

y) **Get-a-Grip**

To be made on all trains departing majors station stops and may be made at Conductor's discretion at other stations with large boarding numbers.

Sudden movement may occur while the train is in motion. Please ensure you "Get-A-Grop" and hold on to hand rails, luggage racks, seat backs, or tables as you move about the train.

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. 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. 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.

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 Cafe Car Attendant. The Cafe 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). As a reminder, recycling is available in the Cafe Car for your empty bottles, cans, paper, and cardboard. Please do not dispose of anything with food or liquid in the recycling container. Thank you.

b) **NEC Cafe – Open and Ready with No Line Announcement**
(To be made after departure of major stations when there is no line at the Cafe counter.)

Ladies and gentlemen, just as a reminder, the cafe is open and ready for service. There is no line in the cafe at the present time, so there's no waiting. We encourage you to visit the cafe for a snack, beverage or sandwich.

8. Coach Attendant Announcement for Trains with Customer Comfort Kits
Coach Attendant – Welcome Announcement
(A "local" announcement to be made immediately following the Conductor's opening announcement. Before making this announcement, the Coach Attendant should confirm with the LSA that Passenger Comfort Kits are available).

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 (identify location) in your car. Water coolers are located (identify location). Your rest room facilities are located (identify location). To enhance your trip, Passenger Comfort Kits that include a travel pillow, earplugs, eye mask and a blanket in a keepsake tote are available for purchase in the (Lounge Car or Cafe Car) at a limited quantity. At any time, if you have any questions, please feel free to ask.

9. Coach Attendant Announcement for Trains without Customer Comfort Kits
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 (identify location) in your car. Water coolers are located (identify location). Your rest room facilities are located (identify location). At any time, if you have any questions, please feel free to ask.

10. Sleeping Car Attendant Announcement

a) **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.

b) **Sleeping Car Attendant – Flexible Dining**
(Added after familiarizing customers with their accommodations)

On this route, we have flexible dining where you can have your meals however you want without the need of reservations. You can have room service, pre-order for a later delivery or choose to pick it up. You can even place your order with the lounge attendant in the exclusive lounge for sleeping car customers located (Sleeper lounge location in consist). You can relax, dine and socialize in the sleeper lounge at your own leisure. You also have unlimited soft drinks and your first cocktail, beer or wine is on us. Please look over the menu and I will return for your selection shortly.

11. Onboard Coach Cleaner NEC Announcement

Onboard Coach Cleaner – Welcome Announcement
(To be made following the Conductor's departure announcement.)

Good (morning/afternoon/evening), my name is (name) and I just boarded the train here at (insert origin) and will be cleaning this train for the next (insert time) minutes. I will be walking thru the train collecting any recyclables or trash you may have. I'm easily identifiable in my blue vest. I hope you have a good day and enjoy the ride.

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

Amtrak's brand is solidified by presenting a consistent look across our services. Signage on our trains must reflect our brand's tone (contemporary, welcome, genuine) and maintain a consistent, professional look aboard all Amtrak trains. Employees must carry signs specific to the service they are working.

1. On Board Signage Manual

All authorized signage used on our trains are listed in the Onboard Signage Manual (WF 02-8318). This manual has all non-permanent signage, its use and placement on board the train.

2. Signage Handling

When handling signs on board trains:

- All signs
  - Replace any damaged or worn signs.
  - No altering official signage (no writing/drawing)
- Adhesive signs
  - Surface where sign will be placed must be cleaned.
  - Let surface dry before adhering sign
  - No additional adhesives can be added to the sign (ex. duct tape, masking tape, putty, etc.)

3. Unauthorized Signage

Posting of unauthorized signage anywhere on board the train is prohibited. Unauthorized signage includes:

- Photocopies of authorized signage
- Signs with retired branding
- Handwritten signage
- Computer-crafted signage

4. Signage Requests

If you see a need for on board signage that does not already exist, speak with your local supervisor.

Chapter 11

Assisting Passengers with Disabilities

Introduction

Have you ever been asked to assist a customer 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 person with a disability. 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 customer receives the same consistent, non-discriminatory, excellent service.

Amtrak's Commitment and Policies

The National Railroad Customer Corporation (Amtrak) is committed to ensuring that all customers, 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, if any, 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. Among other things, it prohibits public transportation providers from excluding or otherwise discriminating against any qualified individual 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.

The legal definition of "disability" is quite broad, and covers all types of physical and mental impairments that substantially limit one or more major life activities (such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working). Many disabilities are not visible. In addition, the ADA prohibits discrimination against people on the basis of a perceived disability or a record of a disability, even if they do not currently have an actual disability.

1. Customer Service Commitment

Amtrak will not, either directly or through contractual, licensing, or other arrangements, discriminate against any otherwise qualified individual with a disability.

For example, 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 an appearance or involuntary behavior that may offend, annoy or inconvenience crew members or other customers;
c) **Require an individual with a disability to accept special services** that have not been requested by the customer; 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.

However, Amtrak may refuse to provide service to an individual, with or without a disability, who engages in violent, seriously disruptive, or illegal conduct or who poses a safety threat to others.

B. Reasonable Modification of Policies and Practices for Individuals with Disabilities.

Pursuant to Americans with Disabilities Act (ADA) and Rehabilitation Act regulations, Amtrak is required to make reasonable modifications/accommodations to policies, practices, and procedures when necessary to avoid discrimination on the basis of disability and/or to ensure Amtrak services are accessible to individuals with disabilities. In other words, employees must make reasonable exceptions to Amtrak's practices and policies where necessary to allow a person with a disability to use Amtrak's services.

1. Customer Requests

a) **Customers requesting a modification to a policy, practice or procedure** should describe what they need in order to use the service in question. The words "reasonable modification" does not need to be used.

b) **Whenever feasible, the customer request should be made in advance,** a minimum of 72 hours before departure.

c) **On-the-Spot" requests by customers can be made (at any time) to any crew member** where it was not feasible or practical to make or decide on the request in advance. Crew members have the flexibility to decide if the "On-the-Spot" request can be granted or denied.

d) **Requests for modification should be granted unless one or more of the following exceptions exists:**
   - granting the request would fundamentally alter the nature of the service;
   - granting the request would create a direct threat to the health or safety of others;
   - without the requested modification, the customer is able to fully use the service for its intended purpose; or
   - granting the request would result in an undue financial and administrative burden.

e) **Requests for additional services that Amtrak does not otherwise provide or requests for free services** for which customers are otherwise charged a fee are generally considered fundamental alterations and do not need to be granted under this policy.

f) **If a request is denied,** the crew member should take, to the maximum extent possible, any other action that would ensure the customer with a disability receives the services or benefit.

g) **If a determination cannot be made to grant or deny the request,** or if guidance is needed, the Conductor must call the Customer Service Desk (302) 683-2299 for instructions.

h) **All "On-the-Spot" requests (granted or denied) must be recorded on the customer's PNR** by calling the Customer Service Desk (302) 683-2299.

i) **Normal 72 hour requests to modify a policy or practice will be listed on the manifest** along with other Special Service Requests (SSR). All requests must be discussed during the crew briefing.

2. Examples

The following examples are intended to provide helpful guidance in determining how to handle modification requests, but please note that it is not possible to list every potential modification request, and even situations that appear similar may have important differences. As a general rule, crews should try to grant modification requests when it seems reasonable to do so. Trust your judgment; you are likely to have the most and the best information about the situation before you. Because there are so many variables that can come into play, these examples are grouped into "likely" reasonable and unreasonable requests based on the specific facts provided.

3. Examples - Likely Reasonable Modification Requests

a) **A customer occupying a wheelchair exceeds the 600 pound weight limit** of the wheelchair lift. The customer asks if he could be permitted to stand on the lift and board separately from the wheelchair. He credibly states that he will be able to stand securely on the lift and hold the handrail. This is permitted since it is necessary for the customer to use our services and no exception applies.

b) **Due to a disability, a customer needs to travel with medications and medical devices** and therefore, wants to bring four carry-on bags, all of which are within the standard size and weight restrictions. Although this exceeds the maximum allowable number of carry-on items, the additional items are needed by the customer and no exception applies.

c) **A customer with substantial dietary restrictions due to a disability brings her own food onboard since she cannot eat the food offered on the train.** She requests to eat her own food on the Dining Car so that she can eat comfortably with her traveling companions. Although customers are generally not permitted to eat their own food in the Dining Car, eating meals with one's traveling companions in a Dining Car is a feature of full enjoyment of the services we provide, and no exception applies.

4. Examples - Likely Unreasonable Modification Requests

a) **A customer with a disability that makes him highly susceptible to infection** requests that we cordon off several rows of seats around his seat so that he is protected from the germs of other customers. This would be a fundamental alteration to our service, since our service requires customers to travel in reasonable proximity to other customers.

b) **A caller asks if onboard personnel can remain with the customer who, due to his disability, cannot be left alone.** This request would be a fundamental alteration of Amtrak service since onboard personnel are required to move about the train to perform their assigned duties, and cannot remain in one location.

c) **A customer with a life-threatening allergy to peanuts requests that Amtrak take extra measures** to specially disinfect her Sleeping Car accommodation before she travels, to ensure there is no peanut residue from other customers, and to close off the vents in the Sleeping Car to ensure no peanut particles from other cars make their way into her accommodation. These requests constitute fundamental alterations of our service. Amtrak does not provide this specialized type of cleaning, or have a way to isolate in advance a particular accommodation for her use and ensure that no one entered the Sleeping Car after it was cleaned, and closing a vent would require making a special physical modification to our equipment.

d) **A customer requests a crewmember take his service animal off the train to be relieved at a station stop.** Caring for a service animal is the responsibility of the customer, and it would be a fundamental alteration of our service to require crewmembers to provide care for a customer's service animal.

e) **A customer requests that a crewmember leave the train to provide assistance in the station** since the station is unstaffed or no personnel is available in the station to assist. This would be a fundamental alteration of our service and may be denied.

C. Services Offered and Provided to Customer with Disabilities

In addition to the fact that Amtrak is required by law to provide transportation and assistance to people with disabilities, providing these services is also a fundamental part of Amtrak's commitment to providing excellent customer service to all customers.

Amtrak employees will:

- explain our services and related requirements to all customers.
- arrange for service requests to be fulfilled.
- communicate all required information to all departments involved.

The following guidelines describe Amtrak services offered to customers with disabilities and are based on a combination of the requirements of the ADA, 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. Individuals with disabilities should notify the ticket agent in advance of any special accommodations needed in the station or on board the train.

b) **The Amtrak Reservation Sales Call Center will** notify the stations involved of assistance requests received through advance notification.

2. Non-Advance Notice

a) **Customers may notify the crew at any time** that they have a disability and will need special assistance.

b) **Amtrak must respond to all reasonable requests** without advance notice of needing special assistance.

c) **If a customer boards with a companion/attendant and requests two seats together,** all efforts should be made to fulfill the request.

- If two seats are not available together, ask a customer occupying one seat if they would mind changing seats to allow a customer with a disability to sit with his/her companion/ attendant.
- If two seats together are not possible (customers are not willing to move) try to accommodate the person with a disability across the aisle from the companion/attendant until such time that two adjacent seats become available.

3. 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 customers 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 or sleeping compartment, or with eating a meal.

c) **Amtrak will provide alternate formats for communicating** with customers: such as reading menus to those with visual impairments and writing on board announcements for customers who are deaf or hard-of-hearing.

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 customer traveling in Coach who has indicated to a crew member that he/she needs special assistance while on board the train.

4. Attendants/Companions

a) **Amtrak does not require that an attendant/ companion accompany** a qualified individual with a disability.

b) **If an attendant/companion does accompany a qualified individual with a disability,** the disability discount would also apply to the attendant/ companion.

c) **Amtrak's train crews are not required or permitted to provide personal care assistance for any customer,** which includes activities such as feeding, bathing, dressing, medicating or toileting. Therefore, if the customer anticipates that he/she may require this type of assistance during the journey, the customer must travel with an attendant/companion and is responsible for purchasing a ticket for the attendant/companion.

d) **If a crew member has reason to believe that a customer may need personal care assistance during the trip,** the crew member may ask the customer whether or not he/she will need this type of assistance, and should advise the customer that Amtrak's crew members cannot provide such assistance. However, if the customer 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 customer based solely on its belief that the customer is likely to need such assistance.

e) **If, during a trip, it becomes apparent that an unaccompanied customer does require personal care assistance** (for example, if the customer cannot take care of his/her elimination needs in a hygienic or discreet manner), it may be necessary to make arrangements for the customer to detrain at the next stop.

5. Examples of Disability Situations with Suggested Actions

a) **Customer is traveling without Attendant.**

- **Situation** – A relative who is assisting the customer to the train but is not traveling with that customer 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 customer is notified of his/ her station 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 customer should be permitted to board the train.
  - **On Board** – If this occurs as the customer is boarding the train; the employee must inform the relative that Amtrak is not permitted to assist with any medication distribution. *If the relative insists upon continuing boarding of the customer, the employee must get the Conductor who is to determine if the customer can be permitted to board based upon the guidelines.*

b) **Customer needs assistance from a Wheelchair to a toilet.**

- **Situation** – It becomes apparent that a customer who is on board is not able to transfer from their wheelchair to the toilet without assistance.
- **Service Requirements**
  - Employees **are to assist** the customer to the restroom.
  - Employees **are not required** to assist the customer once they are inside the restroom.

- **Suggested Action**
  In this situation, the customer 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 customer 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 customer.
  - In some cases it may be possible to solicit assistance from other employees or customers 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 customer is unable to control their bodily functions, it may be necessary to arrange to have the customer removed from the train.

c) **Feeding Customer**
- **Situation** – A customer requests that their food be cut into bite-sized pieces and fed to them.
- **Service Requirements**
  - The customer is to be offered meal service at their seat or in Sleeping Car accommodations.
  - If the customer is blind, the menu is to be read to them.
  - If the customer is both deaf and blind, print on their palm.
  - The customer's food should be prepared as they desire.
  - If the customer is blind, orient them to the location of the food on the plate using references to a clock.
  - The employee **is not required to** physically feed the customer.
- **Suggested Action**
  - If the customer has limited use or difficulty using their arms and hands, recommend items from the menu that are easier to handle and eat.
  - If the customer is blind, provide menu information and how the food will be served.

d) **Service (Seizure Alert) Animal Occupying Adjacent Seat**
- **Situation** – No seats are available and a customer without a seat wants to know why they cannot sit in the seat where a service animal is currently sitting.
- **Service Requirements**
  - In some cases, a seizure alert animal may need to ride in the adjacent seat in order to specifically accommodate the rider's disability while on board the train.
- **Suggested Actions**
  - The Conductor should advise the customer as follows: "I can't go into specific details, but that customer has a special need that we have to accommodate. Usually we are able to plan ahead so that everyone has a seat, and I am sorry that we have not done that here. Let me see what I can do to get you the next available seat".
  - The Conductor should follow up – for example, finding a seat that will be vacated at the next stop.

D. Transporting Customers with Mobility Aids

A customer who uses a wheelchair, including battery-powered wheelchairs and scooters, may choose to travel in the chair, or transfer to a fixed seat and stow the wheelchair. A customer with a disability who uses a Segway as a mobility device must transfer to a fixed seat and stow the Segway in the wheelchair space. Battery powered wheelchairs, scooters and Segways cannot be accepted in checked baggage due to excess weight. They can be shipped free by customers with a valid mobility impaired space travel ticket via Package Express to Heavy Express stations only. Other customers can also ship them via Package Express to Heavy Express stations, but regular shipping rates apply.

1. Bi-level Accessible Cars

Amtrak's accessible cars have designated locations to accommodate people with disabilities who use wheelchairs, scooters and Segways. There is a space for an individual to park his or her wheelchair, scooter or Segway.

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, scooter, and Segway accessibility to the train is available only on cars that have wheelchair lifts that are permanently attached to the car.

- Accessible cars contain a hydraulic wheelchair lift and sufficient aisle width to accommodate wheelchairs and Segways.
  The Dining Car features a special retracting table and chair that allow customers using wheelchairs 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 and Segway 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 or Segway in this area, or fold the seat down and transfer to it. Customers who wish to remain in their wheelchair en-route will have a ticket for the "W-space." Customers with Segways and customers who do not want to remain in their wheelchair or scooter en route will have a ticket for the "W-Space" and the "X-seat.")*
- "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 customers using wheelchair. The folded chair can be stored nearby. If the customer wants to stay in the wheelchair en route, they should be in the "W-Space" and not an "X-Seat." Customers with Segways and customers who do not want to remain in their wheelchair or scooter en route will have a ticket for the "W-space" and the "X-seat.")*

2. Mobility Aids

Amtrak's accessible equipment provides access to a variety of mobility aids. Certain types of mobility aids are not permitted on board the train due to space and/or safety considerations.

a) **Common Wheelchair**
- A "common" wheelchair is defined by ADA regulations 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**
Segway Personal Transporters are self-propelled, self-balancing electrically powered mobility devices that allow the user to stand on the device and hold handlebars to control forward/backward motion, braking, and turns. Various state laws refer to this device as an "electric personal assistive mobility device" or "EPAMD" but currently Segway is the only company manufacturing these devices. In this manual, these devices will be referred to as "Segway" as that is the term most often used by customers. Segway policies will apply to the Segway Personal Transporter and to any similar Electric Personal Assistive Mobility Device that may exist in the future.
- Segway Personal Transporters may be brought onto trains by customers with a disability who are using them as their personal mobility device.
- The customer should walk onto the train pushing the Segway rather than riding the Segway to ensure sufficient headroom.
- Segway users should be reminded about limited headroom.
- Customers should exercise caution when boarding or detraining with a Segway.
- Segways must not block aisles, doorways, storage areas or other areas requiring access by customers or employees.
- Where available, the restraint system in the accessible seating area should be used.
- If the restraint system is not available, Segway should be laid down and wheels secured to prevent rolling.
- When equipped, kickstands should also be used to help stabilize the Segway.
- Only ramps, bridge plates or wheel chair lifts are to be utilized to assist with boarding and detraining.
- Segways should be stored in the accessible seating area of the car or in an accessible bedroom.
- Segway Personal Transporters can be transported as Package Express to Heavy Express stations only. *It is recommended that the Segway be boxed for the unit's protection (customer to supply box). for customers with a valid mobility impaired space ticket, there is no charge.*

d) **Cane, Walkers and Other Small Mobility Aids –**
There are a variety of mobility aids used by customers. Without exception, these types of small mobility aids are to be permitted on board the train and stored carefully.

e) **Hoyer Lifts**

Hoyer lifts are 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.

- Hoyer lifts cannot be used to board or detrain a customer from the train.
- Hoyer lifts cannot be brought inside the customer space of the train.
- Hoyer lifts can only be transported as checked baggage and must be boxed for the unit's protection (customer to supply box).

3. Transfer to Seat

Whenever a customer chooses to transfer to a fixed seat, their wheelchair or mobility aid (wheelchair, walker, cane, etc.) should travel in the same car as the customer and be stored as close to their seat as is possible.

4. Checked Baggage (Wheelchairs, Scooters, Hoyer Lifts and Segway Personal Transporters)

Refer to Chapter 4 *"Baggage Handling" for permitted checked baggage items.*

5. Boarding, Seating and Detraining

When a railcar cannot be accessed directly from the platform, bridge plates, lifts or ramps will be used to board and detrain customers with reduced mobility, such as customers using wheelchairs or Segways.

a) **Service Requirements**

- Look for the uniform symbol of accessibility to identify the appropriate entrance for accessible seating areas. Remember that layout and dimensions of seating areas and restrooms can vary by train car, even within the same train consist, so make sure the customer is seated in an area that works for them. If the customer cannot comfortably use the amenities or facilities in their train car (for example, if their wheelchair can't fit in the accessible restroom), re-accommodate them to a different car as needed.
- On-Train and Station employees must work together to ensure they have sufficient time when boarding or detraining the customer.
- Pre-Board the customer (with the customer's approval and concurrence) whenever possible.
- Customers that request wheelchair lift assistance shall be given priority boarding status.
- Customers with mobility impairments that request assistance shall be given priority boarding status.
- Assist with bridge plates, ramps and lifts, as necessary.
- Never tilt wheelchairs at any time.
- 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.
- Assist with baggage as needed.
- 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.
- Coordinate the detraining process to provide sufficient time for the customer to prepare and organize their personal possessions, etc.

b) **Boarding and Detraining with 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 must be used to board customers with reduced mobility, such as customers using wheelchairs, customers using walkers who are unable to climb stairs easily, customers in a leg cast (or customers who are in similar situations) or customers using Segways.
- In each case, the customer must be instructed to hold on to the guardrails while the lift unit is in operation.
- Customers using Segways must stand next to the unit and ensure that the Segway is steady and will not roll or fall off the lift while in operation.
- Except in emergencies, employees should never carry individuals with disabilities as a means of assisting an individual to board and detrain.

c) **Boarding and Detraining with Superliner Ramps**

- All Superliner customer cars have ramps, which are to be used when boarding or detraining customers in wheelchairs and Segway users.
- Whenever the ramp is used for wheelchairs, the employees must offer to assist moving the customer up or down the ramp.
- Segway users should walk, not ride, their device up/down the ramp when boarding or detraining.
- Segway users should be reminded about limited headroom.

d) **Seating**

- The accessible seats in Coaches are reserved for customers with disabilities.
- Customers with disabilities, who do not utilize a wheelchair, 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) as necessary.
- If a customer boards the train en route and another customer, who does not have a disability, is occupying the only available accessible seat, the seated customer must be asked to move and be re-accommodated.
- Accessible seating areas must be kept clear of baggage and other stored items at all times (including cardboard trash containers) when not in use.
  - The accessible seating area is a designated wheelchair and Segway area and must be kept clear of overflow luggage to ensure sufficient room for customer comfort and safety.
  - Baggage or other items placed in the accessible seating areas by customers or Red Cap employees must be relocated to designated overhead storage racks or racks located on the end of the car.
  - If baggage is noticed in the accessible seating areas, the *"Unauthorized Baggage Placed in the Accessible Seating Area'* announcement must be made and items relocated to authorized locations.
  - The only baggage and items authorized to be stored in the accessible seating area are those items belonging to the customers occupying this space.
- Superliner 34000-Series Coaches have lower level seats, which can be reserved on a first come first serve basis by any customer.
- The train manifest lists those customers by name that have made reservations for the lower level seating; including customers who have reserved the accessible seat.
- Customers who have reserved the accessible seat and wheelchair area will have one ticket for transportation and another for the wheelchair or Segway.
- Crews must ask customers in wheelchairs if they would like arm assistance to transfer from their wheelchair to a seat.
- Determine from the customer if they can reasonably participate in this transfer.
- Customers who choose to remain, or need to remain in their wheelchair must use the designated area with the wheelchair brake applied to securely hold the wheelchair from moving.
- Customers 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.

6. Wheelchair Lift Operating Instructions

a) **General Instructions**

- Conductors, Assistant Conductors and OBS personnel are required to operate or assist in operating wheelchair lifts at both staffed and un-staffed stations.
- Always park the wheelchair lift on its frame with the wheels in the "wheels fold" position. This will prevent the lift from moving when not in use.
- Do not drag the wheelchair lift - the lift has wheels under the deck.
- Fold the crank handle to the "in" position when the lift is not in use.
- The crank handle is spring loaded to allow it to return to the "in" position easily. Apply slight outward pressure when turning the crank handle.
- Never move the lift forward, backwards or side-to-side with a customer on it.
- The lift has a maximum total load capacity of 600lbs which must include everything that is being lifted (e.g. wheelchair, Segway, customer, customer assist, and personal items).
- If the lift is damaged, malfunctioning or inaccessible, immediately report to CNOC Operations Customer Service Desk at (800) 424-0217 (option #6)



Figure 11-1 – Wheelchair Lift Components

1. Bride Ramp
2. Brake Release Handle
3. Ground Ramp
4. Ground Ramp Release Handle
5. Push Handle
6. Crank Handle (In/Out Position)
7. Wheel Fold Handle - Raises/Lowers Wheels

b) **Preparing the lift for movement.**

- Fold the crank handle to the right ("out" position) and turn handle clockwise approximately 4 full turns, raising the lift approximately 6 inches off the ground. *(Refer to Figure 11-1)*
- Fold the crank handle to the left ("in" position). *(Refer to Figure 11-1)*
- Move the wheel fold handle left to the "wheels travel" position. *(Refer to Figure 11-1)*
- If the wheels do not lower properly, do not force the wheels fold handle, the lift will need to be raised higher.
- Make sure the wheel fold handle is to the right ("wheels fold").
- Fold the crank handle to the right ("out" position) and turn the handle clockwise raising the lift higher.
- Fold the crank handle to the left ("in" position).
- Move the wheel fold handle to the left Fold the crank handle to the right ("out" position) and turn the handle counter clockwise until the wheels touch the ground and the lift frame is raised sufficiently off the ground.
- Fold the crank handle to the right ("out" position) and turn it counter clockwise until the wheels touch the ground and the lift frame is raised off the ground.

c) **Moving the lift into position.**

- Pull the blue brake release handle down to the push handle with your left hand. This will release the automatic brake allowing the lift to be moved into position on the platform. *(Refer to Figure 11-1)*
- The brake release handle must be held against the push handle while the lift is being moved. *(Refer to Figure 11-1)*
- Move the lift train side aligning it with the door opening, keeping approximately a 12 inch gap between the end of the lift and edge of the door opening. *(Refer to Figure 11-2)*



Figure 11-2 – Positioning Lift Next to Train



Figure 11-3 – Lowering Ground Ramp

- Release hand brake, turn the crank handle clockwise, and raise the lift so the wheels are clear of the ground.
- Fold the crank handle to the left ("in" position).
- Move the wheel fold handle to the "wheels fold" position.
- Lower the lift to the ground by turning the crank handle counter clockwise, until the lift rests on the ground. *The lift has automatic load levelers. This will prevent the lift from moving while loading/ unloading customers.*
- Fold the crank handle to the left ("in" position).

d) **Moving a customer from the platform to the train.**

- Once the lift is positioned train side, unlatch ground ramp release handle. Position yourself on the side of the ground ramp (not the end) when lowering to keep fingers and toes clear of pinch points.
- As the ground ramp is lowered the side extension ramp, located on the opposite side of the lift, will also lower to allow more foot turning room for the customer and wheelchair. *(Refer to Figure 11-3)*
- Allow customer to move onto the lift, assisting customer if necessary.
- Customers, who are not in wheelchairs, but need boarding assistance, can use the lift by standing to the rear of the lift while holding onto the handrails.
- Wheelchair brakes must be applied and customers with Segways must ensure that the Segway is steady and will not roll or fall off the lift while in operation.
- Customers using wheelchairs or Segways and people assisting (if needed) can ride on lifts as long as the total load capacity does not exceed 600 lbs (e.g. wheelchair, Segway, customer, customer assist, personal items).
- Close the ground ramp and re-latch ground ramp release handle. *(Refer to Figure 11-4)*



Figure 11-4 – Closing Ground Ramp

- Raise the lift until it is even with the door sill.
- Walk to the right side of the lift and unlatch the bridge ramp release handle. *(Refer to Figure 11-5)*
- Lower the bridge ramp. *(Refer to Figure 11-6)*
- The bridge ramp must overlap the vestibule floor by at least 3 inches. *(Refer to Figure 11-7)*



Figure 11-5 – Bridge Ramp Release Handle
Figure 11-6 – Lowering Bridge Ramp
Figure 11-7 – Bridge Ramp Overlapping Vestibule Floor

- The bridge ramp can be adjusted side-to-side, if needed, to align with the vestibule.
- The customer can then move, or be moved, into the vestibule.
- Once the customer is safely on the train, raise the bridge ramp, re-latch bridge ramp handle and lower the lift.
- Return the lift to its storage location using proper movement procedures.

e) **Moving a customer from the train to the platform.**
- Once the lift is positioned train side; raise the lift to the appropriate level; lower the bridge ramp; allow the customer to enter the lift and apply the wheelchair brake; raise the bridge ramp; and lower the lift to ground level.
- When the lift has reached ground level, lower the ground ramp and allow the customer to exit the lift.
- Raise the ground ramp, locking it in place and return the lift to its storage location using proper movement procedures.

f) **Storing the lift.**
- Move the lift to the storage location (e.g. shed, baggage/ storage area or designated platform location) using the procedures outlined in these instructions.
- Lower the lift so that the wheels are in the "wheels fold" position and the frame is resting on the ground.
- Non-shed storage.
  - Position security cable to prevent unauthorized movement of the lift.
  - The security cable must have an Amtrak number 102 switch lock attached to one cable loop while the other cable loop must have a lock from the lift maintenance company.
  - Both the Amtrak and maintenance company locks must be locked to each other.
- Shed storage.
  - After lift has been placed inside the shed, close shed door and insert metal bar into door locking device.

- An Amtrak number 102 switch lock must be attached to one side of the metal bar while a lock from the lift maintenance company is attached to the other side. *(Refer to Figure 11-8)*



Figure 11-8 – Example of Shed with Locks in the Correct Position

E. En Route Customer Assistance

If a question exists as to the special needs requirements of an individual customer, 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 customer's trip originated) for review and resolution.

1. General

a) **All Employees will:**

- Assist in a customer's transfer between a wheelchair and seat (e.g., including but not limited to, lifting a removable armrest; folding and stowing the person's wheelchair (and retrieving it when at destination); providing arm support; and sliding a person's legs into the leg space of the seat).
- Assist customers (for example, by providing arm assistance) in moving to and from the entrance of the restroom.
- Acquaint customers to the trains' layout, length, type of feature cars and location.
- Explain available services and restroom location.
- Offer to assist the customer 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 customer to ensure they are comfortable and enjoying the trip.
- Ensure that any information communicated to customers reaches those with disabilities. *This includes any customer 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 remind employees that these customers need to be individually kept informed.

b) **Employees are not expected to:**

- Help customers use the restroom.
- Physically lift a customer from their wheelchair to transfer them to a seat or bed.
- Physically carry a customer on or off the train (except in an emergency situation).

2. Meals

When requested 72 hours in advance, Amtrak will provide special meals for a customer. There is no additional charge for this service.

3. Ice

Ice for customers' insulated medicine containers will be provided without advance notice. Customer medications are never to be stored in any Amtrak refrigerators or freezers.

4. Oxygen

Only customers who require oxygen for medical reasons may bring pressurized oxygen onboard the train as carry-on baggage.

a) **Oxygen Tanks**

- Pressurized oxygen tanks and dispensing equipment must be UL (Underwriter's Laboratory), FM (Factory Mutual) or DOT (US Department of Transportation) listed.
- Pressurized oxygen may be either compressed gas or liquid.
- The total weight of all pressurized oxygen tanks may not exceed 120 lb.
- The following quantities of pressurized oxygen tanks are permitted on board the train as carry-on baggage.
  - No more than two 50 lb tanks, or
  - No more than six 20 lb tanks; or
  - No limit on the number of tanks that weigh less than 20 lb each.
- All pressurized tanks must be secured from movement while on the train. *If the tanks are mounted on wheels, they must be removed from their wheels while on the train.*
- Pressurized oxygen is prohibited in checked baggage.
- Amtrak is not responsible for replenishing the customer's supply of oxygen and will not return empty oxygen tanks to the supplier.
- Oxygen supplies may not be sent to stations in advance of the customer's travel.
- If there is an emergency – such as a train running very late and a customer's supply is running out – then arrangements may be made for a supply to be sent to a downline station for the customer to pick up when the train gets there.
  - 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.
  - The customer must pay for this delivery, because he or she would have required the oxygen anyway, whether or not he or she was on the train.
  - The oxygen should be delivered during the time that the customer is at the transfer point so that he or she may claim it directly.

b) **Oxygen Concentrators**

- An oxygen concentrator does not contain oxygen itself, but concentrates it from the atmosphere and can weigh as little as 5 lb/2.8 kg.
- Oxygen concentrators are approved for use on Amtrak trains and require electrical power to operate.
- Oxygen concentrators cannot rely solely on train generated power and must have a battery back-up system that will allow the device to operate for a minimum of four hours.

c) **Nebulizers**

- A nebulizer is a medication delivery device and has nothing to do with oxygen. Nebulizers require electrical power to operate, and are permitted on board trains.

5. Customers with Medical Conditions

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 customers shall be permitted to travel on Amtrak trains.

- An attendant provided by the customer may be required for the journey if the customer requires assistance with medical treatments or personal services.
- The Conductor has the authority to prohibit a customer from boarding under certain circumstances.

6. Medical Certification

If the medical stability of a customer appears questionable to the Ticket Agent, Conductor or other crew members, a medical certificate may be required for travel and/or another individual who is responsible for the customer's medical stability must accompany the customer. The Conductor has the authority to prohibit a customer from boarding under certain circumstances.

If a question exists as to whether or not a customer is medically capable of traveling (or travelling alone), employees may call the Consolidated National Operations Center (CNOC), who may consult with Amtrak's Corporate Medical Director for review and resolution. The CNOC phone number is (800) 424-0217. When

prompted, select the appropriate extension to speak with a representative covering the territory of the system where the customer's trip originated.

7. Medication

- Medication cannot be stored in Food Service Cars.
- Ice can be provided to customers to keep items cool.
- Employees cannot administer medication or perform other medical assistance for customers except as outlined in Chapter 2, *"Injury, Illness and Reporting."*

F. Service Animals

The *"Animal On Board"* (NRPC 3448) orange color seat check must be used to identify customers with their pets or service animals, so that the Amtrak Police K-9 Unit can easily identify that an animal is present at this location.

1. Service Animal vs. Emotional Support Animal

a) **Service Animal** – An animal that is individually trained to assist an individual with a disability by performing a task or service for the benefit of the individual with a disability. These animals are not pets, but are working animals (and therefore, should never be touched unless the owner gives permission). Although there is no definitive list of types of service animals, some examples of tasks that animals can be trained to perform include: navigation (for people who are blind or have low vision), alerting to the presence of people or sounds (for people who are deaf or have hearing loss), pulling a wheelchair, alerting to an impending seizure or assisting during a seizure, retrieving items, providing physical support, alerting to the presence of allergens or alerting to low blood sugar. Individuals with psychiatric or psychological disabilities may also use service animals (for example, an animal can be trained to prevent or interrupt impulsive or destructive behavior like self-mutilation, summon help in a medical crisis, provide tactile stimulation (licking or nudging) to disrupt emotional overload, remind the individual to take medicine, provide safety checks or room searches for individuals with PTSD, and remove disoriented individuals from dangerous situations). The key is that the animal was individually trained to perform a specific task.

b) **Emotional Support/Comfort Animals** - If an animal is accompanying a disabled person to provide emotional support, security or comfort, it is likely not a service animal, but rather a "comfort animal" or "emotional support animal," which are **NOT** permitted on board the train. The key is whether the animal's mere presence provides comfort, such that any untrained pet could produce the same benefit, or whether the animal has been individually trained to perform a specific task that relieves or mitigates the owner's disability.

2. Certification or Documentation

Service animals may or may not have certification or documentation.

a) **Customers traveling with service animals are not required to have special ID cards or certification** showing that the animal is a service animal unless the service animal is a seizure alert animal that needs to occupy the adjacent seat.
   - If the customer says the animal needs to ride in the adjacent seat, then Amtrak can ask for specific documentation as to why the animal has to ride in the seat in order to specifically accommodate the rider's disability while on board the train.
   - After the customer provides specific documentation (like a doctor's note) establishing that the animal needs to be in the adjacent seat in order to effectively do its work, the customer will then be permitted to have the animal on the adjacent seat.

b) **There is no standardized certification or registration** indicating that an animal is a service animal and no such documentation is required.

c) **Some customers with disabilities traveling with service animals may have documentation** showing that an animal is a service animal. Such documentation is not necessarily sufficient. If the circumstances seem unusual or the documentation is vague, you can still ask what service the animal provides.

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 fact that an animal has such identification is not necessarily sufficient (as anyone can

purchase these items without proof of the animal's status as a service animal), nor does the absence of such identification necessarily mean that the animal is not a service animal. However, physical indicators are useful to the extent they provide guidance on whether or not it might be appropriate to follow up with the customer.

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 customers, or bite or jump on people. If an animal does not seem well-trained, it is appropriate to follow up with the customer.

c) **Is This Your Pet**

If there are indicators that an animal may not be a service animal, seek a credible verbal assurance from the customer that the animal is a service animal. The way to do this:

- **Ask the customer, "Is this your pet?"**
  If the customer 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, as outlined below.
- **Ask the customer, "What task or function has your animal been trained to perform for you?"** The customer must respond by identifying at least one specific task that the animal has been trained to perform for their benefit. Some customers may respond to this question by identifying his or her disability (even though it was not asked) or by identifying the symptom that the animal helps alleviate. However, the answer must focus on the specific task that the animal has been trained to perform in order to provide the needed assistance. Therefore, if a customer responds by providing an answer that focuses on the nature of his/her disability or symptom, employees should clarify that they are asking what the animal has been specifically "trained" to do for the customer. *Employees may not ask the customer what his or 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 customers 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 customer 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, 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 *"Customer 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 on a case-by-case basis.
- 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 customers are generally allowed.
- Customers traveling with service animals may not be isolated from other customers.
- Trained service animals are allowed in all customer areas in our stations, trains and Amtrak Thruway service coaches.

c) **Dining and Cafe/Lounge Car Access**

- Service animals are allowed in all customer areas of our stations and trains (including Dining and Cafe/Lounge Cars).
- FDA and Public Health rules are not a valid justification for excluding service animals in customer areas of Food Service Cars.
- Customers accompanied by service animals who desire to eat in the Dining Car must not be treated less favorably than other customers who desire to eat in the Dining Car. (For example, customers accompanied by service animals may not be required to wait an inordinate amount of time for a table if other non-disabled customers are not required to wait an inordinate amount of time for a table.)

d) **Denying Access**
- Allergies, inconvenience and fear of animals by other customers are not valid reasons for denying access to customer areas or refusing service to people with service animals.
- If a customer 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.
- If the animal is violent or poses a direct threat to employees or other customers, it may be denied access or removed from the train.
- If the reason for the problem with the animal was created by another customer (i.e., teasing the animal, etc.) the animal would not be denied access.
- If at any time the customer loses control of the animal, the animal is not housebroken, or the animal causes a significant disturbance (for example, by barking repeatedly and uncontrollably), the train crew can, at their discretion, require the customer to remove the animal from the train.
- If the train crew determines that an animal should be removed from the train, the customer may choose to remain on the train and continue travel, in which case, the customer must make arrangements for another person or local animal control to accept custody of the animal. The train will not be delayed while such arrangements are made.
- When an animal is removed from Amtrak premises while en route, the employee making this decision must complete a *"Customer Incident Report"* (NRPC 3200) detailing the incident.

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) **Customer Responsibility for Service Animal**
- Service animals must be under the supervision and care of their owner.
- Service animals should always be on a leash, harness or other tether, unless either the handler is unable because of a disability to use a harness, leash or other tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control.
- The care and supervision of the service animal is solely the responsibility of the owner.

g) **Service Animal Relief**
- The customer traveling with a Service Animal must be kept informed of stations stops that provide sufficient time to walk the animal (applicable primarily to dogs and small horses).
- The customer must be given assistance in detraining, 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.
- The only exception to this rule is if the customer states that the service animal is trained to detect seizures and that it must be in the adjacent seat in order for it to be close enough to the customer to detect when a seizure is about to occur.
- In this case, the customer must provide documentation to show that this accommodation is necessary, and must provide a cloth or blanket to protect the seat.
- Amtrak is not required nor do we want to deny transportation to another customer in order to provide an accommodation to a customer with a service animal.
- Each customer requiring a service animal generally may bring one service animal. However a customer may bring more than one service animal if each animal is needed to:
  - Provide a unique task, such as one service animal acting as a guide animal and another animal notifying the customer of impending seizures; or
  - Perform the same task, such as where a person needs two animals to assist him or her with balance and stability when walking.
  - All requirements and rules (for example, regarding appropriate animal behavior and space limitations) still apply.

- If the service animal is too large to fit in the floor area that is part of the customer's own seat, the customer can be seated in the accessible transfer seat (which has more floor space) or an adjacent seat can be used, for no charge, to provide the needed floor space.
- Every effort should be made to assist a customer with a service animal in finding a seat that allows sufficient space for the animal. *This may include asking a person (who is not elderly and does not have a disability or mobility impairment) to move from the accessible transfer seat to another seat, to allow the customer with a service animal to have the accessible seat, or it may include asking a person sitting next to a vacant seat to move to another seat to allow the customer with the service animal to have additional floor space.*

i) **Seizure Alert Animals**

- If the customer says the animal needs to be on his/her lap, this will be allowed (assuming all other requirements are met; for example, the customer provides credible verbal assurances regarding the fact that the animal is a service animal, the animal is small enough to do so, the animal remains under control, etc.).
- If the customer says the animal needs to ride in the adjacent seat, you can ask for specific documentation as to why the animal has to ride in the seat in order to specifically accommodate the rider's disability while on board the train.
- If the customer provides specific documentation (like a doctor's note) showing that the animal needs to be on the adjacent seat in order to assist the customer, the customer will then be permitted to have the animal on the adjacent seat.
- The customer must provide a cloth or blanket to protect the seat.
- If the seizure alert animal needs to occupy the adjacent seat, no fee will be charge for the use of the seat.

G. 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 customer 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 customer's needs and abilities. In addition, if the customer is not prepared for the assistance "you think" they need, the employee could injure him/herself or the customer. Follow the directions of the customer, and assist him/her to the degree and in the method the customer indicates will be most helpful.

2. Avoid Embarrassing Situations

It is very important that consideration be given to the customer with a disability.

a) **Customer's Disability**

- **Do** ask the customer "How may I assist you?" while maintaining direct eye contact.
- **Do Not** ask for details about a customer's disability.

b) **Deaf or Hard of Hearing**

- **Do** keep your voice at a regular conversation level when conversing with a customer who is deaf or hard of hearing. *If necessary, write out your communications so that they can read them.*
- **Do Not** shout to a customer who is deaf or hard of hearing.

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 detrain a customer with a disability. That is all.
- **Do Not** announce that the train will be delayed due to assisting customers with disabilities.

d) **Assistance**

- **Do** ask the customer "Will you need any assistance during the trip?" if unsure or unclear about assistance the customer may need.
- **Do Not** assume about the type of assistance a customer will need.

e) **Attendants**
- **Do** speak to the customer with the disability.
- **Do Not** speak only to the attendant and ignore the customer with the disability.

f) **Wheelchair**
- **Do** crouch down so that you have direct eye contact with a customer 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 customer.

g) **Communication**
- **Do** keep all conversations private when conversing with a customer with a disability, as with any other customer.
- **Do** ask a more specific question to avoid embarrassing references (for example, ask a person with a vision disability, "Would you like me to describe our menu selections?" instead of asking, "Can you read the menu?").

H. Assisting Customers with Vision Disabilities

1. Approaching and Greeting

Employees are to signal their approach verbally and identify themselves.

2. Leading

a) **Ask the customer 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 customer'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 customer where their luggage will be.

b) **To hand something to a customer 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.**

4. Meal Service

a) **Assist the customer in offering to read the menu** to the customer.

b) **Tell the customer the prices on the menu** or the amount of sale verbally.

c) **When the customer makes a purchase,** say aloud the amount of money the customer gave before putting the money away.

d) **Count the change out loud,** as you would for any other customer. Identify the denomination of the bills when you give the customer 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 customer to the train,** ensure they are in their seat or accommodation and that the employee who is working that car knows the customer is on board. If assisting the customer to outside transportation, ensure the customer is fully aware of their location, and if possible remain with the customer 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 customer 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 customer 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.

I. Assisting Customers 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 customer'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, 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 customers who are deaf or hard of hearing. If needed, write the messages down.

J. Assisting Customers 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.

K. Assisting Customers 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 customer. *The customer must be provided a tray or other hard surface for at-seat meals and snacks.*
- If the customer 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. Assisting With Transferring to/from a Wheelchair

Some customers may request assistance in transferring to or from their seats in the car. Amtrak employees are not required to physically transfer customers; however, employees should "assist" in a customer's transfer (e.g., including but not limited to, lifting a removable armrest; folding and stowing the person's wheelchair (and retrieving it when at destination); providing minimal assist, such as assisting with sliding a person's legs into the leg space of the seat).

a) **Plan the move.**
- Ask the customer how you can assist and decide together the most comfortable and safest way to make the move.
- Always assist the way the customer requests; they know what works best.
- Find out how much assistance the customer needs, and decide if you can do it by yourself or if you need to get help.

b) **When making the move.**

Employees are not to physically lift a customer. However, when offering arm assistance, a customer may put unexpected weight on the employee. Employees offering arm assistance should be prepared and maintain balance.
- Keep your feet apart and your back straight.
- Bend your knees and use your legs.
- To support your back, stay close to the customer or chair, and tighten your stomach and buttock muscles before and during the move.
- Start slowly and stay smooth.

c) **Mobility pointers.**
- Do not touch the wheelchair without permission.
- Do not tower over or approach unannounced from behind.
- Never grab a person using a cane or crutches.
- Always ask before helping.
- Be sure to watch for the customer's fingers, elbows, knees and feet while moving the wheelchair.

2. Boarding and Detraining

a) **Single Level Equipment**
- Customers who use wheelchairs or Segways should board and detrain from high-level equipment to low-level platforms using the mobile wheelchair lift.
- People with other mobility impairments may also use the lift; this includes customers using a walker, crutches, etc.

b) **Superliner Equipment**
- Customers 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 customer requests assistance. *If assistance is given, push the wheelchair up the ramp or help control the wheelchair as it goes down the ramp (backwards).*

c) **Emergency En Route**
- When there is an emergency en route, it may be necessary to transfer customers 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 customers. (Remember to get the customer's input before attempting the move and use the principles of safe lifting.

3. Emergency Evacuation of a Customer using Two-Handed Seat Carry

The two-handed seat carry is a two-person rescue technique. If the customer 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 customer's arms about the necks of the rescuers and the customer's back supported by the employees' free hands. *(Refer to Figure 11-9)*



Figure 11-9 – Example of Two-Handed Seat Carry



Figure 11-10 – Example of Fore-and-Aft Carry

4. Emergency Evacuation of a Customer using 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. *(Refer to Figure 11-10)*

L. Assisting Customers with Speech Disabilities

A speech disability is when a person has any difficulty communicating 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 customer's sentences.
- If you do not understand what the customer is saying, ask them to repeat or to write it down.
- Do not say you understand if you do not understand.
- Be patient!

M. Assisting Customers Who are HIV Positive or Who Have AIDS

Generally, you will not know that a customer 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 customers apply to this customer.

- 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 customer requests within the guidelines set forth in the chapter.

N. Assisting Customers 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 customers with activities such as placing suitcases in luggage racks, boarding and detraining, and serving the customer at the ticket window and Lounge Car counter.

Remember that the adult customer of short stature is an adult and should be treated as such, with respect and dignity.

O. Assisting Customers with Non-overt Disabilities

Many types of disabilities are not immediately obvious, such as psychiatric disabilities, intellectual disability, brain injury, Alzheimer's or epilepsy. A customer with a hidden disability may travel with a service animal (not necessarily a dog). 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 detraining and seating preferences.
- Respond to requests in a calm, professional manner. *(This will help the customer 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 customer 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. Most seizures are brief, stop spontaneously and require no specific employee action.
- Call for help if available.
- Prevent injury. Check that there is nothing within reach of the individual that could harm the individual. If possible, move or pad objects.
- Allow the seizure to take its course, and do not attempt to restrain the person's movements.
- Do not insert anything into the person's mouth.

- Do not expect the person to be able to communicate during or immediately after the seizure.
- After the seizure, ease the person onto the floor, and place soft material under the head if practical. Loosen clothing around the neck and gently turn the person onto the left side. There is a small risk of post-seizure vomiting and having the person on the left side helps prevent the vomit from entering the lungs.
- Stay with the person until they are fully alert.
- Call for medical assistance if the seizure lasts more than five minutes, if multiple seizures occur, if the person remains confused for more than 15-20 minutes after the seizure, or if other injuries have occurred.
- Do not give the person water or anything by mouth until fully alert.

4. Cognitive Disabilities

Some people have cognitive disabilities, affecting their ability to know, think, remember and learn. Some of these are developmental disabilities, intellectual disability, learning disabilities or brain injuries. Like other disabilities, the degree of cognitive disability differs from person to person.

- Be alert to the way the customer communicates and responds.
- Use simpler words, add gestures, write something down, draw a picture or repeat yourself.
- Make sure the customer understands. (Do not ask, "Do you understand?") Instead, ask the customer what they are going to do, using "who," "what," and "where" questions.
- Again, be patient!

P. Assisting Customers of Large Size

Although most customers of large size are not disabled within the meaning of the ADA, unless their size is due to an underlying disability, treat large size customers just like any other customers and make reasonable efforts to provide assistance with boarding, detraining and seating, if requested.

1. Assistance/Wheelchair Lift

A customer of large stature may not be able to walk long distances and may require the use of a wheelchair. Amtrak has wheelchairs available for customers' use at many stations. The customer 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 customer.
- Motorized wheelchairs generally weigh about 250lbs. *Therefore, the customer 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 customer. "The wheelchair lift can only accommodate a combined weight of 600lbs for the wheelchair and customer. Any weight greater than 600lbs is unsafe for both the customer and employees." Then ask the customer if their combined weight with the wheelchair is greater than 600lbs.
- This conversation must be kept private.
- If the customer indicates that the combined weight exceeds 600lbs, and the only way to board the customer is with the lift, the customer can be denied boarding.
- If the customer 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 customer and wheelchair together exceeds 600lbs and the lift is the only way to board the customer, then boarding may be denied.
- If the customer is able to do so, one option may be to board the customer and wheelchair separately, using the lift for each one.

2. Seating

A large size customer may require more than one seat. If a customer requires more than one seat, they will need to purchase an additional seat (or seats) at the applicable fare.

Q. Discounts

When a customer whose disability is not obvious requests the special discount fare for customers with disabilities, it is appropriate for Amtrak employees to request documentation of disability.

If a customer does not request a discount or their disability is visible, you may not ask for documentation of disability.

R. Complaint Procedures

Crew members should make every attempt to resolve customer problems on board. If the customer 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'.

Complaints can also be submitted to the Amtrak ADA Coordinator via the Amtrak Helpline (by phone or internet, see the Non-Discrimination policy on Amtrak.com for details) or by mail at the following address:

Amtrak ADA Coordinator, Law Department, 60 Massachusetts Ave., NE, Washington, DC 20002

S. Special Service Request Codes

Customer can select at time of booking what assistance they need onboard. The code will show as "SMLS" on the manifest and Conductor ticketing device. The assistance requested will be listed in the comment section of the eMD.

1. Assistance Definitions

a) **Stairs** – assist the customer maneuver steps.
b) **In/Out of Seat** – before departure and on arrival at the destination, transferring the customer between a mobility aid and the customer's seat.
c) **To/From Restroom** – assist the customer in moving between their seat and a restroom, including by assisting them in transferring between their seat and an onboard wheelchair. Onboard wheelchair avaliable at a later date.
d) **Meals to Seat/Room** – if the customer is not able to access a food-service car on a train, permitting the customer and any companion to order a meal, and be served the meal, at their seat or in their room.
e) **Move to Onboard Wheelchair** – provide the customer with an onboard wheelchair (only applicable on trains to/from Canada, Adirondack, Amtrak Cascades and Maple Leaf). Will be available at a later date.
f) **Board/Detrain Assistance** – assist the customer in boarding and detraining. Also assisting the customer, after detraining, in proceeding to the general waiting area or in proceeding to a location where the customer may receive assistance to proceed to curbside.
g) **Baggage Assist** – assist the customer in storing and retrieving their carry-on and checked baggage.
h) **Assist In/Out Mobility Space** – assist the customer in moving in and out of a mobility aid space.
i) **Describe Layout and Controls** – describe to the customer, before departure or, if impossible because of time constraints, after departure, the layout of the train, including the location of restrooms and exits, and the location and operation of any operating controls at the customer's seat.
j) **Personal Safety Briefing** – before departure, provide the customer with an individualized safety briefing and demonstration. If any announcement relating to safety or security is made during trip, communicate announcement directly to customer in appropriate format (for example, audio or visual).
k) **Help with Menu** – describe to the customer, if a meal is offered on board, all the food and beverages that are offered for consumption.
l) **Help with Food** – if a meal is served on board to the customer, assist the customer with the meal by opening packages, identifying food items and their location and cutting large food portions.
m) **Assist with Border Crossing** – assist the customer in proceeding through border clearance or any security screening process at the station or collaborate with the relevant security authority or security personnel at the station to permit a person who is not travelling with the customer with a disability to have access to the security screening checkpoint so that they may assist the customer with a disability to proceed through the security screening process.
n) **Periodic Check** – periodically inquire about the customer's needs and attend to those needs if the services requested by the customer can be provided.
o) **Store Mobility Aid** – assist the customer with storing their mobility aid as carry-on or checked baggage, including removing any cargo or other baggage from the storage area if necessary.

p) **Allergy Buffer Zone** – ensure that a buffer zone is established around the customer's seat to assist them in avoiding the risk of exposure to the allergen.
   - Provide the customer with a seat that is in a bank of seats other than the bank of seats in which the source of the allergen is located and other than the bank of seats facing that bank of seats (a bank of seats are those that are immediately adjacent to each other, and does not include seats that are across the aisle)
   - Notify the customers who are sitting in the same bank of seats as the customer, that a customer with a severe allergy is present and inform them of the allergen.

q) **Announcements** – Provide public announcements to the customer in an audio or visual format, as needed (visual format can be a handwritten note).

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 HVAC 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 - eMAP 21A"* 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 to the Conductor or Assistant Conductor to be recorded in the eMAP21A app.

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 customers for individual reading lights in both Coach and Sleeper Car accommodations.
d) **There are several other lighting circuits** like ceiling 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. Lighting Levels for Northeast Corridor Trains

Lighting levels on Northeast Corridor trains must be maintained when in revenue service. Lighting levels are only adjusted when leaving major terminals.

a) **Acela Service**
- Lighting Level 2 is the standard level used by trains departing at 7:00am until 8:00pm on all cars except the Quiet Car.
- Lighting Level 3 is the standard level used by trains departing before 7:00am and after 8:00pm.
  - If an Acela train departs Boston at 5:00pm and will arrive in New York by 8:30pm, the lights do not need to be changed from Level 2 to Level 3 between BOS and NYP.
  - If the train departs Boston at 5:00pm and is continuing onto Washington, D.C., then the lights must be adjusted to level 3 in New York.
- The Quiet Car is the only car that remains on Lighting Level 3 while in service.
- Lighting Level 1 is for maintenance purposes only.

b) **Northeast Regional Service**
- The Upper Cove lights must be on when in revenue service on trains departing at 7:00am until 8:00pm on all cars except the Quiet Car.
- The Upper Cove lights must be off when in revenue service on trains departing before 7:00am and after 8:00pm.
- The Quiet Car is the only car that remains with the upper cove lights off for the entire service.

D. Communication System

1. Public Address (PA) & Intercom (IC) Overview

a) **Using the PA/IC system,** announcements can be made throughout the train or to just one car. The IC system also allows for private two-way conversations.

b) **The PA/IC 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. Testing the PA/IC System

a) **PA train wide mode test.**

- Turn PA/IC unit ON.
- Put PA/IC in PA mode; PA light shall light.
- Press TRAIN/LOCAL into TRAIN; Train light shall light.
- Depress switch-bar in the handset and speak into microphone.
- Have a listener verifying speakers are working correctly on the entire train.
- Some PA/IC units will mute vestibule speaker or speaker in vicinity of PA/IC to prevent feedback. *(The muting of adjacent vestibule speakers to the PA/IC unit are normal and not a defect. All other vestibule speakers should be working.)*
- PA/IC units made by UTE have a feature called Test Tone, located next to the switch-bar in the handset.
  - Pressing the Test Tone button on the PA will automatically generate a 1 KHz tone that can be heard throughout all the speakers. *(If there is no listener, one person can do the testing.)*
  - The tone lasts 2.5 minutes, enough time to walk through the train.
  - The Test Tone can be stopped by pressing the Test Tone button again.

b) **PA local mode test.**

- Turn PA/IC unit ON.
- Put PA/IC in PA Mode; PA Light shall light.
- Press TRAIN/LOCAL into LOCAL; LOCAL light shall light.
- Depress switch-bar in the handset and speak into microphone.
- Have a listener verifying speakers are working correctly in just the local car.
- Some PA/IC units will mute vestibule speaker or speaker in vicinity of PA/IC to prevent feedback. *(The muting of adjacent vestibule speakers to the PA/IC unit are normal and not a defect. All other vestibule speakers should be working.)*
- PA/IC units made by UTE have a feature called Test Tone, located next to the switch-bar in the handset.
  - Pressing the Test Tone button on the PA will automatically generates 1 KHz tone that can be heart throughout all the speakers. *(If there is no listener, one person can do the testing.)*
  - The tone lasts 2.5 minutes, enough time to walk through the car.
  - The Test Tone can be stopped by pressing the Test Tone button again.

c) **IC mode test.**

- Turn PA/IC unit ON.
- Place PA/IC in IC mode; IC light shall light.
- Place second PA/IC on another car on IC mode; IC light shall light.
- Depress switch-bar in the handset and speak into microphone.
- Have a listener verify the other unit is working correctly.
- Verify there is NO audio on speakers.

3. Making Announcements via the PA System

a) **Turn PA/IC unit ON.**

b) **Set the TRAIN - LOCAL switch to:** TRAIN for announcements to all cars.

c) **LOCAL for announcements only in that car.**

d) **Set mode switch to PA.**

e) **Depress switch-bar in the handset to talk.**

f) **When finished,** replace the handset and leave power ON.

4. Using Intercom (IC) System

a) **Turn PA/IC unit ON.**
b) **Page the individual you wish to speak with over the PA system.**
c) **Tell the individual to pick-up the intercom (IC).**
d) **Set the mode switch to IC.**
e) **When the person answers,** depress the switch-bar in the handset to speak and release to listen.
f) **On Superliner Dining Cars,** an additional feature allows communication between a workstation and the food preparation area.
g) **Remember to be brief and professional.** An unknown defect in the system could cause your conversation to be overheard in other parts of the train.

5. Defective PA/IC System Reporting

a) **When using the PA,** the muting of adjacent vestibule speakers to the PA/IC unit are normal and not a defect.
b) **PA volume that is too loud or too soft** should be reported so adjustments can be made.
c) **PA systems not working or working intermittently** should be reported.
d) **Report all defects to the CNOC Mechanical Desk** at (800) 424-0217 ext. 2082/2083, (302) 683-2082/2083 or ATS 734-2082/2083.

6. 4000 Siemens Venture Cars

a) **PA pre-departure test**
- Press the PA Zone button to select the Interior Zone.
- The PA ZONE indicator LED will light to confirm the selection.
- Press the Local PA button to activate the PA;
- LED indicator will light to confirm.
- Lift the Handset, press the PTT button and make a test announcement to confirm operation.
- Press the Local PA button to disconnect.
- Press the Train PA button (1c). Have another crew member confirm operation in all cars, then press Train PA button again to disconnect.
- Test Exterior Right and Exterior Left zones using the handset and the PTT button.
- Have second crew member confirm all tests were transmitted.

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 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 onthe 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 customer 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 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 a 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 in the eMAP21A app.**

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 <u>one time</u> and <u>hold for two full seconds</u> 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) **<u>one time</u>** and **<u>hold for two full seconds</u>.** 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. ***<u>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</u>.*** 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) <u>one time</u> and <u>hold for two full seconds.</u>** 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 bypressing 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 "En Route 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 reseat 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

For further details and features on sanitary facilities, see your immediate supervisor to obtain an operating manual for the equipment in question.

1. Description

a) **All Amtrak passenger cars are equipped** with retention toilets.
b) **Waste is stored in collection tanks** mounted on cars.
c) **Each car's sanitary facilities have various circuit breakers** that control the system and are located in the electric locker.
d) **Some equipment has indicators** for system warnings or malfunctions.
   - **Yellow** lights warning of potential problems.
   - **Red** 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. Post an approved OUT OF SERVICE sign on the malfunctioning restroom door and record in the eMAP21A app.

L. Acela High Speed Trainset (HST) 120 Volt Convenience (At-Seat) Outlets

1. Steps for Defective Outlets

In the event a customer reports a defective 120 volt convenience (at-seat) outlet; the following steps must be taken:

a) **Ask the customer 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 Cafe 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 Mechanical Desk can also be contacted by phone at ATS 734-2082 or (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 eMAP21 app.**
g) **Relieving crews should be briefed on defective outlet locations** throughout the train and what actions have taken place.
h) **New customers boarding the train should be notified as to which outlets are not working.**

2. Acela 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 customer (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 customer 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 customer (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 breaker.	Identify circuit breaker that has been turned off or tripped. Identify circuit breaker that has been turned off. Report any comments by customer (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.

M. 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



Figure 12-6 – Bedroom Occasional Seat in the Folded Position

a) **To store the Occasional Seat,** fold up the seat bottom cushion and the armrests *(Refer to Figure 12-6)*

b) **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. (Refer to Figure 12-7)*



Figure 12-7 – Velcro Fabric Strap Securing Seat Cushion in Folded Position



Figure 12-8 – Foot Operated Latch to Secure or Release the Bedroom Occasional Seat from Against the Wall

c) **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. *(Refer to Figures 12-8)*
d) **The seat assembly will latch** when against the side wall.
e) **To release and open** the Bedroom Occasional Seat, reverse the aforementioned procedure.
f) **The Bedroom Occasional Seat** can be safely operated by First Class Sleeper customers.
g) **The bottom cushion/armrests** can be raised or lowered as desired.

N. 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 12-9)* 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.

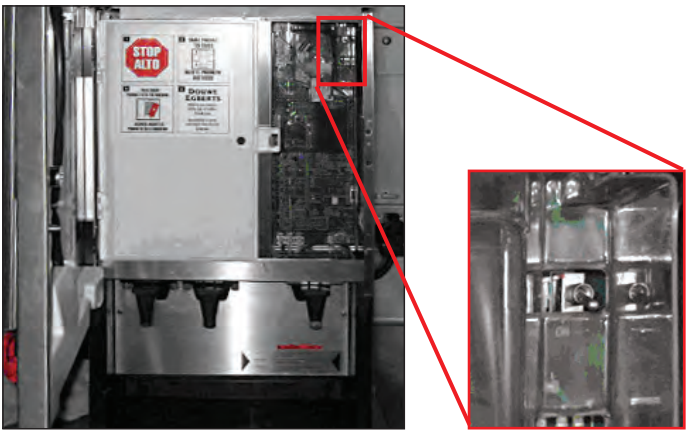


Figure 12-9 – Location of heater switch

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 *eMAP21A app.*

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.

O. Parking Brakes

1. 4000 Series Siemens Venture Equipment

If the car is without power, the parking brake must be released manually by:

- Electro-pneumatically
- Pneumatically
- Mechanically

Brake Indicator Lights

- Solid Yellow: Air Brakes applied (Handbrake Released)
- Flashing Yellow: Handbrake applied (Air Brakes Applied or Released)
- Solid Green: Air Brakes and Handbrake Released
- Solid Red: Door open or not functioning

P. Firearms Storage Area Instructions

1. Superliner Baggage-Coach

General Information

a) **Anytime a Superliner Baggage-Coach is being used for "Checked Baggage Service",** all doors accessing the baggage area must be locked or secured regardless if firearms are present or not.
   - Interior sliding door in the lower-level hallway by stairway. *(Refer to Figure 12-10)*
   - Exterior sliding doors located on both sides of the carbody. *(Refer to Figure 12-11)*
   - Interior hinged doors located on the baggage area wall that allow access to the utility room. *(These doors are not equipped on all cars.) (Refer to Figure 12-12)*

b) **The interior sliding door can only be locked and unlocked from the hallway side,** not from within the baggage area.

c) **The exterior sliding doors can only be locked and unlocked from within the baggage area,** not from the exterior of the car.


Figure 12-10


Figure 12-11


Figure 12-12

d) **The interior hinged doors on the baggage area wall,** that allow access to the utility room, can only be locked and unlocked from inside the baggage area. *(These doors are not equipped on all cars.)*

e) **Enter and exit the baggage area** through the interior sliding door located next to the lower-level hallway stairway.

f) **The baggage area does not contain a separate long gun storage cabinet** because the entire baggage area can be locked and secured. *A separate long gun storage cabinet would also reduce the limited space currently available for checked baggage.*

g) **Long gun cases should be placed next to other checked baggage going to the same destination,** so that all items to be off loaded will be located together within the baggage area.

h) **When approaching a station,** the interior and exterior baggage doors should be unlocked in preparation of loading and unloading checked baggage and long gun cases.

i) **Do not open the exterior doors until the train has come to a complete stop.**

j) **Once baggage doors have been unlocked, the baggage area must never be left unattended.**

k) **The locking pin should always be locked with the padlock in either the unlocked or locked positions.**

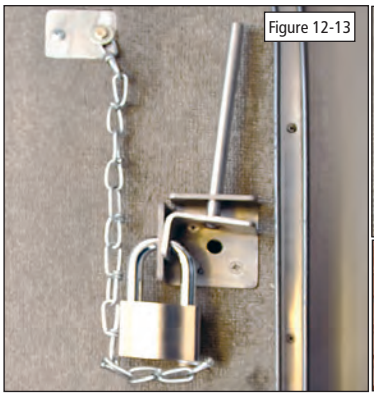

Figure 12-13


Figure 12-14


Figure 12-15


Figure 12-16

Interior Hallway Door Lock Assembly – Description

a) **The door lock assembly is located on the wall to the left** of the sliding hallway door used to access the baggage area. *(Refer to Figure 12-13)*

b) **The door lock assembly consists of three pieces.**
- Wall bracket. *(Refer to Figure 12-14)*
- Padlock. *(Refer to Figure 12-15)*
- Locking pin. *(Refer to Figure 12-16)*

c) **Wall bracket description.** *(Refer to Figure 12-14)*
- A square metal bracket permanently attached to the wall.
- The bracket has two tabs with one hole in each tab.
- The center of the bracket also has a hole to accommodate the locking pin when used to lock the door.

d) **Padlock description.** *(Refer to Figure 12-15)*
- The removable padlock is a switch lock that uses a number 102 switch key.
- The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
- The key must not be left in the padlock unattended.

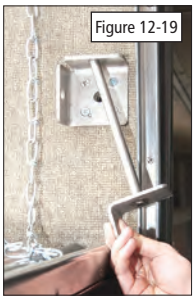
e) **Locking pin description.** *(Refer to Figure 12-16)*
- A removable rectangular piece of metal with a 4" long round pin attached to the center.
- The rectangular piece of metal has one tab containing one hole.

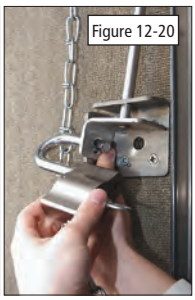
Interior Hallway Door

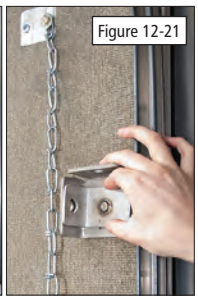
a) **Unlocking Door.**
- Unlock the padlock.
- Remove the padlock from the wall bracket and locking pin. *(Refer to Figure 12-17)*
- Slide the locking pin out from the wall bracket. *(Refer to Figure 12-18)*


Figure 12-17


Figure 12-18


Figure 12-19


Figure 12-20

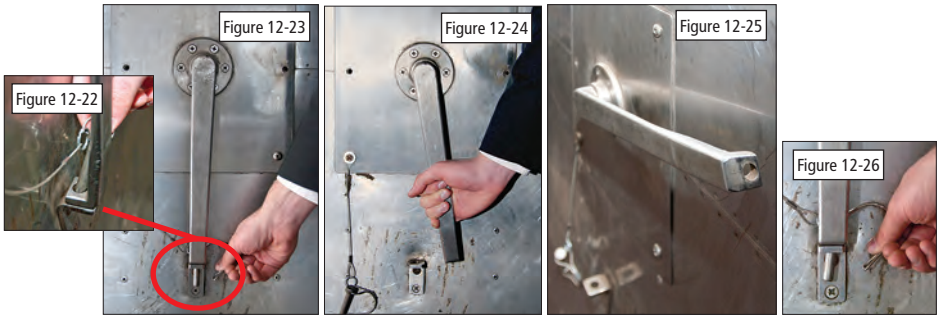

Figure 12-21

- Insert the locking pin (bottom up) through the top tab hole located in the wall bracket so that the pin is pointed towards the ceiling. *(Refer to Figure 12-19)*
- Align the locking pin tab hole with the wall bracket hole located in the left side tab, so that the padlock can be inserted through both holes. *(Refer to Figure 12-21)*
- Lock the padlock and remove the key.

b) **Locking Door.**
- Close interior sliding door.
- Unlock the padlock.
- Remove the padlock from the wall bracket and locking pin. *(Refer to Figure 12-17)*
- Slide the locking pin downward and out from the wall bracket. *(Refer to Figure 12-18)*
- Insert the locking pin into the center hole of the wall bracket. *(Refer to Figure 12-19)*
- Align the locking pin tab hole with the wall bracket hole located in the left side tab, so that the padlock can be inserted through both holes. *(Refer to Figure 12-21)*
- Lock the padlock and remove the key.

Exterior Door

a) **Unlocking Door.**
- Remove safety clip from the bottom of the door handle locking pin. *(Refer to Figure 12-22)*
- Remove the locking pin from the end of the exterior door handle. *(Refer to Figure 12-23)*
- Let the locking pin dangle from the attached cable or chain. *(Refer to Figure 12-24)*
- DO NOT reinstalling the locking pin into the door handle or bracket located on the door.
- Reinstalling the locking pin could cause injury or damage to equipment. *(Refer to Figure 12-25)*
- While lifting the door lever, ensure that the pin or pin cable/chain does not interfere with the operation of the door lever. (Refer to Figure 12-26)
- Open exterior door after the door lever is in the proper open position.



b) **Locking Door.**
- Securely close the exterior door.
- Place hand(s) in the center of the door handle and not the end of the handle to prevent injury. *(Refer to Figure 12-24)*
- Slowly lower the door handle to the closed position, ensuring that the pin or pin cable/chain does not interfere with the operation of the door lever. *(Refer to Figure 12-24)*
- Align the end of the door lever with the bracket located on the door.
- Insert locking pin (top down) through the end of the door lever handle into the bracket located on the door. *(Refer to Figure 12-22)*
- Attach the safety clip to the bottom of the door handle locking pin. *(Refer to Figure 12-26)*

2. Baggage Cars and NPCU (Non-Powered Cab Unit)

General Information

a) **Only long gun cases** should be stored in the locked firearm storage cabinet.

b) **The firearm storage cabinet should be locked at all times** regardless if long gun cases are being transported or not.

c) **Once the firearm storage cabinet has been unlocked, the baggage area must never be left unattended.**

d) **Baggage Cars** should have all doors closed, secured and locked except when loading or unloading items. Customers are not permitted in the Baggage Car at any time. Baggage door locks operate with a standard Coach key.

e) **NPCUs** should have all doors closed, secured and locked except when loading or unloading items. Customers are not permitted in the NPCU at any time. NPCU door locks operate with a standard Coach key.

f) **If the firearm storage cabinet cannot be locked (defective),** firearms can still be transported in the Baggage Car as long as all doors can be locked. If all doors cannot be locked, other provisions must be utilized where the firearm can be securely transported in a locked area. All firearm storage cabinet defects must be documented in eMAP21A.

Firearm Storage Cabinet Lock Assembly – Description

a) **The firearm storage cabinet lock assembly consists of four pieces.** *(Refer to Figure 12-27)*
   - Two (2) cabinet side brackets – one (1) bracket located on each side of the cabinet. *(Refer to Figure 12-27)*
   - Locking bar. *(Refer to Figure 12-27)*

b) **Padlock.** *(Refer to Figure 12-15)*

c) **Two (2) cabinet side brackets description.** *(Refer to Figure 12-27)*
   - Square metal bracket permanently attached to the left and right side of the cabinet.
   - Each of the brackets has a vertical opening (slot) which the locking bar fits into.

d) **Locking bar description.** *(Refer to Figure 12-28)*
   - Removable metal bar that fits into both of the cabinet locking bar brackets to prevent the storage locker doors from opening.
   - One end of the bar has a hole to accommodate a padlock, the other end of the bar is solid (no hole).

e) **Padlock description.** *(Refer to Figure 12-16)*
   - The removable padlock is a switch lock that uses a number 102 switch key.
   - The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
   - The key must not be left in the padlock unattended.



Firearm Storage Cabinet

a) **Unlocking Doors.**
   - Unlock and remove padlock using a number 102 switch key. *(Refer to Figure 12-29)*
   - Slide the locking bar in the direction towards the solid (no hole) end until the bar can go no further in the cabinet side bracket. *(Refer to Figure 12-30)*
   - The locking bar end (with hole) should now be detached from the cabinet side bracket. *(Refer to Figure 12-31)*
   - Angle the locking bar end (with hole) away from the cabinet so that it will not strike the cabinet side bracket from which it was removed. *(Refer to Figure 12-32)*









   - Pull the locking bar out and away from the remaining cabinet side bracket and place the locking bar out of the work path to the right side of the cabinet behind the wall brace. *(Refer to Figure 12-33)*
   - Carefully open cabinet doors (long gun cases may have shifted during transit) and load or remove long gun cases as needed. *(Refer to Figure 12-34)*


Figure 12-33


Figure 12-34

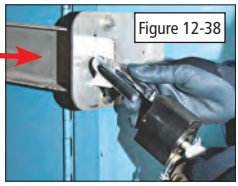
- Use the rubber straps to secure the long gun cases within the firearms cabinet. *(Refer to Figure 12-35)*

b) **Locking Doors.**
- Ensure that cabinet doors are securely closed.
- Insert the solid (no hole) end of the locking bar into the cabinet side bracket located on the non-lock side of the cabinet. *(Refer to Figure 12-36)*
- Slide the solid (no hole) end of the locking bar into the cabinet side bracket until the locking bar can go no further. *(Refer to Figure 12-37)*
- Align the locking bar end (with hole) so that the locking bar can be slid into the cabinet side bracket slot next to the lock. *(Refer to Figure 12-38)*


Figure 12-35


Figure 12-36


Figure 12-37


Figure 12-38

- Slide the locking bar into the cabinet side bracket slot far enough to allow the padlock hole to pass by the cabinet side bracket. *(Refer to Figure 12-37)*
- Once the locking bar has been securely installed into the cabinet side brackets, install padlock. *(Refer to Figure 12-38)*

3. Surfliner

General Information

a) **All doors providing access to the general baggage area must be locked at all times,** except when loading or unloading baggage.
- Exterior sliding doors located on both sides of the carbody. *(Refer to Figure 12-39)*
- Interior hinged door located on the lower-level between the baggage and customer areas. *(Refer to Figure 12-40)*
- Interior hinged half door located on the upper level at the top of the stairway that leads to the baggage area on the lower level. *(Refer to Figure 12-41)*

b) **Both long gun cases and baggage containing firearms and ammunition** should be stored in the locked firearm storage cabinet.

c) **The firearm storage cabinet should be locked at all times** regardless if long gun cases and baggage containing firearms and ammunition are being transported or not.

d) **Once baggage doors have been unlocked, the baggage area must never be left unattended.**


Figure 12-39

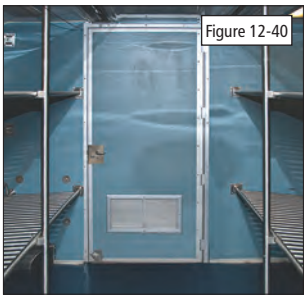

Figure 12-40


Figure 12-41

Firearm Storage Cabinet Lock Assembly – Description

a) **The cabinet lock assembly consists of two pieces.**
- Door mounted hasp. *(Refer to Figure 12-42)*
- Padlock. *(Refer to Figure 12-15)*

b) **Door mounted hasp description.** *(Refer to Figure 12-43)*
- The hasp is permanently attached to the folding door.
- When locked, the hasp prevents the door knob from being turned.


Figure 12-42


Figure 12-43

c) **Padlock description.** *(Refer to Figure 12-15)*
- The removable padlock is a switch lock that uses a number 102 switch key.
- The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
- The key must not be left in the padlock unattended.


Figure 12-44


Figure 12-45


Figure 12-46


Figure 12-47

Firearm Storage Cabinet

a) **Unlocking Door.**
- Unlock and remove padlock using a number 102 switch key. *(Refer to Figure 12-43)*
- Lift hasp *(Refer to Figure 12-44)*
- Turn the knob located under the hasp to unlock folding door. *(Refer to Figure 12-45)*
- Carefully open folding doors (long gun cases or other baggage may have shifted during transit).
- Open folding door all the way ensuring that the folding door panels do not bind. *(Refer to Figure 12-46)*
- Once folding door is fully open, lift the door open locking pin (black knobbed slide lever) to hold the folding door in the open position. *(Refer to Figure 12-47)*
- Use the pencil mark on the door frame as a guide for the location where the door open locking pin hole is located in the door frame. *(Refer to Figure 12-48)*

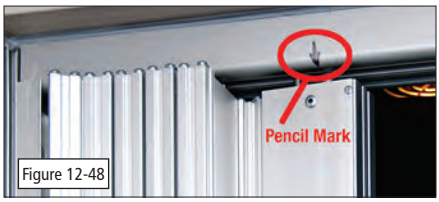


Figure 12-48

b) **Locking Doors**

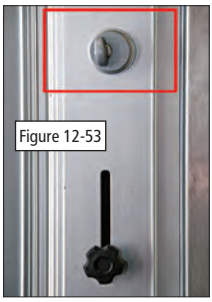
- Ensure all long gun cases and baggage containing firearms and ammunition are positioned within the storage area and not obstructing the folding door panels when closing the door.
- Release the door open locking pin by pulling the black knobbed slide lever down. *(Refer to Figure 12-49)*
- Pull the door closed ensuring that the folding door panels do not bind. *(Refer to Figure 12-50)*
- Once the door is securely closed, lift the hasp and turn the knob under the hasp to lock the door. *(Refer to Figure 12-51)*
- To verify that the folding door is in the locked position, try to pull the door open.
- Close the hasp over the door knob ensuring that the door knob handle aligns with the slot in the hasp. *(Refer to Figure 12-51)*
- Insert padlock in hasp and lock. *(Refer to Figure 12-52)*
- Remove padlock key.
- The door knob located above the black knobbed slide lever does not need to be used for locking the folding doors. *(Refer to Figure 12-53)*


Figure 12-49


Figure 12-50


Figure 12-51


Figure 12-52


Figure 12-53

4. Talgo

General Information

a) **All doors providing access to the baggage compartment must be locked at all times,** except when loading or unloading baggage.

- Single door between baggage compartment and the end of car. *(Refer to Figure 12-54)*
- Double doors on the exterior of the carbody to the baggage compartment. *(Refer to Figure 12-55)*

b) **Both long gun cases and baggage containing firearms and ammunition** should be stored in the baggage compartment.


Figure 12-54

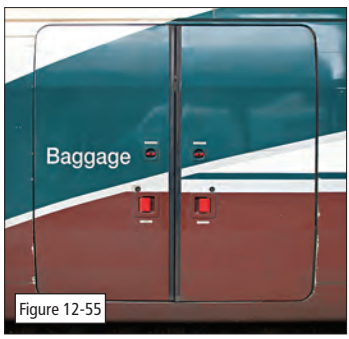


Figure 12-55

Interior Single Baggage Compartment Door

a) **Unlocking door.**
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 12-56)*
- Insert door key over square shaft and turn key to unlock door.
- Push door inward towards the Baggage compartment to enter.

b) **Locking door.**
- Ensure door is tightly closed.
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 12-56)*
- Insert door key over square shaft and turn key to lock door.

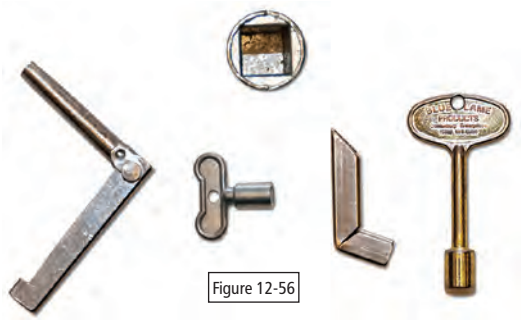


Figure 12-56

Exterior Double Baggage Compartment Doors

a) **Unlocking doors from inside the train.** *(Refer to Figure 12-57)*
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 12-56)*
- Insert door key over square shaft and turn key to unlock door. *(Refer to Figure 12-58)*

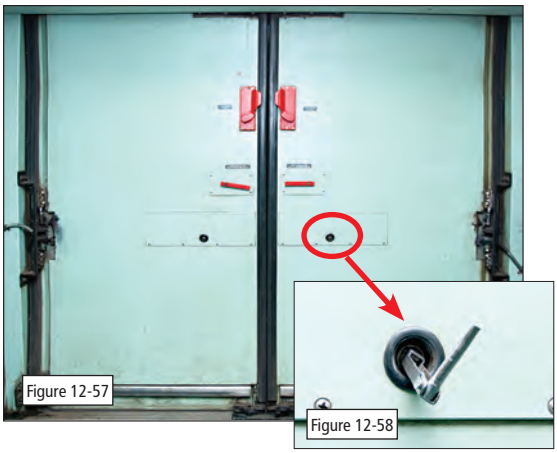


Figure 12-57

Figure 12-58

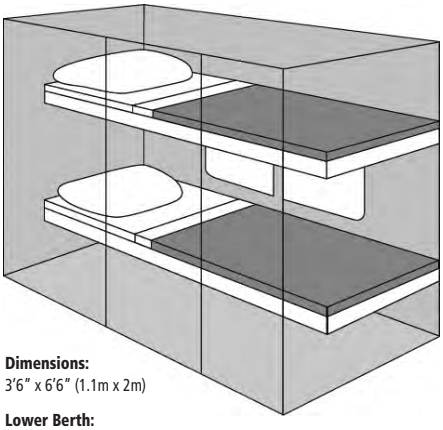


Figure 12-59

- Turn and hold the lower red bar handle in the direction of the arrow stamped into the handle while simultaneously pulling the upper red handle downward to slide the door open. *(Refer to Figure 12-59)*
- Both red door handles must be used at the same time to slide the door open.
- Both right and left doors should be opened fully before loading or unloading baggage.

Q. Superliner Sleeping Accommodations

1. Superliner Roomette



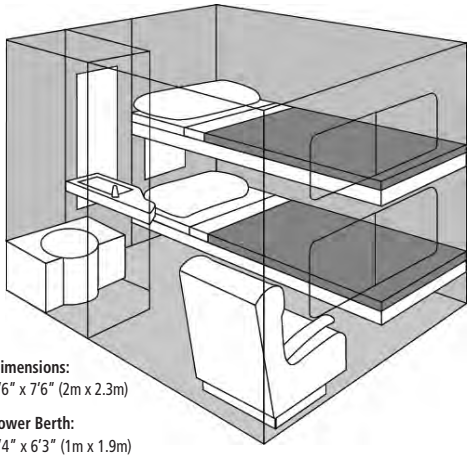
Dimensions:
3'6" x 6'6" (1.1m x 2m)

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



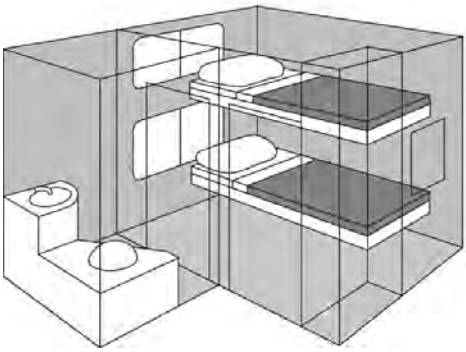
Dimensions:
6'6" x 7'6" (2m x 2.3m)

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



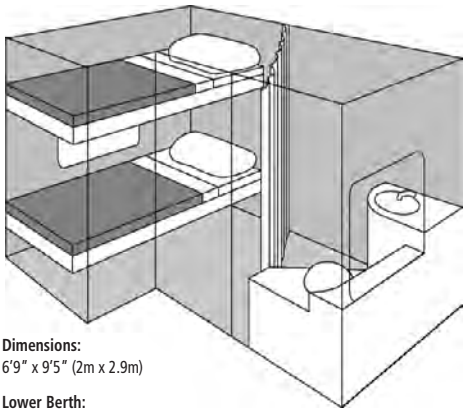
Dimensions:
5'2" x 9'5" (1.6m x 2.9m)

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)

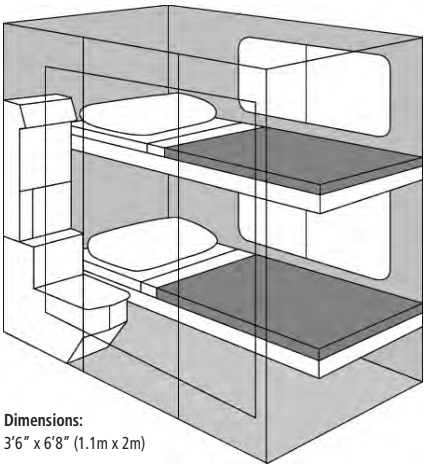
Lower Berth:
2'4" x 6'6" (.72m x 2m)

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

R. Viewliner Sleeping Accommodations

1. Viewliner Roomette



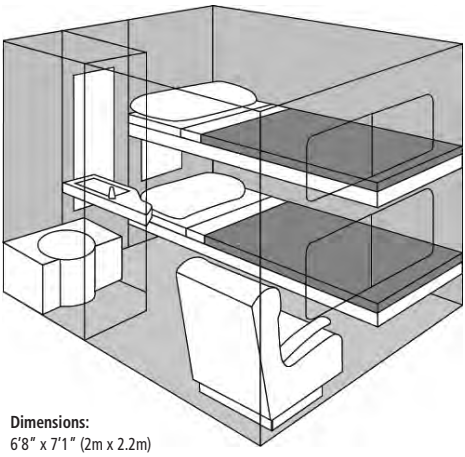
Dimensions:
3'6" x 6'8" (1.1m x 2m)

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)

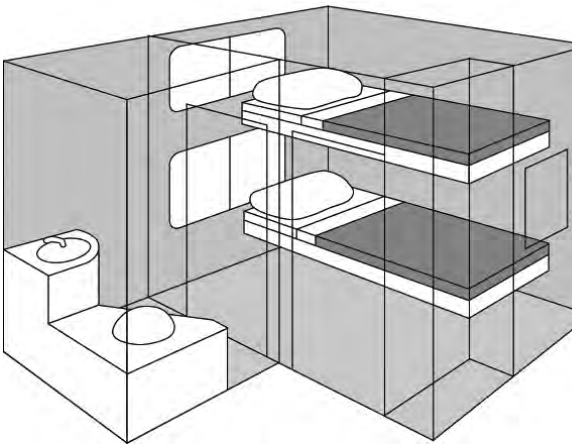
Upper Berth with Ladder:
2'4" x 6'2" (.72m x 1.9m)

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