



Exceptional Service Begins
with Exceptional Employees

BNSF Chicago Passenger Operations Manual

No. 4

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land
of the

Burlingtons

BNSF
RAILWAY

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Our customers depend on you to provide a safe travel experience.

Chicago Suburban Service

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INTRODUCTION

The proud tradition of Suburban Service between Chicago and Aurora dates back over 150 years. Continuing this tradition and maintaining a positive perception of the Suburban Service by the public is each employee's responsibility. An operation, such as the BNSF's Chicago Suburban Service, is the result of the day in and day out dedication of each employee involved in its operation. The public that uses our service evaluates each of us, each day, to formulate their opinion of the service and our ability to provide a value for their transportation needs. To that end, each time an employee meets a customer, an opportunity is presented. This opportunity, if handled correctly, reflects favorably on the service, but if handled poorly, reflects negatively on all of us. The key to operating a successful service is through the incorporation of safe work practices, excellent customer service, and a passion for excellence in the execution of our jobs. Doing this every day, on every train, has built a strong tradition, of which each BNSF employee can be proud.

Employees in Suburban Service should remember they are under constant observation by the public while on duty. This observation extends not only to their appearance, but also to their conduct and conversations, both on and off suburban equipment. Many potential problems can be avoided by the application of good judgment.

The application of rules and tariffs to our customers must be fair and equal; however, bear in mind that you are also covered by the BNSF Code of Conduct. Breaking one rule to enforce another is not an acceptable solution to a problem.

For the sake of clarity, the following terms will be used to designate Suburban operating employees:

- Crew member: can be any or all Conductors, Engineers or Brakemen.
- Collector: can be any or all Conductors or Brakemen.

Unnecessary conversations and confrontations with passengers are to be avoided. All passengers must be treated equally regardless of any personal relationships you may have with them.

VISION AND VALUES

Our Vision is to realize the tremendous potential of BNSF Railway by providing transportation services that consistently meet our customers' expectations.

As a community, BNSF values:

- Listening to customers and doing what it takes to meet their expectations.
- Empowering employees and showing concern for their well-being, and respect for their talent and achievements.
- Continuously improving by striving to do the right thing safely and efficiently.
- Celebrating our rich heritage and building on our success as we shape our promising future.

Suburban Crew Expectations



There are three core principles in the Chicago Suburban Service. All our daily activities, behaviors, and conduct should align with these expectations.

Safety: BNSF’s vision is ZERO injuries to our employees and our customers. Proper door procedures, quality train handling, attention to detail, and heightened awareness move us toward that goal.

Service: Maintaining on time performance, utilizing Transit Ambassador skills, and communicating clearly and professionally is the expectation of Suburban employees.

Fare Collection: Customers expect the fare collection experience to be easy, prompt, and accurate. Collecting fares honestly and efficiently is the responsibility of all collectors.

Customer Service Tips

1. **Follow Through** – If you say you will do something for the customer, follow through and make sure it gets done. If you don't know the answer, make every effort to find it.
2. **Expectations** - Consistently meet or exceed our customers' expectations. They will appreciate your efforts.
3. **Greetings** - Always greet customers promptly and with a smile.
4. **Praise in Public** - Criticize in private.
5. **Listen** - Listen to our customers' needs. Give them your complete attention and determine how you can help.
6. **Repeat Riders** - Your mission is to turn first-time riders into repeat riders!
7. **Teamwork** - Every employee has a stake in providing great customer service. Our success depends on it.
8. **Communication** - Let our customers know what is going on, even if the news isn't pleasant. They will appreciate your honesty. Effective communication keeps problems small.
9. **Loyalty** - Build passenger loyalty by going above and beyond what passengers expect.
10. **Staying Positive** - Speak positively about BNSF, Metra and train travel when you are around or talking to customers.
11. **Smile** - Sometimes all it takes is a smile.
12. **Speed** - Resolve problems as quickly and safely as possible.
13. **Attitude** - Project a can-do attitude. Others will notice it.
14. **ADA Passengers** - Be sure to give special attention to customers with special needs. "How may I assist you?"
15. **Performance** – Any one of us may be the customer's only contact with BNSF. They will judge the whole company on that one person's performance.
16. **Job** - Treat passengers as if your job depends on it.
17. **Great Service** - Equipment may develop problems and the train may be late, but the service you provide should reflect friendly and helpful service.
18. **Announcements** - Clear, concise PA announcements are appreciated by our customers.
19. **Question** - If you were the customer, what kind of service would you want?
20. **Information** - Information and knowledge are powerful. Share them with our customers.
21. **Complaints** - Don't complain to our customers. They are here to enjoy their trip.
22. **Coworkers** - Help your coworkers. Work together. Support each other. Teamwork speaks volumes.
23. **Golden Rule** -Do unto others what you would want done unto you.
24. **Opportunities** - Look for an opportunity today to make someone's day better.
25. **Travel Options** - Remember, customers chose to travel by train. Make it a great experience for them.
26. **Expectations** - Exceed customers' expectations. They'll love it.
27. **Family** - Treat each customer the way you would want someone to treat your grandparents, parents, or children.
28. **Trust** - Build trust by giving the customer the benefit of the doubt.
29. **Quality** - Customer service is as good as the people who provide it. How good are we?
30. **Children** - Help children have positive, memorable train trips. After all, they are our future customers.
31. **Pride** - Take personal pride in the quality of each customer's BNSF experience.

32. **Assistance** - Step forward and offer assistance to customers before they ask for help.
33. **Alternatives** - Offer a positive alternative rather than just telling a customer "no."
34. **Repeating Information** – Cheerfully repeat or explain information for a customer who could not hear or understand it.
35. **Employee Chatter** - Complete conversations with other employees later, not while interacting with a passenger.
36. **Customer Requests** - Understand that a customer's request is what is most important to him or her at that moment.
37. **Body Language** - Use body language that invites customers to approach you with their questions and needs.
38. **Cleanliness** - Take pride in the cleanliness and appearance of the train and make it inviting to customers.
39. **Not My Job** - Ask customers how you can help them rather than telling them that something is not your job.
40. **Delays** - If there is a problem or a delay, give customers factual information as soon as possible.
41. **Thank you** - Thank the customer for riding BNSF and ask them to ride again!
42. **Empathy** - Always show courtesy and respect, especially if a customer is upset.
43. **Can-Do** - Choose a "can-do" attitude. It pleases our customers and gives them confidence in us.
44. **Perception** - Perception is everything. Help customers feel you are right there, ready to help.
45. **Frustrations** - Don't take customers' frustration personally. Stay professional.
46. **Staying Calm** - Do your best to stay calm. Don't allow yourself to be drawn into an argument. Focus on the issue and solution rather than on the person.
47. **Distractions** - Put distractions aside and give each customer your undivided attention.
48. **Grooming** - Be well groomed and neat in appearance.
49. **Patience** - Some customers need more help than others, and some situations will be difficult to handle.
50. **First-Time Riders** - Remember some of our customers have never traveled by train before and may need more assistance or have questions.
51. **Arguments** - You may be right, but never argue with a customer! Resolve the issue with dignity and respect.
52. **Equipment Problems** - You may not be able to control problems with the equipment. However, you can control your response.
53. **Attention** - Give your full attention and respect to the customer with whom you are interacting.
54. **Complaints** - Value and listen to our customers' concerns. They are learning experiences.
55. **Sincerity** - Be sincere. Unpleasant news told with sincerity is appreciated.
56. **Team Members** - Treat fellow crew members well and with respect. Customers are watching too.
57. **Thank You** - A thank you goes a long way. Whenever you get the chance, thank your customers. Thank them often.
58. **Reassurance** - When a customer has a concern, reassure them that you understand. Rephrase their concerns back to them.
59. **Perception** - The customer's perception of BNSF depends upon the service you provide and how you provide it.
60. **Clear Language** - Avoid using railroad jargon when talking with passengers. This makes us look unprofessional. (i.e. deadhead, hotbox, etc.)
61. **Average** – Don't be content being average at customer service; average is as close to the bottom as it is to the top.

62. **Excellence** - Customer service excellence is doing a common thing in an uncommon way.
63. **Understanding** - When something goes wrong for a customer, they want to feel like you understand their frustration and that you are genuinely concerned that they are being inconvenienced.
64. **Determination** - Some succeed with customers because they are destined to, but most do so because they are determined to.
65. **On the Spot** - Employees have the power and obligation to solve customer problems on their own and on the spot.
66. **Service** - Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer service is not a department; it's an attitude.
67. **Every Day** - Customer service is not a single act. It is a habit practiced every moment of every day.
68. **Hold on to Customers** - Our goal is to retain each and every customer. It takes months to find a customer and seconds to lose one.
69. **Your Voice** – Your voice is the best vehicle for making the customer trust you. Your voice sells people on your level of knowledge and professionalism.
70. **Success** – We must set success as our standard, a level where good enough is not good enough. We must put our customers at the center of everything we do, because our future depends on it.
71. **Priorities** - Show each customer that he or she is your highest priority at that moment.
72. **Professionalism** - Maintain a professional demeanor at all times. You never know what customers may see or hear.
73. **Try to Help** - Don't tell a customer "I can't do anything" or "it is not my problem." Supply solutions, options or alternatives. Tell the customer what is possible.
74. **Can-Do** - Tell your customers what you can do for them, not what you can't do.
75. **Tone of Voice** - Always maintain a respectful tone of voice.
76. **Smile** - The best thing about a smile is it makes you feel good. It also makes your customers feel good.
77. **Company** - When you interact with customers, you aren't merely working for BNSF; you are BNSF.
78. **Facial Expressions** - Be mindful of your facial expressions. Unintentional facial expressions can imply a completely different meaning to the words you speak and your sincerity.
79. **Tone** - Sometimes it's not about what you say, but how you say it. People may forget what you said but they'll never forget how you made them feel by the way that you said it.
80. **Consistency** - The enemy of excellent customer service is inconsistency.
81. **Self Portrait** – Every job is the self portrait of the person who does it. Autograph yours with excellence.

Security Information

Security concerns are an on-going issue for any organization that works with the public. BNSF is no exception. Employees in Suburban Service are always advised to remain vigilant, and be observant of their surroundings, reporting any unusual activity to the dispatcher, the BNSF police, or a Suburban trainmaster by the fastest means available. In the event of a change in security level, the Conductor will be advised, they will then be responsible for disseminating this information to other crew members.

Unattended Item Evaluation Process/HOT Card

Unattended items should be evaluated using the Unattended Item Evaluation Process. This may also be known as the “HOT Card”.

1. The item is **Hidden**. Placed in an area not easily observed but high traffic or critical.
2. The item is **Obviously Suspicious**. Are wires showing? Is it smoking? Have fumes or odors? Leaking or ticking?
3. The item is not in a **Typical** area. The item is in an area where found property is not typically located.

Any employee who observes unattended items, such as packages, shopping bags, boxes, luggage, suspicious activity or individuals, must immediately contact the BNSF Resource Operations Center at (800) 832-5452.

After notification to the BNSF ROC, contact your immediate supervisor by the quickest means of communication available.

Security Levels

When the US Department of Homeland Security advises BNSF as to specific Security Alert Levels, BNSF supervisors will notify on-duty personnel of the current Alert Level.

TY&E responsibilities in conjunction with alert levels:

Alert Level 1

- It is a requirement that each employee in Suburban Service carry the “HOT Card” that is provided in Suburban Operations training. Additional copies are available from a Suburban trainmaster. In addition, each employee in Suburban Service must carry a BNSF Photo Identification Card.
- Be vigilant of unusual activity and objects both on board and along right of way, including unusual objects, vehicles, briefcases, packages or broken seals, and conduct Unattended Item Evaluation Process.

Alert Level 2

- Continue Level 1 requirements.

Alert Level 3

- Continue Level 1 and Level 2 requirements.
- Employee Identification Card shall be visible on uniform.
- Prior to and following passenger boarding, conduct inspection of coach cars using Unattended Item Evaluation Process.
- Store personal belongings (bags) off equipment when not in service.
- Once train is in operation, communicate with each crew member prior to and following each station stop. Communicate with yardmaster/trainmaster regarding the status of operations before departing the 14th Street Coach Yard or Chicago Union Station

Alert Level 4

- Continue Level 1, Level 2, and Level 3 requirements
- Return to the predetermined meeting locations and be prepared to board passengers at Chicago Union Station or the 14th Street Coach Yard or take trains to other locations directed by a trainmaster or other responsible officer.
- Upon completion of trip, check with dispatcher or trainmaster for any further planned movements.

Immediate Stop Evacuation Plan (ISEP)

This plan is used in the event of a need to immediately evacuate a commuter train.

Initial Notification will be made as follows:

- Dispatcher
- A Suburban Operations manager
- All commuter trains will stop and be evacuated at the first safe location. Trains may unload on the right of way with proper safeguards for conflicting freight or passenger train movements. Protect adjacent tracks against conflicting movements while passengers are being evacuated. Passengers should be evacuated as far away as possible or move the train away from the passengers. As soon as possible, train should be secured, and crew members evacuated.

Conductors on evacuating trains must:

- Ensure that all passengers and crew members are safely evacuated.

Crew members must provide the following information:

- Exact location of train and passengers.
- Approximate passenger counts and ADA passengers.
- Any specific needs for emergency responders.

Station Stop Evacuation Plan (SSEP)

There may be situations where evacuation at the nearest station is the safest course of action. In this case, trains may proceed to the nearest station.

All other procedures listed in the Immediate Stop Evacuation Plan (ISEP) will apply to the Station Stop Evacuation Plan (SSEP).

ADA Emergency Procedures:

In the event of an emergency or evacuation, immediate consideration must be given to persons with disabilities. Passengers with special needs may require additional communication and individual attention during any given situation. In the event of an emergency evacuation, all efforts must be made to provide all passengers with the same services and considerations. Considerations for passenger with special needs may include, but are not limited to, aiding, providing adequate shelter and communicating with ADA customer’s Assistance Attendants.

Recovery Procedures:

If necessary to evacuate the train, and subsequent notification has been given to execute recovery procedures, then police, emergency response personnel, or railroad officials will advise that the train is authorized to proceed and it is safe to reload passengers. If a search of the train is required, crew members may be asked to assist with the external walking inspection of the train. External inspection is intended to determine if the brake system, running gear, and safety appliances appear to be in normal operating condition. Once inspection is complete, or the crew has been advised that it is safe to proceed, then the conductor will notify the dispatcher and the Metra GPS Center that the passengers have been reloaded and the train is ready to depart.

Suspicious Package On Board a Train

Coach on which package is located and coaches on either side of that car are to be evacuated. Passengers should be advised to move out of the car in an orderly manner taking all possessions with them. On moving trains, passengers will be instructed to move to other cars as soon as discovery is made. After train receives instructions on where to stop from the dispatcher, all customers must be unloaded. The crew members will then evacuate the train until the package has been inspected and removed by the proper authority. The crew members will be informed by the proper authority when it is safe to re-board the train. Until the train is released, all train traffic through the area must be stopped in all directions. If the suspicious package is found on the cab car, the cab car and adjacent coach will be evacuated. If the suspicious package is in the car behind the locomotive, the adjacent coach will be evacuated.

Suggested Announcement for a Train Evacuation

“Your attention please. There is an emergency that requires the immediate evacuation of this train at (location). Please depart the train in a calm and orderly fashion through doors on the (north/south) side of the train. (If at other than station platform, warn to be vigilant for footing hazards, etc.). Please take your personal belongings with you and proceed to (a specific location at least 300ft, 600ft, 1200ft from train, depending on circumstance or size of suspected bomb. See HOT Card). Please do not panic but proceed immediately to the doors and exit the train. Thank you.”

Movement of Equipment with Power Brake Defects								
Number of cut-out trucks on entire train (Each locomotive truck counts as two trucks)								
Units	1	2	3	4	5	6	7	8
1	50%	0%	0%					
2	75%	50%	25%	0%	0%			
3	83%	67%	50%	33%	17%	0%	0%	
4	88%	75%	63%	50%	38%	25%	13%	0%
5	90%	80%	70%	60%	50%	40%	30%	20%
6	92%	83%	75%	67%	58%	50%	42%	33%
7	93%	86%	79%	71%	64%	57%	50%	43%
8	94%	88%	81%	75%	69%	63%	56%	50%
9	94%	89%	83%	78%	72%	67%	61%	56%
10	95%	90%	85%	80%	75%	70%	65%	60%
11	95%	91%	86%	82%	77%	73%	68%	64%
12	96%	92%	88%	83%	79%	75%	71%	67%
13	96%	92%	88%	85%	81%	77%	73%	69%
14	96%	93%	89%	86%	82%	79%	75%	71%

If the brakes on the first or last unit in the train are completely inoperable:
Relocate passengers to other units and lock the car. Operate at 20 MPH or less.
Remove or reposition unit in the train when and where it is safe to do so.

Under 50%	Discharge passengers where it is safe to do so. Proceed to nearest repair point at 20 MPH or less.
50 to 74%	Operate at 20 MPH or less. Discharge passengers at the next station where it is safe to do so. Proceed to nearest repair point.
75 to 84%	Operate at 40 MPH or ½ operating speed (whichever is less). Discharge passengers at the next station where it is safe to do so. Proceed to nearest repair point.
85 to 99%	Operate at normal track speed. Continue normal operation to an open repair point or the end of trip, whichever occurs first. Passenger safety must be considered.

POM 1.0 Safety, Announcements, and Service Policies

POM 1.1 Required Daily Job Safety Briefing

At the beginning of his or her duty assignment prior to the train's departure, each crew member must participate in a safety briefing that identifies each crew member's responsibilities relating to the safe operation of the train's exterior side doors, including responsibilities for the safe operation of the exterior side doors when arriving at or departing a station. Crews should also brief on who will be carrying the company provided cell phone, who will flag a crossing if needed, and where crew members will staff inside of the train.

POM 1.1.1 Interface with the Public

The nature of Suburban passenger operations makes the collectors the most visible crew members, and the ones who have the greatest opportunity to project a positive image to our passengers. Collectors should note that their activities and conversations are under constant observations by our passengers, and as such, should insure that their actions are at all times in keeping with the high standards that BNSF is known for. Unnecessary conversations and occupying seats with passengers should be avoided, although trainmen must answer passengers' questions to the best of their ability. Verification and collection of fares must likewise be conducted in a professional manner, making sure that the applicable rules are enforced, and that proper revenue is collected from all passengers.

POM 1.2 Working Cars and Trains

POM 1.2.1 Door Procedures

The Conductor will designate one collector who will operate the doors at each station. Exterior doors must not be opened until the train has come to a full stop at a station platform. When possible, collectors must position themselves evenly spaced on the platform to ascertain that all doors have opened for those passengers entraining/detraining and to provide assistance. Collectors are required to be on all station platforms at every stop except if the car they are working is not on the platform.

The collector assigned to work the ADA car should maximize their presence in that car and must be aware of the passengers' special needs. Special attention should also be given to coaches carrying the elderly and families with small children.

When two or more cars are open, collectors must not work from the same car, EXCEPT as required in the performance of duty.

Doors must only be opened at a suitable surface such as a platform, street crossing, or crosswalk. Announcements must be made in advance, directing passengers to doors that can be opened properly.

Precautions must be taken to see that doors not spotted on a platform, street crossing or crosswalk remain closed. If an unusual stop is made at a station which results in car doors not being spotted at a platform, the engineer will communicate with the collector responsible for working the doors. The collector must only open those doors which are spotted on a platform, street crossing or crosswalk

POM 1.2.2 Normal Door Operations

Trains are not to depart stations until the following has occurred:

- A. The collector responsible for working the doors receives visual signals from all other collectors (if applicable) that the train is ready to depart.
- B. The collector will then close all doors except their own.
- C. The collector will then make a final check of all doors in both directions from the best possible vantage point to ensure all doors except their own are closed.
- D. Once it is verified that all other doors are closed except his own, the collector will then close their own door.
- E. After the door light indication is illuminated in the Engineer's compartment signifying that all doors are closed, the train can depart the station. When conditions permit, the Engineer should observe the platform area utilizing their rear-view mirror looking for any unsafe conditions as the train begins to depart the station.

Door control panel on all cars must be deactivated in the closed (locked out) position except when needed for immediate use by a collector. Once all passengers have been loaded/unloaded the Control Panel must be locked prior to leaving the vestibule. Coach keys are to be removed after they are used and are not to be left in the lock at any time.

POM 1.2.3 Door Light Extinguishes En Route

If, after the door closed light has illuminated and train begins to pull away from the station, the Engineer notices that the door closed light has gone out; a normal brake application will be made to bring the train to a stop. Collectors will then ascertain the cause of the open door indication and correct the problem, if possible, before resuming operation.

If train is operating at speed and the Engineer notices that the door closed light has gone out; the Engineer will communicate with the collectors and ascertain the cause of the open door indication.

POM 1.2.4 Door Light Failure

If there is a failure of the door light indication in the Engineer's compartment, the crew members will complete the following steps.

1. The collectors will inspect each external vestibule door to confirm that all doors are closed.
2. Once all train doors are confirmed closed and if the door indicator light in the Engineer's compartment fails to illuminate, the entire crew will conduct a safety briefing to ensure understanding that operations will continue without a functioning door indicator light in the Engineer's compartment.
3. The Conductor will communicate to the Engineer via radio that all doors are closed. The Engineer will provide acknowledgement via radio to the Conductor and then initiate movement.
4. At subsequent stops on the same trip, the crew members will comply with POM 1.2.2 except for Item E. Prior to initializing train movement, the Conductor will communicate to the Engineer via radio that all doors are closed. The Engineer will provide acknowledgement via radio to the Conductor and then initiate movement.

5. If the door indicator light begins to function properly on the same trip, movement will proceed under all steps of POM 1.2.2.
6. If the door indicator light fails a second time on the same trip, the door indicator light system will be considered inoperative for the remainder of that trip, and Step No. 4 will apply for the remainder of the trip.
7. This process will be repeated at any point where operating ends are changed.
8. System failures must be reported on the equipment defect report located in the locomotive and control car.

POM 1.2.5 Door Malfunctions

When a car door is malfunctioning and results in a train operating between stations with doors open, passengers are prohibited from riding in the vestibule. The Conductor must arrange for a collector to protect this door for the duration of the trip. The collector protecting the door will communicate to the Engineer when the door is protected at every stop.

Malfunctioning doors must be reported to the Trainmaster at Chicago Union Station, the 14th St. Yardmaster, or the Hill Yard Foreman as soon as the problem is found.

Additionally, Conductors must note any cars with defective doors on the equipment defect reports that are turned in at the end of each tour of duty at the Hill Yard. The defect report must list car number, location of failure, and how door was protected.

POM 1.2.6 Open Cars

All cars will be open on all trains except as follows:

Weekdays Eastbound

1200, 1202, 1294-1324 – Minimum three cars will be open.
1268 – One car designated for deadhead riders, all others open

Weekdays Westbound

1227 – One car designated for deadhead riders, all others open
1201, 1297-1325 – Minimum three
1205, 1213 – Minimum five

Weekends

2000, 2001, 2028, 2029 – Minimum three

When all cars reach 50% capacity or bicycle accommodations require, additional cars will be opened as need.

When crowding exists in one area of a train, with capacity available at other locations in the train, collectors must make announcements directing passengers to locations where seats may be available in the train.

POM 1.2.7 Passenger Boarding

Trains must be available for passenger boarding at least 20 minutes prior to the schedule departure time.

Unless occupied with other job-related tasks, collectors are expected to be on the platform when their train is loading. Conductors must ensure that collectors are spaced on the platform to monitor passenger boarding/detraining and provide assistance as needed. Collectors should not cluster at any one location when loading a train except for job briefing purposes.

POM 1.2.8 Clearing of Trains

All collectors must assist in checking the entire train at the last scheduled stop to ensure no passengers are left on board. When revenue trains arrive at Chicago Union Station or the Aurora Transportation Center, each collector will get off the train and remain at a coach door on the platform until all passengers have detrained. Ensuring that the train is safely unloaded is the responsibility of all members of the train crew.

The following process will be adhered to for the clearing of trains.

- A. As each collector proceeds through the train, the collector will look for any individuals remaining on the train.
- B. As each car is cleared the collector will close the door on **that car only**.
- C. The collector will continue until meeting another collector who has worked from the opposite direction, or the end of the train.
- D. Once all collectors determine that all cars have been checked and determined it is safe to proceed, they must notify the Engineer.
- E. After receiving verbal notification from the Conductor and the door light indication is illuminated in the Engineer's compartment signifying that all doors are closed, the train can depart the station.

POM 1.3 Public Address Equipment/Required Announcements

POM 1.3.1 FRA Requirements

FRA regulations require that announcements be made regarding emergency exit procedures. Under normal circumstances, GPS will make these announcements. However, when the system is not functioning, Conductors are responsible for assuring that proper announcements are made to our passengers.

POM 1.3.2 Proper Use of Public Address System

Public address systems are intended for brief, informational remarks to our passengers, not as a communication system between crew members, nor as a device for relaying comments or other unnecessary remarks.

POM 1.3.3 Failure of Public Address System

In the event of a public address system failure, collectors must manually announce stations and other information through the cars they are working. **This includes delay information when applicable.**

POM 1.3.4 Announcements During Service Interruptions and Delays

For any delay of three minutes or longer, announcement of cause (if known) and estimated duration must be made to customers. Announcements must be made every ten minutes thereafter, or more frequently when new information is received, until the end of the delay. Use your best judgment in emergency situations. Try to avoid railroad terminology, which many riders do not understand. If further information is not available, say so. Remember, the way emergency communication is handled, is a reflection on the professionalism of each employee in Suburban Service.

Suggested Announcements**Initial On-Board Announcement**

“Ladies and Gentlemen, your attention please. This is the Conductor; we are currently stopped due to (an accident at a crossing, a derailment, a mechanical problem, etc.). We are in contact with our dispatching center, and they are attempting to resolve the problem. We should be moving in approximately XX minutes (if known). We will be back to you with further updates as information becomes available. We apologize for the delay.”

Update Announcement:

“Your attention please, we have an update for you. The stalled train is being moved/the automobile is being removed from the tracks, etc. We should be moving shortly. We apologize for the delay.”

Conclusion (after moving from the point of delay, and on arrival at Chicago, if applicable):

“Ladies and Gentlemen, we are operating approximately XX minutes late, due to the earlier incident at (Location). We apologize for the delay.”

POM 1.3.5 Quiet Car Announcement

When entering a quiet car for the first time during a trip, the collector will make the following announcement; “Attention passengers, this is a quiet car. Please keep noise at a minimum.”

POM 1.3.6 Other Suggested Announcements**Pre-Departure Announcement** (2 minutes before scheduled departure from Chicago Union Station): (In the event of a GeoFocus failure)

“This is BNSF Train (number), scheduled to depart at (departure time) for (destination). The first stop is first station). This train will depart in approximately 1 minute.”

Twenty Second Warning Announcement (At Chicago Union Station and Aurora only, 20 seconds prior to departure)

“Attention, the doors will close in 20 seconds!”

(Note that GeoFocus *DOES NOT* make this announcement, it must be done manually)

Post-Departure Announcement (In the event of a GeoFocus failure)

“This is BNSF Train (number), making scheduled stops to (destination). The first stop is (first station). Please note that each car is equipped with at least two emergency exit windows, instructions for operating the windows are printed on the handles. Each car is also equipped with emergency lighting that will illuminate automatically in the event of a power loss. (Station) is the first stop; please have your tickets ready.”

Station Announcements (In the event of a GeoFocus failure)

On express trains, announce the next station stop two minutes before arrival. As train arrives, announce the station stop again.

On local trains, as the train departs each station, announce the next station stop. As train arrives, announce the station stop again.

On delayed rush hour trains, make the following announcement for the benefit of riders at outlying stations. “This is (train number) our destination is (destination).”

Cars off the Platform

When approaching a station where not all cars will be opened account of platform length, an announcement must be made upon departure from the preceding location and once again prior to arrival.

Example: “The next stop is Route 59, the rear car will be off the platform and will not open, please move forward to exit at Route 59.”

Working off of Main Track 2:

When working on MT2, make an announcement directing passengers to the car that will be used for unloading prior to arrival at that station.

Example: “Your attention please, at Hinsdale we will only be operating one door in car # _____ at the _____ (front-end, back-end, middle) of the train.”

Eastbound Trains, prior to arrival at Chicago Union Station:

Example: “Chicago Union Station will be our final stop, please remember your tickets and personal belongings and watch your step exiting the train. Please note the location of the emergency exits as a reference for your next trip with us. Also, please do not cross the tracks, and remain on the platform in Union Station for your own safety. Thank you for riding BNSF, and have a good day/evening/night.”

Trains, Going Out of Service:

Example: “Your attention please, this train is now out of service and will be going to the yard in approximately one minute, please exit through the nearest open door. Thank You.”

POM 1.4 Bicycles and Scooters

POM 1.4.1 Collapsible Bicycles

Collapsible or folding bicycles are permitted on all BNSF Suburban trains. These bicycles are not subject to any time or day restrictions.

POM 1.4.2 Full Size Bicycles

In accordance with Metra policies, full size bicycles are permitted on BNSF Suburban Trains subject to the following restrictions:

- A. Bicycles are prohibited on weekday trains arriving Chicago between 06:31 and 09:30 and weekday trains departing Chicago between 15:00 and 19:00.
- B. There are no blackout days. However, Metra reserves the right to communicate a ban during extraordinary events.
- C. Individual cyclists must be at least 18 years old. Riders aged 12 through 17 must be accompanied by an adult. Children under 12 are not permitted to bring bikes on BNSF Suburban Trains.
- D. Only five bicycles are permitted on each ADA car in the train. Bicycles can only be placed in ADA cars, and must not be placed in non-accessible coaches. ADA lifts will not be used to load or unload bicycles. Passengers are responsible for securing their bicycles in the wheelchair storage areas using “bungee cords” or something similar that restrains the bicycle, and they are to remain in the same car as the bicycle. Bicycles must not be left to foul the aisles or impede passenger movement.
- E. Standard bicycles not exceeding 70 inches in length will be permitted. Tricycles, tandem bikes, bike trailers, attachments, training wheels, or powered bicycles are not permitted on BNSF Suburban Trains.
- F. No additional charge is made for bicycles. Cyclists must have the proper fare like any other passenger.
- G. The Conductor will make the final decision regarding the ability of the train to safely handle the bicycle. Cyclists are required to abide by the Conductor’s decision on these matters.
- H. Train crews are not required to assist with boarding or unloading of bicycles.
- I. Cyclists should be instructed to wait to load or unload their bicycle until all other passengers, and any ADA passengers, have been loaded or unloaded.
- J. If ADA space is needed to accommodate a wheelchair passenger, cyclists will be directed to exit the train. If another ADA car is available in the train this can be used to accommodate the cyclists. If cyclist demand exceeds the available space on the train, cyclists will be accommodated on a first come, first served basis only. **ADA riders take precedence over bicycles under all circumstances.**
- K. If a Conductor needs to set out cyclists account of insufficient room, full details, including time and place, must be shown on the reverse side of the delay report. Also, this information must be furnished to the on-duty Trainmaster as soon as possible.

POM 1.4.3 Scooters

Scooters or foldable scooters that are push or battery powered are allowed on all BNSF Suburban Trains. Gas, propane or other non-electric powered scooters are not allowed.

POM 1.4.4 Segway Scooters

Segway scooters are only permitted with a qualifying disability.

POM 1.5 Conduct of Passengers

Passengers, whose conduct is dangerous or threatening to employees and other passengers will not be carried on BNSF Suburban Trains.

Passenger(s) that refuse to or are unable to pay a fare will **not** be instructed or asked to leave the train.

Disorderly but not Threatening Behavior

This is passenger behavior that is outside our perception of the norm but is not threatening or dangerous to themselves or others. These situations are not handled with police intervention but rely on our customer service training to properly handle. The following steps must be part of that process:

- A. The collector must attempt to resolve the disturbance or dispute in an orderly manner.
- B. If safe to do so, request the passenger speak with you in the privacy of the vestibule. It is proper to clear the vestibule of other passengers in this circumstance.
- C. If you are unable to resolve the situation, call another crew member, or onboard security officer, for assistance in resolving the dispute.
- D. If unable to resolve, drop the matter, in other words “Let it go”. Escalating the issue will not change the behavior.
- E. If the behavior is sustained over multiple days, contact a Trainmaster for assistance and guidance.

Threatening and Dangerous Behavior

When crew members encounter passengers who are using threatening language or those whose conduct may endanger their own safety or the safety of passengers or crew members; the following steps must be complied with:

- A. If safe to do so, provide a single warning to the passenger that they need to correct their behavior. Acknowledge the passenger’s behavior and outline expectations, but do not threaten a passenger with removal.
- B. If the passenger does not comply with expectations set in item (A), and if the passenger has created a risk of harm to a crew member or other passengers, the Conductor will request police meet the train (as specified in POM 1.5.1 below). All efforts should be made to maintain your composure, remain tactful and refrain from suggestive language and/or profanity. Do not notify the passenger that police have been notified.
- C. Individuals must be removed by a police officer as directed in POM 1.5.1.

Under no circumstance is it permissible to instruct or ask a passenger to leave the train without police presence.

POM 1.5.1 Removal Procedures

When a passenger is to be removed from the train, these procedures must be followed:

- A. Notify the Dispatcher at which station, at which car, and why police are required.
- B. Attempt to notify the Trainmaster on duty.

- C. Upon arrival, escort the police onboard the train and identify the passenger to be removed.
- D. Any incident should be noted on the delay report.
- E. If you were unable to notify the Trainmaster in subsection B, contact them prior to end of your shift.

POM 1.5.2 Individuals Going Around Gates

Individuals who are observed going around down crossing gates can be prohibited from boarding a BNSF Suburban Train at the discretion of a crew member under the following conditions:

- A. The individual must be positively identified.
- B. The individual should be prohibited from boarding or removed from the train at the station where the incident occurred, not at a later station. Transit Ambassador skills are essential in these instances as customers may become difficult or disruptive. Individuals found after the train has departed will be allowed to ride to their destination.
- C. Notify the Trainmaster at the end of your train trip.

POM 1.6 Passenger Safety

Passengers must be properly attired, including shirt and shoes, to ride a Suburban Train.

Crew members for westbound trains working on MT2 at Western Avenue, Cicero, Congress Park, Belmont, Lisle and Route 59, and on MT3 at Cicero, Congress Park, Belmont, Lisle, Naperville, and Route 59 must check the north side platforms and ensure that passengers are given sufficient time to use the pedestrian subways to reach the train.

Crew members for eastbound trains working on MT1 at Route 59, Naperville, Lisle, Belmont, Congress Park, Cicero, and Western Avenue must check the south side platforms and ensure that passengers are given enough time to use the pedestrian subways to reach the train.

When necessary to safely and efficiently operate the train, a collector may request that passengers refrain from occupying the vestibule of a car in which the employee is working. This request must be made in a courteous manner. Passengers asked to relocate must be advised where seats are available elsewhere in the train.

POM 1.7 Priority Seating

Federal law requires that the BNSF maintain priority seating for senior citizens and/or persons with disabilities in all cars on our trains. RTA Priority Seating signs are on the wall adjoining the first seat to the right of the aisle in each coach section.

If priority seating is already occupied by other than senior citizens or persons with disabilities, the passenger should be requested to relinquish the seat(s) to the person(s) entitled to priority seating. Efforts should be made by a collector to find an open seat for the displaced person.

POM 1.8 Required Delay Reports

One delay report must be filled out per assignment by the Conductor. Delay reports must indicate all delays en route, exact amount of time delayed, and a specific reason for the delay. The delays should be broken down into individual occurrences. Conductors have the responsibility of determining the cause of their delay including contacting Dispatcher to know the causing of the delays. Final delay total is total delay on final revenue stop.

The delay report must also include an accurate count of all passengers by train and of consist size and open cars. All ADA lift operations must be shown including the number of lifts and station where passengers boarded and detrained. Number of bicycles carried, origin and destination, and any bicycles removed due to space limitations must be shown on the delay report. Number of passengers riding on a RTA "Circuit Breaker" Fare card. Number of police officers and fire fighters riding for free. Mechanical Department defect forms are to be submitted with your delay report.

POM 1.9 Medical Emergencies

When confronted with passengers having medical emergencies, crew members must attempt to quickly evaluate the situation, ascertaining what sort of assistance is necessary, and what immediate assistance they, or another member of their crew, may render. All trains are equipped with an AED. The Conductor has the responsibility of calling for help, enlisting the Engineer to contact the Dispatcher to set up a meeting point where paramedics can meet the train. It may be prudent to enlist the help of medically trained passengers when the situation is particularly serious.

Medical emergencies must be handled in a timely manner with great discretion, to avoid the potential of causing undue embarrassment to the passenger involved, but to insure that any medical needs are promptly attended to.

After a situation involving a medical emergency, regardless of whether the passenger is removed from the train by paramedics or not, the Conductor is responsible for contacting a Trainmaster to make a full report of the situation. The Conductor is responsible for the completion of a Debrief and Critique form after the incident. If an AED is used in the response, an AED critique form must be filled out.

POM 1.10 Flagging of Road Crossings

Collectors may, at the request of the Dispatcher, be left at a crossing reported as malfunctioning, disabled, or having an activation failure; to provide flag protection to expedite other trains. Conductors are expected to remain with their trains.

Return of flagging kits, to the equipment that it was on, to the Hill Yard, or to the Chicago Union Station Glasshouse is the responsibility of the collector who was designated to be the flagger. Collectors left off for flagging are responsible for complying with the requirements of GCOR 6.32.2, assuring that they are complying with the requirements of "*Equipped Flaggers*" as prescribed in the rule. Flaggers are responsible for informing approaching trains of whether the crossing is "protected" or "not protected", decisions as to speed are the responsibility of the Engineers of the train approaching the crossing.

Upon release from flagging, flaggers are expected to rejoin their assignment. If the employee will not be rested for a further leg of their trip, a Trainmaster must be notified immediately so that alternative arrangements can be made to protect the assignment. Conductors dropping off flaggers are expected to reposition their crews accordingly to ensure that requirements for door procedures and revenue collection are met.

POM 1.11 Quiet Cars

Quiet cars are in effect on eastbound trains arriving Chicago Union Station before 09:30 and westbound trains departing between 15:30 and 18:30 on weekday schedules only. The designated quiet cars are the second car from the engine and the second from the rear (the car adjacent to the cab car). Passengers are to refrain from cell phone use and loud conversations in the quiet car. Quiet car rules DO NOT apply to train crew personnel involved in their assigned duties. Primary enforcement of the quiet car policy is to come from passenger peer pressure.

Under NO circumstance is a passenger to be removed from the train for a failure to comply with quiet car policies.

POM 1.12 Deadly Weapons

Only properly authorized law enforcement personnel can have deadly weapons on-board BNSF Suburban Trains. Crew members who have reason to believe that unauthorized persons are in possession of deadly weapons should notify a Trainmaster and be governed by their instructions. In such cases the safety of passengers and employees will dictate the specific course of action to be taken.

POM 1.13 Dangerous Materials Prohibited

Inflammables, acids, compressed gases (except medically required oxygen tanks) or articles or materials having or capable of producing strong offensive odors, explosion or fire, or articles or materials likely to endanger persons or property are not permitted on-board BNSF Suburban Trains. This includes empty or partially empty containers of oil, gas, petroleum products, paint or varnish.

POM 1.14 Pets

Pets will be permitted on all weekday suburban trains arriving in Chicago before 6:31am and after 9:30am, leaving Chicago before 3:00pm and after 7:00pm. Pets are allowed on all weekend and holiday trains.

Only small pets in enclosed carriers that can be hand-carried by the owner will be allowed on trains. Pets must remain in a secured carrier for the entire duration of the trip. Carriers must be kept on the passenger's lap or beneath the seat at all times without occupying a seat or obstructing the aisle. Pets must not disturb other passengers. A disturbance is defined as, but not limited to, aggressive behavior, excessive noise, foul odors, and aggravation of passengers' or crews' allergies. Passengers with pets that create allergy issues should be politely requested to move to a different car to diffuse the situation. Passengers traveling with pets are not subject to additional fees. Pets are allowed in any working car on the train. Train crews are not required to assist with boarding pets. The wheelchair lift will not be used to load or unload pets in carriers.

For Service Animals, please refer to section POM 1.16. Any issue regarding a pet on a train should be immediately escalated to a Trainmaster or Terminal Manager.

POM 1.15 Smoking & Eating

Employees must refrain from the use of tobacco in the presence of passengers and will not smoke on platforms. Passengers and employees are specifically prohibited from using tobacco products on any Suburban passenger equipment. City of Chicago ordinances prohibit smoking on the platforms at Chicago Union Station.

While working revenue trains, collectors are prohibited from drinking hot beverages or eating. .

POM 1.16 Americans with Disabilities Act (ADA) Information

The Americans' with Disabilities Act provides all persons the right to use public transportation. Every effort must be made to provide service and transportation to persons with disabilities and/or special needs.

POM 1.16.1 Lift Operation

All crew members must be familiar with the mechanical and manual operations of the ADA lift. Familiarization includes: effective operations of the safety equipment and power lift, manual operation, and equipment troubleshooting of the ADA lift. Refresher training is available upon request to the Manager of Safety & Training.

POM 1.16.2 Service Animals

Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Service animals are allowed aboard all BNSF Suburban Trains. Customers with service animals are not restricted to the designated ADA car. Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. **A passenger stating that their animal is a service animal is sufficient. The passenger is not required to maintain or provide proof or certification for their service animal.**

You may exclude any animal, including a service animal, from your train when that animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other crew members or customers may be excluded. You may not make assumptions, however, about how an animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

POM 2.0 Inspections of Tickets and Transportation

POM 2.1 Monthly Tickets

Monthly tickets are issued for each calendar month and sold at a significant discount. Monthly tickets are to be checked each time a commuter uses them, but they are not punched. Due to their heavy discount, they are non-transferable. Monthly tickets are valid until noon on the first business day of the following calendar month. Monthly tickets issued by any Metra carrier, except for the South Shore Line / NICTD, are to be honored between the zones indicated on the ticket.

Passengers needing to extend the limits of their trip beyond the zones specified on their ticket will be handled through the payment of incremental fares.

If you are satisfied that the ticket does not belong to the passenger presenting it, do not honor the ticket, charge a full cash fare, with applicable cash fare penalty if warranted, and contact a Trainmaster immediately so that remedial action can be taken.

The practice of laminating of monthly is strictly prohibited. Any monthly ticket that is found to be laminated is invalid. The ticket shall be punch cancelled and confiscated from the passenger.

POM 2.1.1 Ticket Vending Machine Monthly Tickets

Monthly tickets sold from a Ticket Vending Machine (TVM) are smaller in size than tickets sold through agents or via mail. This is to accommodate the dimensions of the TVM. TVM tickets have the same security features as regular monthly tickets.

POM 2.2 Ten - Ride Tickets

Ten-ride tickets allow flexibility and a small discount for individual riders and groups. Passengers using ten-ride tickets can use them for individual travel, or for up to 9 additional riders. Each ride is to be punched, in numerical order starting with “1” and then returned to the passenger.

On the last ride, the “10” box should be punched, and the ticket should be punch cancelled three times. The cancelled ticket can be returned to the passenger upon request for use as a receipt.

Ten-ride tickets are valid for one year from the date of sale indicated on the ticket.

POM 2.2.1 Transfers

Passengers using ten-ride tickets may transfer between trains once to complete their ride.

For example, a passenger boarding a train at LaGrange that only goes as far as Downers Grove, and who is destined to Aurora; may change trains at Downers Grove to complete their trip. This change should be to the next available train. If a passenger wants to transfer between trains, punch the next ride open on the 10-ride ticket, then issue a seat check to the passenger.

For westbound transfers punch the seat check three times, for marks, on the back of the seat check, indicate the zone where the train number the passenger detrained from, and the date. For this

E-H
1245
3/22/04

eastbound transfers punch the seat check twice. Below the punch passenger detrained, the zone where the passenger is destined, the case, an example is shown.

A collector on a following train will accept the properly endorsed cancelled.

seat check for transportation. The seat checks will be punch

In the event of a discrepancy, for verification purposes, the punch mark on the seat check can be checked against the last punch mark indicated on the passenger’s 10-ride ticket.

POM 2.3 Incremental Fare Provisions

For travel beyond the limits of a ticket, passengers are charged a cash fare of \$1.00 for the first zone, and \$0.50 for each additional zone. Passengers needing to extend the limits of their trip must notify a member of the train crew at the time their ticket is checked. Reduced fare riders are charged \$0.50 for the first zone and \$0.25 for each additional zone.

Passengers who fail to notify a collector of this fact, and are later found to be riding outside the zones indicated on their ticket, will be charged a \$5.00 penalty, in addition to the incremental amounts noted above.

POM 2.4 One-Way Tickets

POM 2.4.1 Inspection and Cancellation

One-way tickets are issued for travel in a single direction between the zones specified on the face of the ticket. One-way tickets are valid for 90 days from the date of sale and are not refundable. The valid through date will be stamped on the ticket. One-way tickets must be punch cancelled in the presence of the passenger, and then placed in the clip or replaced with a seat check. These tickets must be collected and disposed of unless requested by the commuter to be retained as a receipt for their trip. In all cases tickets must be punched in the presence of the passenger. Picking up tickets unpunched, for later cancellation is not acceptable.

POM 2.4.2 Stopovers

Passengers presenting valid one-way tickets are entitled to stopover privileges at any one intermediate station for the validity period of the ticket. Use the same process as outlined in POM 2.2.1.

POM 2.5 Special Event Tickets, Weekend Tickets, and Employee Passes

POM 2.5.1 Special Event Tickets

Special event tickets may be issued by Metra and will be valid on the days as specified by a Trainmaster.

POM 2.5.2 Weekend Tickets

A weekend ticket is valid for unlimited rides on the specific dates designated on the ticket, and between all stations on all Metra lines, except for the South Shore Line/NICTD. It is also valid on Train #1325 departing CUS Saturday morning at the end of the Friday service day and Train #1329 on the Monday following a weekend. There are no price reductions for special users.

The on-train penalty surcharge outlined in subsection 2.15 does not apply to Weekend Tickets.

When the ticket is sold, the ticket is punched for the current weekend only. Tickets with more than one weekend date punched are void, and will not be accepted for transportation. No advance sales can be made on trains. The weekend ticket is a flash ticket, and is not to be picked up or punched unless left on the train by a passenger. In this case, the ticket must be cancelled immediately.

Weekend tickets sold from a Ticket Vending Machine (TVM) will display a valid date on the face of the ticket.

POM 2.5.3 Employee Passes

BNSF employees hired prior to January 14, 1966 by the Chicago, Burlington, and Quincy Railroad qualify for a free ride pass. Only BNSF issued passes are valid for free transportation. The pass holder must relinquish his/her seat to a revenue passenger if crowded conditions exist.

Passes issued by other Metra carriers, Amtrak, South Shore/NICTD, or other commuter carriers are not to be honored, and a cash fare should be collected from individuals attempting to use these passes on BNSF Suburban Trains, without exception.

POM 2.5.4. Failure to Show or Pay Fares

Passengers may periodically be encountered who attempt to evade paying fares, refuse to pay fares or are unable to pay fares.

- Attempted fare evasion: for bathrooms occupied for long periods of time, it is appropriate to knock on the door and ask if the customer needs assistance. If it appears the passenger may be attempting to evade fares attempt to collect fare when customer leaves bathroom.
- Refusal to pay fare: if a passenger refuses to pay the appropriate fare, engage another collector or a security officer if one is on board. Personal checks may be accepted on board if necessary. Customers who refuse to or are unable to pay a fare will **not** be instructed or asked to leave the train. These are handled with the fare collection envelope outlined in POM 2.24. If the passenger is continuing to Chicago Union Station or Aurora, you may also contact the Trainmaster or police officers at those locations to have them meet the train and escort the passenger to a ticket window to pay the appropriate fare.

POM 2.6 Children and Family Fare Policy

Metra offers reduced fares for children based on day of week. These fares may be extended to other times on days as specified by a Trainmaster.

- Ages 7-11 weekdays: Reduced fares, as indicated on the current Metra rate chart
- Ages 7-11 weekends, and holidays: Free, when accompanied by a fare paying passenger.
- Ages 6 and under all days: Free, when accompanied by a fare paying passenger.

NOTE: Up to three free children per fare paying adult. Additional children are charged the reduced fare.

POM 2.7 Senior Citizens and Persons with Disabilities

Reduced fare tickets or cash fares may be sold to any passenger producing a valid RTA Reduced Fare Card. Validity of the card must be established by checking the photograph of the bearer and the passenger as well as the card's expiration date.

Cash fares for reduced fare riders must have the "**Reduced**" box punched. If the reduced fare rider presents an RTA Reduced Fare Card endorsed with a "**P**" then the rider is eligible to have an attendant accompany them on their trip. This attendant is to be charged the applicable reduced fare rate for the trip.

POM 2.7.1 Circuit Breaker Program

The State of Illinois offers a program for free transportation to eligible citizens. Participants must present a Circuit Breaker Card issued by the Regional Transportation Authority (RTA) to a collector. This is the only card that will be honored for the programs. The I.D. number on the Circuit Breaker card is prefixed by a "C".

Collectors will keep track of the number of Circuit Breaker trips granted per train and note the total on their delay reports.

Passengers eligible to ride free are considered a fare-paying adult with regards to the Family Fare and Children's Weekday Fares Program.

POM 2.8 Student Fares

Upon presentation of a valid student ID, or letter of certification from an accredited school, students in grade school, middle school, or high school are eligible for reduced fare transportation on BNSF Suburban Trains. One-way, ten-ride, and monthly tickets will be sold to students. These tickets are honored on all trains. Students do not have to be going to or from school to use these tickets. Student IDs are valid until December 31 of the most recent year indicated on the ID. Example: A 2017-2018 school year ID is valid until December 31, 2018. A high school graduate with a valid ID may still ride on a student fare.

POM 2.9 Military Fares

All military personnel presenting valid Armed Forces of the United States of America identification cards are eligible for reduced fare transportation. Note that this applies to Active Duty and Reserve/National Guard personnel only. Persons presenting Military Dependent cards are not eligible for reduced fares.

POM 2.10 Group Travel

The group travel pass will be issued to the leader of the group and shall be accepted by a collector as valid transportation for the group. The collector must verify the number of persons on the receipt and cancel the receipt. Advance information about group travel moves will be issued to train crews at Aurora and Chicago Union Station. When capacity permits, a portion of the train should be reserved for the group's exclusive occupancy.

POM 2.10.1 No Advanced Notice

If a group holding proper group ticket documentation, of which advance notice has not been received, attempts to board a train, make every effort to accommodate the group. Notify a Trainmaster immediately in this situation prior to leaving the location where the group boards. In no case, should a group be turned away.

POM 2.11 Carryover Passengers

When passengers are carried beyond their intended destination, crew members must provide information regarding the next returning train, and insure that the passengers are given appropriate documentation to show to the next train crew to avoid being charged any additional fare. When necessary, notify the next train of carryover passengers and where they will be picked up at. The Conductor is responsible for making a report to a Trainmaster at the first opportunity.

POM 2.12 Police and Fire Personnel

Municipal, Federal, State, or City Police, Bailiffs, and Chicago Fire Department personnel, in uniform, will be carried free of charge on all BNSF Suburban Trains. Plain clothes officers may be carried free as well, if they have a badge and proper ID. These individuals can be called upon where needed to provide assistance in the event of an issue on board the train.

Private security personnel (except in the employ of BNSF), are subject to standard fares for transportation.

POM 2.13 Cash Fare Instructions**POM 2.13.1 Issuance of Cash Fare Tickets**

Each collector must be prepared for their job by having enough cash fare receipts (cash fare receipts will mean duplexes, special event and weekend tickets) to satisfy the needs of their assignment. A collector cannot have more than four books of duplexes at once. Employees checking out duplex books must show a BNSF ID to the ticket agent and sign a receipt for tickets issued. If a BNSF ID is not available, a valid driver's license along with a BNSF ID carrying employee vouching will be acceptable.

Being called off an extra board does not remove the responsibility of the employee being properly equipped to perform all aspects of the assignment.

An individual cash fare receipt must be issued for each cash fare collected. Multiple cash fares are not allowed on a single cash fare receipt. Only one-way tickets can be sold aboard trains, no round trip tickets can be sold in this manner.

Cash fare receipts must be sold in numerical order and punched, in duplicate, in the presence of the passenger at the time of collection. The receipt must show the amount collected, zones from and to, direction of travel, and the month and date of the transaction.

If an error is made and a corrected cash fare is issued, both parts of the incorrect duplex must be marked "VOID", and attached to the auditor's portion of the ticket and remitted.

POM 2.13.2 Remit Instructions for Cash Fares Collected and Unused Books

Within five calendar days following an assignment, employees must remit to a ticket agent at the Aurora Ticket Office a Report of Trainman's Daily Collections/Form 1332 and all monies collected for the sale of cash fares, weekend fares and special event fares. The Form 1332 must be signed by the collector and list at least the last 6 numbers of the Cash Fare Book, Weekend Ticket Book (or Special Event Ticket Book) for which monies were collected. Employees must also include any receipts for prior pay-ins for that Form 1332 and all Conductor Receipt portions of cash fare duplexes, canceled, or voided tickets. If no cash fares, weekend fares or special event fares are collected during an assignment, a Form 1332 must still be completed and submitted to a ticket agent at the Aurora Ticket Office within five calendar days following the assignment.

Employees must return to a ticket agent at the Aurora Ticket Office all cash fare books, weekend ticket books and special event ticket books by the fifth calendar day of the month following issuance and remit for any such tickets not returned; provided, however, employees may keep one cash fare book for up to two months following issuance and further provided that employees working a freight assignment in one of the first five calendar days of a month will have until the tenth calendar day to comply.

Employees are responsible for the safekeeping of cash fare books, weekend ticket books and special event ticket books issued to them and will be held accountable for any loss. Any loss or theft of cash fare books, weekend ticket books, special event ticket books or company funds must be immediately reported to the Manager of Suburban Services at Aurora. In the case of theft, a police report must be filed within three days, a copy to be submitted to the Manager of Suburban Services with a follow-up phone call to 630-692-6295. Filing of such reports does not, however, remove the employee's responsibility to pay for the value of any such tickets or funds.

If cash fare books, weekend ticket books or special event ticket books are not accounted for as a result of an audit, a charge of \$6.00 for regular duplex cash fare and \$10.00 for a weekend ticket will be assessed. This must be paid within five days of issuance of a correction notice or filing of a police report.

The use of credit cards for remittance of cash fares collected or purchase of change is not permitted.

Remittances may be paid by personal check. Personal checks are also accepted for the purchase of change for use on individual assignments. Personal checks for change are accepted to a maximum amount of \$100.00 per check, \$200.00 maximum change per day. If your personal check is returned non-payable, a \$25.00 returned check penalty will be assessed. All monies owed must be immediately paid to a Ticket Agent at the Aurora Ticket Office. The use of personal checks is a privilege that will be revoked permanently if checks are returned to BNSF for insufficient funds.

Remittances cannot be mailed, unless prior permission has been obtained from the Manager of Suburban Services at Aurora – (630) 692-6295.

Correction notices are issued in duplicate. The monetary correction with the original copy must be paid within (5) five days of the issue date. Correction notices must be paid separate from Report of Trainman's Daily Collections / Form 1332.

POM 2.13.3 Audits

Audits of Cash Fare Collections can be conducted at any time. Audits will be conducted in person with the ticket agent at Aurora. Materials requested for audits cannot be mailed but must be presented in person as outlined above. When an audit is initiated, the collector being audited must turn in all unsold cash fare receipts and remit all moneys owed, including any for outstanding correction notices, through and including the date of audit. Audits must be conducted within five (5) days of issuance of the audit letter. At the time of an audit the collector is required to provide:

- A. The Auditor's Stub portions of all sales not previously remitted, plus any monies owed.
- B. All uncut cash fare duplex tickets, special event tickets, and weekend tickets which have been issued and not remitted.
- C. Both portions of any voided cash fare duplex tickets.
- D. Payment for any outstanding correction notices.
- E. Payment for any missing or unaccounted for tickets, including any stolen tickets.

POM 2.13.4 Transfer of Ticket Stock between On Train Employees

When an employee working in Suburban Service is unable to get tickets due to the unavailability of a ticket agent, arrangements can be made to transfer tickets between train personnel using the Suburban Service Ticket Stock Transfer Form. When necessary to transfer tickets, the following process must be followed.

- A. Obtain a **Suburban Service Ticket Stock Transfer Form** from the Aurora Hill Yard, or at the Aurora Ticket Window, (when agent available) or contact a Suburban Operations Manager.
- B. This form is to be completed by the transferring employee, the original form must be returned to the ATC ticket agent within 72 hours by the employee who was originally assigned the tickets. The form is to be signed by both employees. It is the responsibility of both employees to ensure the information on the Transfer Form is correct and completed. Each employee will retain a copy for their records.

In the event an extra board employee does not have adequate change for cash fares or tickets, and there are not enough tickets or change to be transferred among the crew; the Conductor may designate specific duties to this employee (i.e. operation of the doors, ADA, etc.) that will provide for the safe and efficient operation of the train. Every effort will be made to collect revenue by the balance of the crew. Additional ticket stock and other supplies can be obtained at Chicago Union Station.

POM 2.14 Refunds

Collectors receiving inquiries regarding refunds should direct the passenger to an open ticket office. Collectors should refrain from further comment as to what a passenger may or may not be entitled to regarding a refund to prevent any misunderstanding on the part of the passenger.

POM 2.15 Penalty Fares

Ticket offices are open at the times specified on weekdays, unless otherwise specified. On certain holidays, and during special events, ticket agents may work longer or different shifts. Collectors will be advised at Aurora or Chicago when this is occurring.

Passengers boarding a train at a station, where a ticket agent is on duty and the point of sale system is functioning, who elect to purchase a one-way ticket on the train will be assessed an additional \$5.00 penalty per transaction. Example: Four people paying together would be charged \$5.00. If each person paid individually each person would be \$5.00 each. There is no provision for charging penalty fares in conjunction with weekend tickets or special event tickets.

At stations where Ticket Vending Machines are available, penalty fares will not be charged for on-board purchases, unless a ticket agent is on-duty at time of departure.

Passengers presenting collectors with \$50 or \$larger bills will be charged a \$1.00 penalty.

POM 2.16 Expired Transportation

Expired tickets presented for transportation will not be honored. These tickets must be returned to the customer unpunched, with proper fare collected. Passengers inquiring about expired transportation should be referred to an open ticket office.

POM 2.17 Collection of Transportation-General Instructions

When train crews are operated without a full complement of crew members, the requirements for proper revenue collection do not change. Conductors must cover collection instructions in their job briefings with other collectors. This must include information on how the train will be collected.

Conductors are responsible for ensuring that their train is collected properly, consistent with the safety of their passengers. Leaving cars uncollected, just because a crew is running short of a crew member, is not acceptable.

The use of seat checks to mark multi-ride ticket holders can be helpful to assuring proper ticket collection. These are available at the Aurora Ticket Office in various colors for your use. Please safeguard these to assure that passengers do not gain access to them allowing them to be used fraudulently.

POM 2.18 Chicago Union Station Ticket Office Information

The ticket office at Chicago Union Station is open for the departure of all trains, with the exceptions of Trains 1201, 1299, and 1325 on weekdays, and 2029 on weekends.

Passengers boarding regular trains at all other times should be assessed a cash fare penalty when purchasing a ticket on the train out of Chicago Union Station. Agents at Chicago Union Station can accept remittances of monies, and can issue tickets, but all completed remittances must be turned in at Aurora within five days.

Employees requesting tickets or monies from the agents at CUS must show a BNSF Employee ID Card and sign for any ticket stock received.

POM 2.19 Seat Checks

Proper marking of passengers who have had their fare collected assures that all revenue is collected correctly on board a train. Tickets should be collected, and passengers allowed to put away multi-ride tickets after inspection, these tickets may be replaced with seat checks.

POM 2.20 Lost and Found

Items left by passengers and subsequently found by employees must be turned in to the Aurora Ticket Office, the Hill Yard,lost and found box, or the Lost and Found window at Chicago Union Station. Crew members must not personally return items to passengers without permission of a Trainmaster.

Multi-ride tickets left on trains and subsequently found by an employee must be turned in at the Aurora Ticket Office or the Chicago Union Station Lost and Found window only. It is not the responsibility of the employee to call the owner of the lost item or ticket. Personnel at the locations listed above will contact the passenger arranging for return of the item.

POM 2.21 Ticket Vending Machines

Vending machines may issue an “Unable to Issue” receipt. Receipts are issued when a vending machine charges the customer account but fails to distribute the ticket. Printed on the receipt is the type of ticket that was charged to the customer account.

One-Way Receipts

A one-way “Unable to Issue Ticket” receipt is to be treated as a regular one-way ticket and is valid for travel. If the “Unable to Issue Ticket” sales receipt indicates one (1) or more one-way tickets were purchased, a single (1) punch will be issued to the receipt for each passenger riding on the “Unable to Issue Ticket” sales receipt. The number of one-way tickets purchased is located on the receipt. If additional one-way tickets are available on the receipt, inform the customer to exchange the receipt for the remaining One-Way tickets with a ticket agent.

Ten-Ride and Monthly Receipts

If the passenger is unable to make a ticket exchange prior to the beginning of the trip, a ten-ride or monthly “Unable to Issue” receipt will be valid for travel for up to, but not exceeding, two (2) trips. When presented with an “Unable to Issue” monthly or ten-ride receipt, a single (1) punch will need to be issued to the receipt. The single (1) punch indicates a ride has been charged against the receipt. Travel is valid on “Unable to Issue” receipts with fewer than two (2) punches. Passengers need to be informed that the ticket is not valid after the second punch and the receipt should be exchanged with a ticket agent at their earliest convenience.

Weekend Receipts

If the passenger is unable to make a ticket exchange prior to the beginning of the trip, a weekend “Unable to Issue” receipt will be valid for travel only during the weekend of purchase. The date of purchase is indicated below on the receipt. Passengers need to be instructed to exchange the weekend receipt with a ticket agent prior to future travel if possible.

Refunding Tickets Purchased from Vending Machines

All tickets must be presented to ticket agent for a refund.

POM 2.22 Aurora Ticket Office Instructions

The Aurora Transportation Center is closed to the public between the hours of 22:00 and 04:30. The following protocol is in place to access the ticket office between 22:00 and 04:30.

1. Press the button on the lower right side of the control pane located to the right of the main door.
2. When the ticket agent answers, they will be able to see and hear you.
3. Inform the ticket agent who you are and the reason for entry.
4. If the ticket agent cannot visibly identify you, you must present a BNSF ID for entry.
5. After-hours access is only for BNSF employees needing to transact company business at the ticket office.

POM 2.23 Fare Collection Envelope

When a passenger does not present a ticket, every possible effort must be made to collect a cash fare. Examples of those efforts include accepting a personal check or a conductor or security officer escorting a customer to the ticket vending machines at Chicago Union Station. If a passenger is still unable to pay, the onboard fare collection envelope will be used.

1. Collector will complete the train number, to/from station, and total fare including a penalty.
2. The customer will complete the section with their contact information. **Collectors must not attempt to verify the information or ask for an ID.**
3. The customer will retain the envelope.
4. The collector will retain their copy and include the copy with their cash fare remit.
5. Customers who state they forgot their monthly ticket can under certain circumstances have the collection cancelled. They should visit a ticket agent at Chicago Union Station for details.

POM 3.0 Uniform Requirements and PPE

Collectors are the most highly visible crew members on BNSF. Therefore, they are required to wear the prescribed uniforms at all times while in public areas of Chicago Union Station and the Aurora Transportation Center, and while working BNSF Suburban Trains. Collectors must be entirely in or out of uniform. The image that each employee projects reflects directly on the perception that passengers have of the Suburban Service.

POM 3.1 Suburban Uniforms

The prescribed uniform must always be worn while on duty and must be kept neat, clean, and well pressed. Employee's name tag must appear on the right side of the uniform, level with the top of the left breast pocket and must always be visible. Two BNSF lapel badges will be provided and must be worn. All other pins, whether on uniform coats, shirts, or hats are unauthorized without prior permission of Trainmaster.

Only clean solid white dress shirts with top button fastened may be worn. If an employee does not have Metra issued shirts, a white dress shirt may be substituted. Shirts with a visible pattern in the cloth are not acceptable. Employees should arrange for shirts to be pressed.

Undershirts must be plain white only. These shirts should not have any insignia or other color on them.

Ties must be tied properly and adjusted correctly to avoid a sloppy appearance. Ties must always be worn while in view of the public, except when wearing the summer uniform option described elsewhere in this section.

Black, BNSF approved steel toed work boots must always be worn while on duty. They must be kept clean and polished. The wearing of freight boots is prohibited, except for engineers. Employees without proper footwear will not be permitted to work in Suburban Service.

Only the authorized METRA uniform top coats or parkas must be worn when conditions require. If an employee has not been issued a top coat, then a dark blue winter coat is acceptable. These coats must be kept clean.

The authorized uniform hat must be worn when on duty and in the presence of passengers. From November 1 thru March 31 the METRA provided winter knit cap may be worn in lieu of the uniform hat.

Sunglasses are not permitted while working on board a BNSF Suburban Train or while on duty at Chicago Union Station.

POM 3.1.2 Nametags

Employees are required to display a name tag on their uniform. Nametags can take on two formats, either the first two initials followed by last name, or, at the employee's discretion, first name followed by last initial. Nicknames are not permitted on name tags. Numerical designations are permitted with prior approval.

POM 3.2 Summer Uniform Option

Between May 1st and October 31st, employees have the option of substituting the summer uniform for the full uniform prescribed above.

The summer uniform substitutes a special uniform shirt for the coat and tie worn normally. Collectors must not wear a tie with a summer uniform shirt; likewise, a uniform coat may also not be worn if a summer uniform shirt is being worn. Summer uniform shirts have special fitting locations for both name tags and brass insignia, which must be properly affixed. It is not permissible to wear a long sleeve shirt under the summer shirt.

If weather conditions change, the full uniform must be substituted if the employee feels that they require additional clothing.

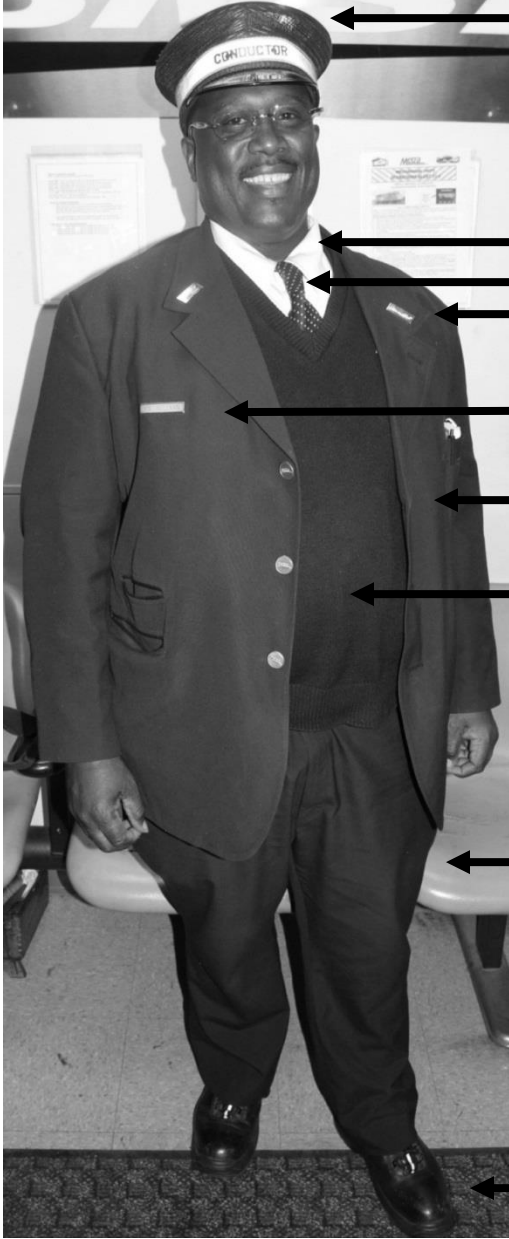
The uniform hat is required when wearing the summer uniform.

POM 3.3 Uniform Procurement

For their first year of Suburban Service employees are entitled to receive one uniform. **order** After the first year of Suburban Service employees are entitled to receive two uniforms per year.

Uniform order request forms can be obtained from the Aurora Ticket Office. After completing the form, return it to the Aurora Ticket Office for authorization. All inquiries regarding uniforms, improper fit, or erroneous or incomplete orders should be brought to the Aurora Ticket Office.

Proper uniform appearance as demonstrated by Conductor Will Sullivan



Hat
Uniform parts neat, clean, and pressed

White shirt
Tie, neatly tied
BNSF lapel badges

Name tag

Uniform coat
Vest or sweater (optional)

Uniform pants

Shined boots

POM 4.0 14th Street Coach Yard Instructions

POM 4.1 Yard Information

Movements in the 14th Street Coach Yard are under the jurisdiction of the 14th Street yardmaster. When no yardmaster is on duty, train crews must obtain permission for movement to and from Chicago Union Station from the Amtrak CUS South Train Director.

At least one crew member on each BNSF Suburban Train scheduled to go the yard must accompany the movement to the yard, taking the locomotive to the service track when required. Conductors are responsible for determining which collector will go to the yard on any given train in a Suburban assignment; this includes weekend assignments as indicated on the Weekend Lineup.

The duties of the accompanying collector will include lining all switches involved with the movement when there is no switchman pilot available, and cutting off and placing the engine on a service track.

After lining the last switch, the collector accompanying the train to CUS from the yard must arrange to board the west car or the locomotive, in order to be in position to make a reverse move should it become necessary.

POM 4.2 Car Washer

Washing of Suburban equipment will take place on a regular basis. Equipment directed to operate through the wash will do so on the direction of the Mechanical Department employee in charge of the wash. The lighted signal on the car wash building conveys no track authority information, and may be passed on the authority of the Mechanical Department employee in charge of the car wash regardless of the indication displayed. A speed of no more than 3 MPH shall be

maintained while operating through the car wash building.

POM 4.3 Coach Yard Pilot/Switchtender Duties

Switchtenders at the yard will line trains and engines in and out of the yard as directed by the yardmaster. Switchtenders must arrange to hold a job briefing with the yardmaster prior to beginning work at the start of each assignment.

POM 4.4 Hostler and Hostler Pilot Supplemental Instructions

Hostlers and pilots at 14th Street will move motive power as directed by the yardmaster. Hostlers are responsible for assuring that any discrepancies noted on their power are reported to Mechanical Department forces for correction prior to the train's departure from the yard. Hostlers and pilots are responsible for knowing that proper air tests on locomotive consists have been made before departing the service track. Hostlers and pilots are responsible for insuring that a job briefing is conducted with the yardmaster prior to beginning work at the start of each assignment.

POM 5.0 Miscellaneous Instructions and Information

POM 5.1 Employee Stops on Regular Trains

No BNSF Suburban Train will make an unscheduled stop without authority of a Trainmaster, or the 14th Street Yardmaster. The following revenue trains only will make stops to pick up and drop off employees going to and from their on-duty points on weekdays. Equipment trains relaying to and from CUS and the 14th Street Coach Yard may carry employees only between CUS and 14th Street without restriction.

Trains:

1227	Stop at 14th Street and Hill Yard, Aurora *
1229	Stop at 14th Street only
1241	Stop at 14th Street only
1245	Stop at 14th Street only
1268	Stop at Hill Yard, Aurora and 14th Street
1270	Stop at Hill Yard, Aurora and 14th Street

* This train will not stop at the Hill Yard if running more than four (4) minutes late out of Route 59.

Employees must be ready to board and detrain promptly to avoid any delay to revenue passenger trains. Conductors on trains mentioned above are not to wait for employees who are running late.

Employees taking weekday off-peak trains to Aurora for respite time and who are scheduled to work outbound trains **1251-1271** must use Train **1266** or **1268** for deadheading back to CUS unless otherwise directed by a Trainmaster. Using Train **1270** is only permissible for employees deadheading to work Train **1277**, unless otherwise directed. On duty time for the evening leg of assignment is one hour prior to scheduled departure, unless otherwise designated by a Suburban Transportation Officer.

POM 5.2 Handling Company Mail

Weekday trains 1229 and 1262 are designated company mail trains. A designated collector on each train will handle company mail, picking up mail westbound for Aurora, and delivering mail eastbound from Aurora to CUS and en route stations. The designated collector is responsible for picking up and delivering the mail to the ticket window at the Aurora Transportation Center.

Upon arrival at Chicago Union Station, mail is to be left in the Glasshouse, with lost and found items forwarded to the Lost and Found Window at the Chicago Union Station Ticket Office. Other trains may be directed to carry company mail as directed by a Trainmaster.

POM 5.3 GEO Focus Information

GeoFocus provides Metra with the opportunity to communicate stops and other information directly to passengers. Crews going on duty are responsible for programming MIT (Mobile Information Terminal) Units on their control cars to insure that proper announcements are made. Report equipment failures on the Suburban Mechanical Defect Report.

Crew members are required to enter the mandatory data in the Mobile Information Terminal (MIT) on their control car before departing the Hill Yard and Chicago Union Station, and whenever the train I.D. changes. If the MIT will not accept the reprogramming, then it will be necessary to make all announcements manually. The requirement to ID train movements in GeoFocus also applies to deadhead trains.

POM 5.3.1 How to Program a MIT

- Begin at the main display and push **"ENTER"** - you are now at the core menu.
- Push **"1"**, set Train Number.
- Push **"1"**, service.
- Type service number – BNSF is **"7"**.
- Push **"ENTER"**.
- Push **"2"**, Train Number.
- Type Train Number. To set an **"EQ"** train, push the left arrow to select **"EQ"** then enter the number.
- Push **"ENTER"**.
- Push **"3"**, Phone number.
- Type your full phone number.
- Push **"ENTER"**.
- Push **"ENTER"** to set train.

If the info on the screen is not correct, push **"ESC"** and begin again. If the info on the screen is correct, push **"ENTER"**.

POM 5.4 Company-Issued Cellular Telephones

Each assignment has an assigned cellular telephone for their use. This phone is for company business only. It is not as a personal cellular phone. Usage of these phones is monitored by both Metra and BNSF.

On weekends and holidays, Conductors will take the cellular telephone that corresponds to the number that shows on the Weekend Lineup for the assignment they are working. In the event that the phone is unavailable, they should arrange to notify the On-Duty Trainmaster of which cellular telephone they will be using.

Cellular telephones should be placed in the charger at the end of each tour of duty. Defective phones, batteries, or chargers should be reported to a Trainmaster. Taking cellular telephones home is not permitted.

POM 5.5 Delays/Service Disruptions

In the event of major service disruptions, service may be subject to significant modification. Conductors have the primary responsibility for ascertaining what changes will be made, whether stops will be added, and what other additional instructions need to be complied with. The Conductor is responsible for the dissemination of this information to the crew and passengers. Whenever train crews have had their assignments swapped, they must contact the on-duty Trainmaster to ascertain whether any further moves may be necessary before tying up at Aurora.

POM 5.6 Debrief and Critique Forms

A Debrief and Critique form is required to be filled out following a passenger train emergency situation or full-scale simulation. These situations could include a derailment, a fatality at a grade crossing, passenger or employee fatality, or a serious illness or injury to one or more passengers or crew members requiring admission to a hospital, an evacuation of a passenger train, or a security situation. Completed forms should be faxed with the delay report and the original copy deposited in the box at the Hill Yard with the delay report.

POM 5.7 Guest Riders

Guest riders must have specific permission to occupy locomotive cabs and control compartments on Suburban control cars on both revenue and equipment trains. If the guest rider is not a BNSF employee, a Metra Transportation Officer, or an FRA Inspector, they must be accompanied by a BNSF Suburban Transportation Officer.

If FRA Inspectors board a Suburban engine or control car, a Trainmaster must be notified as soon as possible. Guest riders are required to have appropriate PPE, including proper footwear, if they will be in the locomotive or cab car.

POM 5.8 Hill Yard Parking

Parking at the Hill Yard for employees is restricted to the fenced employee parking lot. See your supervisor for a copy of the restrictions for parking in the lot as they pertain to motorcycles and no parking areas. Parking outside of the lot is prohibited. Cars parked outside of the lot will be towed at the owner's expense.

POM 5.9 Chicago Union Station Departure Procedure

At departure time, the designated crew member will close the doors on the train. This crew member will then inform the Engineer that the doors on the train are closed.

The Engineer will then communicate with the utility employee for that particular track to have the train removed from shore power. Once this is accomplished, the train will proceed based on communication between the Conductor and Engineer.

Once this process has begun, it is imperative that no further boarding or detraining of passengers or employees takes place. In the event of an emergency during the process which will require the train to remain stopped, the Conductor must immediately communicate this to the Engineer. The Engineer will not move the train until directed by the Conductor. After releasing the utility employee, the Engineer may cut in the head end power from the locomotive immediately or as the train is departing CUS.

IMPORTANT—Crew members must ensure that the doors are not reopened after their initial closure at departure time except in the case of an emergency.

POM 5.10 On-Duty Time for Suburban Train Crews

Suburban crews on respite must be in place at 14th Street Coach Yard and CUS no less than 60 minutes prior to their job's scheduled departure time from CUS. This includes all members of the crew without exception. If an emergency arises and you will not be able to comply with these instructions, you must immediately notify a Suburban Transportation Officer.

POM 6.0 Instructions for Suburban Engineers

POM 6.1 Prepared for Departure

Engineers are expected to be in the cab of their locomotive or control car no less than five (5) minutes prior to departure to insure an on-time departure. Engineers are expected to proceed to the opposite end of the train without delay when arriving at Chicago and Aurora to change ends. Air tests and a power check must be done as soon as possible. It is not permissible to wait until shortly before departure time to make an air test and power check.

POM 6.2 Locomotive and Control Car Cab Defects

Engineers noting defects on locomotives or control cars must note the defect on the Locomotive Defect Report for correction. Engineers are responsible for the completion of one Locomotive Defect Report for each locomotive in their engine consist during their tour of duty.

POM 6.3 TLC Switches

Before operating a TLC switch in an attempt to restore head end power on a BNSF Suburban Train, the entire train crew must be notified. Trains arriving at 14th Street Coach Yard or the Hill Yard must notify the yardmaster or the mechanical foreman that the TLC switch has been activated on the equipment.

POM 6.4 Control Car Parking Brake

Control car parking brakes must not be used to slow or stop a BNSF Suburban Train under any circumstances.

POM 6.5 Control Operating Compartment Doors

Control car operating compartment doors must be kept closed and locked unless in immediate use by a crew member or left open for the training of a student Engineer. Control compartment doors must be kept locked when not in use. Defective control car operating compartment locks of the control car involved

must be reported on the Locomotive Defect Report for correction.

POM 6.6 Chicago Union Station Shore Power

BNSF Suburban Trains must have HEP on when departing the 14th Street Coach Yard to assure proper operation of the equipment.

Inbound trains will connect to shore power immediately upon arrival unless otherwise instructed by the Trainmaster or the mechanical foreman. Mechanical Department personnel will turn off the HEP at the locomotive only when advised by a crew member that all unloading has ceased.

POM 7.0 Positive Train Control

POM 7.1 PTC Readiness Verification

Engineers are responsible for verifying PTC is initialized prior to departing the yard, before operating to CUS, or ATC platforms. Engineers should initialize PTC in the yard and verify both operating ends are conditioned for PTC operation, unless a controlling unit is identified as "Not-PTC Ready".

To ensure that trains experiencing initialization issues receive all available technical support, and to minimize train delay; if an Engineer is unable to initialize successfully, a crew member must contact the PTC Help Desk at (817) 234-2463. A crew member must also contact the on-duty Trainmaster to report any PTC issues.

Engineers are required to conduct a job safety briefing any time PTC is determined to be inoperative or must be cut out en route.

POM 7.2 Initializing PTC

Verify all PTC circuit breakers are in the ON position, as well as penalty and emergency enforcement switches (or magnet valves) are cut in. (Note: horn enforcement is cut out on Metra units.)

To begin initialization, select "MENU 1" then "INIT", then follow the prompts to initialize the system. If initialization fails, contact the Dispatcher and be governed by their instructions. Confirm that the most current information regarding the train's consist is displayed by the PTC system. Verify the following:

- Total number of locomotives in the train consist, plus the control car. Note: For purpose of train consist, control cars are counted as locomotives.
- Loaded car count and operative brake count equals the total number of coach cars in the train, not including the control car
- Empty car count is zero, regardless of passenger loading
- Total length of the train (including coach cars, control cars, and locomotives)
- Total tonnage equals number of coach cars, not including the control car
- Total braking force (ensure value is not zero)
- Lowest of any speed restriction imposed on equipment in the train.

If any of the above information is incorrect, Engineers should update consist information, then inform the Dispatcher.

For initialization steps utilizing a multiple train GTB, refer to field communication on current instructions in effect.

POM 7.3 Initialization Failures

If an initialization failure is encountered in the yard, crews must first contact the Dispatcher followed by the on-duty Trainmaster and lastly the PTC Help Desk. Crews should attempt to resolve any PTC initialization failure while in the yard. BNSF Suburban Trains that cannot depart with PTC functioning by their scheduled departure time must contact proper authority for permission to depart with PTC not functioning.

POM 7.4 En-route Failures

Unless otherwise instructed, the following instructions apply when a BNSF Suburban Train experiences an en route failure of PTC:

Engineers must immediately notify the Dispatcher and the on-duty Trainmaster.

POM 7.5 PTC Initialization Priority

All trains that flip at CUS and Aurora must initialize PTC immediately upon arriving at station to provide time to troubleshoot problems prior to train departure. After initialization is completed, Engineers may then step down from the locomotive if needed.