

# *2016 Annual Re-Cert Training Program for Elmwood/Callowhill Operators*



# Job Briefing

- Class hours
- Location of restroom facilities
- Emergency exits – Safety Briefing
- General location to meet in the event of a fire
- Breaks



# Job Briefing - Continued

- No smoking policy
- Policy on eating and drinking in the classroom
- Classroom clean up
- Questions, note taking and class participation are encouraged



# AGENDA

- Review current rules and rule revisions
- Green Line Operations
- Mechanical Push/Tow
- Performance Ride
- Examination

[REDACTED]

# ***WHY ARE WE HERE***

- Annual re-certification is required for Light Rail Operators
- Review current rules
- Update rule revisions



# *Training Objectives*

➤ At the conclusion of the program, Operators will:

- Demonstrate an understanding of the ASR & RDR Rules
- Demonstrate an understanding of Green Line Special Instructions
- Demonstrate ability to mechanically tow/push

# Evaluation

- Evaluation methods:

Written Exam

Performance Ride

- Must get **85%** minimum passing score on computer/written exam



“SEPTA is committed to consistently delivering a positive customer experience. We are driven by our customers and fueled by their expectations.”















# SEPTA'S NEW CUSTOMER SERVICE VISION



Building A SEPTA Customer Service Culture

-  Operations
-  News
-  System Safety Division
-  Procurement & Supply Chain Management
-  Environmental & Sustainability Management System
-  Service Planning
-  Advancing Internal Management
-  Employee Self Service
-  SEPTAcular Prototype
-  SEPTA Now



Directors click here to access the [Safety Tracking System](#)

## KEYNOTES

### SEPTA Employee Fare Program Update



Click on the Keynotes banner for latest NPT Employee updates.  
 Note: You must be signed up for [SEPTANow](#) to view this page.



#### 4 C's of Customer Service

- Cleanliness
- Communications
- Convenience
- Courtesy

SEPTA's Vision is to be the region's premier choice for transportation. We will ensure that

SEPTAcular Home - Windows Internet Explorer

https://inside.septa.org/bascsc/SEPTAcular/septacular\_home.htm

File Edit View Favorites Tools Help

SEPTAcular Home

Home Phone Book E-Mail 1234 Contact Us FAQs

**INSIDE.SEPTA.ORG** 

More SEPTA Information! 

Mission, Vision, Core Values

Building a SEPTA Customer Service Culture Program | [Contact Us](#) (And help us get better)

Why is Recognition Important

Recognition Tips

Formal Programs

How Others Celebrate!

Employee Recognition

Employee Nomination

**SEPTAcular Superstars**

SEPTAcular Archives

About this site

**SEPTAcular Prototype!**

Welcome to your employee recognition site!

Here you'll find ideas to help create a SEPTA culture of recognition, including a platform for sharing ideas, and showcasing employees recognized by peers and customers for providing outstanding service.

To get started, click on any item on the left navigation menu.

Thanks for visiting. Please come again!



Done, but with errors on page.

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100%

2:35 PM  
1/26/2016

# Years of Service



This program recognizes the tenure of active employees. Members are recognized (in five year increments)

# GM Customer Service Program



Established to recognize employees who go above and beyond to meet the needs of our customers by providing "outstanding" service. The GM recognizes approximately 25 employees a month with a letter and a gift. A luncheon is held each year to honor the top ten winners

# Formal Programs

The Safety Banquet

Retiree Luncheon

Retiree Wall of Fame

Paratransit Awards

Transit Police Awards



# *Rules Review*



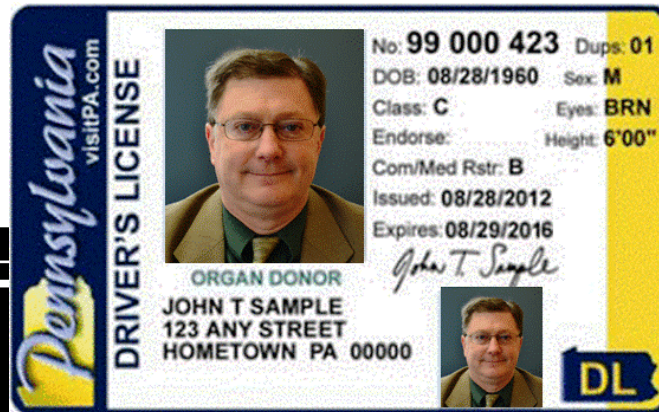
# ***ASR -1 – Safety Requirement***

- **Safety** is the first priority in the performance of duty. In case of doubt, the safe course must be taken.
- Employees shall not permit unnecessary conversation, reading, lounging or any action or condition of mind to divert their attention from the safe and efficient performance of duty.



## ***ASR – 2. B. Responsibility to have and maintain Valid state Driver's license***

- As a condition of employment, employees found to be operating an Authority motor vehicle, on or off Authority property, without a **valid state approved** driver's license will be subject to discharge.



# ***ASR-3. - Knowledge of Rules and Special Instructions***

- Employees whose duties are affected by these rules and special instructions must be familiar with them.
- Ignorance of the rules will not be accepted.
- Any doubt to the meaning of a specific rule or special instruction, employees must consult with proper authority.
- A Safe course must be followed if supervision is not available to clarify.

# *ASR-4. B. - Policies on Drugs and Alcohol*



# ***ASR-4. B. - Policies on Drugs and Alcohol***

- The unlawful use in the body of drugs or any other unauthorized controlled substance which include but are not limited to over the counter patient medications is prohibited.



# ***ASR-4.B Policies on Drug and Alcohol Testing Regulation 49 CFR Part 40***

- It is important to note that marijuana remains a drug listed in schedule 1 of the Controlled Substance Act . It **remains unacceptable** for any safety-sensitive employee subject to drug testing under the Department of Transportation's drug testing regulations of Septa Drug Free Workplace Program **to use marijuana.**

## ***ASR-5. – REPORTING FOR WORK***

- When reporting for duty, employees must be in possession of all tools, keys, equipment or other materials necessary for the completion of their assignment.





# NOTICE

ST-15-15

October 30, 2015

## ALL SURFACE OPERATORS

### Re: Report and Turn-in Procedures

Recently, the Authority has reviewed its protocol for report and turn-in for operators to improve efficiencies. As a result, the following will take effect on **Monday, November 9, 2015**:


1. Operators are required to report for duty and pick up their transfers at their scheduled report time. Any Operator reporting prior to their scheduled report time will not be acknowledged as having reported and will be asked to return at their scheduled report time.
2. The Clerk and/or Transportation Manager will issue transfers. Transfers will no longer be labeled with your associated run number.
3. The additional CDL pre-trip inspection card boxes, which were installed at various locations throughout your location, will be converted to a dual-purpose box for both CDL Pre-Trip Cards as well as Waybills. The boxes will be relabeled "CDL Pre-Trip Cards/Waybills".
4. There will no longer be a requirement to return to the transportation building to drop off your waybill. After storing your vehicle, and logging off the SmartMDT System and farebox, waybills are to be placed in the CDL Pre-Trip Card /Waybill boxes located throughout the bays. You have then completed your assignment.

#### Exceptions:

- Submitting late/overtime sheet
- Completing an accident/incident report
- Turning in lost and found articles

The above are in addition to, and concurrent with, the announcements made in Surface Transportation Notice 08-15, dated June 18, 2015, titled Reporting/Pull-in Requirements and Vehicle Assignments.

Any questions, please contact a member of your district management team.

  
Chief Surface Transportation Officer

Post: Immediately

## ***ASR-8. – PERSONAL APPEARANCE***

- When off duty and occupying public areas, employees who elect to remain in uniform must be in the full uniform.





# ***ASR9 - Prohibited Behaviors***

## ***B. Cell Phones and Other Electrical Devices***

- The use and or display of electronic paraphernalia is prohibited.



## NOTICE

### ALL OPERATIONS/EMC DIVISION EMPLOYEES

Re: Electronic Device Use -- Authority Standard Rule 9(B) & NORAC Rule E(4) Cell Phones and Other

Bus, trackless trolley and train operators/crews – you may **not wear**, carry on your person, or use a cell phone or other electronic device while operating a vehicle/train, either in service or out of service

*or other electronic device while operating a vehicle/train, either in service or out of service.*

Operators may carry a cell phone (turned OFF) and stored off your person. You are permitted to use it off the vehicle/train on recovery/layover at the ends of the lines. You are also permitted to use your cell phone if the on-board communication system fails, but then only with your vehicle stopped (bus pulled safely to the curb or shoulder) to make


Reliable Watch - A watch that accurately indicates hours, minutes, and seconds.

*while operating any vehicle. This includes text messaging, dialing, emails, or internet use. Employees must safely pull to the side of the road to utilize their hand held devices.*


Do not compromise your safety, the safety of your customers or the welfare of your co-workers and the Authority.

**Due to the seriousness of any violation of these rules, and the perception it creates with our customers, violators will be subject to disciplinary action, up to and including discharge.**

Thank you for your continued cooperation. If you have any questions, please speak with any available manager.

  
Deputy General Manager

  
Assistant General Manager  
Operations

  
Assistant General Manager  
Engineering, Maintenance & Construction

- **Electronic device-** means an electronic or electrical device used to conduct oral, written, or visual communication; place or receive a telephone call; send or read an electronic mail message or text message; look at pictures; read a book or other written material; play a game; navigate the Internet; navigate the physical world; play, view, or listen to a video; play, view, or listen to a television broadcast; play or listen to a radio broadcast other than a radio broadcast by a railroad; play or listen to music.

# ***B. Cell Phones and Other Electrical Devices – Cont.***

When personal cell phones may be used.

Exceptions:

- Authority supplied or authorized electronic and electrical devices.
- An employee may use an Authority supplied electronic or electrical device for an approved business purpose. Such use must not interfere with any safety related duties or occur when the individual is on the ground and fouling any track.

# ***B. Cell Phones and Other Electrical Devices – Cont.***

- While on layover, calls can be made only when the employee is off the vehicle, not required to perform any service or duty.
- To perform official Authority business when communication system fails. Vehicle must be safely stopped.



# ***ASR9 - GL2. Criminal History Records***

- Supports Authority Policy
  - (E-20, Section IV, H)
- Any employee who is arrested and charged with any criminal offense graded as either a Felony or misdemeanor must notify the Office of the Inspector General within **5** business days after being so charged.



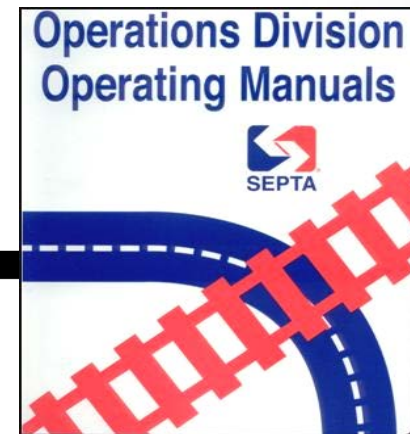
# ***ASR-10 – GL 1 Recovery Time Procedure***



- ✓ While located in the loop , if the employee's vehicle is the next in line to depart, the vehicle must pull up to permit passengers to board.

# ASR -15 - Requirement to Carry

- Operator's must have a copy of their manual within easy access for reference and inspection while performing duty.
- The Manual must be complete and up to date.



- Item C. SEPTA Employee Pass
- Must have in possession while on duty



# RDR-2. Job Briefings

- Employees whose duties require coordination with other employees must hold a job briefing to review all operational and safety conditions before, during and after such duties, as outlined below. If these conditions change, employees must hold an additional job briefing to discuss the new conditions.
- Job briefings should be conducted face to face. When not practical or possible to do so, radio or telephone communication is authorized.

[REDACTED]

# ***RDR-5. General Order***

- General Orders - (Revision pages packet)
- Will be issued twice a year (March/November)
- Employees responsibility to update



# ***RDR-5 Bulletin and Supplemental Bulletin Orders***

- ✓ Supersedes the Operations Manual
- ✓ Informs employees of:
- ✓ Rule Changes
- ✓ Temporary Speed Restrictions,
- ✓ Work Zones
- ✓ Tracks scheduled to be out-of-service

# Identify the forms:



## SOUTHEASTERN PENNSYLVANIA TRANSPORTATION AUTHORITY SURFACE TRANSPORTATION / CITY RAIL – CALLOWHILL AND ELMWOOD DISTRICTS BULLETIN ORDER No. 16 - 03

**Issued:** Thursday, January 14, 2016  
**Effective:** 12:01 AM Monday January 18, 2016

General Order revision packet No. 15-02 is in effect at 2:01 AM on Sunday, November 1, 2015. This General Order consists of revisions to the **CALLOWHILL AND ELMWOOD** Special Instructions section of the Operating Division Operating Manual, revisions to the RDR Rules Manual and an entire re-print of the OTS Manual.

**NEW FORMAT**

**Section 1300:**  
 except in an emergency.

**(B) THE FOLLOWING ARE CHANGES TO THE RAIL OPERATIONS DIVISION OPERATING MANUALS:**

- a. None

**(C) CHANGES WITHIN THE SUBWAY / SURFACE TUNNEL:**

1. Temporary Speed Restrictions: ..... (rev  
 a. None
2. Tracks Schedule To Be Removed From Service:..... (rev. 01/17/16)

	Track	Between or At	Day / Date	Time	Track Rights
a.	EB & WB	Subway Surface Tunnel	Mon., Jan. 18, 2016	12:01 AM until 5:00 AM .	Overhead
b.	EB & WB	Subway Surface Tunnel	Sun., Jan. 24, 2016	10:00 PM until 5:00 AM Mon.	Overhead

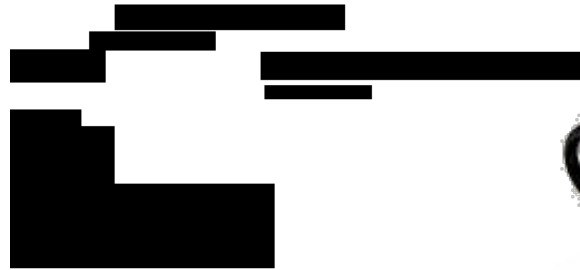
3. Work Zones Scheduled: .....(rev

	Track	Between or At	Day / Date	Time	Track Rights
a.	WB	15th Street and 30 <sup>th</sup> Street (ATP)	Mon., Jan. 18 thru Fri., Jan.22, 2016	10:00 PM until 5:00 AM – Each Day	Track

# *Personal Protective Equipment*

ANSI (American  
National Standards  
Institute) Class II  
approved

Hand held white light  
(plastic flashlight) must  
be available for use



# ***NAME and PROCEDURE***



# ***RDR-11. Hand Signals***

- Plainly seen and understood
- Stop prior to the hand signal location
- Movement must stop if:
  - doubt to meaning of hand signal,
  - doubt to whom signal was intended for,
  - disappears from view



# *Emergency Hand Signals*

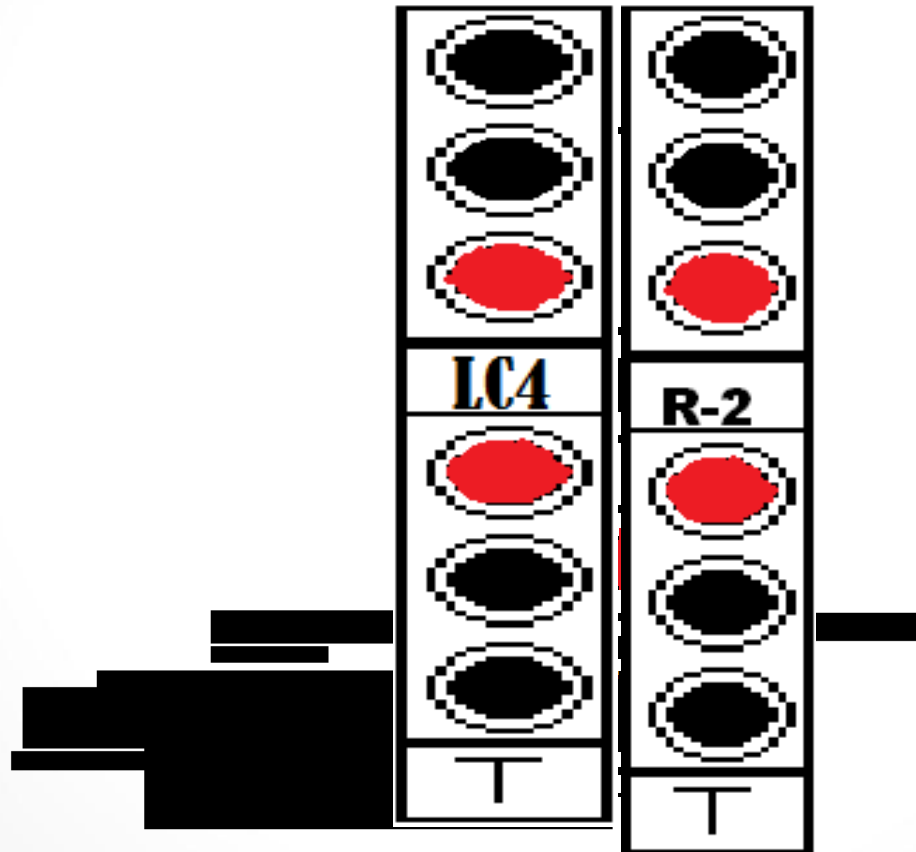
- Any worker can attempt to stop a train in an emergency.
- Operators are to **STOP Immediately** when any object is waved violently by anyone on or near the track.
- Continue until vehicle stops.
- When safe, change the signal to proceed.



# *Signal Violations*

- Any part of the vehicle travels beyond any portion of a signal indicating **STOP**, a Stop Sign or an absent or imperfectly displayed signal, before the vehicle comes to a complete stop.
- Failure to follow the proper procedures for passing a signal indicating **STOP**.
- A vehicle fails to stop at a hand signal indicating **STOP**.
- Accepting the wrong route.

# ***WHAT IS THE REQUIREMENT FOR PASSING THIS SIGNAL?***



# ***REQUIREMENTS***

- RDR-453 Passing Interlocking Signal Displaying Stop Signal
- RDR-454 Passing Initialization Signal Displaying Stop Signal
- RDR-456 Passing a Stop Signal At Other Than an Interlocking



# *Communication with Control Center*

➤ Operator must contact Control Center and report:

- Route/Block
- Vehicle number
- Account
- Location and Direction
- Location standing and signal number if applicable.
- Operator must repeat instructions correctly.
- Controller must confirm with the operator that the instructions were repeated correctly before giving permission to proceed giving the time instructions were correct.

# *RDR-12. Vehicle Horn Signals*



2 short – Acknowledgement to any hand signal or **Stop** Sign

Warning prior to initial forward movement in a yard.

1 long and 1 short - Warning for persons on or about the track.

3 short – Warning prior to any reverse or back up movement.

# SI - RDR-12 - GL1 - Vehicle Horn (Whistle) Signals

- Special instruction modifies Rule RDR-12.
- Gong to be used in lieu of horn as warning prior to initial movement in yards and shop areas.
- Horn is to be used in lieu of the gong while operating on the private right-of-way (between Island Ave and Eastwick Loop), the Subway Surface Tunnel and in an emergency while operating on the street.
- No signal to be sounded when entering or leaving the Portal.  
[REDACTED]
- No signal to be sounded when passing standing trains or vehicles outside station limits.  
[REDACTED]

# ***SI – RDR-12- 12GL2 - Acknowledgement of Hand Signals and Stop Signs in Subway Surface Tunnel***

➤ Two sounds on the gong is to be used:

**To acknowledge hand signals and Stop signs;**

- Where? [REDACTED]
  - When operating in the Subway Surface Tunnel. [REDACTED]
- [REDACTED]

# ***RDR-704 – Radio Transmission and Reception Procedures***

- All transmissions pertaining to the movement of trains and/or track cars must be repeated by the employee.
- Once repeated correctly, the Dispatcher/Controller will acknowledge that transmission was correctly repeated.



# ***RDR-707 – Radio Messages: Content and Code Words***

- Communications must be brief as possible and utilize the following key words:
- **ROGER /CHECK**– to signify that the message was received and understood.
- **EMERGENCY** or **MAYDAY** – transmitted *three* times to obtain immediate use of radio channel (hand held portables) for initial report of endangering conditions.
- **Code 1000** is used by Control Center to clear the radio channel.

# *Miscellaneous Rules*



# CS-10.

## *Announcements*

- Operators are responsible for communicating passenger information and guidance by making announcements.
- When automatic announcements are not available, announcements must be made by speaking in a clear and distinct voice using the public address system, when available.
- Announcements must be made in a timely manner.

# *Announcements to be made*

- Transit announcements
  - All transit stops
  - All transfer points
  - Principal points of interest
  - Route identification
- Informational announcements
  - Breakdowns
  - Maintenance work
  - Bus substitution



# ***RDR-21 Movement at Restricted Speed***

- Control the movement in such a way as to permit stopping within one half the range of vision short of:
  - other light rail vehicles or equipment occupying the track
  - derails in the derailing position
  - obstructions
  - switches improperly aligned
  - other vehicles or equipment fouling the track
  - misaligned track segments
  - any signal requiring a stop,

# ***RDR-21 - Restricted Speed - (cont.)***

- Look out for and, when practical, stop short of broken rail.
- When conditions permit, operate at not exceeding 20 MPH on the main tracks, and not exceeding 5MPH within yard limits and shop areas, unless otherwise specified.

# ***RDR-27 – BACK UP MOVEMENTS***

## STREET OPERATIONS

- Must change ends (Backup Controller) or a qualified employee must protect the lead end.

## SUBWAY SURFACE TUNNEL

- Only when authorized by Control Center and in accordance with CBTC rules.

# ***RDR-33 – Operation Through High Water***

- Private right-of-way and 3rd rail operations, vehicles must not operate through water that covers the top of the rail without permission of Control Center.
- Street operations, vehicles must not be operated through high water deeper than six inches above the top of the rail without permission of Control Center.
- Speed will be not exceeding 5 MPH.

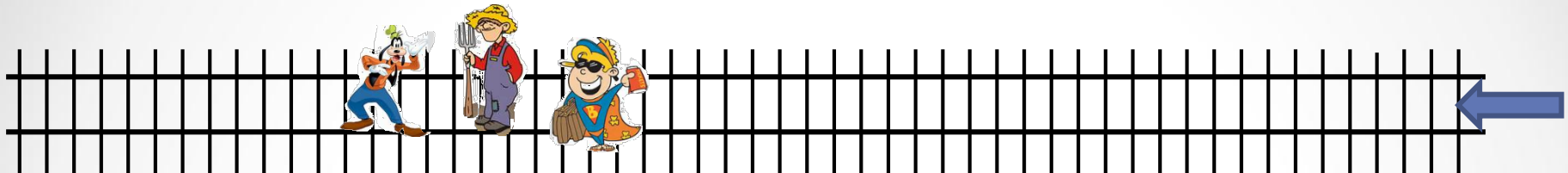




# RDR-69 Plugged on White



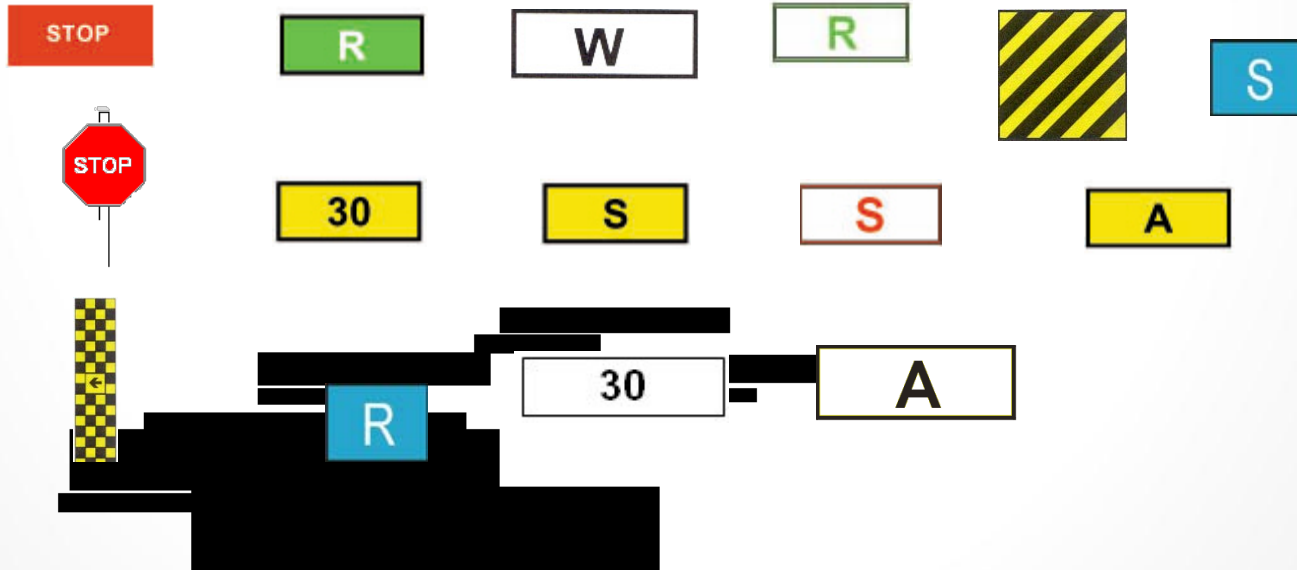
# • What signs are used for a work zone?



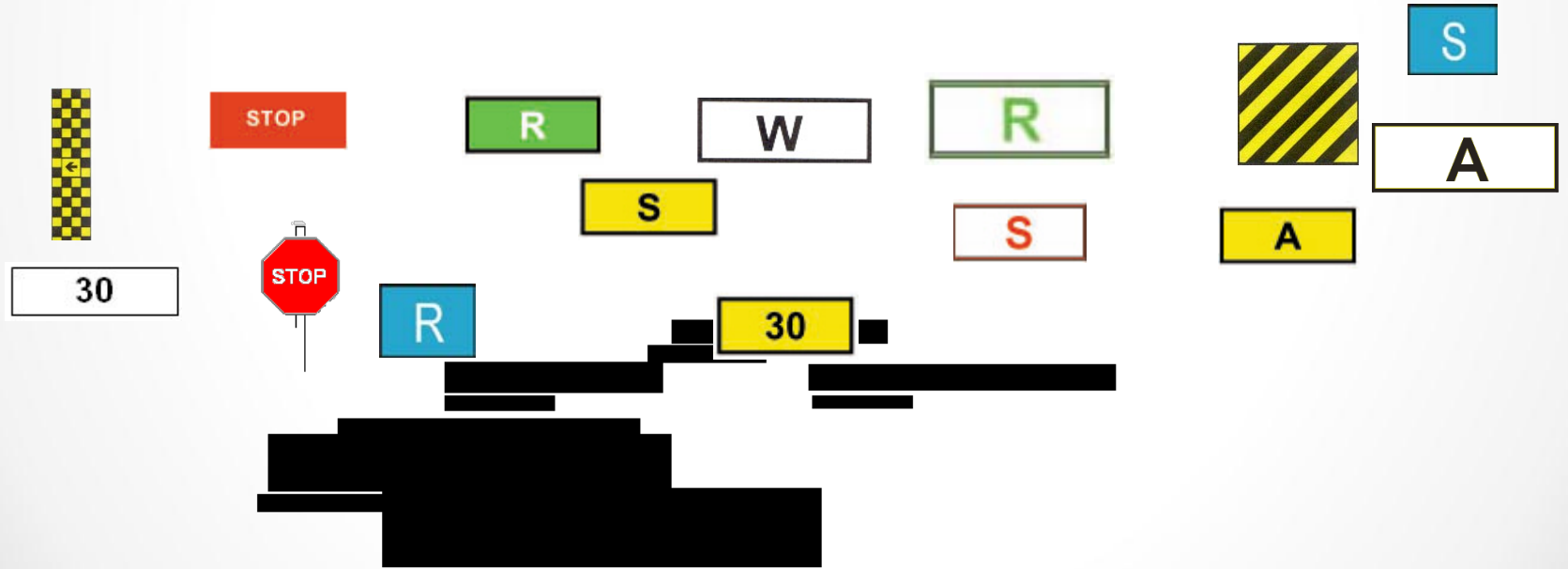
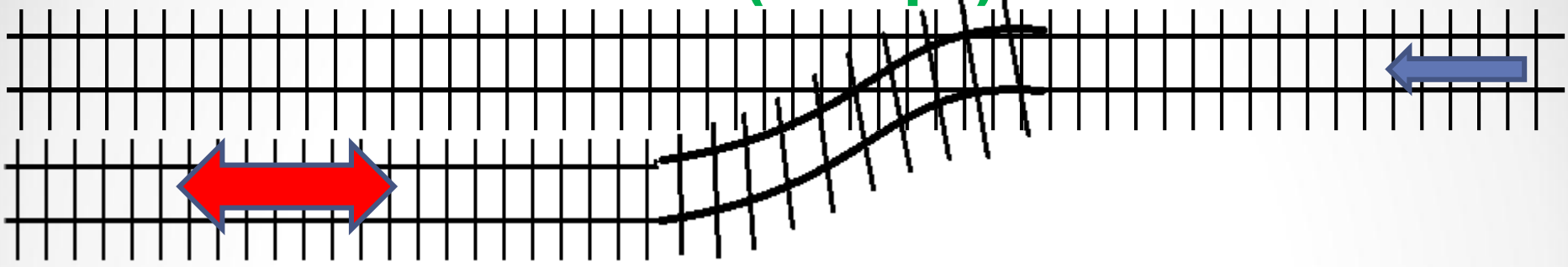
160 feet



Braking chart  
+ 100 feet



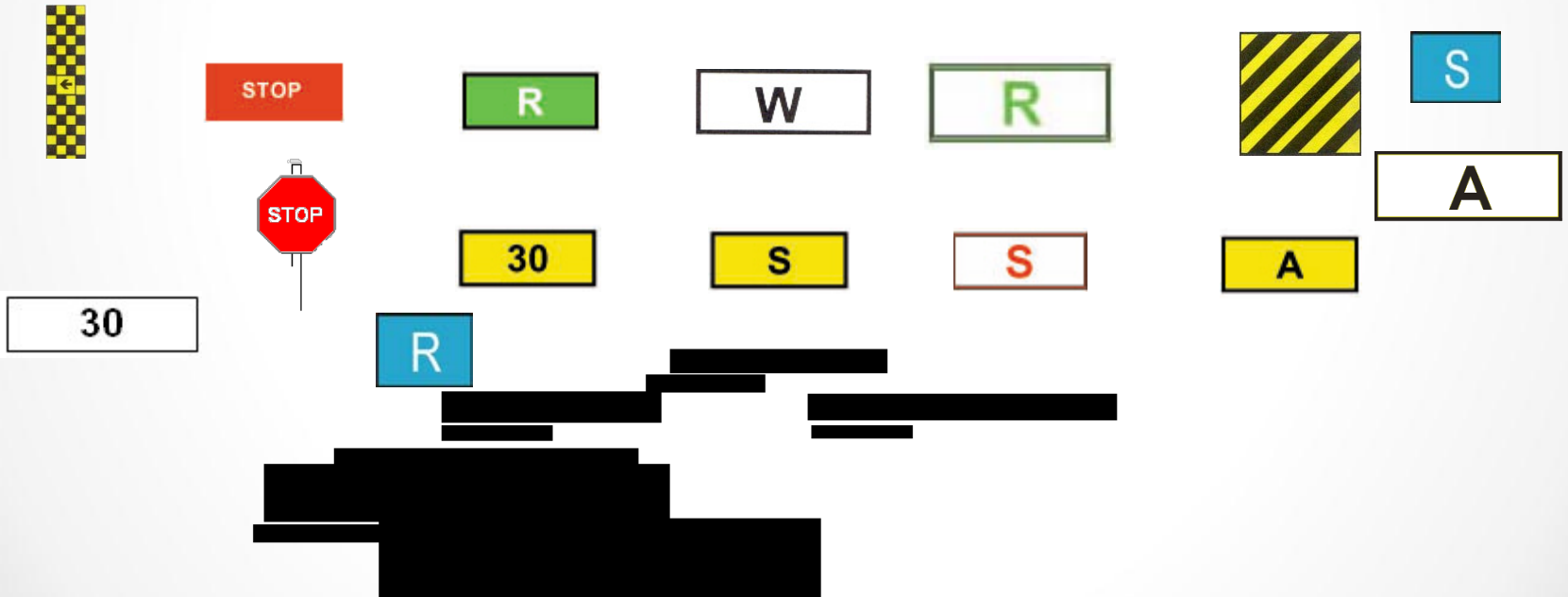
- What signs are used for a temporary speed restriction in red area (30 mph)?



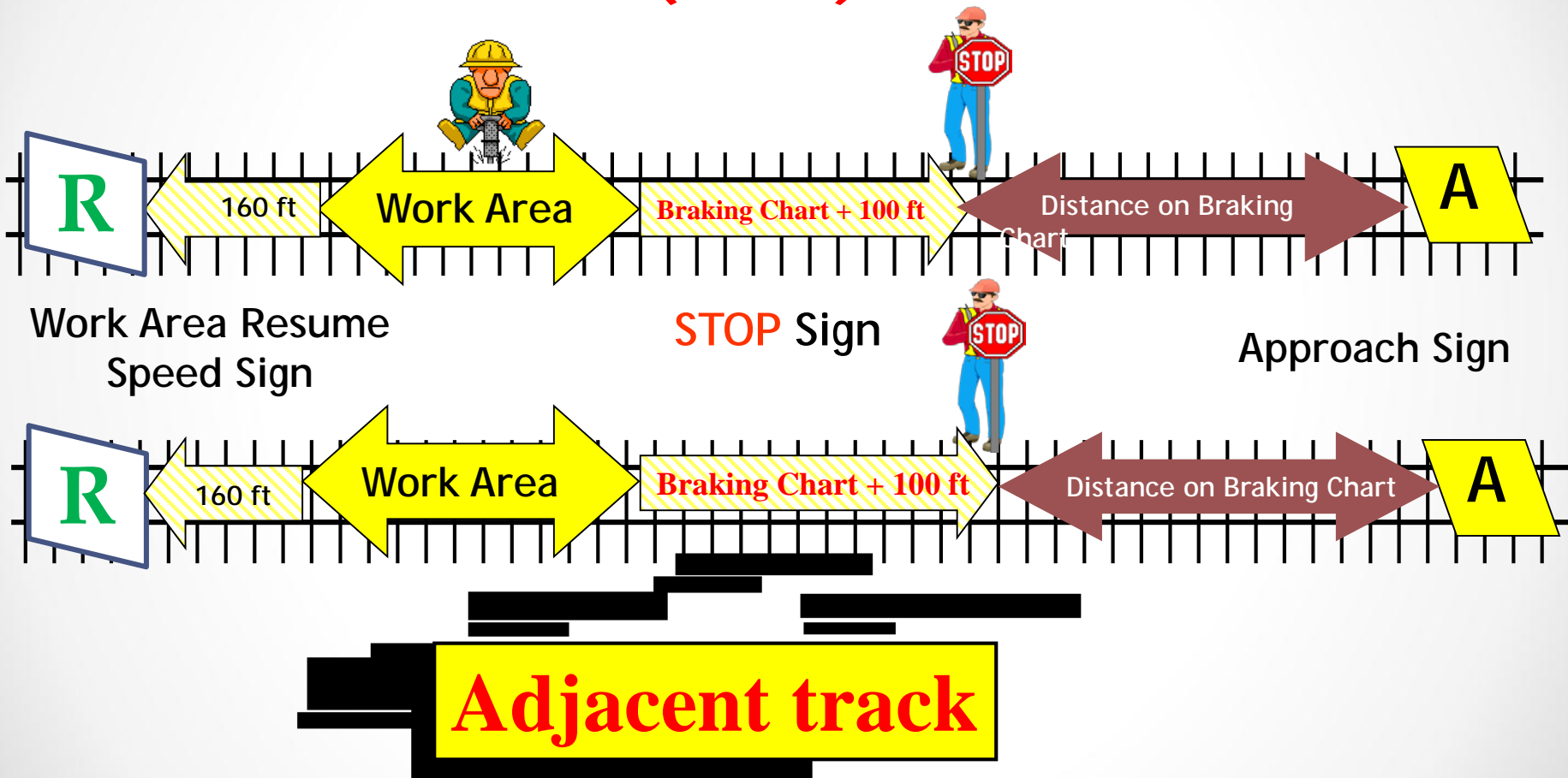
# What sign(s) are used for a lone worker?



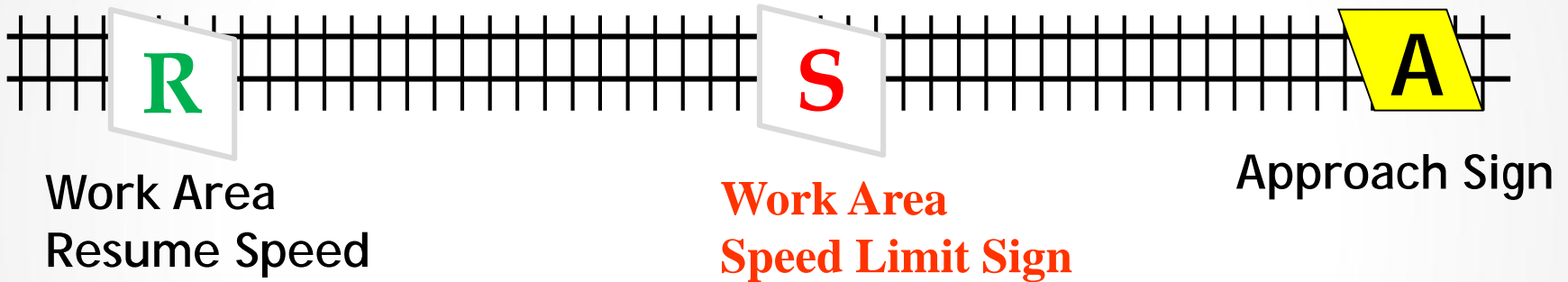
Speed distance table



# Work Zone Sign Placement (New)



# *Work Zone Sign Placement Before a Form W has a Time Effective or When No One is in the Work Zone Work Area*



- Approach Sign = Sound one long horn as soon as front of train passes Approach Sign and reduce speed ~~but not to~~ exceed 30 mph
- Work Area Speed Limit Sign = No stop required, continue not exceeding 30 mph
- Work Area Resume Speed Sign = Resume normal speed when front of train reaches Resume Speed Sign

# *Temporary Speed Restriction Placement of Signs*



Resume Speed  
Sign

Speed Limit  
Sign

Approach Speed  
Limit Sign

# WORK ZONE LACK OF COMMUNICATION







WIDE

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# ***Pedestrian Awareness***

❖ INATTENTIONAL BLINDNESS

❖ THE FAILURE TO SEE AN OBJECT BECAUSE OUR ATTENTION IS NOT FOCUSED ON IT

❖ ***“INATTENTIONAL BLINDNESS IS A MAJOR CAUSE OF ACCIDENTS”***



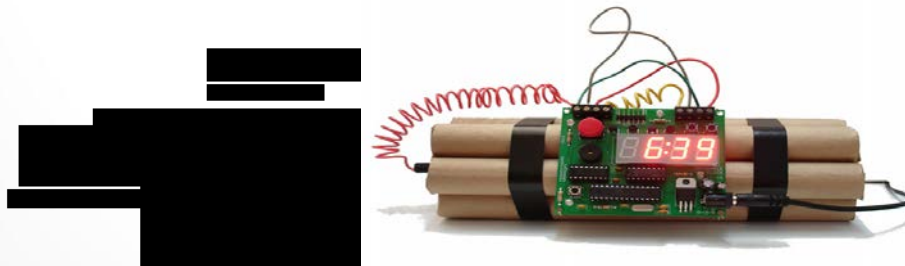
# ***Pedestrian Awareness***

- Actively scan to prevent inattentional blindness.
- Scan before, during & after maneuvers. (Track.)
- Stop 3-5' back of crosswalk for a complete view.
- Pause 4 seconds before starting.
- Don't rush the intersection or turn.
- Don't let the schedule drive you.
- Expect the landscape to change.



# ***Bomb Threats***

- Stay 300ft away from small devices, providing you have shielding
- Stay at least 1,000ft from large devices in the open
- If large device is suspected, move as far away as possible
- Do not attempt to move injured persons
- Inform TD of location once evacuation is completed
- Take a headcount



# ***Bomb Threats***

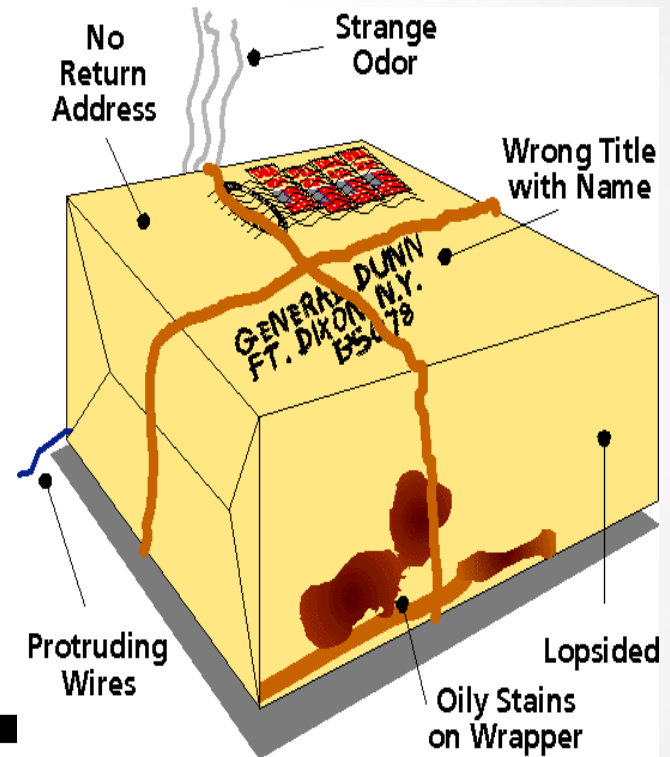
A Bomb Threat - is a threat to disrupt service by the use of explosives. No bomb threat is to be ignored, and all threats will be treated as if the actual bomb exist.



# Suspicious Packages

A suspicious package may be an unattended package that:

- Is left or placed in an out of the way area.
- Out of place container.
- Matches something described in a threat.
- May have a threatening message attached to it.





# NOTICE

OPS-20-15

November 3, 2015



## ALL RAIL and SURFACE TRANSPORTATION EMPLOYEES

Re: Service Animals

Recently, the Authority has received several complaints regarding our employee's interaction with passengers using service animals. Therefore, the following information listed, is to provide detailed instruction, clarity and awareness regarding the handling of passengers with service animals.

Service animals  
various disabilities  
animals that  
visually impaired  
balance or  
cannot ride:

...many other things for people with  
...might also see monkeys, birds or other

You can

1. Is this a trained service animal?
2. What major life activities has this animal been trained to help you with?

[Redacted signature]

Assistant General Manager, Operations

Post: Immediately





# NOTICE

ST-16-15

October 15, 2015

R

RES

## ALL SURFACE TRANSPORTATION OPERATORS

### Re: Registration of Fares (*Reissue*)

The manner in which the Authority calculates, verifies and is reimbursed for fares depends largely on **you** properly registering fares, by using the designated/appropriate key pad number on the farebox. However, please remember that all fares must be registered only at the time the customer boards. Timely registration of Seniors, as they board, is the Authority's proper method of handling this task.

In order to ensure all farebox data is captured, operators are reminded of their responsibility to use the following fare keys:

- #1 One zone fare
- #2 – Special Count Key
- #3 – Transfer received
- #4 – Passes (Convenience, Independence and Family)
- #5 – Manual recording when unable to swipe TransPass
- #6 – Short fare/Fare evasion
- #7 – Disabled
- #9 – Senior citizens
- #0 – Free fare (Police/Fire & Children's fare)

While your compliance is **mandatory**, your cooperation is **valued and appreciated**.

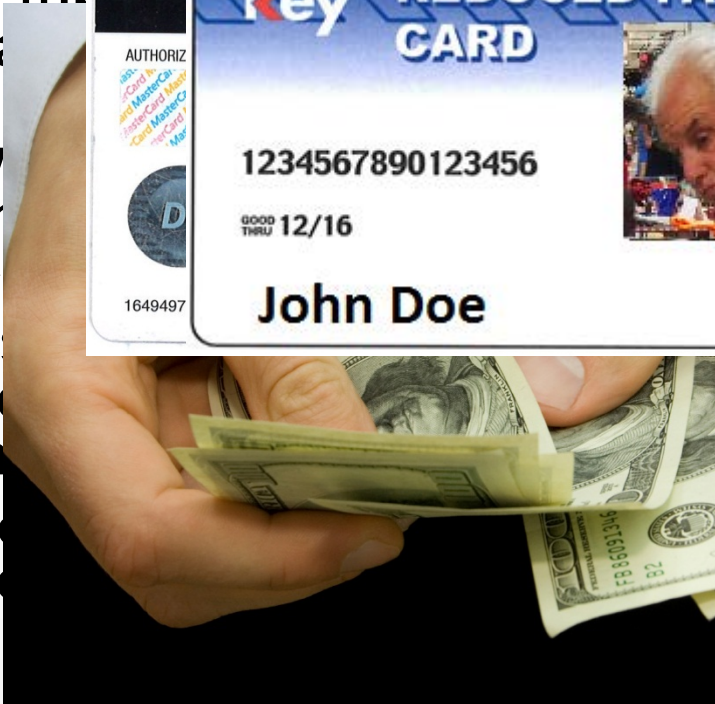
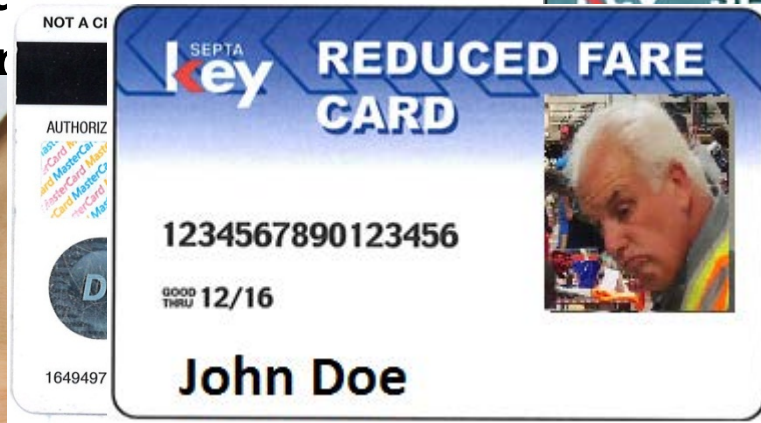
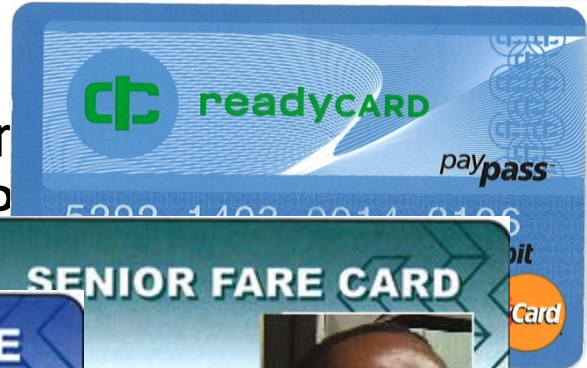
Should you have any questions, please feel free to contact your district management team.

  
\_\_\_\_\_  
Chief Surface Transportation Officer

Post: Immediately

# New Fare Options (SEPTA Key)

- SEPTA Key Card
- Any Contactless
- Non-SEPTA Cont
- Cash – Surface v
- Quick Trip
- Senior
- State i
- stripe
- instrum
- Reduc
- reduc



Car  
ral P  
bit  
Card  
e or a  
ag

# Fare Kiosk



Purchase fares, and reload SEPTA cards at Fare Kiosk.

Located throughout the system

300+ to be installed

# Employee Key Cards

The new SEPTA Employee ID/Pass will begin circulating throughout the system. The new Employee ID/Passes have a contactless chip and antenna housed within the pass, in addition a magnetic strip runs along the bottom back of the pass. Punching or piercing will render the card invalid and a fee will be charged for replacement cards.

*Any Questions?*



# *Final Examination*

