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Conrail
Train Dispatcher's Manual of
Instructions and Guidelines
May 2011
1st Edition

Consolidated Rail Corporation



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CONSOLIDATED RAIL CORPORATION

TRAIN DISPATCHER'S MANUAL OF INSTRUCTION AND GUIDELINES TO PROPER JOB PERFORMANCE

INTRODUCTION

Communication – The single most important “KEY” to success

Good communication skills, both written and oral, cannot be stressed enough in your line of work. It can save time, injury, and even life. It cannot be abused or short changed or taken for granted. Remain focused on the task at hand so you communicate your intended message. Always ensure you receive the proper response.

This manual contains instructions that are supplemental to the NORAC Operating Rules, Timetable Special Instructions, Air Brake and Train Handling Instructions, and Hazardous Material Regulations. Should an Operating Rule, Special Instruction, or Air Brake and Train Handling Instruction change in such a way that it conflicts with an instruction in this manual, the Operating Rule, Special Instruction, or Air Brake and Train Handling Instruction will govern. Any such change should be promptly reported to the Manager on Duty or the Director – Operations Support Center.

In addition, you are required to secure and maintain your own copy of these publications and instructions, as well as a copy of this manual. Should you need a replacement copy of any publications or instructions referenced in this manual, you have to ask for it. Ask a Manager for assistance when necessary. This manual may be updated from time to time. A copy of any updates will be provided to you in a timely manner. Any forms attached hereto that you may need going forward can be reproduced but not altered without permission from the Director – Operations Support.

So as not to be repeated throughout this manual, failure to adhere to any instructions, guidelines, publications, or rules referred to in this manual, may result in counseling and / or discipline.

This manual is divided into four sections:

- Conduct – Expectations of Professional Behavior
- Critical Rules
- General Applications / Requirements (Conrail & FRA)
- Notable Rules

Use of the male gender throughout this manual is for convenience and clarity ONLY. All instructions apply equally to male and female personnel accordingly.

The following titles and terms have been shortened or abbreviated for common usage.

- TD – refers to the Train Dispatcher
- MTO/MOD – refers to the Manager On Duty within the Operations Support Center
- Opr – refers to a Block Operator

All Train Dispatchers and employees training to become TD's will be governed by the contents of this manual. A copy will be available for reference at the Operations Support Center desk or through MOD, but each TD will be given their own personal copy.

Conduct

Compliance with Company Rules, Safety and otherwise, as well as NORAC Operating Rules, Timetable Special Instructions, Air Brake and Train Handling Instructions, and Hazardous Material Regulations is mandatory. Every TD is given the books they need to comply with this instruction. If your copy is in need of replacement, you need to ask for a new one. In addition, you must obey the instructions given by the MOD. Changes to the timetable that require pen and ink entries in your timetable are the responsibility of each TD.

Dispatchers must report for duty at the required time. The required time includes ample time to complete a thorough and concise turnover with the Dispatcher you are relieving, and is the responsibility of both Dispatchers to execute and complete.

Taking breaks during the work shift are permissible but should be held to the required time necessary for relieving oneself, smoking, or other rational cases. If you must engage in a personal phone call while on duty, it cannot, in any way, compromise your duties as a TD. Excessive breaks, whether by number of or duration of, will not be tolerated.

Dispatchers are required to report any medical condition not already on record with the company that could impair their ability to perform their duties. A condition such as this must be promptly reported to the Medical Department at 800-552-2306 and the MOD.

Sleeping or assuming the attitude or position of sleep is NOT permitted.

The disobeying and willful neglect to follow the orders or special instructions provided by the MOD can may result in being removed from service..

Taking extended breaks is not permitted unless another qualified Dispatcher is providing coverage at your station.

While working as a Train Dispatcher, it is expected that you will conduct business in a safe, considerate, and professional manner at all times. As a Train Dispatcher, you have the responsibility to manage, coordinate, and report all train movement, Engineering Dept. activity and Block Operator actions to achieve and maintain safe, optimum efficiencies. It takes a well focused approach to deliver safe and consistent results. Accordingly, Dispatcher's decision making process must always keep safety and the interest of the Company foremost in that process.

In application of NORAC General Rule F – Reporting Unusual Occurrences, any such occurrence reported to a TD must, in turn, be reported to the MOD.

While on duty, the use of the internet is governed by Company policy (see enclosed copy of Conrail's – Policies, Guidelines, and Programs). The use of any electronic devices such as cell phones, ipods, etc. are prohibited unless used for an emergency.

When alarms sound on the dispatcher's board, they are to be acknowledged accordingly and presented to the MOD on duty for further handling, when necessary.

When you take a scheduled road day, you must fill out, get signed, and submit the road day form (Attachment "A") to the MOD or the Director – Operations Support on the next available day you work, along with your expense reimbursement form. No expenses will be reimbursed without it. There are instructions on the Road Day form that must be followed. All road days must be coordinated with a Field Manager. Goggles, a high-visibility vest with Conrail on the back, and proper footwear and clothing are required.

Proper application and coordination of the switch heater use is paramount. Please make sure that proper use is coordinated with appropriate C&S personnel. If in doubt, please discuss with the MOD.

Vacation changes must be in writing to the Assignment Clerk, with a copy to the Director – Operations Support Center.

When a TD arrives to perform the duties of a TD, the Dispatcher's Daily Time Record must be signed. As instructed by the letter of March 19, 2009, and as amended as in attachment "B" of this manual. This is a FRA requirement (CFR 49 – 228.11: a 1-5) and your compliance is mandatory.

Be careful when eating or drinking at your work station. Be courteous to your relief and keep your area clean. Dispose of your refuse when done with it. Keep ALL liquids as far as possible from ALL electronic equipment.

Critical Rules:

While Train Dispatchers are governed by NORAC Operating Rules, Timetable Special Instructions, Air Brake and Train Handling Instructions, and Hazardous Material Regulations, it is important to recognize that certain rules and compliance with such rules carry a greater risk than others. That holds true not only for Train Dispatchers but for all employees within our organization.

Listed below are the critical rules for the Operations Support Center as well as for Transportation and Engineering. They are included for your reference and adherence because each TD is subject to Road Days and are exposed to many of the same conditions as those employees in each of these departments. While in the course of your duties outside the Operations Support Center, you are expected and accountable to act accordingly.

TRANSPORTATION DEPARTMENT CRITICAL RULES

- Never cross between moving equipment. Cross over between standing equipment after receiving protection as instructed in Safety Rule 9.4 only on equipment with a crossover platform and continuous handrail. If equipment does not have the necessary safety appliances to cross over, separate the equipment at least 50 feet or walk around the end of the equipment.
- Always request "3-Step Protection."
 - Apply the train brakes.
 - Place the reverser lever in neutral position.
 - Open the generator field switch.

The engineer must maintain this protection until notified by the employee who requested it that the protection is no longer required.

Make sure that equipment is separated by at least 50 feet before making any adjustments.

Know that equipment will not move.

- Expect equipment to move at any time.
- Never cross tracks closer than 25 feet from standing equipment.
- Never ride on the end of moving equipment except for the purpose of riding the brake platform and using the brake to stop the equipment.
- When backing or pushing a train, the distance of the movement must be specified, and the movement must stop in one-half the specified distance unless additional instructions are received.
- Never get off or on moving equipment except in emergency.

OPERATIONS SUPPORT CENTER CRITICAL RULES

NORAC RULE G. Drugs and Alcohol

Employees are prohibited from engaging in the following activities while on duty or reporting for duty:

1. Using alcoholic beverages or intoxicants, having them in their possession, or being under their influence.

2. Using or being under the influence of any drug, medication, or other controlled substance – including prescription and/or over-the-counter medication – that will in any way adversely affect their alertness, coordination, reaction, response or safety. Employees having questions about possible adverse effects of prescribed medication must consult a Company medical officer before reporting for duty.
3. Illegally possessing or selling a drug, narcotic or other controlled substance.

An employee may be required to take a breath test and/or provide a urine sample if the Company reasonably suspects violation of this rule. Refusal to comply with this requirement will be considered a violation of this rule and the employee will be promptly removed from service.

NORAC RULE 119. Hazardous Material; Equipment of Excessive Weight or Dimensions

c. Dispatcher's Responsibility

The Dispatcher must have available the car numbers, position in train, identification numbers, required paperwork, and / or movement restrictions. The Dispatcher must notify connecting dispatching districts, divisions, or railroads of such equipment and / or restrictions.

NORAC RULE 241. Passing a Stop Signal

To pass a Stop Signal, a train must have verbal permission of the Dispatcher (or Operator when authorized by the Dispatcher). Permission must not be given or accepted until the train has stopped at the signal. A member of the crew must contact the Dispatcher or Operator and follow his instructions.

a. Giving Permission to Pass

Before giving permission to pass the Stop Signal, the Dispatcher (or Operator) must determine that:

1. Affected appliances are properly positioned. If the position of a switch cannot be determined, the route must be inspected.
2. No opposing or conflicting movements have been authorized.
3. Blocking devices have been applied to protect against opposing movements whenever the Stop Signal involved governs entrance to a track where Rule 261 is in effect.

The Dispatcher (or Operator) must give permission to pass a Stop Signal in the following manner:

"No. 5316 engine 4129 pass Stop Signal on No. 2 track at Rare and proceed east to No. 1 track."

The receiving employee must repeat this permission and the Dispatcher or Operator must then confirm it.

b. Movement After Permission Has Been Confirmed

After permission has been confirmed, the train must operate at Restricted Speed until the entire train has cleared all interlocking or spring switches and the leading wheels have:

1. Passed a more favorable fixed signal,
OR
2. Entered non-signaled DCS territory,
OR
3. Entered Rule 562 territory with a Form D authorizing Rule 563.

In CSS territory, trains with operative cab signals must not increase their speed until they have run one train length or 500 feet (whichever distance is greater) past a location where a more favorable cab signal was received.

c. Stopped at Automatic Interlocking Home Signal

When a train is stopped at a home signal at an automatic interlocking and no immediate conflicting movement is evident, the movement will be governed by:

1. Instructions posted at that location.
2. Instructions in the Timetable.

Track cars may proceed after first determining that there are no approaching or conflicting movements.

d. Stopped at a Signal Protecting Movable Bridge

Under the following conditions, a qualified employee must determine that the rails are properly lined and the bridge is safe for movement before verbal permission is given to pass the signal:

1. When the signal cannot be displayed for the first movement over a bridge after the bridge has been closed, regardless of bridge lock indication.

OR

2. At any time a bridge unlock indication is received.
- 3.

e. Stop Signal Disregarded

If a Stop Signal is disregarded, the Dispatcher or Operator must immediately take two actions:

1. Attempt to stop that train and other trains involved.
2. Notify the next TBS or interlocking station.

NORAC RULE 705. Radio Transmission and Reception Procedures

Before transmitting by radio, the employee must listen to ensure that the channel on which he intends to transmit is not in use.

All transmissions must be repeated by the employee receiving them except:

1. Transmissions used in yard switching operations.
2. Those transmissions that do not contain any information, instruction or advice that could affect the safety of a railroad operation.

Employees must ensure that radio contact with the proper persons has been made and must not take action until certain that all conversation with them has been heard, understood and acknowledged.

Any radio communication that is not fully understood or completed in accordance with the requirements of these rules shall not be acted upon and shall be treated as though not sent.

Emergency communications are an exception.

An employee receiving a radio call must acknowledge the call immediately unless doing so would interfere with safety.

NORAC RULE 905. Blocking Devices

Whenever the use of blocking devices is required, a record must be maintained. This record must be made at once, never from memory or memoranda. If the record is manually recorded it must be on the prescribed form, and must indicate the time blocking devices are applied and removed. Signal lever numbers and the position and number of all affected switch levers must be indicated.

Example of record:

BDA 6 sig., 3 sw. nor., 11 sw. rev. — 9:01 a.m.

BDR 6 sig., 3 sw. nor., 11 sw. rev. — 9:05 a.m.

EXCEPTION: At locations controlled by the Dispatcher, he will not be required to record individual switch and signal lever numbers. He must record the time that blocking devices are applied and removed, as well as location and track number.

When a panel blocking device capable of providing the necessary protection is in service, it will be used in lieu of blocking the signal and switch levers. A record must be made of the time the panel blocking device is applied and the time it is removed. This record must indicate the track and the direction affected.

Example of record:

PBDA No. 3 track East — 3:45 a.m.

PBDR No. 3 track East — 5:26 a.m.

Once blocking devices have been applied, they must not be removed until:

1. Protection is no longer required.

OR

2. It is necessary to route a train around a protected track.

Before removing or authorizing the removal of a blocking device to route a train around a protected track, alternate route and blocking device protection must be established to ensure that the affected track is never unprotected. When movement is completed, original blocking device protection must be restored immediately. The application of alternate blocking device protection need not be recorded.

Before issuing a Form D or Plate Order requiring the application of a blocking device, the Dispatcher must instruct the Operators involved to place the appropriate signals in Stop position and apply blocking devices. After this step has been completed and confirmed by the Operator, the appropriate Form D or Plate Order may be issued.

When the rules require Dispatchers to apply or ensure the application of blocking devices at locations where it is not possible to do so, the Dispatcher must ensure that movements to be held are restricted by rule, special instruction, or Form D.

General Applications / Requirements

Train Dispatcher Requirements:

Trains and track cars that enter a main track without authority or that pass interlocking signals in stop position without permission violate critical rules and must be addressed immediately. If a Stop Signal is passed without permission, **the Train Dispatcher must immediately notify the train or track car to stop, then protect any movements at risk caused by this violation.** The train or track car involved must be instructed to remain standing until supervision arrives. Once movement has been stopped and protection provided, immediately notify the MOD, who will in turn arrange for supervision to go to the train or track car involved and conduct the field investigation required.

Train Dispatchers, who transmit, receive or deliver orders affecting train movements, are governed by the Federal Hours of Service Law. Desk or trick dispatchers are governed by the Federal Hours of Service Regulation.

Dispatchers who are governed by the Federal Hours of Service Law must not work more than 9 hours in a 24 hour period, except when in an emergency.

Train Dispatchers in charge of dispatching territories must review all current and pertinent Bulletin Orders and Division Notices that apply to their territory.

Train Dispatchers must keep the MOD informed of all train delays as soon as they occur or as soon as practical.

Train Dispatcher trainees will use their name on Form D's that they issue.

If a Bulletin Order (BO) needs to be revised, a letter, starting with an "A", must follow the BO number being revised AND the time effective must have at least one minute added to the effective time of the previously issued BO so anyone receiving the revised copy can determine which one is correct and in effect.

Train Dispatchers are required to maintain the daily Bulletin Orders, TMS administration / inputs, and electronic train data in ARINC dispatching system in a timely and accurate manner. Notification to the MOD should be made promptly if there is a system malfunction that affects this requirement, noting the time and circumstances of the malfunction.

Code of Federal Regulations 49 – Notable Parts

Part 228 – Hours of Service Employees

Subpart B – 228.17 a 1 – 11

This section requires the carrier to account for hours on duty for each hours of service employee. Please refer to the instructions attached to this manual regarding the daily sign in sheets and be governed accordingly.

Part 239 – Passenger Train Emergency Preparedness (PTEP)

Subpart B – 239.101 a.vi.3

This section specifies that each railroad shall have a copy of each Railroad's PTEP Plan applicable to the dispatched territory of the host railroad and each will have an awareness of the plan.

Notable Rules

Rule L - The divulging of the Company's business affairs to persons other than those authorized to receive such information is prohibited. Company property must be protected. If Company property is endangered, employees must unite to protect it. Misplaced articles and freight found on Company equipment or property must be cared for and reported promptly. It is prohibited to abuse, misuse, deface, or deliberately damage or destroy Company property, tools, or equipment.

Employees must keep switch keys in secure places, and must not allow unqualified or unauthorized persons to use or gain possession of these keys. The unauthorized possession, removal, or disposal of any material from railroad property or property served by the railroad is prohibited. Unauthorized persons must not be allowed on comp. property or equip at any time.

Rule 104.h-Switch Connected with Main Track or Controlled Siding A switch connected with a main track or controlled siding must **NOT** be left open for another train **UNLESS** a member of the other train is at the switch and takes charge of that switch.

Rule 136.d- Emergency Stops: Protection; Responsibilities of Dispatcher or Operator . Until the Dispatcher or Operator knows that there is no obstruction on the adjacent track(s), they must not permit trains to enter the block on adjacent tracks without first notifying them of the situation. This notification must include the direction, track, location, and the trains identity. Once the crew member of the train in emergency has walked their train, and the cause of the emergency stop has been determined, the Dispatcher must obtain the following information from the crew ;

1. What is the reason(s) or cause(s) of the emergency.
2. What is the car number(s) involved.
3. What is the car(s) placement in the train.
4. After the repair has been made is the air being restored.

162. Addressees

The Dispatcher issues Form D's to restrict or authorize movements. Form D's are also issued to convey instructions in situations not covered in the Operating Rules.

a. Form D Addressed to a Train - Form D's for a train must be addressed to the Conductor & Engineer, and to anyone who acts as its pilot. These forms must include the identity of the train. Scheduled trains will be identified by the abbreviation "no." plus the schedule number & engine number, eg. "No. 101 Eng 903". Extra trains will be identified by the word "Extra" plus the engine number, such as "Extra CN 2502". Blanket addresses may also be used, such as "Eastward Trains."

b. Form D Addresses to a Track Car - Form D's for track cars must be addressed to the Foreman, Track Car Driver, or Pilot. Track cars must be identified by the abbreviation "TC" plus the letters & numerals of the equipment, for example: "TC A8876". If more than one track car is to operate on the same Form D authority, the number of additional pieces must be specified, for example: "TC 7922 plus 3."

Road Day Itinerary Report

Employee Name: _____

Date: _____ Day: _____

Method of Travel: _____ Location: _____

Engineer or Track Car Driver: _____
(If other employee applies, show who it was)

Train Symbol or TC No.: _____
(If other means applies, so indicate)

Start Time: _____ End Time: _____

Territory / Track(s) / Items Covered: _____
(Include Yards as well)

Job Briefing Content: _____

Comments: _____

Signatures Required:

(Employee)

Suprv. / Engr./ TCD

This form is to be filled out for each Road Day taken and returned to the Manager on Duty at the Mount Laurel Operations Desk upon return to work on the first day following your Road Day(s).

Proper Clothing is required (refer to Safety Rule 2.6 in the Conrail S-7 Safety Rule Book)

Proper Footwear is required (refer to Safety Rule 2.7 in the Conrail S-7 Safety Rule Book)

Proper Eye Protection is required (refer to Safety Rule 4.3 in the Conrail S-7 Safety Rule Book)

Attachment "B"

March 16, 2009

All Train Dispatchers:

Subject: CFR 49 Part 228.17(a,3)

In compliance with the subject matter indicated above, a record shall be kept that identifies the Train Dispatcher and their time on duty for each dispatching district.

Attached is a "SAMPLE" copy of the record Conrail will use from this point forward. Please take the time during the course of your day, or the next work day following a road day, to complete your appropriate portion of the record. These pages will be kept in a binder with the Manager on duty during the various shifts throughout each work day.

These records are required by the FRA and will be retained for a two year period, subject to inspection by the FRA. Your compliance and signature is mandatory and your cooperation is very much appreciated.

If you have any questions or comments, please don't hesitate to ask.

Sincerely,

Tim Gardner
Director – Operations Support Center

Cc: MTO's
Oscar Cruz – Manager – Operating Rules
JF Scullin
TC Tierney
MF Ohr

SAMPLE ON 7!

Conrail Dispatcher's Daily Time Record

New Mar. 09

Location: Mount Laurel, New Jersey

Date: 3/16/09



Name	*	Empl. No.	Signature	Position Code	Rest Days	Length of Time Off Prior to Tour of Duty		Time Worked		Total Time On Duty		Desk Worked A = No. Jer. B = Detroit C = So. Jer.	Did anyone Post w/ you? (Yes or No)
						Hours	Minutes	Time On	Time Off	Hours	Minutes		
						* Enter a "P" if you posted that day or a "R" for a road day!							
John Q Sample			[Redacted]	D1233	Var.	16	0	0700	1500	8	00	A	N
Liccesse, AP				D5295	F, Sa								
Delvecchio, JE				D5304	Tu, W								
Peterson, RG				D5297	Tu, W								
Weber, WE				D5051	Su, M								
Mitchell, GC				D5087	Th, F								
Vogt, CR				D5085	Sa, S								
Vaccarella, V				D5048	Su, M								
Kajkowski, KA				D5173	W, Th								
Higgins, JE				D5208	F, Sa	16	0	0700	1500	8	00	C	Y
Johnson, GT				D5293	W, Th								
Zimmerman, J				D5300	Th, F								
Hart, SA				D5294	M, Tu								
Johnson, RI				DE579	Var								
Silva, SS				DE574	Var								
Falcao, JS	P			DE576	Var	16	0	0700	1500	8	00	C	N

NOTE: Do not include transfer time in Total Time Worked column.

Bridge Name	DIV	LINE NAME	BRIDGE #	TYPE BR.	RIVER CROSSING	CFR REGULATIONS	OPERATIONAL GUIDELINES
DELAIR	SJ	DELAIR BR.	L 2.07	VERTICAL LIFT / THRU TRUSS / DECK GIRDER / TRESTLE	DELAWARE RIV.	OPENS ON SIGNAL	OPEN YEAR ROUND BMW Br. Opr.
PAULSBORO	SJ	PENNS GROVE SEC.	D 13.7	DECK GIRDER / SWING	MANTUA CREEK	REMOTE CLOSING F/ TRAIN TRAFFIC	CLOSES FOR PASSAGE OF TRAINS; FROM 3/2 to 11/30; 4 HR NOTICE 12/1 TO 3/1
BRIDGEPORT	SJ	PENNS GROVE SEC.	D 20.79	THRU GIRDER / SWING	RACCOON CREEK	REMOTE CLOSING F/ TRAIN TRAFFIC	CLOSES FOR PASSAGE OF TRAINS; FROM 3/2 to 11/30; 4 HR NOTICE 12/1 TO 3/1
DARBY	SJ	CHESTER I.T.	B 1.67	THRU GIRDER / BASCULE	DARBY CREEK	REMOTE CLOSING F/ TRAIN TRAFFIC	CLOSES FOR PASSAGE OF TRAINS; FROM 4/2 to 10/31; 24 HR NOTICE 11/1 TO 4/1
HACK	NJ	P & H	L 4.21	VERTICAL LIFT / THRU TRUSS / DECK GIRDER	HACKENSACK RIV.	OPENS ON SIGNAL	OPEN YEAR ROUND TCU BLK OPR
PT NO PT	NJ	P & H	D 4.22	SWING / THRU TRUSS / DEC	PASSAIC RIV.	OPENS W/ NOTIFICATION	OPENS ON 4 HOURS NOTICE MANUALLY
UPPER BAY	NJ	NATIONAL DOCKS	L 6.75	VERTICAL LIFT / THRU TRUSS / DECK GIRDER	NEWARK BAY	OPENS ON SIGNAL	OPEN YEAR ROUND TCU BLK OPR
AK	NJ	STATEN ISLAND RR	L 6.58	VERTICAL LIFT / THRU TRUSS / DECK GIRDER	ARTHUR KILL	CLOSES ON SIGNAL F/ TRAINS	OPEN YEAR ROUND TCU BLK OPR REMOTE F/ UPPER BAY
RAHWAY	NJ	CHEMICAL COAST	B 14.49	THRU GIRDER / BASCULE	RAHWAY RIVER	CLOSES ON SIGNAL F/ TRAINS	
SOUTH RIVER	NJ	SAYERVILLE R.T.	D 6.13	SWING / DECK GIRDER	SOUTH RIVER	CLOSES FOR PASSAGE OF TRAINS	NEED BRIDGE OPR TO CLOSE
RIVER ROUGE	DT	DETROIT LINE	B 6.20	BASCULE / THRU TRUSS	ROUGE RIVER	OPENS ON SIGNAL	OPEN YEAR ROUND TCU BLK OPR