

# DAILY ACTIVITY REPORT

# CUSTOMER SERVICE REPRESENTATIVE / CUSTOMER SERVICE ASSISTANT

Trick #	Station/Line (0)	Day of Week	Start Time	Finish Time	Date Trick Started
780	LaSalle/Van Buren	FRIDAY	22:00	06:00	07/15/22
	VVM #	Turnstile #	Escalator #		Elevator #
14811	/	14811	/		/
14812	/	14812	/		/

  

Unusual Fare Transactions with Ticket/Pass Issued				Ticket/Pass Bank		Phone Numbers	
Problem	Ticket/Pass #	VFDR #	Time	Start	Replacements	CTA Customer Service:	
<del> </del>				1°			1-888 YOUR CTA  From Kiosk Phone:  CA Control                    1  Ventra Help Desk            12120  Elevator Status                13077  Terminals (from respective Kiosk phones)  O'Hare                            60785 Kimball                          93434 Howard                           09118 Forest Park                      65115 54th/Cermak                    61036 Midway                            19789 95th/Dan Ryan                 42577 Harlem                            62293 Ashland/63rd                  52408  From Station Pay Phone:  Control Center                   *1 Elevator Status                 *1+13077 Ventra Help Desk               *1+12120 CA Control                        *1+28037 *1+28038 Cust. Svc. Control               *1+28036 Power Control                    *1+22222 Security Control                 *1+28026 *1+28027
				1°			
				1°			
				1°			
				1°			
				1°			
				1°			
				1°			
				1°			
				1°			
Unusual Fare Transactions				1°			
Customer Access Card	Time	Customer Access Card	Time	1°			
				1°			
				1°			
				1-day			
				1-day			
				1-day			
				1-day			
				1-day			

  

Signature of Customer Service Representative/ Customer Service Assistant		1° = Single ride Ticket + transfers
Name: [Redacted]      Badge #: [Redacted]		1-day = 1-day pass
Signature of Customer Service Representative in Training Signature of Customer Service Assistant in Training		<ul style="list-style-type: none"> <li>Enter Ticket/Pass numbers under "Start" at the beginning of your tour of duty.</li> <li>Enter Ticket/Pass numbers under "Replacements" when bank is replenished.</li> </ul>
Name	START TIME	Badge #
	FINISH TIME	

Station/Line <u>LaSalle/Van Buren</u> Trick # <u>780</u> Date <u>07/15/23</u>								Station Inspections				
Defective Fare Equipment								Time	Badge #	Conditions Found	Action Taken	Time of Action
VVM #	Turnstile #	Ventra Notified	Time Reported	Ventra Work Ticket #	Reported to C/PC	Controller #	Time Reported	22:00	55345	CLEAN	NONE	22:00
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes			00:00	55345	CLEAN	NONE	00:00
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes			02:00	55345	CLEAN	NONE	02:00
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes			04:00	55345	CLEAN	NONE	04:00
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes			06:00	55345	CLEAN	NONE	06:00
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes							
		<input type="checkbox"/> Yes			<input type="checkbox"/> Yes							

**Statement of Cust. Serv. Rep./Cust. Serv. Asst. Beginning Work**

The following was located in the station:

Misc. Forms  Escalator Key(s)  Elevator Key(s)  Gate/Kiosk Keys

Gap Filler  Portable Fan  Portable Heater  ALSA Binder  Anti-Fatigue Mat

Info. Binder  Train Delay Stamp and Pad  Will Return Clock  Shovel

Hi-Intensity Emergency Light  10-43 Pad  Other TIRE IRON, WASTE

I have in my possession the following:

Kiosk Key  Rule Books  Flashlight  Safety Vest  Employee ID

Access Card # 90898 No. of Available VFDR's 0

Override Card # 80898

Revenue Card # 170898 Radio # 3971

Signed: [Redacted] Badge # [Redacted]

**Statement of Relieving Cust. Serv. Rep./Cust. Serv. Asst.**

The following was located in the station:

Misc. Forms  Escalator Key(s)  Elevator Key(s)  Gate/Kiosk Keys

Gap Filler  Portable Fan  Portable Heater  ALSA Binder  Anti-Fatigue Mat

Info. Binder  Train Delay Stamp and Pad  Will Return Clock  Shovel

Hi-Intensity Emergency Light  10-43 Pad  Other \_\_\_\_\_

Signed: \_\_\_\_\_ Badge # \_\_\_\_\_

**Comfort Relief**

Badge # x NO COMFORT RELIEF Actual Start Time \_\_\_\_\_ Actual Finish Time \_\_\_\_\_

Badge # \_\_\_\_\_ Actual Start Time \_\_\_\_\_ Actual Finish Time \_\_\_\_\_

Supervisory Personnel in Station	Badge #	Time	Supervisory Personnel in Station	Badge #	Time
Name			Name		

Comments: Temp 71°F

22:00 - ALL AFC EQUIPMENTS ARE WORKING

\* NO COMFORT RELIEFS

AFC CHECKS: 22:00/23:00/00:00/01:00/02:00/03:00/04:00/05:00/06:00. END OF SHIFT

\* FIRST TRAINS @ 02:07 A.M. (GREEN) \*

\* FIRST TRAINS @ 03:55 A.M. (ORANGE) \*

07/15/23