

**Rail Customer Service Assistant/Representative Operation Check**

CSA /  CSR Stanley Hinton I.D. [REDACTED]  
 Station # Washington Ubran Branch Green  
 Day, Date & Year 4-2-18  
 Trick No. 749 Start 1400 hrs. Finish 2200 hrs.

**PERSONAL APPEARANCE**

- Yes  No Badge properly displayed
- Yes  No Neatly groomed
- Yes  No Uniform cleaned/pressed
- Yes  No Proper shoes
- Yes  No Unauthorized Adornments

**EQUIPMENT**

- Yes  No Refund cards
- Yes  No Access cards
- Yes  No Flashlight
- Yes  No Keys
- Yes  No Safety vest being worn
- Yes  No Radio/Case # 001

**CSA/CSR OPERATION**

- Yes  No Courteous to customers
- Yes  No Gave correct information
- Yes  No Reading unauthorized material
- Yes  No Smoking on duty
- Yes  No Unnecessary conversation - phone
- Yes  No Unnecessary conversation - other
- Yes  No RCSDAR completed accurately
- Yes  No FDR completed properly
- Yes  No Responds to call button
- Yes  No Failed to drop FDR in safe
- Yes  No Failed to assist customer
- Yes  No Unauthorized equipment in kiosk
- Yes  No Elevator Status Board Updated
- Yes  No Gap Filler Deployment

**SECURITY**

- Yes  No Schedule adherence
- Yes  No Kiosk secured
- Yes  No Access gate locked
- Yes  No Unauthorized person in kiosk
- Yes  No Use of 2-way radio

**CONDITION OF STATION**

- Yes  No Station unclean/has defect (Reported Yes  No )
- Yes  No Station properly supplied

OPERATED CORRECTLY

Commendation - See REMARKS for details

FAILED

- CSA/CSR instructed at time of observation
- Violation - See REMARKS for details

CSA/CSR Supervisor \_\_\_\_\_

**Rail Customer Service Assistant/Representative Operation Check**

CSA /  CSR Stanley Hinton I.D. [REDACTED]  
 Station L9 Sallie-van Buren Branch Green  
 Day, Date & Year Wednesday 7/12/17  
 Trick No. 776 Start 22:50 hrs. Finish 00:10 hrs.

**PERSONAL APPEARANCE**

- Yes  No Badge properly displayed
- Yes  No Neatly groomed
- Yes  No Uniform cleaned/pressed
- Yes  No Proper shoes
- Yes  No Unauthorized Adornments

**EQUIPMENT**

- Yes  No Refund cards
- Yes  No Access cards
- Yes  No Flashlight
- Yes  No Keys
- Yes  No Safety vest being worn
- Yes  No Radio/Case # 1900

**CSA/CSR OPERATION**

- Yes  No Courteous to customers
- Yes  No Gave correct information
- Yes  No Reading unauthorized material
- Yes  No Smoking on duty
- Yes  No Unnecessary conversation - phone
- Yes  No Unnecessary conversation - other
- Yes  No RCSDAR completed accurately
- Yes  No FDR completed properly
- Yes  No Responds to call button
- Yes  No Failed to drop FDR in safe
- Yes  No Failed to assist customer
- Yes  No Unauthorized equipment in kiosk
- Yes  No Elevator Status Board Updated
- Yes  No Gap Filler Deployment

**SECURITY**

- Yes  No Schedule adherence
- Yes  No Kiosk secured
- Yes  No Access gate locked
- Yes  No Unauthorized person in kiosk
- Yes  No Use of 2-way radio

**CONDITION OF STATION**

- Yes  No Station unclean/has defect (Reported Yes  No )
- Yes  No Station properly supplied

OPERATED CORRECTLY

Commendation - See REMARKS for details

FAILED

- CSA/CSR instructed at time of observation
- Violation - See REMARKS for details

CSA/CSR Supervisor D. Reed

JUL 15 2017

**Rail Customer Service Assistant/Representative Operation Check**

CSA / CSR Stanley Hinton I.D. [REDACTED]  
 Station La Salle / Van Buren Branch Harlem  
 Day, Date & Year 10-07-2020  
 Trick No. 780 Start 0639 hrs. Finish \_\_\_\_\_ hrs.

**PERSONAL APPEARANCE**  
 Yes No  
  Badge properly displayed  
  Neatly groomed  
  Uniform cleaned/pressed  
  Proper shoes  
  Unauthorized Adornments

**EQUIPMENT**  
 Yes No  
  Refund cards  
  Access cards  
  Flashlight  
  Keys  
  Safety vest being worn  
  Radio/Case #                     

**CSA/CSR OPERATION**  
 Yes No  
  Courteous to customers  
  Gave correct information  
  Reading unauthorized material  
  Smoking on duty  
  Unnecessary conversation - phone  
  Unnecessary conversation - other  
  RCSDAR completed accurately  
  FDR completed properly  
  Responds to call button  
  Failed to drop FDR in safe  
  Failed to assist customer  
  Unauthorized equipment in kiosk  
  Elevator Status Board Updated  
  Gap Filler Deployment

**SECURITY**  
 Yes No  
  Schedule adherence  
  Kiosk secured  
  Access gate locked  
  Unauthorized person in kiosk  
  Use of 2-way radio

**CONDITION OF STATION**  
 Yes No  
  Station unclean/has defect (Reported Yes  No   
  Station properly supplied

**OPERATED CORRECTLY**  
 Commendation - See REMARKS for details  
 **FAILED**  
 CSA/CSR instructed at time of observation  
 Violation - See REMARKS for details

CSA/CSR Supervisor \_\_\_\_\_

**Rail Customer Service Assistant/Representative Operation Check**

CSA / CSR Stanley Hinton I.D. [REDACTED]  
 Station La Salle Branch Harlem  
 Day, Date & Year 09-09-2020  
 Trick No. 780 Start 6045 hrs. Finish \_\_\_\_\_ hrs.

**PERSONAL APPEARANCE**  
 Yes No  
  Badge properly displayed  
  Neatly groomed  
  Uniform cleaned/pressed  
  Proper shoes  
  Unauthorized Adornments

**EQUIPMENT**  
 Yes No  
  Refund cards  
  Access cards  
  Flashlight  
  Keys  
  Safety vest being worn  
  Radio/Case #                     

**CSA/CSR OPERATION**  
 Yes No  
  Courteous to customers  
  Gave correct information  
  Reading unauthorized material  
  Smoking on duty  
  Unnecessary conversation - phone  
  Unnecessary conversation - other  
  RCSDAR completed accurately  
  FDR completed properly  
  Responds to call button  
  Failed to drop FDR in safe  
  Failed to assist customer  
  Unauthorized equipment in kiosk  
  Elevator Status Board Updated  
  Gap Filler Deployment

**SECURITY**  
 Yes No  
  Schedule adherence  
  Kiosk secured  
  Access gate locked  
  Unauthorized person in kiosk  
  Use of 2-way radio

**CONDITION OF STATION**  
 Yes No  
  Station unclean/has defect (Reported Yes  No   
  Station properly supplied

**OPERATED CORRECTLY**  
 Commendation - See REMARKS for details  
 **FAILED**  
 CSA/CSR instructed at time of observation  
 Violation - See REMARKS for details

CSA/CSR Supervisor \_\_\_\_\_

Rail Customer Service Assistant/Representative Oper. eck

CSA /  CSR Hinton, Stanley I.D. [REDACTED]

Station LaSalle/VanBuren Branch [REDACTED]

Day, Date & Year: Friday April 15<sup>th</sup>, 2022

Trick No. 780 Start 2328 hrs. Finish 0020 hrs.

2355

- PERSONAL APPEARANCE**
- |                                     |                                     |                          |
|-------------------------------------|-------------------------------------|--------------------------|
| Yes                                 | No                                  |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Badge properly displayed |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Neatly groomed           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Uniform cleaned/pressed  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Proper shoes             |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Unauthorized Adornments  |

- EQUIPMENT**
- |                                     |                          |                               |
|-------------------------------------|--------------------------|-------------------------------|
| Yes                                 | No                       |                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Refund cards                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Access cards                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Flashlight                    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keys                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Safety vest being worn        |
| <input type="checkbox"/>            | <input type="checkbox"/> | Radio/Case # <u>388613971</u> |

- CSA/CSR OPERATION**
- |                                     |                                     |                                  |
|-------------------------------------|-------------------------------------|----------------------------------|
| Yes                                 | No                                  |                                  |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Courteous to customers           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Gave correct information         |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Reading unauthorized material    |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Smoking on duty                  |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Unnecessary conversation - phone |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Unnecessary conversation - other |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | RCSDAR completed accurately      |
| <input type="checkbox"/>            | <input type="checkbox"/>            | FDR completed properly           |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Responds to call button          |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Failed to drop FDR in safe       |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Failed to assist customer        |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Unauthorized equipment in kiosk  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Elevator Status Board Updated    |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Gap Filler Deployment            |

- SECURITY**
- |                                     |                                     |                              |
|-------------------------------------|-------------------------------------|------------------------------|
| Yes                                 | No                                  |                              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Schedule adherence           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Kiosk secured                |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Access gate locked           |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Unauthorized person in kiosk |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Use of 2-way radio           |

- CONDITION OF STATION**
- |                                     |                                     |   |
|-------------------------------------|-------------------------------------|---|
| Yes                                 | No                                  |   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Station unclean/has defect (Reported Yes <input type="checkbox"/> No <input type="checkbox"/> ) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Station properly supplied   |

OPERATED CORRECTLY

Commendation - See REMARKS for details

FAILED

CSA/CSR instructed at time of observation

Violation - See REMARKS for details

CSA/CSR Supervisor *M. J.*