



LONG ISLAND RAIL ROAD



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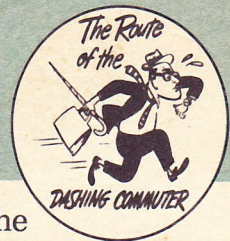
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Issued by
MANAGER, STATIONS

JAMAICA STATION, JAMAICA 35, NEW YORK
Jamaica 6-0900 Extensions 207, 208, 209

THIS
IS
YOUR
JOB

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on the

LONG ISLAND RAIL ROAD

▶ Freight and Passenger Departments—Clerical

welcome

to the Long Island Rail Road

You're now part of a team...a member of a specially trained group whose teamwork performance is vitally important in the operation of our railroad system.

The men and women who are your team-mates will help you develop the skills and knowledge you will need to do your job as one of the 7,000 employees who serve the busiest commuter carrier in the nation.

You'll find the Long Island Rail Road a friendly place to work. Our people like their jobs...make lifetime careers out of them. Opportunity is open to you, too. Knowing your job is the first step—so study this booklet. It contains the basic essentials you must know about your duties.



“This is your job”

FIRST EDITION—1960

SECOND EDITION—1963

is published for the

information and guidance of clerical personnel

working at the stations of the

LONG ISLAND RAIL ROAD

This is your personal copy...

READ IT • KEEP IT HANDY

REFER TO IT WHEN IN DOUBT

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When in doubt... Ask questions!



GENERAL INFORMATION

Each station is under the jurisdiction of an Agent who is your immediate supervisor and should be consulted for assistance, and decisions in routine matters and in case of emergency. It is better to ask for guidance when in doubt about the correct way to do something than to compound difficulties by taking the *wrong* action. Do not hesitate to ask questions if you are uncertain of the *right* way. If your Agent cannot be reached, call your Supervisor of Stations. If not available call the office of the Manager, Stations. Use Jamaica or Railroad Telephone Extensions 207, 208 or 209 during the hours 8:30 a.m.-5:00 p.m., Monday thru Friday. At other hours and on Saturdays, Sundays and Holidays call Jamaica Extension 635.

Each ticket office is equipped with instruction books, tariffs, circulars and other information you may be required to have. It is to your advantage to familiarize yourself with the sources of information at hand, for it will not only prepare you to do your daily work efficiently, but will also equip you for greater

responsibilities in the future. This booklet contains the essential basic information your job requires. Read them, study them and keep them handy for instant reference.

PERSONAL APPEARANCE



Ticket Clerks and Agents are "Mr. Railroad" in the eyes of the public. It is reasonable to expect that they must present a neat and conservative personal appearance at all times. Men must be well groomed, dressed in business suit, white shirt and conservative tie. Wearing sport shirts, flannel shirts or other informal attire while on duty is not permitted. During hot weather, men may remove their jackets. Bow ties may be worn and will be found to be cooler than regular neckwear. Women shall also dress conservatively, avoiding slacks and sports attire.

MEETING THE PUBLIC

Because you personify the Long Island Rail Road in your daily contacts with the public, it is important that you convey the impression of courtesy and willingness to accommodate. In answering the telephone, say "Long Island Rail Road—Good Morning!" or "Good after-

noon" (as required). When accepting money in payment for tickets, say "Thank you" convincingly—for they have, in fact, made a purchase for which your employer is thankful. Try to be pleasant, friendly and helpful—always. Acquaint yourself with the physical characteristics in and surrounding your station. Know where the parking fields are—what the bus schedules are and where pay telephones and letter boxes are located. It is local knowledge of this sort that puts you in a position to be helpful. Let's try to build our Departments to be the best service organization on Long Island. Train delays must be announced to passengers promptly, either by word of mouth or via public address system where available.

ACCOUNTING AND TREASURER INSTRUCTIONS

Ticket office employees should familiarize themselves particularly with the following:

- (1) ADL 206—Accounting Instructions
- (2) TD 50—Treasurer's Instructions

DAILY SALES RECORD AND REPORTS

(A) "Cut" ticket case each day and make daily cash count. Cut of case (ticket numbers) and count of cash is recorded in ink.

Extensions may be done in pencil.

(B) Keep up to date daily on the following reports:

1. ADL-1450—Consolidation
2. ADL-1450-A—Over and Short Account
3. ADL-1400—Cash Balance (Blue Card)
4. ADL-6031—Ticket Receiver's Figures
5. ADL-4388—Interline Report
6. ADL-4284— Report of Passenger Credits—must be sent to Assistant Auditor of Revenue-Passenger 4 times per month for Periods 1-7, 8-15, 16-23, 24 to end-of-month.

(C) Remittance must be prepared daily. Cash on hand for change purposes must not, *at time of remittance*, exceed authority issued by Treasurer.

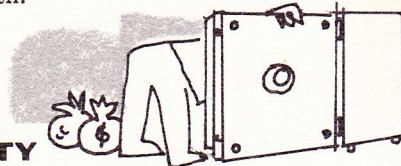
MONTHLY RECORDS AND REPORTS

(A) Previous month's reports—(ADL-6435 Revised) shall be forwarded to Assistant Auditor Revenue-Passenger, Jamaica, within the first five (5) days of the month with all supporting papers, spoiled tickets, authorities (including school commutation certificates and IBM cards) enclosed.

(B) Balance Sheet, ADL-1309—must be sent to Assistant Auditor of Revenue-Passenger

within first five (5) days of the month.

(C) ADL-1309, ADL-1303, ticket stock verification, CT-601—must be sent to the Manager, Stations within the first five (5) days of the month.



SECURITY

(A) Money must be locked in the safe whenever you leave the office, both at lunch time and at the end of the day. The use of so-called "Daylock" is absolutely forbidden. Any loss of money sustained under such condition will be the personal responsibility of the employee involved.

(B) Dater die must be locked in safe at the close of each business day. It is an employee responsibility to see that the ticket dater device is kept clean and is fitted with a good ribbon capable of reproducing a legible impression on dated tickets. Clean and oil your "Comet" daters regularly . . . both the Commutation and Weekly daters should be inspected and maintained frequently.

(C) Any change in the combination of the safe made by Travelling Auditor shall be promptly reported to the Agent. Similarly,

any change of door locks should be reported to Agent and duplicate key sent him for emergency use.

(C) Be alert in matters of money protection at all times. Keep your eyes open for anything that looks suspicious. Form the habit of taking large denomination bills out of your cash drawer and depositing them in your safe. Never permit unauthorized persons to enter your office.

TICKET REQUISITIONS AND STOCK BOOKS



(A) Ticket stock shall be requisitioned sufficiently in advance to permit printing and shipping time and replacement *before* you run out of material. Show the U.S. Mail address of your station on the requisition.

(B) Stock books, both Local and Interline, must be maintained in accordance with instructions (see ADL-206).

TARIFFS

When new tariffs or supplements are received, they must be dated as of that date, and filed on effective date, removing cancelled tariffs or supplements as the case may be. Tariff file should periodically be checked

against "Index Of Tariffs" which lists the tariffs each particular station should have on file.



SCHOOL TICKETS

All school applications should be checked against list of authorized schools. Students must be attending accredited elementary or secondary schools pursuing a regular academic course of study. Applications of students over 21 years of age will not be honored. The fact that the applicant may be a veteran will not alter this requirement. Check with the Telephone Information Center, Jamaica Extension 635 to verify applications for schools not listed.

HOUSEKEEPING

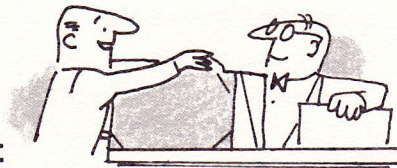
The physical condition of the station and its ticket office is just as important as your personal appearance. The ticket office must be maintained in clean, orderly condition. There should be a place for everything—and everything should be kept in its place. A disorderly

office makes for poor public relations. Take pride in the neatness and cleanliness of your station. Remember, *you live* there a good part of the day, too! Here are a few items to watch: (A) Lights on platforms, stairways, etc. must be checked each morning so that any electrical work required may be done during that day. Burned-out bulbs cause accidents. Have them replaced promptly! Power Director, Jamaica Extension 285-286 should be notified as early as possible concerning electrical maintenance or repairs.

(B) Any defects in platforms, stairs, toilets or other property must be reported promptly to the proper authority.

(C) Fire extinguisher must be re-filled once a year and date of re-filling entered on record card attached to the unit.

(D) Station Cleaner is under *your* jurisdiction and *you* are responsible for seeing that he does his work regularly and properly.



BAGGAGE

An accurate in and out record of all baggage handled at your station must be maintained

with notations concerning any exceptional conditions of baggage observed.

Care must be exercised in handling the declaration of value of baggage. Make certain that it is properly signed by the passenger and its value stated. Note form and numbers of tickets on which baggage has been checked on the reverse side of the Baggage Value Declaration slip. Also list the numbers of value stamps and transfer checks. Remember to punch out tickets with baggage punch.

MISCELLANEOUS

(A) Exercise care in the acceptance of personal checks in payment for Commutation and 10 Trip Tickets. Treasurer's Instructions provide the following:

1. Check may not exceed value of ticket.
2. Passenger must present suitable identification *such as*:
Driver's License or L.I.R.R. Legion Card.
3. Passenger must write his name and address on reverse side of check.

(B) Information describing the manner in which remittance is handled should be posted at your station. If remittance is placed on train, such information should indicate scheduled time, approximate location on specific

platform where baggage car will stop.

(C) Placard showing ticket office hours should be prominently displayed for the information of the public. A timetable shall also be posted where it is accessible to the public. At locations where vandalism is prevalent, post such information on the inside glass surfaces of windows with text facing out.

(D) Remove out-of-date notices and cancelled timetables including obsolete TDI timetables.

(E) After a notice concerning general change of timetable has been posted at stations, it should be removed 10 days after effective date of timetable change.

(F) Unauthorized notices should not be posted or permitted to appear on your Bulletin Board. No matter which location is used for posting notices—whether Bulletin Board or wall space, please keep it neat and symmetrical.



FREIGHT OPERATIONS

Besides the locations on our railroad where there are separate freight offices, such as:

Long Island City, Bushwick, Jamaica, Hicksville, Mineola-Garden City, etc., there are a number of our passenger stations which also handle varying amounts of freight work. No attempt will be made here to go into the ramifications of freight station work. Clerks assigned to such offices would be those who have some experience in freight operations—or provisions would be made to provide assistance necessary if a clerk inexperienced in freight handling were assigned to such a station. However, here are a few freight fundamentals that may be helpful:

1. Your freight accounting and money is separate from your passenger accounting and money. A daily balance sheet is prepared on freight (ADL-1310) and is forwarded daily in a special envelope to the Assistant Auditor of Revenue-Freight. Similarly, a separate remittance (TDL-53) is made for freight money remitted to bank.
2. IMPORTANT—A daily track check is made in a track check book of all cars on public team track or private sidings located at the station. This track check should show car initials and numbers and location, whether loaded or empty. Track check sheets

should also show in spaces indicated, the date and time track check was taken, by whom taken, and the weather condition.

3. Record of carloads of freight is maintained on either ADL-1366 (Average Demurrage Agreement) or ADL-1364A (Straight Demurrage). Charges involved on cars beyond free time allowance are called demurrage and track storage charges. Requests to freight train conductors for placement of cars or for movement when empty or when loaded, are handled by Switch Order. At some stations these are handled by telephone, by leaving Switch Order in an assigned spot to be picked up, or by message. In any case, accurate station records must be maintained.
4. Freight charges must be paid by the consignee prior to delivery of freight, except for those firms for whom the Treasurer has granted authority for credit. These credit authorities will generally be found in the station safe.
5. Be careful in the handling of shipments consigned on "Order" bills of

lading or billed as "Advise" shipments. If you are not familiar with these, ask your Agent before making delivery.

6. Closed freight cars arriving at your station will have the doors closed and there will be numbered "seals" on the door hasps. Be careful to take and maintain the record of these seals, either in track check book or seal record book.
7. Unfortunately, damage occasionally occurs to freight shipments. If consignee notifies you of damage, careful inspection should be made promptly and report made on CTL-1204, "Report Of Carload Freight Damaged". If you are inexperienced on this, you should request advice immediately from your Agent or Supervisor Of Stations.
8. **IMPORTANT!** The above are just a few basic reminders. Most important of all . . . if you don't KNOW . . . ask. Your agent, Supervisor Of Stations, or the Manager, Station's office will help you cheerfully.

REMEMBER:

- Read this book from cover to cover—study it—memorize the important facts
- Fill out and mail the blue receipt form to the office of Manager, Stations, Jamaica, N. Y.
- Acquaint yourself with the local conditions, points of interest and location of essential civic services at your station.
- Be courteous, cooperative, friendly with fellow employees and the public.
- Maintain a neat, dignified personal appearance at all times.



the LONG ISLAND RAIL ROAD
is a Good Place to Work.

- Traveler's Health & Welfare Insurance
- Traveler's Life Insurance
- Railroad Retirement
- Railroad Unemployment Insurance
- Pass Privileges
- Tuition Assistance
- Paid Holidays
- Paid Vacations

These benefits that provide meaningful protection and security for you and your family are conservatively estimated to have an annual value of a thousand dollars.

KNOW YOUR JOB...DO IT WELL!