

# STANDARD OPERATING PROCEDURES

## REPORTING TROUBLE

Shown on this card is the procedure to be followed by all employes when reporting trouble to the Radio-Telephone Operator.

**IBT telephone - MOhawk 4-7200 - ask for Radio-Telephone Operator.**

**CTA telephone - Dial 2345.**

The Radio-Telephone Operator must be notified under any of the following circumstances:

1. Defective vehicle or equipment (for Bus Operators, as indicated in "Employes' Guide To Equipment Trouble.")
2. Blockades, delays, or interruptions of service.
3. Unsafe conditions involving roadway or overhead wires.
4. Involvement in traffic accidents.
5. Collision with other CTA vehicles.
6. All accidents in which a person is injured.
7. CTA vehicle or train strikes a pedestrian, even if pedestrian claims no injury.
8. Incidents involving arrests.
9. Relief does not show up.
10. Robberies.
11. Fire on CTA vehicle, train, or CTA property.
12. Any circumstance in which you are in doubt as to the proper procedure to take.



(OVER)

The following information must be given to the Radio-Telephone Operator, preferably in the order listed:

1. Badge number, or Agent's tag number.
2. Location of occurrence (on Surface, give house number or intersection; on Rapid Transit, give nearest station).
3. Nature of occurrence.
4. Run number and route.
5. Direction.
6. CTA vehicle number.
7. Time of occurrence.
8. Length of delay.

Tell exactly what happened and be sure to report the following facts:

1. Condition of CTA vehicle or CTA property.
2. Number of passengers in CTA vehicle.
3. Number of passengers in other vehicle.
4. Injuries, if any.
5. Number of witnesses.

If any further information is required, the Radio-Telephone Operator will so instruct the employee.