

**CUYAHOGA VALLEY SCENIC RAILROAD
VOLUNTEER ASSOCIATION**



Policies and Procedures Manual

March 13, 2018

THIS PAGE LEFT BLANK INTENTIONALLY



CUYAHOGA VALLEY SCENIC RAILROAD VOLUNTEER ASSOCIATION

Policies and Procedures Manual

March 13, 2018

FORWARD

This Manual is designed as a reference to help all Volunteers in the effective performance of their duties. It is also intended to provide the knowledge, understanding and procedures needed to achieve Cuyahoga Valley Scenic Railroad's #1 goal: safety for everyone in every situation.

It is also important to note that the Manual is a guideline to be used in conjunction with – not as a replacement for - the Official Rulebook, timetable, other official operating documents, or the orders of the Director of Operations. As such, its contents may be amended or changed at any time.

Additionally, the Cuyahoga Valley Scenic Railroad (CVSR) maintains a separate and more detailed Policies and Procedures manual for its employees. Therefore, while this Cuyahoga Valley Scenic Railroad Volunteer Association (CVSRVA) Manual is derived from CVSR policies and procedures, the two documents may differ in some aspects or applications.

***This Manual is dedicated to the heart and spirit of each and every CVSR
Volunteer –
past, present and future.***

***Without you, railroad service in the Cuyahoga Valley
would be only wishful thinking.***

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

I. Operations

A. Train Crews.....	9
1. Qualifications.....	9
2. Crew Call (Reporting time).....	9
3. Calling Off.....	9
4. Bumping.....	9
5. Hours Rules.....	9
6. Positions and Job Descriptions.....	10
7. Maintaining Position Qualifications.....	10
8. Reports.....	10
9. "Restricted Access" Cars.....	10
B. Train Control.....	10-11
1. Train Movement	
2. Radio Use	
3. Train Orders	
4. Bulletins	
5. Standard Clock	
C. Emergencies	12-13
1. Operational Emergencies	
2. Passenger Medical Emergencies	
3. Fire	
4. Passenger Confrontations/Fights	
5. Other Emergencies	
D. Incident Reports.....	13
E. Liability Insurance (Volunteer Coverage).....	14
F. Cab Occupancy (Locomotive).....	14
G. Coach Maintenance/Cleanliness.....	14
H. Trip Narrations (Scenic Runs).....	14
I. Safety Announcements.....	14

J. Visitors and Observers.....	14
K. Policy of Non-Discrimination.....	15
L. Code of Personal Conduct.....	15
M. Termination or Suspension of Volunteer Service	16
N. Dress Codes.....	16
O. Alcohol/Drug Use.....	16
P. Smoking.....	16
Q. Volunteer Sign Up.....	16
R. Tickets and Car Counts.....	17
S. "All Aboard" Calls.....	17
T. Station Calls.....	17

II. Safety

A. Clothing and Protective Equipment.....	17
B. Yard Safety.....	18
C. Entering/Exiting/Passing Between Cars.....	18
D. Platform Safety.....	19
E. Coins/Debris on Rails.....	19
F. Brake Tests.....	19
G. Assisting Passengers.....	19-20
1. Boarding and De-boarding Passengers	
2. Assisting Special Needs Passengers	
3. Wheelchair Access Car (ADA Car)	
4. Strollers, Coolers and Passenger Luggage	
H. Guarding of Traps (Vestibules).....	21
I. Reporting Unsafe Conditions or Inappropriate Behavior.....	21
J. New Volunteer Safety.....	21
K. Ongoing Volunteer Safety Training.....	21

III. Equipment and Supplies

A. Keys and Security Codes.....	22
B. Yard Office Access.....	22
C. Rulebooks.....	22
D. Timecards.....	23
E. Uniforms and Supplies	22

IV. Volunteer Organization Structure and Operation

- A. Organizational Structure..... 24
- B. Organization Name and Mailing Address..... 24
- C. Mission..... 25
- D. Membership..... 25-26
 - 1. Eligibility
 - 2. Records and Organizational Documents
 - 3. Membership Resignation and Termination
 - 4. Membership Rosters
 - 5. "Hours" Definitions
 - 6. Membership
 - 7. Dues
- E. Officers..... 26-27
 - 1. Terms of Service
 - 2. Eligibility for Office
 - 3. Officer Elections
 - 4. Nominating Committee
 - 5. Succession/Removal/Replacement
- F. Meetings..... 28
- G. Committee Structure and Operations..... 28-29
- H. Organizational Funds/Fundraising/Control and Use..... 30-31
 - 1. Control and Ownership of Volunteer Funds
 - 2. Fundraising
 - 3. Accounting for Volunteer Funds
 - 4. Tips and Gratuities
- I. Recognitions and Awards..... 30
 - 1. Service Hours Awards
 - 2. Years of Service Awards
 - 3. Volunteer of the Year Award
- J. Membership Benefits..... 31
 - 1. General Benefits
 - 2. 100 Hour Volunteers
 - 3. Emeritus Volunteer

K. Training and Position Advancement.....	32
1. New Volunteer Orientation	
2. General Operations Training	
3. Position Qualifications and Training	
L. Organizational Policies and Procedures Manual.....	32

V. Addenda

A. Key Phone Numbers and Communication Channels	33
B. Online Train Position Sign-Up Instructions	35-36
C. Online Volunteer Timecard Completion Instructions	37-38
D. Crew Position Descriptions.....	39-41
E. CVSRVA Officer Duties and Responsibilities	42-43
F. Commonly Used Radio Terms	44-46
G. CVSRVA Uniform Standards.....	47-50

CUYAHOGA VALLEY SCENIC RAILROAD VOLUNTEER ASSOCIATION
Policies and Procedures Manual

I. OPERATIONS

A. Train Crews

1. **Qualifications:** All train personnel must be authorized for the position assigned
2. **Crew call**, reporting time, is indicated on the train sign-up list.
 - a. All personnel should report to Fitzwater Yard at the crew call time unless otherwise arranged and plan to work for the entire shift.
 - b. A Volunteer may join the train at another location or time if Conductor has received reasonable notice and has granted permission.
 - c. Head-end crew, Engineers, Conductors and Brakemen-must sign in on the crew room register the prior to any run.
3. **Calling off**, canceling a scheduled shift of duty.

If a Volunteer cannot report for duty on the day scheduled, he/she is responsible for notifying the Railroad as soon as possible. It is possible to "unvolunteer" on-line up to 24 hours prior to crew call. To call off within 24 hours of crew call: Call the Volunteer Coordinator at 234-759-0091 (during regular business hours) or 330-475-4338 (if outside of regular business hours) and call the Conductor.

4. **Bumping**
 - a. Bumping, the practice of relieving or replacing an assigned train crewmember without permission of the crewmember is not permitted.
 - b. Railroad staff members are assigned to train crews no more than seven (7) days prior to the given date of duty. A staff member who has been assigned a position must relinquish that position should a volunteer request that assignment with reasonable notice. This crew change must be handled through the Volunteer Coordinator.
5. **Hours Rules**, Time on duty
 - a. CVSR observes the Hours of Service Rules for railroad employees as established by the Federal Railway Administration (FRA). Hours of Service Rules apply to the following crew positions: Brakeman, Conductor, Engineer and Dispatcher.
 - b. Hours of service (staff or Volunteer) begin accumulating UPON ARRIVAL at Fitzwater Yard or at any alternative boarding/work site.
 - c. Federal Law does not permit crewmembers subject to Hours of Service Rules to remain on duty more than 12 hours in any 24-hour period. After being on duty 12 consecutive hours, they are required to have 10 consecutive hours off duty, and after being on duty 12 hours in the aggregate in any 24-hour period, they are required to have at least 8 consecutive hours off duty.

6. **Positions and Job Descriptions**

- a. CVSR Volunteers may assume in all crew roles.
- b. Further descriptions of all positions are contained in Addendum D and in the Standard Operating Procedures Documents maintained by CVSR.

7. **Maintaining Position Qualifications**

- a. Head-end Crew must maintain current status as set forth in CVSR Operating Rules to ensure the safety of all crew and passengers.
- b. The CVSR Rules Test must be taken and passed by Head-end crew and Conductor Assistants on an annual basis. While not required, it is recommended that Trainmen take and pass the CVSR Rules Test, particularly those seeking to move up to these positions.

8. **Reports** will be completed by all crew in a timely manner as follows:

- a. Brakeman will complete a "Crossing Defect Report" if there is a problem at the end of a run and return to the box in the Fitzwater Yard Office.
- b. Concessionaire will complete a "Money Count Report" at the end of each run. Reports are submitted to the Finance Director.
- c. Conductor or Conductor Assistant: will complete the "Crew Report" and a "Train Movement Sheet" at the end of each run. (Note: this report includes notation of any unsafe coach conditions or maintenance needs). Reports are submitted to the Director of Operations.
- d. Engineer: will complete and sign an "Operator Inspection Card", "Engine Inspection Form" and "Class 1 Brake Test Record/Train Profile" at the beginning of each run. Forms are submitted to the Director of Operations at the end of the run.

9. **"Restricted Access" Cars:** Only authorized crew may enter the following cars:

- a. St. Lucie Sound: restricted due to fragility of fittings and furnishings.
- b. Power Car: restricted due to high noise levels and dangerous footing.

B. Train Control

1. **Train Movement:** Control of train movement, passenger boarding, operational testing, and other necessary functions are under the control of the Conductor in Fitzwater Yard and en-route. All crew report to the Conductor

2. **Radio Use**

- a. To ensure awareness and understanding of train movements, all crew will carry and monitor a 2-way radio while on duty.
- b. Radios for on-train crew are available to be signed out in the café car. Radios must be returned to the chargers in the café car at the conclusion of shift.
- c. Radios will be carried in a safe, secure and discreet fashion (i.e., belt clip or radio harness) with the volume maintained at an appropriate but non-distracting level.
- d. The radio channel is to be kept clear at all times for operational communications and emergencies. Personal or irrelevant conversations/chatter are prohibited. Addendum F contains radio terms and definitions used on the Railroad.
- e. Volunteer Concessionaires may choose not to carry a radio as long as they are able to quickly communicate with the Conductor or other crewmembers regarding train movements or other safety concerns.
- f. Use of profane, offensive, or otherwise inappropriate language on a radio may subject the user to discipline or discharge.

3. **Train Orders**

- a. Official Train Orders are required for the movement of all CVSR trains. The orders authorize movement within a specific time period, with specific equipment, and within specific mile designations.
- b. The Director of Operations or the Dispatcher issues all Train Orders. Orders are distributed from the Fitzwater Yard Office.

4. **Bulletins**

- a. Bulletins are used to communicate changes in track conditions, track hazards, coach readiness, engine concerns, or other operational changes/issues. Bulletins may be issued for a specific time period or for an extended time period (i.e., "standing" bulletins).
- b. The Director of Operations or his designee will issue all Bulletins and post them in the Fitzwater Yard Office.
- c. All Head-end Crewmembers and Assistant Conductors are responsible for reading all current Bulletins prior to each scheduled run.

5. **Standard Clock**

- a. CVSR maintains a Standard Clock in the Fitzwater Yard Office.
- b. Head-end Crewmembers must carry a watch (wrist or pocket) while on duty and synchronize this watch to the Standard Clock prior to a scheduled run.

C. Emergencies -observe the following steps for each type of emergency. Additional information is contained in the CVSR Emergency Action Plan Document

1. **Operational Emergencies** All crew are to:
 - a. REMAIN CALM AND THINK BEFORE ACTING.
 - b. Respond to the emergency per procedures presented in formal training.
 - c. Notify Conductor of the situation per procedures presented in formal training.
2. **Medical Emergencies** (Passenger or crew)
 - a. REMAIN CALM AND THINK BEFORE ACTING.
 - b. Ascertain status (conscious/unconscious; breathing/not breathing, etc.)
 - c. Advise Conductor, by radio, that his/her presence is needed immediately. **DO NOT** give further details of the condition over the radio.
 - d. If radio communication is not possible, designate another crewmember OR a passenger to notify the Conductor as quickly as possible.
 - e. Stay with affected passenger; ask other passengers to remain calm/seated and to keep aisles clear.
 - f. Administer CPR or First Aid if appropriate/trained to do so. First Aid kits are located in the Concession Car or Concession Area of each consist.
 - g. Assist the Conductor as necessary.
3. **Fire**
 - a. REMAIN CALM AND THINK BEFORE ACTING.
 - b. Clear passengers away from effective area
 - c. If fire is not in immediate area, ask passengers to remain calm and in their seats.
 - d. Advise the Conductor by radio that you need his/her assistance immediately in Car _____. **DO NOT call "Fire!" over the radio as this may unnecessarily panic passengers and create more difficulties.**
 - c. Locate the car fire extinguisher and follow use instructions on the extinguisher. Aim the extinguisher at the base of the fire.
 - d. Assist the Conductor as necessary.
4. **Passenger Confrontations/Fights**
 - a. REMAIN CALM AND THINK BEFORE ACTING.
 - b. **Do not take sides with any passenger.** Do not use words that will anger a person further or make the situation worse.

- c. Attempt to separate and calm involved passengers **by being calm and rational.**
- d. Let them know that the Conductor will be happy to assist in resolving the conflict.
- e. Advise the Conductor by radio that you need his/her assistance immediately in Car _____. DO NOT give details of the conflict over the radio.
- f. Assist the Conductor as necessary

5. **Other Emergencies**

- a. REMAIN CALM AND THINK BEFORE ACTING.
- b. Advise Conductor by radio that you need his/her assistance immediately in Car _____. DO NOT give details of the situation over the radio.
- c. Assist the Conductor as necessary

D. Incident Reports

1. Incident Reports are used to describe and document all unusual events and conditions occurring during a scheduled run or on Railroad property.
2. Incident Reports must include the following:
 - a. Clear and accurate description of the event or condition.
 - b. Date and time the event/condition occurred.
 - c. Names of all CVSR staff and Volunteers involved in the event/condition.
 - d. Names, addresses, and phone numbers of all passengers/general public involved in the event/condition.
 - e. Names, addresses, and phone numbers of all witnesses to the event/condition.
 - f. License plate number of vehicles involved (if any).
 - g. Medical treatment delivered or received (if any).
 - h. Record of calls placed to medical or law enforcement personnel (if any), including name of crewmember making contact and time of call(s).
3. Incident Reports should be completed by the Conductor, or by the supervisor on duty at the time of incident (if on Railroad property). The Conductor or supervisor may be assisted by other crewmembers as needed.
4. Incident Report Forms are carried on each train in the Concession Car/Area.

E. Liability Insurance (Volunteer Coverage)

1. CVSR maintains an “umbrella” liability insurance policy that protects Volunteer crewmembers in the event a passenger is injured or property is damaged during a scheduled run.
2. Volunteers may elect to carry additional personal liability coverage – at their own expense – if so desired. The availability and cost of such coverage should be discussed with the carrier of the Volunteer’s homeowner insurance.

F. Cab Occupancy (Locomotive)

1. The maximum number of persons who may occupy the locomotive cab during a scheduled run is 4 (four).
2. Normally, the positions authorized to occupy the locomotive cab are the Engineer, Engineer Trainee (if any), Brakeman, and Brakeman Trainee (if any).

G. Coach Maintenance/Cleanliness

1. All crewmembers are expected to assist in keeping CVSR equipment clean and in good operating condition. The supply tub in each coach must be inventoried and replenished prior to each day’s run.
2. The Trainman assigned to each coach is responsible for ensuring that it is clean and properly stocked before each scheduled run, and that the following are done after the run:
 - a. Floor is swept (including restroom and under seats).
 - b. Trash is bagged and removed (main coach and restroom).
 - c. Spills are wiped up immediately.
 - d. Conductor is notified of any damage or maintenance needs, including broken or missing fixtures, burned-out lights, etc.
3. The Concessionaire is responsible for cleaning the Concession Car/Area at the end of each run. This includes sweeping floors, wiping all counters and tables, and bagging/removing trash.
4. Engineers and Brakemen are responsible for keeping the locomotives clean and free from debris.

H. Trip Narrations (Scenic Runs) All Scenic runs have available the free “Voices in the Valley” audio tour. The audio tour provides passengers with information on the train, the geography and history of the Cuyahoga Valley.

I. Safety Announcements. The Conductor, his/her designee, or National Park Service personnel are responsible for safety announcements. Trainman will deliver the safety announcement script to their passengers after each boarding event.

J. Visitors and Observers

1. Volunteers are encouraged to bring friends and family to ride on and learn about the Railroad. However, if the Volunteer is on duty, job responsibilities must retain first priority and attention.
2. Tickets for Volunteer visitors are governed by policies contained in Section IV(J), “Membership Benefits”.

3. Under certain circumstances, Volunteers are permitted to have friends or family members ride in the locomotive. However, requests for such rides must be scheduled in advance and have the permission of the Director of Operations. The Engineer in charge of the run then grants final permission. (Note: Engineer's decision is final.)
4. "Shadowing" the Brakeman on duty is not permitted at any time due to safety considerations unless the observation is within the scope of a formal training exercise (i.e., Brakeman Training)
5. Due to the danger of train movements, visitors and observers to Fitzwater Yard are strongly discouraged. However, individual or group visits are permitted for educational purposes if the following are observed:
 - a. Request is made in advance
 - b. Request has the permission of the Director of Operations
 - c. The individual or group is chaperoned by a qualified Volunteer or by the Director of Operations while in Yard area.

K. Policy of Non-Discrimination

1. CVSR is proud of its professional and congenial work environment for both Staff and Volunteers.
2. The ability to volunteer for CVSR or serve in a particular position shall not be limited or influenced in any manner by the Volunteer's race, creed, color, national origin, gender, sexual orientation, religious affiliation, or other personal characteristic.
3. Persons with physical or mental challenges are encouraged to volunteer for the Railroad. Such persons will be welcomed in positions appropriate to their abilities and interests and in accordance with safety requirements.
4. Opportunities for training for advanced positions will be available to all volunteers regardless of gender or age. Hours, years of service, and the ability to perform necessary physical tasks may be used as criteria for advanced positions. Additional criteria related to the nature of the position can also be used in the selection process.

L. Code of Personal Conduct

1. It is expected that each individual within in the CVSR environment – employees, volunteers, passengers, and the general public – will be treated with respect, dignity and courtesy at all times – particularly in situations involving conflict or confrontation.
2. CVSR will not tolerate harassment or inappropriate behavior in any form. Any Volunteer who exhibits harassing or threatening behavior (including the use of foul or inappropriate language) toward another volunteer, employee, customer, contractor, vendor, supervisor or manager may be subject to discipline or discharge per the reasonable judgment of the Sr. Director, Engineering and Planning.
3. Incidents of harassment or inappropriate behavior should be reported immediately to Railroad management when they occur. Such incidents will be investigated by the Railroad in a confidential manner with fair treatment of all involved parties. Action appropriate to the situation will then be taken.

M. Termination or Suspension of Volunteer Service

1. Volunteer service may be suspended or terminated for:
 - a. Violation of Personal Conduct Policy (Section L, above)
 - b. Failure to comply with CVSR or FRA operating rules or procedures
 - c. Failure to fulfill volunteer service commitments
 - d. Destruction or damaging of CVSR equipment or assets.
2. The decision to suspend or terminate volunteer service follows:
 - a. Volunteer will receive verbal and/or written notification that will document the nature of the violation. Verbal notification will be followed up by written notification.
 - b. Volunteer will have opportunity to respond upon notification.
 - c. Railroad management will then determine appropriate action for the violation
 - d. A written summary of incident will be submitted to the Sr. Director, Engineering and Planning.
3. In the event that the volunteer wishes to appeal a termination, he/she may ask for a meeting with the Sr. Director, Engineering and Planning, or his designee, to review the issues relevant to this action within 90 days. The action of the Sr. Director, Engineering and Planning shall be considered final.
4. In the event of a suspension or termination, the volunteer shall receive written notice.

N. Dress Codes See Section II, "Safety", and Addendum G for general clothing and uniform requirements. Position-specific dress codes are as follows:

1. Brakemen: long pants, work boots with defined heel and gloves
2. Concessions: CVSR shirt or sweater; slacks; hard-soled shoes.
3. Conductors: full Conductor's black uniform with brass buttons. Uniform should include a black jacket, vest, slacks, black shoes, clip-on necktie, and Conductor's hat with badge. Accessories to include a watch chain and fob (pocket watch preferred) and ticket punch.
4. Engineers: long pants, work boots with defined heel and gloves.
5. Trainmen/Car Attendants: full Conductor's black uniform and accessories, as described in Addendum G, is preferred for Trainmen. Car Attendants or Trainmen need not wear the full uniform, but are required to wear at minimum a white shirt, black slacks, black clip-on necktie, and black hard-soled shoes with defined heel. In order to maintain a uniform and professional image, Conductors and Trainmen are limited to six (6) Railroad related insignia or pins on suit coats and four (4) Railroad related insignia or pins on vests.

O. Alcohol/Drug Use

1. The use of alcohol or illegal drugs is strictly prohibited while on duty or prior to reporting for duty at CVSR.
2. Crewmembers observed to be under the influence of alcohol or illegal drugs would be relieved of duty and asked to leave Railroad property. Observation symptoms may include lack of coordination or focus, slurred speech, inappropriate verbal responses, unusual physical appearance, etc.
3. Such observations are to be reported to the Conductor, who will then inform the Director of Operations. The Director of Operations will reasonably determine (in the best interests of the Railroad) the actions to be taken.

4. Incidents of drug/alcohol use may result in permanent dismissal from Railroad service.
5. Crewmembers requiring prescription drugs or other medications that may impair performance should advise the Conductor prior to the start of a scheduled run. If the drugs impair the judgment, coordination or focus of the crewmember, he/she may be relieved of duty.
6. The Railroad reserves the right to require random drug or alcohol testing of any crewmember (staff or Volunteer).

P. Smoking

1. Smoking is prohibited on all CVSR trains, including in restrooms and vestibules.
2. No crewmember (staff or Volunteer) may smoke in view of the public. This includes on platforms, in ticket offices, in vestibules, or other public areas.
3. Offenses for smoking may result in discipline or permanent dismissal. The Director of Operations will determine the appropriate action to be taken.

Q. Volunteer Sign-Up: See Addendum B for additional information

1. To ensure adequate train coverage, all Volunteers should sign up in advance. A minimum of 7 days is suggested.
2. "Day of Duty" reporting is dependent on crew needs and requires the permission of the Conductor.
3. There are three ways to volunteer for a train or event:
 - a. Internet: at crew.cvsr.com/login.php. A user-name and password, available from the Volunteer Coordinator is needed. Addendum B contains step by step instructions
 - b. Volunteers may call the Volunteer Coordinator to sign up for assignments at, 1-800-468-4070 or via email at cvsrvolunteer@cvsr.com.
 - c. A computer is available in the Fitzwater Crew Room for sign-up purposes, along with step-by-step instructions for use by those not computer familiar.

R. Tickets and Car Counts

1. Each passenger on a CVSR train must possess an official ticket (with the exception of babies and children-in-arms). In some circumstances, a passenger will present a certificate in lieu of a ticket.
2. All tickets should be checked for the correct date and trip of use at the time of passenger boarding.
3. Hand written tickets may be issued to a passenger on the day of trip and may indicate multiple seats (note multiple seats at the time of boarding).
4. Tickets are non-refundable on day of trip. However, tickets may be exchanged prior to the day of trip per Railroad ticket policy.
5. Passengers unable to use their tickets on the day of trip may sell the tickets to another party. However, the Railroad and/or its representatives will not influence or take part in any such transactions.
6. Seating is not pre-assigned and all seating is on a first-come, first serve basis.
7. Passengers with additional questions on ticket policies are to be referred to the Conductor.

8. Persons on board without tickets should be sent to the ticket agent (or his/her designee) for ticket purchase.
 9. The Conductor or Trainman as part of historical procedure should punch each ticket. Ticket punches should have punch guards to prevent excess floor debris.
 10. The Conductor or Trainman will count the total number of passengers entering and exiting at each station. This number is then communicated to the Conductor or Conductor Assistant to be entered on the Crew Report.
- S. "All Aboard" Calls: The Conductor and/or Trainmen will call "All Aboard" immediately prior to the departure of a train in accordance with railroad tradition.
- T. Station Calls: the Conductor and/or Trainmen should verbally announce all station arrivals in each occupied car. Station names are announced twice according to railroad tradition.

II. Safety

- A. Clothing and Protective Equipment: CVSR maintains basic dress codes for all Volunteers to ensure safety, comfort, and historical accuracy (see Section I (M), "Dress Codes" and Addendum G, for specific details). Universal dress requirements include:
1. Hard-soled, full-coverage shoes with defined heel for Head-end crew and Trainmen.
 2. No loose, floppy, or bulky clothing (e.g., skirts, culottes, skorts, etc).
 3. Minimal jewelry, particularly on hands or around the neck.
 4. No offensive graphics, pictures or wording on clothing.
 5. No inappropriately revealing clothing.
 6. Brakemen and Engineers may NOT wear necklaces or rings while on duty.
- B. Yard Safety
1. Walking on Rails: Walking on rails is not permitted.
 2. Staff and Volunteers must look in both directions before stepping on or getting close to the track structure.
 3. If necessary to cross tracks where standing equipment is present, a safe distance of 25 feet from the end of the equipment is required.
- C. Entering/Exiting/Passing Between Cars
1. **Entering Cars**
 - a. A step stool should be used whenever possible.
 - b. Keep both hands free while entering. Place luggage or personal items on steps, and then grip both handrails firmly to assist entry.
 2. **Exiting Cars (without stepstool)**
 - a. Always check for obstructions or traffic IN BOTH DIRECTIONS before exiting car.
 - b. Both hands should be free when exiting. Place luggage or personal items on steps ABOVE you.
 - c. Exit BACKWARDS (i.e., facing the car) with both hands gripping handrails.
 3. **Passing Between Cars**
 - a. Crew should expect lurching/erratic movement in areas between cars. Floor surfaces may also be uneven due to differing car heights.
 - b. When in the Yard, crew must be alert to radio commands for "cutting" (separating) and "tying" (attaching) cars. **When cars are being cut or tied, crew are NOT to pass between cars.**

D. Platform Safety

1. **Yellow Safety Lines.** The Conductor and/or Trainmen must ensure that all passengers remain behind the yellow safety line (if present) when the train is entering or exiting a platform area.
2. **Platform Guard Chains.** Platform guard chains (if present) should be up whenever a train is entering or leaving a platform area.
3. **Running on Platforms.** Running is not permitted on any CVSR platform. Crewmembers should instruct passengers (especially children) that running on platforms is not permitted.

E. Coins/Debris on Rail

1. Coins or other objects on the rail can cause wheel damage, derailment or personal injury.
2. All crew should be alert to passengers or bystanders placing coins or other objects on the rail. If coins or other objects are observed on the rail:
 - a. Conductor should be notified.
 - b. Conductor or other crewmembers should remove objects ONLY if and when it is safe to do so.
 - c. Person placing objects on rail should be warned of possible dangers.
 - d. Money retrieved from the rail is not to be returned. Instead, it should be placed in the Volunteer Donations box.

F. Brake Tests

1. A "Terminal" brake test will be performed on all consists by the Brakeman and Engineer prior to the initial departure of a train from Fitzwater Yard.
2. An "Intermediate" (change-of-ends) brake test will be performed by the Brakeman and Engineer whenever there is a change of brake stand control or there is a change in the consist makeup.
3. All brake tests are authorized and announced (over the radio) by the Conductor. All crew should monitor their radios for the start/completion of brake tests.
4. Passenger boarding/de-boarding is NOT permitted during brake tests.
5. The Conductor and/or Trainmen must ensure that all passengers and crew are clear of the train when brake tests are being conducted.

G. Assisting Passengers

1. **Boarding and De-boarding Passengers**

- a. Crewmembers should OFFER assistance (i.e., extend an arm or hand) but must respect the wishes of the passenger if refused. If a passenger begins to fall, please attempt to catch person to avoid injury.
- b. The Conductor should be contacted for assistance if safety may be compromised during passenger boarding/de-boarding.

2. **Assisting Special Needs Passengers**

- a. A crewmember should not physically touch a passenger when boarding persons with a physical or mental challenge.
- b. Boarding assistance for Special Needs passengers should be provided/directed by the group chaperone. Crewmembers should support the chaperone only as directed.
- c. Visually impaired passengers should be escorted to their assigned seats by a crewmember if no chaperone is present.
- d. The Conductor should be contacted if a Special Needs person has difficulty boarding or if no chaperone is present.

3. **Wheelchair Access Car (ADA Car)**

- a. Lift operation
 - i) Crewmembers must be trained before operating the wheelchair lift.
 - ii) Platform area under lift must be clear of passengers before lift is raised or lowered.
 - iii) All passengers using the lift must be seated with handbrake on.
- b. Wheelchairs
 - i) Wheelchairs must be secured with a minimum of 2 tie-downs, diagonally placed, per chair.
 - ii) For liability reasons, Railroad crewmembers are NOT permitted to operate the controls of an electrical wheelchair.
 - iii) Railroad crewmembers should NOT fold or stow a portable wheelchair unless the user or chaperone requests such assistance. If possible, the chaperone should perform these actions under the direction of the crewmember.
 - iv) Handicapped passengers may, if able, leave their wheelchair and sit in a regular seat. In these cases, the Conductor or Trainman should ask the chaperone to fold the wheelchair and position it in a safe place as directed.

4. **Strollers, Coolers and Passenger Luggage**

- a. Passengers are permitted to bring strollers, coolers, and other personal items on board the train within reason.
- b. Alcoholic beverages may be consumed on a CVSR train when obtained from CVSR. In the event of non-compliance with this policy the crewmember should notify the conductor immediately.
- c. The Conductor should also be consulted re: large or unusual personal items. His/her decision on transportation or securing of the item is final.
- d. All personal items must be securely stowed before the train begins movement.
- e. Personal items may NOT be stowed in the vestibules, aisles or other passageways.
- f. For liability reasons, crewmembers are NOT permitted to fold or stow a passenger's luggage or personal items.

- g. Crewmembers must direct the passenger as to appropriate storage locations.
- h. Crewmembers should return all passenger items to the "Lost and Found" in the Concession Car/Area.

H. Guarding of Traps (Vestibules)

- 1. ALL traps must be closed when the train is in motion.
- 2. The Conductor and/or Trainmen are responsible for opening and closing all traps. This includes securely "dogging" (closing) all latches/door closures.
- 3. Upper vestibule windows may be left open for ventilation if required. PASSENGERS MAY NOT OPEN VESTIBULE WINDOWS.
- 4. Due to possible injury from flying debris, no one is permitted to lean out an open vestibule window.
- 5. **CHILDREN MAY NOT SIT ON THE EDGE OF THE VESTIBULE DOOR AT ANY TIME.**
- 6. Open traps may NOT be left unguarded while the train is on the platform. If the Trainman or Conductor must leave a trap, it must be closed OR another crewmember must agree and be available to guard it.

I. Reporting Unsafe Conditions or Inappropriate Behavior

- 1. All crewmembers are responsible for reporting any unsafe condition to the Conductor.
- 2. Unsafe conditions are NOT to be discussed in detail over the radio. Instead, the crewmember should request the Conductor come to the area in question.
- 3. If the unsafe condition requires car maintenance, the Conductor will enter this information on the Crew Report.
- 4. If a crewmember observes inappropriate behavior by a passenger or other crewmember, he/she should immediately advise the Conductor. Such incidents should NOT be discussed publicly or with other crewmembers or passengers.

J. New Volunteer Safety

- 1. To ensure that basic Railroad safety procedures are communicated and understood, all New Volunteers must have a signed application on file and should attend a formal Orientation prior to first service.
- 2. New Volunteers may ride the train prior to Orientation as an observer and while in the company/under the observation of a qualified crewmember.
- 3. See Section IV(K)(1) "New Volunteer Orientation" for additional details on the New Volunteer Orientation sessions.

K. Ongoing Volunteer Safety Training

- 1. Informal training on various topics (radio use, passenger and wheelchair assistance, fire training, etc.) will be conducted periodically in conjunction with regular Volunteer meetings or through specifically scheduled events.
- 2. See Section IV, "Training and Position Advancement," for additional information on safety and other training.

III. Equipment and Supplies

A. Keys and Security Codes

1. **Keys**

- a. All railroad issued keys remain the property of Cuyahoga Valley Scenic Railroad.
- b. All keys designated with the prefix "ML" are the property of the National Park Service (U.S. Government).
- c. Copying of any Railroad key is strictly prohibited. Volunteers who copy a Railroad key may be subject to dismissal by the Director of Operations.
- d. Keys are issued to Volunteers as needed by the Director of Operations.
- e. Keys will be issued as follows:
 - i. Engineers: ML49, switch key, engine keys (on completion of Engineer Training Program).
 - ii. Brakemen: no keys issued; Brakemen may sign out keys for use during their tour of duty.
 - iii. Conductors: ML49, coach key, Metro Car key, switch key, utility closet keys.
- f. A Volunteer must return all keys at the time he/she leaves volunteer service. If keys are not returned within 30 days of the last date of service, the Railroad may take additional action as appropriate.

2. **Security Codes**

- a. Codes to secured areas (private offices, garage, shop, etc.) will not be assigned or revealed to Volunteers.
- b. Volunteers may enter secured areas only during regular business hours, by permission of the Director of Operations, or if escorted by a full-time staff member.
- c. If a security alarm is accidentally tripped, the Volunteer should contact the Director of Operations via cell phone (330-524-1377) or his designee for instructions.

B. Yard Office Access

[D1]

1. Volunteers using the Fitzwater Yard Office must not attempt opening of the private offices or garage doors. Otherwise, the alarm will be activated.
2. Volunteers wishing to use the Yard Office for meetings or other organizational activities must first obtain permission from the Director of Operations.

C. Rulebooks

1. An Official Rulebook will be issued to volunteers qualifying for head-in operating crew. Trainmen wishing to take the Annual Rules Test may request an Official Rulebook for such purposes.
2. Volunteers are responsible for reading their Rulebooks and for observing all stated directions.
3. Periodic training on operating rules and interpretations will be provided by Railroad personnel during regular Volunteer Meetings or by special arrangement.

4. Annual Rules Tests are required for all Brakemen, Conductors, Conductor Assistants and Engineers. Tests must be passed each year in order to retain position qualification.
5. All Head-end Crewmembers (Brakemen/Conductors/Engineers) must have their Rulebooks available at all times while on duty.
6. Rulebooks are the property of the Railroad and may be revised/updated/replaced at any time.

D. Timecards: See Addendum C

1. All Volunteer hours are to be recorded at <http://crew.cvsr.com/login.php>. A written time card may be submitted for those without internet access. Contact the Volunteer Coordinator for further information.
2. Volunteers are responsible for entering their own hours. Refer to Addendum C for further information.
3. Volunteer hours will be tabulated on a quarterly basis (calendar year) for reporting to the National Park Service.
4. Volunteers who do not log their time online are responsible for submitting their cards to the Railroad no more than 14 (fourteen) days after the end of each quarter. Otherwise, hours may be forfeited and progress toward a recognition or qualification level may be compromised. Volunteers submitting time cards past two quarters late will forfeit those hours.

E. Uniforms and Supplies (Railroad Provided)

1. A black hat with Trainman's badge is awarded after completion of 150 Qualifying Hours of Car Attendant/Trainman Service. Trainmen meeting this requirement should request their hats from the CVSRVA President. Documentation of hours may be requested before issue. Hats will be issued on a quarterly basis.
2. A Conductor's hat badge is awarded by the Director of Operations following completion of the final Check Run.
3. A CVSR nametag will be issued at the orientation session.

IV. Cuyahoga Valley Scenic Railroad Volunteer Association (CVSRVA) Organizational Structure and Operation

A. Organizational Structure

1. Per Article 14, Section I of the CVSR Code of Regulations, CVSRVA is authorized to exist and operate as an Auxiliary. As such, CVSRVA functions under the approval and regulation of the CVSR Board of Trustees.
2. Per Article 14, CVSRVA
 - a. Is charged with advancing the interests of CVSR as determined by the Board of Trustees.
 - b. Operates in accordance with all rules, policies, procedures, operational edicts or other guidelines developed by CVSR or its Board of Trustees.
 - c. May be regulated, restructured, or abolished by majority vote of the Board of Trustees.
 - d. May spend funds independently gathered or generated by CVSRVA (i.e., the "Volunteer Fund") at the membership's discretion through an informal understanding with CVSR. However, legal ownership of the funds remains with CVSR.

B. Organization Name and Mailing Address

1. The official name of the CVSR Volunteer Auxiliary is "Cuyahoga Valley Scenic Railroad Volunteer Association" (CVSRVA).
2. The official mailing address of CVSRVA is maintained at the Railroad's Administrative Office).

**Cuyahoga Valley Scenic Railroad Volunteer Association
P.O. Box 158
Peninsula, OH 44264
(800) 468-4070**

C. Mission

The primary mission of the Cuyahoga Valley Scenic Railroad Volunteer Association is to provide railroad-related educational, social, and professional opportunities for its members. The Association does so by providing operational support to Cuyahoga Valley Scenic Railroad in the conduct of its educational, entertainment, and community outreach activities.

D. Membership

1. **Eligibility:** Membership in CVSRVA is open to all interested individuals 18 years of age and older who are willing and able to provide volunteer services in a safe and responsible manner according to the policies and procedures of Cuyahoga Valley Scenic Railroad, with the submission of a signed application. Positions are open for those under the age of 18 in support roles on the train (in concessions, on charters, dinner trains) and in the area of special events such as *The Polar Express™* and *Day Out with Thomas™*, to perform duties as assigned, with the submission of a volunteer agreement signed by parent or guardian.
2. **Records and Organizational Documents:** All CVSRVA membership records, organizational documents, and historical information are maintained at CVSR's Administrative Offices.

3. **Membership Resignation and Termination**

- a. Resignation: Any member of CVSRVA may cease providing services or terminate membership at any time for any reason. Notification to the organization, in written form, is appropriate but not required. All Railroad property (keys, uniforms, etc.) is to be returned at the time of resignation.
- b. Termination: CVSR and CVSRVA reserve the right to terminate the services and/or membership of any individual who:
 - i. Demonstrates that he/she is unwilling or unable to provide volunteer services in a safe and responsible manner according to established policy and procedure; or Knowingly and/or willingly violates established policy and procedure or exhibits inappropriate behavior (i.e., threatens or assaults another person, possesses or uses alcohol or illegal drugs while on duty, etc.).
 - ii. See Section I(L), "Codes of Personal Conduct" for examples of behavior that may lead to service/membership termination.
- c. All Railroad property (keys, uniforms, etc.) is to be returned at the time of termination.

4. **Membership Rosters**: A membership roster containing the names and phone numbers of current Volunteers will be periodically developed and distributed. This roster is for internal use by CVSRVA only and will not be made available to the general public or other organizations/agencies.

A member's name and phone number will NOT be released unless he/she provides written permission on the Volunteer Application or other document. Members who wish to have their information changed or removed from the roster may do so by contacting the CVSR Volunteer Coordinator.

5. **"Hours" Definitions**: CVSRVA uses "hours" to define several aspects of membership including membership category, training eligibility, award/recognition eligibility, and so on. Hours definitions are as follows:
 - a. Total Hours: Hours spent in connection with any aspect of CVSR or CVSRVA. Total hours include Service Hours and "Non-Service" time such as Orientation, meeting attendance travel, etc. The CVSRVA Secretary reports total Hours to the National Park Service.
 - b. Service Hours: Hours spent in performing actual service for CVSR. This includes crew service (including Concessions), Wine Train or Special Event service, yard or maintenance work, office work, officer service, committee meetings, special assignments, etc.
 - c. Qualifying Hours: Service Hours spent in the on-board performance of Railroad work in a specific position (i.e., crew). Qualifying Hours are required for award of certain benefits and/or qualification to certain positions [see Section IV(K)(5) for additional information].
 - d. Volunteers log their hours on an on-line timecard. Hours are tabulated quarterly by the CVSRVA Secretary [see "Timecards", Section III (D) for additional information]. Instructions are contained in Addendum C.

6. **Membership Categories**

- a. Less than 100 Hour Volunteer: Individuals new to the CVSRVA or who have provided less than 100 Service Hours in a calendar year.
- b. Active Volunteer: A Volunteer who has provided 100 or more Service Hours. A member remains at Active Volunteer level as long as he/she continues to perform a minimum of 100 Service Hours per calendar year.
- c. Emeritus Volunteer: A formerly Active Volunteer with at least 10 years of continuous service who, for reasons of age, health, or other personal considerations, is no longer able to provide active service.

- d. **Former Volunteer:** An individual who has achieved Active Volunteer status but who – by the end of a calendar year – has not provided any service within that calendar year. The Secretary retains contact information on Former Volunteers for historical purposes. However, he/she removes all Former Volunteers from the official Membership Roster at the end of each calendar year. Hours/time of service for Former Volunteers who return to CVSRVA will resume from time of initial interruption.
 - e. **Under 18 Volunteer:** A volunteer that is under the age of 18 who has an application with the signed permission of their parent/legal guardian.
 - f. **Membership Anniversary Date:** The date the CVSR Volunteer Coordinator receives and signs an individual's application is considered the "Membership Anniversary Date" when calculating years of service and other statistics. When the signed application and the start of hours are several months apart, the start of hours will be the Anniversary Date
 - g. **Continuous Service:** Defined as the years of New and Active Volunteer service provided without interruption.
7. **Dues:** CVSRVA may, at an appropriate time, assess membership dues, registration fees, or other nominal monetary requirements. Such assessment will ONLY be made to help defray the cost of the Association's materials and/or activities.
- E. **Officers** The CVSRVA is led by a body of Officers elected by a vote of eligible members. The following offices are authorized for service to CVSRVA:

President,
 Vice President,
 Secretary,
 Recording Secretary
 Treasurer

The Officers shall constitute an Executive Committee that meets as required to organize and direct the affairs and activities of the organization. Responsibilities for each office are detailed in Addendum E of this document.

1. **Terms of Service:** Elected Officers serve for a term of one (1) calendar year (January 1 through December 31).
2. **Eligibility for Office:** Anyone wishing to serve as an Officer of CVSRVA must –
 - a. Have maintained "Active Volunteer" status (or combination of New Volunteer and Active Volunteer status) for a period of at least one (1) year prior to the election date.
 - b. In an effort to avoid the possible loss of two officers at the same time for reasons of job transfer, etc, spouses may not simultaneously serve as officers of CVSRVA.
3. **Officer Elections:** The Nominating Committee will organize and govern the Officer Elections. They will:
 - a. Determine and announce the official Election date (normally the date of the regular November meeting).
 - b. Prepare a slate of recommended candidates for presentation to the membership (based on candidate service experience, commitment, and performance to the organization).
 - c. Accept and document eligibility of floor nominations for office.
 - d. Determine and enforce the voting eligibility of all members per established guidelines.

- e. Prepare, distribute and collect all Day-of-Election Ballots.
- f. Count all ballots.
- g. Announce election results at the election meeting.
- h. Publish election results in the next Monthly Minutes.
- i. Organize and conduct Special Elections for replacement Officers when necessary

4. **Succession/Removal/Replacement of Officers:**

- a. Succession: The officer line of succession is as follows:
 - I. President to be succeeded by the Vice President
 - ii. There is no line of succession for the offices of Vice President, Secretary and Treasurer. Replacement for these positions is through Special Election (see following).
- b. Removal: Every effort will be made to resolve conflicts between/among officers within the Executive Committee itself. However, an officer may be removed from office, upon recommendation and a majority vote by his/her fellow officers.
- c. Replacement: Procedures for replacing an Officer are as follows:
 - i. Special Elections: A Special Election will be held to replace an officer serving in any position besides President, and for the President's office if the successor is unwilling or unable to serve in the new position. Special Elections are called, organized and conducted by the Nominating Committee in the same manner as yearly elections.
 - ii. Assumption of Duties: The remaining officers may elect to assume the A duty of a discontinued/removed officer if no candidate is available or willing to fill the office.

F. Meetings

- 1. Regular meetings of CVSRVA are held at 7:00 p.m. on the second Monday of every month except January and December.
- 2. Additional meetings may be called by the officers to support the activities of the organization.
- 3. Meetings are held at ~~the Days Inn / Richfield Banquet and Conference Center, 4742 Brecksville Road (Route 21), Richfield, Ohio~~ Happy Days Lodge, 500 West Streetsboro Road (Route 303), Peninsula, unless otherwise arranged.
- 4. Meeting reminders are sent monthly to all members with email addresses.
- 5. Alternate meeting sites or times will be determined, approved and announced at the monthly meeting preceding the alternate location; published in the Meeting Minutes; and announced via the Internet to Volunteers with email access.
 - a. All meetings are conducted and governed by Roberts' Rules of Order.
 - b. The CVSRVA membership decides all matters placed before it by a simple majority vote of the members present at any regular meeting.
 - c. The Officers handle the affairs of the Volunteers in the intervals between regular membership meetings and will act in the best interests of the membership at all times.

- d. Minutes of all CVSRVA meetings are recorded by the Recording Secretary and distributed to the current membership by email from the Volunteer Coordinator.
- e. A mailed copy of the meeting minutes may be requested.
- f. Minutes are approved by a majority vote of the attending members at the next scheduled meeting

G. Committee Structure and Operation

1. Both "Standing" (i.e., permanent) and "Special" (i.e., as needed) Committees are used to encourage active participation of the membership and conduct the activities of CVSRVA.
2. Each Committee (other than the Sunshine Committee) is composed of no less than 3 but no more than 5 official members; however, additional personnel may assist as needed.
3. Each Committee will include a Chairperson to ensure accountability and efficient operation. Chairpersons may be asked to serve by the officers or elected by members of the Committee. If no general Committee member is willing to serve in the role of Chairperson, an elected officer may appoint an outside individual or elect to perform this duty him/herself. Committee Chairpersons are responsible for:
 - a. Guiding the activities and accomplishments of the Committee;
 - b. Communicating Committee activities and accomplishments to the officers and membership as needed;
 - c. Accounting for any funds generated or utilized by the Committee in the conduct of its operations.
 - d. Reporting committee activities to the membership at the monthly membership meeting
4. Standing Committees of CVSRVA:
 - a. Activities/Picnic Committee
 - b. Special Events / New Volunteer Recruitment Committee
 - c. Nominating Committee
 - d. Volunteer of the Year Award Committee
 - e. Sunshine Committee
 - f. Communications Committee
 - g. Safety Committee
 - h. Policies and Procedures Committee (activated yearly and as-needed) consisting of CVSRVA Officers, along with the CVSR Volunteer Coordinator and Director of Operations.

H. Organizational Funds Ownership/Fundraising/Control of Use

1. **Control and Ownership of Volunteer Funds:** Per Section A(2)(d), CVSRVA may spend funds independently gathered or generated by CVSRVA (i.e., the "Volunteer Fund") at the membership's discretion through an informal understanding with CVSR. However, legal ownership of the funds remains with CVSR.
2. **Fundraising:** CVSRVA may maintain donation boxes or conduct specific fundraising activities to support the actions or interests of the organization. All fundraising activities are subject to the regulations and authorization of CVSR and its Board of Trustees. Donation Boxes: Permanent Volunteer Fund donation boxes will be maintained, whenever possible, in the Concession Car/Area of each CVSR consist. All monies deposited in such boxes are placed in the Volunteer Fund. The Treasurer is responsible for the security, collection, and deposit of these donations. Donation boxes at Special Events (i.e., Thomas, train shows, etc.) must receive prior approval by CVSR and must be clearly marked as such to potential donors. A specific Volunteer must be designated to assume responsibility for the security and submission of all donations received at Special Events.

3. **Additional Fundraising Activities:** Any activities undertaken to gather or generate monies on behalf of CVSRVA must first be presented to and approved by the general membership.
4. **Accounting for Volunteer Funds**
 - a. The elected Treasurer of CVSRVA is responsible for the deposit and accounting of all Volunteer Funds and for reporting same to the membership at each regular meeting.
 - b. The Treasurer disperses funds for expense reimbursement (subject to appropriate documentation) via the Organization's checking account.
 - c. Expenditures for reimbursements other than out-of-pocket expenses are subject to the vote and approval of the membership.
 - d. The CVSR Board of Trustees has the authority to approve/disapprove the Treasurer's authorization to use the CVSRVA checking account.
 - e. Volunteers requiring supplies should check for availability with the CVSR Volunteer Coordinator prior to purchasing supplies. If supplies are not available, reimbursable out-of-pocket expenditures include such items as –
 - i. small parts and supplies (i.e., Special Events set-up)
 - ii. minor office supplies (paper, greeting cards, etc.)
 - iii. postage (if mailing via the administrative office is not possible/practical)
 - iv. Sunshine Committee expenditures (including funeral flowers/planters and cards)
 - v. Other minor expenses
 - f. Expenses for transportation, meals, and other incidentals are generally NOT reimbursable.
5. **Tips and Gratuities:** Any monies given directly to Volunteers by passengers (during regular excursions, charters, Wine Train runs or other Special Events) are considered tips or gratuities. The following policies govern such monies.
 - a. No Volunteer may, for any reason or at any time, demand or expect money for providing service to a passenger. Demanding such monies may result in discipline or termination from membership.
 - b. Tips may be retained by the Volunteer at his/her discretion; however, submission of the money to the Volunteer Fund is more appropriate and is strongly encouraged.
 - c. Tips and gratuities donated to CVSRVA will be reported by the Treasurer at monthly meetings.

I. Recognitions and Awards

CVSRVA recognizes members for their hours and years of service as well as for their contributions to the performance and advancement of the organization (see the "Membership" section for information on hour/year calculations). All categories of volunteers qualify to participate in awards.

1. Service Hour Awards
 - a. **100 Service Hours:** Choice of baseball hat with CVSR logo or golf shirt with CVSR emblem (awarded on a quarterly basis) (accumulation of hours during the most recent 24 month period; awarded on a quarterly basis)
 - b. **300 Service Hours:** Jacket with CVSR logo awarded quarterly, effective January 1, 2010, beginning with first recorded hours (accumulation of hours during the most recent 36 month period; awarded on a quarterly basis).

- c. **500 Service Hours:** Parka with CVSR logo (accumulation of hours during the most recent 36 month period; awarded on a quarterly basis).
 - d. **1000 Service Hours:** Two tickets to a CVSR wine/beer tasting or brunch train for each 1000 service hours (i.e., 1000, 2000, 3000, etc., effective January 1, 2014).
2. Years of Service Awards awarded at Anniversary month membership meeting
- a. **3-Year Membership Tenure:** 3-Year enameled pin
 - b. **5-Year Membership Tenure:** 5-Year enameled pin
 - c. **10-Year Membership Tenure:** 10-Year enameled pin and Official Certificate of Recognition
 - d. **15-Year Membership Tenure:** 15-Year enameled pin and Official Certificate of Recognition
 - e. **20-Year Membership Tenure:** 20-Year enameled pin and Official Certificate of Recognition
 - f. **25-Year Membership Tenure:** 25-year enameled pin, Official Certificate of Recognition, and other special recognition.
3. **Volunteer of the Year Award** presented at annual Recognition Banquet
- a. The Volunteer of the Year Award Committee accepts nominations from the membership, screens nominees, and selects the Volunteer of the Year. The Chairman of this Committee will present the award and plaque at the Volunteer Appreciation Dinner.
 - b. This award is presented annually to an Active Volunteer who performs exceptional service for or makes exceptional contributions to the organization.
 - c. The selected Volunteer receives pin, a framed award certificate and has his/her name inscribed on a plaque displayed in the Concession Cars.
 - d. Winners of the Volunteer of the Year Award may receive the award multiple times.
- J. Membership Benefits In addition to the awards listed above for service volunteers receive the following benefits
1. **General Benefits:** For all railroad volunteers
- a. Receives notice of railroad activities and special events.
 - b. Receives monthly minutes of Volunteer Association Meetings by email.
 - c. Is entitled to receive a 50% discount on food and drink items purchased when on-duty.
 - d. May attend Summer Picnic or other general activities. CVSRVA regularly sponsors and plans a Summer Picnic for all Volunteers and their families. This afternoon of food, fun and fellowship is an informal event and is normally held at a local park or recreation area. The Summer Picnic is planned by the CVSRVA Activities/Picnic Committee.
 - e. Receives credit as a National Park Service Volunteer for hours served.
 - f. Receives a 50% discount on non-reduced CVSR merchandise.
 - g. Receives invitations to "Thank you events" before or after special events organized and sponsored by CVSR. These invitations include volunteers and their guests.

h. **Special Incentives:** At the discretion of CVSR management, other incentives may be offered from time to time to encourage Volunteer involvement.

2. **100 hour Volunteer:** Volunteers who have served 100 hours or more in the previous 12 month period are entitled to these additional benefits

- a. Receive up to 10 free excursion tickets per calendar year (space permitting; does not include Special Events)
- b. May vote in Officer elections
- c. May run for office after one year of service
- d. May attend Volunteer Appreciation Dinner. CVSR sponsors an annual Volunteer Appreciation Dinner to express appreciation for Volunteer services. Usually held in February or March.
- e. May qualify for training/position advancement opportunities/programs (see Item (K), "Training", within this Section).

3. **Emeritus Volunteer:** A formerly Active Volunteer with at least 10 years of continuous service who, for reasons of age, health, or other personal considerations, is no longer able to provide active service

- a. Maintained on Volunteer List as an Emeritus Volunteer
- b. Receives monthly minutes/newsletter
- c. May vote in Officer elections
- d. Receives up to 10 free excursion tickets per calendar year (space permitting; does not include Special Events)
- e. May attend Summer Picnic or other general activities
- f. May attend Volunteer Appreciation Dinner

4. **Former Volunteer:** A volunteer who has not served in previous 12 month period

- a. Contact information is retained in historical files
- b. A former volunteer may again become "Active" when service resumes.
- c. Hours towards awards, e.g., hats, jackets, uniforms, pins, resume from time/date of interruption.

K. **Training and Position Advancement**

1. CVSR and CVSRVA provide both formal and informal training opportunities on a variety of subjects. Position advancement is also offered for Volunteers who wish to expand technical skills or serve in specific positions.
2. Please note that some of these opportunities are open without qualification. Others require the Volunteer to achieve specific levels of service and/or expertise prior to admission and/or to meet certain admissions criteria.
3. **New Volunteer Orientation:** An Orientation is required of all new Volunteers, serving in any position on the train, to acquaint them with the Railroad and with basic operating procedures/safety rules. Orientations are regularly scheduled are open to all interested persons. Special Events Volunteers who are interested in serving as an On-Train Volunteer should attend the Volunteer Orientation.

See Section II(J) for additional information on New Volunteer Orientation.

4. **General Operations Training:** Short sessions on general operating procedures may be offered throughout the year at the Volunteers' regular Monthly Meeting. Examples of such training include boarding and de-boarding passengers, wheelchair lift operation/chair tie-down, conflict resolution, customer service, etc.
5. **Position Qualifications and Training:** The training and/or qualifications necessary to serve in a specific crew position (in addition to Orientation) -Are contained in the Standard Operating Procedures document available from CVSR Volunteer Coordinator and Addendum D.

L. Organizational Policies and Procedures Manual

1. This Manual has been developed in collaboration with representatives of CVSR and CVSRVA and will be consistent with all policies, procedures, operational directives, and other requirements of CVSR and its Board of Trustees.
2. All CVSRVA members are eligible to receive a copy of the Manual by downloading it at www.cvsr.com/volunteer. New Volunteers will receive a hard copy at the New Volunteer Orientation.
3. This Manual will be revised and updated as needed by CVSRVA's Policies and Procedures Committee. Copies of the new Manual or revised pages will be distributed to the membership either by hard copy (upon request) or via email.

ADDENDUM A: Key Phone Numbers and Communication Channels

CVSR Administrative Offices: Cuyahoga Valley Scenic Railroad
2325 Stine Road
P.O. Box 158
Peninsula, OH 44264
800-468-4070

CVSR Manager of Volunteer Relations: Sherri Lemley, CVSR Main Office, 330-439-5708
ext. 226 or via email at slemley@cvsr.com

CVSR Web Page: www.cvsr.com

CVSR Crew Sign-up: <http://crew.cvsr.com/login.php>

Fitzwater Yard: 440-526-7128

Crew Call Offs: Non Day-of-Duty: Unvolunteer at: <http://crew.cvsr.com/login.php>
or if you don't have Internet access, call Volunteer Coordinator at
Day-of-Duty (or within 24 hours of Crew Call): Call Volunteer Coordinator at 800-468-
4070 (during regular business hours) or 330-475-4338 (if outside of regular business
hours)

CSX Cleveland Yardmaster: 216-623-2219

Sr. Director, Engineering and Planning: Tony Tofani, 234-759-0089

Trainmaster: Larry Blanchard, 234-759-0081

Fitzwater Yard: 7600 Canal Road
Valley View, OH 44125

National Park Service: 800-433-1986 or 440-526-5256 (General Office)

National Weather Service: 216-265-2370

Radio Frequencies: CVSR (Road) Channel 2 Frequency – 160.965
CVSR (Yard) Channel 1 Frequency – 161.325

NOTES AND ADDITIONS:

ADDENDUM B: ONLINE POSITION SIGN-UP INSTRUCTIONS

1. Log on at <http://crew.cvsr.com/login.php>
2. Enter your User Name and Password (this information will be assigned to you at Orientation).

Date	Time	Crew Call	Train	Location	Positions
05/01/2014	10:30 AM	08:00 AM	Education Train	Rockside Station	• Conductor Assistant
05/12/2014	10:30 AM	07:30 AM	Education Train	Akron Northside Station	• Conductor Assistant
05/17/2014	10:00 AM	08:00 AM	Scenic Train	Rockside Station	• Conductor Assistant
05/19/2014	10:30 AM	07:30 AM	Education Train	Akron Northside Station	• Conductor Assistant
05/24/2014	08:15 AM	08:15 AM	Dix Out With Thomas	Boston Mills Station	• Sneeze
05/30/2014	10:30 AM	07:30 AM	Education Train	Berzum Station	• Conductor Assistant

3. You will be directed to your "My Information" page.
4. Select the "Train Schedule" tab at the top left.

Train Schedule

« May 2014 »

[\[calendar view\]](#) [\[list view\]](#) [\[history view\]](#)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Education Train (Crew: 8:00 am)	2 Education Train (Crew: 8:00 am)	3 Scenic Train (Crew: 8:00 am)
				Work Extra (Crew: 8:00 am)	Scenic Train (Crew: 11:45 am)	
					Ales on Rails Beer Tasting (Crew: 4:00 pm)	
4 Scenic Train (Crew: 8:00 am)	5 Education Train (Crew: 8:00 am)	6 Education Train (Crew: 8:00 am)	7 Education Train (Crew: 8:00 am)	8 Education Train (Crew: 7:30 am)	9 Education Train (Crew: 8:00 am)	10 Scenic Train (Crew: 8:00 am)
					Scenic Train (Crew: 11:45 am)	Dinner Along the Cuyahoga (Crew: 4:30 pm)
					Grape Escape Wine Tasting (Crew: 4:00 pm)	

- You will be directed to the current month's calendar.
- Trains and their Associated Positions are normally posted within 30-60 days prior to the train / event.
- Navigate to the next or previous month by clicking the red arrow before or after the current month.
- Select the link for the train on which you would like to volunteer.

View/Edit Train

Train Information

Train: Education Train
 Status: Scheduled
 Location: Rockside Station
 Published Time: May 07, 2014 @ 10:30 AM
 Crew Call: May 07, 2014 @ 08:00 AM

Train Description: School Field Trip Train, 1-1/2 hrs. in duration. Crew call at Fitzwater.
 Train Type Other: No
 Train Type Education: Yes

Associated Positions

Position	Quantity	Volunteers
Brakeman	1	• Matiosz, Dennis
Conductor	1	• Krol, Daniel
Conductor Assistant	1	• Pearson, Doug
E or B Trainee	1	• Schmitt, John
Engineer	1	• Johnston, Tom
Trainman	3	• Picciano, Andrew • Kirkwood, Jeff • Thede, Linda
Trainman Trainee	2	• 2 volunteers needed [sign me up]

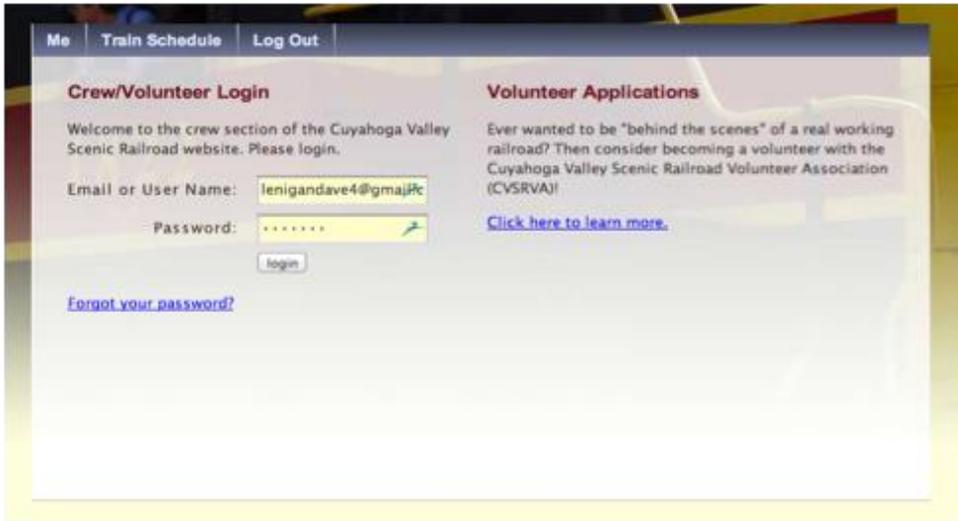
You will be directed to "Train Information" for that day, which will include a description of the train, the Crew Call Time and Location, and Associated Positions.

Under "Associated Positions", identify the position in the first column you are interested in working.

The second column, "Quantity", lists the number of positions needed.

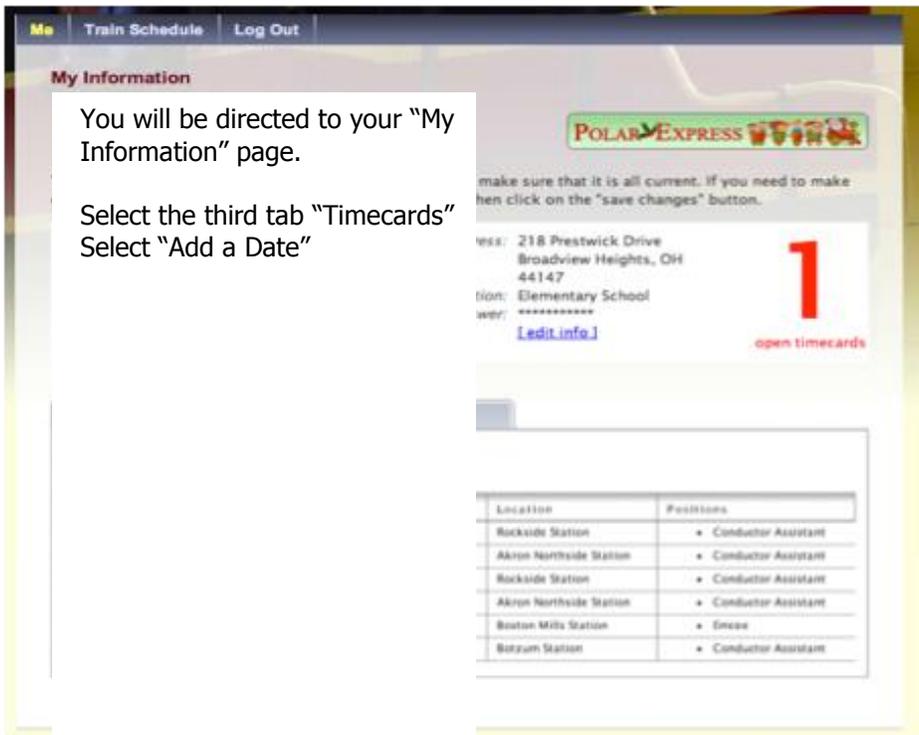
The third column, "Volunteers", shows the number of people who have signed up and the number of people still needed. Select "sign me up" for the position you are interested in working.

ADDENDUM C: ONLINE VOLUNTEER TIMECARD COMPLETION INSTRUCTIONS



Log on at
<http://crew.cvsr.com/login.php>

Enter your User Name and Password (this information will be assigned to you at Orientation).



You will be directed to your "My Information" page.

Select the third tab "Timecards"
 Select "Add a Date"

Location	Positions
Rockside Station	• Conductor Assistant
Akron Northside Station	• Conductor Assistant
Rockside Station	• Conductor Assistant
Akron Northside Station	• Conductor Assistant
Boston Mills Station	• Engine
Birzum Station	• Conductor Assistant

In "New Time Entry" box select the pull down menu labeled "Train". Scroll down to select your train. Or, if your train is not listed, enter the date worked in the date field.

Enter the total hours worked in field that best describes the type of work you performed.

1. For Volunteer Meetings, enter the hours under "Meetings".
2. If you provide Set Up / Take Down services for a Special Event (Day Out with Thomas, Polar Express, etc.) enter your hours in the "Special Events" field.
3. If you are a server for a Special Event (wine or beer tastings, Polar Express, etc.) enter hours in the "Train / Crew / Concessions" field.
4. If you provide Crew services for a Special Event (wine or beer tastings, Polar Express, Day Out with Thomas, etc.) enter your hours in the "Train Crew" field.
5. If you provide services for which there is no column available (office work, etc.) enter your hours in the "Miscellaneous" field.
6. Hours entered in "Miscellaneous" field must include a description in the "Notes" field.
7. Enter your travel time in the appropriate field.

INFORMATION FROM THE TIME CARDS IS PULLED AT THE END OF THE FOLLOWING MONTHS:

March, June, September, December

ADDENDUM D: Position Descriptions, CVSR Crew

A. Brakeman

1. A Brakeman is considered part of the Head-End Crew. As such, he/she must annually pass the CVSR rules test and be trained and qualified by CVSR.
2. One (1) Brakeman is required for each CVSR train consist.
3. The Brakeman is an extra set of eyes and ears for the Engineer. As such, he/she must be aware of all conditions and activities on and around the train.
4. The Brakeman performs all switching movements under guidelines or instructions of the Conductor or Engineer.
5. The Brakeman sets or releases the handbrakes on all cars.
6. The Brakeman performs both Terminal and Intermediate Terminal brake tests in conjunction with the Engineer as prescribed in the CVSR Rulebook.
7. On a back-up move, the Brakeman is responsible for "guarding the point" (i.e., ensuring that track is and remains clear for the train's movement).
8. A Brakeman watches crossings to be clear of traffic and looks for obstructions on the right of way and for potential hazards.
9. A Brakeman may assist the Conductor with passengers and/or baggage if available and if requested by the Conductor.
10. A Brakeman is subject to random drug testing per FRA Regulations, and may also be subject to vision and hearing testing.

B. Concessionaire

1. The Concession Car will be staffed by at least one(1) but no more than four (4) Concessionaires.
2. The Concessionaire's primary duty is to sell drinks, food, and souvenirs to passengers.
3. The Concessionaire operates the cash register and provides change during payment for Concession items.
4. The Concessionaire maintains security procedures for all Concessions cash and inventory and accounts for such at the end of each run.
5. Concessionaires are responsible for keeping the Concession Car or Area neat, clean, and sanitary at all times. This includes --
 - a. Wiping all counters and tables before, during and after the assigned run.
 - b. Properly operating and cleaning equipment as necessary.
 - c. Stocking and straightening inventory on counters/racks/etc.
 - d. Sweeping the concession car or area at the end of the assigned run/bundling trash for disposal.
6. Concessionaires are also responsible for answering passenger questions, providing directions, and assisting passengers as needed.

C. Conductor

1. A Conductor is considered part of the Head-End Crew. As such, he/she must annually pass the CVSR rules exam and be trained and qualified by CVSR.
2. One (1) Conductor is required for each CVSR train consist.
3. All Conductors should be qualified as a Brakeman prior to serving as Conductor.
4. The Conductor's primary role is to be in charge of the train. As such, he/she is responsible for compliance with FRA regulations, CVSR rules, and with CSX rules while on CSX property. The Conductor takes direction from the Director of Operations.
5. The Conductor ensures that proper air brake tests and inspections are made.
6. The Conductor ensures that Hours of Service regulations are observed.
7. The Conductor coordinates switching moves with the Brakeman and Engineer.
8. The Conductor determines the Car Number of each coach and directs passengers accordingly.

9. The Conductor ensures the cleanliness and sanitation on every car, and the proper stocking/distribution of maintenance items (trash bags, toilet tissue, etc.).
10. The Conductor performs/directs the servicing of passenger cars (i.e., water, sewage, etc.) as well as the adjustment of all utilities (heating, lighting, etc.)
11. The Conductor directs all in-route stops and starts by communicating with the Engineer.
12. The Conductor serves as the on-board Safety Officer. As such, he/she must be aware of the location and condition of the First Aid Kits, Fire Extinguishers, and Emergency Phone Systems.
13. In the event of an on-board injury or emergency, the Conductor makes decisions regarding first-aid, obtaining outside professional help, and reporting all incidents to the appropriate authorities.
14. The Conductor supervises, directs and trains the Trainmen.
15. The Conductor calls "All Aboard" at the start of each trip and announces station stops as appropriate (may also be assisted by Trainmen).
16. The Conductor directs the boarding and de-boarding of all cars. He/she also helps passengers board and de-board the train safely, and ensures that a crewmember is on duty at every open trap.
17. The Conductor ensures that all Special Needs passengers are properly boarded/de-boarded and wheelchairs are positioned and tied down correctly.
18. The Conductor (with the support of Trainmen) punches the tickets of all passengers.
19. The Conductor provides a positive customer experience and ensures good customer relations by being patient, professional and pleasant at all times. He/she must also be knowledgeable about schedules, destinations, directions, descriptions, etc. and strive to ensure the comfort and safety of all passengers.
20. The Conductor resolves all passenger disputes/disagreements; this includes coordinating the involvement of Park rangers and/or law enforcement officials as needed.
21. The Conductor completes and submits all required reports following a scheduled run.
22. The Conductor ensures that the train is locked and secured at the end of the day.
23. The Conductor is subject to random drug testing per FRA Regulations, and may also be subject to vision and hearing testing.

D. Engineer

1. An Engineer is considered part of the Head-End Crew. As such, he/she must annually pass the CVSR rules test and be trained and qualified by CVSR.
2. One (1) Engineer is required for each CVSR train consist.
3. All Engineers must be qualified as a Brakeman and be licensed as an Engineer prior to serving as Engineer.
4. The Engineer has the primary safety control of the train, and runs the locomotive under the authority of the Conductor in accordance with all applicable rules. He/she is in charge of the locomotive and cab.
5. The Engineer performs FRA required daily inspections of the locomotives.
6. The Engineer checks oil and water levels on the locomotive(s) and reports irregularities as appropriate. He/she also adds fluids to the appropriate levels as needed.
7. The Engineer sets and releases the hand brake on locomotives, and must always know the status of the locomotive's brakes.
8. The Engineer (in conjunction with the Brakeman) performs switching moves and conducts all brake tests.
9. The Engineer must be knowledgeable regarding schedules, destinations, and descriptions of the trip area and be prepared to answer passenger questions.
10. The Engineer grants final permission for locomotive rides by any visitors or observers.
11. The Engineer is subject to random drug testing per FRA Regulations, and may also be subject to vision and hearing testing.

F. Trainman/Car Attendant

1. One (1) Trainman/Car Attendant is normally assigned to each train coach.
2. Car Attendants are Volunteers new to CVSR and function as assistants to the Trainmen.
3. Trainman duties are assigned by the Conductor.
4. The primary duty of the Trainman is to ensure the safety and comfort of all passengers. In addition, he/she must function as a friendly, positive and caring representative of the Railroad.
5. Trainmen assist the Conductor in the maintenance and cleanliness of all coaches. This includes –
 - a. Servicing trash containers in all coaches and restrooms (i.e., bagging) and ensuring adequate sanitation supplies (tissue, hand cleaner, etc.)

- b. Removing debris/assisting with trash collection during runs.
- c. Cleaning each coach after a scheduled run (i.e., sweeping floor areas, bagging and removing garbage, servicing restrooms, etc.)
- 6. Assist the Conductor with car service as requested (water, sewage, etc.)
- 7. Notifying the Conductor of any unsafe conditions or maintenance needs (Conductor enters on Conductor's Report).
- 8. Trainman will announce station stops, and perform other customer service functions, including the distribution of literature and Park information.
- 9. Trainmen punch tickets and provide car passenger counts to Conductor or Conductor Assistant at the conclusion of each stop.
- 10. A Trainman assists passengers with boarding and de-boarding the train safely and efficiently. This includes ensuring that all open traps are properly guarded.
- 11. A Trainman assists the Conductor with Special Needs passengers. This may include operating the wheelchair lift (Wheelchair Access car) and tying down wheelchairs properly.
- 12. Trainmen may assist Head-End Crew and other crew (Concessionaires, etc.) on an as-requested basis providing that they are trained to do so.

G. Conductor Assistants

- 1. Review train orders with conductor prior to each run.
- 2. Fill out train reports. Record movement times and document any operational issues.
- 3. Attend morning crew meeting
- 4. Assist conductor in maintaining coach temperatures, overhead audio, and passenger behavior
- 5. Assist conductor in performing terminal and intermediate brake test when necessary.
- 6. Assist in using the ADA lift
- 7. Assist in dumping sewage into holding tanks.
- 8. Perform other duties as assigned by conductor
- 9. Assist conductor in train boarding and de-boarding activities.
- 10. Record passenger counts throughout the run

H. St. Lucie Stewards

- 1. To perform this job function volunteers must be selected and have received training in the operation of this coach
- 2. Stewards are responsible for customer service in the St. Lucie Sound Car
- 3. Perform normal trainman duties in the car
- 4. Monitor passenger behavior with special attention to maintaining the furnishings of the car.
- 5. Be prepared to share the heritage of this car

ADDENDUM E: CVSRVA OFFICER DUTIES AND RESPONSIBILITIES

Note: In the absence of the President, the Vice President shall assume all presidential obligations and responsibilities. The Secretary shall assume the presidential obligations and activities if the Vice President is unable to do so.

1. President

1. Attend and conduct monthly Volunteer meetings on the day designated by the Association.
2. Attend other special events as required/appropriate.
3. Attend Executive Committee and CVSR Volunteer Coordinator meetings.
4. Serve as liaison between the Association and CVSR staff.
5. Represent the Association at CVSR Board of Trustee Meetings.
6. Represent the Association at special CVSR functions.
7. Call and conduct meetings of the Executive Committee and with the CVSR Volunteer Coordinator.
8. Contact prospective Volunteers and invite them to join organization; forward names to Vice President for inclusion in monthly New Volunteer Orientation.
9. Welcome new Volunteers at the monthly Volunteer meetings.
10. Provide direction/guidance to Committee chairs as required/appropriate.
11. Support development of/provide resources necessary to support Committee operations/activities.
12. Serve as a resource / information reference for the Volunteers.
13. Preside over the Officers' Executive Meetings
14. Represent the Association at meetings with the CVSR President.
15. Appoint the Vice President or other Officer to perform any of the Presidential duties as needed.

2. Vice President

1. Perform any of the presidential duties described previously as may be assigned by the President.
2. Serve as liaison between the Association and the CVSR staff on operational issues and/or information needs and assist with training delivery as appropriate.
3. Attend the monthly Volunteer meetings.
4. Attend other special events as required/appropriate.
5. Attend Executive Committee and CVSR Volunteer Coordinator meetings.
6. Announce awards and tenure recognitions at each monthly Volunteer meeting; distribute pins, hats, etc.
7. Assist in revision of Policy and Procedures Manual, Orientation Manual, and other operational materials as needed.
8. Serve as liaison between the Association and the CVSR staff on training and/or volunteer development activities.
9. Welcome new Volunteers at the monthly Volunteer meetings.
10. Log attendees for New Volunteer Orientation and communicate to CVSRVA Secretary.
11. Schedule and conduct New Volunteer Orientation.
12. Serve as a resource / information reference for the Volunteers.
13. Perform other duties as requested/appropriate.

3. Secretary

1. Perform any of the Presidential duties described previously as may be assigned by the President.
2. Attend monthly Volunteer meetings.
3. Distribute monthly minutes and quarterly phone and e-mail rosters from Recording Secretary via e-mail to CVSR volunteers, CVSR staff and other relevant individuals.
4. Attend Executive Committee and CVSR Volunteer Coordinator meetings.
5. Attend other special events as required/appropriate.
6. Assist the CVSR Volunteer Coordinator with information preparation and mailings as requested.

7. Develop and maintain the Volunteer Hours log from timecards at the end of each quarter and report totals to the National Park (CVNP), CVSR Volunteer Coordinator, the Officers, and other relevant individuals.
 8. In cooperation with the CVSR Volunteer Coordinator, maintain and update applications and membership records for all Volunteers.
 9. Track and provide demographic data on Volunteers as requested by the CVSR Volunteer Coordinator.
 10. Prepare reports as requested by the President and/or CVSR Volunteer Coordinator.
 11. Track Service Hours and Qualifying Hours of Volunteers to determine recognitions and awards; verify hours as requested.
 12. Advise President of recognitions prior to each monthly Volunteer meeting (pins, hats, etc.)
 13. Perform other duties as requested/appropriate.
4. **Recording Secretary**
1. Attend and record minutes for the monthly Volunteer meetings.
 2. Prepare and submit minutes to the Secretary for e-mail distribution and non-email distribution to CVSR volunteers, CVSR staff, and other relevant individuals.
 3. Attend Executive Committee and CVSR Volunteer Coordinator meetings.
 4. Attend other special events as required/appropriate.
 5. Develop and maintain the official Volunteer Phone and Email Rosters; distribute revisions quarterly to the membership.
 6. Prepare reports as requested by the President and/or CVSR Volunteer Coordinator.
 7. Perform other duties as requested/appropriate.
5. **Treasurer**
1. Perform any of the Presidential duties described previously as may be assigned by the President.
 2. Attend Executive Committee and CVSR Volunteer Coordinator meetings.
 3. Attend the monthly Volunteer meetings.
 4. Assist CVSR staff with the placement and security of Donation Boxes and other fundraising devices.
 5. Collect donations from train Donation Boxes and make bank deposits to the CVSRVA's account.
 6. Collect monies generated from other CVSRVA fundraising activities and make bank deposits to the CVSRVA's account.
 7. Prepare and present Treasurer's Report at the monthly Volunteer meetings.
 8. Issue reimbursement checks for expenses incurred by the Association or authorized representatives.
 9. Balance the Association's bank account(s).
 10. Perform other duties as requested/appropriate.

ADDENDUM F: COMMONLY USED TERMS

The following terms are some of the "Railroad Lingo" that you will hear used around CVSR.

Radio Terms

<u>"Roger"</u>	Reply indicating that you understand the other person's radio transmission and will comply with their instructions.
<u>"Over"</u>	Said after you are finished talking. Indicates that you EXPECT A RESPONSE from the other person (not used during continuous switching movements)
<u>"Out"</u>	Said after you are finished talking and that YOU DO NOT NEED OR EXPECT A RESPONSE from the other person. NOTE: "Over" and "Out" are never used together at the end of your transmission. "OVER" means "answer me". "OUT" means "don't answer me".
<u>"Repeat" or "Say Again"</u>	Said when you did not understand the transmission.

General Terms

<u>Highball</u>	Conductor's term to tell the Engineer to move the train.
<u>Point</u>	The end of the train opposite where the Engineer is located. Must be protected by a Brakeman or other crewmember when the train is making a back-up move.
<u>Platform</u>	Wooden structure or other designated level surface used at boarding site to load/unload passengers.
<u>Light Engine</u>	Locomotive with nothing coupled at either end.
<u>Consist</u>	The cars and locomotive(s) that make up a train.
<u>Tie</u>	Coupling cars and locomotives together.
<u>Cut</u>	Uncoupling of cars and locomotives.
<u>Safety</u>	Stop that allows a minimum of 10 feet between cars/locomotives so that couplers and air hoses can be adjusted.
<u>B End</u>	End of the car where the handbrake is located.
<u>A End</u>	End of the car where the handbrake is not.
<u>Lights</u>	Used en-route to let the Engineer know that you see crossing lights activate.
<u>Crossing is Protected</u>	Lets the Engineer know that traffic has stopped and track is clear for movement and train may proceed over crossing.

Directional Terms (i.e., with respect to front of engine)

Ahead Move forward; pronounced, "A-head" to avoid confusion or misunderstanding.

OK Back Move back

Correction Said after you make a mistake in your instructions to the Engineer.

Stopping Terms

That Will Do Stop the movement.

Stop/Stop/Stop USED IN EMERGENCY ONLY. Stop the movement now.

Slowing Terms

Steady Up or Slow down the movement.

Pinch Em Down

Braking Terms

Set Em Up or Apply the train brakes.

Give Me a Set

Release the Release the train brakes only.

Brakes

Movement Terms

Slack Can be used with "back" or "ahead". Requests movement to release tension on pin so that cut lever can be raised to open coupler.

Hold What Don't move the train, manipulate engine controls, or release the brakes until you hear
You've Got from me and me only.

Take What Move the train as much as you need to complete a movement.

You Need

Test Couplers Terms

Stretch Em Pull on the couplers to test whether or not the locking pin fell into place and locked the
Out couplers.

Going In Between Cars of Locomotives (NOTE: ALWAYS WAIT FOR A REPLY FIRST!)

Getting Going between the cars/locomotives to mate air hoses and open angle cocks.

Air

In Between or Going in between cars for any reason.

Stepping In

Position Terms

Clear You are on the ground and out of danger of the cars/locomotive.

On Board You are on the train and out of danger of the cars/locomotive.

ADDENDUM G: CVSRVA UNIFORM STANDARDS FOR CONDUCTORS AND TRAINMEN



White Shirt	(Required)	Short or long sleeves- button-down or straight collar
Black Clip-On Tie	(Required)	One (1) pin maximum (See Lapel Pins below)
Black Pants	(Required)	Slacks/pants with crease. No Jeans, Cargo Pants or Shorts
Black Socks	(Required)	
Cvsr Name Tag	(Required)	Received at orientation or earned hours recognition badge (1,000, 1,500 hours, etc). Permissible to purchase gold metal badge
Black Vest	(Optional)	Four (4) pins maximum (see Lapel Pins below). No collar brass is permitted on vest.
Tie Clasp/Tac	(Optional)	For Safety -If not wearing vest
Brass Vest Buttons	(Optional)	Purchase From CVSR Volunter Association
Watch Chain/Fob	(Optional)	
Railroad Lapel Pins	(Optional)	This includes railroad insignia, American flag, military pins, service pins and CVNP awarded pins
Black Shoes	Required	Must Have Hard-sole And Defined Heel
Black Cross-Over Tie	Optional	(X-Shaped) Can be substituted for clip-on tie for female train personnel



Conductor/Trainman Hat With Badge
 150 Qualifying Hours-On Train (Awarded By CVSR)



TRADITIONAL HAT



SUMMER MESH HAT (OPTIONAL)

Traditional or Summer Mesh Hat (Awarded) Issued Quarterly (See CVSRVA President)

Gold Cap Strap (Optional)

CVSR Hat Logo Pin (Optional) Purchase in concession car on train

Vinyl Hat Rain Cover (Optional)

Lapel Pins (Optional) See definition on page 47

Conductor / Trainman (Blazer) Uniform
 (Placement of Collar Brass and Pins As Shown)



CVSR Name Badge	Required	See definition on page 47
Brass Blazer Buttons	Optional	Purchase from Volunteer Association
CVSR Collar Brass	Optional	Purchase from Volunteer Association
CVSR Logo Pin	Optional	Purchase in Concession Car
Service Pin	Awarded	3 Year, 5 Year, 10 Year Pins etc.
Hour Recognition Name Badge	Awarded	1000 Hours, 1500 hours etc.
Lapel Pins	Optional	Six (6) pins maximum (reference page 47)

RELATED ACCESSORIES



COUNTER – Option 1



COUNTER – Option 2 (preferred)



TICKET PUNCH with receptacle



FLASHLIGHT

