



Electronic Delay Reporting (eDR)

Training Documentation



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Quick Start Guide

Version 4.2
March 2017

AMTRAK_STB_0000548

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Overview

The electronic Delay Reporting application (eDR) was developed to automate and streamline the delay reporting process. eDR and other mobile technology tools provide Amtrak with near-immediate access to train operating performance. This information is used to analyze lost time and is incorporated into various internal and external reports.

All conductors must be familiar with the Conductor Delay-Reporting Instructions contained in Amtrak's Service Standards Manual, Section H of Chapter 7, and associated Technical Advisory (TA), Operations Service Advisory (OSA) and Operation Standards Update (OSU) releases.

While the assistant conductor cannot enter, edit or transmit delay information, he/she should use the application to keep track of the train's performance and regularly review the information entered by the conductor. In the event of a conductor's device defect or other unusual circumstance, the assistant conductor, under the guidance of the conductor, may be called upon to record and transmit lost time on his/her device. All conductors must know how to use this application.

This guide introduces electronic Delay Reporting (eDR) and provides instruction for successfully using the application in performing your daily duties.

Installing the Application

The eDR application comes pre-installed on all conductor eTicketing Mobile Devices (eMD's). To reinstall this application, the installer is found in the Amtrak@Work utility (an application itself).



- 1) Touch the Amtrak@Work icon to begin the installation.
- 2) Touch the Featured tab (top area of screen). This screen presents the available Amtrak applications.
- 3) Touch the eDR line.
- 4) Touch the REQUEST or FREE button.
- 5) The eDr application will be installed on your device.

Updating the Application

Periodically, the eDR application (as well as the other conductor applications) will need to be updated—usually two to four times a year. It is crucial to update your applications when the updates become available, as they will often include critical bug fixes or valuable application enhancements. Also, the I.T. team will not assist with any problems faced when using out-of-date applications.

To update your application(s), you will need to go into the Amtrak@Work application and install the update(s) as described above. You will also receive alerts/prompts to install updates when they become available. After a short grace period to install the updated apps (a few weeks, usually), you will be forced to update before you can access the application again through another mechanism called “forced-install.” The “forced-install” kicks in after the grace period for installing the applications at one's



convenience ends. When you log into SignOn and start a new trip after the grace period has ended, SignOn will immediately prompt you to install the update. Accepting this prompt installs the update without having to go to Amtrak@Work. The forced-install works the same way for the individual applications, including eDR. When a trip is started in an outdated version of eDR, it will immediately prompt you to install the update. This method of installing the updates is independent of Amtrak@Work and provides another way of installing the updates if Amtrak@Work fails to install the updates or if updates are not installed through Amtrak@Work.

SignOn

SignOn is the eMD security application that permits conductors to access Amtrak's portfolio of mobile apps. Prior to using eDR or any other application, the conductor completes the SignOn process by:

- 1) Touch the SignOn icon
- 2) Enter your User Name and Password using the on-screen keyboard
- 3) Tap the Login button.



Login

Once your identity is validated, the device will request your login information:

- 1) Enter your Train Number
- 2) Enter the Train Number again (confirm)
- 3) Add the Train Origin Date
- 4) Tap the Start Trip button

Amtrak Apps

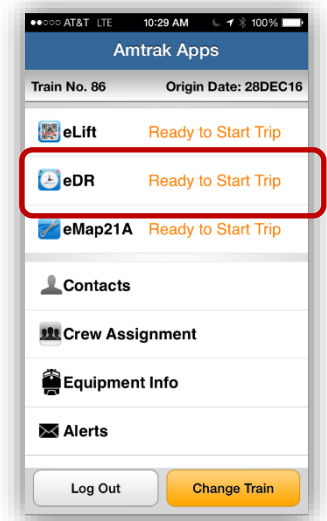
You are now presented with the menu of Amtrak Apps commonly known as the "Amtrak application dashboard."

Note: If you discover that you have entered the wrong train number, you can change this by touching the Change Train button here. If you discover that you have entered the wrong Origin Date, touching Change Train will give you the chance to remedy that as well.

Proceed if all is correct.

To start the eDR application:

- 1) Touch the eDR (Ready to Start Trip) line.
- 2) The device will automatically download schedule information for this train.



Conductor Onboard and Offboard Stations

The application requests your Onboard and Offboard locations and has you verify that you have responsibility for reporting lost time for this train.

Note: Only the conductor reports lost time. The assistant conductor will view the conductor's entries but does NOT report delay information.

The assistant conductor turns off the reporting capabilities by touching the gray box (un-check it), but the conductor keeps the device in the reporting mode.

Select your Onboard and Offboard locations:

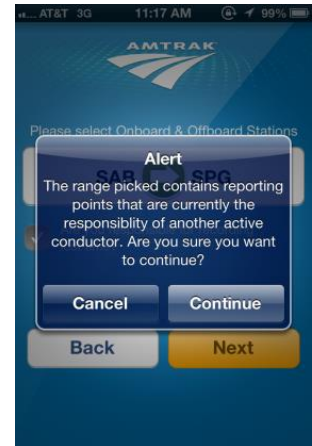
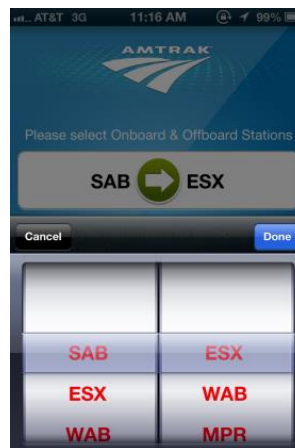
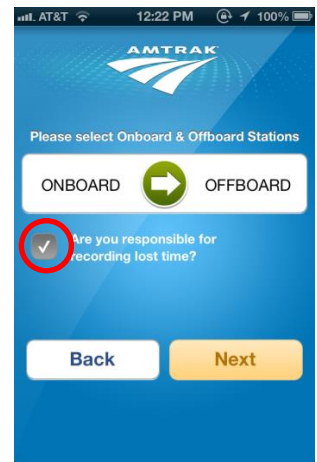
- 1) Touch the ONBOARD → OFFBOARD button
- 2) Using the wheel – “spin” or advance the left wheel until the gray bar is over your Onboard location
- 3) Using the wheel – “spin” or advance the right wheel until the gray bar is over your Offboard location
- 4) Touch the blue Done button (on the right side of the screen)
- 5) Touch (check mark) the gray box if you are the conductor with reporting responsibility
- 6) Tap the Next button – The device will load reporting point information for your portion of the trip

Reporting Rights Conflict

The selector wheel presents reporting points in RED text when someone else has already taken responsibility for reporting on these points. The conductor should check with assistant conductors to confirm that they have not mistakenly logged-in with reporting responsibility. The conductor can still select these segments but should first direct the assistant conductor to log out.

You are now ready to begin tracking lost time with the eDR application.

Note: The eDR application receives automated arrival and departure sightings (defined below) from a variety of Amtrak and host railroad sources. The conductor may modify one or more of these automated sightings if s/he believes it to be inaccurate (only if it is more than one minute at variance with the time received from an automated source).



eDR Terminology

Sighting – A sighting is a reported Departure or Arrival of a train. It includes a time record of this event.

No Lost Time – This message indicates that no time was lost during this segment. The conductor does not need to document delay activity for this segment.

Lost Time XX min – This message indicates that a delay, with associated lost time, needs to be explained. **The conductor will record these reason(s) using the eDR application.**

Partial Time – This term indicates that one of the sighting times is missing for the segment. To resolve this error, **the conductor will enter the missing time entry.** Remember that the Departed Time (or Arrived in case of dwells) usually comes from the prior segment Arrived Time.

Missing Time – This term indicates that both the Departed and Arrival times for the segment are unknown. To resolve this error, **the conductor adds the prior segment Arrived or Departed sighting time AND then adds the present segment Arrived sighting time.** This second entry automatically provides the Departed time to the following segment.

Open Segment – A reporting segment or a designated station stop for which either the sighting times are missing or which has a delay that needs to be explained.

eDR-Responsible Conductors – Conductors whose names appear under Crew Assignment on the Amtrak application dashboard or who take reporting responsibility for the train in eDR.

Open Segment Alert – An alert notifying that there are open segment(s) that remain unaccounted for, for an inactive train, that are shown to all eDR-responsible conductors for that train when eDR is launched for any other train by these conductors until the sixth calendar day of the following month or until these segments are accounted for in eDR.

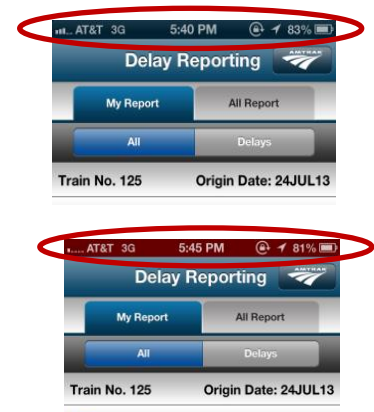
Service Disruption Features – A feature designed to handle a specific operational exception in eDR, such as changing the initial terminal, setting up a detour, or disabling a report location.

Connectivity Issues

The eDR application uses the eMD's cellular capabilities to transmit and receive information. While cellular connectivity is prevalent throughout the country, there are locations where eMD is not able to establish a reliable cellular connection.

The device informs the conductor of connectivity status through the notification bar at the top of the screen. This bar displays in black or gray in good coverage areas and red in areas with insufficient cellular connectivity. The conductor needs to record all information on scratch paper during periods of poor or erratic connectivity or save it in draft mode (explained later). Once an adequate connection is re-established, the information can be confirmed and/or delay information entered using the electronic application.

Also note that sometimes the electronic sighting is not recorded due to equipment failures or other unusual circumstances. The conductor should informally track prior segment activity in order to have the information needed to add or correct an entry.



Restrictions for Early Start Trip

When the train is not scheduled to depart for more than eight hours from the reporting conductor's Onboard location, an alert will be shown asking the conductor to confirm the train origin date. If the train is not scheduled to depart for more than 20 hours, Start Trip will fail.

En Route Transitions

Whenever a recrew transition occurs, the original conductor must make certain that the arrival time at the transition point is recorded and transmitted. Failure to do so could impede the next conductor's use of the system. Please confirm that ALL times have been recorded prior to exiting the train. Each conductor is only responsible for the segments that make up the range of segments defined by his/her Onboard and Offboard locations.

eDR Training App

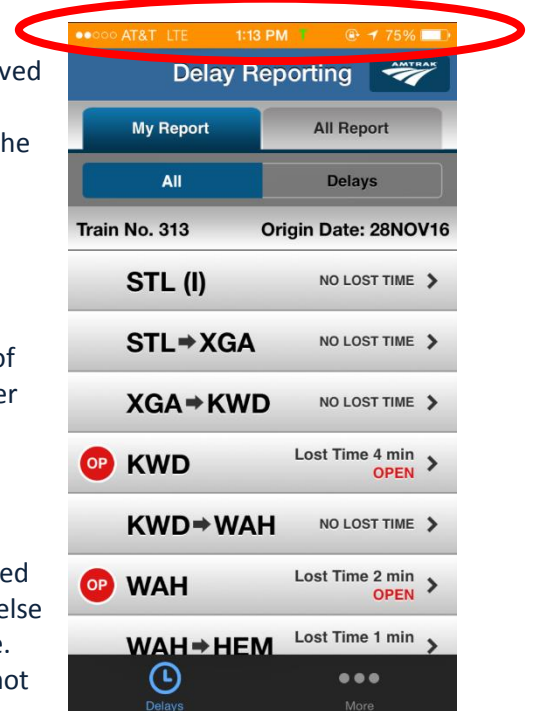
Training versions of the Amtrak apps, including eDR, are pre-installed or made available through Amtrak@Work on select eTicketing Mobile Devices (eMD's). These apps are listed with the letter "T" next to them (e.g., eDR(T)). The training apps can be used to sign into any eDR-reportable train in the system.

In the training version of eDR, all automated sightings will be received in real time, and any data entered through the training application will not affect any official delay data and is regularly purged from the training environment. Any data entered by the conductors in the production version of eDR is not shown in the training version, by design to allow the training version to be used for training and practice.

To log into the eDR training app, first log into the training version of SignOn. The user ID and the password are both the MD tag number on the back of your device (ex. MD123456). An orange bar will appear at the top of your screen to distinguish the training version from the production version of each app.

If the training app already shows that some data has been submitted (as explained in the subsequent sections), it means that someone else previously logged into that train and used it for training or practice. You should sign into another train – any other train – which does not show any data from anyone.

As with the production version, only one person should have reporting responsibility for any given range of segments for any train at a time in the training version. The training apps are not as robust as their corresponding production apps, but they are an exact replica of the production apps and provide full functionality contained in the production apps. If you experience any problems with the training apps, please contact the eMD Support Desk.



Understanding eDR Reporting Points

Most schedule, PRT and sighting times are electronically input into the application through a wireless connection to TrainPlan and Arrow. A sample schedule and performance information is presented below. This demo trip begins at station AAA, stops at stations BBB, CCC, DDD, EEE and terminates at station FFF. It also passes through an X-Point in-between stations CCC and DDD. Please review the notes beneath the table for explanations.

Depart Sighting Time	Depart Reporting Time	Arrive Reporting Point	Arrive Sighting Time	Elapsed Minutes	PRT or Dwell Minutes	Lost Time Minutes	Explanation
7:30	AAA						Initial Terminal is AAA - Conductor ONBOARD point
7:30	AAA	➡	8:18	48	39	9	Travel from Station AAA to Station BBB. Lost Time = 9 minutes
8:18	BBB		8:22	4	1	3	Dwell at Station BBB. Lost Time - 3 minutes
8:22	BBB	➡	8:32	10	8	2	Travel from Station BBB to Station CCC. Lost Time - 2 minutes
8:32	CCC		8:33	1	1	0	Dwell at Station CCC. No Lost Time
8:33	CCC	➡	9:12	39	39	0	Travel from Station CCC to X-Point XX1. No Lost Time
9:12	XX1	➡	9:23	11	10	1	Travel from X-Point XXX to Station DDD. Lost Time = 1 minute. No Report Required. It's considered a "Rounding Error" if the system-calculated delay is 1 minute or less.
9:23	DDD		9:25	2	2	0	Dwell at Station DDD. Lo Lost Time
9:25	DDD	➡	9:37	12	12	0	Travel from Station DDD to Station EEE. No Lost Time
9:37	EEE		9:38	1	1	0	Dwell at Station EEE. No Lost Time
9:38	EEE	➡	10:32	54	56	0	Travel from Station EEE to Station FFF. Arrived early - No Lost Time. Conductor OFFBOARD Point

Notes:

- 1) Other than Initial Terminal or ONBOARD point, the Departure Sighting Time is established by the prior Arrived Sighting Time.
- 2) Other than the Initial Terminal sighting, the conductor can only modify the Arrived Time. To adjust a Departure Time, the conductor must modify the prior segment's Arrived Time.
- 3) All segments with more than 1 minute of system-calculated Lost Time requires conductor input in eDR .
- 4) Time recovered in EEE --> FFF does not need to be reported.

eDR Reporting Status Icons and On-Screen Aids

The application provides visual indicators that help the conductor track his/her progress with reporting the reasons for lost time and completing the trip documentation by adding arrival and departure information that wasn't captured through electronic transmission. These icons indicate the reporting status of each segment requiring conductor input.

Icon	Name	Action Required
	Open	Conductor needs to enter Lost Time, Delay Code, Cause and explanation. No icon appears if there is no delay time to account for, if the system-determined delay time is one minute, or if no sightings have been received by the system.
	Draft	The conductor has begun composing the entry but has not yet accounted for all lost time for the reporting segment for an otherwise open segment. The conductor needs to return and finish this entry.
	Error	A segment where the sighting times create an illogical calculation—such as a station departure time being earlier than that same station's arrival time or arriving at a downline station earlier than departing the preceding station.
	Advance Input Entry	Delay Reason Code information has been entered into a reporting segment with 0 lost minutes prior to traveling through that segment. This time-saving feature allows the conductor to pre-populate the segment for known issues. This entry will automatically convert to DR draft after receiving the automated sighting times.
	Pending	Delay information has been entered into the eDR application and the eMD device is awaiting confirmation that the entry was transmitted. No additional action required.
	Submitted	On conductor screen - Information has been entered into the system and has been successfully processed. No additional action is required. The status changes to "Reported" ("RP") (below) two hours after the train arrives at the conductor Offboard point.
	Reported	On assistant conductor screen or on any other conductor screen – indicates that the segment has been submitted by another conductor. On the conductor device, this status indicates that the conductor can no longer edit the reported delay codes (see "Submitted" above).
	Information	Additional information about this segment or function is available for review. The conductor may touch the blue icon for additional guidance or explanation.
	Amtrak Apps	Touch this icon to return to the Amtrak Apps menu. Use this to quickly move from app to app throughout the trip.

Delay Reporting – Primary Screen Overview

The core capabilities of eDR are located on the Delay Reporting screen. The following sample explains the information provided on this screen. The conductor will tap the horizontal segment row to input delay reason codes, minutes of delay, and cause of a delay during that segment.

The eDR application automatically calculates lost time for each segment.

My Report Filter
Displays station stops and X-Points for which conductor has reporting responsibility. Excludes stations beyond conductor span of responsibility (Start and End points).

Trip Header
Indicates the Train Number and Origin Date

App Menu
Touch Logo to go to Amtrak Apps Screen

Notification Bar
Indicates Cellular Signal Strength: Black/Gray = Good Connectivity Red = No Connectivity.

All Filter
Displays all reporting locations associated with the train.

All Report Filter
Displays all stations and X-Points for this train route. Conductor only reports on delays during his/her span of responsibility (Start or End points).

Reporting Status
Open -Segment requires conductor input of time and/or information code about the delay cause.
Advance Input Entry- A delay reason was pre-entered before transiting the reporting segment.
Draft- Initial information has been entered but not submitted.
Pending- Information has been entered. The device is attempting to transmit the entry.
Submitted- Information has been successfully transmitted
Reported -Indicates that the conductor has submitted delay information.
Error-Sightings are illogical.
No Icon-No lost time, no sighting received, or lost time is one min. or less.

Delays Filter
Displays reporting locations with lost time requiring explanation.

Action Status
No Lost Time - Does NOT require conductor input. No need to submit anything.
Lost Time – Requires conductor input Delay Code, Reason, Cause and explanation for all lost time.
Partial Time – Requires conductor input of departure or arrival times.
Missing Time – Requires the conductor to input the arrival or departure time in the prior segment AND the arrival or departure time for this segment.
Error (not shown) – Requires that the sighting time(s) be corrected.

Delays
Touch Delays to access the Delay Reporting Screen (the screen above from anywhere in the app).

More
Touch **More** to access End Trip, Service Disruptions, Device Settings and information About the version and status of the application and eMD, including a list of all reporting conductors.

This demonstration screen has the My Reports + Delays filters activated and limits the screen presentation to only those segments requiring conductor action.

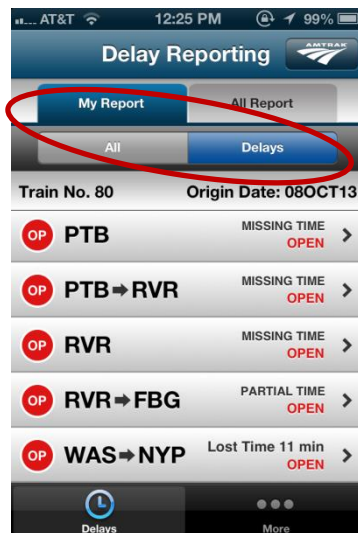


Information Display Filters

Display filters were developed to help the conductor to quickly identify issues requiring data entry and/or clarification. Simply touch the tab to turn on that display filter.

Note: The conductor must address all delays presented with the My Report and Delays filters turned on and must do so in sequential order. If, while trying to account for lost time in a segment, a preceding segment also has lost time that has been unaccounted for, the conductor will receive an alert from eDR advising to account for lost time in sequential order.

Filter	What It Shows
My Report	Presents an on-screen display of all reporting points between the Onboard and Offboard locations specified during login
Delays	Presents only the reporting points that require conductor input (times and/or reasons) for this train



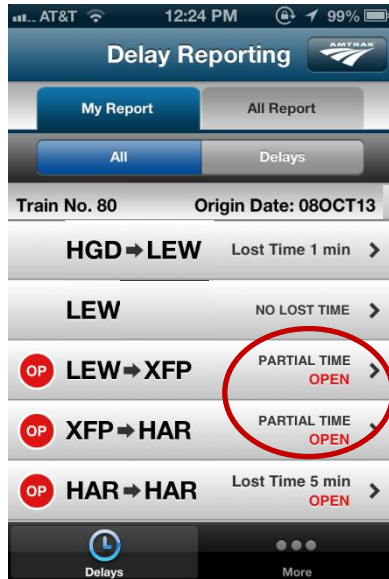
Other Filtered View Options

My Report + All – Presents all reporting points between the conductor's Onboard and Offboard points.

All Reports + Delays – Presents the entire route (all reporting points) for all conductors that lost time or required conductor input.

All Reports + All – Presents the entire route (all reporting points) for all conductors.

Partial or Missing Time Indicators



1. **Partial Time:** This message indicates that one of the sighting times is missing for that segment. To resolve this error, **the conductor will enter the missing time entry.** Remember that the Departed Time (or Arrived in case of dwells) always comes from the prior segment Arrived Time.
2. **Missing Time:** This message indicates that both the Departed and Arrival times for that segment are unknown. To resolve this error, **the conductor adds the prior segment Arrived or Departed sighting time AND then adds the present segment Arrived sighting time.** This second entry automatically provides the Departed time to the following segment.

Add a Sighting Time

Actual arrival and departure times are automatically sent to the device from central Amtrak systems. On occasion, the conductor will need to manually enter or adjust these entries. If one or more automated sighting times is not received, the status indicates 'Missing Time' or 'Partial Time,' but only after a sighting is received for a subsequent reporting segment. The conductor will manually enter this time.

Note: In accordance with the SSM, please allow at least five (5) minutes to pass before manually populating a missing or partial time.

Missing Time – Both the departure and arrival sighting times are missing for the segment. The conductor needs to adjust the departure time for the prior segment and add the missing sighting for the current segment to resolve this issue.

- 1) Touch the segment line just prior to the segment you wish to fix.
- 2) Touch the (Arrived – edit) line.
- 3) Enter the Arrived time using the on-screen keypad. Touch the Done button
- 4) Touch the Submit Button.

The Arrived time automatically becomes the Departed time in the following segment. The next segment will now indicate a Partial Time issue. Follow the Partial Time input instructions above to fix this.

Note: If, after making the change, the Remaining Time To Report indicates Lost Time minutes, complete the Lost Time Reporting procedure.

Partial Time – Either the departure or arrival sighting time is missing for this segment. The conductor adds the missing departure or arrival information.

- 1) Touch the segment line you wish to fix.
- 2) If the Arrived Time is missing:
 - a. Touch the left arrow (top-left screen area) to step back to the Delay Reporting screen.
 - b. Touch the prior segment



- c. Touch the (Arrived – edit) line.
- d. Enter the Arrived time using the on-screen keypad. Touch the Done button
- e. Touch the Submit Button.

3) If the Departed Time is missing:

- a. Touch the (Arrived – edit) line.
- b. Enter the Arrived time using the on-screen keypad. Touch the Done button
- c. Touch the Submit Button.

The new Arrived time will automatically become the Departed time for the following segment.

Note: If, after making the change, the Remaining Time To Report indicates Lost Time minutes, complete the Lost Time Reporting procedure.

Fixing an Incorrect Automated Sighting Entry (Wrong Time)

The conductor can adjust an arrival or departure time if you are certain that it is inaccurate.

Note: In accordance with the SSM, only adjust a sighting time if it is off by two (2) or more minutes. eDR includes a number of validation checks. If the sighting time being entered is the same as the sighting time already received from an automated source or if it is off by only one minute, eDR will reject that entry.

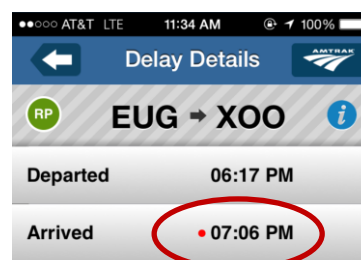
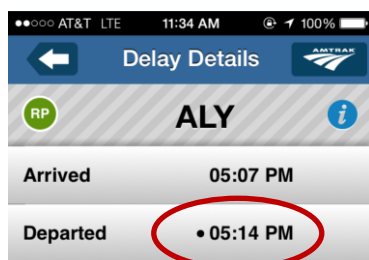
- 1) Touch the segment line you wish to fix.
- 2) Touch the Edit button on the lower portion of the screen – Press Continue to confirm your intent.
- 3) Touch the (Arrived – edit) line.
- 4) Enter the Arrived time using the on-screen keypad. Touch the Done button
- 5) Touch the Submit Button.

Note: If after making the change, the Remaining Time To Report indicates Lost Time minutes, complete the Lost Time Reporting procedure (enter delay cause, etc).

If the calculated elapsed time is 50% or less of the scheduled PRT (Pure Run Time), the system will reject the entry. For example, if the PRT for a segment is 30 minutes and the entered times result in a calculation of only 14 minutes of elapsed time, the entry for that segment will be rejected.

Indication of Conductor Modified/Entered Time

The eDR application will indicate if the conductor has either entered a missing sighting time (with a black dot) or overwritten a sighting time that he/she deemed to be incorrect (with a red dot).



Reporting Lost Time

All lost time in excess of one (1) minute must be reported and explained using eDR. The first minute of system-computed lost time does not require explanation, but the conductor may optionally provide delay information for system-computed one-minute delays. However, if the conductor enters the time manually, and if that entry causes a delay of one minute, the application requires the conductor to select a delay code to explain this minute of lost time. If any significant issue leads to a one minute delay, it is suggested that you report the issue using the reporting tool.

Any segment indicating **Lost Time – XX minutes** requires the conductor to explain the cause of the delay. However, delay information can be entered in the system if the conductor wishes to record additional information. The eDR application streamlines this process by automatically calculating the total number of minutes delayed, and provides a series of cause-specific screens to help the conductor to quickly and accurately report the reason, location and pertinent additional information.

eDR identifies all lost time requiring a delay entry. Overall segment delays due to multiple causes are common, and the application allows the conductor to include more than one reason code and lost time entries per segment. As you enter a reason and associated lost time, the Delay Details screen presents the Remaining Time To Report until all has been addressed.

- 1) Touch a segment with the red (OP) OPEN – status
- 2) If the Arrival time is incorrect:
 - a. Touch the Arrived - edit line
 - b. Enter the correct arrival time and touch the Done button
- 3) To explain Lost Time:
 - a. Touch “+Add Delay Code” button.
 - b. Select a Delay Code from the on-screen list.
 - c. Touch Lost Time line.
 - d. Enter the number of minutes associated with that Delay Code; then Touch Done.
 - e. Touch the Cause Options line.
 - f. Select a Cause from the on-screen list.
 - g. Complete all other Required entries.
 - h. Complete any Optional entries if the additional information is relevant to understanding the situation.
 - i. Touch the Done button.
- 4) If additional time remains unexplained, repeat sequence (steps a through i) for each delay code until all of the lost time is addressed.
- 5) Touch the Submit button to finalize the explanation for delays in this segment.

Note: For most delay entries, the Delay Code must match the **Most-Direct Cause** of the delay, as it affects your train. Secondary causes (the so-called “Root Causes”) must *not* be used as the basis for choosing a Delay Code.



Draft Entry

Occasionally, the conductor needs to stop entering delay information to deal with other on-board activities. The device will save unfinished work and replace the OP Open icon with a DR Draft icon. The conductor can return to this entry by touching the segment line at another time. You can complete this entry up until 2 hours after reaching your Offboard location. You cannot end the trip (exit out of eDR) until Drafts are finalized and submitted. If more than two hours have elapsed since the train arrived at your Offboard location, and if an entry remains in draft mode, eDR will allow the trip to be ended but will discard the draft entry.

Advance Input Entry

The conductor often knows about delays in advance of arriving at the affected reporting point intervals. These “pre-sighting” delays are typically associated with track maintenance or slow-order speed limitations. The conductor can enter draft delay reason codes prior to the sighting and select zero minutes as the expected lost time. The Reporting Status for that segment will include a pencil badge and upon completion of the reporting segment, the Reporting Status will automatically change from the Pencil icon to DR Draft status. The conductor will modify the delay to assign the actual lost time minutes to the entry and submit the entry.

Modify a Prior Entry

If additional information becomes available that helps explain a delay, the conductor can easily delete the prior entry, modify the information provided or add additional information until two hours after the train arrives at the conductor’s off-board point.

- 1) Touch the segment you wish to adjust – the reason code(s) will be listed at the lower portion of the following screen
- 2) Touch the Edit button on the lower portion of the screen – Confirm that you wish to edit the entry.
- 3) Touch the reason code that you wish to modify. Note – touch the red (-) icon to entirely remove this reason and the associated lost time minutes.
- 4) Touch the line that you want to change (ex. Lost Time, Cause Options, Location, etc)
- 5) Enter the correct/additional information
- 6) Touch Done (if needed) and finally, touch Submit to store and transmit this information.

Note: A conductor taking over reporting responsibility following a recrew or change in conductor is able to enter a missing time for the train’s arrival at the transition (Offboard/Onboard) location if the departing conductor does not enter this time. The departing conductor, whose Offboard point marks the Onboard point for the new conductor, can still overwrite this time within a two-hour window starting with the arrival time entered by the new conductor.

Service Disruption and Exceptions

There will be instances where schedules and crew are impacted by service disruptions and other unusual circumstances. The eDR application will help the conductor to manage these situations. The following routines address Recrewing, Initial Terminal Changes, Disabling and Enabling Reporting Locations, and adjusting for Detours and Deadhead transit.

To access these features:

- 1) Touch More (bottom-right are of the screen) and then Touch the Service Disruptions line.
- 2) Touch the line for the situation you wish to address.



Recrew

Use Recrew whenever the conductor's delay reporting points need to be changed. The Recrew function allows the conductor to change their Onboard or Offboard points. This is commonly used when the conductor selects the wrong onboard /offboard points during Login or when a crew change is needed because the original crew has worked the maximum allowed shift. In the latter scenario, this feature is used by the departing crew, not the new crew taking over the train from the original crew. The departing crew relinquishes its reporting responsibility from the nearest reporting point traveled by the train so that the new crew can assume reporting responsibility from that point. In this case, only the Offboard location is changed.

- 1) Touch More, Touch Service Disruptions, Touch Recrew
- 2) Touch the ONBOARD – OFFBOARD line.
- 3) Use the wheel to select the revised Onboard and Offboard locations. Touch Done.
- 4) If you are the conductor, ensure the recording responsibility box is checked. Touch Next. The device will re-load the reporting points. Existing entries will remain intact.
- 5) Done – The conductor is responsible for lost time reports including the arrival at the adjusted Offboard point.

Change Initial Terminal

Use if the train will originate from an alternate location – this is generally caused by a track blockage. This feature can only be used if no sightings have been entered or received between the original initial terminal and the new initial terminal. Follow these steps to change the initial terminal.

- 1) Touch More, Touch Service Disruptions, Touch Change Initial Terminal
- 2) Tap the Arrow icon and change the initial terminal from the normal Initial Terminal to the disruption-alternative Initial Terminal. Touch Done.
- 3) Touch Next to confirm the new Initial Terminal. The screen will indicate that new reporting points are being loaded.
- 4) Earlier reporting points are disabled and the new location selected becomes the Initial Terminal.

Note: The new initial terminal will show an “i” next to it, and all preceding segments will now be identified with red X’s.

Not using this feature when the initial terminal changes or disabling report locations (see below) between the original initial terminal and the new initial terminal instead of using this feature will cause the lost time at the new initial terminal to be calculated incorrectly requiring manual corrections in the receiving system which are brought to the conductor's managers' attention.

Disable Report Locations

Delays are not reported during segments with no revenue customers, when a bus bridge substitutes for the train segments, or when a portion of the train's scheduled route is annulled, truncated, or cancelled. You should disable only those segments for which you have reporting responsibility, although the system allows any segment for which no sightings have been received to be disabled even if you do not have reporting responsibility for it.

- 1) Touch More, Touch Service Disruptions, Disable Report Locations
- 2) Tap the Green Arrow



- 3) Use the wheel to select the reporting points to exclude and Touch Done
- 4) Touch the Next button to confirm the disabled reporting points
- 5) Select the reason from the on-screen menu

Note: The disabled stops will now be identified with a red X and re-labeled (ex. DEADHEAD)

Enable Report Locations

Use to re-enable reporting points for previously disabled points.

1. Touch More, Touch Service Disruptions, Enable Report Locations
2. Tap the Green Arrow
3. Use the wheel to select the reporting points to include and Touch Done
4. Touch the Next button to confirm the enabled points

Detour

Use to exclude planned segments which will not occur due to a detour. If the detour spans multiple reporting sections, the application allows you to specify the segments impacted by the detour even if you do not have reporting responsibility for these segments as long as no sightings have been received for these segments.

1. Touch More, Touch Service Disruptions, Detour
2. Use the wheel to select the reporting points to exclude and Touch Done
3. Touch the Next button to confirm the detour beginning and ending points.
4. When using the detour feature, "DTR" is automatically assigned to the segment where the detour ends. The Conductor must assign a portion or all of the lost time to DTR.

Note: The disabled stops will now be identified with a red X and labeled as DETOUR.

A detour may encompass more than one host railroad segment on the bypassed normal route and / or more than one conductor crew district. If the detour encompasses two or more host railroad segments on the bypassed normal route, and if the eDR display offers the conductor a choice of railroad codes for the "DTR" entry, you must choose the RR which had the blockage of its normal-route segment, which caused the detour in the first place.

Undo Detour

Use to restore reporting points for a previous detour segment

1. Touch More, Touch Service Disruptions, Touch Undo Detour
2. Use the wheel to select the reporting points to include and Touch Done
3. Touch the Next button to confirm the enabled points

Note: The detour stops will now be returned to active status.

View Reporting Conductors

To access the conductors who have taken eDR reporting responsibility for the current train, go to More and then select "Reporting Conductors." Here you will see all conductors who have started a trip for this train and their Onboard/Offboard locations.

End the Trip

The conductor must close out the trip within two (2) hours of arriving at the Offboard location. There are two methods available to End the Trip:

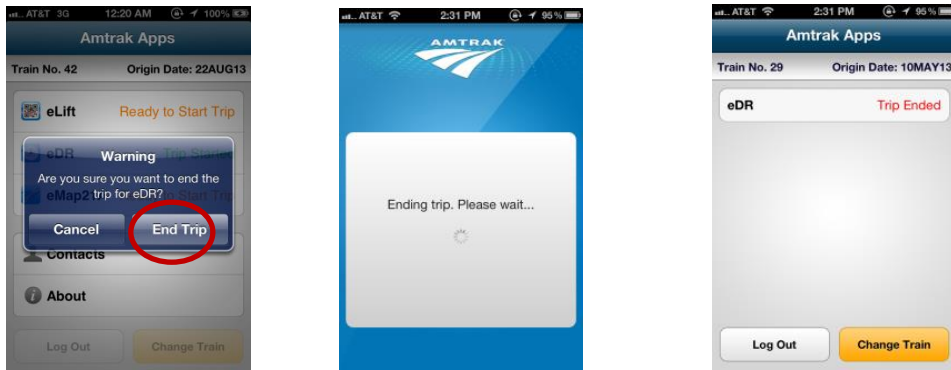
1. Touch More, Touch End Trip Or



1. Go to Amtrak App Menu and swipe left-to-right on the eDR menu option, touch End Trip



2. Touch End Trip button to confirm that you wish to end the trip – Done!

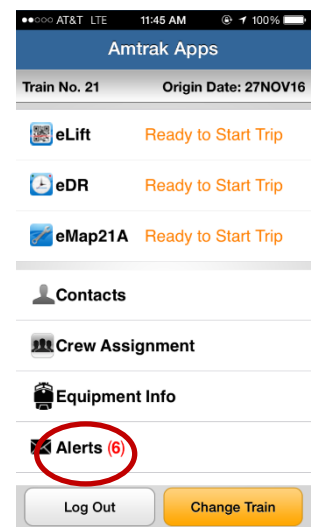


Note: The eDR application confirms that all required entries have been completed. If all entries have been made, the trip is ended. If not, the trip will be stored for additional input or modification. The conductor must confirm that the device has completed the End of Trip review prior to completing his/her work shift.

Backup Process/Alerts

If a conductor attempts to end a trip within the two-hour window after arriving at his/her offboard point but has open segments that have not yet been closed, the ending of the trip will be restricted until all of the open segments are closed. After the two-hour window expires, there will be no restriction for ending a trip.

If eDR was not used on a train while the train was en route, the assigned conductors may sign into the train up to the sixth of the following calendar month and account for all open segments in eDR. Additionally, if there are any delays that remain unaccounted for on a train on which eDR was otherwise used, the system now allows the conductors to whom these delays are assigned in the Alerts section to sign into eDR up to the sixth calendar day of the following month and account for the corresponding open segments.



Conductors are still required to submit their delay information when they work their train. Using the eDR app to account for past delays for trains that are no longer active is intended to be used as a backup process or to account for missing information in the eDR data and is monitored, tracked, and audited.

Any previously submitted delay information is still locked and cannot be edited two hours after the train arrives at the conductor's Offboard location.

If you have any open segments on an inactive train on which you previously worked and had reporting responsibility, when you sign into any train, an alert will "pop up" informing you that you have open segments on the inactive train. This alert will be shown every time you sign into any train until the sixth of the following month. Once the alert is acknowledged, it will be added to the Alerts section of the dashboard for your reference during each active session. A red badge indicates the number of unread alerts.

Tapping the Alerts will open a screen that lists alerts sent by the management or support teams (listed under the MGMT or All tabs), conductor comments from any and all conductors assigned to the train entered in the Crew Assignment section (listed in the Crew or All tabs), and a listing of any and all delays from inactive trains that remain unaccounted for and are assigned to the conductor by the system (listed under the eDR or All tabs as "open segments"). Submission of missing delay information through the eDR app, by the responsible conductor, is the only way to suppress an open segment alert by the responsible conductor. If a backup paper delay report is submitted to account for the missing delay information, you must call the eMD Support Desk (800-205-0711, the number on the back of the eMD) and request that the alerts corresponding to the paper delay report be discontinued.

If eDR is completely down, the conductor may complete a backup paper delay report and fax it to Oakland Operations. Conductors may transfer the delay data from the backup paper delay report to the eDR app instead of faxing the paper delay report to Oakland Operations.

No Conductor Reporting Points Error

On occasion, the Schedule or PRT information is missing. The conductor cannot fix this error and must contact the eMD Support Desk for assistance. If the Support Desk is unable to assist, the conductor should fill out a paper delay report. If the problem is fixed before the paper report is faxed to Oakland Operations, the conductor may enter the delay information in eDR, in which case the paper delay report must not be faxed to Oakland Operations.

