BNSF

VTR

Voice Train Reporting

QUICK REFERENCE GUIDE

JUNE 23, 2004

EXAMPLE REPORTINGS

LOGON

VTR: "BNSF Ft. Worth VTR, what's your employee number?"
Conductor: "1234567"
VTR: "Is your employee number 1234567?"
Conductor: "Yes"
VTR: "Welcome (your name). Are you reporting for (Trainid) and (work order #)?" (Say "yes" or "no").
Conductor: "Yes"
VTR: "Type of work?" **(you can say arrival, departure, pickup, setout, or bad order)**

-OR-

Conductor: "No"
VTR: "What's your trainid?"
Conductor: "M-S-T-O-B-A-R-1-27"
VTR: "Workorder number?"
Conductor: "0102" (zero-one-zero-two)
VTR: "Type of work?"

ARRIVAL/DEPARTURE

VTR prompt: "Type of work?"
Conductor: "Departure" (or "Arrival")
VTR: "What station?"
Conductor: "Stockton"
VTR: "What time?"
Conductor: "Thirteen forty five hours" (Use Military time with "hours").
VTR: "You are departing (arriving) from (at) Stockton at 1345 hours, is that correct?"
Conductor: "Yes"

-OR-

VTR: "You are departing (arriving) from (at) Stockton at 1335 hours, is that correct?"
Conductor: "No"
VTR: "Change, Station or Time?"
Conductor: "Time"
VTR: "What time?"
Conductor: "Thirteen forty five hours"

VTR: "You are departing (arriving) from (at) Stockton at 1345 hours, is that correct?"
Conductor: "Yes"
VTR: "Do you have anything else to report?"
Conductor: "No"
VTR: "BNSF VTR out"

-OR-

Conductor: "Yes"
VTR: "What would you like to report next?"

SETOUT/PICKUP

VTR: "Type of work?"
Conductor: "Setout" (or "Pickup")
VTR: "What station?"
Conductor: "Riverbank"
VTR: "What time?"
Conductor: "fourteen thirty hours"
VTR: "Track Number?"
Conductor: "7941" (Must use track # and not the common name)
VTR: "How many cars?"
Conductor: "7"
VTR: "First car?"
Conductor: "BNSF 795014"
VTR: "And the last car?"
Conductor: "JTTX 141015"
VTR: "Direction?" (Options are East end, West end, North end, South end or Behind a car. If it is a pickup, the options are head end, rear end, or behind a car)
Conductor: "East end" (or "head end", "rear end", "behind")
VTR: "You are setting out (or picking up) at Riverbank at 1430 hours, 7 cars, BNSF 795014 through JTTX 141015, to the east end (or "to the head end of the train") of track 7941, is that correct?"
Conductor: "Yes"
VTR: "Do you have anything else to report?"
Conductor: "No"
VTR: "BNSF VTR out"

BAD ORDER SETOUT

VTR: "Type of work?"
Conductor: "Bad Order"
VTR: "What station?"
Conductor: "Fresno"
VTR: "What time?"
Conductor: "1620 hours"
VTR: "Track Number?"
Conductor: "5155" (Must use track # and not the common name)
VTR: "Initial and Number?"
Conductor: "TTAX 555214"
VTR: "Direction?" (Options are East end, West end, North end, South end or Behind a car)
Conductor: "West end"
VTR: "You are setting out bad order TTAX 555214 at Fresno, at 1620 hours to the West end of track 5155, is that correct?"
Conductor: "Yes"
VTR: "Do you have anything else to report?"
Conductor: "No"
VTR: "Has Mechanical been notified of the bad order?"
Conductor: "No"
VTR: "Please hold to supply Mechanical with initial, number, and bad order reason."

VTR DON'TS

- Do not talk in full sentences. **Read the example reportings.**
- Do not speak too soon after VTR prompts you for a response. Pause just a second before responding.
- Do not say the state after the station name. Just say the station name.
- Do not say 'uh' or 'hmmm' or make any other sounds with your response. VTR will have a difficult time recognizing those sounds.

VTR DO'S

- If you are experiencing recognition problems please use the keypad where available. (See back page of handout)
- Say the **work order number** one digit at a time. For example, for **0101** say "**oh one oh one**" or **"zero one zero one."**
- Use military time. For example, for **2 p.m**. use **"fourteen hundred hours"** or **"one four zero zero hours."**
- To report time between midnight and **00:59** use "oh" for the hour. For example, for **00:05** say **"oh five hours"** or for **00:49** say **"oh forty nine hours."**
- You must use a **track number** and **not** a common track name. Use "8713" instead of **"Siding"** or **"Runaround."**
- Run a **Track Inquiry** from the crew login main menu to view all track numbers in your sub-division or at a station. To view **Track Inquiry,** from the Main Menu select Option 8 Yard Inquiries, then Option 15 Track Inquiry.
- To report **Direction** use **"east end"** or **"to the east end"** or **"east."**
- To report **Position** use **"behind a car"** or **"head end"** or **"rear end."**
- Speak clearly and in a normal voice.

WELCOME TO VOICE TRAIN REPORTING

Voice Train Reporting (VTR) allows field personnel to report train arrivals, departures, pickups, setouts, and bad order setouts via MRAS (PBX) radio or cell phone using voice recognition. It provides real time information and greater customer satisfaction.

IMPORTANT NUMBERS

- **VTR ACCESS NUMBERS**
  8-593-7670
  817-593-7670
  1-800-327-3230

- **VTR HELP DESK**
  8-593-7600
  817-593-7600

- **TSOC HELP DESK**
  8-593-HELP (4357)
  1-800-435-7649

- **MECHANICAL HELP DESK**
  8-234-6259

- **VTR DEMO LINE**
  8-593-7677

- **REPORT VTR PROBLEM**
  Voice Mail
  8-593-3929
  817-593-3929

The following commands can be used at any time:

- Say "**Operator**" to transfer to a Representative
- Say "**Main Menu**" to start over
- Say "**Repeat**" to hear the message again

RADIO TIPS

- When using MRAS/PBX be sure to monitor the road channel.
- Please **pause** before responding to a VTR question.
- Make sure radio push-to-talk button is fully depressed **prior** to responding.
- Hold the handset or mic no more than 3 inches from your mouth when responding.

PLEASE READ THIS CARD AND CALL THE DEMO LINE AT 593-7677 PRIOR TO USING THE VOICE TRAIN REPORTING (VTR) SYSTEM

Using the Keypad

You can use the keypad for better recognition of the following items:

User ID

Yes/No

Yes =1
No =2

Work Order Number

Type of Work

Arrival =1
Departure =2
PickUp =3
SetOut =4
BadOrder =5

Time

Track Number

Number of Cars

Car Number

Direction

East =1
West =2
North =3
South =4

Position

Head End =1
Rear End =2
Behind a Car =3

©September 2003 by The Burlington Northern and Santa Fe Railway Company. All rights reserved.
Printed in the United States of America