



EMERGENCY MANAGEMENT



Amtrak Passenger Train
Emergency Response (PTER)
Incident Field Guide

24-Hour Emergency Contact

**Amtrak Police Department
(APD)**

National Communications Center

1-800-331-0008

(Text APD11 or 27311)

**In the event of any railroad emergency:
Contact Train Dispatcher
and/or
Contact Amtrak Police Department**

RIGHT-OF-WAY SAFETY



The railroad right-of-way is private property owned by a railroad for its tracks and equipment and is considered a Dangerous Environment.

- When contacting the railroad during an emergency, you will always need to determine these two items:
 - Railroad Ownership (RR Police or Dispatcher #)
 - Detailed Location (Milepost or crossing #)
- Always contact the railroad train dispatcher and wait for authorization from the railroad before you access any railroad property, tracks, tunnels, or bridges.
- Determine your location on the railroad by using railroad milepost numbers and railroad signage, and use FRA site: <http://fragis.fra.dot.gov/GISFRASafety>.
- Always expect train movement in any direction on any track at any time. The first arriving emergency responder must ensure other train traffic is stopped.
- Locate the train conductor (On-Train Incident Commander) who can provide extensive knowledge on Amtrak's:
 - train equipment,
 - passenger information and manifest,
 - railroad infrastructure.

Right-of-way Safety continues on the next page...

RIGHT-OF-WAY SAFETY (CONT.)

- Assign an Incident Safety Officer, and never position personnel under, between, or on top of train equipment.
- Maintain a 50 ft. clearance from the track when initially staging equipment—do not foul the tracks.
- Allow at least 25 ft. clearance when walking around train equipment, and beware of:
 - unstable footing,
 - tripping hazards,
 - pinch points,
 - slippery surfaces.
- Never use response vehicles, apparatus, or equipment to block the railroad—other train traffic is a hazard.
- Chock wheels and set handbrakes if the train crew is unavailable or incapacitated (at least every other car).
- Evacuation of passengers off the train onto the right-of-way should be your last resort.



Safety Tip: Passengers should be told to shelter / stay in place and/or evacuate to the next car whenever possible.

- Always maintain communication with railroad officials, which is critical to safely operating within the dangerous railroad environment.

PASSENGER TRAIN HAZARDS

Other Train Traffic

- Expect train movement at any time.
- **Notify the appropriate railroad (track owner) dispatcher and/or APD to stop train traffic.**

Pressurized Pneumatics/Air

Air Pressures Hoses 90 - 140psi

- Located underneath cars & locomotive(s) body and coupled in between each car and each locomotive.
- **Notify train conductor or engineer to deactivate.**

High Voltage Electricity

480 Volt AC Electrical Cables

- Located underneath cars & locomotive(s) body and connected in between each car and each locomotive. *480VAC is also known as Head End Power (HEP)*
- **Notify train conductor or engineer to deactivate.**

12,000/25,000 Volt AC Overhead Electrification (Catenary Territory)

- If ANY pantographs are in contact with the catenary wire, consider the entire train to be energized.
- Anytime you, your apparatus, or water spray is within 15ft. of the wire, the catenary system must be deactivated.
- **Notify the appropriate railroad (track owner/power director) dispatcher and/or APD to deactivate and ground.**
- Wait for a railroad electrician for system grounding.

700 Volt DC Third Rail Electrification (Third Rail Territory)

- Third-rail system can be de-energized and grounded remotely.
- **Notify the appropriate railroad (track owner/power director) dispatcher and/or APD to deactivate and ground.**

INCIDENT CHECKLIST

- Amtrak follows NIMS principals and integrates within the local Unified Command Structure. At all times the priority is safety and security of passengers and responders.
- Confirm rail traffic is stopped and request authorization to operate on railroad.
- If operating in electrified territory, request the power be turned off and confirm.
- Establish an Incident Command Post, notify responding agencies and Amtrak Police of location.
- If practical, conduct a face-to-face discussion with the Train Conductor to coordinate incident priorities.
- Request Passenger Train Response resources and assign group/division officers.
- Complete incident scene assessment, update conditions to Public Safety Dispatch and Amtrak Police Department.
- Number of passengers on board? (*Coordinate with conductor and/or use or request train manifest info*)
- Number of passengers ill or injured? (*To what hospitals were the injured taken/how transported?*)
- Any passengers with special needs? (*Disabled, unaccompanied minors, and service animals*)
- Other trains involved in the incident? (*Different or same carrier? What is the status?*)
- Does train have electrical power? Known as head-end power (HEP) (*Lighting, air conditioning, heat*)
- If train requires evacuation establish **Passenger Reception Center**. (Shelter type facility, with suitable rest rooms, request Red Cross or similar)

AMTRAK EMERGENCY MANAGEMENT

AMTRAK EMERGENCY MANAGER CONTACTS

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SCHEDULE TRAINING TODAY

Amtrak Passenger Train Emergency Response (PTER) Training is a no-cost course designed for professionals who may respond to an Amtrak emergency.

Training curriculum is tailored for your specific region and consists of 3 - 4 hours of in-classroom or 2 - 3 hours of virtual instruction with an emphasis on railroad emergency response, recovery, communications, and incident management. Hands-on equipment familiarization training can be coordinated in areas where available.

Contact your Amtrak Emergency Manager or email Amtrak at emergencymanagement@amtrak.com to schedule training or to coordinate local event planning, exercises, or drills.