



NATIONAL TRANSPORTATION SAFETY BOARD  
**Investigative Hearing**

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

<b>GROUP</b>	<b>H</b>
<b>EXHIBIT</b>	
35	

Agency / Organization

Washington Metropolitan Area Transit Authority

Title

Emergency Checklist

## **EMERGENCY IN A COMMON CORRIDOR SOP #31**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- ❑ **Make Notifications**
  - ❑ **ROCC Assistant Superintendent**
  - ❑ **MOCC Assistant Superintendent**
  - ❑ **MTPD**
  - ❑ **Fire Department**
  - ❑ **ROIC**
- ❑ **Contact CSX or Amtrak to determine the extent of the emergency and if there are any hazardous materials involved**
- ❑ **Dispatch RTRA Supervisor**
- ❑ **Designate an On Scene Commander**
- ❑ **Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- ❑ **Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- ❑ **Stop all train traffic to affected area (make sure trains are properly berthed in stations)**

**NOTE: Use if a train to perform a track inspection should be only done as last resort and only after it is confirmed that no hazardous materials are involved. The inspection should be done at a speed no greater than 15MPH in Manual Mode (Mode2 Level 1)**

## **TRAIN PULL APART IN STATION**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - Fire Department**
  - ROIC**
  - CMNT Controller**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Get a report of any injuries and/ or damage to WMATA equipment**
  
- Instruct Train Operator to offload train and verify clear of customers**
- Instruct Train Operator to apply hand brakes on all cars**
- Instruct Train Operator to keep doors open on cars properly berthed in the station**

## **TRAIN PULL APART BETWEEN STATIONS**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - Fire Department**
  - ROIC**
  - CMNT Controller**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- Get a report of any injuries and/ or damage to WMATA equipment**
  
- Instruct Train Operator to apply hand brakes on all cars – BOTH SECTIONS**
- Instruct Train Operator to close and lock bulkhead doors on both sections**
- Prepare for passenger evacuation **SEE SOP #4****
- If it is determined that it is safe to single track around derailed train, instruct Train Operators to operate Manual Mode (Mode 2-Level 1)**

## **TRAIN DERAILMENT MAIN LINE**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- ❑ **Make Notifications**
  - ❑ **ROCC Assistant Superintendent**
  - ❑ **MOCC Assistant Superintendent**
  - ❑ **MTPD**
  - ❑ **Fire Department**
  - ❑ **ROIC**
  - ❑ **CMNT Controller**
- ❑ **Dispatch RTRA Supervisor**
- ❑ **Designate an On Scene Commander**
- ❑ **Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- ❑ **Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- ❑ **Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- ❑ **Get a report of any injuries and/ or damage to WMATA equipment**
  
- ❑ **Instruct Train Operator to apply hand brakes on all cars**
- ❑ **Prepare for passenger evacuation **SEE SOP #4****
- ❑ **If it is determined that it is safe to single track around derailed train, instruct Train Operators to operate Manual Mode (Mode 2-Level 1)**

## **TRAIN COLLISION / DERAILMENT IN YARD**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - Fire Department**
  - ROIC**
  - CMNT Controller**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Get a report of any injuries and/ or damage to WMATA equipment**
- Assess any yard restrictions and availability to dispatch cars**

## **TRAIN COLLISION MAINLINE**

Task listed below are required to be performed.

Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - Fire Department**
  - ROIC**
  - CMNT Controller**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- Get a report of any injuries and/ or damage to WMATA equipment**
  
- Instruct Train Operator to apply hand brakes on all cars**
- Prepare for passenger evacuation **SEE SOP #4****

**FVD ALARM LOCATIONS**

**POTOMAC YD. TRACK #2      BRADDOCK RD. TRACKS #1&2**  
**KING ST. TRACKS # 1&2      ROSSLYN VENT SHAFT**  
**GALLERY PL. FAN SHAFT AND VENT SHAFTS**

## FLAMABLE VAPOR WARNING / ALARM: SOP #27

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- ❑ **Make Notifications**
  - ❑ **ROCC Assistant Superintendent**
  - ❑ **MOCC Assistant Superintendent**
  - ❑ **MTPD**
  - ❑ **Fire Department**
  - ❑ **ROIC**
- ❑ **Initiate ventilation fan procedures**
- ❑ **Dispatch RTRA Supervisor**
- ❑ **Designate an On Scene Commander**
- ❑ **Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- ❑ **Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level or service.**
- ❑ **Stop all train traffic to affected area (make sure trains are properly berthed in stations)**

**WARNING = 20% concentration level**

**ALARM = 60% concentration level**

### Active FVD Alarm

#### ABOVE GROUND LOCATIONS

- ❑ **Instruct Train Operator closest to alarm location to offload train and verify clear of customers**
- ❑ **Instruct Train Operator to perform a track inspection through the affected area at a speed no greater than 15MPH with HVAC System shut down**

#### IN OR NEAR A TUNNEL LOCATION

- ❑ **Instruct Train Operator closest to alarm location to offload train and verify clear of customers**
- ❑ **Instruct Train Operator to proceed and stop train BEFORE Tunnel at a speed no greater than 15MPH with HVAC System shut down**
- ❑ **Instruct Train Operator to secure train with sufficient handbrakes**
- ❑ **De-energize 3<sup>rd</sup> Rail power to affected area**
- ❑ **Instruct Train Operator to establish positive radio communications via handheld radio and to perform a walking inspection of the affected area**

### **ADVISE PERSONNEL**

**NOT TO SMOKE OR CAUSE ANY SPARKS / FLAMES**

### IF INSPECTION DETERMINES THE ALARM TO BE VALID

- ❑ **If the Alarm is at an above ground station, instruct the Train Operator on the investigating train to continue to the next station**
  - ❑ **Remove 3<sup>rd</sup> Rail Power at the affected area**
- ❑ **If the alarm is in or near a tunnel location instruct the train operator to standby at that location until a RTRA Supervisor relieves him and becomes the On Scene Commander**

## **BOMB THREATS – SOP #14**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- ❑ **Make Notifications**
  - ❑ **ROCC Assistant Superintendent**
  - ❑ **MOCC Assistant Superintendent**
  - ❑ **MTPD**
  - ❑ **ROIC**
- ❑ **Dispatch RTRA Supervisor**
- ❑ **Designate an On Scene Commander**
- ❑ **Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- ❑ **Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- ❑ **Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- ❑ **MTPD Bomb threat Checklist**

**IF NECESSARY TO TRANSMIT BY PORTABLE RADIO,  
150 FEET MUST BE MAINTAINED**

### **ON AN IDENTIFIED TRAIN**

- ❑ **Instruct Train Operator to proceed to the nearest station**
- ❑ **Instruct Train Operator to offload train, verify train is clear of customers and secure train with the doors open (Ensure that all customers are clear of platform limits)**
- ❑ **Stop trains on adjacent track and Instruct Train Operators to wait for further instructions**

### **IN AN IDENTIFIED STATION**

- ❑ **ROCC will be given instruction from MTPD to bypass station, close station etc.**
- ❑ **Notify ROIC of status of station (Request Bus Bridge/Shuttle)**

### **ON THE RIGHT OF WAY**

- ❑ **Stop all train traffic in both directions**

### **LOCATION AND TIME ARE UNKNOWN**

- ❑ **Instruct Train Operators to provide a track inspection in suspected area for unusual objects or packages**
- ❑ **Instruct Station Managers to inspect stations via ROIC/Channel 5**
- ❑ **Instruct Terminal Supervisors to inspect Rail Cars at Terminals**

**IF FOUND SECURE AREA AROUND SUSPICIOUS OBJECTS OR  
UNATTENDED PACKAGES.**



- ❑ **Instruct Train Operator to uncouple from affected cars**
- ❑ **Instruct Train Operator to move 100 feet from affected cars**
- ❑ **Instruct Train Operator to turn off the HVAC system on the train**
- ❑ **Instruct Train Operator to proceed to the nearest station**
- ❑ **Instruct Train Operator to offload, verify train is clear of customers and advise the ROCC if and customers are requesting medical assistance**

**TRAIN IS DISABLED BETWEEN STATIONS AND CUSTOMERS ARE ENDANGERED**

- ❑ **Instruct Train Operator to secure train by applying sufficient handbrakes**
- ❑ **Instruct Train Operator to evacuate customers according to SOP #4**

## **FIRE AND SMOKE ON CARS: SOP #7**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC**
  - MTPD**
  - ROIC**
  - CMNT**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Dispatch a Gap Train-Offload a revenue train if necessary**
- Establish strategy to get a Rescue Train to incident scene if necessary**
  - Dispatch ATC if you need to Crank and Clamp switches in reverse**
  - Use Absolute Block procedures if you have to makes moves against traffic**
  - Have Rescue Train Operator sound horn throughout reverse move**
  - Ensure all personnel are clear before instructing trains to close in**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level or service.**
- Initiate ventilation fan procedures**

### **FIRE AND SMOKE ON CARS IN A STATION**

- Instruct Train Operator to offload train, verify train is clear of customers and secure train. (Ensure that all customers are clear of platform limits)**
- Instruct Train operator to close doors if fire is emitting from outside of the car**
- Instruct Train Operator to make an attempt to extinguish fire**
- If fire is electrical, de-energize third rail power (ensure that 3<sup>rd</sup> rail power is removed from affected car before energizing 3<sup>rd</sup> rail power)**

### **FIRE AND SMOKE ON TRAINS ON AN AERIAL STRUCTURE OR IN APPROACH TO A TUNNEL**

- Stop train before entering the tunnel**
- Move customers from affected cars**
- Close and lock doors on affected cars**
- Instruct Train Operator to make an attempt to extinguish fire**

### **CONDITION CORRECTED OR RELIEVED, TRAIN ABLE TO MOVE**

- Continue to next station**
- Instruct Train Operator to offload, verify train is clear of customers and advise the ROCC if and customers are requesting medical assistance**

### **FIRE / SMOKE OF MAJOR PROPORTIONS**

- Instruct Train Operator to move customers from affected cars**
- Instruct Train Operator to apply a handbrake on affected cars**

## **FIRE IN STATIONS – TRAINS – ROADWAY SOP #6**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

### **ROADWAY - FIRE/HEAVY SMOKE**

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD/FIRE**
  - ROIC**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- Initiate ventilation fan procedures**
- Instruct all Train Operators to shut down the HVAC system on the Train in approach to the affected area**
  
- If Train Operator reports train was ABLE to stop before heavy smoke, instruct Train Operator to:**
  - Reverse ends**
  - Proceed to the next station under Absolute Block procedures**
- If the Train Operator reports train was UNABLE to stop before heavy smoke, instruct the Train Operator to:**
  - Continue to the next station (Ensure Third Rail Power is energized and station ahead is clear)**

### **LIGHT SMOKE IN TUNNEL, (NO FIRE VISIBLE)**

- Instruct Train Operator reporting light smoke to turn off HVAC system on train**
- Instruct Train Operator to Continue to the next station**
- Stop train traffic in both directions (ensure trains are properly berthed in stations)**
- Instruct the following train to offload, verify train is clear of customers and instruct the Train Operator to perform a track inspection and report findings to the ROCC**
- If Fire is Observed, Instruct the operator to:**
  - Reverse ends and proceed to the next station under Absolute Block Procedures**
- Initiate Single Track operations**

## **FLOODS - SOP #10**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Dispatch a Gap Train-Offload a revenue train if necessary**
- Establish strategy to get a Rescue Train to incident scene if necessary**
  - Dispatch ATC if you need to Crank and Clamp switches in reverse**
  - Use Absolute Block procedures if you have to make moves against traffic**
  - Have Rescue Train Operator sound horn throughout reverse move**
  - Ensure all personnel are clear before instructing trains to close in**
- Instruct Recovery/Rescue Train Operator to make all safety stops**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Stop all train traffic to affected area (make sure trains are properly berthed in stations)**
- Initiate a speed restriction of 15 MPH**
- Initiate ventilation fan procedures**
- De-energize Third Rail Power to the affected area**

### **TRAIN STALLED IN FLOODED AREA- CUSTOMER EVACUATION**

- Instruct Train Operator to evacuate customers**
- Ensure that no customers are walking in water**
- If the water level is shallow have a Rescue Train close in**

- ❑ **On Mezzanine level – Close entrance to station**
- ❑ **Initiate a speed restriction of 5 mph in station**
- ❑ **Notify ROIC of the need to establish a Bus Bridge or Shuttle bus**
- ❑ **Isolate affected area**

## **UNKNOWN SUBSTANCE RESPONSE PROCEDURE -** **SOP #38**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD/FIRE**
  - ROIC**
  - CMNT**
- Stop all trains approaching area**
- De-energize Third Rail Power**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- RAIL OPERATIONS SUPERVISOR**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**  
**Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Shut down Platform and Tunnel fans**
- Close all air vents in the affected underground stations**

### **UNKNOWN SUBSTANCE ON TRAIN**

- Stop train at the nearest station**
- Instruct Train Operator to offload train**
- Instruct Train Operator to shut off HVAC system on the Train**
- Instruct Train Operator to get a head count off all customers aboard and find out if medical assistance is requested**
- Route non-revenue train to the nearest yard**
- Ensure WMATA personnel remains on the train**

### **UNKNOWN SUBSTANCE ON RIGHT OF WAY**

- Stop train in both directions**
- Instruct Train Operators to shut down HVAC system on the train**
- Initiate ventilation fan procedures**
- Initiate Single Tracking around affected area or turn trains**
- Initiate speed restrictions.**

### **UNKNOWN SUBSTANCE IN THE STATION**

- On platform- discontinue service to station**
- Initiate a speed restriction of 5 mph in station**
- Notify ROIC of the need to establish a Bus Bridge**
- Isolate affected area**
- Instruct all train operators to shut down the HVAC system on the train**

- ❑ **IN STATION PROCEED W/OUT DOOR CYCLE NEXT STATION**
- ❑ **SHUT DOWN HVAC**
- ❑ **PROCEED IN MANUAL AT (5) MPH.**
- ❑ **EVACUATION AT NEXT STATION.**
- ❑ **STOP TRAIN SHORT OF NEXT STATION.**
- ❑ **WHEN SAFE TO ENTER THE STATION, ENTER AT (5) MPH.**
- ❑ **EVACUATE TRAIN - CLOSE DOORS - SECURE TRAIN IN STATION.**
- ❑ **DIRECT CUSTOMERS AWAY FROM PLATFORM AREA.**

## HAZARDOUS MATERIALS

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**
- Instruct Train Operators to shut down HVAC system on trains**
  
- Shut down Ventilation Fans**
  
- Establish a 1500 Foot Hot Zone**
  
- Monitor CB-EMIS screens and cameras**
  
- Evacuate Station**
  
- Reverse Trains to non-affected stations**
  
- Direct Customers to safe zone (1500 Feet)**
  
- Be governed by MTPD On Scene Commander**

### “HAZMAT” ON A TRAIN

- Stop Train**
- Instruct Train Operator to shut down HVAC on Train**
- Instruct Train Operator to proceed in Manual Mode with a speed restriction of 5 MPH to the next station**
- Evacuate the next station**
- Instruct Train Operator to berth train in the station once the station is evacuated**
- Instruct Train Operator to evacuate train, close doors and secure train in station**
- Direct Customers to evacuate station.**

**DO NOT MOVE INCIDENT TRAIN UNDER GROUND.  
STOP INCIDENT TRAIN IN PLACE AND AWAIT EMERGENCY PERSONNEL.**

### TRAINS ENTERING AREA SIMULTANEOUSLY WITH THE REPORT OF A RELEASE



## **PERSON HIT BY TRAIN: SOP # 26**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Dispatch a Gap Train-Offload a revenue train if necessary**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**

### **FURTHER INSTRUCTIONS.**

<b>IF LINE ADJACENT TO A RAILROAD USE “EMERGENCY IN A COMMON CORRIDOR”</b>
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## **PERSON FALLING INTO TRACK**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
  - CMNT**
- Stop all trains approaching area**
- De-energize Third Rail Power**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)  
Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to  
maintain a level of service.**

# **CUSTOMER SELF-EVACUATION FROM TRAINS: SOP**

## **#4A**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
  - CMNT**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level or service.**
- De-energize Third Rail Power after allowing any nearby trains to move into stations at a restricted speed (15MPH) while making a track inspection**

### **IF CUSTOMER (S) IS (ARE) BROUGHT BACK ON BOARD**

- Update MTPD**
- Make power announcements and notifications**
- Restore Third Rail Power**
- Instruct Train Operator to operate in MODE 2 LEVEL 1 (Manual Mode) to the next station while performing a track inspection at speed no greater than 15 MPH**

### **IF CUSTOMER(S) IS (ARE) NOT BROUGHT BACK ON BOARD**

- Secure Train**
- Instruct operators to make appropriate announcements to the customers**
- Instruct Train Operator to perform a ground walk around**
- Designate an On Scene Commander**
- Dispatch MTPD and RTRA Supervisor to the scene**

### **IF IT IS AN EMERGENCY (E.G. FIRE OR SMOKE)**

- Notify Fire Department**
- Turn on Ventilation Fans (Bring Fresh air towards customers)**
- Instruct Train Operator to evacuate customers to the safety walk side of the train and direct Train Operator to the nearest station and proceed in compliance with existing procedures**

## **SICK CUSTOMER ON A TRAIN: SOP #24**

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- ❑ **Instruct the T/O to establish positive radio communications and investigate.**
- ❑ **Make Notifications**
  - ❑ **ROCC Assistant Superintendent**
  - ❑ **MTPD**
  - ❑ **ROIC**
- ❑ **Dispatch RTRA Supervisor**
- ❑ **Instruct following trains to hold at stations and make Announcement C**
- ❑ **Dispatch gap trains, establish single track operations, reroute trains if necessary**
- ❑ **Dispatch Medical Personnel is necessary**

### **WHEN A SICK CUSTOMER IS MOBILE:**

- ❑ **Verify if customer needs medical assistance**
  - ❑ **If customer accepts medical assistance instruct the Train Operator to assist the customer to a platform bench or to the Station Manager's Kiosk. Ensure a RTRA Supervisor, Station Manager or MTPD is on scene to stay with customer until Medics arrive**
  - ❑ **If Customer declines medical assistance advise the Train Operator continue in revenue service**
- ❑ **If medical assistance is needed instruct ROIC to dispatch Medics to the scene**
- ❑ **Isolate Car if necessary**

### **WHEN A SICK CUSTOMER IS IMMOBILE:**

- ❑ **Instruct Train Operator to offload train and verify clear of customers.**
- ❑ **Instruct Train Operator to provide the following updates:**
  - ❑ **Arrival of Medical Personnel**
  - ❑ **If customer becomes responsive and could be moved to the platform**
  - ❑ **When Medical Personnel could move the sick customer**

- ❑ **Instruct T/O to secure the following train and unlock end doors of both trains and assist customers through the train to the station**
- ❑

### **EVACUATION TO THE Roadway-**

**This method is used to as a last resort to evacuate customers from a disabled train.**

- ❑ **A RTRA Supervisor in on scene to be an On Scene Commander to coordinate all activities**
- ❑ **MTPD and local Fire Department are on scene**
- ❑ **Power Department personnel on scene to rack out breakers tripped by supervisory control.**
- ❑ **Third rail power de-energized on both tracks for the area through which the customers will walk in accordance with SOP 2.0-Extended emergency.**
- ❑ **Instruct T/O to locate and install emergency ladder between the end door and the roadway**
- ❑ **Instruct T/O to apply sufficient Hand Brakes to disabled train**
- ❑ **Instruct T/O to assist customers down the ladder and guide them to the nearest station or emergency exit.**
- ❑ **Activate Tunnel/Station fans to bring fresh air towards customers being evacuated.**

### **RESCUE TRAIN ON THE ADJACENT TRACK**

**This method is used to as a last resort to evacuate customers from a disabled train and only if there are no obstructions to hinder the customers from walking from one track to another.**

- ❑ **A RTRA Supervisor in on scene to be an On Scene Commander to coordinate all activities**
- ❑ **MTPD and local Fire Department are on scene**
- ❑ **Power Department personnel on scene to rack out breakers tripped by supervisory control.**
- ❑ **Third rail power de-energized on both tracks for the area through which the customers will walk in accordance with SOP 2.0-Extended emergency.**
- ❑ **Instruct T/O to locate and install emergency ladder between the end door and the roadway**
- ❑ **Instruct T/O to apply sufficient Hand Brakes to disabled train**
- ❑ **Instruct T/O to assist customers down the ladder and guide them to the rescue train on the adjacent track.**
- ❑ **Activate Tunnel/Station fans to bring fresh air towards customers being evacuated.**

## CUSTOMER EVACUATION FROM TRAINS: SOP #4

Tasks listed below are required to be performed. Please use this guide to check off the tasks.

- Make Notifications**
  - ROCC Assistant Superintendent**
  - MOCC Assistant Superintendent**
  - MTPD**
  - ROIC**
- Dispatch RTRA Supervisor**
- Designate an On Scene Commander**
- Dispatch a Gap Train-Offload a revenue train if necessary**
- Establish strategy to get the Rescue Train to incident scene**
  - Dispatch ATC if you need to Crank and Clamp switches in reverse**
  - Use Absolute Block procedures if you have to makes moves against traffic**
  - Have Rescue Train Operator sound horn throughout reverse move**
  - Ensure all personnel are clear before instructing trains to close in**
- Instruct Recovery/Rescue Train Operator to make all safety stops**
- Instruct Operators to make announcements (Announcement A,B,C,D,E)**
- Reroute Trains, Establish Single Track Operations and Adjust Headways as needed to maintain a level of service.**

### RESCUE TRAIN EVACUATION-

This method is used to evacuate customers by having an empty train dispatched to a disabled train stopped between stations.

- Instruct Train Operator to close in to disabled train WITHOUT COUPLING**
- If rescue train is travelling downhill to the disabled train and there is a possibility of a rollback, instruct the Train Operator to place a wheel chock under the front axle closest to the disabled train.**  
(Wheel Chocks are located in the seat well of the B car)
- Instruct T/O to unlock end doors of both trains and assist customers from disabled train to rescue train**
- Instruct T/O to lock the end doors of the rescue train when all customers have been transferred**
- Instruct T/O to reverse ends and operate under an Absolute/Permissive block to nearest station to offload. Make sure you dispatch Medical and RTRA Supervisor to the station you are offloading customers.**
- Ensure that any wheel chocks installed are removed before moving the train.**

### CLOSE-IN EVACUATION FROM TRAINS STOPPED BEHIND A DISABLED TRAIN

This method is used to evacuate customers to a station platform through another train stopped in a station.

- Instruct Train Operator to offload train berthed in the station and leave doors open**
- Instruct the following train to close in to the train in the station WITHOUT COUPLING making all safety stops**
- Instruct T/O on the closing in train to establish positive radio communications with the train berthed in the station**

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