



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

### SOP # 1A COMMAND, CONTROL AND COORDINATION OF EMERGENCIES ON THE RAIL SYSTEM

#### 1A.1 PURPOSE

The purpose of this Standard Operating Procedure is to delineate responsibilities and procedures for the control and coordination of all responses to emergency situations on the Rail System utilizing the National Incident Management System/Incident Command System (NIMS/ICS). See Appendix A.

#### 1A.2 SCOPE

- 1A.2.1 This SOP is applicable to all WMATA personnel working on the Rail System and to all non-WMATA personnel actively participating in emergency operations in accordance with NIMS/ICS.
- 1A.2.2 This SOP shall apply to yard operations by substituting Rail Operations Control Center, or ROCC, with Interlocking Operator, except that the Interlocking Operator shall notify ROCC and ROCC shall then notify all concerned personnel in accordance with NIMS/ICS.

#### 1A.3 DEFINITIONS

- 1A.3.1 Incident Command Post (ICP): An area where the Incident Commander, the On-Scene Commander and the RTRA IC Liaison gather to manage emergency response.
- 1A.3.2 Incident Command System: A standardized on-scene emergency management program that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure, specifically designed to aid in management of resources.
- 1A.3.3 Incident Commander (IC): Senior non-WMATA Fire or Police Department Official, or Federal Official, who is controlling and coordinating all activities of the incident while non-WMATA Fire, Police, Federal Department personnel are involved and will coordinate these activities with WMATA's On-Scene Commander typically from the Command Post.
- 1A.3.4 Maintenance Commander (MC): Appointed by MOC and is responsible for the coordination of all of the maintenance activities through the WMATA (OSC) at the incident scene, except for Car Maintenance.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.3.5 MTPD Forward Liaison: MTPD employee appointed by MTPD to direct and support activities at the incident scene, and carries out the direction of the IC and OSC, with guidance from the RTRA Forward Liaison. Liaison shall be identified by an armband that states "Liaison".
- 1A.3.6 National Incident Management System (NIMS): A federally mandated system that provides a consistent nationwide approach for federal, state, local, private sector and non-governmental agencies to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents or events, regardless of size or complexity.
- 1A.3.7 On-Scene Commander (OSC): The first MTPD Officer or Official that arrives at the scene of the incident will be the OSC and control WMATA resources and assist the IC in managing the scene. The OSC Commander may be appointed by ROCC until the arrival of the MTPD. OSC shall be identified by an armband that states "OSC".
- 1A.3.8 Public Safety Emergency: Any incident involving the response of public safety personnel.
- 1A.3.9 RTRA Forward Liaison: WMATA RTRA personnel assigned by ROCC to work with MTPD Forward Liaison to direct and support activities at the incident scene. Liaison shall be identified by an armband that states "Liaison"
- 1A.3.10 RTRA IC Liaison: WMATA RTRA employee assigned by ROCC to work with OSC in the Incident Command post and provide guidance and assistance to the OSC and IC on restoring service and securing WMATA resources.
- 1A.3.11 Staging Area: An area designated close to the incident scene where resources and personnel await assignments.
- 1A.3.12 Staging Area Manager: MTPD employee responsible for allowing responders access to the incident scene and recording their access
- 1A.3.13 Transfer of Command: A formal face to face reassignment of command from one individual to another.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

### 1A.4 RESPONSIBILITIES

- 1A.4.1 The Assistant Superintendent of the Rail Operations Control Center (ROCC) is responsible for the overall control and coordination of emergency situations on the Rail System, except at the incident scene.
- 1A.4.2 The Assistant Superintendent of the Maintenance Operations Center (MOC), or designated MOC Supervisor, is responsible for the coordination of all of the maintenance activities at the incident scene through the Maintenance Commander and WMATA's OSC except for Car Maintenance.
- 1A.4.3 The On Scene Commander (OSC) is responsible for overall control and coordination of all WMATA activities at the incident scene.



**Notice:** In Public Safety situations requiring the assistance of the Fire Department or Police Department, the first Metro Transit Police Department (MTPD) officer on the scene will be designated the WMATA OSC and directed to the Incident Command Post.

- 1A.4.4 The Maintenance Commander (MC) is responsible for the coordination of all the maintenance activities through the WMATA OSC at the incident scene except for Car Maintenance.
- 1A.4.5 TSSM and PLNT personnel are responsible for providing technical assistance to ROCC, MOC, the OSC, the MC, MTPD and RTRA Forward Liaisons as required.
- 1A.4.6 Rail Car Maintenance (CMNT) is responsible for providing technical assistance to the WMATA OSC, as required.
- 1A.4.7 Station Operations personnel are responsible for making appropriate station announcements and providing information to customers at the incident scene with coordination of ROCC and the OSC.
- 1A.4.8 Train Operators are responsible for:
  - 1A.4.8.1 Providing their customers with up-to-date and timely information regarding the situation's status and/or progress; and
  - 1A.4.8.2 Operating their trains in compliance with applicable rules and procedures.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.4.9 The OSC is responsible for representing WMATA in the Command Post and supporting the IC through instructions given to the MTPD and RTRA Forward Liaisons at the scene.
- 1A.4.10 The MTPD Forward Liaison at the scene is responsible for controlling and coordinating all activities of the Authority's resources with the assistance of the RTRA Forward Liaison.
- 1A.4.11 The RTRA IC Liaison is responsible for remaining with the OSC in the Command Post to provide guidance on rail transportation issues.
- 1A.4.12 The Safety Department is responsible for providing guidance to the OSC regarding safety issues and practices. The Safety Department may conduct preliminary investigations at the scene.
- 1A.4.13 The Incident Commander (IC) at the scene is responsible for controlling and coordinating all activities while Fire Department personnel are involved, and in doing so, should coordinate these activities with the WMATA's OSC and RTRA- IC Liaison. The title of IC is only assigned to non-WMATA personnel Fire Department, Police Department when responding to Public Safety Emergencies.

### 1A.5 PROCEDURES

| Procedure # | Content                                       |
|-------------|---|
| 1A.5.1      | NIMS Incident Command Structure               |
| 1A.5.2      | Securing Scene Once an Emergency Event Occurs |
| 1A.5.3      | Notification                                  |
| 1A.5.4      | Management of the Incident                    |
| 1A.5.5      | Transfer of Command                           |

#### 1A.5.1 NIMS Incident Command Structure:

Once an emergency event occurs, the NIMS/Incident Command structure will be utilized (see NIMS Incident Command Structure Chart). WMATA first responders will be assigned OSC to control activities of WMATA resources and stabilize the scene. Once a Fire Department or Law Enforcement Agency arrives at the scene, they will assume IC and will have overall control of the emergency.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

1A.5.1.1 Role/Duties of the IC – The IC shall control and coordinate all activities of the incident/emergency. The following is a possible list of Incident Commanders at a WMATA incident or event:

- Local Fire Departments
- Local or Federal Law Enforcement Agencies

1A.5.1.2 Role/Duties of the OSC (see Appendix B for OSC Checklist)– The OSC shall:

1A.5.1.2.1 Ensure that the safety of customers and WMATA personnel at the incident scene is maintained;

1A.5.1.2.2 Establish a command post, at the incident scene if one has not been established.

1A.5.1.2.3 Notify ROCC and MTPD of the location of the ICP or where it is located if moved from its original location.

1A.5.1.2.4 Establish a WMATA Staging Area for personnel and equipment.

1A.5.1.2.5 The OSC must remain at the Incident command Post until relieved or the outside IC transfer command to a WMATA OSC.

1A.5.1.2.6 The OSC is responsible for making strategic decisions and assigning WMATA personnel to supervisory or operational positions as necessary to manage the incident scene and restore rail service as quickly and safely as possible.

1A.5.1.2.7 Handle all inquiries and/or requests made by jurisdictional police officials.

1A.5.1.2.8 ROCC to make public address announcements to customers at the incident scene as necessary;

1A.5.1.2.9 Direct all inquiries and/or requests made by the news media through the IC and to the WMATA Office of Media Relations;

1A.5.1.2.10 Work with the IC and ROCC/BOCC to develop action plans to include length of disruption and possible use of bus bridges or single track operations.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.1.2.11 Maintain a chronological log of all events and activities as they occur at the scene and provide ROCC with timely updates through the RTRA IC Liaison and ensure the accountability of WMATA personnel at the incident scene;
- 1A.5.1.2.12 Provide the incoming OSC with the current status of activities, the activity log and Red Tag Numbers. Also, notify ROCC of the change of command, and;
- 1A.5.1.2.13 The incoming OSC shall obtain all information from the outgoing OSC prior to the transfer of command.
- 1A.5.1.2.14 The following personnel are authorized to be OSCs in the absence of MTPD Personnel:
- Train Operators
  - RTRA Supervisors
  - Chief Operations Supervisors
  - Superintendents
  - Line Managers
  - Managing Directors
  - AGM-Rail
  - DGM-Operations
  - When none of the above mentioned personnel are present at the scene, ROCC shall appoint an OSC from the personnel available. However, upon the arrival of one of the above mentioned personnel, the previously appointed OSC shall relinquish control and responsibility to the arriving person.
- 1A.5.1.3 Roles /Duties of ROCC - The Assistant Superintendent of ROCC, or designated ROCC Supervisor shall:
- 1A.5.1.3.1 Appoint the initial OSC if no MTPD personnel are on the scene at the time of the emergency;
- 1A.5.1.3.2 Coordinate all field activities and requests through the OSC;
- 1A.5.1.3.3 Obtain the location of the Incident Command Post;
- 1A.5.1.3.4 Notify all WMATA and non-WMATA departments and personnel, as required;
- 1A.5.1.3.5 Maintain log of individuals assigned to IC, OSC, Liaison positions and the location of command post;



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.1.3.6 Coordinate and direct the safe movement of all trains throughout the rail system. Trains at the incident scene may only be moved with the permission of the IC and OSC;
- 1A.5.1.3.7 Initiate ventilation system activation procedures, as required by the IC or OSC.
- 1A.5.1.3.8 Request MTPD assistance in critical stations for crowd control;
- 1A.5.1.3.9 Coordinate supplementary bus service with BOCC, as required by the OSC;
- 1A.5.1.3.10 Keep Train Operators and Station Managers informed of system status and instruct them to make appropriate announcements to their customers;
- 1A.5.1.3.11 Ensure that system-wide public address announcements are made frequently to provide customers with up-to-date information concerning Rail System status and update the Passenger Information Display system on the same;
- 1A.5.1.3.12 Coordinate and assist MOC with restoration activities, and;
- 1A.5.1.3.13 Provide and obtain, from MOC, frequent updates on events as they occur.
- 1A.5.1.4 Roles /Duties of the Assistant Superintendent of MOC, or designated MOC Supervisor shall:
  - 1A.5.1.4.1 Appoint the initial MC;
  - 1A.5.1.4.2 Coordinate all maintenance activities and requests through the MC;
  - 1A.5.1.4.3 Notify and update all WMATA and non-WMATA departments and personnel on maintenance activities, as required, and;
  - 1A.5.1.4.4 Provide and obtain, from the OSC/ROCC, frequent updates on events as they occur.
- 1A.5.1.5 Role/Duties of Forward RTRA Liaison – The Forward RTRA Liaison shall:
  - 1A.5.1.5.1 Remain with MTPD Forward Liaison and provide guidance to restore service and secure WMATA resources at the scene;
  - 1A.5.1.5.2 Assist MTPD with WMATA resources at scene.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.1.5.3 Liaison between ROCC and OSC and provide timely updates to ROCC and to OSC
- 1A.5.1.5.4 The following personnel are authorized to be an RTRA Forward Liaisons:
- Chief Operation Supervisors
  - Superintendents
  - Line Managers
  - Managing Directors
  - AGM-Rail
  - DGM-Rail
  - When none of the above mentioned personnel are present at the scene, ROCC shall appoint a RTRA Forward Liaison from the personnel available. However, upon the arrival of one of the above mentioned personnel, the previously appointed RTRA Forward Liaison shall relinquish control and responsibility to the arriving person.
- 1A.5.1.6 Role / Duties of RTRA IC Liaison – The RTRA IC Liaison shall:
- 1A.5.1.6.1 Remain with the OSC in the Command Post to provide guidance on rail transportation issues.
- 1A.5.1.6.2 Act as a liaison between ROCC and IC in the command post and provide timely updates to ROCC.
- 1A.5.1.6.3 The following personnel are authorized to be an RTRA IC Liaisons:
- Chief Operation Supervisors
  - Superintendents
  - Line Managers
  - Managing Directors
  - AGM-Rail
  - DGM-Rail
  - When none of the above mentioned personnel are present at the scene, ROCC shall appoint a RTRA IC Liaison from the personnel available. However, upon the arrival of one of the above mentioned personnel, the previously appointed RTRA IC Liaison shall relinquish control and responsibility to the arriving person.
- 1A.5.1.7 Roles /Duties of MC
- 1A.5.1.7.1 Provide OSC with technical assistance as required;





## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.1.7.2 Coordinate all maintenance activities at the incident scene with the OSC and RTRA IC Liaison
- 1A.5.1.7.3 Ensure that maintenance functions are performed efficiently so as to restore service as quickly and safely as possible;
- 1A.5.1.7.4 Maintain a chronological log of maintenance events and activities, at the scene, and inform the OSC and MOC of events as they occur, and;
- 1A.5.1.7.5 Provide the incoming MC when a change occurs with the current status of activities and the maintenance activity log. Also, notify the OSC and MOC of the change of command. The incoming MC shall obtain all information from the outgoing MC prior to releasing the outgoing MC from the scene.
- 1A.5.1.7.6 Following are a list of personnel authorized to act as Maintenance Commander (MC):
- Mechanic
  - Supervisor
  - PLNT/TSSM Assistant Superintendent
  - PLNT/TSSM Superintendent
  - PLNT/TSSM Assistant General Superintendent
  - PLNT/TSSM General Superintendent
  - PLNT/TSSM Chief Operating Officer
  - Rail
  - When none of the above mentioned personnel are present at the scene, MOC shall appoint a MC from the personnel available. However, upon the arrival of one of the above mentioned personnel, the previously appointed MC shall relinquish control and responsibility to the arriving person.
- 1A.5.1.7.7 Mechanics and maintenance supervisors must assume and carry out the responsibilities of the MC until relieved. The first mechanic, on the scene, shall act as the MC until he/she is relieved by the first Maintenance Supervisor to arrive. The Maintenance Supervisor shall continue acting as MC until he/she is relieve by an authorized senior official or released by MOC after another MC has been designated. The (MC) will report to the WMATA (OSC) as soon as possible after arriving on the scene.
- 1A.5.1.8 Roles / Duties of Station Operations:
- 1A.5.1.8.1 Make appropriate station announcements; with coordination from the OSC;



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.1.8.2 Assist with crowd control, and;
- 1A.5.1.8.3 Make every effort to identify and retain knowledgeable witnesses.
- 1A.5.1.9 Roles / Duties of the Staging Area Manager:
  - 1A.5.1.9.1 Allow responders access to scene based on instructions from OSC;
  - 1A.5.1.9.2 Log the date, time, name, employee number, and department of all individuals allowed entry;
  - 1A.5.1.9.3 Advise OSC when responders arrive to the staging area.
- 1A.5.2 Securing Scene Once an Emergency Event Occurs:
  - 1A.5.2.1 ROCC assigns an OSC to stabilize the scene until the arrival of the first MTPD unit at the incident scene.
  - 1A.5.2.2 ROCC establishes conference line or a radio emergency talk group.
  - 1A.5.2.3 ROCC or MTPD arrange transport of RTRA personnel to the scene by MTPD if required to hasten response.
- 1A.5.3 Notification:
  - 1A.5.3.1 ROCC shall dispatch two RTRA managers/supervisors to the scene. The first manager/supervisor to arrive shall be directed to the incident scene to assume the position of the OSC (if no OSCs assigned) or the RTRA Forward Liaison. When the second manager/supervisor arrives, ROCC shall direct the RTRA manager to go to the Command Post and assume the RTRA IC Liaison role.
  - 1A.5.3.2 ROCC and Customer Operations implement standard internal notification process.
  - 1A.5.3.3 ROCC notify MTPD, FD, Safety Department, MREL and Emergency Management.
  - 1A.5.3.4 MTPD shall dispatch two officials to the incident scene and one official to ROCC. The first MTPD officer/official to arrive on the incident scene shall be directed to the Command Post and assume the role of OSC. When the second MTPD official/officer arrives on the scene they will report to the OSC for further direction. When two MTPD personnel are on the incident scene one will assume the position of the forward MTPD Liaison and the other will assume the duties of the OSC.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

- 1A.5.3.5 When it is necessary to notify the Fire Department(s), the following information shall be provided, with frequent updates of pertinent information:
  - 1A.5.3.5.1 Identification of caller;
  - 1A.5.3.5.2 Nature of problem (give in plain English, e.g., fire, flood, smoke, etc);
  - 1A.5.3.5.3 Type of assistance requested;
  - 1A.5.3.5.4 Specific location of the problem and the best access points;
  - 1A.5.3.5.5 Third rail status;
  - 1A.5.3.5.6 Ventilation status, and;
  - 1A.5.3.5.7 Train movement status.
- 1A.5.4 Management of the Incident:
  - 1A.5.4.1 OSC will confirm over the radio when they have linked up with IC and give a status report.
  - 1A.5.4.2 OSC will confirm over radio that they have linked up the RTRA IC.
  - 1A.5.4.3 OSC establishes primary communications link with IC, either FD/PD liaison or ROCC emergency command line.
  - 1A.5.4.4 All communication shall be in plain language and the use of codes shall be avoided.
  - 1A.5.4.5 OSC secure scene and establish staging area.
  - 1A.5.4.6 OSC/Forward Liaisons identify all personnel on the scene and move personnel not immediately needed to the staging area.
  - 1A.5.4.7 Non-essential personnel shall be dismissed from the incident scene to provide service support to adjacent stations.
  - 1A.5.4.8 All responders shall report to the staging area once established.
  - 1A.5.4.9 OSC transfer command from MTPD to RTRA after IC and MTPD personnel leave scene.
  - 1A.5.4.10 OSC stays on scene until situation cleared.



## WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

1A.5.4.11 All red tag numbers obtained during the course of an emergency operation shall be issued to and be under the control of the IC or OSC.

1A.5.4.12 Entry into the incident area by news media or other visitors must be authorized by the IC or OSC.

1A.5.5 Transfer of Command:

1A.5.5.1 MTPD shall assume OSC for public safety emergencies once on the scene and pass command to RTRA the appropriate WMATA entity once the MTPD role in the incident is concluded.

1A.5.5.2 Transfer of command shall be in person.

1A.5.5.3 Outgoing OSC shall brief incoming OSC of the current situation.

1A.5.5.4 The OSC will also serve as the IC (OSC-IC) when non-WMATA FD/PDs leave.

1A.5.5.5 Transfer of command shall be communicated over the radio.

1A.5.5.6 Transfer of command must be acknowledged by ROCC/BOCC.

### 1A.6 REFERENCES

1A.6.1 SOP # 6, # 7, # 8 and all other security SOPs

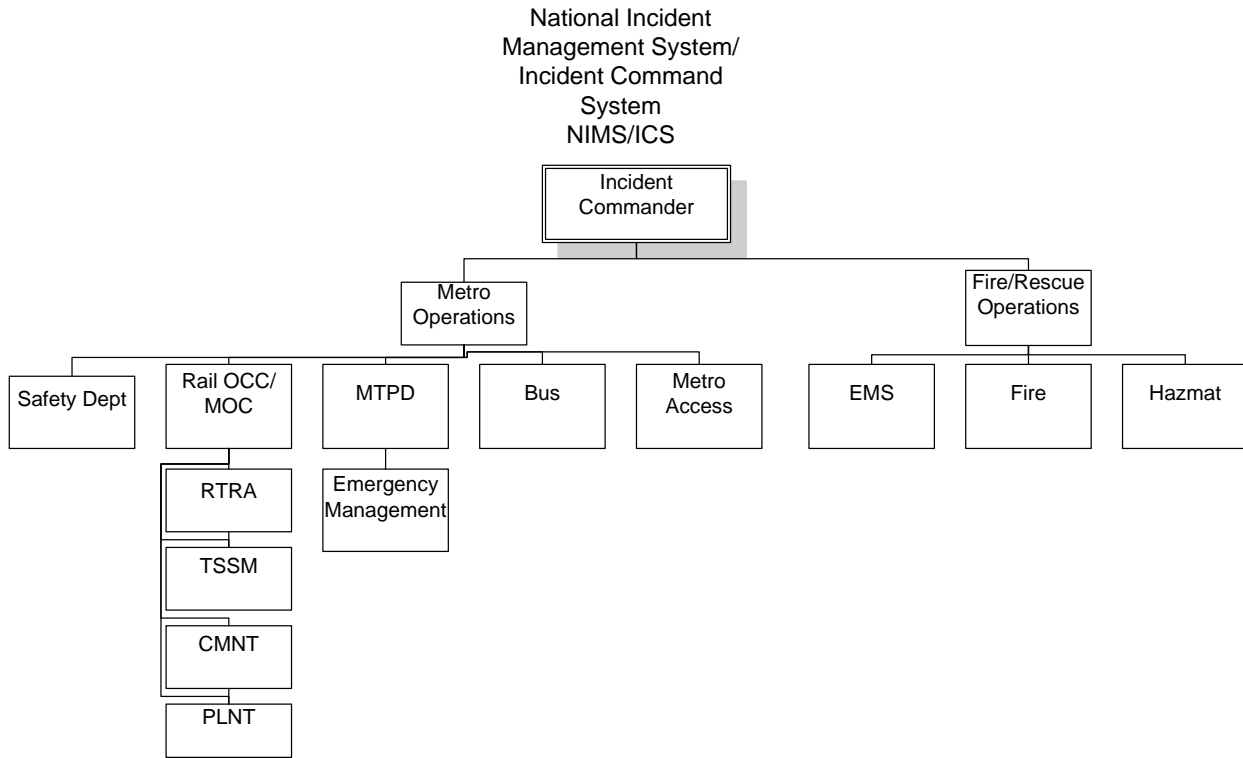
1A.6.2 OSC Checklist

1A.6.3 General Rule 1.76



# WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY STANDARD OPERATING PROCEDURES

## Appendix A – NIMS/ICS Organization Chart





WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
STANDARD OPERATING PROCEDURES

Appendix B – On-Scene Commander Checklist

**ON SCENE COMMAND CHECKLIST FOR THE FIRST  
RAIL EMPLOYEE ON THE SCENE OF AN  
EMERGENCY**

**This is a general list of duties for the first rail employee on the scene of Metro Rail emergency and it is not all encompassing.**

- **VERIFY TYPE OF INCIDENT AND MAKE NOTIFICATIONS TO ROCC AND MTPD**
  
- **TAKE STEPS NECESSARY TO MITIGATE LIFE SAFETY ISSUES SUCH AS CUSTOMER EVACUATION**
  
- **ADMINSTER FIRST AID AND REQUEST MEDICAL ASSISTANCE AS NEEDED**
  
- **PROTECT THE SCENE BY ESTABLISHING A SAFE PERIMETER AND CONTROLLING ACCESS.**
  
- **REQUEST ADDITIONAL RESOURCES AS NEEDED**
  
- **PROVIDE INCIDENT UPDATES TO ROCC**
  
- **TRANSFER COMMAND TO APPROPRIATE PERSONNEL UPON THEIR ARRIVAL AT THE SCENE AND PROVIDE SITUATION UPDATE**