



**Crashworthiness-Survival Factors Investigation Attachment  
PTEPP Section 5.0 Communications**

**Joplin, Montana**

**RRD21MR017**

(3 pages)

## 5.0 COMMUNICATION

**Initial and On-Board Notification:** In the event of an emergency situation where BNSF is the host railroad and Amtrak is the operating railroad on BNSF territory, an Amtrak onboard crew member shall quickly and accurately assess the situation and make an initial notification to the appropriate dispatcher as outlined in section 4.0 of this plan, as soon as practicable. That crew member shall use the quickest mean of communication available. In addition, a crew member shall, as appropriate, inform all passengers that an emergency situation has occurred, give appropriate details about the situation and indicate what corrective countermeasures are being taken.

If available at the time, the crew member making the initial notification to the dispatcher should include the number of passengers with disabilities on board, the location of those passengers and the type or nature of disability. This information will help first responders determine if special communication, evacuation methods or equipment may be required to accommodate those passengers.

The following actions must be completed by the appropriate on-board Amtrak crewmember(s), as indicated.

**Notification by the Train Conductor:** The Amtrak Train Conductor will make initial assessment of the passenger situation and the immediate (if practical) notification to the appropriate BNSF train dispatcher by the quickest means available. The Amtrak Train Conductor will provide updates to the BNSF train dispatcher as to the status of the emergency situation.

The Amtrak Conductor will notify the appropriate BNSF train dispatcher of the following information:

- A description of the emergency
- Location
- Total number of passengers
- Number of wheelchair and other passengers with disabilities on the train and their location
- Types of disabilities
- Need for special equipment or supplies

The on-board radio system is the primary method of notification. However, depending upon the circumstances, the Train Conductor may utilize any available alternative phones such as cell phones, or he/she may dispatch a crewmember to make the initial notification using the nearest available public pay telephone or residential telephone, if required. As necessary, the Train Conductor will provide updates to the BNSF train dispatcher as to the status of the emergency situation. If under the circumstances the locomotive engineer is able and has a more favorable vantage point, as appropriate, the engineer may transmit initial notifications and status reports.

**On-board Communication:** The Train Conductor will determine if any passenger needs immediate medical attention. If the answer is yes, the Conductor must request that if a

physician or medically trained person is available they should immediately report to the area where medical assistance is needed. Requests for assistance from able-bodied passengers and instructions on assisting disabled passengers will be given by Amtrak personnel when necessary. Conductors must also keep passengers and crewmembers regularly informed of the nature of the emergency situation and the status of corrective countermeasures, rescue efforts and emergency response.

Information provided to the passengers should be brief and concise. Though detailed information is usually unnecessary for passengers, crewmembers require more details to do their jobs. They should be briefed away from the passengers, if possible.

If operable, the on-board Public Address (PA) system should be used to make general announcements to passengers. Car-to-car, verbal briefings may be necessary to ensure adequate dissemination of information. It is important to brief passengers, including those in cars that are not damaged. They must be kept informed to reduce the potential for a panic situation and to determine their availability in case the crew requires additional assistance.

The Train Conductor is responsible for the initial care and evacuation (if necessary) of passengers. The Train Conductor will coordinate the response of all crewmembers to any emergency situation occurring during the operation of the train.

The Conductor will inform the emergency responder Incident Commander of the hazards present, the location of the injured (starting with the most severely injured), and locations of passengers requiring additional assistance (e.g., those who are disabled, traveling with children, etc.).

**Notification responsibility of all other Crewmembers:** In the event the Train Conductor is incapacitated or otherwise unavailable to perform the required duties specified above, the Conductor may designate an alternate, or the Engineer will fulfill the responsibilities of the Train Conductor.

All crewmembers will assist passengers and each other, assess the situation and perform accordingly. During an emergency situation, crewmember duties are not limited to the assigned cars but encompass the entire train. By order of the Train Conductor, or designated representative all crewmembers are required to assist in the evacuation of car(s) or entire consist if remaining on board is determined to be more hazardous than evacuating.

If an evacuation is ordered or otherwise determined necessary, the following order of preference should be considered:

- 1 = Car to car evacuation (through end doors)
- 2 = Car to ground through vestibule doors, if possible
- 3 = Car to ground through emergency window, if necessary