



Nevada Southern Railway

D-1010 Emergency Response Procedures

Revised July 26, 2006
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These procedures are intended to be strong guidelines, but **be sure that common sense is used** to interpret the intent of these procedures. To aid in the interpretations, keep in mind that the order of priorities is: 1) Safety of Passengers and Crew first; 2) Equipment and railroad property second. All crew actions must be in accordance with “NSR-1, Nevada Southern Railway Operating Rules” sections #133 Emergency Response, #134 Equipment Involved in an Accident, and #135 Employee Statements after an Accident.

When **Contacting Emergency Services**, please follow the procedure outlined as closely as possible since these procedures have been coordinated with Boulder City Fire Department and with the Boulder City Police Department. **Emergency Responses** will be divided into six general categories: 1) Medical emergencies; 2) Fire (smoke); 3) Uncooperative passengers; 4) Obstruction problems; 5) Mechanical problems; 6) Observed (from the train) problems. For all emergencies, it is the responsibility of the Conductor to direct train crew actions, and to contact and coordinate with Boulder City Emergency Services.

1.0 CONTACTING EMERGENCY SERVICES

If the Conductor does not have a cell phone, it will be necessary to borrow one from a crew member or from one of the passengers, or via the radio have one of the other crew members contact Emergency Services. The train crew **must** call Emergency Services, even if some of the passengers have already called 9-1-1, since only the train crew can give accurate information as to the rendezvous location.

1.1 Rendezvous Location Designation Letters

The following locations have been selected as potential places for the emergency crews to meet the train. It is the responsibility of the Conductor to select the best location (including the possibility of stopping the train at the current location) and convey that selection (both by Location Designation Letter and by verbiage) to the Boulder City Emergency Response Center. Their copy of the procedure may not be immediately available, so be prepared to advise them of the rendezvous point's exact physical location. **Please remember that the direct line to the Boulder City Emergency Response Center is not available to the general public, should not be shared, and should be used only for train emergencies as defined in the next section.** Cards with emergency telephone numbers and a map of emergency rendezvous Location Designation Letters will be issued to crew members.

Location A, the Station This is the preferred meeting point, if possible. It has the best access for emergency personnel.

Location B, Veteran’s Memorial Drive Stop the train on the west side of the bridge. There is dirt road access from near the Veteran’s Facility to the north side of the tracks.

Location C, reserved for future. There are plans for trail development in the area that may provide for a good rendezvous point in the future. For now, do not use this designation.

Location D, Railroad Pass Casino Stop the train with the last car just clear of the cut. There is vehicle access from the casino parking lot. At this location, you are no longer in Boulder City. Boulder City Emergency Response Center will handle calls to this location, but may have to transfer responsibility to Henderson.

1.2 Contacting Boulder City Emergency Response Center

The Boulder City Dispatch Center at the Police Department is the communications center and 9-1-1 emergency response center for Police, Fire and Public Works. Boulder City has Enhanced 9-1-1, which is a direct line and displays the caller’s information when a landline is used. When calling Emergency 9-1-1 from a cellular phone, however, the call usually goes to the Las Vegas Communications Center, which then re-routes the call to the appropriate emergency provider. This call routing can add additional time to the response time of emergency personnel. It is therefore recommended one of the following procedures be used:

- a. When calling from the train via a cell phone, dial the direct line to the Boulder City Dispatch Center, **293-9258**. Then follow the voice prompts (if any) to talk to the dispatcher.
- b. If personnel are available at the railroad station, contact them via radio and have them contact Boulder City Dispatch via landline.
- c. Utilizing the Location Designation Letters (defined in section 1.1) identify which of the four accessible areas of contact will be used. A corresponding map will be part of the Emergency Response Procedures Policy for the railroad and will be included in the Fire Department’s Response Plan.
- d. If it is necessary to contact 9-1-1 via cell phone, when you get the Las Vegas 9-1-1 Metro Communications Center, you need to tell them that you have a Boulder City emergency. They will transfer you.

The Boulder City Dispatch Center will identify themselves as “Boulder City Dispatch” when they answer the phone. In addition the other two dispatch centers, Las Vegas Fire Alarm Office and Henderson Dispatch Center, will automatically transfer the caller to the Boulder City Dispatch Center once they are informed of the location of the incident. Identify yourself as “Nevada Southern Railway Conductor [your name]”. Tell them the nature of the emergency (Chief Complaint /Age /Gender /Medical History /Medications), and the planned meeting point (using the designation letters: “Location A, the Station”, “Location B, Veteran’s Memorial Drive”, “Location D, Railroad Pass Casino”, “train is stationary”). If the train is stationary, try to give a best estimate of the train’s location. For example “about a half mile east of the I-95 intersection”.

2.0 EMERGENCY RESPONSES

It is the Conductor's responsibility to determine the nature and severity of the emergency, determine whether emergency crew response is needed, and to select the rendezvous location.

2.1 Medical Emergencies

The Conductor must determine whether the situation is one that requires Emergency Medical Technicians (EMT's). First aid situations are ones where a band aid is required for a cut, a persistent nose bleed, etc. When the passenger will be transported to medical attention (if any) by their family/friends in a private vehicle, provide the use of a first aid kit from that car. If the situation is unclear, err on the side of calling for help from emergency services.

First, radio the Engineer and direct him to proceed to the closest rendezvous point (Station or Railroad Pass Casino). For example "Engineer 844, this is Conductor 844. We have a medical emergency. Proceed immediately to the Station.". The Engineer must then proceed at maximum safe speed to the Station (no matter which direction the train was moving).

Second, contact emergency services and report the emergency. This needs to be done even if passengers have already called 9-1-1. Only the Conductor has the knowledge of what train movements will occur.

Third, assist the passenger. Do not attempt procedures such as CPR unless your training is current. If the passenger is mobile, taking them into the ADA car is the preferred location for meeting the EMT's. There is a bathroom, there is water, lots of room, and a tile floor. (We will consider having a pad, blanket and pillow available in that car.)

Fourth, when in radio range of the Station, contact the station master to prepare the platform for the emergency crew. Tell the station master which vestibule will be for **exclusive** use of the emergency personnel. The station master is responsible for contacting the Museum Director to inform him of the problem.

Fifth, prepare the train for access by the emergency personnel. Open vestibules - conscript passengers to protect the open stairs if there are not enough car attendants. Move passengers to areas away from the designated emergency vestibule. Ensure adequate access to the patient. Keep all other passengers away from the incident location - have "crowd control". Do not be afraid of utilizing other passengers **if they identify themselves** as trained medical or fire personnel and request to provide assistance. **Do not** however, ask untrained passengers for assistance.

Once the train is stopped, allow the emergency personnel to board the train, then have all other passenger disembark (and we want to offer them the choice of re-rides on the next run or rainchecks). Keep the area of the designated vestibule clear, and keep the path to the emergency vehicle(s) clear. The Captain on the responding emergency crew will request assistance if needed. Usually this is limited to assistance with lifting a patient or equipment. Transport might require moving the passenger to the ADA car and using the side load door, the side doors of the open air car, or possibly off the west end of the 601 car.

Once the emergency crew has departed the platform, establish a run schedule for the remainder of the day and inform the train crew, platform crew, and waiting passengers of the revised schedule.

2.2 Fire (smoke) on the train

First, radio the Engineer and direct him to stop the train. Do not use the word “fire” on the radio. For example “Engineer 844, this is Conductor 844. Stop the train. We have a smoke in the 501 open air car.”. The Engineer must immediately stop the train, set train and independent brakes, and set the handbrake so that both the Engineer and the Brakeman can assist in disembarking passengers. If the fire appears (smells) electrical in nature, the Conductor should instruct the Brakeman to shut down the HEP car.

Second, open vestibules and begin disembarking passengers.

Third, contact emergency services and report the emergency. Tell them that the train is stopped, and describe as best you can the location. You have a better view of how they might gain access to the train than they have from the road.

Fourth, the Conductor will ensure that all passengers are off the train, then remain outside the train and organize the passengers. If the fire is small, the brakemen can try the fire extinguisher. Do not use an extinguisher on fire in a wastebasket (it tends to blow burning material from the wastebasket and spreads the fire), rather try to cover and smother the wastebasket. Do not enter any area that has significant smoke. If there are vestibules that are clear of smoke, the brakemen can open those vestibules to the street side to provide better access for the fire crew. Direct the fire crew when they arrive.

Fifth, contact the station manager and advise him of the situation so that those waiting on the platform can be informed. The Station Master is responsible for contacting the Museum Director to inform him of the problem.

When the fire crew has declared the train safe to reboard, reboard passengers (away from the fire damaged area). Consult with all crew to assess the damage and determine how the damaged area will be avoided - possibly just not allowing passengers into that car, or possibly removing that car from the consist (as when there was an electrical fire and it is necessary to remove that car to restore electricity to the remainder of the cars).

If the train can safely be operated with passengers, establish a run schedule for the remainder of the day and inform the train crew, platform crew, and waiting passengers of the revised schedule. If the train will not complete its scheduled runs, the station master can offer refunds for the tickets being held. And we want to offer the passengers from the train the choice of re-rides on the next run or rainchecks.

2.3 Uncooperative Passengers

This is the most difficult category for the crew to handle. It ranges from people being loud and obnoxious to physical altercations. At no time should the crew become part of the conflict (such as by trying to separate individuals who are fighting, or by arguing with people who are rowdy).

The decision has to be made as to whether the situation warrants police intervention, or is it a situation that while unpleasant can be accommodated for the remainder of the run. For example, a loud group annoying some other passengers might be accommodated by moving the passengers being annoyed to another car (do not try to move the loud group).

If the situation warrants police intervention, follow a procedure similar to that for a medical emergency.

First, radio the Engineer and direct him to the closest rendezvous point (Station or Railroad Pass Casino).

Second, contact emergency services and report the emergency. This needs to be done even if passengers have already called 9-1-1. Only the Conductor has the knowledge of what train movements will occur.

Third, as best you can remove all other passengers from the area of conflict.

Fourth, when in radio range of the Station, contact the station master to prepare the platform for the officers. Tell the station master which vestibule(s) will be for use by the officers - police boarding the train should not herd the offenders into other passengers. The station master is responsible for contacting the museum director to inform him of the problem.

Fifth, prepare the train for access by the officers. Open vestibules - conscript passengers to protect the open stairs if there are not enough car attendants. Move passengers to areas away from the designated access vestibule(s).

Once the train is stopped, allow the officers to board the train, then have all other passenger disembark. And again, we want to offer the passengers from the train the choice of re-rides on the next run or rainchecks.

Once the officers have departed, reboard passengers if you are at the Railroad Pass Casino and return to the Station. At the Station, establish a run schedule for the remainder of the day and inform the train crew, platform crew, and waiting passengers of the revised schedule.

2.4 Obstruction Problems

Potential obstructions as well as actual obstructions should be reported to the Engineer. Examples of potential obstructions would be a person standing near the tracks or an ATV operating near the tracks. If the Engineer can see the potential obstruction, then the Engineer can adjust the speed of the train so that the train can stop before the person (ATV) accidentally crosses the tracks. If the potential obstruction cannot be seen by the Engineer, it is the responsibility of the Brakeman or Switchman who can see the situation to advise the Engineer.

Actual obstructions are things such as a broken rail, large rocks on the track, people walking along the tracks, ATV's driving along (or near) the tracks, etc. The train must stop (preferably 15' or more) before the obstruction. Therefore, the Brakeman and Switchman must maintain a sense of how long it will take to stop the train from it's current speed. If the obstruction is close to the train, shorten the radio protocol to "Stop the train, Stop the train, Stop the train". In an extreme case use "Emergency stop, Emergency stop,

Emergency stop". This could occur if a broken rail is not spotted until the train is very close to the break, or if an ATV suddenly came across the track. The emergency stop has the possibility of causing injury to passengers who are standing and who either fall or bump into things, so it should be used only when the results of not stopping are worse than those caused by the emergency stop (derail from a broken track could cause many passenger injuries, hitting an ATV could kill the driver).

2.5 Mechanical Problems

These are primarily mechanical breakdown situations that do not require response from emergency personnel. It is the Conductor's responsibility to assure the passengers of their safety (no panic), and to keep them informed as to the actions being taken. If people are left to guess at the situation, they will guess the worst. Consult with all crew to isolate the problem and determine the preferred action. When possible, inform the station master of the situation so that passengers (or those waiting for passengers on the train to return) waiting at the station can be informed.

2.6 Observed Problem

There may be occasions when an emergency or problem is observed from the train - brush or building fire, automobile accident, or even an ATV accident on one of the trails. Report the situation to emergency services, and use the train as a marker if appropriate (as with an ATV which could not be seen from the road, to give the emergency crew the accident location relative to the stopped train).

3.0 CONTACT PHONE NUMBERS

If there has been an emergency on the train for which Emergency Services have been contacted, the Station Master must also report the emergency to the Museum Director, Greg Corbin. Be sure to follow Operating Rule #135 regarding Statements after an Accident.

293-9258 Boulder City Emergency Response Center

567-1089 Greg Corbin - Home

682-7502 Greg Corbin - Cell

486-5952 Greg Corbin - Office

486-5933 Station Master

4.0 REVISIONS

3/17/2005 Original Release

7/26/2006 Add Switchman responsibilities. Add references to NSR-1 Operating Rules.