

**Section 9**

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**Passenger Train Procedures**

**TABLE OF CONTENTS**

1.0	Passenger Train Emergency Procedures - General .....	126
2.0	Medical Emergency .....	126
3.0	On-Board Fire .....	127
4.0	Bomb or CBRN Weapons Threat .....	127
5.0	Derailment .....	129
6.0	Passenger Evacuation Guidelines .....	129
7.0	Passenger and Mixed Trains - General .....	132
8.0	Vestibule Doors, Platforms, Curtains, Guard Rails, Side and End Gates, Tail Gates, Chains and Bars .....	133
9.0	Safety Inspections .....	134
10.0	Pre-departure Inspections .....	134
11.0	Hazardous Condition .....	134

**1.0 Passenger Train Emergency Procedures - General**

- 1.1** All on board passenger train employees must be trained and qualified in emergency communication procedures use of emergency equipment and supplies, and emergency response procedures, in accordance with CP's Passenger Handling Safety Plan.
- 1.2** All on board passenger train employees must make themselves familiar with the locations of emergency equipment and supplies, and with the operation of emergency exit windows and doors. These may differ with various car designs.
- 1.3** Every passenger train must have one employee designated as the "Person in Charge" who will have primary responsibility for the safety of the passengers and emergency response procedures. This would normally be the conductor, but it could be another designated on board employee. All on board employees must know who is the Person in Charge.
- 1.4** The Person in Charge, or other designated employee, must be trained and prepared to assist disabled persons on passenger trains when any car(s) are so equipped.
- 1.5** The Person in Charge, or other designated employee, must ensure that passengers are provided with appropriate safety briefing materials. Methods for accomplishing this include:
- on-board announcements
  - video presentations
  - strategically placed placards
  - descriptive handouts or ticket stubs
- 1.6** The NMC is responsible for assisting in emergencies by providing any required outside emergency response, for consulting CP's Passenger Handling Safety Plan and the CP Security Management Plan, and for consulting and communicating with any other affected railways or passenger service providers.

**2.0 Medical Emergency**

- 2.1** Employees who have completed an accredited first-aid course and hold a current first-aid certificate are required to render emergency first-aid until arrival of medical help.
- 2.2** In the event of a medical emergency the following steps should be taken:
- Assess hazards and make the area safe for yourself and others.
  - Identify yourself as a First Aider (if qualified).
  - Take charge of the situation and arrange for help (e.g. Conductor, Service Manager, Doctor etc.)
  - Assess the casualty for life-threatening conditions;
    - History (medical problems)
    - Signs (what you see)
    - Symptoms (how the casualty feels).
  - Establish priorities in the following order, and give first-aid for;
    - Stopped breathing
    - Severe bleeding
    - Shock & unconsciousness. (First-aid kits, stretchers are normally available on passenger trains, oxygen kits are available on VIA trains.)
  - Request medical aid if required.
- 2.3** Once the medical condition is assessed and a need is established for external medical resources, the person in charge, or other on board employee, using correct radio procedures, must immediately contact the RTC and relay the following information:
- Type of assistance required (ambulance, doctor etc.)
  - State of the person (conscious or unconscious.)
  - Gender.
  - Age (approximate.)
  - Condition of the person (bleeding, suspected heart attack etc.)
  - Location of the train. (If possible nearest intersecting street or known landmark as well as railway mileage. **THIS INFORMATION IS VITAL FOR AMBULANCE AND EMERGENCY PERSONNEL.**)
  - Location within train (car number and position in consist.)

- 2.4 The RTC will arrange for the medical assistance and will relay the information to the train. The RTC will also arrange to inform the appropriate officials of the emergency.

### 3.0 On-Board Fire

- 3.1 In the event of a fire, the protection of life must be of main concern to all employees working on the train.

- 3.2 If a fire is seen, smoke smelled or if a passenger reports a fire, the following steps must be taken:

- STOP may be required. Remember, continued movement of the train may make the fire worse.
- Turn off the car's blower system, to prevent the spread of smoke to other parts of the car.
- Notify other employees on the train that a serious problem exists and assistance is required. (The exact words "IMMEDIATE ASSISTANCE" must be used. This is a code to alert all employees on the train that an emergency exists without alarming the passengers.)
- IMMEDIATELY RELOCATE the passengers to an adjacent car, preferably toward the locomotive. (Evacuation requiring movement of the passengers onto the roadbed must be avoided unless no other means of evacuation is possible.)
- The person in charge should proceed immediately to the affected car to coordinate the activities.
- Conduct a quick search of the car, including lavatories, to ensure all passengers have left.
- If the fire appears controllable, use the nearest appropriate fire extinguisher to extinguish the fire.
- If the fire appears to be out of control and it is unlikely it can be controlled, separate the train so as to isolate the affected car.
- Contact the RTC immediately, giving particulars of the situation and the action being taken. The RTC will first arrange to protect the train, then arrange for the local fire department to assist.

### 3.3 Portable Fire Extinguisher Operating Instructions

- a) Locate and remove fire extinguisher from its housing
- b) Verify by gauge that it is charged (do not proceed unless needle is at 12:00 o'clock)
- c) Approach fire at a close, but safe distance. Ensure you have an escape route behind you. Remove safety pin.
- d) Crouch down to better see the flames.
- e) Aim nozzle at base of fire and activate the extinguisher.
- f) Spray in side to side motion until fire is extinguished (average discharge time is 8 seconds).
- g) If fire is not readily controllable, leave car immediately.
- h) Report discharge of extinguisher on appropriate defect form.

### 4.0 Bomb or CBRN Weapons Threat

Bomb or Chemical, Biological, Radiological, or Nuclear (CBRN) weapons threats can be divided into two categories, specific and non-specific. Specific threats contain more detailed information, whereas non-specific threats contain little information.

#### 4.1 Specific Threat

When the conductor or person in charge receives a radio transmission from the RTC Office stating "I HAVE A SECURITY MESSAGE FOR THE CONDUCTOR," he will isolate himself from the passengers and reply "I AM READY TO RECEIVE THE SECURITY MESSAGE." Once informed of the threat, the conductor will:

- With the assistance of the RTC and the locomotive engineer, arrange to have the train stopped at a safe location.
- Initiate evacuation procedures (refer to subsection 6.0) ensuring that passengers bring their personal belongings with them.

- Use the following announcement to initiate the emergency:
 

*“Attention passengers: A security alert has been received. Passengers must not use any electronic device until further advised. We will be stopping at (or returning to) \_\_\_\_\_ upon arrival, ALL passengers are requested to leave the train, taking all personal belongings with them. Passengers are requested to stay well clear of the train, clear of adjacent tracks and off the right of way”. (When conditions or terrain will permit, passengers should be requested to move away from the railway to a point not less than 1000 feet from the line of railway.)*
- Arrange to have all available employees assist in an orderly and safe evacuation.
- After all passengers have detrained and provided CROR rules permit, arrange to either pull the train ahead or move backward to clear the area.
- Upon clearing the area, detrain and stand clear of the train but in a position to stop any passengers from returning and await the appropriate Law Enforcement Agency before conducting a thorough search of the train.
- Should a suspect device or package be found prior to the arrival of Police
  - DO NOT TOUCH IT.
  - SECURE THE AREA AND BE PREPARED TO DIRECT POLICE TO ITS LOCATION. (Refer to item 4.3 for additional information)
  - DO NOT USE YOUR RADIO OR CELLULAR PHONE UNLESS AT LEAST 300 FEET FROM THE OBJECT.
  - DO NOT USE AN ENGINE OR CONTROL CAB RADIO UNLESS AT LEAST 300 FEET FROM THE OBJECT.
- Assist Law Enforcement Officers by establishing a safe route when the object is being removed from the site.
- After the train has been searched and declared safe, make the following announcement cancelling the emergency:
 

*“Attention passengers: The train has been searched and the security alert no longer exists. All passengers may reboard the train.”*
- Advise the attending Police Agency and RTC of any passenger who refuses to

reboard the train and the reason for the refusal.

### Train Doors

During the search of a train, doors should be left open to help minimize the possible effects of an explosion.

### Restrictions in Use of Radio

Some explosive devices are activated by radio transmissions. While searching, radio usage must be kept to a minimum. If a suspected package is found, the minimum safe distance for portable radio or cellular phone or engine or control (cab) car radio use is 300 feet..

### Communication

Maintain communication with the RTC at all times.

## 4.2 Non-Specific Threat

Once the conductor has been informed of a NON-SPECIFIC bomb threat, he will initiate a discreet search of the train as follows. (Stopping of the train may not be required.)

### Where to Search

The search should begin in the area or car identified by the caller or, if the caller does not give an exact location, in those areas which are uncontrolled or not monitored and to which the public has free access. Special attention should be given to:

- washrooms,
- vestibules,
- baggage racks,
- waste baskets,
- under seats.

### The search

Prior to entering the car, conduct a visual examination of the interior for clouds of smoke, mist, gas, or vapour. Also look for signs of passengers being incapacitated or other unusual activity.

If the car appears to be safe to enter, do so and conduct a visual examination of the area for anything suspicious, then:

- Stand at opposite ends of the car and try to detect any unusual or ticking noise. (This will only be effective if the car is stopped and empty.)

- DO NOT ACTIVATE ANY ELECTRICAL SWITCHES UNLESS ABSOLUTELY NECESSARY
- If nothing is detected, begin the visual examination in the following manner:
  - a) floor to waist level, then
  - b) waist level to top of head, then
  - c) from top of head to and including the ceiling. (All compartments in the car should be checked to ensure they are secure and not tampered with.)
- If a suspicious object is found, it must not be assumed that the remaining area is clear. Refer to item 4.3

#### What to look for

Materials or objects which are foreign to the area being searched, such as:

- a backpack, briefcase or suitcase left in a washroom or other unsecured or unattended area,
- a hidden or abandoned box or parcel,
- an object emitting an unusual or ticking sound,
- an object emitting a peculiar odour, mist, gas or vapour.

#### 4.3 What to do if a suspicious object is found

- DO NOT TOUCH IT.
- DO NOT USE YOUR RADIO TRANSMITTER, UNLESS AT THE ESTABLISHED SAFE DISTANCE (300 feet for portable radios or cellular phones and for engine or control (cab) car radios).
- Attempt to determine if a passenger in the immediate area has any knowledge of the item.
- If ownership of the suspect item is not established;
  - a) isolate the area by preventing further access;
  - b) evacuate all passengers to other cars;
  - c) instruct all remaining personnel to evacuate the area;
  - d) inform the RTC of location and description of the article found. The RTC

will inform the Law Enforcement Agencies of your discovery;

- e) be governed by instructions from the RTC;
- f) be prepared to implement guidelines contained in item 4.1 Specific Threat.

#### 5.0 Derailment

Each derailment presents a different and unique situation. The conductor will decide on the safest method of evacuation if evacuation is necessary. If the cars remain upright, the safest location for the passengers may be inside the cars. If the car is on its side, or in a dangerous location, evacuation will be necessary.

#### Remember

- Remain calm.
- The conductor will coordinate the evacuation.
- Notify other employees that a serious situation exists by using the words “IMMEDIATE ASSISTANCE” and give the specific location.
- Inform passengers of the emergency and explain the evacuation plan.
- Assist in the evacuation of the passengers.
- Double check that all passengers have vacated the equipment.

#### 6.0 Passenger Evacuation Guidelines

The following information pertaining to evacuation guidelines has been prepared to familiarize employees with methods of quickly and efficiently evacuating rail passenger cars in the event of an emergency.

**Note:** All emergencies cannot be covered in these guidelines, therefore, the sequence of evacuation procedures and method of handling may have to be changed to suit the situation. Railway companies may issue special instructions where relevant, e.g. tunnels, bridges. These procedures are in addition to all other requirements defined in the Operating Rules, Time Tables, and General Operating Instructions, which must be adhered to at all times by operating personnel regardless of the nature of the emergency.

- 6.1** It is important that both the conductor and locomotive engineer be advised as quickly as possible of the nature of the emergency which may make it necessary to evacuate the train. This is of prime importance so that the conductor can decide whether evacuation is necessary and so that the locomotive engineer can bring the train to a stop at a location where evacuation can safely take place.
- 6.2** Provide Emergency Stop Protection (CROR, Rule 102) so that necessary steps can immediately be taken by the RTC and crews of other trains to afford the distressed train full protection and provide assistance.
- 6.3** While these emergency procedures identify certain responsibility with the conductor, it may be necessary because of injury or other extenuating circumstances, for the locomotive engineer or Train Service Employees to assume the role of the conductor in coordinating the evacuation.
- 6.4** The method of evacuation chosen must be one offering maximum passenger safety and minimum passenger inconvenience.

#### Priority of methods for evacuation

- From car to another car
- From train to station platform
- From train to public or private grade crossing
- From train to another train
- From train to roadbed

- 6.5** Since the location of emergency equipment and emergency exits can differ depending on the type of equipment, location of these emergency features must be checked by crew members as soon as possible after reporting for duty.
- 6.6** In order to recall the appropriate response to an emergency, and to minimize passenger panic, it is essential that crew members remain calm.

#### Stopping Locations

The locomotive engineer, in consultation with the RTC and the Person in Charge, will decide on the best location to stop, based on the

urgency of the situation and the immediate safety of all passengers.

If the nature of the emergency and the opportunity permit, the train should be stopped at a location which will allow passengers to detrain safely and quickly move away from the immediate area.

#### Priority of locations for detrain passengers

- a station platform,
- a road crossing at grade, or
- an open area away from the roadbed.

#### Locomotive engineer should **avoid stopping**

- in a tunnel,
- in a deep cut,
- along side a sharply sloping embankment, or
- on a bridge.

#### 6.7 Evacuation Procedure

When the decision has been made to stop the train, the conductor must

- ensure that all necessary steps are/will be taken to protect the train.
- ensure that any closely approaching trains or engines on adjacent tracks are contacted so as not to endanger the evacuation. This protection will be arranged in cooperation with the locomotive engineer, using radio contact when possible. Both must be sure that protection has been arranged.
- When the decision has been made to evacuate the passengers, make the announcement, briefly advising the passengers of the nature of the emergency and directions for the method of evacuation. When it is necessary to evacuate more cars than the crew members can reasonably handle, the conductor should request assistance from passengers.
- Advise all passengers to stay well clear of adjacent tracks and off the railway right of way.

**All announcements should be made slowly and distinctly in a manner which will dispel anxiety.**

## Passenger Train Emergency Procedures

### Incident Check List (For RTC or other control centre)

#### HAVE YOU DONE THE FOLLOWING?

- Recorded**
  - date
  - time
  - person (including occupation if possible) reporting the incident
- Determined**
  - location (railway mileage, plus nearest intersecting street or landmark)
  - type of incident
    - Medical
    - Fire
    - Bomb Threat (specific or non specific)
    - Derailment
- Established**
  - what assistance is required
    - Ambulance
    - Doctor/Hospital
    - Rescue forces
    - Police/Bomb squad
    - Auxiliary
    - Fire department
- Ordered**
  - required assistance
- Determined**
  - is evacuation necessary
    - What car
    - What stopping location
    - What means of transport
- Ordered**
  - transport, if required
- Informed**
  - appropriate railway officers

**7.0 Passenger and Mixed Trains - General**

- 7.1** Air brakes must be in service and automatic brake used:
- when handling or switching passenger equipment occupied by passengers;
  - when other than an engine is being coupled to passenger equipment occupied by passengers.
- 7.2** Before uncoupling passenger equipment:
- disconnect all trainlines (including those for public address systems and other electrical circuits);
  - disconnect all diaphragm curtains.
- 7.3** Before coupling to passenger equipment occupied by passengers, OR when passenger equipment occupied by passengers is coupled to other equipment OR is placed against stop block:
- stop must be made, not more than 12 feet nor less than 6 feet from the cars to be coupled to or moved, OR from stop block;
  - upon the proper signal, coupling must be made carefully to avoid shock.
- 7.4** After a coupling has been made to passenger, freight, or any auxiliary equipment AND before movement is made in either direction:
- slack must be taken carefully to ensure that a proper coupling has been made.
- 7.5** When a train carrying passengers encounters an unusual delay enroute:
- conductor or trainman must announce to the passengers the reason for and expected duration of the delay.
- 7.6** Instructions for 2 Pipe Air Brake System on CP Business Cars (See list Section 7 item 21.1)  
The main reservoir hose must be attached between the locomotive and business cars to maintain the braking integrity.  
For reference, items 22.5 and 22.6 are provided and apply to trains handling these cars.
- Note:** CP Business cars with 2-pipe brake systems should not be marshaled at the rear of trains with only a single brake pipe unless run-around hoses are provided for main reservoir air, or unless specifically authorized by Regulatory Affairs.

**Section 7, Items 22.5 and 22.6.****22.5 Train Air Brake Test**

- a) Before performing a train air brake test:
- Supply main reservoir pressure to all cars in the train.
  - Verify there is sufficient main reservoir pipe on the rear car.
    - i) At a **safety inspection locations** verify with car department personnel that a permanent or portable gauge on rear car indicates main reservoir pressure is at least 105 psi, **OR**
    - ii) At **other locations**, where a gauge is not available, verify by completing the following steps:
      1. Firmly grasp the main reservoir hose on the rear car.
      2. **CAREFULLY** crack open the trailing main reservoir valve.
      3. Listen for the sound of pressurized air.
      4. Close the valve.
- b) Complete the brake test as per Section 13, items 5.2 and 5.3.
- c) At crew change points, the outgoing crew may confirm the integrity of the main reservoir air with the incoming crew.

**22.6 Uncoupling/Coupling**

- a) Before uncoupling from cars with a 2 pipe air brake system, close the main reservoir pipe valves on the locomotive and car.
- Do not part the main reservoir hoses by hand.
  - In regard to brake pipe angle cocks, comply with Section 14, item 2.0 (Uncoupling and Leaving a Portion of a Train Standing with Emergency Air Brakes Applied).
- b) When coupling or uncoupling one business car from another, handle main reservoir pipe and brake pipe as per items 22.6 a) and 22.5, above.
- If there are electric cables, communication cables, or other compressed air connections between the cars, be governed by instructions from the person in charge (e.g., train manager, road manager, or Mechanical Services employee).

## 8.0 Vestibule Doors, Platforms, Curtains, Guard Rails, Side and End Gates, Tail Gates, Chains and Bars

### 8.1 Two Tracks: Right-Hand Operation

When running:

- all vestibule doors and platforms must be kept closed.

**Note:** On suburban trains not equipped with remote control doors, vestibule doors and platforms on right hand side only may be kept open.

When standing:

- vestibule doors and platforms on right hand side only may be opened, except when necessary to open those on left hand side to receive or discharge passengers.

### 8.2 Two Tracks: Left-Hand Operation

When running:

- all vestibule doors and platforms must be kept closed.

**Note:** On suburban trains not equipped with remote control doors, vestibule doors and platforms on left hand side only may be kept open.

When standing:

- vestibule doors and platforms on left hand side only may be opened, except when necessary to open those on right hand side to receive or discharge passengers.

### 8.3 Single Track

When running:

- all vestibule doors and platforms must be kept closed.

**Note:** On suburban trains not equipped with remote control doors, vestibule doors and platforms may be kept open.

### 8.4 Guard Rails or Side Gates

These appliances must be handled as prescribed for the handling of vestibule doors and platforms.

### 8.5 Vestibule Curtains

These appliances must be kept drawn and securely fastened, except during switching operations.

### 8.6 Tail Gates, Chains or Bars

- a) The appliance at the rear of the last passenger carrying car on the train must be kept closed and securely fastened at all times.
- b) When Rail Diesel Cars (RDC) are used in multiple operation OR used as coaches in conventional trains:
  - end vestibule doors must be kept closed and safety chains connected between the cars when in motion;
  - bars in vestibules must be in place, except when vestibules are open.

**8.7** The regulations will be considered complied with when vestibule doors and platforms, side gates or guard rails (if required by these regulations to be kept closed when running) are closed as the train moves away from the stopping point and remain closed until nearing the next stopping point, or unless a trainman is on duty at the opening.

**8.8** When the car immediately ahead of the first passenger carrying car is of the non-diaphragm type:

- the tail gate, chain or crossbar at the forward end of the passenger carrying car must be kept in closed position while the train is in motion.

**9.0 Safety Inspections**

At those locations where a passenger train is made up, where a passenger train has laid over more than 8 hours without an inspection, or where a passenger car is added to a train, a safety inspection must be performed by a certified car inspector, or a pre-departure inspection by the conductor or the locomotive engineer is required.

If a safety inspection is performed by a certified car inspector, the conductor or the engineer of the passenger train must be notified, verbally or in writing, that the inspection was completed and the nature of any safety defects (if any) moving in the train.

**10.0 Pre-departure Inspections**

At those locations listed in Item 9.0 where a safety inspection has not been completed, the conductor or other qualified employee must perform a pre-departure inspection to detect hazardous conditions that may exist, including:

- (a) car body leaning or listing to the side;
- (b) car body sagging downward;
- (c) car body positioned improperly on the truck;
- (d) object dragging below the car body;
- (e) object extending from the side of the car body;
- (f) side door does not open or close, a double door that does not have at least one section that opens and closes, and end door does not open;
- (g) broken or missing safety appliance;
- (h) insecure coupling;
- (i) overheated wheel or journal;
- (j) broken or cracked wheel;
- (k) brake that fails to release;
- (l) any other apparent condition likely to cause accident or casualty before the train arrives at its destination;
- (m) all safety equipment and supplies are intact; and
- (n) all safety systems function as intended.

**11.0 Hazardous Condition**

When a pre-departure inspection reveals a hazardous condition that may affect safe operation, the Person in Charge of the train shall take appropriate action to eliminate potential danger by:

- (a) correcting the condition; or
- (b) reducing the speed of the train; or
- (c) vacating passengers from that car; or
- (d) removing the defective car from the train; or
- (e) taking such other action as is necessary to ensure the continued safe operation, and
- (f) record and report any defects to the proper authority for repair.