



A FRAMEWORK FOR MAJOR EMERGENCY MANAGEMENT

WORKING DRAFT

MULTI-AGENCY PROTOCOL (9)

MULTI-AGENCY RESPONSE TO
RAIL RELATED EMERGENCIES



AMENDMENT LIST

Proposals for amendment or addition to the Transport “Rail” Protocol are to be forwarded to:

MEM Project Team,
Fire Services and Emergency Planning Section
Department of the Environment, Heritage & Local Government,
Custom House,
Dublin 1.

Amendments will be recorded and are to be signed off by the person making the amendment in the Table below.

Amendment		Entered	
Number	Date	By	Date

INTRODUCTION TO THE PROTOCOL FOR MULTI-AGENCY RESPONSE TO RAIL RELATED EMERGENCIES.

‘A Framework for Major Emergency Management’ (2006) replaces the Framework for Co-ordinated Response to Major Emergency, which has underpinned major emergency preparedness and response capability since 1984.

The Framework sets out the arrangements, by which the principal response agencies will work together in the management of large-scale incidents. This Multi-Agency Protocol is intended to support the Framework and provide support to the Co-ordination of rail related Emergences.

This document is presented as a working draft and as such it is requested that comments and insights that arise during the implementation of this Protocol are feed back to the national level. Comments should be addressed to:

M.E.M. Project Team,
Fire Services and Emergency Planning Section,
Department of the Environment, Heritage and Local Government,
Custom House,
Dublin 1.

WORKING DRAFT

Multi-Agency Protocol (9)

**MULTI-AGENCY RESPONSE TO RAIL
RELATED EMERGENCIES**

**A FRAMEWORK FOR MAJOR EMERGENCY
MANAGEMENT**

WORKING DRAFT

CONTENTS

PART I

- 1 Introduction to Protocol**
- 2 Agreements and Undertaking**
- 3 Summary of key Points**

PART II

- 2 Rail Transport.**
 - 2.1 Iarnród Éireann**
 - 2.2 Luas**
 - 2.3 Dart Electrified Line**
 - 2.4 Rail Network.**
 - 2.5 Special Safety Features**
 - 2.5.1 Operational Safety Systems**
 - 2.5.2 Communications**
 - 2.5.3 Signalling**
 - 2.5.4 Arrangements for carrying Hazardous Substances (Haz Subs)**
 - 2.6 Infrastructural Safety**
 - 2.6.1 Tunnels**
 - 2.6.2 Structure and asset Identification**
 - 2.7 Level crossings**
 - 2.7.1 Ensuring signalling protection**
 - 2.7.2 Providing communication between road users and signaller**
 - 2.7.3 Identifying incidents of persons trapped by automatic initiation of 4-barrier crossings**
 - 2.8 Existing Procedures and policies**
 - 2.9 IE staff at the scene of an Emergency**
 - 2.10 Designation of Degree of Emergency**
 - 2.11 Interdepartmental Committee on Railway Emergency Planning.**
 - 2.12 The Railway Safety Commission**

Part III

- 3. Response Procedures for “Rail” Major Emergencies**
 - 3.1 Introduction**
 - 3.2 Common objectives for the combined response**
 - 3.3 Co-ordination of the On-scene multi-agency Response “Lead Agency”**
 - 3.4 The Local Authority / Fire and Rescue Service**
 - 3.5 The Garda Síochána**
 - 3.6 The Health Service Executive**
 - 3.7 Additional response**
 - 3.8 Emergency services at scene**
 - 3.9 Informing the Public**
 - 3.10 The media**
 - 3.11 Survivor Reception Centre**
 - 3.12 Iarnrod Eireann Roles following Declaration of an Emergency**
 - 3.12.1 Traffic Regulator**
 - 3.12.2 Duty Manager CTC**
 - 3.12.3 IE Incident Officer (Local District Manager/Station Manager)**
 - 3.12.4 IE General Manager. General Managers (South & West, North & East, DART, Rosslare Europort)**
 - 3.12.5 Emergency Director (Operations Manager, HQ)**
 - 3.12.6 Manager, Corporate Communications**
 - 3.12.7 Manager Corporate and E-marketing**
 - 3.12.8 Project Manager (Recovery)**
 - 3.12.9 Chief Executive**
 - 3.13 Mobilising Specific resources to assist PES**
 - 3.14 Site Access**
 - 3.15 IE Site Control Centre IE support staff**
 - 3.16 Collection and Preservation of Evidence**
 - 3.17 IE Emergency Telephone Centre**
 - 3.18 Recovery**
 - 3.18.1 Recovery Plan**

3.18.2 Reinstatement of Normal Working

3.19 Training and Exercises

3.20 Testing IE response procedures

Appendix 1. Glossary of Terms and Acronyms

Appendix 2. Classification of Incidents by Iarnród Éireann

Appendix 3. Types of Investigation

Appendix 4. Key Contact Points

Appendix 5. IE Principal Services

Part 1

1 INTRODUCTION TO PROTOCOL

This protocol is prepared under the aegis of the National Steering Group (NSG) on Major Emergencies, with the assistance and co-operation of the Safety section Irish Rail. It is prepared as part of the implementation of the 2006 Framework for Major Emergency Management¹.

This protocol should not be interpreted as restricting initiative or common sense, having regard to the nature of the particular major emergency that may arise and the possibility of continually changing circumstances that may accompany any major emergency. The protocol has been developed as a guide to best practice and not a prescriptive formula. It is intended that the draft protocol will be formally approved by all relevant agencies below when the consultation process is complete.

The protocol is based on best available Information and is prepared to enable the Principal Response Agencies (PRAs) (the Garda Síochána, the Health Service Executive and the Local Authorities) and their Principal Emergency Services to work together and to respond effectively and safely to emergencies, which may involve any part of the Irish Rail System. The protocol provides arrangements for the principal Response Agencies to work with Irish Rail and others to successfully manage emergencies, which have a rail related dimension.

The response of the principal emergency services to incidents involving rail infrastructure should follow existing normal response procedures, including, where necessitated by the nature or scale of incidents, the declaration of a Major Emergency.

¹ The Framework for Major Emergency Management was devised to enable An Garda Síochána, the Health Service Executive and Local Authorities (the Principal Response Agencies) to prepare for and make a co-ordinated response to major emergencies resulting from local and regional events such as fires, transport accidents, hazardous substances incidents and severe weather. The Framework puts in place arrangements that facilitate the three Principal Response Agencies to co-ordinate their efforts whenever a major emergency occurs.

2 AGREEMENT and UNDERTAKING

It is hereby agreed that each of the agencies below will:

- Work with the other agencies in accordance with the provisions of this protocol to manage emergencies involving the components of the Irish railway system;
- Adopt the provisions of this protocol into its Risk Assessment and Major Emergency Plans (in the case of the Principal Response Agencies) or other specific national emergency plans as appropriate, and into other relevant internal orders, code instructions, standard operating procedures, aide memoirs etc.;
- Prepare to undertake the roles specified in this protocol and, in particular, will prepare its own internal procedures, consistent with the provisions of this protocol, for undertaking the roles (both general and specific) assigned to it;
- Promulgate this protocol and its own internal procedures within the agency, and undertake appropriate training for relevant staff based on the information contained in this protocol;
- Participate in inter-agency exercises to enhance preparedness; and
- Report to the NSG on preparedness and on involvement in emergency events as appropriate.

Signed for and on behalf of:

DEHLG Dept. of Environment Heritage & Local Government	DJELR Dept of Justice Equality & Law Reform	DH&C Dept. of Health & Community	DoD Dept. of Defence	DT Dept of Transport
CCMA City & County Managers Assoc.	AGS An Garda Síochána	HSE Health Service Executive	DF Defence Forces	IE Iarnród Éireann
			Irish Air Corps	

3 SUMMARY OF KEY POINTS

- This protocol will inform and underpin response to Rail related emergency events;
- The relevant local authority will act as “lead agency”, in accordance with the provisions of Section 5.4.2 of the Framework for Major Emergency Management, for the purpose of co-ordinating response and linking with the resources and personnel of Iarnród Éireann;
- The Department of Transport will act as “lead government department” for Rail related emergency events;
- Each agency will undertake the specific roles assigned to it in the later sections of this Protocol in responding to Rail related emergency events. These are summarised in the Table below; and
- Each agency will participate fully in the inter-agency co-ordination arrangements for the response.

TABLE
SUMMARY OF AGENCY ROLES

X denotes a role for the agency

ROLE	LA		AGS	HSE	I.E	DOT	RSC	OTHERS ²
	PRA	Civil Defence						
Hazard Information	X				X			
Preparation of Emergency Plan	X		X	X	X	X		
Agency Specific Procedure	X	X	X	X	X	X	X	X
Forecasting								X
Warning	X		X	X	X			
Informing	X		X	X	X			X ³
Evacuation	X	X	X	X	X			X
Responder Welfare	X	X						X
Rest Centre facilities	X	X		X				X
Victim Registration		X	X	X				X
Humanitarian Relief								X
De-Cont. & Clean Up	X	X			X			X
Recovery	X				X	X ⁴		X
Investigation			X		X	X	X	

² The Voluntary Emergency Services, voluntary groups and local residents groups can provide assistance during large-scale rail related emergency events.

³ The Media, particularly TV and Radio, could play a vital role in communicating key messages to the Public.

⁴ The Lead Government Department (LGD) may change at this stage

PART II

RAIL TRANSPORT.

2.1 Iarnród Éireann

Iarnród Éireann is the national railway system operator of the Republic of Ireland. Established on 2 February 1987, it is a subsidiary of Córas Iompair Éireann (CIE). It operates all internal intercity, suburban and commuter railway services in the Republic of Ireland and, jointly with Northern Ireland Railways, the Enterprise service between Dublin and Belfast.

2.2 Luas

Veolia Transport Ireland operates the Luas in a public-private partnership on behalf of the Railway Procurement Agency, the Irish authority responsible for the procurement of railway infrastructure systems. Located in Dublin, there are two Luas tramlines the Red Line and the Green Line (Fig1). The Red Line is 14km's in length and has 23 stops. Connolly to Tallaght The Green Line is 9km in length and has 13 stops. St.Stephen's Green to Sandyford. The central control room for the Luas system is located in the Red Cow Depot and both lines are monitored from this location. The control room is staffed 24 hours a day by traffic supervisors who have communication with the tram drivers.⁵

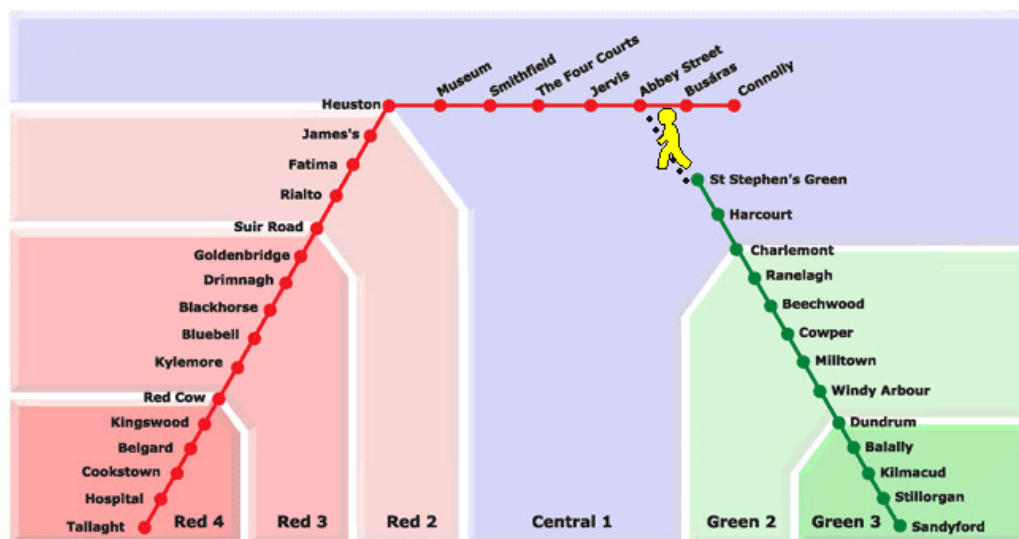


Fig 1

⁵ A comprehensive suite of emergency procedures and operational guidelines for Dublin based PRA's tasked with response to Luas emergencies exist.

2.3 DART Electrified Line.

The DART (Dublin Area Rapid Transit) is the suburban electric (overhead contact) rail system which runs on the mainline rail along the coast of Dublin, from Malahide and Howth southwards as far as Greystones, Co Wicklow (Fig 2). The DART system is administered by the national rail operator, Iarnród Éireann (Irish Rail).

Note: The electrical supply feeding the overhead DART lines is 1500 Volts D.C and the electrical supply feeding the Sub Stations is 38000 Volts A.C

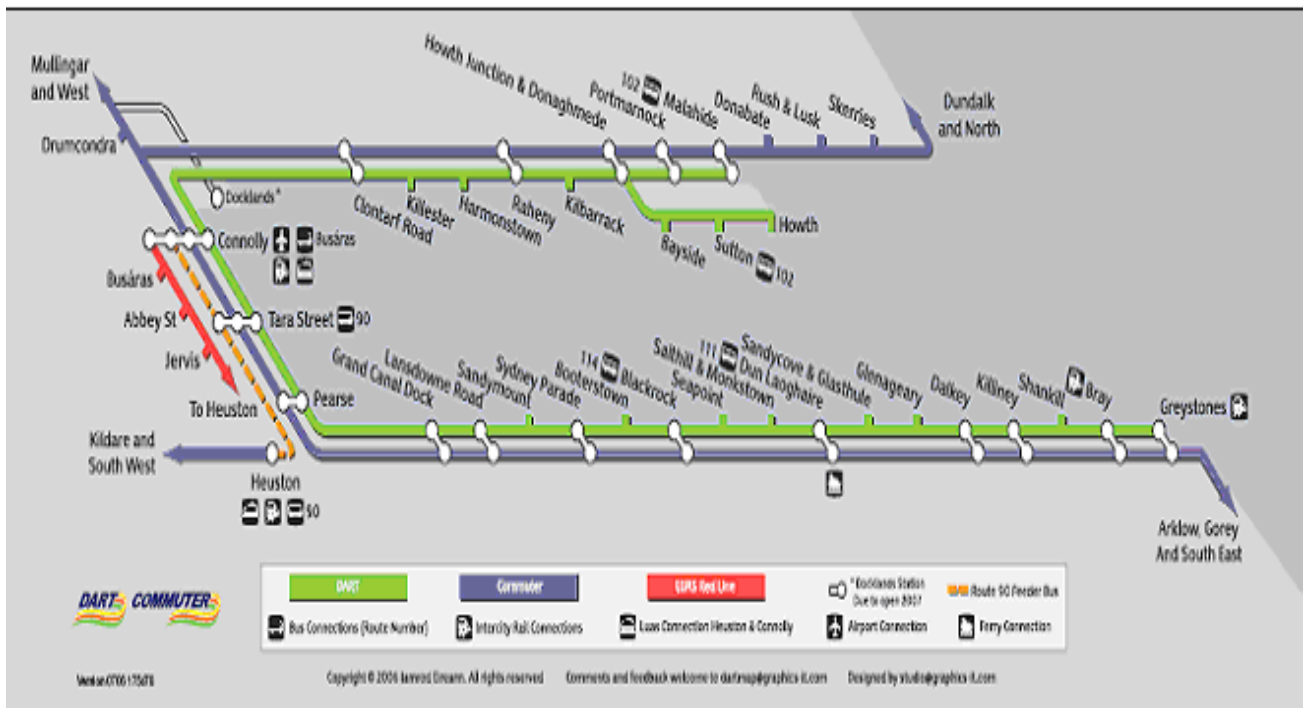


Fig 2

2.4 Rail Network

Iarnród Éireann has a 2288 Km railway network as shown in Figure (3). This network includes mainline, cross-country, Dublin suburban and commuter passenger routes, together with freight-only routes. The intercity routes connect major cities and towns around the country, Commuter Rail covers commuter routes to Dublin and the DART serves Greystones to Howth/Malahide.

Figure (3) Key Boundaries and Track Usage⁶

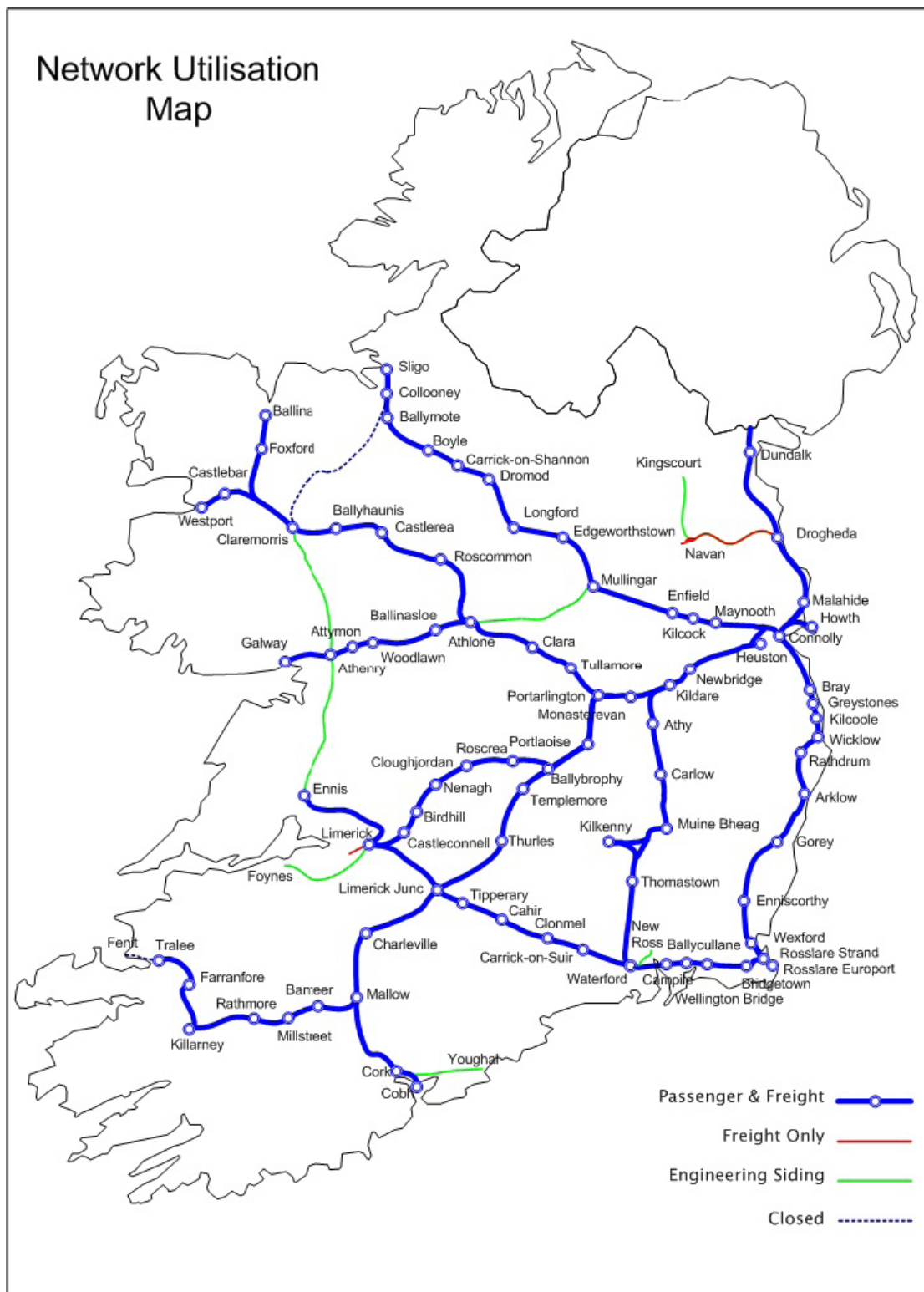


Fig 3

⁶ Note: The Closed lines shown are not operational and in most cases are physically disconnected from the network. An undertaking is given that closed lines and any rails existing outside the boundaries, are not used for the movement of any railborne vehicles, and that their re-connection and/or use for any such purpose is recognised as being a matter for the approval of the Railway Safety Commission,

2.5 Special Safety Features

2.5.1 Operational Safety Systems

There are two types of train protection equipment fitted to rail vehicles in Ireland. The first type is Automatic Train Protection (ATP), which is fitted to DART vehicles. This equipment continuously monitors coded track circuit current, which determines the maximum permissible speed. If the train exceeds that speed, the brakes are automatically applied, until the correct speed is reached. As part of that process, the train must reach a certain level of retardation in a set time, and the driver must not have the power controller in an accelerating position, otherwise the train will be brought to a stop. The second type of train protection equipment is the Continuous Automatic Warning System (CAWS), which is fitted to all traction units apart from the DART. This equipment provides a display of the line side signals in the drivers cab. If warning of a more restrictive signal ahead (a downgrade) is encountered the driver must acknowledge the downgrade by pressing the acknowledge button, otherwise an emergency brake application will be made automatically.

2.5.2 Communications

The rail network is primarily signalled using the Track Circuit Block and Electric Train Staff (ETS) Manual Block signalling systems. Central Traffic Control (CTC) controls the majority of principal lines, which are signalled under the Track Circuit Block signalling system. CTC, which is located in Connolly Station Dublin, has a principal role as the key communication and information-gathering centre for the rail network. Train crews communicate directly with CTC by telephone or radio. In the event of an emergency CTC have responsibility for contingency planning so as to ensure that the minimum of disruption occurs to services, subject to safety and investigation requirements. The contact details for CTC are included in Appendix 4.

2.5.3 Signalling

The Track Circuit Block signalling system uses colour-light signals and electric point operating mechanisms. The principal lines, which operate under the Track Circuit block system, are also fitted with the Continuous Automatic Warning System (CAWS). However some lines, which work under the Track Circuit Block system, are not fitted with CAWS. In addition, lines in the Dublin suburban area are also fitted with Automatic Train Protection (ATP), which is, fitted to the DART fleet of electric

multiple units. CAWS and ATP, where fitted, provide additional information to drivers. The signalling system provides for safe routing, spacing and control of trains. Lines using the ETS system are under the control of local signal cabins, using mainly semaphore signals and mechanical point operating mechanisms to control the operation of trains.

Stations & Junctions

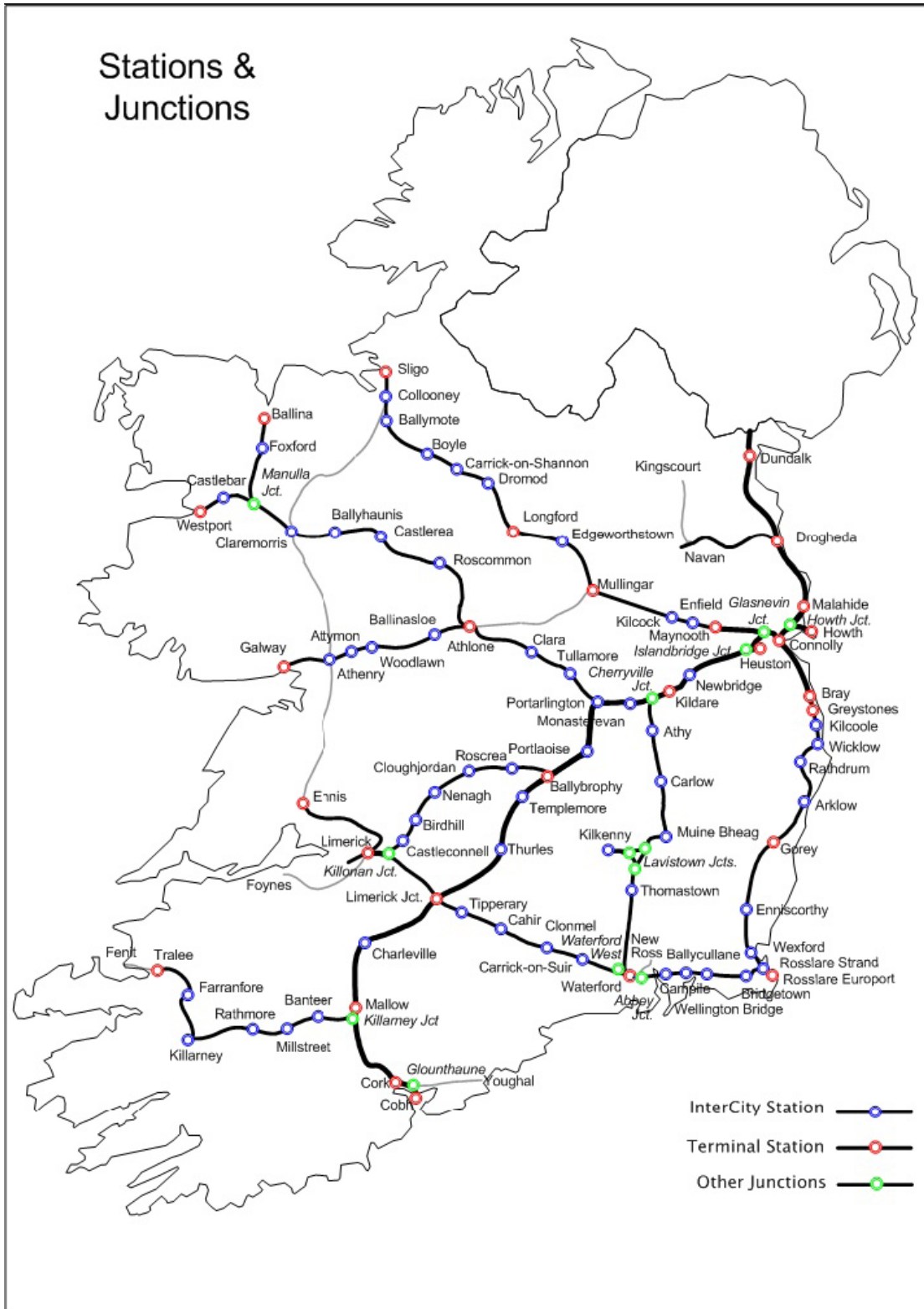


Fig (4)

2.5.4 Arrangements for carrying Hazardous Substances (Haz Subs)

The transport of dangerous substances by rail presents a range of specific risks. As a general rule, all substances are categorised so that, in the event of an emergency, appropriate steps can be taken by both staff and the emergency services, with a view to mitigating the risks of an uncontrolled discharge of a hazardous material. These categorisations are noted through the use of what are known as Hazchem and UN numbers, being codified hazard descriptions. Before Iarnrod Eireann carries any goods within such categories, a request to carry must be made to the Freight Manager or forwarding location. A TREM (Transport Emergency) card for the cargo must be supplied by the customer. Furthermore, prior “clearance to carry” must have been authorised by the Chief Safety and Security Officer and the Chief Chemist and Metallurgist. A notice stating that this cargo is cleared for traffic must have been published in the weekly circular. The TREM card is carried by the Driver of the train for information purposes for the Emergency services if required. Dangerous goods are only to be carried on modified bogie stock and must not be loaded on leading or trailing wagons.

2.6 Infrastructural Safety

Provision is made at the end of each line of rails for the stopping of vehicles in motion. There are standards, which provide for the construction and use of friction buffers, designed to arrest vehicles in motion, at places where risk to the public is evaluated as a consequence of train over-run. Periodically all the various aspects of track condition are monitored electronically by the use of a Track Recording Car. Programmes are in place under the Railway Safety Programme, VULIB (vulnerable interface bridges) and VULIR (vulnerable interface roads), which identify the containment measures required for new works over and adjacent to railway structures including tunnels and earthworks.

2.6.1 Tunnels

The ownership and use of land above tunnels is monitored, and any activity deemed prejudicial to the safety of the railway is challenged through the provisions of the planning process. Associated train evacuation plans are included in IE’s local procedures. There are evacuation plans also for tunnels and first aid facilities provided

at assembly points. Tunnel evacuation is covered by local emergency plans and where appropriate, refuges are constructed in tunnel walls.

2.6.2 Structure and Asset Identification

Every structure and asset is identified by a unique number and milepost location. This registered number is used to monitor maintenance procedures through the Infrastructure Asset Management System (IAMS) and is accessible through the IE Intranet. The system for identification comprises:

- Mileposts
- Bridge number plates
- Tunnel number plates
- Level crossing number plates
- Signal number plates
- Cabin connected points number plates
- OHLE mast number plates

The IAMS uses milepost location and Geographical Information System co-ordinates based on the Irish National Grid. Restricted height underbridges have a restricted bridge number and sign with telephone contact details fixed in a prominent position for advice to members of the public.

2.7 Level Crossings

2.7.1 Ensuring signalling protection:

Fencing, gates and barriers are used at level crossings to deter trespass. Where signalling protection is provided, it is interlocked with the level crossing gates or barriers to ensure that signals can be cleared only when the level crossing has been closed to road users.

2.7.2 Providing communication between road users and signaller:

At attended crossings, the attendant has communication with the signaller. At unattended automatic crossings, telephones are provided to give public users a means of communication with the signaller.

2.7.3 Identifying incidents of persons trapped by automatic initiation of 4-barrier crossings:

At 4-barrier CCTV level crossings, the crossing operator is required to ensure that the crossing is unoccupied before allowing the protecting signals to clear. This is achieved either locally, by an operator at the crossing, or remotely via CCTV. Telephones providing direct contact with the level crossing controller are installed both inside and outside the barriers to allow the public to contact the controller. Advertising campaigns warn the public of the risks associated with level crossings.

2.8 Existing Procedures and Policies

Detailed emergency plans are established on a local basis with designated Incident Officers at the grade of Station Manager and with the co-operation of representatives from the Chief Mechanical Engineer (CME) Department and the Infrastructure Department. These plans are drawn up in conjunction with the emergency services through local meetings and where appropriate in co-operation with NIR. The local emergency plans where appropriate will cover the following:

- Communication procedures for alerting and mobilising staff;
- Communication procedures for alerting emergency services;
- Nomination and identification of local control centres;
- Nomination and identification of first aid posts, shelter and muster stations;
- Recognised emergency access points along the track (access for emergency services);
- Designated escape routes and evacuation plans from stations;
- Train evacuation plans, both at stations and between stations;
- Evacuation notices on trains;
- Roll call procedures for buildings.
- Train collision/derailment (passenger or freight)
- Procedures for Fire on a train and within stations or buildings
- Procedures for congestion at stations, crowd control
- Procedures for assault of passengers or staff
- Dealing with obstruction on the line and stone throwing
- Infrastructure failures such as;
 - Signalling Failure
 - Communications Failure
 - Bridge Strike

- Bridge Collapse
- Building Collapse
- Tunnel Collapse
- Vehicle intrusion on the Railway
- Train failure in a tunnel
- Major power cut or gas leaks
- Malicious attacks such as bomb threats/chemical attacks/hijacking
- Severe weather conditions

2.9 IE staff at the scene of an Emergency

The first duty of anyone at the scene of an emergency is to prevent escalation of the event. IE staff on discovering or being made aware of a major emergency will raise the alarm and advise; CTC and his /her immediate Supervisor/Manager by the most efficient means, giving information on the location and extent of the emergency. The next priority is to take steps to protect the site and the people in it, and to assume the role of IE Incident Officer until formally relieved of this responsibility.

2.10 Designation of Degree of Emergency

The senior Traffic Regulator on duty at CTC will initially assess the situation to the best of their ability, acting upon information from railway staff or from external sources, and:

- decide the likely gravity;
- alert the necessary emergency services;
- confirm that the site is being protected;
- advise the appropriate on-call IE personnel.

In all cases affecting the operation of the railway CTC must be advised, as it is I.E central source of information.

2.11 Interdepartmental Committee on Railway Emergency Planning.

To coordinate the activities of the various stakeholders involved and help ensure that appropriate arrangements were in place to manage a related emergency should one occur, the Inter-Departmental Committee on the Carriage of Dangerous Goods by

Rail was established in the 1980's dealing with Acrylonitrile and Ammonia transportation. In recent years the work of the Committee has focussed predominantly on emergency preparedness in the railway sector. Now operating as the Inter-Departmental Committee and Railway Emergency Planning (ICREP), its current remit is to;

- Assist in the exchange of information about emergency planning and it's implementation at rail accidents;
- Provide input into the overall emergency plan for rail accidents;
- Provide a link between the emergency planning groups and rail transport so that the interface requirements can be understood.

The ICREP is comprised of representation from the following organisations:

- The Railway Safety Commission;
- The Gardai;
- Iarnród Éireann;
- Veolia;
- The Fire Services;
- The Ambulance Services;
- The Department of the Environment;
- The Department of Transport.

2.12 The Railway Safety Commission

The Railway Safety Commission (RSC) was established under the Railway Safety Act 2005. It has responsibility for matters of railway and cableway safety on passenger carrying systems and freight carrying systems where they interface with public roads.

The principal functions of the RSC are to:

- Foster and encourage railway safety;
- Enforce this Act and any other legislation relating to railway safety, and
- Investigate and report on railway incidents.

In doing so the main duties of the RSC are to:

- Assess safety cases submitted by railway operators and where it is satisfied that the undertaking can operate the railway safely; issue safety certificates

- Assess the safety of new infrastructure works and rolling stock before they are constructed, commissioned and brought into service;
- Audit the safety management system and safety case of a railway undertaking;
- Make regulations in relation to specific aspects of railway safety;
- Carry out inspections of railway infrastructure, operations and management systems and take enforcement proceedings where necessary, including the use of mandatory prohibition and improvement notices and High Court injunctions.

The RSC's inspection powers permit its inspectors to enter railway property, carry out any examinations or searches necessary for the purpose of exercising a function under the Act, seize or take samples of any object as evidence or for analysis, and require any person to attend before him or her to answer questions in regard to the exercise by the inspector of his or her functions under the Act. An inspector may be accompanied by a member of the Garda Síochána, who may arrest any person who obstructs the inspector.

PART III

RESPONSE PROCEDURES FOR “RAIL” MAJOR EMERGENCIES

3.1 Introduction

In the event of an emergency, good co-ordination arrangements are critical to enable the contribution of all organisations to be effective. This Part of the Protocol discusses the roles of the various agencies, which are involved in managing the response to Rail incidents.

3.1.1 Functions of the Principle Response Agencies

The functions of the Principal Response Agencies in response to rail related emergencies reflect the normal functions of these agencies and their services and, in general, align with the functions set out for each in Appendix F5 of the Major Emergency Framework. In this context, the most significant of these are:

3.2 Common objectives for the combined response:

- Saving and protecting life
- Relieving suffering
- Protecting property
- Communication and provision of information to the public
- Containing the emergency – limiting its escalation or spread
- Maintaining critical services
- Maintaining normal services at an appropriate level
- Protecting the health and safety of personnel (each agency involved has responsibility for the health, safety and welfare of its own staff)
- Safeguarding the environment
- Facilitating investigations and inquiries
- Promoting self-help and recovery
- Restoring normality as soon as possible
- Evaluating the response and identifying lessons to be learned.

3.3 Co-ordination of the On-scene multi-agency Response “Lead Agency”

- The Principal Response Agency will act as “lead agency”, in accordance with provisions of Section 5.4.2 of the Framework for Major Emergency Management. For the purpose of co-ordinating response for rail emergencies normally **the local authority is the lead agency**. The Fire Service, as PES of the local authority, will act for the local authority as Lead agency in the early stages of response. This may become a broader Local Authority function at a later stage of the major emergency
- It is the responsibility of the lead agency to ensure that inclusive decisions are made in relation to
 - An overall response plan
 - site management arrangements,
 - mobilisation of required resources
 - information to the public locally (including safety information),
 - to incorporate advice from Iarnród Éireann Incident Officer (IEIO) from an early stage.
- PRAs should designate their controller of Operations / On site Coordinator
- Establish the site control point in conjunction with other Controllers and IE staff.
- Notifying all responding agencies of the existence of a danger area, etc
- Changes in lead agency may arise from changing circumstances.
- On-site co-ordination arrangements will be deployed and resourced.
- The relevant Local Co-ordination Centre(s) will be activated by the lead agency.
- An incident requiring regional response may be identified and declared, and the relevant Regional Co-ordination Centre activated also.
- The Department of Transport will act, as “lead government department” for Rail emergency events; that Department may activate the National Emergency Co-ordination Centre.
- To facilitate and establish effective site management all personnel attending and operating at the scene should wear the appropriate identification bibs, as per Appendix F12⁷ of Framework.

⁷ Appendix F12 of “A Framework for Major Emergency Management Appendices” document outlines the inter-agency protocol and agreement on identification arrangements.

- Develop a Site management plan in conjunction with other Controllers and IE staff.
- Evaluate resource requirements and if required request mutual aid with neighbouring PRAs (5.6 A Framework for Major Emergency Management)
- Each principal response agency exercises command over its resources in accordance with its normal command structure, command systems and arrangements.
- Each principal response agency should exercise control over its own services operating at the site; and other services (other than the other principal response agencies), which it mobilises to the site.
- Ensure secure communications with all agencies involved/responding to emergency.
- Initiate, contribute and operate Information Management system.
- The Lead agency should establish a media centre at or near the site of the emergency and provide a media liaison officer (5.4.7.2 A Framework for Major Emergency Management, The Media.).
- Where considered necessary establish a survivor reception centre, and
- If required and in conjunction with the local coroner activate the National Mass Fatality Plan.

3.4 The Local Authority / Fire and Rescue Service

- Should designate their on site controller of Operations
- Establish the site control point in conjunction with other Controllers and IE staff.
- Develop a Site management plan in conjunction with other Controllers
- Rescue people trapped by fire, wreckage or debris;
- Prevent the incident getting worse by controlling or extinguishing fires;
- Establishing operational control of fire and rescue operations.
- Manage hazardous materials safely and mitigate their effect on people and the environment;
- Declare a danger area and control access thereto;
- In conjunction with other agencies, establishing appropriate welfare support systems.

- Provide care and advice to evacuees, survivors and relatives,

3.5 The Garda Síochána

- Gardai should designate their on site controller of Operations
- Establish the site control point in conjunction with other Controllers and IE staff.
- Develop a Site management plan in conjunction with other Controllers
- Evaluate resource requirements and if required request mutual aid with neighbouring PRAs (5.6 A Framework for Major Emergency Management)
- Secure the scene.
- Establishing an inner and outer perimeter in conjunction with the On-Site Coordinator.
- Activating traffic and crowd control measures.
- Establish site traffic plan in conjunction with other controllers consider Emergency vehicle access points and casualty holding area.
- Follow existing procedures for Fatalities and liaise with local coroner's office.
- Establish Casualty bureau and liaison / casualty officers.
- Where Rail incidents necessitate the evacuation of the local population this will be undertaken by An Garda Síochána with the assistance of other services.
- A variety of agencies may require access to the site for investigation purposes these agencies should liaise with the on site Coordinator and controller of operations for An Garda Síochána.
- Coordinate evidence collection, particular attention to secure and retrieve perishable evidence.
- Specific requirements have been identified for An Garda Síochána in the recovery phase of a Major Emergency.
 - Identification of fatalities;
 - Preservation and gathering of evidence;
 - Investigation and criminal issues;
 - Dealing with survivors;
 - Dealing with relatives of the deceased and survivors; and
 - Provision of an appropriate response to the immediate public need.

3.6 The Health Service Executive.

- H.S.E should designate their controller of Operations.
- Establish the site control point in conjunction with other Controllers and IE staff.
- Develop a Site management plan in conjunction with other Controllers.
- Evaluate resource requirements and if required request mutual aid with neighbouring PRAs (5.6 A Framework for Major Emergency Management)
- When/if required, establish a casualty clearing station
- Once casualties have been rescued or found they should be assessed or triaged.
- Establishing on-site Advanced Life Support consistent with established procedures
- Provision of health care and support for casualties and survivors;
- Support for relatives of casualties and survivors;
- Decide on hospital destination of casualties;
- Establish communication with hospitals and brief on numbers and types/severity of injuries along with estimated time of arrival.
- Receiving hospitals should activate sub plans and prepare to receive casualties
- Provide Psycho-social support for those affected, as appropriate.
- Coordinate local public health services as appropriate.
- Responding to community welfare needs; and

.

3.7 Additional response

Depending on the location and type of incident a range of additional agencies may be mobilised too support the response efforts. The On-Site Co-ordinator should exercise an over-viewing role of all arrangements to mobilise additional resources to the site of the major emergency and track the status of mobilisation requests and the deployment of additional resources. Organisations/Agencies arriving to the site of a major emergency should present at the rendezvous point

3.8 Emergency services at scene

- IE Control will immediately advise the relevant PRAs Command, Control or Communications Center of all incidents requiring the Emergency Services,

giving details of the circumstances, access location and known hazards, eg, dangerous goods involved.

- The relevant PRAs Command Control or Communications Centre should immediately inform IE Central Traffic Control at 01 8555454 of any attendance to the railway by the Emergency Service.
- IE will despatch IEIO to all incidents where the Emergency Services are attending and give an estimated time of arrival for the IEIO.
- Upon arrival at the incident each Emergency Service will inform their respective Controls of the rendezvous point location.
- Where possible, the emergency services will await the arrival of the IEIO before entering the track area.

At all incidents the IEIO will be the lead rail representative, co-ordinating the rail industry input and providing site-specific information. The IEIO will be readily identifiable (fluorescent tabard) and make themselves known to the Emergency Services On Site Controllers.

Following an assessment of the situation on site all requests for:

- Trains to run at caution, or
- Trains to be stopped, or
- Traction electric power to be switched off and any subsequent isolation

Will only be made by the Emergency Services to IE Central Traffic Control via their respective Emergency Services Command Control or Communications Centre, unless the IEIO is on site and assumes that responsibility.

Where a request has been made for any of the above;

IE Central Traffic Control will confirm to the Lead Agency's Emergency Service Command Control or Communication Centre when the request has been implemented.

Note: Until such time as confirmation of closure or switch off from CTC is received it must be assumed that the traction electric power remains live and lines remain open to the passage of trains.

The Emergency Services will inform IE Central Traffic Control of any incident they are attending which, although not on the railway, has potential, at some point during operations, to impact on train movements or safety.

Each Emergency Service will inform IE Central Traffic Control, via their Command Control or Communications Centre, that the incident is completed and all their personnel are at a place of safety.

Emergency Services personnel will wear high visibility clothing when on the railway. It is recommended that all PES are made aware that it is best to walk casualties away from, rather than past the incident site to safety.

Consideration should be given to the role of the Garda helicopter for reconnaissance and /or scene lighting, although the limitations of its use during inclement weather would make it inappropriate to draw up plans which were reliant on its attendance.

3.9 Informing the Public

The Local Co-ordination Group should take over the task of co-ordinating the provision of information to the public as soon as it meets. This activity should be co-ordinated by the lead agency. The Local Co-ordination Group may establish a sub-group for this purpose and use all available channels to make concise and accurate information available. This may include the use of dedicated “help-lines”, web-pages, Aertel, automatic text messaging, as well as through liaison with the media.

3.10 The media

Depending on where the emergency occurs, the lead agency L/A will set up a media centre at a suitable distance to the site. A dedicated media group made up of a Media Liaison Officer from each principal response agency, I.E Media personnel and media representatives from all stake holders will co-ordinate and control the media strategy. The local coordination centers media liaison group will coordinate press briefings, interviews, media releases and photographic opportunities in consultation with the on site Co-ordinator & On site media liaison teams. This process is designed to insure accuracy and consistency of information. Where appropriate, the Government Press Secretary, in conjunction with the press office of the lead Department, will co-ordinate communications with the public/media at national level.

Staff should be identified early to deal with the media calls within established ground rules for releasing information - the media pressure & volume of calls should not be underestimated.

3.11 Survivor Reception Centre

Emergency reception centres are where people who have been directly involved or affected by the accident (but who are not injured) can go to get help and be reunited with friends and relatives. These reception centres also allow Gardai/ The Railway Accident Investigation Unit (RAIU) to get details of people involved as they begin to investigate the incident. The lead agency L.A will be responsible for establishing and staffing the survivor reception centres.

The following section outlines the roles of IE Staff on discovery or informed of a potential major emergency.

3.12 Iarnrod Eireann Roles following Declaration of an Emergency

3.12.1 Traffic Regulator

- decides the likely gravity and confirms that the site is being protected;
- establishes location and reference point for the site, and likely access points;
- advises the relevant on-call personnel to take action;
- immediately acts as Emergency Director until relieved of that role;
- reminds 'On Call' persons to arrange 'freezing' and withdrawal of data recordings in the relevant installations including rolling stock.

3.12.2 Duty Manager CTC

- arranges the immediate 'freezing' and withdrawal of data recordings in the CTC;
- sends a general text message asking competent people in the immediate vicinity to divert to the site, advising their intentions to the CTC.

3.12.3 IE Incident Officer (Local District Manager/Station Manager)

(Will respond to On Site Coordination Centre.)

In the case of events affecting trains and passenger stations, the On-Call Person for Operations for the affected location will always assume the role of Iarnród Éireann Incident Officer (IEIO). This will generally be the Local District Manager or Station Manager.

The key duties of the IEIO are:

- Taking charge of the railway interests at the site;
- Assist the on-site Co-ordinator and other Controllers of Operations with the immediate response.
- Partake in co-ordination activity at the On-site Co-ordination Centre established by the lead agency
- Advise on suitable location and assistance in establishing the On-Site Coordination centre.
- Co-ordinating all railway personnel;
- Maintaining a regular flow of information to Public Relations and the IE Emergency Director;
- Making preliminary investigations as to the cause;
- Following consultation with On site Co-ordinator and Garda Controller of Operations, securing perishable evidence and its preservation;
- To mobilise IE special equipment to assist the PES – See 3.13 below

The designated person will wear, when fulfilling the role of IEIO,

- a high visibility reflective vest or jacket; tabard of yellow reflective material bearing the words IE Incident Officer in black.
- Red safety helmet
- Other Railway officials will wear a high visibility reflective vest or jacket;
- White safety helmet

See also 3.15 below on support arrangements for IEIO

3.12.4 IE General Manager. General Managers (South & West, North & East, DART, Rosslare Europort)

In general these are the IE staff who will respond to Local Coordination Centres

This post is intended to take a wider view than the IEIO on the site, in order to support and co-ordinate the resources of the company as a whole. This post is intended to take a strategic overview. These posts report to the Emergency Director during an emergency and will deploy staff to arrange matters such as:

- Activates local and Departmental Emergency Plans for additional locations, if needed;
- Appoints a Customer Care Coordinator, or undertakes the role himself;
- Directs the IEIO on the gathering and preservation of perishable evidence;
- Assist/Liaise with the chair of the Local Co-ordination Centre to decide strategy for train services/road services, including diversion of traffic at source or creation/implementation of a Contingency Train Plan;
- Assist/Liaise to ensure adequate crowd control at stations where trains are being temporarily turned round;
- Decides possession strategy for recovery and reinstatement;

3.12.5 Emergency Director (Operations Manager, HQ)

For operations based emergencies the Operations Manager HQ undertakes this role. For other emergencies the Head of Department for the owning Department will carry out this role. This means the Emergency Director will not normally go to the site, but will set up an information and decision centre at a Departmental headquarters office or, less likely, at a Divisional/District Office.

3.12.6 Manager, Corporate Communications

This post acts as the point of focus for the media and the public image of Iarnród Éireann. To insure consistency and accuracy of information all statements to the media at this level should be cleared with the chair of the Local Co-ordination Group.

- Advises the media of the contact person for their media activities;
- Advises the telephone number of the public information Helpline in collaboration with the Local Coordination Group

- In Conjunction with Local Coordination centre manage formal press calls and conferences;
- Directs other Managers in regard to media activities;
- In serious accidents or where there has been loss of life, issues a prepared statement on behalf of the Chairman of the Iarnród Éireann Board following consultation with Local Coordination Group.

3.12.7 Manager Corporate and E-marketing

The Manager Corporate and E-marketing in Conjunction with an Garda Siochana Casualty Bureau.

- Organises and staffs the emergency public information Helpline and Website
- Keeps IE staff informed of developments.

3.12.8 Project Manager (Recovery)

- The prime role of this post is the co-ordination of Iarnród Éireann and external resources to reinstate the operations or production.

3.12.9 Chief Executive

- Establishes early liaison with the Lead Government Department and relevant most senior officials of state and local government and with the heads of the Principal Response Agencies;
- Arranges for liability, legal and public relations representatives to be present with Senior Management during discussions post accident.

3.13 Mobilising Specific resources to assist PES

In the event of an emergency the full plant, labour and technical resources of the Infrastructure Department can be mobilised. Central Traffic Control (CTC) maintains the personal and mobile phone contact numbers for all front line staff organised on both a Divisional and District basis. The major resources in the event of an emergency are the emergency services; fire brigade, ambulance and gardai. Additional resources such as plant or catering facilities can be bought in from contractors if required. Response times for Company staff and the emergency services form part of the local

emergency plans. All infrastructure equipment is maintained and serviced on a regular basis and available for immediate use. The local plans cover provision of emergency Generators.

3.14 Site Access

All persons having business on the site may only enter it after having been authorised by the On-site Co-ordination Group. This applies to all Iarnród Éireann staff as well as external people, but will be taken as clearing the IEIO and support staff automatically.

3.15 IE Site Control Centre IE support staff

- Is the base on site for the IEIO support staff;
- May be a station office, a signal cabin, a car, or emergency caravan, as appropriate;
- Should be clearly identified and made known to the principal emergency services;
- Should establish good communication link with IEIO
- Should be given a grid or other reference point by the CTC;
- Must have a person to answer phones, to keep a diary of messages, to record arrival, briefing, and departure of people at the site, and to keep ‘chain of custody’ records.
- Chain of custody arrangements means that items must be sealed to prevent tampering and must be signed for by the person who holds them and the next person to receive them.

3.16 Collection and Preservation of Evidence

Several independent investigations are likely to be initiated following a railway major emergency. Investigators from IE and the railway safety commission should liaise with on the site coordinator and controller of operations for the Garda Síochána on arrival to incident site.

The IEIO must bear in mind, among his other pressing responsibilities, that the opportunity to gather vital evidence on site can quickly disappear. The IEIO must

therefore in conjunction with the controller of operations of the Garda Siochana and the on site coordinator

- establish quickly if anyone else is present who can be entrusted with this task on the basis of particular knowledge and experience;
- where necessary, undertake the duties himself; these will include; noting and marking the position of key components, and preventing their removal until this is done. This includes the position of control levers, dial readings, the boundaries of leakage/spillage; recording immediately the perishable evidence which will disappear with the passage of time or weather (e.g. temperature of wheels, skidmarks or derailment marks on rails); freezing and withdrawal, under chain of custody arrangements, of data recording tapes or discs.

3.17 IE Emergency Telephone Centre

IE Emergency telephone centre may be activated in the event of Rail emergencies. Coordination of emergency telephone numbers, casualty information and contact with relatives is primarily a function of An Garda Siochana. Initiating the IE emergency telephone centre should be coordinated with the Local Coordination Group and principally An Garda Siochana Local Controller of Operations. To avoid confusion a single “casualty information” emergency number will be provided to the Public during a Major emergency.

The IE Emergency Telephone Centre can provide members of the public with information on revised train schedules, alternative transport arrangements etc.

3.18 Recovery

3.18.1 Recovery Plan

The restoration of rail infrastructure and operating services is primarily an IE function, and the Local Co-ordination Group will return possession of the site to IE as soon as Garda investigations are completed. Recovery on site falls to various specialists, a Project Manager IE will be appointed and will coordinate the recovery phase with the Local Coordination Group. The clearance of wreckage, demolition of damaged buildings, and restoration of infrastructure will be handled as a unified Project.

The investigation into the means of preventing a recurrence is an important part of the restoration process. The Professional Heads of Department and the Emergency Director will assess the risks of a recurrence before the reinstatement of normal working, whatever the nature of the accident.

3.18.2 Reinstatement of Normal Working

In Consultation with the Local Coordination group and when the Emergency Director is satisfied that normal working can be resumed; he/she will agree a precise time and date with the Project Manager (Recovery), the IEIO and the investigators, Where train workings are concerned the Control Office will promulgate the Notice of Resumption and oversee the smooth transition.

3.19 Familiarisation, Training and Exercises

It is beneficial for the PES to see at close quarters in advance of any emergency rail rolling stock, locomotives, special equipment, bogeys, the rail network, access points etc, etc. IE will facilitate local requests from the PES in this regard, and similarly if new or specific issues arise, the PES will facilitate familiarisation programmes proposed by IE.

IE will try to facilitate the PES where training courses involving rail incidents are proposed. Similarly PRAs in Regions will contact IE in good time where exercises involving rail incidents are proposed, as part of the region's structured exercise programme. IE will liaise with Regional Working Group Chairs in the first instance if they would like to stage a rail exercise involving PRAs.

The appropriate rail traffic control centre should be informed in advance and on the day whenever manoeuvres or emergency drills are to be carried out near the track. The Safety Managers of Iarnród Éireann or Veolia Transport should also be contacted in advance. Training and familiarisation visits are an inter-rail part of preparation for an emergency event and should be coordinated locally and regionally.

3.20 Testing IE response procedures

Response procedures including those under the Major Emergency Framework provide for response by the three principal emergency services. An IE major emergency exercise is carried out annually. This is staged at a different location each year. Other theoretical table top exercises are carried out as required on a periodic basis triggered

by specific events or needs within a department. For example; change of safety personnel. On average 1-3 table top exercises are carried out annually throughout the Company. The Chief Safety & Security Officer organises an annual Emergency seminar where staff are briefed on up-to-date safety policy. The principal response agencies are invited and participate in this training programme. Staff are trained in emergency procedures, for example Fire Marshall training, evacuation exercises. All train crew are trained to deal with emergency situations including the evacuation of passengers from a train. The Company has prepared a draft Railway Standard describing in detail its strategy for fire safety in premises including stations, depots, infrastructure and rolling stock. In accordance with Company Standard 4 and associated Railway Standards, incidents will be investigated with a view to learning lessons that may result in improvements to emergency and contingency plans.

Appendix 1

Glossary of Terms and Acronyms

Hazard Any phenomenon with the potential to cause direct harm to members of the community, the environment or physical infrastructure, or being potentially damaging to the economic and social infrastructure.

Hazard Identification A stage in the Risk Assessment process where potential hazards are identified and recorded.

Hazard Analysis A process by which the hazards facing a particular community, region or country are analysed and assessed in terms of the threat/risk which they pose.

Impact The consequences of a hazardous event being realised, expressed in terms of a negative impact on human welfare, damage to the environment or the physical infrastructure or other negative consequences.

Lead Agency The principal response agency that is assigned the responsibility and mandate for the coordination function.

Likelihood The probability or chance of an event occurring.

Principal Emergency Services (PES)

Principal Response Agencies (PRA)

Risk The combination of the likelihood of a hazardous event and its potential impact.

Risk Assessment A systematic process of identifying and evaluating, either qualitatively or quantitatively, the risk resulting from specific hazards.

Risk Management Actions taken to reduce the probability of an event occurring or to mitigate its consequences.

Risk Matrix A matrix of likelihood and impact on which the results of a risk assessment are plotted.

Acronyms

HSE	Health Services Executive
MEF	Major Emergency Framework
PPE	Personal Protective Equipment

Appendix 2
Classification of Incidents by Iarnród Éireann

Category A	Category B	Category C	Category D
Actual or Potential Consequences :-	Actual or Potential consequences :-	Actual or Potential consequences :-	Actual or Potential consequences :-
Loss of life (except Apparent suicide)	Serious injury or illness (14 or more days lost time)	Injury or illness (Less than 14 days lost time)	Injury not requiring Medical attention
Serious injury or illness to several people	Loss of equipment, material or environment between €100,000 and €1 million	Loss of equipment or material or environment between €10,000 and €100,000	Loss of equipment, material or property damage less than €10,000
Extensive loss Of equipment, material or environment in excess of €1 million	Collision, other than on running line	Road accident Without injury	
Derailment on or affecting a running line	Severe fire other than in train	Derailment, other than on or affecting a running line	
Collision on running line	Signal Past At Danger (SPAD)	Any minor fire in train or building	
Severe fire in train Road/rail impact Dangerous goods involvement			

Appendix 3

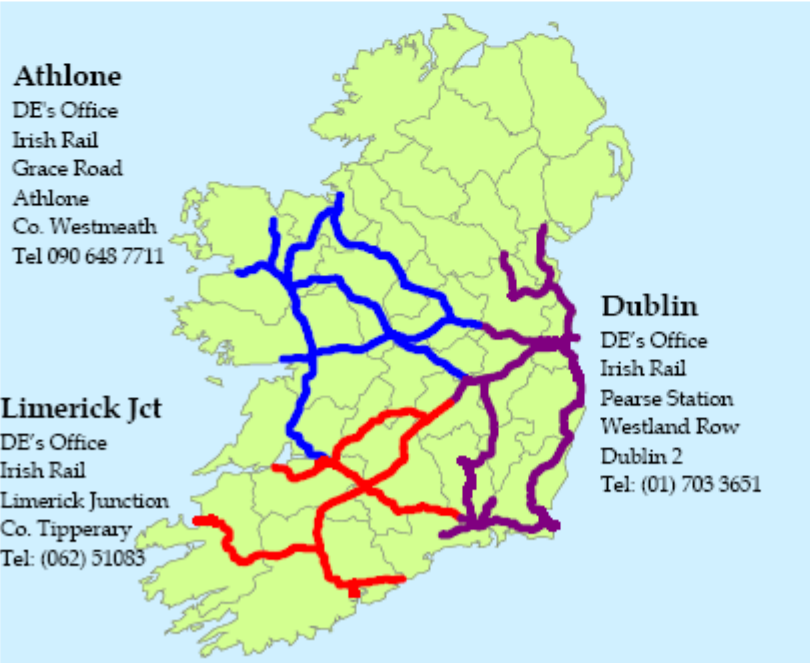
Types of Investigation

Four types of investigation are conducted within Iarnród Éireann. These reflect the category of the undesired event and the frequent need to involve more than one Department (i.e. a “Joint Inquiry”). The following table indicates how this will apply;

Category	A	B	C	D
Level of Investigation	Joint Inquiry	Joint Inquiry	Departmental Inquiry	Local Inquiry
Type of Remit	Specific	Specific	General	General
Normally Led By	CS&SO Chief Investigator or Head of Dept.	Senior Manager	Line Manager	Supervisor
Normally Appointed By	Chief Exec., CS&SO or Mngr. Ops. HQ	Head of Department	Senior Manager	Line Manager

Appendix 4

KEY CONTACT POINTS

General
Emergency services (24-hour): 999 on any public or fixed land line or 112 on a mobile telephone
Railway Safety Commission
Complaints Officer info@rsc.ie Tel : (01) 206 8110
Bord Gáis
Bord Gáis Emergency Line (24-hour): Tel: 1850 20 50 50
ESB Networks
ESB Networks Emergency Line (24-hour): Tel: 1850-372-999
Iarnród Éireann
Iarnród Éireann Central Traffic Control (24-hour) (01) 855 5454.
Iarnród Éireann Electrical Control (DART area) (01) 878 7035.
Divisional Engineer (DE) as appropriate:
 <p>The map shows the railway network of Ireland with three specific DE office locations highlighted:</p> <ul style="list-style-type: none"> Athlone: DE's Office, Irish Rail, Grace Road, Athlone, Co. Westmeath, Tel 090 648 7711 Limerick Jct: DE's Office, Irish Rail, Limerick Junction, Co. Tipperary, Tel: (062) 51083 Dublin: DE's Office, Irish Rail, Pearse Station, Westland Row, Dublin 2, Tel: (01) 703 3651

Principal Engineer Track and Structures Iarnród Éireann Track and Signals HQ Inchicore Dublin 8.
Manager Safety and Security Iarnród Éireann Connolly Station Dublin 1.
Luas
Luas - Central Traffic Control (24-hour) (01) 467 3040.
Veolia Contract Manager Veolia Transport Ireland Limited Luas Depot Red Cow Roundabout Clondalkin Dublin 22 Tel: (01) 461 49 10 Email: maintenance@veolia-transport.ie .
Safety Manager Veolia Transport Ireland Limited Luas Depot Red Cow Roundabout Clondalkin Dublin 22 Tel: (01) 461 49 10.
Alignment Design Railway Procurement Agency Parkgate Business Centre Parkgate St. Dublin 8. Tel (01) 6463400 or FREEFONE 1800 67 64 64.

Communications Manager
Veolia Transport Ireland Limited
Luas Depot
Red Cow Roundabout
Clondalkin
Dublin 22
Email: Luascustomercare@veolia-transport.ie
Tel: (01) 461 49 10
Freefone: 1800 300 604
Fax: (01) 461 4992.

Appendix 5

IE Principal Services

Mainline Passenger Services

Operate between Dublin and Rosslare Europort, Waterford, Cork, Tralee, Limerick, Galway, Westport and Sligo. The Enterprise service, operated jointly with NIR, provides a mainline service between Dublin Connolly and Belfast.

Commuter Services

Operate between Dundalk and Gorey, between Dublin Connolly and Maynooth, Mullingar and Longford, between Dublin Heuston and Kildare, Portlaoise and Carlow using diesel traction. Electric commuter services operate between Malahide, Howth and Greystones.

Cross country services

Operate between Limerick and Rosslare Europort via Limerick Junction and Waterford. Local services also operate between Ballybrophy and Limerick via Nenagh, between Cork and Cobh, Limerick and Ennis, Manulla Junction and Ballina, Athlone and Galway and between Cork, Mallow and Tralee.

Freight services

Operate as follows:

Bulk Cement; Platin and Limerick to Cork, Tullamore and Waterford

Shale; Kilmastulla Siding (between Birdhill and Nenagh) to Limerick Cement Factory

Mineral Ore; Tara Mines to Dublin Port

Pulpwood; Ballina to Waterford, Westport to Waterford, Sligo to Waterford

Unit Load; Ballina to Waterford Port

This Protocol has been prepared in consultation with various stakeholders and with reference to the following documents.

- Act No. 31 of 2005, *Railway Safety Act 2005*.
- Amendment of Transport (Railway Infrastructure) Act 2001
- Company safety standard NO. 10
- Railway Safety Guidance Volume 5 Emergency Services
- Heuston Station Fire Safety & Evacuation Manual
- Irish Rail Safety management system 3rd Edition