Incident Command

The Incident Command System (ICS) is a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective.

Customer Perspective

Playbook for Incident Response

Website, Social Media and Press Releases
Incident Command (SOP)

- Updated IC SOP and Identified Players and Roles
  - Train Crew – will establish initial incident command and will be in charge until relieved; make initial assessment

Incident Command (Cont.)

- Transit Police – will take command upon arrival and will set a unified command with Caltrain as a liaison until command is transferred back to Caltrain
Incident Command (Cont.)

EMS, Fire, Coroner and/or environmental will be dispatched as needed

Incident Command (Cont.)

Caltrain will mobilize assets to the site to mitigate service disruption (tow truck, crane, track repair equipment ... )
Incident Command (Cont.)

- Caltrain will look for options to continue service (slow order, single tracking, bus bridge, turn trains) based on the crew initial assessment.

Single Tracking around an incident  Bus Bridge around an incident area

Incident Commander

Check List provided and in possession with all crew members (check list will establish initial IC and will accompany any transfer of IC).

9/27/2016
Incident Notification and Update

- VMS (Stations and platforms)
- Conductor Announcements (onboard)
- Website (Caltrain, 511 . . . )
- Social Media (Facebook, Twitter, Instagram . . . )
- Press

Lesson Learned from Past Incidents (FY16)

- July 6, 2016 (1st Incident)
  - Train 269 Vehicle Strike at MP 24.8 (Whipple Ave.)
    - Crew performed initial assessment of incident (equipment, track, crossing . . . ) in order to determine if it is safe to continue service
    - Operator single tracked around the incident area immediately

- July 11, 2016
  - Train 102 Vehicle Strike at MP 14.8 (North of Broadway Ave. / 15.0)
    - Conductor asked for relief
    - Train able to operate with an engineer and assistant conductor
• July 21, 2016
  ○ Train 138 Vehicle Strike at MP 15.03 (Broadway Ave.)
    » Caltrain staff responded to the scene and thanked the engineer and conductors for their cooperation to operate the train to the terminal destination

• August 5, 2016
  ○ Train 329 Trespasser Strike at MP 47.51 (Virginia St.) (Cyclist)
    » We don’t have to wait for environmental if the person and/or article has been removed / mitigate unnecessary delay

Lesson Learned from Past Incidents (Cont.)

• August 12, 2016
  ○ Train 195 Trespasser Strike at MP 47.51 (Virginia St.)
    » Streamlining the incident response and notification / incident response was completed in 30 minutes
  ○ Vehicle on Track at MP 25.88 (Chestnut St.)
    » Trains instructed to advance to the crossing

• August 13, 2016
  ○ Vehicle on Track at MP 0.62 (Mission Bay Dr.)
    » Transit Police put a hold on both tracks but were not at the scene
    » Incident command transferred to SF PD who were at the scene and single tracking opened as a result
Lesson Learned from Past Incidents
(Cont.)

- August 21, 2016
  - Vehicle on track at MP 37.82 (Mary Ave.)
    - Train 427 instructed to advance to the crossing
    - Conductor walked the train and was able to provide initial assessment

Questions?

The End