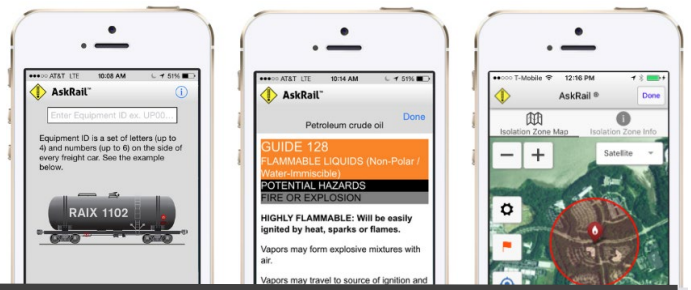




# AskRail®



## Freight railroads train tens of thousands of first responders each year.

For decades, freight railroads and first responders have shared a fundamental commitment to the safety of the communities they serve nationwide. Each year, railroads work with government and industry partners to train first responders on responding to a hazmat by rail incident safely and quickly.

In 2023 alone, freight railroads will train roughly 20,000 first responders in local communities nationwide. In addition, the industry will train 2,000 first responders at the Security and Emergency Response Training Center ([SERTC](#)) in Pueblo, Colorado, the industry's hazmat response training facility which was recently updated with new and enhanced scenario planning and training.

## For nearly 10 years, railroads have provided AskRail to qualified first responders.

The [AskRail](#) app — launched in 2014 — is a collaboration among America's Class I railroads, Amtrak, the International Association of Fire Chiefs, Railinc and the Association of American Railroads (AAR). As a backup to the train's consist and conductor, the app provides first responders immediate access to accurate, timely data about what type of hazardous materials a railcar is carrying so they can make an informed decision about how to respond to a rail emergency.

Accessible through a secure verification process, AskRail is only available to qualified emergency responders and Emergency Communication Centers (ECCs). U.S. freight railroads actively promote the app to qualified emergency responders who have completed rail emergency training sponsored by one of the Class I freight railroads or at SERTC. In addition, railroads offer the app to known emergency responders along their routes.

## Railroads continue to expand access to AskRail.

AAR, in partnership with emergency management agencies in Sumner County, Tennessee, have piloted the addition of AskRail data to their emergency management dispatching system to ensure all first responders have accurate, timely information in the event of a rail emergency. By training and working with dispatch centers, every first responder who arrives at the scene of a rail emergency can be assured they will have the right information to respond to the incident effectively. AAR's Hazmat Committee and its AskRail Task Force, consisting of representatives from railroads, emergency management agencies and first responders, also developed a new training module specifically for ECCs on effectively using the AskRail app to support first responders and emergency planners.

The Sumner County test pilot is just the freight rail industry's first step to expand access to AskRail. Railroads are working on running a similar pilot in Canada before the program is rolled out to emergency communication centers across North America.

## App Features

- Use a simple railcar ID search to see whether a railcar on a train is carrying hazmat and to view contents of entire train.
- View a map of nearby railroad mileposts, grade crossing locations, schools, hospitals and more and follow instructions for where to establish isolation zones.
- Access the DOT Emergency Response Guide and find emergency contact information for all Class I railroads, and Amtrak and available shortlines.

## How to Request the App

For security reasons, only qualified emergency responders who have completed rail emergency training sponsored by one of the Class I freight railroads or at SERTC can download and use the restricted features in the AskRail app. In addition, railroads can offer the app to known emergency responders along their routes. The industry encourages state and local Emergency Communications Centers (ECCs) to integrate AskRail into operations.

1. Download the app from the Google Play Store, the Apple App Store or the Windows Desktop Application. If you are an ECC and would like a webapp version, contact 1-877-724-5462 or [support@askrail.us](mailto:support@askrail.us).
2. Complete the registration process in the app on your device. If you are a first responder, we strongly recommend using a government or firehouse email address. For ECCs, use a registration email dedicated to the ECC that will not change with staffing. Select the primary Class I Railroad that serves your area and submit it for approval.
3. Once you receive a confirmation email and click the verification link, your application will be sent for approval. ECCs can contact the above number or email for assistance in expediting approval. ECCs will also receive an overview PowerPoint to help train their staff on using the app.
4. Once you have been approved to use the app, the app will become fully functional and ready for use.

## Terms of Use

- Users should only use the AskRail app for training and when responding to a rail incident.
- When using the AskRail app at the scene of a rail incident, users should try to secure the most up-to-date shipping papers (consist) directly from the train crew or the railroad.
- Users should periodically launch the AskRail app to check for version updates and download the new version if available.
- Users should contact the sponsoring Class I railroad immediately under the following circumstances: (1) If they transfer to a new emergency response agency or leave their current position. (2) If their mobile device is lost or stolen. (3) If they suspect that someone is misusing the AskRail app.

## QUICK FACTS

- Nearly 50,000 responders have access and thousands more are covered by their Emergency Communication Center's use of the app.
- Saves valuable time and speeds up emergency response.
- Backup resource if information from the train conductor or train consist is not available.
- Full access only available to emergency responders who have completed rail emergency training sponsored by a Class I railroad or SERTC.
- Used by all North American Class I railroads and Amtrak.
- Available in English and French in the U.S., Canada and Mexico.

## CONTACTS

### TECHNICAL

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### UP

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*Please do not send any other communication to the railroad email addresses other than requests to use the app. Amtrak is not included on the contact list because they do not approve access to the app.*