All major railroads have emergency response teams that are on call 24/7 to provide local officials with access to information and other resources — from response equipment staged throughout the network to clothing for displaced families. Railroads' environmental consultants and contractors work closely with state environmental agencies to remediate any damage following an incident.

To ensure continued operations, railroads rely on comprehensive response plans developed and informed by relevant experts and past experiences. Information sharing between railroads and key government and security stakeholders, including the U.S. Department of Homeland Security and the Federal Emergency Management Agency, allows for early detection and mitigation of threats.

**First Responder Training**

Railroads prioritize safety through training, collaboration with government partners, and the AskRail app. Committed to protecting employees and communities, railroads annually train thousands of first responders and provide immediate hazmat information through the app developed in 2014. Maintaining hazmat safety teams, emergency hotlines, and partnerships with entities like FRA, PHMSA, TSA, and FEMA, railroads ensure a secure network for transporting goods, particularly hazardous materials.

**Community Planning & Hazmat Remediation**

When a hazardous substance incident occurs, railroads follow strict regulations and work closely with government agencies and safety experts to immediately contain the situation, protect the health and safety of citizens and the environment, remediate any impacts and carefully return to service. Railroads rigorously adhere to federal and state regulations for hazardous substance transportation, collaborating with regulatory agencies, deploying environmental experts, and actively engaging in monitoring and remediation to minimize hazmat incident impacts. Their commitment extends to supporting affected communities until resolution.
Security

Freight railroads, in collaboration with government agencies, maintain 24/7 monitoring of their physical and digital networks through a comprehensive Security Management Plan established in 1999. Continuously updated, this plan, developed in response to the 9/11 attacks, guides security measures and risk mitigation. With an intelligence-driven approach featuring four alert levels, over 130 North American railroads integrate the plan to enhance cybersecurity, especially for those transporting security-sensitive materials in high-threat urban areas.