



NTSB National Transportation Safety Board

*Office of Railroad, Pipeline and
Hazardous Materials Safety*

CN Emergency Communications System

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CN Emergency Communications

- From 7:35 p.m. to 7:52 p.m. 911 centers received multiple calls about washout conditions near Mulford Road
- No display of any emergency contact information at CN's signal bungalow located at the crossing
- Rockford 911 was busy handling weather-related emergencies and requested assistance from Winnebago County (WC) 911



CN Emergency Communications

- By 8:16 p.m. a sheriff's deputy was on scene to verify and report
- At 8:16 p.m. CN's Montreal Police Communication Center was advised "water has washed out tracks that do belong to you"
- 8:17 p.m. to 8:23 p.m. Montreal personnel verified the crossing location

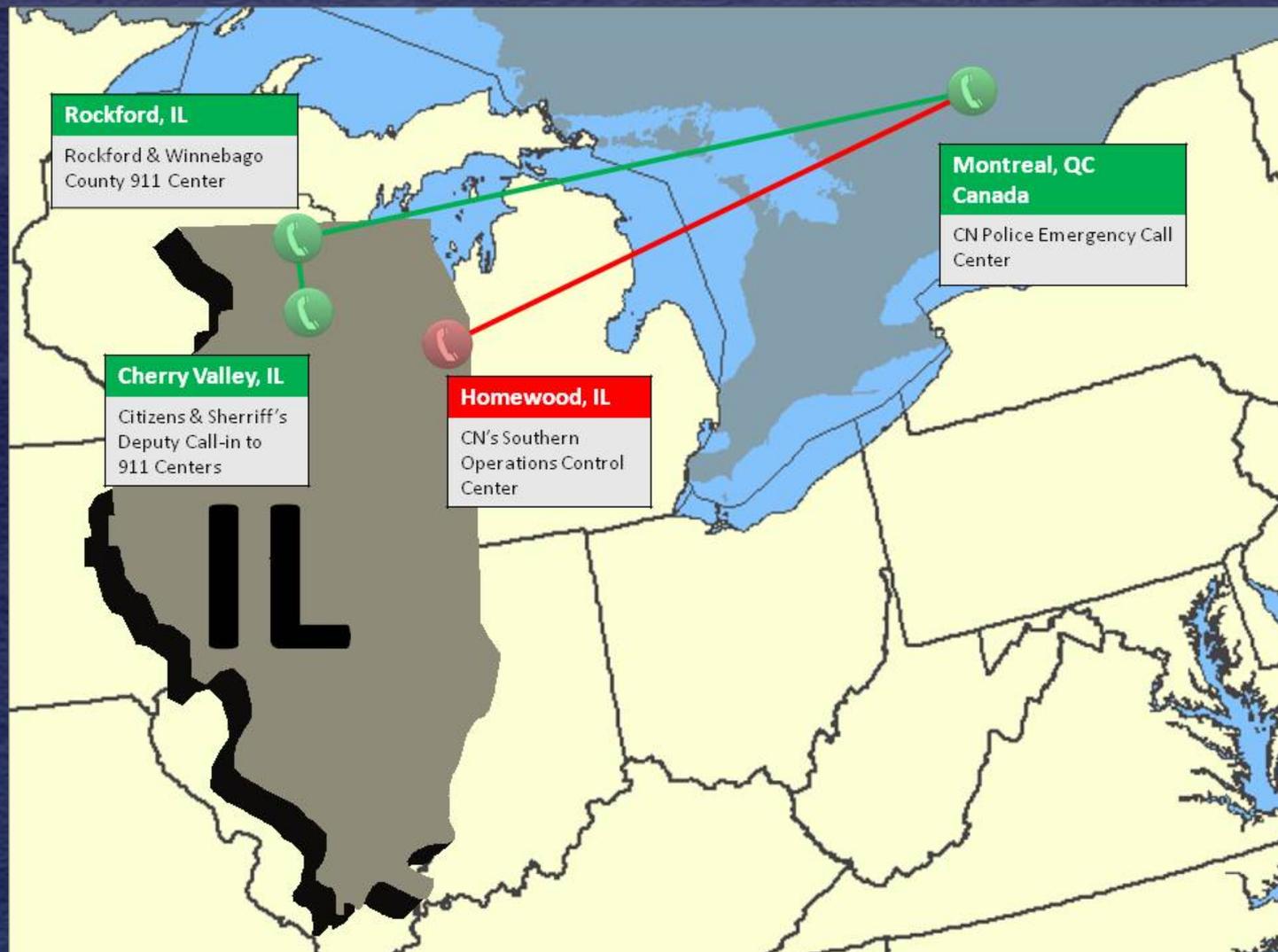


CN Emergency Communications

- 8:23 p.m. to 8:33 p.m. Montreal personnel failed to get through to Homewood
- At 8:32 p.m. Montreal called WC 911 to advise that CN would be “sending someone out”
- CN Montreal personnel did not use the “hot line” to reach Homewood personnel



CN Emergency Communications





CN Emergency Communications

- At 8:40 p.m. the RTC and chief dispatcher answered calls from Montreal
- When Montreal personnel contacted Homewood, they did not convey the term washout or the location of Mulford Road



Summary

Absence of emergency contact signage for citizens' use

Railroad would likely have been notified of the track washout earlier

Additional time may have allowed RTC to stop the train and prevent the accident



Summary

Montreal did not use the emergency “hot line” system

No rollover feature to forward unanswered phone calls to supervisors or managers

CN’s Montreal personnel were unable to prevent the derailment or mitigate the results



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