

Nashville Regional Transportation Authority
(NRTX)

Music City Star Rail Commuter Service

CRITICAL INCIDENT STRESS PROGRAM

CFR PART 272

Effective March 4, 2016

(DRAFT)

PURPOSE

The purpose of the Music City Star (MCS) Critical Incident Stress Plan (CISP) is to promote the safety of railroad operations as well as the health and safety of railroad employees. It pertains to those employees who are directly involved in a critical incident by providing appropriate post incident support services, including appropriate relief, to the employees concerned. The CISP formalizes the past critical incident procedures developed and adhered to by our management and employees since the inauguration of MCS service in 2006.

COVERAGE

The CISP covers all Transit Solutions Group, LLC (TSG) employees subject to the Hours of service Act and who are involved in a critical Incident as defined below. TSG employees have no organized labor affiliations.

DEFINITIONS

CISP:

Critical Incident Stress Program.

Critical Incident:

An accident or incident reportable to FRA under 49CFR Part 225 that results in a fatality, loss of limb, or similarly serious bodily injury; or.

A catastrophic accident or incident reportable to FRA that could be reasonably expected to impair a directly involved employee's ability to perform his/her job duties safely.

Directly Involved Employee:

A railroad employee described in the coverage part of the CISP whose actions are closely connected to the critical incident.

Who witnesses the critical incident in person as it occurs

or who witnesses the immediate effects of the critical incident in person, or

Who is charged to directly intervene in, or respond to,

the critical incident.

Home Terminal:

Transit Solutions Group employees begin their tour of duty at the Music City Star facility located in the Nashville and Eastern Railroad yard in Lebanon Tennessee.

Transit Solutions Group, LLC:

Contract operator of Music City Star trains

RELIEF AND SUPPORT

Directly involved employees who are involved in a critical incident and desire relief will be provided relief as soon as practicable. On site relief will be offered by the TSG General Manager for the balance of the tour of duty after the employee(s) have completed all accident/incident tasks associated with safety of persons and “contemporaneous documentation” as covered in the Passenger Train Emergency Preparedness Plan (EPREP). Relief options will be outlined to the employee on site as covered in the CISP.

Relieved employees will be offered timely transport to their home terminal and such transport will be provided

if desired by the employee. Counseling, Guidance and other support are available through arrangements with the Vanderbilt University, School of Medicine, Department of Psychiatry. Arrangements at Vanderbilt can be made by calling 615-936-3555

Relief for subsequent duty will be granted as may be necessary and reasonable if requested directly by the affected employee. A Directly Involved Employee will be permitted up to three days leave from normal duty as may be necessary and reasonable to receive professional preventive services or treatment related to the incident

. Added leave can be granted provided the employee's clinical diagnosis supports the need for additional time off or added time for treatment as prescribed by a health care professional. Accordingly, additional leave beyond three days will be permitted, as may be necessary and reasonable, to receive preventive services and/or treatment related to the incident. This applies provided the employee's clinical diagnosis supports the need for additional time off or the employee is in consultation with a health care professional related to the incident. Further, such health care professional supports the need

for additional time off in order for the employee to receive preventive services and/or treatment related to the incident. Accordingly, the TSG General Manager may request certification from the health care professional (certified EPA professional, personal physician, clinical psychologist, or licensed clinical social worker) to the effect that more time and/or treatment is needed to bring about the desired outcome for the employee concerned.

TRAINING

The Music City Star commuter rail service is in its tenth year of operation. This is accomplished by TSG with a General Manager supervising seven to nine employees. We have had a number of critical incidents in that time including two train assisted suicides, two grade crossing accidents involving loaded dump trucks (not fatal), and grade crossing accidents involving automobiles/light trucks (not fatal). In each instance assistance, that closely parallels the above, was offered to each of our employees. Leave was granted in each instance and in two of the incidents, the suicides, professional treatment was offered and accepted by two employees with excellent results. We have exercised a non-intrusive compassionate approach with our employees in each

instance. We look upon each of our employees as “family”. This does not mean we cannot do better. Accordingly, we look forward to reviewing the requirements of FRA’s new training regulation and implementing same.

ADMINISTRATION

Authority with jurisdiction and implementation over the CISP is vested in:

Mr. Terry Bebout, General Manager, Transit Solutions Group, LLC, 620 Knoxville Avenue, Lebanon TN 37087.
Office Phone: 615-466-2616

