

SAM SHORTLINE



Volunteer Handbook

The Safety and Comfort of Passengers is our Top Priority!

Revised March 18, 2010

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Introduction

Americans' love affair with trains reaches far back into our nation's history. For Americans, trains have provided so much more than transportation, they have fired our imagination with dreams of adventure and travel to distant lands. Passenger trains are often associated in our collective memory with glamour and romance. And anyone who has visited a depot or stood on a passenger platform to witness the well-rehearsed drama that unfolds with the arrival and departure of each passenger train will testify to an uncontrollable feeling of anticipation and excitement.

Fortunately, a new generation of Americans can share the excitement experienced firsthand by so many older citizens who remember the golden age of passenger trains. Today's excursion train operations, such as the SAM Shortline's, give younger Americans an opportunity to see for themselves the system of transportation that contributed immeasurably to our nation's growth and prosperity while firing its imagination. For older Americans, excursion trains give them the chance to make a nostalgic trip back in time. And for the excursion train volunteers, there can be no greater reward for their hard work and dedication than knowing that they have played an important role in recreating the experience of passenger train travel for all to enjoy.

The SAM Shortline deeply appreciates your support and dedication, and we hope that this handbook will provide enough information to make your experience as a volunteer safe and enjoyable.

Lee Kinnamon, Chairman
Southwest Georgia Railroad Excursion Authority

Chief Conductor
SAM Shortline Excursion Train

A Brief History of the SAM SHORTLINE

The mainline operated today by the Heart of Georgia Railroad and used by the SAM Shortline's passenger trains has an interesting history that reaches back into the late 19th century. In fact, the name "SAM Shortline" derives from the original railroad's name, the Savannah, Americus and Montgomery, and from the name of the line's founder and president, Colonel Samuel Hugh Hawkins, a prominent 19th century Sumter County capitalist.

The Dream Emerges

While Georgia's existing railroads were busy rebuilding and expanding their lines following the Civil War, many schemes for new railroads were being developed by both honest and dishonest entrepreneurs during the post war era. In 1866 alone, the Georgia General Assembly granted charters to ten new railroad companies. Of those chartered, only six of the proposed lines were actually constructed.

The only railroad serving Sumter and surrounding counties prior to and immediately after the Civil War was the South Western Railroad, which was organized in Macon in the late 1840s, reached Americus by October 1854, and entered Albany through the purchase of additional track constructed between 1856 and 1857 by the old Georgia and Florida Railway. (The Georgia and Florida Railway, which sold out to the South Western, had no connection to the later railroads of the same name.)

The coming of the South Western Railroad in the early 1850s caused Americus to boom prior to the Civil War. In 1869, the Central Railroad and Banking Company leased the 258-mile South Western Railroad, which included the South Western's line from

Smithville, Georgia that would cross the Chattahoochee River and make connection with Montgomery, Alabama by 1870.

Facing no competition in Southwest Georgia and virtually no government regulation, the South Western, and its lessee, the Central Railroad, were able to charge what Sumter County residents believed to be “unjust tariffs,” thus causing a decline in business. Americus men responded by petitioning the State Constitutional Convention of 1868, asking that it give the General Assembly broad regulatory powers over the railroads.

Chief among those protesting the Central’s unfair rates in the 1870s and early 80s was Samuel H. Hawkins. Hawkins, a successful lawyer, banker and civic leader, advocated the establishment of a state railroad commission to regulate tariffs. The Central of Georgia retaliated by removing the name Americus from its system maps and instead designating the growing town as “Way Station Number Nine.”

In addition to calling for government regulation, many leaders in Sumter and the surrounding counties of Schley, Webster, and Stewart began proposing the construction of new lines that would allow them to ship and receive directly by rail rather than moving freight to and from Americus by wagon.

During the early 1880s, the combined prospects of Americus losing the wagon trade of nearby planters and being by-passed by new railroad lines caused great alarm among farsighted business and community leaders like Samuel H. Hawkins. Thus Hawkins, along with other wealthy Americus investors, organized the Americus, Preston and Lumpkin Railroad in 1884 to ensure that Americus would continue to dominate the region’s trade. The AP&L would be Georgia’s only railroad constructed entirely with

local capital.

A Construction Boom

The original charter of the AP&L called for a narrow gauge or three-foot line to be built from Americus west to Preston and Lumpkin, both of which were county seats without railroads. After reaching Lumpkin in 1886, the charter was amended, allowing for an extension to be built from Lumpkin north to Louvale and from Americus east to Abbeville, on the Ocmulgee River. By 1889, the railroad began operating steamboats down the Ocmulgee and Altamaha Rivers to Savannah and Brunswick by way of Darien.

Hawkins' and his associates' dream expanded significantly in 1888 when they decided to convert the narrow gauge line to standard gauge (4 ft. 8 1/2 in. between the rails) and extend it both east and west to create a direct route between Montgomery, Alabama and Savannah, Georgia. In the same year the road was appropriately renamed the Savannah, Americus & Montgomery Railway, or SAM. Upon its completion the SAM's mainline would stand at 340 miles in length.

The effect of the new railroad's arrival in the rural areas east and west of Americus was immediate. Villages and towns sprang up overnight. Many were planned directly by the railroad and its holding company. The Americus Investment Company established Cordele in what was then Dooly County, Dooly County being divided to create Crisp County in 1905. The new town of Cordele was named in honor of Sam Hawkins' wife and his eldest daughter, both of whom were named Cordelia.

Following the SAM's arrival, Cordele quickly became known as the "Hub City" of the region, as three other railroad mainlines pushed through the new town—the Georgia, Southern and Florida (Norfolk Southern), the Albany, Florida and Northern (abandoned),

and the Atlanta, Birmingham and Atlantic (CSX).

The SAM also helped to spawn the development of towns in the sparsely populated lands east of Cordele. Growing settlements were given names like Seville, Rochelle, Rhine, Milan, and Lyons as a result of the Hawkins family's recent travels in Europe.

In Sumter County, the first new community to develop as a result of the AP&L Railroad was Plains. Three earlier settlements, The Plains of Dura, Magnolia Springs, and Lebanon, existed near the location of the railroad's projected mainline through western Sumter County prior to its arrival in 1885. As the tracks approached the Plains of Dura, residents of these settlements moved to be nearer the railroad. Milton Leander Hudson gave the land for the depot as well as the new town of Plains. He also served as the town's first postmaster and railroad agent.

The depot in Plains is a noteworthy survivor from the AP&L era, having made a brief comeback when it was reopened on April 18, 1975 to serve as Jimmy Carter's Presidential Campaign headquarters. It was also from this depot that the "Peanut Special" departed—a special Amtrak train that carried friends and supporters from Plains to the inauguration in Washington, D.C.

Though officially chartered in 1892, the town of Leslie began earlier as a tiny settlement in connection with the Bailey plantation east of Americus. Originally named Jeb for J.E. Bailey, the community's name was mistakenly corrupted by the post office into Job, a mistake not welcomed by residents. In 1890, the name was changed to Leslie in honor of J.W. Bailey's younger daughter.

Leslie grew rapidly as a result of the railroad. By 1907, the town of approximately 600 residents boasted a high school, 14 mercantile stores, a hotel, a wagon and buggy

manufacturing company, a hardware and furniture company, turpentine still, and a cotton gin and warehouse.

A short distance further east, the Americus Investment Company established the town of DeSoto, when it bought and subdivided a parcel of land owned by Samuel Hawkins since 1877 and began selling lots to the town's first citizens. The town's name derives from the legend that tells of the Spanish explorer Hernando DeSoto's stopping briefly in the area in 1540 and digging a well to provide his men and horses with drinking water.

Though the town of DeSoto was quickly becoming a community of some size following the railroad's arrival, a massive fire cut short that growth in 1906. Only a small portion of the business block was rebuilt, and the town never regained its original size. Interestingly, the depot, though moved a short distance from its original location, still stands in DeSoto.

Several smaller settlements such as Huntington, Cobb, Flintside, and Coney also developed along the SAM railroad in Sumter and Crisp Counties, often providing homes for railroad section gangs—groups of four to five railroad track workers that maintained a designated section of mainline under the direction of a foreman. Consisting of only a small depot, post office, and perhaps a store or two, communities such as these were very dependent upon the railroad for both their livelihood and their connection to the larger world.

In Americus, the result of the SAM Railroad's development was a second building and population boom, the likes of which had not been seen since the first boom in the 1850s. By 1890, the town ranked 8th in the state in terms of its population, which stood

at 6398 and represented a 75% increase over the town's population in 1880.

New businesses included the Americus Guano Company, the Americus Oil Company, the Americus Illuminating and Power Company, the Americus Construction Company, and the Americus Grocery Company, as well as the AP&L Warehouse and Compress Company. In 1891, the railroad constructed a large new shop facility on the east side of Americus, currently the location of the Heart of Georgia's yard.

During this era, in addition to many new downtown commercial buildings being constructed, a new county and city government complex was built. Moreover, the first electrically-driven streetcar company chartered in Georgia operated in Americus in 1890. But of all the new construction and development related to the boom of the late 80s and early 90s, the town's crowning achievement was the Windsor Hotel, opened in 1892.

Bust

The great boom was halted by the announcement of the SAM Railroad being placed into receivership on December 10, 1892. Unable to meet the January interest payments on the railroad's debt, local SAM investors were forced to take this drastic step to ensure that local obligations would be met before sending any money to pay northern creditors. The railroad was short on cash for a number of reasons, including a new state law limiting the issuance of railroad stocks and bonds, the new law coming at a time when the SAM desperately needed additional capital to cover the cost of building its expensive Montgomery extension.

As Americus began to see the SAM's crisis lead to the failure of the Bank of Americus and the Americus Investment Company, the railroad's conductors and engineers made matters worse by launching a strike to protest the fact that they had not

yet received satisfactory new contracts under the receivers.

As the situation grew more severe after the entire country experienced a financial panic in 1893, the Savannah Americus and Montgomery was finally sold in 1895 under foreclosure to a syndicate formed by the Richmond banking firm of John L. Williams and Sons and the Baltimore firm of Middendorf, Oliver and Company. The new syndicate, under the direction of John Skelton Williams, reorganized the SAM as the Georgia and Alabama Railway in 1896. Williams merged his railroad interests to form the new Seaboard Air Line Railway on July 1, 1900.

A New Century

From the turn-of-the-century until the onset of the Great Depression, railroads enjoyed a golden era during which lines expanded, railroad technology improved, and revenues grew. This was the era before the automobile came to dominate passenger travel and before the truck captured the freight business. It was a time when even the most remote hamlets in Georgia were connected to the greater world by passenger trains, a time when mail and express deliveries, as well as every other conceivable form of freight, moved by rail.

In Sumter and Crisp Counties, carloads of agricultural products such as grain, cotton, peaches, and watermelons were loaded at the numerous freight houses, packing sheds, and rural sidings along the Seaboard's mainline. The railroads also hauled various forest products and large quantities of fertilizer. By 1919, Plains was shipping 76 cars of hogs and cattle, a record number for the state at that time.

Until 1951, communities along the Seaboard enjoyed the ability to board one of the railroad's passenger trains and travel into Americus or Cordele to shop or conduct

business. Many of the counties' rural citizens rode trains 11 and 12, variously known as the "Shoo Fly," "Dummy" or "Butthead," the names Dummy and Butthead deriving from the Seaboard's cost-saving use of unusual rail motor cars over the lightly-traveled Savannah to Montgomery mainline. Though not great revenue producers for the railroad, these passenger trains provided a vital service to the rural residents of settlements such as Archery, the location of a Seaboard Air Line section gang and the boyhood home of former President Jimmy Carter.

Although the benefits of rail transportation were significant, the overall economic importance of the Seaboard Air Line in Sumter County cannot be measured solely by its role in providing transportation for the county's freight and passengers. The Seaboard was itself an employer of several hundred men and women in Sumter County during its peak of operation, with the Alabama Division's headquarters being located in Americus until 1956. In the early years, Americus was a major stop on the Seaboard, and in later years it continued to be an important repair and refueling facility.

In 1967, the Seaboard Air Line (SAL) and Atlantic Coast Line (ACL) Railroads merged to form the Seaboard Coast Line (SCL). In 1980, a new corporation took control of the old SAM when CSX was formed as a holding company for the merged Chessie System Railway and Seaboard Coast Line Railroad. CSX held control of the former SAM line until June 5, 1989, when the tracks were officially transferred to their new owner, RailTex Corporation (now RailAmerica, Inc.), a holding company for numerous shortline railroads across America.

The newly created Georgia Southwestern Division of the South Carolina Central Railroad Company would operate the tracks from Rhine, Georgia to Mahrt, Alabama as

well as the former Richland Subdivision from Columbus to Bainbridge, Georgia as the Georgia Southwestern Railroad (GSR). The operation would continue until declining business led corporate managers to begin seeking either a buyer or abandonment.

A New Era for the SAM

In late 1999 and early 2000 with the threat of abandonment looming large, the State of Georgia (Department of Transportation) stepped in to purchase the line from Mahrt, Alabama to Helena, Georgia. The state had previously purchased the portion of the old SAM mainline from Helena to Vidalia, that part of the line having been operated by the Georgia Central Railway.

After purchasing the line, the state began seeking a possible operator. In December 1999, Brad Lafevers and a group of other investors formed the Heart of Georgia Railroad, Inc., known simply as the HOG. On March 29, 2000, the HOG's operation of 177 miles of the former SAM Railroad from Mahrt, Alabama to Vidalia, Georgia officially began.

With its purchase of the former SAM mainline, the State of Georgia began rehabilitating the track between Rochelle and Vidalia, a project completed in 2000. In 2002, the portion of track from Rochelle to Preston was rehabilitated, and plans are underway to rehabilitate the remaining part of the line across the Chattahoochee River to Mahrt, Alabama.

The SAM Shortline Reborn

For some time, residents of Plains, including former President Jimmy Carter, have dreamed of operating a passenger train to bring tourists to their community. After much lobbying, that dream became a reality when the State of Georgia created the Southwest Georgia Railroad Excursion Authority during the 2000 session of the General Assembly.

The purpose of the Authority is to develop and oversee the operation of a passenger excursion train to run from Crisp County through Sumter County. Thus was reborn the SAM Shortline, and after more than two years of careful planning, track rehabilitation, and equipment acquisition, passenger trains began rolling once again down the historic mainline!

Managed by the Department of Natural Resources, the SAM Shortline's trains are operated by two qualified Heart of Georgia Railroad engineer/conductors, a qualified volunteer SAM conductor and trainman, and a staff of volunteer car hosts and commissary car workers. The excursion train is powered by the HOG's locomotives, primarily #1209 and #1309, modified EMD GP-9's. Most of the passenger cars were purchased from the Maryland Area Rapid Commuter Agency and were originally Budd stainless steel sleepers of Norfolk and Western and Pennsylvania Railroad heritage. They were acquired by MARC and converted into coaches for commuter train use.

Among the most historic pieces of equipment operated by the SAM Shortline is the "Samuel H. Hawkins." Named for the original SAM's founder and president, tavern-observation car #1508 was built by the Budd Company for the Florida East Coast Railway in 1939 for use on the "Champion," a famous streamline train that operated from New York to Miami. The car ran on the Florida East Coast Railway as the "Bay Biscayne" before becoming the 6607 on the Seaboard's passenger car roster.

A Rolling Park

The rebirth of passenger trains on the old SAM mainline provides the citizens of Georgia as well as visitors to the state a rare opportunity to travel back in time and experience the romance and excitement of train travel. Rather than read about the

region's historic sites or view traditional exhibits about them in museums, passengers are surrounded by the places themselves as they roll across Crisp and Sumter Counties, stopping at towns which have contributed so much not only to our state's great history, but also to our nation's.

Lee Kinnamon

Cordele: A Short History

(The following passage is taken from the website of the Cordele-Crisp Chamber of Commerce.)

“The success of today’s Crisp County lies in the richness of its vast heritage.”

It began as a forest, dense with virgin pines, with an occasional meadow permitting the radiance of the sun through. Settlers built farms here and there, but the land was still a quiet place. That all changed as the mighty railroads came. This place where the railroads met was named Cordele. Founded in 1888 by J.E.D. Shipp, of Americus, the City of Cordele was incorporated on December 22, 1888 by a legislative act. As the railroads pushed their way into the newly settled land, the impact was tremendous. The railroads were such a large part of the city that it was called “The Hub City” by many of the people in that region. The city’s official name was also influenced by railroad power. Cordele was named after Miss Cordelia Hawkins, eldest daughter of Colonel Samuel H. Hawkins who was president of the Savannah, Americus and Montgomery Railroad. An outward expansion from the junction of the two railroads came with the arrival of the Georgia Southern and Florida Railroad.

As the railroads brought more people and business to the newly settled territory, Cordele was experiencing phenomenal growth. Before 1905 Cordele was located in southern Dooly County nine miles from the county seat in Vienna. With Cordele’s continued progress, many in the community felt the need for a seat of government to be closer in proximity than Vienna.

Crisp County was formed in 1905 by taking a portion of southern Dooly County. The newly formed county was named for Charles F. Crisp [an Americus resident], Georgia lawyer, judge and congressman. Judge Crisp also served as Speaker of the House of Representatives from 1891 to 1893.

In November 1864 the area that is now Cordele served as the temporary capital of Georgia. During the last days of the Confederacy, Georgia’s war governor Joseph E. Brown used his rural farmhouse to escape the wrath of Sherman’s “March to the Sea.”

During that time the farmhouse, which Brown called “Dooly County Place,” served as the official capital for only a few days.

After the war, “Dooly County Place” was sold for \$3,500. With the coming of the railroads, Cordele sprang to life from the old farmhouse. The farmhouse was replaced in 1890 by the Suwanee Hotel, which is still located in downtown Cordele. The construction of the hotel was a sign that a new generation was ready to embark on a historic path of its own.

That path turned into a “yellow brick road” in 1923 when a group of concerned citizens made it the number one priority to harness the waters of the Flint River for the purpose of erecting a hydroelectric plant. With hard work and unrelenting determination, the goal had been reached by August 1930.

With the flick of a switch the Crisp County Hydroelectric System was operational. The system was the first county owned electric system in the United States and paved the way for other such systems. What was unforeseen in the early stages of development, however, could prove to be its greatest benefit. That benefit was the creation of Lake Blackshear, which attracts thousands of people to the area.

As the years pass in Crisp County, the knowledge of the county’s history is passed from person to person. This knowledge and an intuitive insight to the future have served the people of Crisp County well.

General Requirements for Volunteers

In order to maintain an effective and responsible volunteer crew, the following requirements will be adhered to:

1. Volunteers must be 18 years of age or over, with the exception of high school students age 14 and up working with an experienced adult volunteer.
2. Volunteers must be in sound physical condition.
3. Volunteers must pay the small premium for volunteer insurance required by the Department of Natural Resources.
4. Volunteers must abide by all requirements of the SAM Shortline. This includes periodic safety training and attendance at one safety briefing before the start of any run.
5. No alcoholic beverages or drugs, prescribed or otherwise, should be consumed which could impair the performance of volunteers. Minimum time between consumption of alcoholic beverages and reporting for duty is 12 hours. Prescribed drugs should be taken only with the consent and advice of a physician and should not impair the volunteer's abilities.
6. While on duty, volunteers must remain focused on and dedicated to their assigned responsibilities.
7. Volunteers must demonstrate through actions and words that SAFETY IS THE NUMBER ONE JOB!
8. Volunteers must do all that is possible to prevent injury to themselves and to passengers.
9. Volunteers must work to make certain that our passengers have a safe, comfortable, and enjoyable experience while riding the SAM Shortline.
10. Volunteers must be thoroughly familiar with pertinent railroad operating and safety rules and with the SAM Shortline's timetable and special instructions.
11. Volunteers must be familiar with basic information concerning the history of the railroad, its current operations, and the important attractions and sites along the route. They should be able and willing to answer passengers' questions.
12. Volunteers should be cheerful and helpful to passengers at all times.

Uniforms and Equipment

Car Hosts/Commissary Workers:

1. Designated SSR work apron (provided).
2. Long-sleeved or short-sleeved shirt.
3. Khaki pants, skirt, or walking shorts.
4. Blue jeans.
5. Comfortable, sturdy shoes. No open toe or heel.
6. Designated SSR sweatshirt in cooler weather (optional).
7. Designated SSR jacket (optional).
8. Name tag (provided).
9. Accurate watch that displays hours, minutes, and seconds.

SAM Conductors/Trainmen:

1. Designated black vest (provided with a minimum of four trips required).
2. Black pants.
3. White short-sleeved or long-sleeved shirt (provided).
4. Black clip-on necktie.
5. Sturdy black shoes.
6. Conductor cap with badge (provided).
7. Name tag (provided).
8. Accurate watch that displays hours, minutes, and seconds.
9. Two-way radio (provided).

Optional Items to Bring:

1. Rain gear (poncho/rain suit). **NO** umbrellas please! (provided)
2. Gloves and jacket in cold weather.
3. Fanny packs are great for personal items. Ladies, please leave your purses locked in your trunk. Tote bags and brief cases are fine, but it is not a good idea to have anything of value in them to be left anywhere on the train. Limited lockers available on train.
4. Sunscreen.
5. Aspirin/Tylenol.

Car Hosts-Commissary Workers

Duties and Responsibilities

Reporting Time and Briefing

1. For the standard 9:30 a.m. departure from Cordele, volunteers should report for duty at the depot in Cordele at 8:50 a.m. Reporting times and locations will vary for “special trains” (non-regularly scheduled). When volunteering for a “special train,” verify time and place to report before the appointed day.
2. Please park your car in the areas designated for the SAM Shortline: do not park on 9th Avenue.
3. When you sign in on the commissary car, or at other designated locations for “special trains,” you will receive a crew assignment sheet, which will identify your specific assignment(s) and instructions for the day.
4. One vestibule on the train will be open at this time.
5. The crew briefing will be held in a designated car. Attendance at the crew briefing is mandatory.
6. During the briefing, you will receive updates and safety information from the SAM Conductor and the Volunteer Coordinator. You will review the schedule and be informed of any changes to it or to the consist(the cars used and their location in the train). All other special needs and notes will be reviewed.
7. You will also be told from which vestibules loading and unloading will take place, and at which stops. If you are assigned to a car whose vestibule will be used for loading and unloading passengers, then this will be noted on the sheet that you received when signing in.
8. The crew briefing is your chance to ask questions. Do not assume anything. If you have any questions or comments, this is the time to have them answered.
9. Before leaving the briefing, make certain that you have picked up an ample supply of any items that are to be distributed to the passengers during the day, including SAM stickers for all passengers to wear.

Below is a list of the code of regulations from the U.S. Food & Drug Administration on handling food.

Sec. 1250.35

(a) Any person who is known or suspected to be in a communicable period or a carrier of any communicable disease shall not be permitted to engage in the preparation, handling, or serving of water, other beverages, or food.

(b) Any person known or suspected to be suffering from gastrointestinal disturbance or who has on the exposed portion of the body an open lesion or an infected wound shall not be permitted to engage in the preparation, handling, or serving of food or beverages.

Section 1250.27

All perishable food or drink shall be kept at or below 50 deg. F, except when being prepared or kept hot for serving.

Section 1250.34

Each refrigerator shall be equipped with a thermometer located in the warmest portion thereof. Wastewater drains from iceboxes, refrigerating equipment, and refrigerated spaces shall be so installed as to prevent backflow of contaminating liquids.

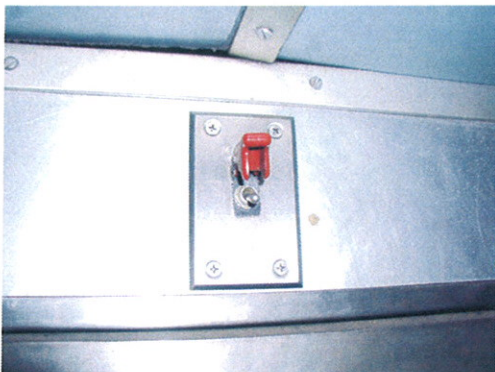
Section 1250.32

(a) All food-handling operations shall be accomplished so as to minimize the possibility of contaminating food, drink, or utensils.

(b) The hands of all persons shall be kept clean while engaged in handling food, drink, utensils, or equipment.

On-train Duties of Car Hosts

1. Upon completion of the crew briefing, proceed to your assigned car.
2. While passing through the train, take note of any safety hazards you see and report them to the SAM Conductor immediately.
3. Upon arrival in your car, check the following: restroom (if so equipped) clean with toilets flushed, and stocked with paper needs; trash bags emptied in all cans, and new bags in place. Make certain that the car is safe, clean, and presentable overall. Report any problems to the SAM Conductor or Mechanical Supervisor before departure.
4. Once in your car, do not leave its vicinity without notifying another car host, the SAM Conductor, or a member of the SAM staff.
5. For 9:30 a.m. departures, boarding will begin promptly at 9:10 a.m. No vestibule doors should be opened prior to this time, with the exception of the door designated for crew boarding. Only open a vestibule for boarding if during the briefing you were directed to do so, otherwise remain in your car to welcome and seat passengers.
6. On cars equipped with air-operated end doors, “Archery,” “Cordele,” and “Plains,” before boarding begins, press the button to open the door. Once the door is open, flip the control switch to the “open” setting. The switch is located under the red switch cover, on the wall just inside the car and near the door. After boarding has been completed, the switch may be returned to the “normal” position.

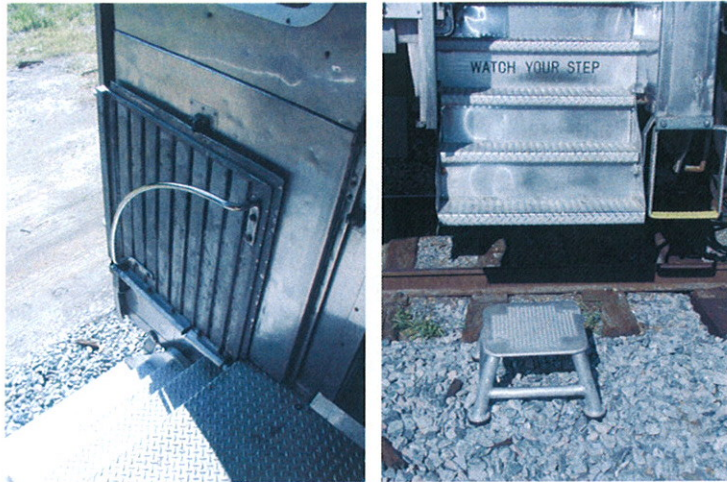


7. To open a vestibule, open the top door, then the bottom door, making certain to catch both behind the latch that prevents them from swinging when open. Next, stand completely clear of the trap door and press your foot down on the trap door release. The trap door will spring up, so be very careful to stay clear of it!



Push it all the way open and catch it behind the latch that holds it open and against the wall. To close a vestibule, reverse the procedure.

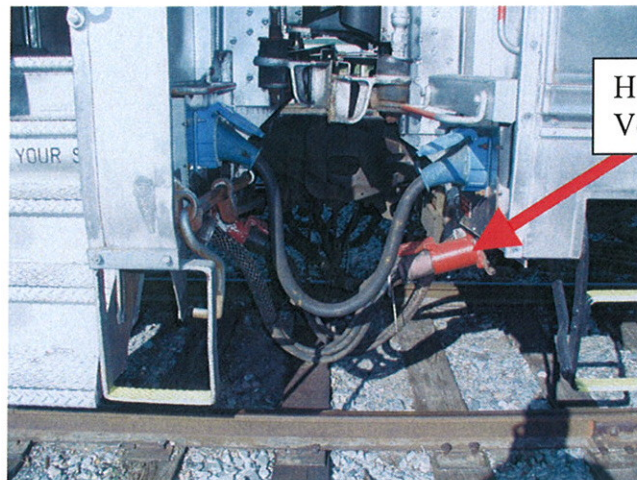




8. Each vestibule is equipped with a step box that is used when loading and unloading the train at locations where a platform is not available. They will only be used in special circumstances and should not be used when loading from a high platform.
9. While boarding passengers, remember that first impressions are normally lasting impressions. Treat the passengers as though they were guests in your home, always remembering your primary responsibilities—their safety and comfort. Be cheerful and courteous, and engage them in conversation.
10. While loading and unloading the train, you should remain on the platform and by your door (if a designated loading point) to assist passengers at all times. Never leave a vestibule door open if it will be unattended. An open door must be attended at all times.
11. Passengers should have their tickets out to present to you as they board. First Class passengers may have a wristband to identify them, in addition to a ticket. First Class passengers should be directed to the First Class boarding area on 6th St.
12. Passengers attempting to board without tickets should be directed to the depot, if in Cordele and the time is 15 minutes or more before departure. At stations other than Cordele and if seats are available, passengers should be directed to the commissary car to purchase tickets. Passengers arriving late (less than 15 minutes before departure) at Cordele should be directed to the commissary car to check in. Ask the SAM Conductor or SAM staff person to assist passengers without tickets,

if necessary. The number of advance-ticket seats sold for the day will be announced at the crew briefing, and the SAM Conductor will monitor seats sold onboard.

13. If at any time a vestibule door, which has not been designated to be opened, must be opened for some reason, notify the SAM Conductor immediately.
14. Urge passengers to watch their step and to take their time. You should never give the passengers the impression that they should hurry or that the train will be late if they take too long to board.
15. Offer your assistance to passengers by taking hold of an elbow to assure their safety. Be prepared to brace them from behind, if necessary, as they climb the steps. Encourage passengers to use the handrails.
16. While loading, pay special attention to the very young, the very old, and to anyone who appears to need special assistance. When passengers approach with strollers or any other heavy or bulky items, stop the boarding process and assist the person with the item. Call for assistance if necessary.
17. At all times while standing on the platform, make certain that people remain at a safe distance from the train, unless boarding. Under no circumstances should you or a passenger stand too close to, lean against, or go under or between cars.
18. The head-end-power cables (HEP), connecting high voltage power to the cars, are extremely dangerous. Keep passengers on the platform and around the train away from the area between cars at all times.



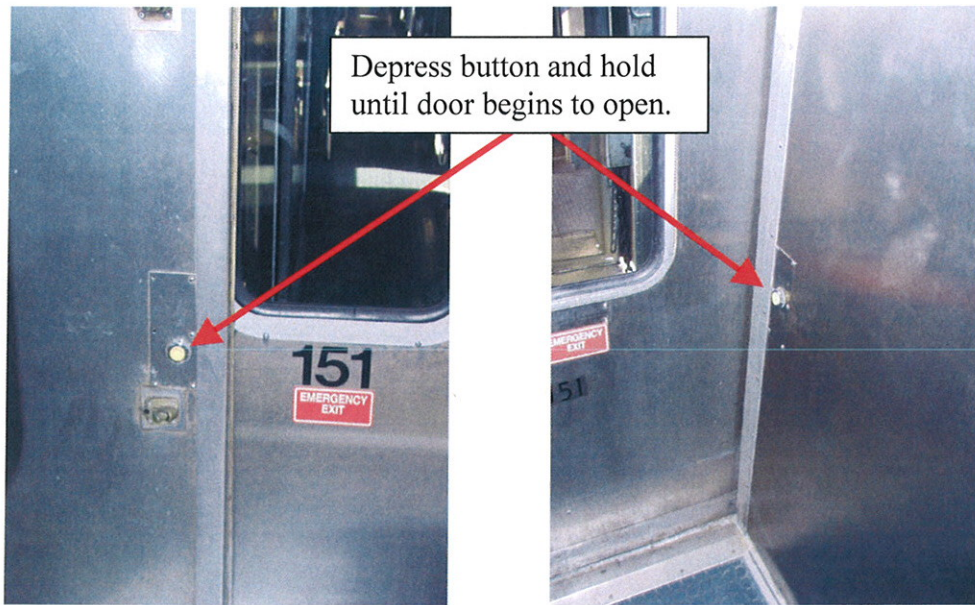
19. If working near either end of the train, watch for passengers crossing in front of or behind the locomotive and cars. Passengers should cross the tracks at marked crossings. Alert the SAM Conductor immediately to any situation that appears unsafe.
20. If for some reason it is necessary for passengers to cross tracks in front of or behind standing equipment and at a location other than a marked crossing, instruct them to look carefully in both directions before crossing, to remain at least 50 feet from the end of the equipment, to step over and not on the rails, and to walk straight across the tracks without stopping.
21. Passengers and volunteers must not walk or stand “in the gauge,” that is between the rails. Sitting on the rail or on the platform is forbidden. Passengers and volunteers should expect the movement of trains on any track in either direction at any time. Pay attention, stay in the clear, and instruct passengers to do the same.
22. When loading strollers, they should be collapsed and stowed behind a seat, at the end of the car, or in the power car.
23. Coolers from passengers will no longer be allowed. Only coolers from school groups with their required beverages they are to give students. They can bring sack lunches but no additional chips or other items. All this is to hopefully increase revenues by deterring them bringing items. Also it is a security issue for coolers and large bags.
24. End doors and vestibules must not be obstructed at any time.
25. The SAM Shortline is a vintage train; therefore, accessibility is limited. Because passengers must climb steps to board the cars, and space between seats is limited. The train can accommodate a limited number of wheelchairs, but movement of wheelchairs on the train is very restricted due to aisle and door widths.
26. Handicapped passengers will be allowed on the train before boarding time with one person in their party IF they are in a wheelchair or using a four-pronged cane or a walker. The person MUST be able to get up the steps with the assistance of someone in his/her party or must be able to use the wheelchair lifts. **Under no circumstances should volunteers attempt to lift passengers up the steps.**

27. Wheelchair lifts are available on all platforms. The SAM Conductor, Trainman and Mechanical Supervisor are trained in their operation and will be responsible for the loading of passengers in wheelchairs.
28. Check for proper footgear on all passengers. **NO BARE FEET ALLOWED!**
Observe shoes for untied laces.
29. Be alert for guests boarding with alcohol in their possession. If noticed, politely advise them that alcohol is not allowed on the train. Ask them to stow it in their car, if time allows, or take it to the commissary car to be marked with their name. There is no smoking onboard the train. Ask smokers to wait until they have completely left the train before lighting up.
30. Four long blasts will be heard at five minutes before initial departure and before departing from layover stops. If you have two car hosts at your steps, one of you may board your car to assist passengers in finding a seat. Individual seats are not reserved and are available on a “first come, first served” basis. Sometimes large parties do not like being separated. Work with them, but if it becomes a problem, call the SAM Conductor or a SAM staff person.
31. Seats for groups (20 or more passengers) will be reserved so that the group may remain together. Groups and their assigned seats will be indicated on the crew assignment sheet.
32. The seating arrangement in cars with “walkover seats” (backs of seats flip back and forth) may be adjusted to accommodate the needs of passengers.
33. Help passengers stow their belongings, either under seats or in the overhead racks. The aisles must be kept clear at all times, and items in the overhead racks must be secure so that they cannot fall while the train is moving.
34. The SAM Conductor will call a final “all aboard” immediately before departure. This is the signal for you to board your car and close the vestibule after making certain that all people in your area of the platform have boarded safely.
Remember, no rushing!
35. Make certain that all vestibule doors are securely latched before departure.
36. Two long blasts on the whistle will indicate that the train is about to move forward.

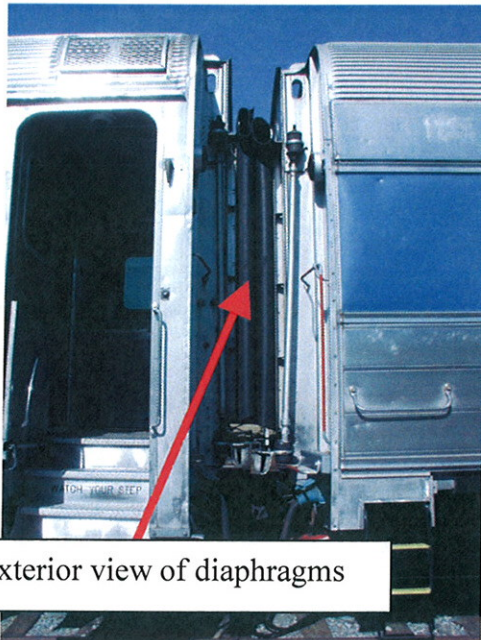
37. Immediately after departing Cordele or any other originating station, ask for everyone's attention in your car and read the safety announcements. Any other instructions should be given at this time as well. This may need to be repeated, as large groups of passengers may board your car at intermediate stops.
38. Do not leave your car unattended. If you must leave your assigned position, always have a car host partner, the SAM Conductor, or a SAM staff person cover for you.
39. Do not allow passengers to lean out of the top dutch door of a vestibule. Do not allow adults to hold small children above the top of the bottom door in order to let them see. If they persist, close the top door, and instruct them to move into a car.



40. If enough car hosts are on the train for a car to be staffed with two hosts, one should ride in the vestibule making certain that if the top of the dutch door is open, that no one is leaning out. Children must not be allowed to ride in a vestibule without an adult.
41. Car hosts riding in vestibules must also monitor passengers while they move between cars, paying careful attention to the operation of the air-powered doors and assisting passengers when necessary.



- 42. If a vestibule must be unattended, then the top dutch doors must remain closed while the train is in motion.
- 43. Urge people not to linger between the diaphragms (the passageway between two cars) and not to place hands or fingers in the gap between diaphragms. Watch children here!



44. Watch for children running through the cars. Children **15 and under** should be in the company of an adult if they are leaving your car. On the chance that children are alone, stop them and advise them to return to the company of an adult.
Explain to children the dangers of running through the train.
45. As you travel along, discuss the history of the line and point out interesting features along the route. Tell passengers about things to see and do when they get off the train. Pass out maps of the stops on the route or other informative handouts. Give them the SAM stickers to wear before the train makes its first stop where passengers will detrain.
46. Encourage passengers to visit the commissary car!
47. Shortly before arriving at a stop, the SAM Conductor will pass through the train and announce it. He may also call out the various attractions and the time that passengers should return to the train for departure. This information will vary depending on the schedule for that day. There may also be a short announcement on the intercom. You should also announce this information and tell passengers to listen for the four long blasts of the whistle to warn them that the train is about to depart for its return trip. Encourage passengers to gather their belongings before the train stops, especially valuables.
48. If your car's vestibule is a designated detraining point for the stop, do not open the door of the vestibule until the train comes to a complete stop and you hear a single blast on the whistle. (See item number seven above.) Go down the steps first and position yourself to assist passengers. At stops where it is necessary, put down a step box. Remind detraining passengers of the layover's length and the time they should return to the train for departure.
49. If the train remains in the station at the stop (see schedule), all but one designated vestibule will be closed during the layover. Car hosts may leave the train during designated layovers but should be back on duty 5 minutes before the scheduled boarding time to prepare the car, open the vestibule, if designated, and stand by the steps ready to assist boarding passengers. Boarding will begin 10-15 minutes before departure from layover stops. (See boarding procedures and train schedules.)

50. Allow between 5 and 10 students in the commissary car at a time. It is noticed that there seems to be a hard and VERY strict rule about this. When we created this, they were GUIDELINES, not hard and fast rules.
51. During the crew briefing, times when the volunteers will have breaks due to layovers will be announced. Also, you will be told when to return to the train to re-board passengers.
52. When everyone has boarded and the conductor gives the signal, close your vestibule door, leave the top open, and if you have agreed, change places with your partner. Be sure to close the top door, if neither car host plans to ride in the vestibule.
53. Before arriving in Cordele, or at the train's originating station, remind passengers to check around and gather all of their belongings. Assist passengers as they unload and thank them for riding the SAM Shortline!
54. Police your car for any items that have been left and turn these in at the depot. Pick up any dropped brochures or other trash and report any problems with the car by completing the car report before you leave. **Finally, sign out in the commissary car.**

Commissary Workers:

55. Designated Car Hosts will work in the commissary. A minimum of two workers will be needed in the commissary at all times.
56. Commissary workers will sell souvenirs, food, and beverages and will be responsible for preparing and restocking items as necessary during the run.
57. Staff will be held accountable for all money contained in the register.

SAM Conductors

Duties and Responsibilities

1. SAM Conductors must be thoroughly familiar with all of the rules and instructions governing car hosts. (See above.)
2. SAM Conductors must be thoroughly familiar with the timetable and operating procedures of the SAM Shortline. (See attachments.)
3. SAM Conductors must be thoroughly familiar with the railroad safety and operating rules that apply to their job, specifically the General Code of Operating Rules and the Safety Rules of the Heart of Georgia Railroad.
4. SAM Conductors must work cooperatively with the Heart of Georgia Railroad operating crew, as well as the SAM Shortline's staff, including the Manager, Volunteer Coordinator, and Mechanical Supervisor.
5. SAM Conductors are chiefly responsible for the safety of passengers and Car Hosts.
6. SAM Conductors will make every effort to maintain the train's schedule without jeopardizing the safety and comfort of passengers. The safe and efficient operation of the train is dependent in large part upon good communication between the SAM Conductor and the HOG operating crew.
7. SAM Conductors must monitor all loading and unloading of passengers, making certain that all safety procedures are followed.
8. SAM Conductors must guard against any movement of the train while loading and unloading are taking place.
9. SAM Conductors will signal car hosts when it is time to close vestibules and prepare for departure.
10. SAM Conductors must communicate with the HOG operating crew to clear a train for departure. Trains must not be cleared for any movement until the SAM Conductor has confirmed that all passengers and volunteers have boarded, that vestibules have been closed, and that no persons are standing dangerously close to either side of the train.

11. SAM Conductors must assist in spotting vestibules for loading and unloading the train, communicating any special instructions or changes in procedures to the HOG operating crew sufficiently in advance of arriving at a station.
12. SAM Conductors must maintain an accurate count of passengers and keep an updated copy of the passenger manifest at all times.
13. SAM Conductors are responsible for collecting and punching tickets.
14. SAM Conductors must continually walk the train between stops, inspecting it for any safety hazards, mechanical defects, or problems with passengers or car hosts.
15. SAM Conductors must be aware of the train's location at all times.
16. SAM Conductors must be cheerful and outgoing with passengers, answering their questions and addressing their concerns.
17. SAM Conductors must be thoroughly familiar with emergency plans and procedures and must respond promptly to emergency codes when announced.
18. SAM Conductors must make periodic announcements concerning station stops and departure times.

Pertinent Operating and Safety Rules

Excerpted from General Code of Operating Rules:

1.0 General Responsibilities

1.1 Safety

Safety is the most important element in performing duties. Obeying the rules is essential to job safety and continued employment.

1.1.1 Maintaining a Safe Course

In case of doubt or uncertainty, take the safe course.

1.1.2 Alert and Attentive

Employees [volunteers] must be careful to prevent injuring themselves or others. They must be alert and attentive when performing their duties and plan their work to avoid injury.

1.1.3 Accidents, Injuries, and Defects

Report by the first means of communication any accidents; personal injuries; defects in tracks, bridges, or signals; or any unusual condition that may affect the safe and efficient operation of the railroad. Where required, furnish a written report promptly after reporting the incident.

1.1.4 Condition of Equipment and Tools

Employees [volunteers] must check the condition of equipment and tools they use to perform their duties. Employees [volunteers] must not use defective equipment or tools until they are safe to use. Employees must report any defects to the proper authority.

1.5 Drugs and Alcohol

The use or possession of alcoholic beverages while on duty or on company property is prohibited. Employees [volunteers] must not have any measurable alcohol in their breath or in their bodily fluids when reporting for duty, while on duty, or while on company property.

The use or possession of intoxicants, over-the-counter or prescription

drugs, narcotics, controlled substances, or medication that may adversely affect safe performance is prohibited while on duty or on company property, except medication that is permitted by a medical practitioner and used as prescribed. Employees [volunteers] must not have any prohibited substances in their bodily fluids when reporting for duty, while on duty, or while on company property.

1.6 Conduct

Employees [volunteers] must not be:

1. Careless of the safety of themselves or others.
2. Negligent.
3. Insubordinate.
4. Dishonest.
5. Immoral.
6. Quarrelsome.

or

7. Discourteous.

1.7 Altercations

Employees [volunteers] must not enter into altercations with each other, play practical jokes, or wrestle while on duty or on railroad property.

1.8 Appearance

Employees [volunteers] reporting for duty must be clean and neat. They must wear the prescribed uniform when required.

1.9 Respect of Railroad Company

Employees [volunteers] must behave in such a way that the railroad [SAM Shortline] will not be criticized for their actions.

1.10 Games, Reading, or Electronic Devices

Unless permitted by the railroad, employees [volunteers] on duty, must

not:

- Play games.
- Read magazines, newspapers, or other literature not related to their duties.

or

- Use electronic devices not related to their duties.

1.11 Sleeping

Employees [volunteers] must not sleep while on duty.

1.12 Weapons

While on duty or on railroad property, employees [volunteers] must not have firearms or other deadly weapons, including knives with a blade longer than 3 inches. However, railroad police [and certified law enforcement officers] are authorized to possess firearms in the course of their work.

1.15 Duty--Reporting or Absence

Employees [volunteers] must report for duty at the designated time and place with the necessary equipment to perform their duties. They must spend their time on duty working only for the railroad. Employees [volunteers] must not leave their assignment, exchange duties, or allow others to fill their assignment without proper authority.

1.19 Care of Property

Employees [volunteers] are responsible for properly using and caring for railroad property. Employees [volunteers] must return the property when the proper authority requests them to do so. Employees [volunteers] must not use railroad property for their personal use.

1.20 Alert to Train Movement

Employees [volunteers] must expect the movement of trains, engines, cars, or other movable equipment at any time, on any track, and in either direction. Employees [volunteers] must not stand on the track in front of an approaching engine, car, or other moving equipment. Employees [volunteers] must be aware of location of structures or obstructions where clearances are close.

1.23 Altering Equipment

Without proper authority, employees [volunteers] must not alter, nullify, change the design of, or in any manner restrict or interfere with the normal function of any device or equipment on engines, cars, or other railroad property, except in the case of an emergency. Employees [volunteers] must report to the proper supervisor changes made in an emergency.

1.24 Clean Property

Railroad property must be kept in a clean, orderly, and safe condition. Railroad buildings, facilities, or equipment must not be damaged or defaced. Only information authorized by the proper manager or required by law may be posted on railroad property.

Excerpted from Heart of Georgia Railroad Safety Rules:

70.32 Precautions Around Tracks and Moving Equipment

70.32.1 Walking On or Near Track

Employees [volunteers] must walk straight across tracks when possible.

Keep a careful lookout in both directions for moving equipment and do not rely on hearing the approach of a train or equipment.

Do not stand or sit on, walk fouling, or walk between rails of track unless required by assigned duties.

70.32.2 Crossing Tracks

Employees [volunteers] must step over and not on top of the rail, frog, switches, or guardrails when walking near or crossing tracks.

70.32.3 Passing Trains

When employees [volunteers] are near passing trains or equipment, they must:

- Move away from the track to avoid being struck by car doors or protruding or falling articles.
- Stand clear of all tracks when trains are approaching or passing in either direction. They must not stand on one track while trains are passing on an adjacent track.
- Not to rely on other employees [volunteers] to notify them of an approaching train, engine, or other equipment.

Working Near Tracks

When standing, walking, or working between or near tracks, employees [volunteers] must keep a careful lookout for trains, locomotives, cars or other moving equipment and expect movement at any time, on any track, in either direction.

70.32.4 Sufficient Distance

Employees [volunteers] must maintain safe distance from equipment and not:

- Cross or step foul of tracks closely in front of or behind moving equipment or close to the end of equipment.
- Go between equipment if the opening is less than one car length.
- Cross tracks in front of or behind standing equipment unless there is at least 20 feet [50 feet when possible] between the employee [volunteer] and the equipment.

70.32.5 Use Specified Crossing

Except when duties require, employees [volunteers] must not cross tracks at a location other than specified crossings.

Emergency Preparedness Overview

1. At the beginning of each trip, a mandatory crew briefing will be held and will include a review of emergency procedures.
2. On each trip, there will be a minimum of one volunteer and/or staff person who are certified in CPR and basic first aid. That person(s) will be identified to all staff and volunteers during the crew briefing.
3. All volunteers must be familiar with the emergency plan and first response procedures, including the emergency codes for radio and intercom use. Emergency preparedness is a mandatory part of volunteer training.
4. While working on the train, all staff and volunteers will carry a card with the emergency codes listed.
5. An overview of emergency procedures is posted in each car.
6. Car Hosts will review essential safety and emergency preparedness information with passengers at the beginning of each trip.
7. The SAM Conductor will respond to each emergency code, will assess the situation, and will call for additional assistance, when necessary.
8. Any injury to passengers, staff, or volunteers, including minor injuries, must be reported to the SAM Conductor.
9. The SAM Conductor will notify the HOG crew when an emergency occurs that requires the response of local emergency services.
10. The HOG crew will at all times be able to communicate the train's exact location to emergency services dispatching (911).
11. The SAM conductor will be able to communicate directly with each jurisdiction's emergency services dispatcher via the SAM conductor's radio handset.
12. Emergency services dispatching and emergency service providers in Cordele-Crisp County and Americus-Sumter County have an emergency route map with all railroad access points indicated. Emergency service providers will be able to intercept the train at a predetermined location based upon this map.
13. Emergency service providers in each jurisdiction will have hands-on familiarization exercises with the passenger train at a minimum of once per year.

14. If conditions warrant the evacuation of the train, the Sam Conductor and HOG operating crew will make the determination to evacuate, and the SAM Conductor will call “Code 9.” All staff and volunteers must immediately execute the evacuation plan after hearing this code.
15. Car Hosts will direct and assist passengers in the calm and orderly evacuation of their car through doors and/or windows and will be able to access and use fire extinguishers and emergency tools when necessary.
16. Car Hosts will be able to operate emergency window exits.
17. If it is necessary to evacuate the cars, staff and volunteers will check the area for downed power lines, traffic, safe footing, etc.
18. Car Hosts will lead passengers to an area that is safely clear of the train and will notify the SAM Conductor of any injuries and of any persons who remain in their car.
19. The SAM Conductor will maintain an accurate count of all operating crew, staff, volunteers, and passengers onboard each run. A copy of the passenger manifest will remain onboard the train and at the depot in Cordele.
20. In the event of a derailment, serious accident, or other emergency resulting in death and/or injuries, the SAM Conductor will provide an estimate of the number of injuries and extent if possible to the appropriate officials.
21. In all emergency situations, staff and volunteers must remain calm and keep the passengers calm and informed.
22. In the event of contact by the news media, staff and volunteers will not answer questions and will instead refer the individual to the SAM Shortline manager.
23. In all instances—whether an emergency or a mere inconvenience—consideration for the passengers always comes first.

Safety and Emergency Instructions to Passengers

1. Welcome aboard the SAM Shortline. My name is _____ and I will be your Car Host for today's trip to _____. (Also, working in this car today is _____.) If you have any questions during the trip, do not hesitate to ask me (one of us) or the Conductor.
2. There are a few important safety instructions that I will share with you now, so please listen carefully.
3. Children 15 and under must remain in the company of an adult at all times. Children must not be allowed to move through the train unsupervised.
4. There should be no running or horseplay on the train at any time.
5. Shoes must be worn at all times on the train.
6. Parents, please make certain that your children's shoelaces are kept tied at all times.
7. When passing through the cars, take your time and watch your step.
8. Please make sure to keep the aisles near your seat clear of all belongings.
9. Make sure that any belongings stowed in the overhead racks are stowed safely and will not fall while the train is moving.
10. If you are looking out of the top door in the vestibule of the car, please keep your hands, arms, and head safely inside the car at all times. Do not throw anything from the train.
11. Top doors in the vestibules will only be opened if a Car Host is present to monitor the vestibule.
12. When passing between cars, move through and do not stop. Be careful not to place your hands on the diaphragms—the area where the cars join each other.
13. The commissary car, which carries a variety of snacks and souvenirs, is located in this direction (*point toward commissary*).
14. Mothers in need of a changing table will find one located in the Archery car restroom. The car is located in this direction (*point toward car*).
15. Please notice where each exit is on this car (*point them out*). In the event of an emergency that requires us to evacuate this car, it is important that you be familiar with the location and operation of the emergency windows. Note that the instructions are printed on the window. Simply place one hand against the window to brace it while simultaneously pulling the red emergency handle toward you. This will release the seal and allow the window to be removed.
16. Also, please note the location of the car's fire extinguisher, emergency toolkit, and first aid kit (*point out all of these items*).
17. If you need medical assistance at any time on today's trip, notify me (us) or the Conductor immediately.
18. Now, I'd like to tell you a few things about today's schedule. *Describe the day's schedule at this point and explain to passengers where they will be stopping, the length of the stop(s), and when they need to return to the train for re-boarding. Refer to the day's operating schedule.*
19. *At this point, you may want to discuss a special point of interest. Ask for any questions and be sure to thank them for riding.*

SAM SHORTLINE
Passenger Train
Crises Management Procedures

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Introduction

The Crises Management policies contained herein are intended to allow the **SAM Shortline Excursion Train** and all other subsidiaries to manage efficiently and respond to any incident. These policies should serve as guidelines to ensure that all responses minimize threats to the public and railroad personnel and that they are administered in an orderly, professional manner. Such responses to crises should reaffirm the **SAM Shortline's** commitment to safety, preparedness, and prevention of crises. **The goal of our crises program is to respond rapidly to any event in a professional and timely manner, placing the highest priority on the care of people.**

Crises Codes

Two-way radio frequencies can be freely monitored by the general public, even by persons purchasing tickets at the depot. Furthermore, emergencies announced over the train's public address system excite and alarm passengers. To maintain privacy, professionalism, and control, all crises will be identified by codes as noted:

- Code 1—Medical Emergency
- Code 2—Violent, Unruly, or Disruptive Passenger
- Code 3—Vehicular Accident
- Code 4—Mechanical
- Code 5—Derailment
- Code 6—Fire
- Code 7—Tornado

Responder Attributes

Responders to any crises should exhibit the following traits:

- *Calm
- *Courteous
- *Empathetic
- *Professional
- *In control
- *Knowledgeable regarding organization response procedures
- *Focused on passenger and personal safety

Severity Assessment

For crises in transit, the SAM Conductor and entire train crew must be notified of the event immediately. The crisis should be assessed by the SAM Conductor to determine its severity and what actions are appropriate. Occurrences such as bee stings or a scraped knee would be examples of **minor events** and would be handled on a less formal basis than a significant crisis. Minor events can most likely be addressed without disrupting normal activities.

A **severe crisis** is one in which an accident or event has occurred resulting or possibly resulting in serious injury, loss of life, or serious mechanical damage, which may

endanger persons or might have the potential to endanger persons. Vehicle collisions, onboard fires, derailments, severe medical problems, violent passengers or tornadoes are examples of significant crises. Severe crises are of such a magnitude that law enforcement, emergency services, or media contact may occur.

Assignment of Duties—Severe Crises

In the event of a severe crisis, crew assignments should be made to facilitate a rapid, thorough, and professional response. The SAM Conductor must assign individual persons by name to complete specific support tasks during the crisis. The following actions, at a minimum, should occur and typically will be made by the SAM Conductor or a designee:

1. Notify train crew, HOG office, and SAM Manager.
2. Notify 911 law enforcement and/or emergency services.
3. Inspect vehicle and/or train for vehicular accidents, derailments, mechanical failures, fire damage, etc.
4. Evaluate pedestrians, passengers, and vehicle occupants for injuries.
5. Account for all passengers.
6. Identify 'Safe Zone' for potential evacuation and an evacuation chaperone, (derailments, vehicular accidents, fires).
7. Implement response plan.
8. Develop passenger message.
9. Update SAM Manager for possible media contact.
10. Secure train (tornadoes, fires, passenger mobility).
11. Document event (photography, identification of witnesses, completion of forms).

Personal Protection

Crew personnel could be exposed to certain biological hazards originating from blood, vomit, or urine/feces. When cleaning bodily wounds or removing biological hazards, personnel should wear non-permeable gloves. Biological materials and the used protective gloves should be collected in double-walled plastic bags and tightly sealed for disposal. Contact surfaces and cleaning tools (if any) should be disinfected using a bleach solution to remove any biological residue prior to use by passengers or crew.

When cleaning the wounds of others, it is critical to inform the afflicted or their guardian (in the case of a child) of the intended action and verify permission to provide care. For example, certain persons have intolerance to latex from band aids or to some topical aids.

Witness Documentation

Witnesses can be important sources of knowledge in investigating or re-creating an accident or in protecting the SAM Shortline legally. Seek out all persons involved or near the accident scene. When seeking witnesses, it is important to be judicious in both solicitation and interaction with passengers so that only pertinent individuals are solicited

and in a gentle, professional manner. Potential witnesses should be asked for their assistance. Requests should not be demanding or confrontational.

When documenting witness information, obtain the person's name, address, phone number, and nature of business at the railroad. Should vehicles be involved, obtain the vehicle license tag number and provide a general description of the vehicle (color, make, and model). When interacting with witnesses, it is paramount that no comments about the cause of the incident or one's 'thoughts' be offered. A polite inquiry such as, "It appears as though you may have been present as a witness, and I'd like to learn more about what you saw," would be appropriate.

Documentation

Documentation serves several purposes: Re-creation of the incident for future accident prevention initiatives and litigation avoidance via use of defensible evidence. Types of documentation include paper and photography media. Paper documentation will be comprised of the Accident Forms. Forms are found in the commissary car. These forms should be completed by a crew designee (assigned by the SAM Conductor). For instances where too much information is available for a single form, additional forms should be used to document fully the incident. Paper forms should be completed for ALL TYPES of incidents or accidents.

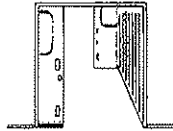
Photographs should be taken to document vehicular, derailment, or fire incidents. Photographs should be taken discretely and carefully. The intent is to document what has happened and what may have contributed to the event. For example, a vehicle hitting the train would necessitate photos of any skid marks, visible damage to train and vehicle, vehicle tag number, and an overall picture of the train consist.

The taking of photos by crew members can be a stimulus to our passengers to do the same. It is SAM Shortline's goal to discourage passenger documentation of such an event. In instances where photographic documentation can occur after passengers depart the scene, photo-taking should cease until all passengers have left. In general, the timing of photo-taking will be dictated by the ability to preserve the accident scene. A vehicular crash will be removed in a short time requiring rather immediate documentation (photos). A coach fire in an electrical locker can be photographed after the public has left, for example.

Car Evacuation Procedures

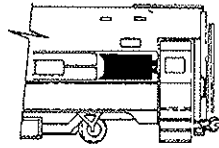
Emergency Exit Options

1st Choice:



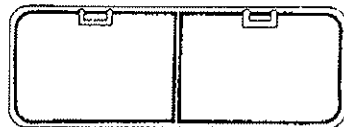
End door to the next car

2nd Choice:



Vestibule door and off the train

3rd Choice:

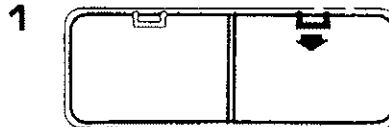


Through the emergency windows

Emergency Exit Instructions

In the event of an accident, normal exits may be blocked or inaccessible. In such cases, passengers should use the removable windows to leave the car.

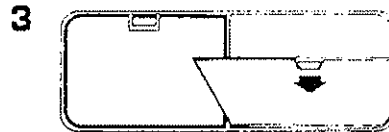
To remove one of the removable windows, please follow the directions below.



Locate RED plastic handle on window and pull handle towards you.



Use RED handle to strip away rubber molding.



Locate metal handle in window and pull towards you to remove window pane.

Safe Zones

Safe Zones are areas designated by the train crew before an evacuation to locate passengers away from hazards during the assessment of and response to certain incidents. Typically, a Safe Zone is employed in situations where remaining onboard the train or a coach is unsafe, such as in major derailments, fires, or serious vehicle accidents. Safe Zones should be selected carefully, taking into account such factors as wind direction (avoiding fire, smoke, leaking fuel), safe egress from the train, distance from the hazard, and hazards unique to the Safe Zone area. Hazards at Safe Zones might include presence of fire ants, wasps, snakes, possible vehicular traffic, uneven surfaces to traverse, downed power lines, etc.

After selecting a desirable Safe Zone, a path to the Safe Zone should be marked by the use of the orange flagging tape found on each car. Passengers should be escorted to the Safe Zone and supervised by a crew member at all times.

Manifest—Passenger Identification Form

An accounting of all passengers must take place by using the passenger manifest and other supporting documents. In the event of an incident involving the entire consist and requiring the evacuation of all passengers, each passenger should complete the Passenger

Identification Record. In the case of minors, parents, guardians, chaperones, or other adults responsible for those persons should complete the form. The forms are located in the commissary car.

<p><u>SAM SHORTLINE</u> Passenger Identification Record</p>	
<p>Instructions—It is necessary to have a complete record of every person on the train. Will you please take a moment to complete this form. The information contained herein will not be released to the media.</p>	
<p>Full Name _____</p>	
<p>Home Street Address _____</p>	
<p>Are you an overnight guest in the area? If so, where are you staying? _____</p>	
<p>Were you injured? Yes No (If yes, please describe injuries.) _____</p>	
<p>Type of car in which you were riding:</p>	
<p>Coach Table Car Commissary Car Sleeper Lounge</p>	
<p>Car Name and/or Number _____</p>	
<p>Are you completing this form for someone else? Yes No</p>	
<p>If yes, what is YOUR full name and address? _____</p>	
<p>If completing form for another person, what is your relationship to that person? _____</p>	
<p>Signature _____</p>	<p>Date _____</p>

Medical Emergencies (Code 1)

The term ‘medical emergency’ includes any physical condition that poses health risks to either the afflicted individual or to others who may contact the afflicted person. Likely examples include heart attack/stroke, choking, broken bones, heat exhaustion, cuts, abrasions, or burns.

SAM Shortline Conductors/Trainmen are trained in CPR and Basic First Aid. They are also trained in the proper use of the A.E.D., which is located in the commissary car. In

addition, the cars have First Aid Kits in which can be found basic equipment, including pocket masks for performing CPR.

During the mandatory crew briefing at the beginning of each trip, the SAM Conductor will identify other members of the crew who are certified in CPR, etc. or who are trained medical professionals. Some trains will carry designated medical support personnel. In the event of a medical emergency, designated medical support personnel should be summoned immediately to take charge of providing care.

Medical emergency responses will be handled differently depending upon occurrence onboard the train or in the depot or platform areas.

Medical Emergencies at Depot

A bodily injury, no matter how minor, should be addressed immediately. Minor cuts, scrapes, insect bites, etc. can be treated from the First Aid Kits located at the depot or onboard the train. To protect personnel, medical gloves should be worn at all times when cleaning or addressing open wounds of others or in the clean-up of bodily fluids.

Injury identification may involve both persons with visible injuries, as well as those who may have non-visible injuries, such as a sprained wrist or neck whiplash. When determining if passengers are injured, it is desirable to ask those likely to be injured (based on their proximity to the incident) in person rather than by use of public address or general message to a large group. The one-on-one approach is more personal and professional, and it may discourage persons looking to exploit a fake injury from making such a claim.

Check, Call, Care. . .

1. Assess severity of situation. Can it be resolved with First Aid Kits? If not, call 911 for emergency medical services.
2. Provide support/care to injured using First Aid Kits, A.E.D. (located in commissary car) CPR, etc. while waiting for emergency personnel.
3. Always offer to call emergency services for non-serious injuries.
4. Complete Accident Report form. Obtain injured person's name, phone number and address should future contact be required. NOTE: If the injured is traveling with relatives and/or friends, they might be sources of information.

Medical Emergencies Onboard the Train

Other than very minor cuts, scrapes, etc., medical emergencies onboard the train will necessitate the immediate movement of the train to the nearest public access site. Emergency services intercept maps should be used to determine the best location for first responders to meet the train. The SAM Conductor or designee should immediately summon 911 Emergency Medical Service, stating the nature of the medical emergency, and the location to intercept the train.

If using a GPS equipped cellular telephone within an area served by E-911, the emergency services dispatcher will be able to identify the location in most instances. In

addition, SAM radios are programmed with Sumter and Crisp County emergency radio frequencies to notify emergency service providers and to assist them in locating the train. Refer to the current SAM Shortline employee timetable for information pertaining to emergency radio frequencies.

1. Assess severity of situation. Verify the need for professional medical assistance.
2. Notify train crew, SAM Manager, and HOG office, as necessary.
3. Request 911 emergency assistance. Provide information about type of injury, number of persons affected and geographic location to intercept the train.
4. For privacy (and potential passenger safety) consider escorting unaffected passengers to a different coach or area. Stop passage through affected area.
5. Move train to nearest public access point for emergency services intercept. Do not block grade crossing with train!
6. While waiting on emergency services, provide support/care to injured persons using onboard First Aid Kits, etc.
7. Obtain names, phone numbers, and addresses of all injured persons.
8. Complete Accident Report form for all injured persons.
9. Obtain witnesses' statements.

Violent, Unruly, or Disruptive Passenger (Code 2)

Violent, unruly, or disruptive behavior; improper conduct; intoxication; malicious damage to equipment; language or action offensive and annoying to other passengers; smoking; refusal to pay the proper fare; or theft are lawful grounds for removing a passenger from a train. Such a passenger may also be physically restrained, but only if personal injury or damage to equipment is threatened or reasonably anticipated.

The lowest reasonable level of intervention should be attempted before contacting law enforcement personnel and having the person removed from the train, unless the person poses a clear threat to passengers or personnel, at which point law enforcement should be summoned immediately to intercept the train.

In no way should train personnel engage in arguments with passengers, display anger toward passengers, or attempt to use physical force or restraint to remove passengers from the train. A calm and controlled demeanor should be maintained at all times. Physical restraint should only be used in EXTREME cases when it is necessary to protect one's own life or the lives of passengers.

It is imperative in ALL 'Code 2' incidents that a full and detailed incident report be made and that witnesses' statements and complete contact information be collected. The incident report and witnesses' statements should be transmitted to the SAM Shortline Manager as soon as possible. In the event that law enforcement is summoned, the name and badge/identification number of the investigating officer should be recorded in the report.

Vehicular Accidents (Code 3)

Vehicular accidents are defined as situations wherein self-propelled equipment comes into contact with any part of the train consist, or with other railroad equipment. Most vehicular accidents could be expected to occur at public grade crossings. However, events in which motorized equipment cross railroad tracks at other right-of-way locations are possible. Trespassing of all-terrain vehicles, construction equipment, other rail equipment, or the general public, (golfers from neighboring golf course), represent likely examples. Procedures for addressing vehicular accidents at any location follow for possible use. In all cases, personnel must adhere to all applicable railroad rules pertaining to such incidents.

Should a vehicle hit the train or other railroad equipment, the following procedures should apply:

1. Stop the train immediately. The engineer should remain in the locomotive cab, unless doing so is dangerous.
2. Do not move the train until law enforcement has viewed the scene, conducted preliminary investigations, and granted approval for equipment movement. Immediate movement is permitted when failure to do so endangers the lives of passengers or other persons involved in the accident.
3. When engines, cars, or other equipment are involved in an accident that results in personal injury or death, the equipment must be inspected before it leaves the accident site. A mechanical department employee must further inspect the equipment at the first terminal. This employee must promptly report inspection results to the proper managers.
4. Notify train crew, HOG office and SAM Manager of incident.
5. Contact 911 and request police and possible medical/fire assistance. Provide geographic location of the incident. Assume that medical personnel will be required.
6. Conduct injury assessment of passengers and vehicle occupants.
7. Update 911 service with types of injuries and number affected.
8. Assess impact site for other hazards such as leaking gas and chemicals, fire, potential for fire, electrical hazards, etc.
9. If electrical hazard exists, disconnect/shut down HEP.
10. If hazards are present, evacuate passengers to a 'Safe Zone' on the ground.
11. Provide basic medical care to injured using First Aid Kits while awaiting EMS arrival. Do not move unconscious persons or those with obvious neck or back injuries.
12. Obtain names, phone numbers, and addresses of all injured persons on train and in vehicle. (See Passenger Identification Record and Accident Report forms.)
13. Obtain names, phone numbers, and addresses of any witnesses or bystanders and license numbers of nearby automobiles.
14. Photograph accident scene. Photos should document the type of vehicle, vehicle tag number, impact location, and impact damage.
15. Once medical care/police reports are complete and the continuation of the train is possible, the SAM Conductor and SAM Manager must decide whether to

continue with the regular schedule, develop an alternative schedule, or return passengers to their originating stations. The severity of the incident and length of the delay govern this decision.

16. For accidents resulting in major railroad equipment or track structure damage, evaluation of alternate transportation means is appropriate.
 - a. Board passengers on non-damaged equipment and return to originating station, if possible. This assumes the damaged equipment is not blocking the track for return and/or that the damaged track structure does not block the train's movement.
 - b. If track is blocked, consider use of spare locomotive and coaches, if readily available.
 - c. Evaluate use of alternate transportation means (use of vans or buses).
 - d. In all such cases, communication with the SAM Manager must take place immediately in order to begin making arrangements for alternate means of transportation.

Mechanical Failure (Code 4)

Mechanical failures include physical problems with all rolling stock (locomotives, passenger cars, etc.), which prevent continued movement of the train while en route. Should a mechanical failure be experienced en route, the following procedures should be considered:

1. Assess (inspect) equipment to identify the cause and corrective action of the mechanical failure. **
2. If mechanical failure cannot be resolved within a reasonable amount of time, efforts should cease regarding troubleshooting and repair, and focus on return of passengers to their originating stations.
 - a. Remove the defective equipment, returning all passengers on the defect-free equipment. (This assumes the mechanical failure is non-locomotive related and tracks are not blocked for return).
 - b. Use a spare locomotive and coaches, if available. This option would most likely be utilized in instances where the locomotive has the mechanical defect, or where the damaged equipment blocks the tracks for return to originating station.
 - c. If spare equipment is not available, consider use of alternate van/bus transportation.

**If the train crew is unable to diagnose or resolve the defect, mechanical crews should be called to assist in troubleshooting or should be summoned to the train to attempt corrective repairs. Consult the current SAM Shortline employee timetable for mechanical services' contact information.

Derailment (Code 5)

A derailment includes situations where any part of the train consist, locomotive, passenger car, etc., leaves the tracks. Derailments should be handled differently depending upon the nature of the derailment.

Minor Derailments

Minor derailments are situations where a wheel, truck, or truck assembly(s) have left the rail, but the affected pieces of railroad equipment remain upright and otherwise unharmed. For Minor Derailments:

1. Stop the train (if not already stopped).
2. Notify the train crew, HOG office, and SAM Manager of the derailment.
3. Conduct passenger accounting and survey for injuries.
4. If injuries are present, treat with First Aid Kits. For severe injuries call 911.
5. Transfer passengers to non-derailed coaches.
6. Evaluate means of transporting passengers to originating stations.
 - a. If the derailed equipment is not blocking the mainline for return to the originating station, passengers can be boarded onto unaffected coaches for return under normal procedures. The derailed coach, if still coupled, must be uncoupled and handbrakes applied, as necessary, before consist movement.
 - b. Should the locomotive or coach be derailed and block the mainline track for return to the originating station, the following options may be considered:
 - i. Dispatch spare locomotive and/or coach(s) to the accident scene.
 - ii. If the spare equipment is not available or cannot reach the incident location, consider use of alternate (van/bus) transportation.

Major Derailments

A major derailment involves situations where a wheel, truck, or truck assembly(s) has left the rail and as a result the coach(s) is no longer upright. The equipment may be leaning severely or may have rolled onto its side. For Major Derailments, the following should be considered:

1. Stop the train (if not already stopped).
2. Notify train crew, HOG office, and SAM Manager of the derailment.
3. Call 911 providing geographic location of the derailment.
4. Conduct passenger accounting and survey for injuries.
5. Update 911 with number and type of injuries.
6. Provide basic medical care to injured using onboard First Aid equipment.
7. Assess derailment for signs of leaking gases, fire, fire potential, electrical hazard, or potential of coach to roll over further, such as near a ravine.
8. If electrical hazard exists, disconnect/shut down HEP.

9. Inspection review may deem it necessary to involve fire department assistance and/or use of onboard fire extinguishers.
10. Evacuate all passengers (must be conscious and void of severe injury) to either another, unaffected coach or to a 'Safe Zone' away from the derailment site. (See coach evacuation diagram above.)
11. Assist emergency personnel in locating injured passengers.
12. Evaluate means of transporting passengers to originating station.
 - a. If the derailed coach(s) are not blocking the mainline, passengers can be boarded onto unaffected coaches for return under normal procedures.
 - b. Should derailed equipment block the return track to the originating station the following options might be considered:
 - i. Dispatch spare locomotive and coaches to the accident scene.
 - ii. If spare equipment is not available, consider use of alternate (van/bus) transportation.
13. Complete Accident Report and Passenger Identification Record forms.

Fires Onboard Train (Code 6)

A fire onboard the train involves any situation where fire or excessive smoke is emanating from railroad rolling stock. The source of train fires is nearly unlimited, but likely locations may be the locomotive engine room or electrical cabinets, coach transformers/electrical lockers, HEP car, coach restrooms, appliances in commissary car, or trash cans. Protocol for responding to train fires depends upon the severity and nature of the fire.

Minor Fires

1. Notify train crew, HOG office, and SAM Manager of fire.
2. Assess fire for ability to extinguish safely using onboard fire extinguishers.
3. Immediately notify 911 if it is evident that onboard efforts will not extinguish the fire. (See Major Fires below.)
4. The use of powder-based fire extinguishers will cause air-borne dust, which is irritating to most persons.
5. Evacuate all passengers from the affected coach.
6. Survey all passengers for possible burns or smoke inhalation symptoms.
7. Extinguish fire with onboard fire extinguishers.
 - a. Aim fire extinguisher at base of fire and move extinguisher stream in a sweeping motion.
 - b. Maintain access to a path of egress at all times.
 - c. If electrical in nature, turn off power source before extinguishing fire. Avoid contact with water for electrical fires.
8. Turn off heat/air or ventilation systems in affected area until fire is extinguished.
9. While fire fighting is occurring, it may be prudent for the train to proceed to the nearest public road crossing, should the fire grow. Size and location of fire, available fire fighting equipment, etc. will influence whether or not the train should move during the fire fighting operation.

10. If fire fighting attempts are not successful or might not be effective, call 911 for assistance, providing information on nature of fire, size, and intercept point to access train.
11. After fire is extinguished, the SAM Conductor will need to determine if the train will be able to continue its scheduled operation. The decision will be governed by several factors—damage to equipment, passenger injuries, length of delay, etc.
12. Re-inspect extinguished fire site to confirm it cannot re-ignite.
13. Complete appropriate accident forms and reports for formal investigation.

Major Fires

Major fires are of such size that the fire cannot be safely extinguished by onboard personnel.

1. Notify train crew, HOG office, and SAM Manager of fire.
2. Call 911 for fire department assistance, providing information on type and size of fire, and intercept point to access the train.
3. Move the train to an accessible location for emergency services interception. Avoid blocking roads with burning coach, or stopping in areas with heavy amounts of combustible materials (trees, grass, hay bales, etc.) present.
4. It may be prudent to separate the burning car from the rest of the consist to prevent spread of fire to other rail equipment.
5. Evacuate passengers to a 'Safe Zone'.
 - a. 'Safe Zone' must be upwind and away from the fire area.
 - b. Designated crew member must remain with passengers.
 - c. All passengers must remain within the 'Safe Zone'.
6. Evaluate means of transporting passengers to originating station.
 - a. If the burned coach (s) are not blocking the mainline, passengers can be boarded onto unaffected coaches for return under normal procedures. The burned coach, if still coupled, must be uncoupled before consist movement.
 - b. Should the burning equipment block the return track to the originating station, the following may be options for consideration:
 - i. Dispatch spare locomotive and coach (s) to the fire scene.
 - ii. If spare equipment is not readily available, consider use of alternate (van/bus) transportation.

Ground Fires

Should a ground fire be encountered alongside the track right-of-way, the following may be considered:

1. The train should not enter the fire zone.
2. Notify train crew, HOG office, and SAM Manager of fire.
3. Evaluate ability to extinguish using onboard fire extinguishers (very small fires).

4. Call 911 and request fire department assistance, providing information on fire type and size, and geographic location of the fire.
5. After the fire is extinguished, verify no fire damage to the track structure has occurred before use of track, paying particular attention to ties and bridge support timbers.

Tornado/Severe Weather (Code 7)

A tornado emergency is defined as one in which credible evidence of a tornado citing within the vicinity of the train or depot exists OR is highly probable of developing. Indications from the National Weather Service, trained storm spotters, local news media, or law enforcement personnel are all potential suppliers of such 'credible' evidence.

Tornado (Train at Depot)

Persons at the depot while a tornado is reported on the ground and approaching the City of Cordele should seek shelter in designated places of safety. Trains about to depart while a tornado warning has been issued for the local area are strictly forbidden from departing. Passengers and train crew should seek shelter immediately. Should conditions appear favorable for tornado development in the area, National Weather Service reports should be monitored by railroad personnel before train departure. NOAA Weather Radio frequencies are programmed into SAM Shortline's two-way radios.

1. Train crew/depot personnel should review weather forecasts if tornadic conditions are possible before departing.
2. No trains shall depart if a tornado warning is issued for the area near the originating station.
3. Account for passengers and train crew.
4. Passengers and train crew should leave the train and seek shelter.

Tornado (Train En Route)

For tornadoes approaching a train en route, trains are to continue, if possible, to the nearest point of protected terrain, such as a hill cut.

1. Weather conditions should be monitored by radio.
2. Train should approach nearest protected area of track (hill cuts).
3. Passengers should be located away from windows and doors as much as possible, e.g. commissary coach away from glass drink cases.
4. For all situations, passengers should shield themselves from possible glass and debris by assuming a crouched position with hands about the face and head.
5. In most cases, the train should return to the originating station once the hazard has passed. Trains should proceed at restricted speed, being watchful of downed trees and other debris.

Passenger Message Development

In most situations ranging from a minor delay of a few minutes to a severe crisis where injury or property damage may have resulted, the train crew should provide an update message. The message, or need for the message, will vary depending upon the nature and severity of the event.

All messages should be carefully thought out before dissemination. Messages should be issued by the SAM Conductor or appropriate designee. Messages should be concise, factual, and on a need-to-know basis. Avoid speculation, sharing 'your thoughts', or offering too much information. Such situations can create liability for the SAM Shortline. Examples of possible types of passenger messages follow:

Sample Crew Messages To Passengers

Medical Emergency

"One of our passengers is experiencing a medical emergency. For both safety and privacy reasons, please move to coach _____ while the EMS personnel provide care. We will be stopping along the roadside for quick access by the EMS personnel."

Vehicular Accident

"A vehicle has hit the train. Once we have verified everyone's safety, additional instructions and updates will be provided. Please remain calm and stay aboard the train."

Mechanical Delay

"We have experienced a mechanical delay with _____. Our crew is inspecting the equipment and should provide us an update shortly. Thank you for your patience."

Fire

"For your safety, all passengers should follow crew member (name) _____ to coach _____ for detraining. Remain calm and do not run."

Tornado

"We have been notified that a tornado is approaching the area. Please assume a crouched position between seats while the storm passes. Crew members will assist you."

Updates to passengers should be given in a timely manner.

Crew Statements to the Media and General Public

Except in instances where the train crew is attempting to respond to an incident or calm passengers, discussions with the general public, media, or in situations where conversations could be overheard by the general public about the incident **MUST BE AVOIDED** relative to discussing what may have caused the event or what one's personal thoughts about the incident may be.

Interactions with passengers, emergency responders, or the general public should be presented in a non-confrontational manner, and be calming in nature. However, direct discussions about the incident **MUST BE AVOIDED** and deferred to the SAM Shortline's public relations contact or their designee(s). In instances such as vehicular accidents where police and other law enforcement persons need to collect information, the crew must cooperate.

Conversely, any persons believed to be possible witnesses (whether they admit to being ones or not) should be invited to share any information they may have about the incident. In addition to the information witnesses may have, it is important to collect their name, phone number, and their reason for being near the incident scene.

Questions from the media or general public should be directed to the SAM Manager.

Sample Crew Statements to the Media

Only authorized persons having training or experience with conveying negative news to the media shall be allowed to provide comments to the general public or news media. Crew and support staff will likely be asked to comment, and should be prepared to respond with statements similar to the following examples:

“Our first priority in any situation is public safety. We can not provide any comments at this time while we're tending to the safety of others.”

“I do not have access to the information you need and should not offer speculative thoughts. Our manager has been notified and will address your concerns as soon as all appropriate information is available.”

“I'm sorry I can't help provide the information you need. The entire organization is working hard to respond safely to this incident. A media update will be provided at the appropriate time.”

Accident Notifications

Any accident where either personal injury or mechanical damage has occurred must result in the notification of the following: SAM Shortline Manager, SAM Shortline Chief Conductor, HOG Manager of Train Operations. Ideally, notification is immediate, but should occur as soon as possible. All paper and photography documentation should be provided to the SAM Shortline manager within 24 hours. For current contact information consult the SAM Shortline employee timetable.

Emergency Intercept Maps

Emergency maps of the corridor allow responders to properly locate the train in the event of an emergency. In addition to crew and depot personnel, the identification maps have been provided to all emergency service providers in the two-county area. It is imperative when communicating the nature of any severe emergency that the map be available for use. Carry it at all times while on duty!

SAM SHORTLINE

Intercom and Public Address System Policy & Procedures

Authorized Use of System

Only authorized staff and volunteers should use the Intercom/PA system. This includes all SAM Shortline staff members, Conductors/Trainmen, and car hosts. Passengers must **NOT** be allowed to use the system for personal communications or announcements.

The Intercom/PA system should be used for official communications only. Official communications include but are not necessarily limited to:

- Emergency alerts (see “Crises Management Codes”).
- Paging of staff or Conductors/Trainmen for other types of assistance.
- Car-to-car communication between staff/car hosts and Conductors/Trainmen related to the operation of the train or special needs in a particular car.
- Station announcements (handled by Conductor or designee).
- Information related to entraining/detraining of passengers (handled by Conductor or designee).
- Schedule information (handled by Conductor or designee).
- Other informational announcements (handled by SAM staff, Conductor or designee).

Inappropriate use of the Intercom/PA system will **NOT** be allowed and would include the following:

- Obscene, vulgar, or off-color comments.
- Joking or other attempts at humor.
- Continuous monologues.
- Unauthorized advertising or solicitations.
- Statements of personal opinion regarding stops or attractions along the corridor.
- Personal conversations not related to the operation of the train.
- Music not approved by the SAM Shortline.

Announcements and Music

- It is appropriate to have music playing over the inside and outside speakers while passengers are entraining or detraining in Cordele and at other locations. Music needs to be kept at a volume low enough so as not to interfere with conversations or to be generally annoying to passengers. All music must be approved by the SAM Shortline Manager and/or the Authority Chairman prior to being played over the system.
- Music should not be played while entertainers are performing on the train.
- Outside speakers can be controlled by the two switches mounted on the underside of a shelf in the Intercom/PA system cabinet in the commissary car.
- Cordless microphones are located in the cabinet and can be used by the Conductors/Trainmen when outside the train. Announcements can be made over the outside speakers to direct passengers and assist groups in locating their cars. The microphones have power and mute switches that must be set to function correctly.
- When inside the cars, the wall-mounted intercom phones should be used to make general announcements. To operate them, simply push the button in the center of the handset, listen for the tone, and then begin speaking in a normal voice. Do not release the button until you have completed your announcement.
- When music is playing, it will automatically stop playing over the system when the handset button is pushed. When the button is released, the music will resume playing.

Intercom Use

- To use the intercom feature, first page the person with whom you wish to speak using the PA system (see above). "SAM Conductor line one. SAM Conductor Line one." Then push the button on the face of the wall-mounted phone corresponding to "line one". The person on the other end will see a light on the phone in another car and will push the button to communicate over the phone. The PA button should not be pressed during car-to-car communications.
- Car-to-car communications should be for official use only.

Suggested Announcements

- Boarding in Cordele (wireless microphone on platform):
"Ladies and Gentlemen, your attention please. We would like to welcome the following groups that are riding with us today: (Read list of groups and the cars in which they are riding.)"

“Ladies and Gentlemen, your attention please. Train No. 13 (or whatever), the westbound *Archery Explorer*, with stops at Georgia Veterans State Park, Leslie, Americus, Plains, and Archery, is now boarding on the mainline platform. All aboard . . .”

“To facilitate the boarding process we ask that first class or premium ticket holders board the train on Sixth Street at the crossing. This is just a short distance east of the platform. A SAM Trainman will assist you at this location. Passengers holding coach tickets should board the train from the platform. Thank you for your cooperation and thank you for riding the SAM Shortline.” (Repeat as necessary.)

“Ladies and Gentlemen, for your safety, we ask that you do not walk along the edge of the platform. Please remain at a safe distance from the train, and please watch your step while boarding. Car hosts will assist you with your belongings as you board. Thank you for your cooperation and thank you for riding the SAM Shortline.”

“Ladies and Gentlemen, for the safety of your children, please do not allow them to run on the platform. Children must remain in the company of a responsible adult at all times. Thank you for your cooperation and thank you for riding the SAM Shortline.”

“Ladies and Gentlemen, your attention please. This is the last call for Train No. 13 (or whatever), the westbound *Archery Explorer*, with stops at Georgia Veterans State Park, Leslie, Americus, Plains, and Archery, now boarding on the mainline platform. All aboard . . .”

- Departing Cordele (PA system onboard train using telephone handset):

“Ladies and Gentlemen, your attention please. My name is _____ and I am your Conductor for today’s train, the westbound _____. Welcome to everyone on-board and thank all of you for riding with us today. We’re departing Cordele on time and should be arriving at our first stop, Georgia Veterans State Park at _____. (Insert explanation of delay if appropriate. You might also add some comment about the diamond. See below.) As we begin our trip, please pay careful attention to a few rules and procedures designed to protect your safety and the safety of others.”

“If you have bulky or heavy items, please secure them in the areas under or behind your seat. Do not place heavy items in the overhead racks, and please keep the aisles clear at all times. Your car host will be happy to assist you.”

“If you have children under the age of 14 traveling with you. They are not allowed to move between cars unless they are accompanied by a responsible adult.”

“Children must not be allowed to run or play in the aisles. Children should also not be allowed to stand in their seats.”

“Shoes must be worn by all passengers at all times, and laced shoes should be kept tied to prevent falls.”

“It is safe to move between cars, and we invite you to explore the train. Please do watch your step when passing between cars.”

“For your convenience, restrooms are located throughout the train, and a changing table is available. Please ask your car host for the location of each restroom and the changing table on today’s train.”

“Smoking is not allowed on the SAM Shortline. Please refrain from smoking until you have detrained at your destination.”

“Should you have an accident or become ill during your ride with us today, please notify your car host immediately for assistance. First Aid kits are available, and our on-board personnel are ready to help you. Our train is also equipped with an Automated External Defibrillator or AED. It is located in the commissary car.”

“In the event of an on-train emergency, your car host will assist passengers in your car with emergency procedures.”

“Please take a moment at this time to familiarize yourself with your car’s emergency exits—your car’s end doors and designated emergency windows. Instructions for using the emergency windows are printed on the window itself.”

“Fire extinguishers are located on each car as well. Please take a moment to familiarize yourself with their location.”

“Thank you for your attention to these rules and procedures. We want everyone to have a safe and enjoyable ride today. Should you have any questions or concerns, your car host is ready to assist you.”

“Also, while on-board today, please don’t forget to visit our commissary car, where you will find an assortment of souvenir items and delicious food for the whole family. The commissary car is located toward the middle of the train, and your car host will be happy to direct you.”

“At this time, if you will have your tickets out and available. My trainman and I will be coming by to remove the smaller “going” stub from your ticket. You will need to keep the larger “returning” stub to be checked and canceled on the return leg of today’s trip.”

“Again, our next stop will be Georgia Veterans State Park. We will stop here briefly to board additional passengers. We will be arriving in approximately

_____minutes. Thank you for riding the SAM Shortline.”

- Announcing Intermediate Stops

“Ladies and Gentlemen your attention please. We will be arriving at _____ in approximately _____minutes. The train will be stopped here for _____ minutes. _____ is our next stop.” (westbound)

“Ladies and Gentlemen your attention please. We will be arriving at _____ in approximately _____minutes. The train will be stopped here for _____ minutes. If you boarded the train in _____ today, please gather your belongings and prepare for detraining. We will detrain passengers through the _____ car. Thank you for riding the SAM Shortline today. Once again, _____ is our next stop.” (eastbound)

- Announcing Layover Stops (This template will vary depending on the schedule.)

“Ladies and Gentlemen your attention please. We will be arriving at _____ in approximately _____minutes. The train will be stopped here for a _____ layover. Passengers may detrain through the _____ car(s). (Shuttles will be available to take passengers into downtown Americus.) Passengers planning to continue on to _____ should return to the platform for re-boarding no later than _____. The train will depart for _____ promptly at _____. Passengers planning to spend more time in _____ should return to re-board the eastbound train no later than _____. The last train will depart the _____ platform today at _____. Once again, _____ is our next stop.” (Repeat as necessary.)

- Announcing Last Stop

“Ladies and Gentlemen your attention please. We will be arriving at _____ in approximately _____minutes. We thank you for riding the SAM Shortline today and hope you had a pleasant experience. Please take a few moments now to gather your belongings and prepare for detraining. We will detrain passengers through the _____ car(s). After detraining, please stop by our depot gift shop for a wide variety of SAM Shortline souvenirs. Once again, thank you for riding the SAM Shortline today. _____ is our next stop.”

- Announcing Delays

“Ladies and Gentlemen your attention please. We are waiting for the CSX dispatcher to give us a clear signal to cross the diamond. Also known as the Cordele Interlocking, the diamond is an intersection a short distance west of our platform where three railroads cross—the Heart of Georgia, the Norfolk Southern, and the CSX. After traffic across the diamond has passed, we should get a clear signal, and the train will proceed. At this time we do not anticipate a lengthy delay. Thank you for your patience.” (Update passengers if delay continues more than ten minutes. Continue updates as necessary.)

“Ladies and Gentlemen your attention please. We have experienced a mechanical delay with _____. Our crew is inspecting the equipment and should provide us with an update shortly. Thank you for your patience.”
(Continue updates as necessary.)

- Announcing Emergencies (Please refer to the Crises Management Procedures for specific instructions.)

Emergency Codes

When necessary to use the PA to announce emergency codes, maintain a calm and clear voice to avoid causing a panic among crew or passengers. State the code number AND the location.

Example: “Code 1, *Archery Car*, AED”

In the above example, the Conductor/Trainman and medical support crew would move quickly to the *Archery Car* and would bring the AED and other equipment.

Code 1—Medical Emergency
Code 2—Violent, Unruly, or Disruptive Passenger
Code 3—Vehicular Accident
Code 4—Mechanical
Code 5—Derailment
Code 6—Fire
Code 7—Tornado

Medical Emergency

“Ladies and Gentlemen your attention please. One of our passengers is experiencing a medical emergency. For both safety and privacy reasons, passengers in the _____ car are asked to please move to the _____ car (or remain in your seats) while the EMS personnel provide care. We will be stopping along the roadside for quick access by the EMS personnel.”

Vehicular Accident

“Ladies and Gentlemen your attention please. A vehicle has hit the train. Once we have verified everyone’s safety, additional instructions and updates will be provided. Please remain calm and stay aboard the train.”

Fire

“Ladies and Gentlemen your attention please. For your safety, all passengers should follow crew member (name) _____ to coach _____ for detraining. Remain calm and do not run.”

Tornado

“Ladies and Gentlemen your attention please. We have been notified that a tornado is approaching the area. Please assume a crouched position between seats while the storm passes. Crew members will assist you.”



SAM Shortline Excursion Train

www.samshortline.com

Come and Volunteer on the Train!

Volunteers come together on the Sam Shortline for many different reasons. We all share the common goal of working together to make a difference. Come ride the rail and meet many interesting people, passengers and fellow volunteers, to acquire lasting new friendships. As a car host, you will inform the passengers of their choices of activities and restaurants in the approaching towns. The commissary car volunteer pops popcorn, prepares hot dogs and makes coffee for the passengers. Become a conductor and join in on the fun! Do you like to sing, play an instrument, or have an act of some sort? Sign up now to share your talent with us. We would love to have you join us on the train. It will be a fun-filled day on the Sam Shortline—you can be sure of that!

What's required of a Volunteer?

Our Host volunteer for a minimum of two months up to a maximum of six months. Hosts contribute a minimum of 24 hours per person each week. Some of the jobs include: riding the train as a car host or commissary worker, cleaning the train between the rides (if needed) and before the 1st ride of the week. At the Depot in Cordele we need help answering the phone, taking reservations, pricing merchandise, selling merchandise, cleaning the depot and running the cash register. At GA Veterans, mowing, weeding and blowing the sidewalks! We can keep you busy!

Enclosed is a Volunteer Application/Volunteer Insurance Form and Background Check. Please fill out and mail back to:

SAM Shortline Excursion Train
C/O Julie Carr-Assistant Manager
P.O. Box 845
Cordele, GA 31010

SAM Shortline Excursion Train Staff

Kathy Odom.....Manager
Julie Carr.....Assistant Manager/Volunteer Coordinator
Kristy Purdy.....Administrative Assistant
Marshall Wooten..... Maintenance
Opal Woodson.....Train Sales

Telephone numbers for SAM Shortline are 229-276-0755 or
229-276-4040.

To get into the red doors @ the depot use the code:04040
Every Wednesday morning the volunteers clean the train

During your stay with SAM Shortline please give Julie (in writing)
any traveling plans that you might have, this helps with scheduling. Please check
in with Marshall periodically to see if he needs HELP.

Thank you for your help keeping SAM on Track! If for any reason you have a
problem or feel that you've been treated unfairly please meet with Julie and let
her know. We want to resolve any problems before they blossom. We ask that
everyone please reframe from gossip, if you have a question about something
please ask a staff person. We will work very hard to keep everyone informed and
we want to keep the lines of communication open. We appreciate you and we
look forward to working together with you!

OUR VOLUNTEERS ARE THE ENGINE THAT PULL SAM SHORTLINE!

New Campground Host Checklist

We will go over this when you check in @ Depot in Cordele.

- Volunteer handbook/Application/Volunteer Insurance
- Shirt
- Volunteer Pins
- Nametag/lanyard
- Park Pass
- 5 night camping pass
- Volunteer Orientation
- Whistle
- Bandanna

Please check the areas that you are interested in:

Please fill this out and send it back with your application.

- Commissary Worker
- Car Host on Train
- Carpentry
- Electrical
- Mow/weed eat/blow off sidewalks/edge
- Take reservations/answer phone
- Price merchandise
- Public speaking
- Trade shows
- Clean bathrooms Depot Cordele/GA Vets
- Train maintenance
- Stock brochure racks
- SAM Conductor
- Depot Gift Shop/Concessions

Available for SAM Shortline Train Host:

- Laundry access for our Train Host—you may bring your laundry to the depot in Cordele we have a washer and dryer or you can use the washer in the maintenance area of the park, there is one dryer that you may use. Another choice is to use the washers in the comfort station, just be sure to mark your coins (front & back) with your initials and Randall will save them out for you to get at a later date.
- At SAM's Summit the dumpster for the campground can be found at the bottom of the hill next to the Thacker Shack or on top of hill in parking area
- Veterans Museum at the main office of the State Park
- Nature trails in the park
- Retreat @ Lake Blackshear/Four Star Restaurant/Lounge
- Fishing docks around park
- Boat rentals available

Check out the following websites on your computer:

www.samshortline.com

www.friendsofgastateparks.org

www.gastateparks.org

www.plainsinn.net

www.lakeblackshearresort.com

www.therealgeorgia.com

www.plainsgeorgia.com

www.grtm.org

www.nps.gov/jica

www.rylander.org

www.jimmycartercenter.org

www.windsoramericus.com

www.habitat.org

www.cityofamericus.net

www.lakeblackshearresort.com/golf.asp

Depot Office Hours
Open from 8:30-4:30 Monday-Friday
8:30-12:00 Wednesday

Georgia Veterans State Park address:
2459 U.S. Hwy 280 West
Cordele, GA 31015

Campground/GA Vets address:
131 Obie Road
Cordele, GA 31015

The above addresses are for emergency purposes.
If an emergency occurs please call 911. Please let the park
office/SAM depot know of any emergencies.

Your mail can be sent to:
SAM Shortline Excursion Train
C/O Your Name
P.O. Box 845
Cordele, GA 31015

We have a mailboxes set up in the depot in Cordele with
your name on it.

VOLUNTEER APPLICATION
SAM Shortline Excursion Train

PERSONAL INFORMATION

Name: _____
Last First Middle

Address: _____

City State Zip Code

Social Security #: _____ - _____ - _____ Date of Birth ____ / ____ / ____

Telephone #: Days(____) _____ - _____ Nights(____) _____ - _____

Email Address: _____

Emergency Contact: _____
Name & Relationship Phone #

PREVIOUS EXPERIENCE;

Do you or have you ever worked for any Railroad? _____ If yes, please describe:

Previous Volunteer Experience:

	Place	Type of Duties	Dates
1)	_____	_____	_____
2)	_____	_____	_____
3)	_____	_____	_____
4)	_____	_____	_____

Work Experience:

What kind of work do you/have you done in the last 5 years?

Place	Type of Duties	Dates
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please rate your skill level in the following areas:

1=Little or no experience 2=Intermediate experience 3=Extensive experience

Public Relations:

_____ Information Desk _____ Fliers/Exhibits _____ Public Speaking

Administration:

_____ Record Keeping _____ Employee Supervision _____ Cash management/Sales

Maintenance:

_____ Plumbing _____ Electrical _____ Carpentry

Other: _____

_____ First Aid/CPR/Lifesaving

Have you had any major medical problems in the last 5 years? _____ If yes, please explain:

Have you been convicted for violation of any Federal, State, or local laws? *(Do not include minor traffic violations with fines of less than \$50.00)* _____ YES _____ NO

If yes, give date, violation, and place of conviction.

Are any of the same charges presently pending against you? _____ YES _____ NO

If yes, please explain.

I certify that all information on this application and on any attached documents is correct and complete to the best of my knowledge, and authorize the Department of Natural Resources to verify this information. I understand that false statements of material fact in my application are cause for termination of my participation in this or any future DNR programs.

Signature

Date

Fare Structure 2012

Coach

Adults \$27.99*
Seniors (62+), Veterans or Military \$25.99*
Children(2-12) \$17.99*

Premium Americus Car

Adults \$35.99*
Children \$25.99*

Hawkins Car

All seats are one price regardless of age.
\$35.99

WALK-UP Tickets (when available)

Coach Class from Americus

Adults, Seniors- \$13.50* Children (2-12) \$8.50*

Premium from Americus to Plains/Archery -

Adults, Seniors- \$25.50* Children (2-12) \$15.50*

Coach Plains to Archery (first class not available) All tickets - \$7.00*

GROUPS

(20 or more passengers with 1 complimentary ticket per 20 sold. Sections will be assigned a location on a car for 20 or more.)

Coach Class

Adult \$25.99* Children \$16.99*

Premium - Americus Car

Adults \$35.99* Children \$25.99

Hawkins -all seats regardless of age \$35.99*

SCHOOL GROUPS (must call for reservation)

(For students younger than 14 years of age, one adult chaperone for 10 students. No complimentary tickets.)

Coach Class Students & Staff- \$11.99* School Chaperones - \$25.99*

SCOUTS, HOME SCHOOL, 4-H, AND DAY CAMPS (must call for reservation)

(For students younger than 14 years of age, one adult chaperone for 10 students. No complimentary tickets.)

Coach Class Student(ages 2-12) \$15.99* Chaperones - \$25.99*

TOUR AND TRAVEL GROUPS (must call for reservation)

(20 or more passengers booked through an agency. 1 complimentary per 20 booked)

Coach Class

Adult - \$25.99* Children (ages 2-12) \$16.99*

Premium Americus Car

Adult \$35.99* Children (ages 2-12) \$25.99*

Hawkins all seats regardless of age- \$35.99*

CHARTERS (must call for reservation)

Car Charters (First class cars may be chartered for private use on any regular, scheduled train.)

"Samuel H. Hawkins" #1508 \$1750.00* (maximum seating capacity - 42)

"Americus" #108 \$1500.00* (maximum seating capacity - 50)

TRAIN CHARTERS (must call for reservation)

The entire train may be chartered for private use.

Half hour (minimum) - \$1815.*

One hour - \$2310.*

Two hours - \$3465.*

Four hours - \$4620.*

Full day (10 hours maximum) - \$5775.*

TRAIN CHARTERS (A stationary train-must call office)

The entire train may be chartered for private use.

1 to 3 hours - \$250.*

3 to 6 hours - \$475.*

A deposit of \$200. is required to cover damages with \$50 being non-refundable IF train requires extensive cleaning (to be determined by DNR staff).

About Your Tickets

- All tickets-charters have 7% sales tax added to the price listed unless sales exempt form is received prior to ride.
- To reserve an entire car, 90% or more of full-fare seats in the car must be purchased.
- Children's fare ages 2 to 12. Children younger than 14 must be accompanied by an adult 21 or older.
- All prices subject to change without notice.
- Reservations recommended due to limited seating.
- Payment required at booking.
- Boarding generally begins 20 minutes prior to departure.
- No smoking, alcoholic beverages or pets allowed.
- Tickets are non-refundable. You may call 72 hours in advance to transfer to a different ride date, upon availability.
- SAM Shortline reserves the right to cancel any train/ and or alter schedule.