



Add AskRail to Emergency Dispatch Centers to Increase First Responder Information Access



AskRail®

The free [AskRail app](#) provides first responders with immediate access to accurate, timely data about what type of hazardous materials a railcar is carrying so they can make an informed decision about how to respond to a rail emergency.

The rail industry is working with emergency management agencies to integrate the tool into their dispatching centers to: (1) ensure full coverage that ensures first responders are informed and capable to respond to an emergency and (2) account for any wireless coverage challenges that may limit access to information in the event of an emergency.

By training and working with dispatch centers, every first responder who arrives at the scene of a rail emergency will have the right information to respond to the incident effectively.

How to Get AskRail

The freight rail industry encourages your state and local Emergency Communications Centers (ECCs) to integrate AskRail into operations. Railroads can assist in this process.

1. Download the app from the [Google Play Store](#), the [Apple App Store](#) or the [Windows Desktop Application](#). For additional options such as a webapp version contact 1-877-724-5462 or support@askrail.us
2. Complete the registration process in the app on your device. Use a registration email dedicated to the ECC that will not change with staffing. Select the primary Class I Railroad that serves your area and submit for approval.
3. Once you receive a confirmation email and click the verification link your application will be sent for approval. Contact the above number or email for assistance in expediting approval.
4. You will also receive an overview PowerPoint to help train you and your staff on using the app.

For onboarding and assistance integrating AskRail with your ECC, please reach out to Railinc at 1-877-724-5462 or support@askrail.us.

App Features

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

Refer to the how-to-use document for more information.

Contacts

App Questions: support@askrail.us
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