

# OREIS User Comments

## Incidents

*While we don't have passenger train service in our county we do have rail service which travels through my county daily and carries hazardous materials. I have used the OREIS program many times and find it to be an extremely important part of my programs both for rail service and for normal truck service on the highways. I have a copy of the program in my emergency operations center and in my vehicle to be used in the field. As a retired firefighter from Anne Arundel County, Maryland, I am very much aware of the programs that could occur from hazmat materials or just a rail accident. I can't say enough positive things about this program or for CSX providing it for my office.*

**Ray Phillips**  
**EMA Director**  
**Dale County EMA Office**  
**Dale County, Alabama**

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*OREIS is a very valuable piece of software that is going to be put to great use by first responders nationwide. It is a very simple, easy to use program that provides essential information needed to combat hazardous materials incidents. Thanks for allowing us the opportunity to participate in this program.*

**Matt Cope**  
**Firefighter**  
**Cumberland Fire Department**  
**Cumberland, Kentucky**

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*We continue to find the OREIS program a valuable tool concerning HazMat and rail incidents. The detailed rail passenger and locomotive schematics are impossible to find in any other response program and provide critical on scene information during various operations. The ability to direct access information on tank railcars via the reporting marks and numbers for each tank railcar is another valuable tool for first responders.*

*The expansion of this program would greatly enhance the capabilities of all first responders.*

**Don Birou, Captain**  
**Special Operations Team**  
**New Orleans Fire Department**  
**New Orleans, Louisiana**

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*The City of Marietta, GA secured the use of OREIS in preparation for the 1996 Olympic Games in Atlanta. The software is installed in a PC located in our Crisis Management/ Emergency Operations Center and it has been used on several occasions over the year. Two of the incidents I specifically recall was one where a railroad tank car was involved in an incident and the other where a tractor trailer was on fire.*

*I find the software extremely easy to use and the frequent updates very helpful. Having access to the system definitely saves critical time in an emergency when you need to know what is in a rail car or tractor trailer.*

**Bob L. Williams, Jr**  
**Radio Systems Manager**  
**Marietta Fire & Emergency Services Department**  
**Marietta, Georgia**

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*We have two major railroads running through the city of Euclid, Ohio and our police and fire department consider OREIS an absolutely essential tool in the event of a railroad disaster. OREIS has already been used once a few years ago for a problem with a rail car that did contain a residual hazardous material. We were able to provide this info to our responders almost immediately.*

**Mike Norton**  
**IS Manager**  
**Euclid Police Department**  
**Euclid, Ohio**

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*Having been aboard with Operation Respond since its inception in the Buffalo, NY area, I have been thoroughly impressed with the system. We have on more than one occasion utilized the system to determine contents of rail cars that might have contained hazardous materials. The information that was provided was extremely helpful in bringing these incidents to a successful conclusion.*

*The system is easy to use and provides information when you have car numbers, placard descriptions or chemical names. I am thoroughly satisfied with the OREIS system.*

**Robert C. Mueller**  
**Sr. Public Safety Dispatcher**  
**Town of Hamburg Police Department**  
**Hamburg, New York**

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