



All-Hazards Awareness and Preparedness for Transit Employees Participant Workbook



This course was developed by the National Transit Institute at Rutgers, The State University of New Jersey, in cooperation with the Federal Transit Administration. These materials are provided for informational purposes only and are intended for the use of the transit industry. Use of the material in this program should first be reviewed for compliance with local procedures and applicable state and local laws and regulations.

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Introduction

While you are not a first responder, as a transit employee you may encounter incidents or events on the job that require you to take some action to protect life safety, property, or to minimize service disruptions. These incidents may be caused by nature or by people and can happen anytime or anywhere, with or without advance notice. They include crimes and other security threats and attacks, as well as natural disasters, weather incidents, health incidents, accidents and even planned functions that draw crowds. Transit employees who are trained in all-hazards awareness and preparedness will have a sense of what to do regardless of what happens and will be ready to monitor, manage and control any situation with which they are faced.

The goals of this course are to help transit employees develop the observation, communication, and response skills needed to address all-hazards incidents while ensuring their own safety and that of their customers.

Learning Objectives

At the end of this course, you will be able to:

- Describe the importance of taking an all-hazards approach to transit incidents and events
- Explain your responsibilities and priorities during all-hazards incidents and events
- Distinguish between notice and no-notice incidents and events
- Select appropriate response and reporting strategies for all-hazards incidents and events

To accomplish these objectives, the course integrates lecture, visual aids, participant discussion and learning activities.

Course Outline

- Module 1: Introduction to an All-Hazards Approach for Transit
- Module 2: Your Responsibilities and Priorities during All-Hazards Incidents
- Module 3: Identifying Hazards and Vulnerabilities
- Module 4: Developing Situational Awareness and Observation Skills
- Module 5: Reporting and Response Strategies
- Module 6: Notice/ No-Notice Incidents and Events

Module 1: Introduction to an All-Hazards Approach for Transit

Objectives

At the end of this module, you will be able to:

- Explain how safety, security, and emergency management combine into an all-hazards approach for keeping transit employees, agencies, and customers safe
- Identify the characteristics of all-hazards incidents
- Compare notice and no-notice events

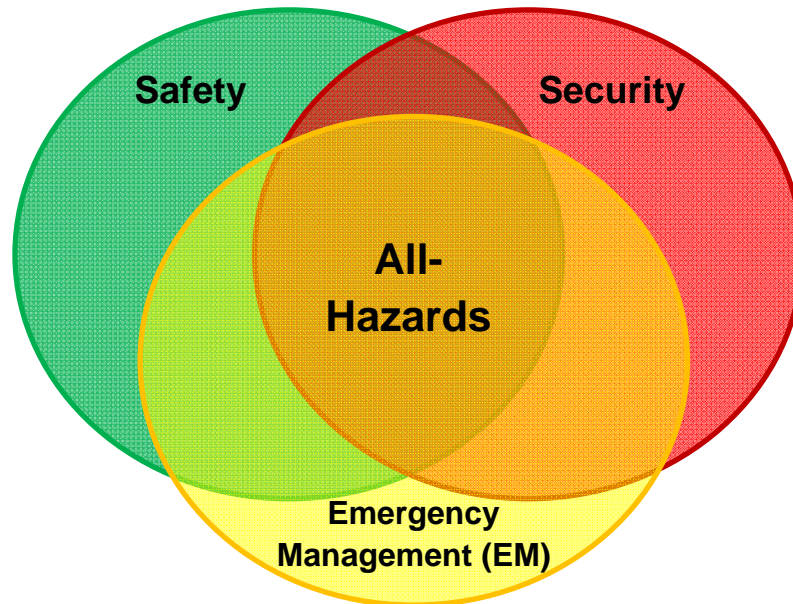
What is a Hazard?

A hazard is a real situation or condition that could lead to something bad happening, including damage to property, endangering life safety, disrupting service, etc.



All-Hazards Approach for Transit

An “all-hazards” approach is where safety, security and emergency management all meet up. By using an all-hazards approach, transit systems can make sure that employees will know what to do regardless of what happens—be it a safety incident, a crime, or a weather event or accident.



Safety, Security and EM

Safety is freedom from unintentional danger, while security is freedom from *intentional danger*. Safety and security on a transit system can be improved by changing the way people behave and also adjusting the work environment. Safety and security must become a work habit, just like cleaning up spills in the garage or wearing personal protective equipment.

Emergency management (EM) is an ongoing process to prevent, mitigate, prepare for, respond to, and recover from incidents that threaten life, property, operations, or the environment.

What is An All-Hazards Approach?

An all-hazards approach focuses on developing resources and plans to address safety, security, and emergency management (EM) concerns at the same time. That way, different departments that may or may not even communicate regularly will all be on the same page. If you have good plans and strategies in place for all hazards, it makes overcoming the ones that you actually face that much easier.

What is An All-Hazards Incident?

An all-hazards incident is an incident that takes place because of a hazard caused by people or nature. It requires that action be taken to protect life, property, the environment, and public health or safety and to minimize disruptions of government, social, or economic activities.

All-Hazards Incidents

All-hazards incidents can happen anytime and anywhere. They include crimes and other security threats, as well as natural disasters, weather incidents, health incidents and accidents. Even planned events that draw large crowds, while expected, may require all-hazards training and preparation to ensure they are properly monitored, managed, and controlled. For some incidents you will have advance warning, but for others you will not.

- If there's a warning, it's a ***notice incident or event***
- If there's no warning, it's a ***no-notice incident or event***



Notice Incidents and Events

The following are examples of notice incidents and events:

- Protests
- Large conventions
- Parades
- Hurricanes
- Winter Storms
- Planned service disruptions



No-Notice Incidents and Events

The following are examples of no-notice incidents and events:

- Sudden natural occurrences
- Crime
- Civil unrest and/or riots
- Accidents
- Damage and/or destruction of assets and infrastructure
- Terrorism



What This Means to You

- The all-hazards approach for keeping you, VTA, and our passengers safe combines safety, security, and emergency management
- All-hazards incidents are those natural or human-caused occurrences that warrant action to protect life, property, or the environment and to minimize disruptions of service
- You may have warning for some incidents (notice) and none for others (no-notice)

Module 2: Your Responsibilities During All-Hazards Incidents

Objectives

At the end of this module, you will be able to:

- Identify your priorities during an all-hazards incident
- Recognize your responsibilities before and during an all-hazards incident
- Explain the role you may play in nationwide initiatives that use the National Incident Management System (NIMS) or California initiatives using Standardized Emergency Management systems (SEMS) and the Incident Command System (ICS) that focus on preparing for and responding to all-hazards events

Preparing for All-Hazards Incidents

Regardless of the cause of the incident or event, as a transit employee, you are responsible for the safety and security of your customers. When an incident affects the larger community, your agency may be an important part of the area's emergency evacuation plans and you may be required to report for duty. Preparing for your role during these stressful times will help keep you, your family, your customers and the public safe.

Priorities During Incidents

During routine operations, your priorities are always to:

- Protect life
- Preserve property
- Maintain service

The priorities of first responders, while similar, are to:

- Protect life
- Stabilize Incident
- Preserve property



All-Hazards Responsibilities

Your responsibilities while preparing for all-hazards incidents are to:

- Be involved
- Be alert
- Be prepared at work and home
- Safely take action to meet incident priorities
- Share information and cooperate

Be Involved

Before any emergency incident or event, know your surroundings, including locations of exits, controls, and communications equipment and think through any alternate routes or exits you might need to use. Make sure your employer has current contact information for your family and find out if you are considered are “essential personnel” during an emergency.

Essential Personnel

If you’re essential personnel, answer the following questions and plan accordingly:

- “Will I be able to leave my job immediately?”
- “Will I be able to follow my typical work schedule?”
- “Will I have to work overtime?”
- “What are my other contractual obligations and what is expected of me at work during an emergency?”

Be Alert

To be able to respond appropriately during an emergency, you need to understand and routinely follow your agency’s normal procedures. Pay attention to security bulletins from your agency, to news reports, and weather alerts. Be on the lookout for potential all-hazards events such as planned events with large numbers of people, security-related incidents and severe weather conditions. To prevent all-hazards incidents, report any damaged or malfunctioning equipment to your supervisor or control center. Finally, report anything that appears suspicious or out-of-place.



Be Prepared at Work

Being prepared at work will help you to remain calm and properly manage an emergency when necessary. Make sure that you understand your agency's emergency policies, protocols, and communication plans and how you might fit into these. Stock and maintain an agency-supplied first-aid kit and any other emergency supplies for you and your customers. Also, keep a checklist of procedures for making notifications.

Be Prepared at Home

Not only do you have to be prepared for an emergency while at work, you should also be prepared at home. To keep your family safe, develop a preparedness plan together and set up a contact process so everyone can get in touch. Have everyone's contact information easily accessible. Establish a meeting procedure so that everyone knows where to go for the meet-up. Visit Ready.gov for more information on preparing at home.



Safely Take Action

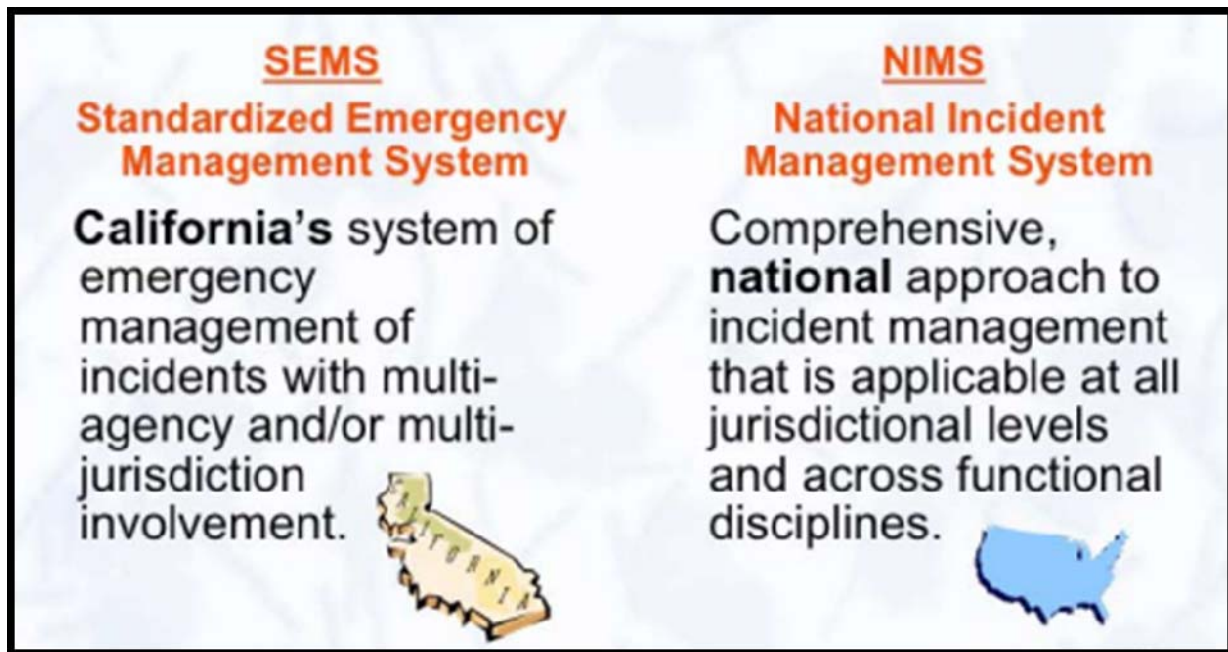
Based on your agency's policies, you should take any actions you safely can to ensure that the incident priorities of protecting life and property and maintaining service are met.

Share Information and Cooperate

Your final responsibility during incidents and events is to share information and to cooperate. Provide information about the incident to those that require it such as your control center, supervisor and colleagues per your agency's policies. If authorized, you should also share information with outside agencies that may need it and that are involved in response such as police, fire, or paramedics.



Standardized Government Systems for Managing Emergencies



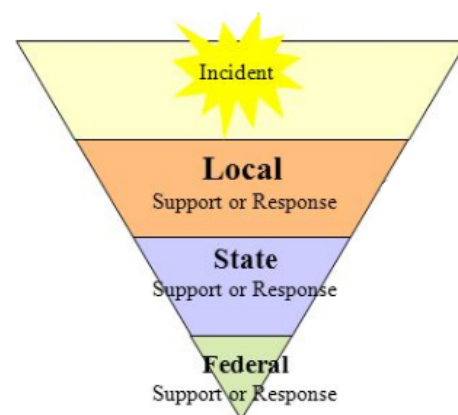
Be aware of All-Hazards Initiatives

Many transit systems now use the country-wide National Incident Management System (NIMS) to address incident and event management internally and when coordinating with outside agencies. The Incident Command System (ICS) is essential to how incidents and events are managed using NIMS. VTA uses SEMS and the ICS. Do you know if you play an important role during an incident or event? Ask OCC and/or your Supervisor for instructions. If you are off duty, call the number on the back of your ID card to find out your assignment during a disaster/emergency.

NIMS Defined

NIMS is nation-wide, systematic, and standardized approach to prepare for, respond to, and recover from domestic incidents regardless of:

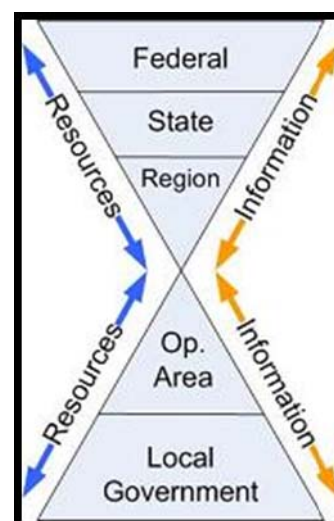
- Cause
- Type
- Size
- Complexity
- Location



SEMS Defined

SEMS integrates the elements of NIMS. All California agencies must comply with SEMS for disaster reimbursement expenses. SEMS is an emergency and disaster management structure that integrates:

- Emergency preparedness and Planning
- Command and Control structure
- Coordination and support activities



Benefits for You and VTA

SEMS/NIMS is a common set of procedures for a range of problems. Because it is flexible, SEMS/NIMS can be used at incidents or events of any size. If you are first to encounter an incident, then you will be your agency's first representative to take any action to address it. Additionally, you will also be who customers look to for direction and help.

The Incident Command System (ICS)

ICS is used to organize on-scene operations for a range of incidents and events. It allows different jurisdictions, facilities, equipment, and personnel to work effectively together through a common organizational structure and also allows transit personnel and other responders to mesh rapidly into a common management structure.

Transit's Role within SEMS

Transit professionals should be familiar with SEMS & ICS for managing incidents and events within their own systems, and when supporting local and regional emergencies. Support will most likely be needed to provide assistance with:

- Evacuations
- Temporary shelter
- Transportation of responders
- Vehicles to assist with rescue and recovery

What This Means to You

- Your top priority during any incident is to protect your life and the lives of your customers
- Your all-hazards responsibilities are to be involved, alert, and prepared at work and home, to safely take action to meet incident priorities, and to share information and cooperate
- VTA uses SEMS to manage all-hazards incidents

Module 3: Identifying Hazards and Vulnerabilities

Objectives

At the end of this module, you will be able to:

- Describe the safety and security hazards transit systems and employees face
- Identify your vulnerabilities, and those of your system so you can work to reduce them

VTA's Transit Systems is...

VTA's transit systems is purposely open and accessible to large numbers of people, our system and employees face many hazards and have many vulnerabilities. Because VTA is so accessible, our vehicles and facilities are difficult to secure from those who are intent on committing crime or causing harm. Employees can also be exposed to potential safety hazards including workplace injuries, collisions, and catastrophic natural events. Finally, VTA's system is a vital part of the local and regional economy. Not only is VTA's system essential for getting community members where they need to go, but we are also a major source of revenue to the areas we serve.

Hazards, Vulnerabilities, and Risks

A ***hazard*** is a real situation or condition that could lead to something bad happening. Something bad is defined as something that endangers life safety, damages property, or disrupts service.

A ***vulnerability*** is a condition that makes it easier for the hazard to occur. An example of a vulnerability is a transit facility having secure entrances, where employees must use swipe cards to enter the building. Meanwhile, half a block down, all the garage bay doors are open to the street potentially allowing anyone to walk in.

Risk is a combination of the impact of an incident or event (its effect on life safety, property, or service) and the chance that it will happen.

Identifying Safety & Security Hazards

A ***safety hazard*** is a situation or condition that can lead to *unintentional* danger. A broken light bulb or poorly maintained breaks are both safety hazards as they can lead to unintentional danger to VTA's employees and customers.

A ***security hazard*** is a situation or condition that can lead to *intentional* danger. An unsecured gate that allows a criminal to enter a VTA transit facility and put our employees and customer in intentional danger is a security hazard.

If either type of hazard is not addressed, they can lead to all-hazards incidents

Safety Hazards

Anything that can have an adverse impact on your safety is considered a safety hazard, including:

- Slippery or snowy sidewalks
- Obstructed view or path
- Improper lighting
- Malfunctioning equipment
- Improperly stored chemicals

What is Suspicion?

Suspicion is a feeling of distrust or wariness—a sense that something just isn't right. Suspicion should occur when something concerning safety or a person is out of the ordinary. Suspicion of people should not be based on race, color, age, gender, religion, etc. but on *behavior*.

Identifying Suspicious Objects

Suspicious objects are items, devices, or substances that are out-of-the-ordinary for the surrounding environment. Use the **HOT** test to determine if an object is suspicious. Is the object:

- **H**idden?
- **O**bviously suspicious or unusual?
- Not **T**ypical of items usually found in that environment?

Learning Activity 1: Your Safety and Security Concerns

Instructions:

As a transit employee, you may have questions and concerns about your safety and security on the job. Use the space below to list any of these questions, concerns or other thoughts you may have on the topic. You may wish to share your responses with the class.

Safety Concerns:	Security Concerns:

Suspicious Substances

Suspicious substances are substances that are out of place or that appear to be harmful. They can be solids, liquids, or gases. White powder beside a donut wrapper isn't suspicious, but white powder inside an envelope with a threatening note in it *is* suspicious. Part of what makes a substance suspicious is the way you find it.



One sign that a suspicious substance, such as a toxic chemical, may have been released is if two or more people begin showing the same signs of serious illness: vomiting, difficulty breathing, collapse, convulsions, etc.

Identifying Suspicious Activity

Suspicious activity is a combination of actions, individual behaviors, or other factors that are unusual or out-of-the-ordinary for the time and place.

Suspensions should be based on individuals' behaviors:

- Where they are
- When they are there
- What they are doing
- How they are acting

Do not profile by basing suspicion on race or ethnicity.



What Is Suspicious Activity?

The following are examples of suspicious activity:

- Someone in restricted area without a proper ID, uniform, or safety gear
- Someone studying or observing operations and activity over a period of time and taking notes
- Someone taking photos or video recordings of areas not usually of interest

When is a Vehicle Suspicious?

A vehicle may be considered suspicious when it is parked too close to bridges, tunnel portals, garages, and other agency assets. It may show signs of tampering or forced entry and/or might be carrying suspicious items, or appear overloaded.

Suspicious Vehicles

Criminals may try to use vehicles to infiltrate a facility, building perimeter, or an infrastructure they are targeting. Be aware of the actions of drivers and locations of vehicles. They may be following agency vehicles or may be noticed by different employees in different locations. They may be trying to get through security gates. Signs of a suspicious vehicle include:

- Following or “shadowing” VTA vehicles
- Being observed by various employees in different locations
- Attempting to drive through security gates behind a VTA or contractor vehicle

Identifying Dangerous Conditions

Dangerous conditions are any specific activities or situations that present an immediate danger to life safety. These include:

- Critical safety conditions
- Physical or verbal threats
- Visible weapons or devices

Identifying Vulnerabilities

Remember, a vulnerability is a condition that makes it more likely that a hazard will take place. Vulnerability is created by the conditions within a transit system that make it an easier target for all kinds of crimes or an accident just waiting to happen. Transit system and employee vulnerabilities include:

- Physical vulnerabilities of facilities and vehicles
- Employees’ personal vulnerabilities
- Informational vulnerabilities
- Situational vulnerabilities

Physical Vulnerabilities

Vulnerabilities experienced at VTA facilities and vehicles include:

- Malfunctioning equipment and infrastructure
- Unsecured facilities or vehicles
- Impassable exits and exit pathways
- Concealed spaces
- Open and accessible nature of transit



Employee Vulnerabilities

Not paying attention to your personal safety is a vulnerability. So is not following safety and security procedures. Wearing the appropriate uniform and identification is an important security measure. This allows others working in your environment to easily see who belongs there and who does not. It may also help others notice people that are out of the ordinary for the environment. Always use your keycards for opening doors– never prop, unlock , or leave them open. You should also make sure to keep track of your ID, uniform and key card so they can't be used by people wishing to harm your transit system.



If someone seems out of place or doesn't have proper ID or a uniform, you should feel comfortable asking to see their ID or reporting their whereabouts so that someone else can follow-up.

Finally, being distracted and not paying attention to what is going on around you is perhaps one of the greatest vulnerabilities of your transit system. Employees are the first line of defense against crime and critical safety conditions. Pay attention! Don't talk or text on your phone and keep an eye on what's going on around you.

Informational Vulnerabilities

Not having enough technological security puts transit agencies and employees at risk. It is important to protect your information, including your computer passwords, which should never be left on a "sticky" note on or near your computer.

Some information is security sensitive and should not be shared outside the transit agency or even with other employees who do not need to know. It is also very important to protect security-sensitive information such as operation manuals, emergency response and evacuation procedures.



Do not share Security Sensitive Information (SSI) with non-authorized employees or to the public. Ask your supervisor for more clarity on SSI documents. Shred all SSI documents when obsolete.

Situational Vulnerabilities

Natural hazards near the location where your agency operates may create situational vulnerabilities. While you can't eliminate these hazards, there are things that can be done to prepare for them and reduce their impact, including building to earthquake codes, having tornado shelters, and developing evacuation routes.

Crowds and areas prone to accidents and collisions (pedestrian crossings, intersections, etc.) are also situational hazards. You can reduce vulnerabilities by following proper procedures for dealing with them and being aware of times where there are higher risks of incidents.



What this Means to You

- Understanding the hazards faced by VTA and our employees allows you to identify problems before they escalate
- Knowing your vulnerabilities and those of our system can help you to reduce their impact

Module 4: Developing Situational Awareness and Observation Skills

Objectives

At the end of this module, you will be able to:

- Develop situational awareness and describe its importance to safety and security
- Discuss the importance of conducting routine inspections of your work environment to identify safety and security hazards
- Practice observing with reporting in mind

What is Situational Awareness (SA)?

SA is knowing what's going on around you, including:

- What is happening where you are
- Where you are supposed to be
- Whether anything around you endangers safety or security

Why is SA Important?

All VTA employees are responsible for looking out for their safety and security and that of their colleagues and customers. Even the most experienced people can lack situational awareness at times – especially when doing tasks that have become routine and repetitive. It's important to be aware of your surroundings and any potential and actual hazards you may face. Developing situational awareness as part of your routine allows you anticipate and eliminate problems before they endanger your safety or security.

You Know Your Environment Best

Identifying what is out of the ordinary or potentially dangerous is not a hard science. As a skilled transit employee, you must rely on your experience, judgment, and common sense to respond to things that are potentially dangerous. You likely already do this without even thinking about it. It is second nature to you. This puts you, as a transit employee, in a perfect position for identifying threats to health, safety, and security in and around your transit agency.



What is Normal?

You spend a good part of your waking hours at work. Based on your experiences and insights, over time, you have developed a gut feeling of what is normal and what isn't. You know what can be expected and what is unusual given a time of day, day of week, time of year, etc. There are a range of behaviors and activities that you routinely observe in your work environment:

- Variety of people who use transit systems or work in/around transit facilities
- Range of appearances and behaviors
- Traffic patterns
- Events/situations

Inspecting Your Work Environment

Make doing an inspection for safety and security hazards a routine part of your day, and you'll be become an expert in your work environment. Inspecting your work environment before you begin your shift and when you end it will help you know what is normal. Inspections will also help you identify potential problems and address them quickly

Observe with Reporting in Mind

When you notice someone behaving unusually, you should observe them with reporting in mind. Make a mental note of any characteristics, including gender and approximate age that may help police or security personnel identify the individual. Below is a detailed list of identifying characteristics:

- **Eyes:** Color, shape, eyelashes, eyebrows
- **Ears:** Size, shape
- **Mouth/Nose:** Size of lips, shape, nostrils
- **Hair/Facial Hair:** Color, length, texture, hairline, clean-shaven
- **Forehead:** Skin texture, height
- **Cheeks/Chin:** Flesh texture, bone structure, shape, type (cleft, dimpled)
- **Neck:** Adam's apple, hanging jowls, length, width
- **Complexion:** Skin color, texture, pores, pock marks, acne, rashes, scars, birthmarks, bumps
- **Body Shape/Size:** Height, weight, build
- **Hat:** Color, style, how it is worn
- **Jewelry:** Rings, watches, bracelets, earrings, necklaces, face or body piercing
- **Shirt/Blouse/Dress:** Color, pattern, design, sleeves, collar
- **Coat:** Color, style, length
- **Pants/Skirt:** Color, pattern, design, length, cuffs
- **Socks/Shoes:** Color, pattern, style, clean/dirty
- **Oddities/Tattoos:** Shape, size, color, location on body
- **General Appearance:** Neat, clean, sloppy, dirty
- **Accessories:** Purses, brief cases, back packs, packages

Other Aspects to Observe

When observing someone you believe may be suspicious, consider other aspects of the situation besides appearance that may help to identify the individual:

- Does the person have other features that are distinct?
- What is the person doing?
- Where is the person?
- When is he or she there?
- What is it about him/her that got your attention?

What This Means to You

- Developing situational awareness will enhance your safety and security
- Conducting routine inspections of your work environment will help you identify safety and security hazards so they can be addressed quickly
- Observing with reporting in mind will allow you to quickly and effectively describe suspicious people and their actions

Module 5: Reporting and Response Strategies

Objectives

- Develop a toolkit of response and reporting strategies for use with all hazards
- Differentiate between reporting strategies for suspicious, potentially dangerous, and immediately dangerous incidents
- Distinguish between responses to potentially dangerous and immediately dangerous incidents

Assessing the Incident

When you have observed a potential or actual hazard, you need to assess the risk that it presents to you, your customers, and your transit system. Think about the potential impact on life safety, protection of property, and maintenance of service. If the hazard or potential hazard goes unaddressed, will it result in negative consequences? Is the risk acceptable? Is it unlikely to result in an immediate threat to life safety, protection of property and maintenance of service? If so, no immediate action is necessary.

However, if you determine that the risk could have serious, negative consequences for life safety, protection of property and maintenance of service, then you need to take immediate action. Depending on how dangerous the hazard is, you may want to report the situation and await instructions, or you may need to act swiftly to avoid the danger.

Possible Actions

Depending on the situation you have identified, you may choose to use one or more of the following strategies:

- Gather information
- Address suspicious people
- Report
- Use protective strategies:
 - Shelter-in-place
 - Relocate
 - Evacuate
- Help the injured

Special Case

When an **Active Shooter** is in your Vicinity.

Use Homeland Security's Strategies:

- *Run*
- *Hide*
- *Fight*

Report when safe to do so

If you Notice Imminent Danger

Always do what is safest for you and your customers when faced with immediate danger. If you notice something dangerous, get to a safe location and **report it immediately!** **Do not:**

- Put Yourself in danger
- Approach threatening people
- Approach people in vehicles
- Be confrontational, abusive or offensive
- Detain or hold a person by any means
- Touch suspicious objects or substances



Special Case: Active Shooter

Run

- Have an escape route and plan
- Leave your belongings behind
- Keep your hands Visible

Hide

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

Fight

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter



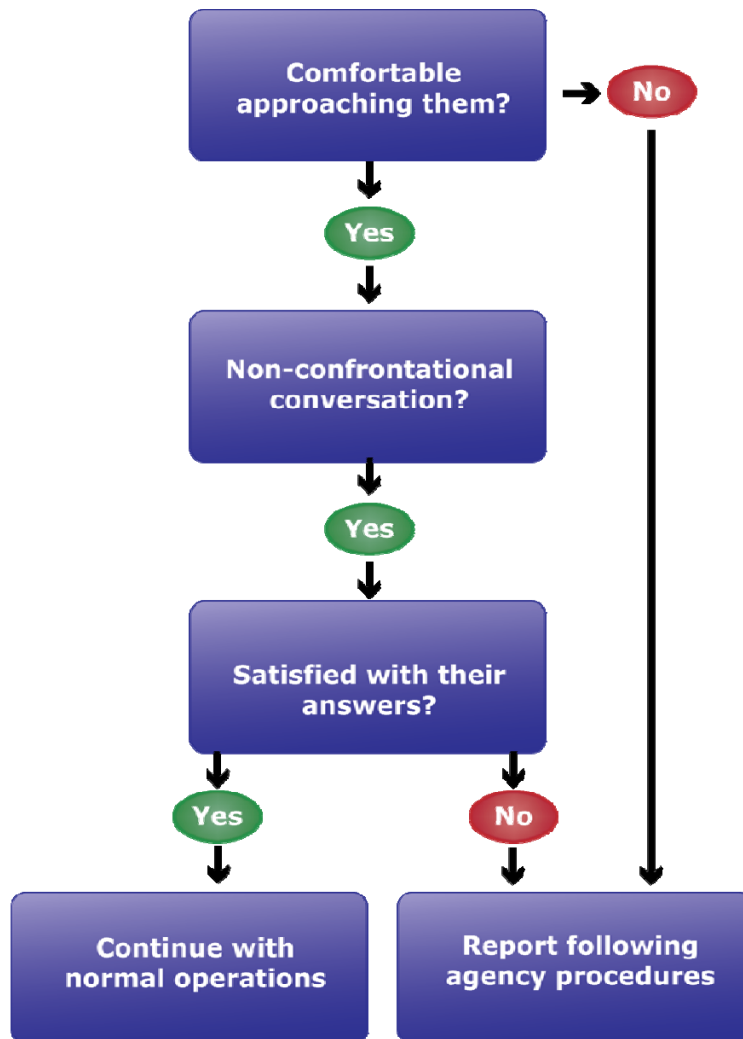
******Dial 9-911 then Only when safe to do so******

Gathering Information

Aside from protecting yourself and others from danger, the most important activity for a front line employee is to accurately gather information. The more detail regarding the situation, the more effective the response will be.

- Remember the 5 W's: **what, where, when, who, why**
- Your location and condition
- Potentially or immediately dangerous situations, conditions, or people
- Types of injuries and/or symptoms and the, number, location, and condition of those injured
- If weapons involved, note the # of weapons and # of assailants with their descriptions.

If someone seems out of place or doesn't have proper ID or a uniform, it is appropriate to approach them to gather more information about what they're up to. If potential criminals consistently encounter alert and inquisitive transit employees when they attempt to access restricted areas, the transit system may become a completely unappealing target. But, you should only approach suspicious people if you are comfortable doing so. Use the tool below to guide your decisions about approaching suspicious people:



Approaching Suspicious People

There is a six step process you can use to approach and engage a potentially suspicious person. The goal is to figure out as quickly as possible if police/security intervention is needed in order to resume normal operations. **If, at any point in the process, you feel that your suspicions have been confirmed and/or you feel threatened in any way, calmly stop the conversation and report the situation immediately.**

1. Observe

- As you approach a person, be alert to their behavior and actions
- Try to read their initial reaction to your presence

2. Maintain a presence

- Be confident and professional

3. Greet the person

- Not too personal or too confrontational
- Be courteous
- Ask “How can I help you?”

4. Have a brief conversation

- Be respectful
- Make no accusations
- Use open ended questions

5. Withdraw

- Thank them
- Break eye contact and leave

6. Make notification

- Decide whether the person is truly suspicious
- Report them to OCC, your supervisor, VTA Security and/or Law Enforcement

Signs a Person May Be Lying

When having a conversation with someone suspicious, you may detect that they are lying. The following are signs that a person could be lying:

- Nervous behavior:
 - Sweating, facial flushing, racing pulse, avoiding eye contact, pitch of voice going up
- Stalled or delayed response to your question
- Ambiguous, evasive or hostile response
- Gestures that do not match what they’re saying

Before you Report

Your safety and the safety of your fellow employees and the public is your top priority and effectively reporting is critical to a strong emergency response. It is very important to remain calm. Next, focus on what information you want to give. Identify what needs to be reported and formulate your message. Think about and then choose the best way to send your message and stay focused on the task of reporting within your chain of command and scope of your responsibilities.



How to Report

Clearly reporting and communicating information is critical to everyone's safety and to the eventual outcome of the situation:

- Follow communication protocols
- Be ready to answer questions as they are asked
- Await further direction from your supervisor or control center
- Maintain communication
- Continue assessing the situation

Protective Strategies

<i>Shelter-in-Place</i>	<i>Relocate</i>	<i>Evacuate</i>
<ul style="list-style-type: none">• Secure the area or vehicle	<ul style="list-style-type: none">• Move people to another part of the vehicle or facility	<ul style="list-style-type: none">• Notify OCC• Check evacuation route• Begin evacuation

Shelter-In-Place

If there is a safety or security threat outside your vehicle or facility, it may be safest to stay inside. If you choose to shelter-in-place, close and lock windows and doors. Put as much distance as possible between you and the threat. If the threat is in the air, such as a toxic chemical spill, turn off the ventilation system. In the case of armed threats such as an active shooter, you may also want to put a barricade between you and them, for example, by pushing a filing cabinet or desk in front of a locked door.

Relocate

If the safety or security threat can be contained to one room, area, or car the best strategy is to relocate people to another part of the building, facility, or train. For example, if there is a fire or smoke condition in a limited area of a train and oncoming rail traffic has not yet been cleared, then relocating and sheltering-in-place will be the safest course of action. Please note that evacuation, not relocation may be best in a small building or vehicle.

Evacuate

Evacuating a facility or vehicle may seem simple, but it requires a lot of effort and planning. It is the most disruptive course of action, and if done improperly can lead to panic, confusion, and possibly more harm and injury than if the people were sheltered-in-place. It may be best to lead your passengers away from the danger to a safe area if there is a critical safety condition in the facility or vehicle you are in, and conditions outside your facility or vehicle are safer than those inside it.

Help the Injured

Your safety and that of your uninjured customers is always the top priority during an incident. If you are comfortable and trained to do so, you may offer help such as first aid to those who have been injured. Do not focus on helping the injured until you have ensured that all uninjured customers are safe from the danger.



What This Means to You

- If you are uncertain about a situation, continue to assess it and gather more information
- Do not confront threatening people
- Report immediately dangerous situations and people right away
- Know how, to whom, and what to report
- Select among protective strategies such as sheltering-in-place, relocating, or evacuating

Module 6: Notice/No-notice Incidents and Events

Notice Incidents and Events Objectives

- Identify the basic components of notice events
- Discuss past notice events transit agencies have faced
- Practice applying appropriate response and reporting strategies to notice events

Notice Events

Notice events are those for which there is advance warning and time to prepare. They include predictable natural events or other scheduled events. In dealing with a notice event you generally have time to:

- Plan ahead
- Reroute service
- Schedule additional staff
- Respond accordingly

NYC Blizzard

- Between December 26-27, 2010 over two feet of snow, accompanied by high winds, fell on the New York metropolitan area
- Transit service was reduced, but many customers and employees on subways and buses were stranded as the storm wore on
- It was estimated that 650 buses were stuck in the snow and 500 people were stranded on subway trains

NYC Blizzard: Snowbound Bus

- One bus, carrying 12 passengers got stuck at 11:23pm on Sunday
- Dispatch initially said help would arrive in 30 minutes
- Three hours later, when help had not yet arrived, dispatch instructed the operator to tell the passengers it would be a “while” before help would arrive
- At 3:30pm Monday, the next day, the operator and passengers transferred to other buses nearby
- Assistance finally arrived on Tuesday morning



NYC Blizzard: Snowbound Train

- Despite worsening conditions on Sunday, subway trains were still sent out
- Early Monday, one train lost power with 500 passengers onboard
- The first rescue train got stuck, and passenger waited almost 8 hours before another rescue train finally reached them
- This caused a lot of negative media coverage



NYC Blizzard: Lessons Learned

- Provisions for notifying first responders about stranded passengers are needed
- Clear, continuous communication to employees and passengers are essential
- A backup communication plan for radio failure should be developed
- The transit agency must have the authorization to hold back or adjust service in extreme conditions

Discussion: In Their Shoes

Picture yourself at work in the middle of a blizzard or other serious weather event:

- What are some things you could have done to prepare for the weather event?
- What steps would you follow to report an issue with your vehicle during the storm?
- What would you tell your passengers?

Hurricane Sandy

- On October 29, 2012, the largest Atlantic hurricane on record hit New Jersey and New York
- The storm surge caused wide-spread flooding of streets, tunnels, subway lines and loss of power and billions of dollars in damage
- This “superstorm” affected 24 states from Florida to Maine and even Michigan and Wisconsin



Hurricane Sandy Preparations

- Amtrak canceled all northeast regional services on October 29-30
- Almost 20,000 flights were cancelled from October 27 through November 1
- New York MTA and NJ Transit suspended service
- But... Sandy still caused nearly \$400 million in damage to NJ Transit's vehicles and facilities

Hurricane Sandy and Transit

- Public and employees were notified ahead of time of possible system-wide shutdown
- Buses and trains were moved to higher ground
- Sandbags and tarps were used to minimize flooding
- The Incident Command Center staff was activated



Discussion: In Their Shoes

Picture yourself preparing for a hurricane or other weather event that would cause flooding:

- Would you be required to report to work?
- Would you be involved in any evacuations?
- What could you do to prepare?
- What steps might you take to ensure your family is safe during the storm?

2009 Inauguration

- In 2009, 1.5 million people converged on the nation's capital for the presidential inauguration
- Required the coordination and collaboration of a number of regional partners from emergency management, law enforcement, transit, public health, and many other agencies
- A comprehensive, multi-modal transportation plan was developed and implemented



Transit and the Inauguration

- Service on WMATA was extended for increased ridership
- General outlines of road closures, vehicular restricted zones, public transportation, chartered vehicles parking, and pedestrian routes were provided
- Detailed road and bridge restrictions in Northern Virginia during the inaugural period also released to the public



Discussion: In Their Shoes

Picture VTA preparing for a large-scale event (Like hosting the Olympics) that will draw many visitors to your area:

- What are some things you could do to prepare for the event?
- What steps would you follow to report an issue with your vehicle or with a customer during the event?

No-Notice Objectives

- Identify the basic components of no-notice events
- Discuss past no-notice events transit agencies have faced
- Practice applying appropriate response and reporting strategies to no-notice events

No-Notice Events

A no-notice event is one where there is no advance warning of the incident or event. They are unpredictable natural or human-caused incidents. To respond properly to no-notice events, you must rely on experience, planning, training, and communications.

LA Metro Bus Driver Fatally Shot

- Metro bus driver Alan Thomas had just steered his bus out of a layover area when he was attacked
- Suspect was only passenger on board
- A Metro supervisor who happened to be nearby ran over when he saw the bus roll backward into a parked car
- This was the first time a Metro driver was slain on the job



SEPTA Driver Shot in the Arm

- In September 2011, veteran SEPTA driver Bernetta Rembert was beginning her shift when a man ran up to the bus, tried to get on, and fired twice through her door
- She was hit in the arm, but managed to drive herself to the hospital

Discussion: In Their Shoes

Picture yourself encountering a person with a gun outside your vehicle or facility:

- What would you report?
- Would you select a protective strategy, and if so, which one?
- What would you do while waiting for help?
- What would you tell customers to do?

Northeast Blackout of 2003

- A widespread power outage affecting the Northeastern and Midwestern United States and Ontario, Canada took place in August 2003, just at the beginning of rush hour
- More than 50 million people were affected



Discussion: In Their Shoes

Picture yourself experiencing a loss of power inside your vehicle or in the facility:

- What would you report?
- What would you do while waiting for help?
- What would you tell customers to do?
- What would your response be if power was lost to the entire area you operate in?

Boston Marathon Bombing

- On April 15, 2013, two bombs exploded near the finish line of the Boston Marathon
- Three people were killed and more than 250 were injured
- Days later, MBTA suspended all service on all modes during a massive manhunt for the suspects



Discussion: In Their Shoes

Picture yourself receiving a report of a bombing near a transit stop or station:

- What would you report?
- Would you select a protective strategy, and if so, which one?
- What would you do while waiting for help?
- What would you tell customers to do?
- Would you be comfortable helping those who are injured?

Car and Light Rail Collision

In December 2012, an elderly gentleman attempted to turn left in front of a light rail train in Sacramento, CA

- The man's car collided with the light rail train and he was injured
- No one onboard the train was hurt
- The man later died of his injuries



Discussion: In Their Shoes

Picture yourself experiencing a collision on your transit vehicle:

- What would you report?
- Would you select a protective strategy, and if so, which one?
- What would you do while waiting for help?
- What would you tell customers to do?
- Would you be comfortable helping those who are injured?

Paulsboro Chemical Spill

- In November 2012, an 84-car train derailed and went into a creek, releasing toxic chemicals into the air and water
- Area residents were urged to stay indoors for a time and many were evacuated for several days



Discussion: In Their Shoes

Picture yourself receiving a report of a chemical spill near on your route or near the facility where you work:

- What would you do?
- Would you select a protective strategy, and if so, which one?
- What would you tell customers to do?

Salt Lake City TRAX Bomb Threat

- At 9pm in September 2012 at a light rail Trax station a man told a couple that he had a backpack bomb
- The couple called the police
- The immediate area was closed, affected lines were stopped
- Police negotiated, when negotiation failed, shots were fired
- Bomb robot confirmed bomb in backpack

Discussion: In Their Shoes

Picture yourself receiving a report of a person with a bomb at a transit facility:

- What would you report?
- Would you select a protective strategy, and if so, which one?
- What would you do while waiting for help?
- What would you tell customers to do?

What This Means to You

Notice

- There are many instances where you will have advance warning of events or incidents
- Things can go wrong even when you have advance notice
- It is important to be familiar with your agency's operations plans and procedures and understand your role and job duties
- You must select appropriate response and reporting strategies during notice events

No-Notice

- There are many kinds of events or incidents where you will have no advance warning
- Protect yourself and assist your customers during no-notice incidents and events by:
- Knowing and following agency protocols
- Choosing appropriate response and reporting strategies

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