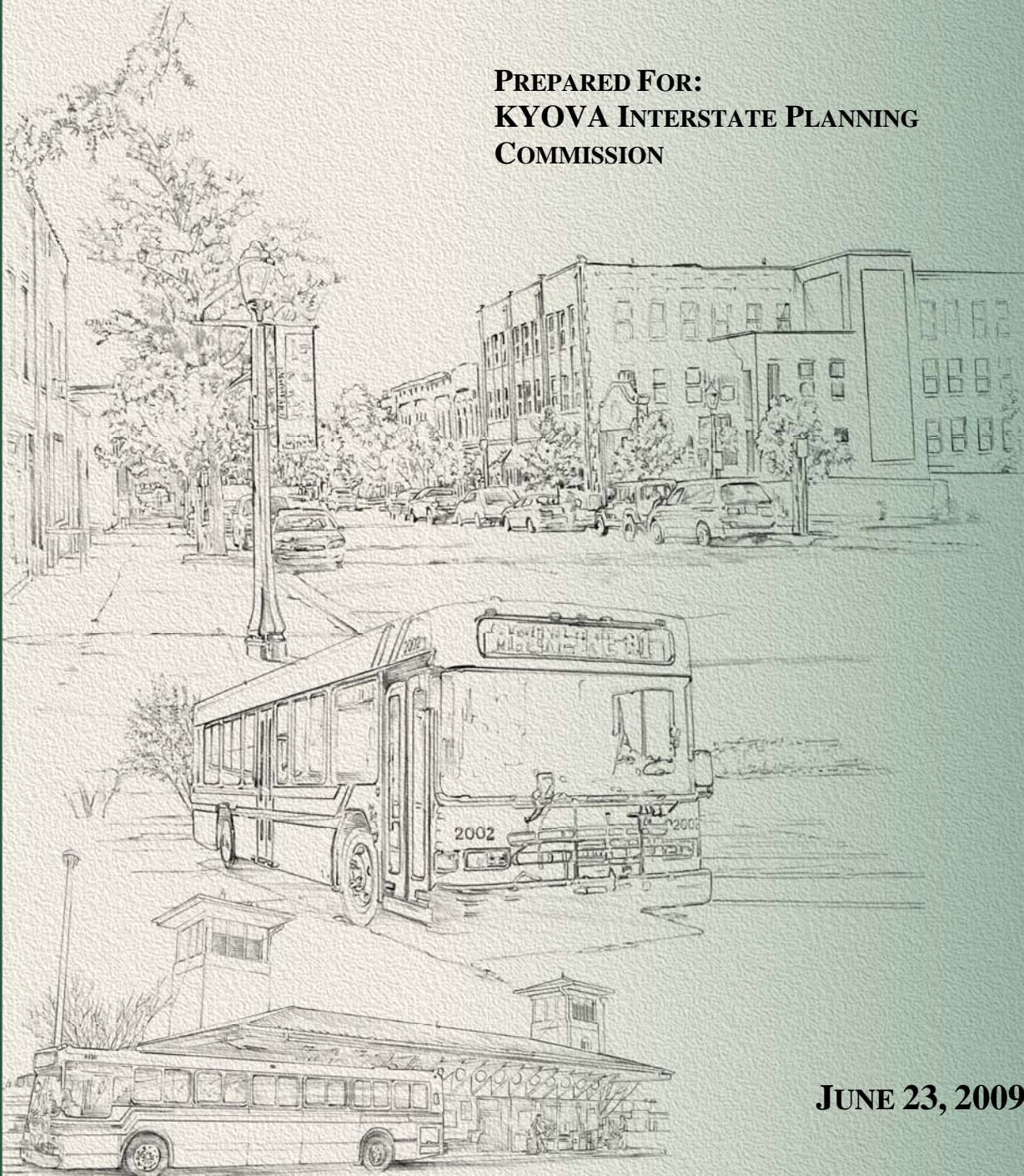**RLS & Associates, Inc.**

TTA EMERGENCY PREPAREDNESS PLAN

PREPARED FOR:
KYOVA INTERSTATE PLANNING COMMISSION

JUNE 23, 2009

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CHAPTER ONE: ESTABLISHING POLICIES

PURPOSE OF THE EMERGENCY PREPAREDNESS PLAN

The purpose of this Emergency Preparedness Plan (EPP) is to set out Tri-State Transit Authority (TTA) procedures for maintaining a safe and secure operations and service environment for passengers, employees and volunteers, and the surrounding community.

The EPP contains information about mitigation, preparedness, response, recovery, and organizational structure. It includes the following specific elements:

- ♦ Actions required of Tri-State Transit Authority employees on a daily, weekly, monthly, and annual basis to prevent security and emergency events from occurring, and to mitigate the effects of those events that do occur;
- ♦ Measures needed to prepare for incidents occurring at Tri-State Transit Authority and in the surrounding community;
- ♦ Agency procedures that should be established to enable Tri-State Transit Authority to respond to security hazards and emergencies that affect the system and its customers;
- ♦ Formal processes to recover from routine security events or major emergencies; and
- ♦ Roles, responsibilities, and interagency coordination that Tri-State Transit Authority will undertake as part of the larger community-wide team that will respond to a disaster or security event.

The activities documented in Tri-State Transit Authority's EPP form the basis of practices reflected in Tri-State Transit Authority's standard operator procedures, training programs, orientation materials, and maintenance procedures.

SCOPE

The Tri-State Transit Authority provides bus service primarily throughout Cabell and Wayne Counties in West Virginia and Lawrence County in Ohio. The residents of each County face the threat of emergencies and disasters. Recognizing this threat, Tri-State Transit Authority has developed this plan in partnership with emergency management agencies in Cabell, Wayne, and Lawrence Counties for response and support of its community and to maintain the overall health, safety, and general welfare of the citizens.

With assistance from the agencies/departments identified as Primary Coordinating Agency and/or Support Agency, Tri-State Transit Authority shall perform the following functions:

- ♦ Develop procedures for the protection of personnel, equipment, supplies and critical public records from the effects of emergencies/disasters.
- ♦ Develop procedures to ensure the continuity of transit services and other essential services that may be needed during and after an emergency or disaster.

- Develop, attend and conduct regular emergency management related training and exercises.
- Establish policy and develop standard operating procedures to carry out the provisions of the Tri-State Transit Authority Emergency Management Plan.
- Identify emergency experts that will be critical in the response to and support of operations related to managing emergencies or disasters that would directly affect the citizens of Cabell, Wayne, and Lawrence Counties.
- Carry out the tasks/activities identified in the Tri-State Transit Authority Emergency Management Plan.

The Tri-State Transit Authority shall be responsible for the preparation, coordination, and continuous efforts in updating the Emergency Management Plan and will ensure that this plan is consistent with County, State, Federal, and other County plans.

SITUATIONS COVERED BY THE EPP

Tri-State Transit Authority will inevitably encounter situations that threaten transportation operations and the security and well-being of patrons, employees, and the public. These situations include natural and security-related emergencies as well as routine security events (such as property crimes).

Tri-State Transit Authority and the surrounding communities of Cabell, Wayne, and Lawrence Counties are vulnerable to a variety of hazards, security incidents, and emergency circumstances that could occur locally and that would require response. Commonly occurring natural threats can include, but are not limited to:

- Floods

  Spring thaws and summer or fall storms could flood administrative facilities, compel rerouting through low-lying areas, and trigger loss of power and communications

- Winter Storms

  Heavy, wet snows in early fall/late spring and midwinter ice storms cause power failures; severe snow and ice can make roads impassable, affecting remote and demand response routes in particular.

- Windstorms/Hurricane Effects

  High winds can cause downed trees, impassable roads, damaged phone lines, and loss of power.

- Tornadoes

  Tornadoes create hazards to vehicles en route, with downed trees blocking transportation routes; they also cause loss of power or communications.

♦ Thunderstorms

May trigger flooding, strong winds, hail, or lightning. The most serious effects are power/phone outages and impassable roads.

♦ Earthquake

Potential to cause extensive damage to administrative buildings.

Alongside the potential for naturally occurring conditions that may interrupt normal operating conditions there exists the potential for man-made issues that may also result in an interruption of services. Commonly occurring man-made threats can include, but are not limited to:

♦ Terrorism

Though not likely to be directed against Tri-State Transit Authority, Huntington is home to the largest inland port according to the Waterborne Commerce Statistics Center and the Army Corp of Engineers.

♦ Acts of Extreme Violence

While terrorist events involve more force to achieve political or social agendas, major non-terrorist incidents involving force may also occur and have the potential to affect service if they are large in scale.

♦ Hostage Situation

A hostage situation would be most likely due to an outside conflict (e.g., local robbery or a domestic situation) that moved onto Tri-State Transit Authority facilities (administrative building, garage, bus, etc) or a restricted access scene located within the service area.

♦ Riot

Rioting is unlikely in a small community such as that which Tri-State Transit Authority serves. However, TTA vehicles occasionally may be called upon to transport passengers to hospitals where large protests may occur.

♦ National Emergency

Tri-State Transit Authority depends on outside resources for fuel and other supplies. National emergencies could have a severe impact on the organization and the surrounding community's population.

♦ Weapons of Mass Destruction (WMD)

Use of a WMD against the city of Huntington or the stretch of the Ohio River which serves as an inland U.S. port would affect Tri-State Transit Authority's employees and patrons.

- Hazardous Materials Accidents

  Transportation of hazardous materials along rail lines and interstate highways creates the potential for chemical spills on a large scale that can affect Tri-State Transit Authority's employees and patrons.

- Radiological Emergencies

  Radiological emergencies are possible from transportation vehicles traveling along rail lines and interstate highways.

- Transportation Accidents

  Such accidents involve collisions with other vehicles, objects, or persons. Railroad-crossing accidents are of special concern in the county.

- Natural Gas/Petroleum

  Most such hazards are related to transportation of natural gas and petroleum, rupture of pipelines, and fire within storage areas. The Ashland Oil refinery in Catlettsburg, Kentucky is among the nation's largest, increasing the potential for ruptured pipelines and storage area fires.

- Electrical Transmission

  Rupture or breakage of transmission lines is probably the most common hazard; this may result in structural fires or loss of life.

- Power Shortages/ Outages

  As required by the county energy plan, Tri-State Transit Authority may be called on to ration power in the event of a shortage or outage.

- Energy/Food Shortages

  Our dependency on out-of-State sources can become a problem when normal deliveries are interrupted. The agency may be called on to help in cases affecting the service area as a whole.

- Water Shortages

  Equipment failures or drought may require conservation measures and use of bottled water at transit facilities. Some passengers (e.g., elderly/disabled) may need transport to alternate locations.

- Evacuations through Service Area

A number of emergencies (e.g., terrorist events or hurricanes) may require large-scale evacuation of populations through the transit agency's service area; see the county emergency response plan for specifics.

STATEMENTS OF BELIEF AND LIMITATIONS (ASSUMPTIONS)

The following statements of belief and statements of limitation define the scope of Tri-State Transit Authority policies on emergency situations:

1. The communities serviced by Tri-State Transit Authority are subject to a variety of hazards. The most likely and damaging are those listed in the previous section and repeated here:

   ♦ Floods
   ♦ Winter storms
   ♦ Windstorms/hurricanes
   ♦ Tornadoes
   ♦ Thunderstorms
   ♦ Earthquake
   ♦ Terrorism
   ♦ Acts of extreme violence
   ♦ Hostage situation
   ♦ Riot
   ♦ National emergency
   ♦ Weapons of mass destruction (WMD)
   ♦ Hazardous materials accidents
   ♦ Radiological emergencies
   ♦ Transportation accidents
   ♦ Natural gas/petroleum
   ♦ Electrical transmission
   ♦ Power shortages/outages
   ♦ Energy/food shortages
   ♦ Water shortages
   ♦ Evacuations through service area

2. Historically, certain areas and populations have been particularly vulnerable to the effects of these hazards. Tri-State Transit Authority serves a population that includes a significant segment of elderly, disabled, and low-income citizens; the most vulnerable in emergency situations.

3. Under normal circumstances, Tri-State Transit Authority has the capability to react effectively to property crimes and other minor day-to-day security issues. By using off-duty personnel and activating mutual aid agreements, Tri-State Transit Authority can increase its response capability during emergencies. However, during emergencies, Tri-State Transit Authority may be limited by equipment damage, requests for aid from multiple sources, communication failures, and injuries.

4. It is assumed that outside assistance will be available for most security events. Although this plan does not define or specify security procedures for coordinating such assistance, Tri-State Transit Authority is prepared to respond independently to crimes and other security issues, at least in the short term.

5. The support services in which Tri-State Transit Authority will be called upon to provide will vary based on the type of emergency, the determination of need by the on-scene Emergency Coordinator, and the inclusion in response plans of the serviced communities. It is expected that Tri-State Transit Authority will provide all serviced communities impacted by a declared emergency the following:

   ♦ Fare-free transport of the general public to designated emergency shelters; and
   ♦ Loan of vehicles to local emergency management personnel during regional emergencies.

6. In the event of a major emergency, Tri-State Transit Authority will render assistance in accordance with the provisions of mutual aid support agreements in place at the time of the emergency. These agreements are set forth in this plan as well as the emergency planning document in effect at the partnering agency.

7. For many types of emergencies, Tri-State Transit Authority generally will be able to meet passenger emergency transportation needs using spare transit vehicles (along with privately owned vehicles, if needed). For larger-scale emergencies in which this is not possible, Tri-State Transit Authority resources will be coordinated through the on-scene Emergency Coordinator in accordance with the emergency planning document in execution for the effected community.

The following table contains a list of general emergency responsibilities of Tri-State Transit Authority personnel based on their agency affiliation. Specific tasks associated with these responsibilities are included in the Countermeasures section.

List of Key Personnel and Emergency Preparedness Plan Responsibilities

Position/ Title of Primary Individual	Position/ Title of Backup Individual	Responsibilities
General Manager	Assistant General Manager Operations Manager	▪ Overall direction and implementation of the EPP ▪ Responsibility for secure operations of Tri-State Transit Authority ▪ Communicating security as a top priority to staff ▪ Communicating to staff that an emergency has occurred ▪ Coordinating with outside local, regional, State, and Federal agencies to prepare for emergencies ▪ Attending monthly meetings of the Homeland Security Task Force
General Manager	Assistant General Manager Operations Manager	▪ Notifying local emergency response personnel of any security or emergency events that require outside assistance ▪ Enacting the emergency recall procedure if directed to do so by the general manager ▪ Leading communications with the Local County Emergency Response Agency, first responders, and others during an emergency
Assistant General Manager Operations Manager	General Manager	▪ Updating EPP annually ▪ Ensuring all procedures are reflected in agency policies ▪ Designing training to ensure EPP policies are appropriately reflected

Position/ Title of Primary Individual	Position/ Title of Backup Individual	Responsibilities
Assistant General Manager Operations Manager	General Manager	- Monitoring weather reports and other sources of information to ensure conditions are safe and secure before transit vehicles are dispatched - Conducting training, orientation, and oversight of employees to ensure policies are enacted - Listening and acting on any security/hazard concerns raised by drivers - Reporting any security/hazard concerns to the general manager - Working with the dispatcher to coordinate and account for all personnel during a security event or emergency
Chief Financial Officer	General Manager	- Ensuring security policies are reflected in administrative procedures (such as hiring procedures) - Ensuring company files and data are safeguarded and backed up, and that duplicates of critical information are maintained at the designated off-site location in the county clerk's office
All Mechanics		- Using the checkout form to certify that vehicles released for service have been inspected, including security checklist items - Ensuring hazardous materials are stored safely and securely
All Drivers		- Completion of National Incident Management System and Incident Command System certifications - Ensuring all safety and security policies are implemented as per Tri-State Transit Authority guidelines - Ensuring the transit vehicle is in safe and secure condition (through the use of the daily inspection form) - Notifying the dispatcher of any security incidents or emergencies during the shift - Notifying supervisors of any security or hazard concerns - Being available for emergency recall as per agency guidelines - Following the direction of the dispatcher or a designated backup in the case of a security event or an emergency - Unloading all passengers at the nearest emergency drop point if so directed by the dispatcher or a designated backup

Position/ Title of Primary Individual	Position/ Title of Backup Individual	Responsibilities
All Employees		▪ Having full knowledge of all security and emergency response procedures ▪ Participating in drills and training ▪ Following Tri-State Transit Authority security policies (such as displaying employee badges at all times, and properly securing vehicles, facilities, and keys)
General Manager	Assistant General Manager Operations Manager	▪ Act as primary point of contact during county-declared emergencies (as required) ▪ Requesting Tri-State Transit Authority assistance during a community-wide incident (as required) ▪ Providing evacuation assistance to fire- or medical-related incidents involving Tri-State Transit Authority
General Manager	Assistant General Manager Operations Manager	▪ Coordinating planning activities for regional emergencies ▪ Maintaining the regional emergency management plan ▪ Leading quarterly meetings of emergency management personnel in the area
Maintenance Supervisor	Operations Manager	▪ Coordinating regularly with the Tri-State Transit Authority GM on known threat information ▪ Responding to security incidents that occur
Dispatcher	Maintenance Supervisor	▪ Contacting drivers on duty to give instructions during an emergency ▪ Recording status information in the log book during an emergency

CONTINUITY OF SERVICES

Damage caused by hazards can cover a large or small area. Transportation buildings, vehicles, or infrastructure may be damaged or destroyed. Destruction of property and records does not end the responsibility of Tri-State Transit Authority to provide prompt and timely services.

Continuity of services will be maintained through the following measures:

- Use of all available resources and manpower;
- The selection and preparation of alternate sites, as detailed below under Backup Facilities;
- The preservation of vital records (e.g., papers, maps, books, and backup computer media) needed for transportation services to function, as detailed below under Backup Records; and

- The pre-designation of backups to key transportation personnel, as outlined in the table in the previous section and under Succession of Personnel, below.

Backup Facilities

In the event that the Tri-State Transit Authority facility is unusable due to locally-declared emergency or natural disaster, all employees are to report to the following location:

1st Alternate: Downtown Transit Center, 1299 4th Avenue, Huntington
2d Alternate: Cabell County EMS Facility, 846 8th Avenue, Huntington

In the event that the dispatch office becomes unusable, the General Manager will establish a replacement location within the service area at one of the following locations:

Cabell County Sheriff	Wayne County Sheriff	Lawrence County Sheriff
750 5th Avenue	700 Hendricks Street	115 South 5th Street
Huntington, WV 25701	Wayne, WV 25570	Ironton, OH 45638
(304) 526-8657	(304) 272-6378	(740) 532-3525

When displaced to other buildings by a security-related event, all affected agencies will take action to reestablish their offices at their normal sites as soon as possible.

Backup Records

To ensure continuity of operations, essential records must be preserved. The preservation of records is the responsibility of the Chief Financial Officer. Duplicate agency records, including computer backup media, are produced weekly and are currently maintained off site at the home of TTA's Chief Financial Officer.

Succession of Personnel

Succession of transit officials will be as follows:

1. General Manager
2. Assistant General Manager/Operations Manager
3. Chief Financial Officer
4. Maintenance Supervisor
5. Route Supervisor

Succession would be used in cases such as the following:

- A person on the succession list is injured in an emergency and unable to perform his duties related to the event

- A person on the succession list is out of town for any reason such as receiving training related to her job
- A person on the succession list is on vacation
- The list of succession would designate the next most senior leader required to manage temporary duties normally assigned to higher level personnel.

Further, each department head will designate a deputy to act in his or her place during an emergency. These assignments are noted in the table in the previous section.

Emergency Contact Information

Name	Work Phone	Cell Phone	Home Phone
Paul Davis	304-529-6094	304-634-7517	304-523-4823
Michele Muth	304-529-6094	304-638-8687	
Jeff Heinl	304-529-6094	304-638-1495	740-894-3436
Chuck Boggs	304-529-6093	304-634-1861	740-867-8164
Curt Hodges	304-529-6094	304-412-5885	304-429-3043
Fred Adkins	304-529-6092	304-617-2100	304-453-3668
Brian Frazier	304-529-6094	304-544-4020	
Rachel Fashbaugh	304-529-6094	304-736-7717	304-697-5747
Janie Fraback	304-529-6092	304-208-4363	740-867-3002
Norman Andrews	304-529-7700	304-617-1005	304-697-1045
Danny Stanley	304-529-6093	304-417-2397	740-886-9090
Scott Stultz	304-529-6094	304-417-0982	304-697-9540

CHAPTER 3: COUNTERMEASURES AND STRATEGIES

This section outlines the activities that Tri-State Transit Authority will perform in four (4) separate areas:

- Mitigation
- Preparedness
- Response
- Recovery

In the following pages, information is divided into these four (4) categories to highlight and illustrate the importance of prevention measures.

MITIGATION

Mitigation activities are those actions taken by Tri-State Transit to reduce the probability and severity of damage, asset loss, or human consequences (such as injuries or fatalities). Sometimes consequences must be contained; mitigation measures include both types of practices. Typical examples follow:

- The agency may designate a staff member to check weather conditions to ensure it is safe to send vehicles out on routes (although it is impossible to prevent hazardous weather, proper action can limit the consequences such a hazard may impose on vehicles, passengers, and employees). The staff member then makes decisions on what routes are safe to run or how long various services will safely run "behind schedule" thereby mitigating the hazardous weather conditions.
- Robbery or break-ins may occur at the office but a strict policy of how to deal with the perpetrators is in place and a limited amount of cash is kept on the premises thereby mitigating potential financial losses and bodily harm.

The activities described in this section are conducted to mitigate security incidents or other hazards. The table below itemizes each assigned activity, specifies the frequency with which the activity is to be performed (daily, weekly, monthly, quarterly, annually, or other), and designates who is to perform the activity. Following each table is a description of the specific agency mitigation policy or procedure.

Mitigation Activities

	Frequency	Responsibility	Action
1.	Daily	Drivers and supervisors	Drivers and supervisors must promptly report maintenance issues evident on their routes (such as lights that are out at bus stops), so that maintenance personnel can be notified. The mechanic on duty will determine whether transit personnel or the department of public works should be dispatched to execute the repairs.
2.	Daily	All employees	All employees must observe vehicles and facilities closely, looking for security breaches, unusual activities, or anything that appears out of place.
3.	Daily	All employees	Agency uniforms and security badges are to be treated as security sensitive objects; specific uniform policies are provided.
4.	Daily	Operations Manager	Staff is required to maintain records of crimes and rule violations occurring at the transit agency so as to assist in designing programs that will help control these incidents and prosecute offenders.
5.	Daily	Drivers	To ensure passengers receive safe and courteous service, drivers must follow agency policy and training when interacting with passengers. Drivers must be prepared, on a daily basis, to enforce rules, respond to complaints, defuse arguments, call for backup, maintain control of the vehicle, and report incidents.
6.	Daily	Drivers, supervisors, and mechanics	Employees in the field must check in regularly with the dispatcher, particularly prior to scheduled breaks and when it is necessary to leave the vehicle (e.g., due to a vehicle breakdown). The dispatcher must know where the employees are at all times.
7.	Daily	Dispatcher Administrative Assistant	To ensure it is safe to send vehicles on the road, a staff member will be designated on each shift to check weather and other status reports. This individual will check this information at suitable intervals, especially if severe weather is expected. Drivers performing their routes must assist in this effort by constantly assessing road conditions, monitoring weather, construction, accidents, and other situations to ensure it is safe to proceed.
8.	As required/ appropriate	Drivers Operations Manager	Drivers are to follow established agency procedures after any accident.
9.	Weekly	Maintenance Manager	A supervisor has been designated to test door alarms to ensure they are in proper working order.

Route Maintenance Issues

Maintenance, whether performed by transit staff, contractors, or city/county personnel, must be performed regularly to improve security and the perceived security of areas such as bus stops. Drivers are to notify their supervisors whenever light outages or similar problems are detected at bus stops. Supervisors must report these issues to the appropriate city/county offices responsible for performing maintenance. Tri-State Transit Authority is responsible for maintenance of bus stops such as whenever lights are out, signs have been damaged, graffiti/vandalism is present, trash removal is needed, or when other similar maintenance problems appear.

Observation by Employees

Employees are the "eyes and ears" of the system. The most important activity drivers and other employees are required to perform is to notice and observe events, situations, or people (whether passengers or members of the public) that seem out of place or that indicate a potential hazard or concern. Such concerns are to be reported to dispatch or supervisory staff as appropriate. It is critical for employees to sustain a general awareness of activities that may be a threat to Tri-State Transit Authority or to the larger community.

Specifically, Tri-State Transit Authority policy requires that drivers and other employees look for the following:

- Suspicious activity, behavior, and people who are out of place
- Out-of-place panhandlers
- Cars and other vehicles parked in strange places
- Out-of-place utility or repair crews
- Unusual or out-of-place delivery trucks
- People on rooftops or in other unusual locations
- Suspicious packages or devices at bus stops and or other locations

Uniform Policy

Agency uniforms and security badges are to be treated as security sensitive objects. New employees are issued uniforms, with the number of uniforms specified on their new employee checklist. As new uniforms are requested, old uniform articles must be returned by the employee in exchange. When employees terminate their employment, the return of all uniforms is a condition of receipt of a final paycheck.

Security Data Recordkeeping Policy

The Operations Manager of Tri-State Transit Authority maintains records of crimes or rule violations that occur on the system, including counts of incidents by type, passenger/employee complaints regarding security issues and hazards, and official incident reports containing more detailed information. This information is periodically reviewed and shared with the Huntington Police Department and the Sheriff's

offices in Cabell, Wayne, and Lawrence Counties to trigger law enforcement support (e.g., to request added patrols in areas that have graffiti, or to target specific issues such as disruptive students on vehicles), and to assist law enforcement personnel in prosecuting offenders.

Driver Management of Security Situations

Drivers are Tri-State Transit Authority's first line of defense. It is up to drivers to perform the following functions in order to manage security incidents or other situations:

- Enforce transit rules
- Respond to complaints
- Defuse arguments
- Decide when to call for backup
- Maintain control of the vehicle and exhibit leadership
- Report all incidents

Drivers must be familiar with all agency rules related to security and emergency management. Tri-State Transit Authority management stands behind drivers as they undertake the job of providing security on the vehicle. Dispatch and other functions are available to respond in a timely fashion to incidents that occur.

In most cases, criminal activity at Tri-State Transit Authority involves minor violations that the driver can manage by commenting on the activity and directing the offender to cease the violating behavior. Employee training is provided to ensure that management of on-board security issues is consistent, and that reactions by employees are appropriate to the situation.

Check-in Procedures

If a driver must leave the vehicle in an unsafe location while investigating a mechanical problem, he/she must call in the problem to Dispatch; state the need to leave the vehicle; and describe the circumstances of the problem prior to leaving the vehicle. When taking rest breaks or leaving the vehicle for other reasons, drivers must also call in to Dispatch. Should Dispatch be unable to locate the driver after a reasonable period of time, the dispatcher must do the following:

- Report the incident to the Maintenance Supervisor
- Determine if another vehicle will be passing the last known location and have the driver of that vehicle report in
- Dispatch additional vehicles
- Notify the police (if necessary)
- Take any other appropriate action, as warranted by events

Other employees, such as supervisors or staff at remote locations (e.g., mechanics performing repairs on the road) must check in regularly with Dispatch. The dispatcher must know where all employees on duty are at all times.

Checking Weather and Other Hazardous Conditions

At Tri-State Transit Authority, the Dispatcher is responsible for checking weather and other reports to ensure it is safe to send vehicles on the road. This individual must check this information before each shift and at appropriate intervals, especially if severe weather is expected. Drivers performing their routes must continuously assess road conditions, evaluating weather, construction, accidents, and other situations to ensure it is safe to proceed. Every effort will be made to avoid sending drivers on routes if it is unsafe to do so. However, if a condition arises requiring a driver to abort a route, the dispatcher will contact the driver (or the driver will alert the dispatcher), and the dispatcher will provide instructions on how to proceed.

Tri-State Transit Authority uses National Weather Service warnings, forecasts, and advisories available at www.weather.gov to track real-time information on the following conditions:

- Heavy snow warnings
- Winter storm warnings
- Storm warnings
- Flood warnings
- High wind warnings
- Gale warnings
- Snow and blowing snow advisories
- Winter weather advisories
- Heavy freezing spray warnings
- Dense fog advisories
- Wind advisories
- Winter storm watches
- High wind watches
- Flood statements
- Coastal flood statements
- Special weather statements
- Hazardous weather outlooks
- Fire weather forecasts
- Hurricanes

Tri-State Transit Authority also maintains a dispatcher log, a narrative description of what occurs during each shift. The incoming dispatcher is able to read the previous shift log and know what needs to be tracked or what is going right and wrong.

Accident Policy

Tri-State Transit Authority has implemented the following policy on emergency and reporting procedures in the event of a vehicle accident:

- **Evaluating the Accident**

    - The first things to do after an accident are to (a) secure the vehicle immediately to protect passengers against subsequent damage, and (b) find out if any passengers have been injured.
    - Call for assistance (EMS, police, etc.).
    - Stay calm.
    - In addition to asking passengers if everyone is all right, look to see if there are any unconscious or seriously injured passengers who are unable to respond. Look for bleeding, broken limbs, vomiting, or poor breathing in particular. Administer first aid if necessary.
    - Be alert to warning signs, such as disorientation, confusion, or the inability to respond to questions. These could indicate serious head injury.
    - After you have determined that there are no serious injuries and that neither an ambulance nor first aid services are required, contact the dispatcher and then follow Dispatch instructions. The local police, sheriff, or department of public safety officer must usually be called to investigate the scene of the accident.

- **Post-accident Documentation** – After you have responded to the accident by following the procedures described above, it will be necessary to obtain information and perform other actions to protect passengers and staff. The most important of these activities is to document what happened.

    - Remove the insurance company information packet, which is stored near the drivers' seat.
    - Complete the insurance form. Answer all questions.
    - Obtain the names, addresses, and phone numbers of all passengers in your vehicle and indicate the seat that each person was sitting in at the time of the accident.
    - Note the license plate number(s) of other vehicle(s) first. Then, obtain the names of driver(s) and passengers in other vehicle(s).
    - Note the names of the investigating police officer/sheriff's deputy and his/her agency (county, city); also obtain the officer's badge number, and the case number (if one is available).
    - If an ambulance was called, note to which hospital the ambulance went.
    - Note the time and specific location of the accident.

- **Communications at the Scene** – Do not talk to anyone about the accident except the appropriate authorities. The General Manager and/or Operations Manager will respond and investigate the accident scene.

    - Do not blame others or take the blame for the accident.
    - Avoid discussing details with anyone except Tri-State Transit Authority officials and personnel from law enforcement, fire, or emergency medical services (EMS).

- Don't volunteer any information to anyone.
- Don't make any statements to the press or bystanders. Refer their questions to Tri-State Transit Authority's General Manager.
- If contacted by an attorney or any other individual about the accident, refer them to Tri-State Transit Authority's General Manager.

Complete and turn in an incident report to Tri-State Transit Authority's General Manager at the end of your shift or sooner if the vehicle is incapacitated or personal injury occurred.

Policy for Testing Alarm System

Tri-State Transit Authority has equipped its main facility (administrative offices and maintenance garage) with an alarm system that is turned on nightly and during other non-service hours when the building is unoccupied. This system is monitored by an outside company named National Central Alarm Systems, Inc. of Huntington (304-523-8531). On an annual basis, a designated supervisor is required to test the door alarms in conjunction with the monitoring company. This is done by first alerting the alarm company via telephone, testing several doors, and then calling back to ensure that the alarms were received by the alarm company. The phone number of the alarm company is posted on the keypad of the alarm system and in the list of vendor contact numbers kept in the maintenance shop.

PREPAREDNESS

Over a period of time, some security-related incidents will occur. Tri-State Transit Authority engages in preparedness activities to anticipate and minimize the impacts of such incidents. Proper planning equips employees to better manage these incidents.

Emergencies and security events often occur and unfold quickly. To ensure that our response is effective, it is essential that employees and outside agencies are not compelled to improvise their reactions. Careful planning must occur ahead of time. This planning at Tri-State Transit Authority entails establishing authorities and responsibilities for security and emergency actions, and arranging for the resources to support them and periodically conducting drills or practice sessions along with training events.

Tri-State Transit Authority has designated facilities, equipment, and other resources that will support the execution of assigned duties in the event of an incident, and we perform ongoing maintenance and testing of resources as well as staff training.

Preparedness activities are different from mitigation measures. Mitigation activities focus on preventing the worst consequences of hazards that have occurred. Preparedness activities are planning measures that organizations can take to ready themselves and to ensure reactions to events are efficient and effective.

As a preparedness-related factor, on February 28, 2003, President Bush issued Homeland Security Presidential Directive-5. EPPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable

all government, private-sector, and nongovernmental organizations to work together during domestic incidents. Tri-State Transit Authority is committed to complying with this requirement and uses the NIMCAST tool (https://www.fema.gov/nimcast/) to track its ongoing progress. The agency requires that management staff take available NIMS training to understand this requirement and to coordinate regularly with outside organizations to prepare for coordinated responses to incidents.

The table that follows lists preparedness activities: the nature of the activity, the frequency with which the activity is to be performed (daily, weekly, monthly, quarterly, annually, or other), and who is to perform the activity. Following each table is a description of the specific agency preparedness policy or procedure.

Preparedness Activities

	Frequency	Responsibility	Action
1.	Daily	Drivers	Drivers must ensure that each bus is equipped with on-board emergency supplies at all times.
2.	Daily	Supervisors	By carrying out their security-related functions, supervisors help to mitigate the effects of those incidents that do occur on the system.
3.	Daily	Mechanics	Mechanics have been assigned specific security-related maintenance tasks. These tasks are outlined in agency policies.
4.	Daily	Dispatch	Dispatchers provide a critical security and emergency response function by linking system employees and outside personnel.
5.	Weekly	Chief Financial Officer	Computer backups of key financial, personnel, dispatching, and other information must be performed regularly.
6.	Monthly	General Manager Assistant General Manager	Management is responsible for tracking information on threats, including information from local law enforcement and other agencies.
7.	As needed	Administrative Assistant	Management staff is responsible for updating the employee/responder contact list.
8.	Annually	Maintenance Supervisor	Management is required to work with local fire personnel to test fire suppression equipment. Mechanics are responsible for testing smoke detectors and changing their batteries on an appropriate schedule.
9.	Monthly	Maintenance Supervisor	Management is required to work with City of Huntington Fire Department personnel to test backup power equipment. The Maintenance Supervisor is responsible for conducting this testing of changeover to generator power, checking backup fuel supplies, and performing routine maintenance on backup generators (e.g., starting periodically and lubricating).
10.	Every six months	All employees	All employees are provided training and drills to ensure they are familiar with emergency policies.
11.	Annually	Key responders	Key responders will participate in interagency regional training drills with emergency responders.
12.	Annually	General Manager Assistant General Manager	Management will develop or update appropriate mutual aid agreements with local law enforcement agencies.

	Frequency	Responsibility	Action
13.	Annually	General Manager Assistant General Manager	Management will develop or update mutual aid agreements with area fire departments.
14.	Annually	General Manager Assistant General Manager	Management will develop or update mutual aid agreements with providers of emergency medical services.
15.	Annually	General Manager Assistant General Manager	Management will develop or update mutual aid agreements with area emergency management agencies.
16.	Annually	General Manager Assistant General Manager	Management will develop or update mutual aid agreements with other organizations as required (e.g., regional emergency management agency, hospital, schools, and public utilities).
17.	As required/ appropriate	All Employees	All employees must take NIMS training available through DHS online.
18.	As required/ appropriate	All Employees	All newly hired employees are provided classroom instruction, a portion of which focuses on security-related procedures. This training is provided by administrative staff.
19.	As required/ appropriate	General Manager Assistant General Manager	Management staff and dispatchers are to review and respond appropriately to FTA e-mail alerts.
20.	As required/ appropriate	Operations Manager	At heightened alert levels, or based on specific local information, the agency may need to reduce, reroute, cancel, or increase service in affected areas.

On-Board Emergency Supplies

It is the policy of Tri-State Transit Authority to maintain fully stocked first aid kits, biohazard cleanup packs, fire suppression equipment, vehicle emergency equipment, and emergency instructions in all vehicles. The assigned driver shall inspect the vehicle daily for the following emergency supplies and document the results on the pre-trip inspection sheet (in addition, when a mechanic places a vehicle back in service, he or she must complete the following checklist items on his inspection sheet):

- **First Aid Kit –** First aid lists are stored in all vehicles. Kits are restocked, if necessary, following inspection. Missing items are obtained from the vehicle custodian who handles supply orders. The first aid kit should contain the following:

  - ❏ 32 – ¾" x 3" sheer bandages
  - ❏ 20 – 1" x 3" fabric bandages
  - ❏ 4 small non-stick pads
  - ❏ 2 – 2" soft-gauze pads
  - ❏ 2 oval eye pads
  - ❏ 1 triangular bandage
  - ❏ Hypo-allergenic first aid tape
  - ❏ 1 – 2" elastic bandage

  - ❏ Tube of first aid cream
  - ❏ Antiseptic wipes
  - ❏ First aid guide
  - ❏ Card listing kit contents
  - ❏ Scissors
  - ❏ 2 disposable latex medical gloves
  - ❏ 1 CPR resuscitator with one-way valve and filter

- **Biohazard cleanup pack kit**
  - ❏ 1 pair of latex medical gloves
  - ❏ 1 liquid treatment system
  - ❏ 1 pair of disposable waste scoops/scrapers
  - ❏ 1 surface disinfectant wipe
  - ❏ 1 antimicrobial wipe
  - ❏ 1 biohazard waste bag
  - ❏ 1 evidence/syringe container
  - ❏ 1 biohazard instruction sheet

- **Fire suppression equipment** – A 5-pound ABC dry chemical fire extinguisher is mounted in each vehicle, beside or behind the driver seat.
    - ❑ The extinguisher is inspected by the driver to ensure the pressure is acceptable (i.e., that the indicator is in the green zone). If the indicator enters the red zone, the mechanic will remove the extinguisher from the vehicle and replace it with a new/recharged unit.
    - ❑ The mechanic shall inspect all extinguishers annually, replacing or recharging units as necessary (as indicated by the tests).
    - ❑ A fire inspection tag shall be affixed to each extinguisher, showing the year and date of the inspection and the signature of the inspector.

(Note: Emergency kits and supplies are located in each vehicle. It is the driver's responsibility to note the location of these items during the pre-trip inspection.)

- A "safe cut" seat belt cutter is provided on all paratransit vans.
- **Emergency instructions –** Written procedures regarding the handling of accidents, mechanical and road emergencies are located in the vehicle glove compartment.

Supervisors' Role in Emergency Preparedness

Specific guidance is provided to supervisors during employee training; however, supervisors at Tri-State Transit Authority are responsible for the following day-to-day activities:

- Providing leadership and direction during security incidents
- Handling minor, non-threatening rule violations
- Defusing minor arguments
- Making decisions regarding the continuation of operations
- Responding to service complaints
- Rendering assistance with crowd control; gathering victim/witness information; and providing general on-scene assistance during security-related incidents
- Completing necessary security-related reports
- Photographing damage and injuries
- Testing alarm systems
- Coordinating with transportation dispatchers and with outside agencies at incident scenes that disrupt bus service

Mechanics' Role in Emergency Preparedness

Tri-State Transit Authority mechanics have a critical role in preventing the occurrence or recurrence of security issues at the agency. Mechanics are given training in the specific activities they must perform on a day-to-day basis; however, they are expected to perform the following emergency preparedness–related tasks:

- Reporting vandalism
- Reporting threats to and vulnerabilities of vehicle storage facilities
- Providing priority response to safety and security-critical items (such as lighting)
- Maintaining facility alarm systems
- Maintaining all safety and security items on the operating fleet

Dispatchers' Role in Emergency Preparedness

Specific training is provided to dispatchers during employee training; however, the Tri-State Transit Authority dispatcher is responsible for the following day-to-day emergency preparedness–related tasks:

- Providing direct, round-the-clock supervision of system operations
- Receiving radio calls for assistance from employees, contract law enforcement personnel, or other first responders (such as fire or ambulance services)
- Notifying supervisory and managerial personnel of serious/significant incidents involving transit personnel, vehicles, property, or equipment
- Completing security-related reports
- Completing the dispatcher log
- Providing verbal direction and assistance to on-scene personnel

Computer Back-up

Computer backups of key financial, personnel, dispatching, and other information must be performed weekly. These backups are stored at an off-site location and rotated on a weekly basis. The preservation of records, specifically including the backing up agency computers, is the responsibility of the Tri-State Transit Authority Chief Financial Officer.

Understanding Local Threats

As-needed, but at least monthly, the Tri-State Transit Authority General Manager or Assistant General Manager coordinates collection and analysis of information on threat conditions. The General Manager communicates with the Cabell, Wayne, and Lawrence County Sheriff's Departments at least quarterly, and attends monthly meetings of the Cabell-Wayne Homeland Security Committee. In addition, the General Manager reviews crime and security data, input on hazardous situations received by passengers and employees over the past quarter, and any other information that is pertinent to the threats the agency is likely to face. Following these threat assessments, policies, procedures, direct service and safety/emergency equipment are adjusted as necessary.

Update Employee/Responder Contact List

At Tri-State Transit Authority, the Administrative Assistant is responsible for updating the Emergency Preparedness Plan at least annually, or as dictated by circumstances. This includes an update of the list of emergency contact numbers.

Test Fire Alarms, Fire Suppression Equipment, and Smoke Detectors

Tri-State Transit Authority has equipped its main facility (administrative offices and maintenance garage) with a fire alarm/sprinkler system. Annually, the Maintenance Supervisor is required to coordinate with the City of Huntington Fire Department to arrange for inspection of this system.

Smoke detectors are tested and batteries changed twice a year (for convenience, this task is scheduled to coincide with when the clocks are set ahead and back for daylight saving time). The Maintenance Supervisor is responsible for carrying out this task, and for recording it in the log book provided for the purpose.

Test Backup Power Generation

Tri-State Transit Authority has equipped its main facility (administrative offices and maintenance garage) with a backup power generation system. Monthly the Maintenance Supervisor checks the fuel, operating condition and runs the backup power system for a minimum of one half hour. Mechanics are responsible for carrying out this testing of changeover to generator power, checking backup fuel supplies, performing routine maintenance on backup generators (e.g., lubricating),.and for recording it in the log book provided for the purpose.

Annually, the Maintenance Supervisor is required to coordinate with the local department of public works and appropriate utilities to arrange for inspection of this system.

Participate in Emergency Response Drills

Emergency response and evacuation drills are each conducted at least once every six months. This training ensures employees are familiar with emergency policies.

Participate In Regional Drills

Tri-State Transit Authority works with the emergency management agency personnel, first responders, and other agencies and organizations in Cabell, Wayne, and Lawrence Counties that would play a key role in an emergency. To support improved emergency and incident preparedness and response, Tri-State Transit Authority will participate in, at a minimum, one exercise or drill each year with a sponsoring public safety organization. Interagency training stresses collaborative activities performed by transportation employees—in concert with local law

enforcement, fire and emergency medical services, and other local agencies—to support capabilities to accomplish group tasks.

Mutual Aid Agreement with Law Enforcement

Tri-State Transit Authority regularly works with the Sheriff's Departments in Cabell, Wayne, and Lawrence Counties as well as the City of Huntington and West Virginia State Police to improve security and emergency/incident preparedness and response capabilities. This includes activities such as the following:

- Maintaining regular communications with law enforcement
- Meeting at least once a year to ensure transit issues are understood by law enforcement
- Developing an emergency contact list for dispatchers
- Communicating regularly on optimal incident reporting methods that will offer law enforcement all the information they need
- Establishing appropriate methods of communication for continuous coordination during an emergency
- Establishing procedures for supplying the unique types of emergency service that may be required in particular emergency situations

Mutual Aid Agreement with Fire Department

Tri-State Transit Authority works with the City of Huntington Fire Department on a regular basis to support improved security and emergency/incident preparedness and response. This includes the following activities:

- Maintaining regular communications with fire services
- Establishing the level of service (e.g., equipment and personnel) to be delivered in response to various types of transit system emergencies
- Specifying in advance the level of notification, command and control, and degree of responsibility that will apply on site
- Establishing appropriate methods of communication, and developing procedures for continuous coordination and transfer of command
- Providing training for fire department personnel to familiarize them with transit equipment and facilities, and access/egress procedures
- Conducting periodic drills in cooperation with the fire department
- Scheduling a meeting at least annually to ensure transit issues (e.g., evacuation of transit vehicles, considerations for persons with disabilities) are understood by fire officials
- Identifying any special tools and equipment the firefighters might need to address transit emergencies (particularly items that they would not normally possess) by inviting firefighters to visit the agency annually, and walking them through transit vehicles and facilities
- Reviewing current fire-related plans and policies

- Ensuring fire annunciation and evacuation procedures are part of the standard procedures and training for operators

Mutual Aid Agreement with Emergency Medical Services (EMS)

Emergency medical services (EMS) response is handled by fire department personnel in Cabell, Wayne, and Lawrence Counties. In addition to the duties related to fire hazards (above), Tri-State Transit Authority works with the City of Huntington Fire Department on a regular basis to support improved medical response. Preparations include the following activities:

- Maintaining regular communications with EMS
- Scheduling a meeting on transit property or at the offices of EMS at least annually to ensure transit issues are understood by the organization
- Establishing the level of service (equipment, personnel, etc.) to be delivered in response to various types and degrees of emergencies
- Establishing appropriate methods of communication for continuous coordination during a response
- Familiarizing EMS personnel with transit vehicles and facilities
- Conducting periodic drills in conjunction with EMS personnel

Mutual Aid Agreements with Emergency Planning Organization

Tri-State Transit Authority works with the emergency management personnel in Cabell, Wayne, and Lawrence Counties on a regular basis to:

- Review current plans and policies;
- Identify current security and emergency considerations; and
- Establish and maintain ongoing communications.

To support improved emergency and incident preparedness and response, Tri-State Transit Authority will participate in, at a minimum, one annual exercise or drill a year with a sponsoring public safety organization.

Mutual Aid Agreements with Others

Tri-State Transit Authority works with a number of organizations outside of the law enforcement, fire, emergency management, and EMS communities. For example, Tri-State Transit Authority has worked with hospitals and public utilities to ensure proper response to emergency and security incidents.

Tri-State Transit Authority performs the following activities with these organizations:

- Establishing with hospitals the level of emergency services generally available at the hospitals in the vicinity of the transit system routes

- Establishing the manner in which patients will be assigned or routed to various hospitals (e.g., by the fire/rescue communications center, fire department, emergency medical services, etc.)
- Coordinating bus stop maintenance with the department of public works
- Working with the court system (including efforts to ban problem patrons)
- Coordinating with schools to curb activities such as disruptive behavior or vandalism
- Meeting with frequent users of transit, including community groups such as churches and nursing homes, to discuss crime prevention and other activities

NIMS Training

The requirements of the National Incident Management System (NIMS) are that Tri-State Transit Authority complies with a number of specific activities to ensure personnel who will be conducting activities in response to emergencies use the standard Incident Command System (ICS). This ensures a coordinated response method for emergencies that involve several organizations – an example would be a bomb threat that involves law enforcement agencies from the city, the county and the ATF; fire department(s); EMS; other city organizations; and the transit agency (for evacuation). ICS offers a common, scalable template for operations during an emergency. It is important (and required by NIMS) to ensure each entity participating in an emergency understands who is in charge, how information is to be shared, and what the priorities are in any situation covered by the ISC.

In order to ensure that these requirements are met, FEMA's on line training course detailing this system (as well as incident Command and Management requirements) is to be taken by all Tri-State Transit Authority employees (http://www.nimsonline.org).

New Employee Training on Security Awareness

All newly hired employees are provided classroom instruction, a portion of which deals with security-related training. Drivers are given instruction in Tri-State Transit Authority rules and standard operating procedures in the following areas:

- **General Rules:** General employee rules; includes instruction on duty to report any safety or security hazards observed by employees.
- **Personal Appearance and Conduct:** Covers uniforms, grooming, and employee conduct.
- **Customer Service:** Covers expectations of employees when dealing with the public; includes instruction on how and to whom to report security incidents, and types of individuals or situations to be aware of and report.
- **Traffic Laws:** Covers applicable traffic-related laws and regulations, drug and alcohol testing, and drug and alcohol use restrictions.
- **Pre-trip inspection:** Provides instruction in thorough inspection of a vehicle prior to placing the vehicle in service.
- **Maintenance and Operations:** Provides instruction on vehicle operating procedures and identifying common mechanical problems; also stresses the importance of graffiti removal

and identification, notification to security personnel, and documentation of gang related graffiti.
- **Fare Handling:** Covers fare collection procedures and provides instruction in dealing with fare disputes, conflict resolution, and notification of security personnel.
- **Americans with Disabilities Act Requirements:** Provides instruction in complying with ADA requirements and providing service to disabled patrons.
- **Emergency Procedures:** Provides instruction in emergency communications, involvement in traffic accidents, bio-hazards and medical emergencies involving passengers.
- **Safety Procedures:** Provides instruction in dealing with traffic safety issues; procedures for drivers to follow if involved in a traffic accident; fire, chemical, or biological spill procedures; and procedures for dealing with suspicious objects or suspected explosive devices.
- **Radio Procedures:** Provides instruction on radio procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts, and potentially hazardous situations.
- **Report Writing:** Provides instruction on report writing, and reporting requirements.

As part of their new-hire training, all new employees are also required to view a videotape presentation titled *System Security Awareness for Transit Employees – Warning Signs* (National Transit Institute/Federal Transit Administration, 2003).

Warning Signs is a 15-minute video presentation on the key aspects of system security for transit employees. It is designed to increase the viewer's awareness of what to look for and what to do regarding suspicious activity, packages, devices, and substances. The video can be downloaded from the following Internet location:

http://transit-safety.volpe.dot.gov/Security/TrainingTools/default.asp#SSEP

A new-hire check-off list must be completed to ensure the employee has received all required training and information (see appendix).

Policy for Processing FTA Alerts

The General Manager and Assistant General Manager are required to sign up for, receive, and review in a timely fashion any security alerts from the FTA. These alerts notify transit providers if there is a change in the Department of Homeland Security threat level; they may also contain other relevant security information as needed.

Employees can sign up to receive these alerts at http://transit-safety.volpe.dot.gov/.

Emergency Service Changes

At heightened alert levels or when warranted by specific local information, Tri-State Transit Authority may need to reduce, reroute, cancel, or increase service in affected areas. The Operations Manager—using specific threat information received by the local sheriff, FTA, and other

sources—may consider changes to routes to ensure the security and well-being of employees, passengers, and the general public.

RESPONSE

Response activities are those activities that Tri-State Transit Authority has specified to react to hazards. Using proper procedures and following established policies will help protect employees, passengers, and others, while safeguarding property. Response policies and procedures provide tools to manage incidents at Tri-State Transit Authority.

The table that follows lists specific response activities and identifies who is to perform each activity. Following the table is a description of each specific agency response policy or procedure.

Response Activities

(Note that there is no column for "frequency" as with the other measures. These actions are not undertaken on a regular basis, but rather are triggered in response to an emergency or security incident.)

	Responsibility	Action
1.	Drivers	Drivers are to follow established agency guidelines for contacting dispatch if a situation arises that requires further agency intervention, such as a disruptive passenger.
2.	Drivers	Emergency drop points will be used by drivers to drop off passengers at the nearest safe location if instructed to do so by the dispatcher or the designated backup.
3.	Drivers, supervisors, mechanics	Agency policies are in place for identifying and responding to suspicious persons.
4.	Drivers, supervisors, mechanics	If a suspicious package, device, or substance is located, agency guidelines for evaluating such items will be implemented.
5.	Drivers, supervisors, mechanics	If a suspicious item is determined to be potentially dangerous, agency policy of "isolate, evacuate, and get help" will be implemented.
6.	Drivers, Dispatch, supervisors	Drivers are to interrupt route if conditions, such as bad weather or a security event, present a hazard to operations. The driver must take instruction from the dispatcher.
7.	Drivers, Dispatch, supervisors or management	Employees receiving incident information must complete a form recording relevant data.
8.	Dispatch	Dispatchers must collect critical information upon notification of emergency or security event.
9.	Dispatch	Dispatchers or others receiving a bomb threat are to use established agency bomb threat procedures.

	Responsibility	Action
10.	Dispatch/ management staff	Dispatchers are to use the agency's emergency checklist when contacted by the Local Emergency Manager regarding a regional emergency.
11.	Dispatch/ management staff	The agency is to enact the "Normal Hours Emergency Response" procedures in the event of an emergency occurring normal operating hours.
12.	General Manager/Operations Manager	The agency is to enact the "After Hours Emergency Response" procedures in the case of an emergency occurring after normal operating hours.
13.	Dispatch/ Operations Manager	The emergency response coordinator must use the mobilization resource list to record agency information during an emergency.
14.	General Manager	An emergency press release will be used to supply information to the public in the event of an incident affecting transit.
15.	All employees	All employees must follow agency evacuation procedures whenever an emergency requires an evacuation.
16.	All employees	Employees are to report crimes requiring law enforcement intervention to the *911 operator* whenever such crimes are observed on transit vehicles, at transit facilities, or at other locations.
17.	All employees	For most security situations, assistance from law enforcement is available. The agency must manage short-term response to events until assistance arrives.
18.	All employees	All employees must use established emergency response procedures and routes during an emergency.

Policy for Requesting Agency Assistance for Security Incidents and Other Hazards

If an incident occurs that requires further assistance from the agency (such as the need for a supervisor to handle a disruptive passenger), the driver is required to contact dispatch with the following information:

- The nature of the problem
- The location of the vehicle
- What assistance is requested

The dispatcher will respond with the following:

- A confirmation of the information
- A description of what action will be taken
- An estimated time for response to the problem
- Further instructions to the driver, if applicable (e.g., to pull over and wait for assistance)

Emergency Drop Points

Emergency drop points are pre-designated safe locations that will be used by drivers to drop off passengers whenever instructed to do so by the dispatcher or the designated backup. In the event of an emergency, the Operations Manager must complete the form for each route, indicating that the driver has been contacted and given instructions, whether the vehicle has passengers to drop off, and the estimated time to drop off.

Decisions on selection of drop points will be based on the following:

- Geographic distribution
- Prioritization of passengers based on critical factors (e.g., medical needs of persons in the area)
- Safety of drop points
- Availability of personnel at these locations to communicate with during majority of day (24 hour per day staffing is desirable, such as at police departments and convenience stores)

The list of drop points will be maintained by the Operations Manager and reviewed on a quarterly basis.

Emergency Drop Locations per Route

Route	Emergency passenger drop location
All	TTA Transit Center
	TTA Operations/Maintenance Facility
	Huntington Civic Center
	Or as directed by County EMS

Evaluating and Managing Suspicious Activities

Tri-State Transit Authority uses the following guidelines for identifying and responding to suspicious activities. Employees should consider the following suspicious:

- People who are

- In an unauthorized or restricted area
- On agency property without proper identification, uniform, or safety gear
- In the wrong place, or who appear lost
- Loitering, staring, or watching employees and customers (including panhandlers)
- Pacing, nervous, or jumpy
- Acting in a disorderly manner, alarming or disturbing others
- Quickly exiting an area after abandoning a package
- Taking photographs of equipment and secure areas
- Carrying a weapon or suspected weapon
- Expressing an unusual level of interest in operations, equipment, and personnel
- Unfamiliar couriers, repair personnel, utility crews, or other "trusted employees" who are in the wrong place
- Cars, trucks, motorcycles, and bikes parked or standing in out-of-place or strange locations
- Overloaded or sagging vehicles

Evaluating and Managing Suspicious Persons

Tri-State Transit Authority will respond to suspicious persons as follows:

- Only approach someone if you are comfortable doing so
- Lend assistance and calmly ask
  - For an ID card or badge
  - If you can help them
  - Who they are there to see
  - If you can escort them out of the area
- Avoid
  - Approaching threatening or dangerous persons
  - Being aggressive, confrontational, abusive, or offensive
  - Detaining or holding a person by any means
- Stay alert and observe their location, activity, behavior, and physical characteristics.
- Try to keep them in your sight at all times.
- Report any incidents of suspicious behavior or activity through the proper channels.
- Include in the report the location in which you found them, particularly if it is a secure area that may have been compromised.
- If they do leave, note their direction of travel, description of vehicle and license plate.
- When you witness someone engaged in suspicious activity, observe and report the following personal characteristics:
  - **Head –** Eyes, ears, hair and facial hair, mouth, nose, forehead, cheeks and chin, complexion, jewelry, hat
  - **Body –** Neck, arms, chest, stomach, shirt/blouse/dress, coat, accessories, tattoos
  - **Legs –** Pants, skirt, belt, feet, socks, shoes

- Overall appearance – Height, weight, gender, neat or sloppy, packages, bags, or accessories
- Unique characteristics – Scars, birthmarks, or other identifying attributes

Evaluating and Managing Suspicious Substances, Devices, or Packages

If a suspicious substance, device, or package is identified by a Tri-State Transit Authority employee, the driver or other employee who has found the item is to conduct a visual examination to determine if protective action is necessary. The following procedure applies:

Evaluate each questionable situation to determine whether an unknown substance or suspicious package is actually something harmless. It may be harmful if any of the following questions can be answered with a "yes."

- Is there an unexplained odor or are human illness symptoms present?
- Is it a solid or powder? Are there granules much finer than sand (and is the material of a consistency or a size that could be easily inhaled)?
- Was a specific threat made or a possible dissemination device found that coincides with the discovery of the unknown substance? Or both?
- Are colored residue, dead foliage, dead insects, or dead animals visible in the vicinity?
- Are there unusual wires or batteries visible (which may indicate an explosive)?
- Are tanks, bottles or bags visible (which may indicate that a chemical is present)?
- Is there a message attached to the article?
- Is there a suspicious cloud, mist, gas, or vapor?
- Is anything seeping from the article? Is it oily?
- Is the unattended article in an out-of-the-way place?
- Was anyone observed abandoning the article and quickly leaving the scene?
- Are people in the area showing signs of sickness or distress?
- Did you or a rider observe a patron acting or behaving in a suspicious manner (e.g. patron in a long coat with bulges, on a hot summer day; a rider attempting to ignite a substance or package)?

If you can answer "yes" to any of the above, immediately contact Dispatch, and implement the agency policy on coping with unknown substances or packages. Further, if two or more patrons suddenly become ill, collapse, or complain of dizziness, immediately pull over (if the vehicle is in motion) and evacuate the transit vehicle.

The above list is not all-inclusive. Many different scenarios could arise in the event of a terrorist attack. Ultimately, the employee's instinct and common sense may be the factors that determine whether a situation warrants immediate attention. As when confronted with any criminal activity, the employee should feel free to contact Dispatch any time he/she feels there is a potential threat.

If a suspicious package, device, or substance is observed, follow Tri-State Transit Authority's procedure of isolate, evacuate, and get help.

Isolate

The driver should instruct customers to move away from the potentially contaminated area, suspicious substance, or suspicious package. Although not always practical, when attempting to react as quickly as possible, the driver should attempt to find a safe location in which to pull over. If given the choice between stopping in front of a shopping mall or next to a city park, for example, the less populated area is usually the best choice. However, this decision should be made as quickly as possible to limit potential harm to passengers.

Evacuate

Remain calm and await further instructions from the dispatcher. Evacuations should only be considered when the driver feels his/her life or the lives of his/her passengers are threatened. If instructed to evacuate by Dispatch, follow these procedures:
- Find a safe location
- Stop the vehicle in a safe location and notify Dispatch of your location
- Shut off the HVAC
- Evacuate your vehicle, making sure that your passengers take their possessions with them
- Close the doors to the vehicle to prevent reentry
- Have your passengers move at least 1,000 feet from the vehicle (preferably upwind)

Get Help
- Do not reenter the vehicle
- Do not use the radio or phone from any closer than 1,000 feet away (this only applies if the hazard is a suspected bomb or explosive device)
- Try to collect names and phone numbers of all passengers
- Await further instructions from Dispatch or the emergency response coordinator
- Provide as much information regarding the incident as possible to Dispatch and to emergency responders

Aborting or Changing Route Due to a Hazard

To the greatest extent possible, Tri-State Transit Authority avoids sending vehicles out in conditions that might pose a hazard. It is the responsibility of the Dispatcher and Operations Manager to check weather and other relevant conditions at the beginning of a shift, and on an ongoing basis, to safeguard the well-being of passengers, employees, and others. If a hazard is encountered that causes it to be unsafe to continue on a route, agency policy is as follows:

- If the hazard is noted by the driver, he must call the dispatcher, describe the situation, and await further instruction.
- If the hazard is noted by staff other than the driver (e.g., the dispatcher becomes aware that a tornado is approaching), the dispatcher will contact the driver and provide direction.

Direction may be as follows:

- To abort the route, and drive the passengers to the nearest emergency drop point (see policy on emergency drop points)
- To abort the route and return to the agency (particularly if there are no passengers on the vehicle)
- To drop off some or all passengers at the next stops and to then abort the route, following the instructions of the dispatcher (returning to the agency or using an emergency drop point)

With most hazards or emergencies, it is the primary policy of Tri-State Transit Authority that the driver must, first, communicate with the dispatcher, describe the situation, and await instruction. Policies are in place for a range of situations. There is the potential to create further hazards for employees and passengers by attempting to take heroic measures to continue with service. Avoiding such risks is paramount.

Notification of Emergency

The following information (as appropriate) is to be collected by Dispatch from on-scene personnel reporting an emergency at Tri-State Transit Authority:

Type of emergency
- ❑ Fire
- ❑ Accident/derailment/collision
- ❑ Death or injury in the right of way
- ❑ Right-of-way intrusion
- ❑ Hazardous material spill/leak
- ❑ Earthquake
- ❑ Tornado
- ❑ High-velocity winds
- ❑ Flooding
- ❑ Explosion
- ❑ Hostage/barricade situation
- ❑ Bomb threat
- ❑ Other

Location of emergency
- ❑ Highway mile marker
- ❑ Street address

Other
- ❑ Type of structures/vehicle involved
- ❑ Bus number and route
- ❑ Size of area involved
- ❑ Number of additional transit personnel required
- ❑ Assistance required from external agencies (e.g., ambulance, law enforcement, fire, public utility)
- ❑ Number and type of casualties/injuries

Bomb Threat Checklist

The following checklist is to be used in the event that a bomb threat is received at Tri-State Transit Authority. The information will be given to the 911 operator after the call is over.

Exact time and date of call: _____

Exact words of caller: _____

Voice	Accent	Manner	Background Noise
☐ Loud	☐ Local	☐ Calm	☐ Factory machines
☐ High pitched	☐ Not local	☐ Rational	☐ Bedlam
☐ Raspy	☐ Foreign	☐ Coherent	☐ Music
☐ Intoxicated	☐ Race	☐ Deliberate	☐ Office machines
☐ Soft	☐ Region	☐ Righteous	☐ Mixed
☐ Deep		☐ Angry	☐ Street traffic
☐ Pleasant		☐ Irrational	☐ Trains
☐ Other		☐ Incoherent	☐ Animals
		☐ Emotional	☐ Quiet
		☐ Laughing	☐ Voices
			☐ Airplanes
			☐ Party atmosphere

Language	Speech	Familiarity with Threatened Facility
☐ Excellent	☐ Fast	☐ Much
☐ Fair	☐ Distinct	☐ Some
☐ Foul	☐ Stutter	☐ None
☐ Good	☐ Slurred	
☐ Poor	☐ Slow	
☐ Pleasant	☐ Distorted	
☐ Other	☐ Nasal	
	☐ Lisp	
	☐ Other	

Questions to Ask the Caller

When is the bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why did you place the bomb?

Where are you calling from?

What is your address?

What is your name?

Observations

If the voice is familiar, whom did it sound like?

Were there any background noises?

Telephone number call received at:

Person receiving call:

Any additional remarks:

Emergency Response Checkist(s)

When an outside emergency occurs in the community that requires transit agency participation, response, or awareness, the local emergency manager (e.g., the fire chief or a designee) will contact Tri-State Transit Authority. When this individual contacts Tri-State Transit Authority in an emergency, the dispatcher or other individual receiving the call is to use the following first responder checklist:

First Responder Checklist
(Keep this form by dispatch telephone and primary telephone operator)

❑ Obtain the contacting official's name and telephone number. Write them down here:

❑ Contact the General Manager, Assistant General Manager, and Operations Manager.

- ❑ Contact any drivers on duty and give instructions that they are to drop off their passengers at a safe location (see list of emergency drop points).

- ❑ Tell all drivers on duty where they are to go to if assistance is requested by local emergency management personnel.

- ❑ Make sure a phone line is open so the on-scene emergency manager can contact you, if necessary.

- ❑ Write down drivers' names, the vehicles they are using, and when they will start working. (Use the mobilization list in part 15)

Normal Hours Emergency Response Policy

When an outside emergency occurs in the community that requires transit agency participation, response, or awareness, the local emergency manager (e.g., the fire chief or a designee) will contact Tri-State Transit Authority. During normal operating hours, the following policy is to be followed:

- ▪ Initial contact will be made by the emergency manager or his or her designee, using the first responder checklist maintained in the Cabell, Wayne, and Lawrence County Emergency Management Offices.
- ▪ The General Manager or the next most senior person on duty will be the initial Tri-State Transit Authority Emergency Response Coordinator (ERC). The ERC must give the individual calling a telephone number to use (or other means through which the ERC will remain constantly available for communications during the emergency).
- ▪ The ERC will perform the following functions:
    - – Coordinate with the Dispatcher to contact all on-duty vehicles to notify them that they are needed for an emergency response
    - – Direct all drivers to unload their passengers at the nearest emergency drop point
    - – Direct all drivers to proceed to a staging area designated by Tri-State Transit Authority
    - – Record an approximate time of arrival (estimated time of arrival: ETA) at that staging area
- ▪ The ERC will assign personnel to call employees on the emergency phone list, informing them that Tri-State Transit Authority is responding to a community emergency. During this stage, the ERC must
    - – Assign additional personnel to make initial call-out phone calls, dividing the employee phone list to more quickly mobilize personnel
    - – Establish a Tri-State Transit Authority command post at the agency's facility or other available location (as circumstances may dictate)
    - – Distribute the press release via fax or phone to local media to assist in calling out Tri-State Transit Authority personnel
    - – Accurately account for resources available for use in the emergency (e.g., personnel and vehicles)
- ▪ The ERC will remain in charge of all Tri-State Transit Authority response activities throughout the emergency unless relieved by personnel higher on the first responder list.

- The ERC will have the authority to allocate all Tri-State Transit Authority personnel and equipment as necessary to respond to the emergency at hand.
- The ERC will have the emergency authority to procure parts, fuel, and other essentials necessary to continue and sustain Tri-State Transit Authority's emergency response activities.
- The ERC shall continue to make efforts to contact all Tri-State Transit Authority personnel (as time and response efforts may permit, to inform them of our participation).
- The ERC shall provide personnel and resources in the quantities requested and to various locations as may be directed by the emergency manager or his/her designee.
- The ERC shall remain on-duty in an active status until relieved or directed by the emergency manager or his/her designee that the transit agency's participation in the emergency response is no longer required.

After Hours Emergency Response Policy

When an outside emergency occurs in the community that requires transit agency participation, response, or awareness, the local emergency manager (e.g., the fire chief or a designee) will contact Tri-State Transit Authority. After normal operating hours, the following policy is to be followed:

- Initial contact will be made by the emergency manager or his or her designee (e.g., the fire chief), using the first responder list that has been supplied to them.
- Either the person receiving the call or the most senior person available will be the initial Tri-State Transit Authority Emergency Response Coordinator (ERC). The ERC must give the individual calling a telephone number (or other means) by which the ERC will remain available for communications during the emergency.
- The ERC will begin to call persons listed on the employee phone list, informing them that Tri-State Transit Authority is responding to a community emergency. During this stage, the ERC must
    - Coordinate the opening of the facility where Tri-State Transit Authority vehicles are located
    - Assign additional personnel to make initial call-out phone calls (dividing the employee phone list to more quickly mobilize personnel)
    - Establish a Tri-State Transit Authority command post at the agency's facility or other available location (as circumstances may dictate)
    - Distribute the press release via fax or phone to local media to assist in calling out Tri-State Transit Authority personnel
    - Accurately account for resources available for use in the emergency (e.g., personnel and vehicles)
- The ERC will remain in charge of all Tri-State Transit Authority response activities throughout the emergency unless relieved by personnel higher on the first responder list.
- The ERC will have the authority to allocate all Tri-State Transit Authority personnel and equipment as necessary to respond to the emergency at hand.
- The ERC shall have the emergency authority to procure parts, fuel, and other essentials necessary to continue and sustain Tri-State Transit Authority's emergency response activities.
- The ERC shall continue to contact all Tri-State Transit Authority personnel, as well as Tri-State Transit Authority board members (as time and response efforts may permit, to inform them of our participation).

- The ERC shall provide personnel and resources in the quantities requested and to various locations as may be directed by the emergency manager or his/her designee.
- The ERC shall remain on duty in an active status until relieved or directed by the emergency manager or his/her designee that the transit agency's participation in the emergency response is no longer required.

Mobilization Resource List

The dispatcher or ERC will use this table to account for and track resources (vehicles and personnel) used during an emergency.

If an emergency occurs in which drivers need to be recalled, complete the table by assigning vehicles to those individuals who have agreed to report to duty to a vehicle. Also, note the time each driver is expected back at the agency to take his or her post. Once a driver arrives, complete the last column, noting that the driver is now on duty.

Mobilization/Resource List
(Personnel and Equipment Available for Deployment by ERC during Emergency)

Driver Name	Assigned Vehicle	ETA for Availability	Reported for and Currently on Duty

Media Communications

In the event of an emergency in which employees need to be recalled to *Tri-State Transit Authority* to assist in an emergency response, the General Manager (or assigned designee) will communicate relevant information to members of the media. All media communications must be reviewed and approved by appropriate local emergency management personnel.

Evacuation Procedures

Once this plan is activated, Tri-State Transit Authority will provide evacuation and transportation support to the designated incident command post and to those parts of the community affected by the disaster as instructed by the on-scene emergency coordinator.

- **General**
  - Drivers will prepare separate log sheets and track their time, mileage, and passengers throughout the course of the response.
  - At the direction of incident command or the transit base station, drivers will pick up evacuees from specifically designated locations and transport them to designated shelters or secure locations.
  - To the maximum extent possible, drivers will track where special needs passengers are delivered.
- **General Manager**
  - Report to the incident command post
  - Provide drivers with assembly points and conduct briefings
  - Identify the logistical support required for all designated shelters
  - Communicate this information to the transit base station and to supporting buses
  - As directed by the incident command post, respond to changing requirements for transportation and evacuation support
  - Identify support facilities for drivers
- **Dispatcher**
  - Establish communications and provide support to the general manager and the incident command post as requested
  - Notify supported social service and contract agencies of disruptions and/or cancellations of service
  - Sustain whatever level of routine operations is feasible
- **Drivers**
  - Communicate with Dispatch.
  - Follow guidance provided by the transit manager, Dispatch, and the incident command post.
  - *Do not t*ake risks that place driver, passengers, or vehicle at significant risk.
  - As needed, help passengers that have visual, hearing, or mobility impairments to get on or off the bus.
  - Rest, refuel, and eat when possible or directed. If fatigue becomes an issue, notify management immediately.

Requesting Outside Assistance

For more serious events that require assistance from outside agencies (such as law enforcement, fire, or emergency medical technicians), Tri-State Transit Authority's policy is as follows:

It is not the responsibility of the employee to apprehend a criminal. It is the responsibility of the driver to stop the activity if it is safe and reasonable to do so.

If a serious incident occurs, the employee must note the circumstances surrounding the incident. This should include the following information:

- The number of persons involved, and their physical descriptions

- Location
- Who or what was affected, and to what degree
- The time sequence of events
- What actions were taken by the Tri-State Transit Authority staff during the course of the incident

The role of the employee is to collect and route the information accurately. It is important that the information relayed by the employee is accurate, clear, concise, and complete. Each individual contacted must be told of the nature of the problem, the urgency required for response, and what actions the individual is expected to take. It is a good emergency operating procedure to have the information repeated by the person receiving it to ensure that it is understood.

Short-Term Response

Tri-State Transit Authority is responsible for short-term response to certain major events until emergency responders arrive on the scene. Short-term response begins after the security or other emergency incident has been resolved and any persons directly affected have been helped. Its purpose is to limit and overcome the impact to the system, collect evidence while it is still available, and file the initial reports. This period is critical to ensure the incident is resolved with as little impact on the rest of the system as possible.

Limiting the impact can include evacuating people from the scene, arranging for alternative transportation, or arranging for support activities for passengers. Tri-State Transit Authority will endeavor to ensure that there are no residual problems that will affect other parts of the system. Routes may have to be altered or additional buses activated to restore service. The system will continue to provide service to the community, despite problems at a particular site, if it is safe to do so.

In the case of minor incidents, such as graffiti or other vandalism, the goal will be to get the area cleaned and the damage repaired as soon as possible. In cases where the incident requires passengers to be rerouted, implementing temporary routes will require more planning and the commitment of additional operational resources. And in cases where the incident is not fully resolved (which could happen if a criminal has not yet been apprehended), the system may have to alter schedules and change routes for an extended period. The principal goal is to prevent personal injuries. Additional assets will have to be committed as necessary to keep the system functioning.

Emergency Escape Procedures and Routes

Emergency escape procedures and route assignments have been posted in each work area in Tri-State Transit Authority, and all employees have been trained by designated supervisors in the correct procedures. New employees are trained when assigned to a work area. (A sample escape procedure and escape route sheet of the type posted in work areas should be developed for each discrete work area and especially those with no outside doors or windows.)

Each supervisor is responsible for accounting for all assigned employees (personally or through a designee). The procedure is to have all such employees report to a predetermined rally point, and then

conduct a head count. Each assigned employee must be accounted for by name. All supervisors are required to report their head count (by name) to the emergency evacuation coordinator. This procedure is also included in new employee training, the employee manual, and in annual drills.

RECOVERY

"Recovery activities" refers to those policies that *Tri-State Transit Authority* has implemented to assist in recovering from incidents that have occurred.

After an incident, whether it is a simple security event (such as vandalism) or a major emergency, it is necessary for *Tri-State Transit Authority* to begin restoring service to the public as quickly as possible, and to repair any damage that resulted from the event. Recovery involves restoration of infrastructure, vehicles, and personnel to their normal status.

The table that follows lists the nature of each recovery activity, the frequency with which the activity is to be performed (daily, weekly, monthly, quarterly, annually, or other), and who is to perform the activity. Following the table is a description of the specific agency recovery policy or procedure.

<div align="center">Recovery Activities</div>

	Frequency	Responsibility	Action
1.	Annually	General Manager Assistant General Manager	**Review Insurance Policies:** Management is to provide an annual review of insurance policies to ensure they are adequate for agency recovery after an incident.
2.	Annually	General Manager Assistant General Manager	**Review EPP:** Management is required to perform an annual review of the plan for succession, and to update information as appropriate.
3.	Annually	General Manager Assistant General Manager	**Review Backup Plan:** Management is responsible for coordinating with designated backup locations that are to be used for operational relocation during an emergency, ensuring they are cognizant of agreements in place.
4.	After an emergency	Operations Manager Maintenance Supervisor	**Cleanup/inspection:** After an emergency, all employees, as appropriate to their job function and the nature of the emergency must inspect facilities, vehicles, and agency property for damage or need for cleanup.
5.	After an emergency	Operations Manager Maintenance	**Document Vehicle Use:** After an emergency, management must document vehicle use during the emergency in order to facilitate repair and maintenance of vehicles.

		Supervisor	
6.	After an emergency	General Manager Assistant General Manager	**Evaluate Response:** Following an incident covered by the EPP, management must complete an emergency evaluation form to evaluate staff response.
7.	As required/ appropriate	General Manager Assistant General Manager	**Oversee Recovery/Restoration:** On an as-needed basis, supervisors are to contact city services to remove graffiti or vandalism or otherwise repair the effects of crimes/hazards at city-maintained bus stops.

Review of Insurance Policies

On an annual basis, the General Manager is required to review agency insurance policies. Being properly insured helps Tri-State Transit Authority recover from an incident, whether it is a minor crime (such as vandalism) or a major hazard (such as a tornado or serious crime). Specifically, this individual is required to audit assets, update insurance records of assets, and make appropriate changes to insurance policies. In addition, on an annual basis, the EPP will be presented to the current insurance agent for the purpose of receiving advice and suggestions for improvement and consistency with insurance company policies.

Review Plan for Succession

Annually, management will review the plan for succession of key agency employees (as outlined in this plan). The order of succession, as well as specific employee names, will be updated to reflect changes in policy and personnel.

Review Plan for Backup Locations

Annually, Tri-State Transit Authority management will review the plan for backup locations of key agency functions in the event that primary locations are not available during a hazard or emergency. Management should communicate with organizations that are to provide backup locations to ensure they are aware of the agreements in place.

Cleanup/Inspection

After an emergency, all employees, as appropriate to their job function and the nature of the emergency must inspect facilities, vehicles, and agency property for damage or need for cleanup. The purpose of this activity is to restore the agency and its assets to the state that existed before the emergency. Some recovery activities may be immediate. Some may be long term (e.g., replacement of vehicles or facilities).

Documentation of Vehicle Use

After an emergency, Tri-State Transit Authority management will record use of vehicles during the event—as well as the status and the condition of the vehicles—in order to begin the process of maintaining the assets and bringing them back in service.

Vehicle/Equipment Record Form

A. Date and time acquired: _____
    Odometer/hour meter reading: _____

B. Vehicle type:_____ Vehicle ID #: _____ License #: _____

    Operator provided: Yes ___ No ___

C. Operational status: Good ___ Fair ___ Poor___

D. Acquired from: _____

E. Vehicle owner (if known) _____

F. Maintenance performed, if any:

    1. _____
    2. _____
    3. _____

G. Date and time vehicle returned: _____
    Odometer/hour meter reading: _____

    1. Operational status: Good ___ Fair ___ Poor___

H. Remarks:

Evaluation Form

Following an incident (or incident drill), the General Manager will complete a form to assess the responses of personnel during the incident. This information will be used to modify policies, provide additional training, and give feedback to those involved to enhance future incident responses. A sample evaluation form is provided in the appendix. It is designed to collect the following information:

Evaluator's Name, Address, and Phone:

- Time exercise initiated:
- Method of notification to fire departments, police, ambulance service, EMS, hospitals
- Upon arrival at scene, how was the command post established?

- Was there adequate radio communication equipment?
- When responding units arrived on the scene, did they report to the command post?
- Principal weaknesses observed?
- Principal strengths observed?
- Additional remarks:
- Recommendations:

Request Incident Cleanup or Repair

It is the policy of Tri-State Transit Authority to quickly ensure all evidence of vandalism/graffiti or other incidents is removed from bus stops. In most cases, items at the stops (such as signs, trash cans, and benches) are maintained by the TTA. Drivers are to report evidence of crimes such as vandalism and graffiti to Dispatch or to a supervisor. It is the responsibility of the supervisor to call the maintenance personnel for assistance with the matter.

CHAPTER FOUR: PLAN MAINTENANCE

This section contains details of how Tri-State Transit Authority will keep the plan up to date over time, from the initial implementation to review and updates. This section also describes how to keep other documents necessary to the operation of the organization available should a security event occur.

REVIEW AND CHANGES

The EPP must be thoroughly reviewed periodically—at least every year. Any information that changes, such as contact names, should be updated on an as-needed basis. At Tri-State Transit Authority, the General Manager is responsible for updating the EPP at least annually, or as dictated by circumstances.

The review will include the following factors:

- Reviewing factual information, especially names and phone numbers included in the plan
- Reevaluating employee knowledge and awareness (training assessments, for example)
- Revising programs and procedures included in the EPP
- Performing an annual review of the plan for succession, and to update information as appropriate
- Coordinating with designated backup locations that are to be used for operational relocation during an emergency, ensuring they are cognizant of agreements in place.

In addition to regular, periodic reviews, certain events may require revision to the EPP. The Administrative Assistant will perform periodic or incidental revisions as required by such circumstances as:

- The addition of new members of the organization and outside the organization with specific roles outlined in the EPP (e.g., a new general manager, a new local fire chief)
- New operations or processes that affect the EPP (e.g., a new bus line)
- New or renovated sites or changes in layout (e.g., a new bus garage or office building)
- Changes with outside agencies, new suppliers, vendors, etc. (e.g., a new memorandum of understanding signed with the local sheriff's department)

Following use of the EPP in emergency situations (a major security event, a natural disaster, or a training exercise), the General Manager will review the organization's response against the procedures and requirements outlined in the plan. In addition, this individual will identify areas that can be improved or adjusted in the plan to ensure more effective responses in the future.

The following specific actions will be taken:

1. An automatic reminder will be set on the personal computer of the Administrative Assistant and General Manager to prompt review the EPP and perform this update.
2. Management shall review its contact list to make sure it is current and up to date.
3. Management shall review all policies and procedures in the EPP to make certain they are up to date.
4. The Administrative Assistant shall ensure that all policies and procedures contained elsewhere (training, employee manuals, hiring practices) match those contained in the EPP.
5. Administration shall provide 911 Centers in Cabell, Wayne, and Lawrence Counties with a copy of this revised EPP, particularly if any changes to the plan affect the manner in which 911 would activate Tri-State Transit Authority to respond to an emergency.

ASSESSMENT

In addition to reviewing EPP contents and accuracy, as described above, Tri-State Transit Authority will critically assess agency progress in achieving its goals of providing secure service within the community it serves. It is essential that the EPP is actually implemented in practice. It is more important that the agency develop and implement a simple set of policies rather than designing a complex series of practices that are not put into use.

The agency will complete the checklist below as a guide to ensuring that the policies set forth in the EPP have been communicated and implemented by agency employees, local first responders, and county emergency officials and, moreover, that they have been integrated into normal operating practices.

MITIGATION

Activity	Check appropriate category	Assessment
IDENTIFY PARTICIPANTS		
Transit System Itself	Does the agency have? ☐ List of employee names and phone numbers in one location. ☐ List of emergency personnel numbers. ☐ Protocol in place for security events, hazards, and emergencies. ☐ Comprehensive list of assets.	Has the agency done any of the following? ☐ Security survey performed by local police? ☐ Employee training in security awareness? ☐ Employee training in system security? ☐ Management training in system security?
Outside Sources	Have you had contact with? ☐ County Emergency Coordinators ☐ City of Huntington Fire Department ☐ Huntington Police ☐ Emergency Medical Services	Who/what is the transit system's emergency contacts: Supply a copy of the transit system's EPP.
Who is in the core planning group?	☐ County Emergency Coordinators ☐ City of Huntington Fire Department ☐ Huntington Police ☐ Emergency Medical Services ☐ Other transit services ☐ Volunteer organizations	Does the agency have mutual aid agreements with any co-participants? If so whom does the agency have them with? And if not, does the agency need to? Please explain :
ESTABLISH COMMUNICATIONS		
Does the system have?	☐ Master list of key emergency personnel ☐ Tools for mobilizing employees in an emergency or in response to a hazard ☐ Phone list of emergency contacts ☐ Plan for tracking evacuees and supplies	Does the EPP address the agency's communication plan in written format and has it been rehearsed? Please explain and attach a copy of it in written format:

PREVENTION

Activity	Check appropriate category	Assessment
TECHNOLOGY TO PROTECT SYSTEM		
System Itself	☐ Interoperability ☐ Redundancy ☐ Reliability ☐ Back-up energy plan	Has the agency done the following: ☐ Provided equipment, as appropriate, to protect the agency (radio, dispatch, alarms, fences, locks, cameras, AVL) ☐ Investigated how the equipment will function in the event of a disaster Explain what type of systems are used by the agency and the equipment interoperability and redundancy plans in the event of a disaster or if another lead agency takes charge:
Equipment	☐ AVL ☐ GPS ☐ Radio ☐ Communications ☐ Dispatch ☐ Security cameras ☐ Covert Alarm ☐ Video/audio records	Briefly explain what type of communication equipment is utilized by the agency: Explain how the equipment will function in the event of a disaster: How has the agency performed the following: ☐ Implemented procedures to safeguard agency employees, passengers, vehicles, facilities, and other assets ☐ Developed policies to increase awareness and understanding of these procedures ☐ Trained employees on these policies ☐ Established a communication network that is linked to the county and local plan
INCREASE TRAINING AND AWARENESS		

Overall	☐ Communication network established ☐ Linked to County Plans	What is the communication network and how are you avoiding information overload: ☐ Others (describe):
Training and Communications	☐ All responders trained ☐ ☐	What training has been given: Who all has been trained?: Who did the training?:

RESPONSE

Activity	Check appropriate category	Assessment
IDENTIFY ASSETS		
What resources does the organization have?	☐ Vehicles ☐ Facilities ☐ Personnel ☐ Other Equipment	Has the agency identified non-physical assets that must be maintained in an emergency (transit provides a 'lifeline' to the community)? Has the agency submitted this list to its insurance agent?

What resources can the organization provide in case of a community emergency?	☐ Vehicles
	     # of accessible vehicles
	     # of non-accessible vehicles
	☐ Radio Equipment -
	☐ How many drivers?
	☐ How many dispatchers?
	☐ How many mechanics?
		Has the agency submitted this list of resources to the County Emergency:

CLARIFY CHAIN OF COMMAND		
What is the organization's chain of command when responding to emergencies?	Number in order ☐ General Manager ☐ Assistant General Manager/Operations Manager ☐ Maintenance Supervisor ☐ Dispatcher ☐ Fire ☐ Police ☐ Other	Has this chain of command been reviewed with the County Emergency Coordinator? : Has the agency identified which emergency responders are notified depending on the type of emergency situation? Has the agency developed backup procedures for key agency assets and information?
Who is the public information point of contact?	☐ General Manager ☐ Assistant General Manager ☐ Other	Is this person known to all emergency responders?:

RECOVERY

Activity	Check appropriate category	Assessment
ASSESS		
Was there an impact to the agency's resources?	Capital Equipment ☐ Vehicles ☐ Buildings ☐ Electronic Communication/Equipment	Did the agency document the expenses incurred while dealing with the event? What were the costs both monetarily and physically?: Were there additional resource needs identified as a result of the incident? What are they?
	Staff Resources ☐ Employee Assistance Program (EAP) ☐ Community Resources	What type of staff debriefings will you hold after the event?
Was there an impact to the agency's processes and/or procedures?	Which ones were affected? And how?	Has the agency adequately performed the following: ☐ Developed procedures to assess impacts to agency resources ☐ Developed tools for documenting the expenses incurred while dealing with an event ☐ Developed tools for recording resource needs identified as a result of the incident ☐ Implemented procedures for reviewing preparation plans in the event of events What process will the agency use to review preparation plans in the event of another event? Explain:
Who will review the processes and/or procedures?	☐General Manager ☐ Assistant General Manager ☐ Maintenance Supervisor ☐Other?	How will the changes to the processes and/or procedures be conveyed to staff and partners?
FUTURE PLANNING		

Does the agency need to?	☐ Adjust long-term goals? ☐ Adjust finances and budgets? ☐ Build in redundancies? ☐ Increase documentation?	Did the agency take the "lessons learned" back to the Planning element and reassess the plan with the County Emergency Coordinators or the Emergency Response personnel?

The EPP is sensitive document and a list of who has a copy of the EPP is maintained by the General Manager.

The following persons will receive a copy of the updated EPP, which will include a revision number and date of revision on the cover page (revised sections will be highlighted either in the text of the EPP or in summary form in a distribution memo attached, as appropriate):

A. General manager
B. Assistant general manager
C. Operations Manager
D. Maintenance Supervisor
E. Dispatchers
F. Emergency Coordinators in Cabell, Wayne, and Lawrence Counties.

For interim updates of the EPP, which may occur from time to time, addendums will be distributed that will allow recipients to replace individual pages of their copy of the EPP.

In addition, all employees shall receive copies of the sections of the EPP or policies documented in the EPP that relate to their job functions.