**NEW MEXICO**

**RURAL PUBLIC TRANSIT**

**SAFETY, SECURITY,**

**AND**

**EMERGENCY PREPAREDNESS PLAN**

**(SSEPP)**

With Supporting Documentation

**for**

**NAME OF TRANSIT AGENCY**

*Revised and Updated February 2024*

**New Mexico Department of Transportation**

**Transit and Rail Division**

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# 1. INTRODUCTION

Safety, security, and emergency preparedness affect every aspect of New Mexico's public transportation systems. Identifying and addressing potential threats and hazards can save lives and reduce injuries and costs. Since safety and security issues are all-encompassing, each New Mexico transportation system designates safety and security as its top priority.

Consistent with the guidance and requirements established by the Federal Transit Administration and the New Mexico Department of Transportation to address safety, security, and emergency preparedness in all aspects of our organizational development, NAME OF TRANSIT AGENCY developed this Safety, Security, and Emergency Preparedness Plan (SSEPP). This SSEPP outlines the processes used by our agency to make informed decisions appropriate for our operations, passengers, employees, and community regarding developing and implementing a comprehensive safety, security, and emergency preparedness program.

This SSEPP and the New Mexico Department of Transportation Transit Operating Procedures for Safety and Security (TOPSS) are bookend tools we use to enhance safety, security, and emergency preparedness.

Developing and using this SSEPP is an integral part of our proactive attempt to fulfill our responsibilities to our employees, passengers, communities, state, and nation. This SSEPP meets the safety, security, and emergency preparedness standards we set for our agency and is consistent with the New Mexico Department of Transportation's expectations.

The program, policies, procedures, plans, and infrastructure described in this SSEPP represent NAME OF TRANSIT AGENCY's commitment to its mission of safety, security, and emergency preparedness.

# 2. ADMINISTRATION OF SSEPP

## 2.1 Foundation

**2.1A. - AUTHORITY**

The authority for implementing this SSEPP resides with the Transit Manager of NAME OF TRANSIT AGENCY and entities responsible for transit oversight authority.

The Transit Manager will name an individual or individuals who will act as the Safety Manager/Supervisor.

**2.1B MISSION**

NAME OF TRANSIT AGENCY Management is committed to operating safe and secure services for employees and passengers. Management also commits the transit organization as an emergency response resource to the community or region. Towards this end, this SSEPP is an- important and ongoing cornerstone of our transit operation.

**2.1C. - PURPOSE**

This SSEPP defines our process for addressing safety, security, and emergency preparedness as:

* **System Safety –** Applying operating policies and procedures to reduce vulnerability to safety-related hazards.
* **System Security –** Applying operating policies and procedures to reduce vulnerability to security threats.
* **Emergency Preparedness –** The system of policies and procedures that assure rapid, controlled, and predictable responses to localized and regional emergencies using an all-hazards approach.

The overall purpose of this SSEPP is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to the passengers, employees, and contractors of NAME OF TRANSIT AGENCY during normal operations and under emergency conditions.

**2.1D. - GOALS**

The SSEPP:

* Ensures that safety, security, and emergency preparedness are addressed during all phases of system operation. Note: System operations encompass all operations activities, including scheduling, dispatching, vehicle maintenance, bus operations, and supervision of all operational activities.
* Promotes analysis tools and methodologies to encourage safe and secure system operations by identifying, evaluating, and resolving threats and vulnerabilities.
* Creates a culture supporting employee and system safety and security during normal conditions and emergencies.

**2.1E. – DEFINITION**

In this SSEPP, the terms “transit vehicle” or “bus” describe all types of transit surface conveyances, including sedans, mini-vans, vans, body-on-chassis, mini-transit buses, and the wide range of full-size coaches.

The agency has attached an updated vehicle roster to the SSEPP.

*Our “*[*CAPABILITIES ASSESSMENT*](#_CAPABILITIES_ASSESSMENT)*” is in the APPENDIX.*

## 2.2 Responsibilities

**2.2A. – PHILOSOPHY**

If confronted with a safety or security event or emergency, NAME OF TRANSIT AGENCY makes all efforts to ensure that personnel respond effectively and use good judgment based on our established rules and procedures.

This level of proficiency requires that we:

1. establish formal mechanisms for all transit personnel to identify and report safety or security hazards, threats, and vulnerabilities associated with our operations and
2. develop controls to eliminate or minimize identified hazards, threats, and vulnerabilities.

The agency has an active all-hazards employee reporting program in place.

This SSEPP also requires our transit system to:

* Coordinate with local law enforcement and other public safety agencies to manage response to any incident that occurs on a transit vehicle or affects transit operations and
* Identify a process for integrating transit resources and capabilities into the community response effort to support emergency management.

Transit management expects all employees and contractors to support this SSEPP.

**2.2B. – ROLE OF THE TRANSIT MANAGER**

The Transit Manager has the overall authority to develop and execute this SSEPP and ultimate accountability for its implementation. In addition, the Transit Manager and designated staff are responsible for overseeing the safety, security, and emergency preparedness functions including but not limited to:

* Appointing a Safety Manager/Supervisor
* Ensuring proactive leadership that supports safety, security, and emergency preparedness planning.
* Ensuring that sufficient resources and attention are devoted to the SSEPP.
* Developing an effective notification and reporting system for safety/security incidents and emergencies.
* Designating an individual or individuals to manage the SSEPP.
* Supporting and communicating safety, security, and emergency preparedness as top priorities to all employees.
* Developing relations with outside organizations that may participate in and contribute to the SSEPP, including local public safety and emergency planning agencies.
* Having full knowledge of all standard and emergency operating procedures.
* Ensuring that drivers make safety, security, and emergency preparedness a primary concern when on the job.
* Managing or assisting in information dissemination regarding transit safety and security emergency events.

## 2.3 Critical Assets

**2.3A. - OVERVIEW**

In security terms, the assets of NAME OF TRANSIT AGENCY are broadly defined as people, information, and property. In public transportation, the people include passengers, employees, visitors, contractors, vendors, nearby community members, and others who come into contact with the system. Information includes operating and maintenance procedures, vehicle control and power systems, employee information, computer network configurations and passwords, and other proprietary information. Assets are critical when their loss either endangers human life or impacts the ability of our transit system to maintain service. In reviewing assets, we prioritized those that were most important to sustain service. These critical assets may require higher or special protection.

**2.3B. - ASSET ANALYSIS**

NAME OF TRANSIT AGENCY performed a simple “asset criticality valuation” process to identify and analyze the system's critical assets under the full range of operational conditions. This process helps transit management prioritize allocating limited resources to protect the most vital elements of our operation. In this asset analysis, we considered the following:

* the value of the asset, including current and replacement value;
* the value of the asset to a potential adversary;
* location of the asset;
* how, when, and by whom an asset is accessed and used; and
* if these assets are lost, the effects on passengers, employees, equipment, public safety organizations, the general public, and our transportation operation.

*Our “*[*CRITICAL ASSET ANALYSIS*](#_CRITICAL_ASSET_ANALYSIS)*” is in the APPENDIX.*

## 2.4 Activation and Modification

This SSEPP is activated through a Memorandum of Executive Approval by NAME OF TRANSIT AGENCY.

This SSEPP is a “living document,” and it is incumbent upon all appropriate personnel of our agency to constantly evaluate the effectiveness of this SSEPP and its implementation. We periodically review this SSEPP and update it on an as-needed basis. Transit management is responsible for this review, which, at a minimum, will take place annually.

After internal and external evaluations, and based upon SSEPP review findings, transit management will revise this SSEPP to reflect new practices, policies, and procedures. A new Memorandum of Executive Approval will accompany the revised SSEPP,

*A template “*[*MEMORANDUM of EXECUTIVE APPROVAL*](#_MEMORANDUM_OF_EXECUTIVE)*” is in the Appendix.*

# 3. HAZARDS AND THREATS

## 3.1 Overview

The Threat and Vulnerability Assessment for NAME OF TRANSIT AGENCY provides an analytical process that considers the likelihood of a specific hazard or threat endangering the system. The Threat and Vulnerability Assessment allows our transit system to identify critical assets and their vulnerabilities to hazards and threats, develop and implement countermeasures to these hazards and threats, and monitor and improve program effectiveness.

## 3.2 Hazard and Threat Identification

A hazard or threat is any action that can cause harm in the form of death, injury, destruction of property, interruption of operations, or denial of services. Hazards and threats include accidents and incidents, hazardous materials, fires, acts of nature, or any event that criminals or terrorists could perpetrate.

Hazard and threat analysis defines the level or degree of the hazard or threat by evaluating its probability and impact. The process involves gathering historical data about hazardous or threatening events and evaluating the relevant information to assess the impact of these hazards and threats on our transit system.

Vulnerabilities can make an agency more susceptible to a hazard or threat. This includes vulnerabilities in safety/security procedures and practices involving transit facilities, equipment, and staff. A vulnerability analysis identifies specific weaknesses to hazards and threats that must be mitigated.

NAME OF TRANSIT AGENCY completed a Threat and Vulnerability Assessment for the following hazards and threats:

- Accidents and Incidents

- Acts of Nature

- Critical Infrastructure

**-** Hazardous Materials

**-** Criminal Activity

- Terrorism

## 3.3 Threat and Vulnerability Analysis

NAME OF TRANSIT AGENCY reviews hazard, threat, and vulnerability analyses and develops measures to 1) avoid, 2) reduce, or 3) isolate risk. The agency may also accept specific risks based on analysis and resource limitations. Prioritization of safety/security remediation measures is based on safety risk analysis and a course of action acceptable to transit management.

*Our “*[*HAZARD and THREAT ASSESSMENT*](#_HAZARD_AND_THREAT)*” and “*[*PRIORITIZED RISK REDUCTION STRATEGIES*](#_PRIORITIZED_RISK_REDUCTION)*” are in the Appendix.*

**4. SAFETY**

# 4. SAFETY

## 4.1 Management and Organization

NAME OF TRANSIT AGENCY has safety programs, policies, procedures, protocols, or infrastructure that address *management and organization*.

* Senior management is actively involved in safety program development and decision-making.
* A formal mission statement emphasizes the priority of safety in transportation activities.
* Our strategic/business planning process emphasizes safety and sets safety goals with measurable objectives.
* A formal structure defines the chain of command and functional responsibilities, and an individual is designated as responsible for system safety.
* The relationship between management and employees is open to communication on safety-related issues.
* When procuring transit vehicles, our organization considers safety issues such as seating configuration, lift placement, emergency exit doors and windows, and rollover risk.
* Vehicle delivery inspections focus on safety concerns such as roadworthiness and braking systems, and these inspections are documented.
* The vehicle procurement process considers the possibility of safety-related onboard technology, such as GPS/AVL systems and onboard cameras.
* Our organization has an overall risk management program that uses a formal methodology to identify, evaluate, and respond to risk.
* Appropriate required levels of insurance coverage are maintained.

## 4.2 Operations

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *operational* safety.

* Our organization complies with all ADA safety requirements; this includes vehicle accessibility, onboard lift/ramp and securement equipment, and passenger assistance.
* Safety concerns are considered when a particular vehicle type from the fleet is assigned to service delivery.
* Routes, schedules, and pick-up times are periodically evaluated for the safe operation of service within the parameters of on-time performance.
* Service design and delivery allow proper time for driver relief.
* Bus stops or pick-up and drop-off locations are periodically evaluated for safety.
* There is enough time between check-in and scheduled pullout time for drivers to complete a comprehensive pre-trip inspection.
* Drivers are required to wear a seat belt at all times when operating a transit vehicle.
* Transit buses are clearly and adequately identified with numbers on their sides that are easily visible from ground level and, when and if appropriate, a number on the roof that is visible from the air.
* There is a formal process for documenting, tracking, and responding to safety-related complaints from passengers or other members of the public.
* Our organization has a passenger assistance policy defining the parameters of demand response service, such as curb-to-curb or door-to-door, and the specific type of assistance drivers can provide passengers. This policy is strictly enforced.
* There are formal protocols that outline expected driver response to on-vehicle emergencies.
* Our organization equips transit revenue vehicles with basic safety equipment, including a fire extinguisher, biohazard kit, first aid kit, reflective triangles, web cutter, flashlight, and a reflective vest for drivers.
* Web cutters are located on the vehicle within reach of a driver from the driver seat.
* Our organization has formal policies addressing child safety seats and parameters for transporting unaccompanied children.
* When transit vehicles are equipped with passenger seat belts, all passengers are encouraged or required to wear seat belts.

## 4.3 Maintenance and Technology

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *maintenance and technology.*

* Our organization has a vehicle maintenance plan that includes formal preventive and corrective maintenance procedures.
* All vehicle maintenance required by manufacturers’ warranty provisions is being performed.
* The maintenance management function ensures that vehicles are regularly and systematically inspected and maintained in accordance with the vehicle maintenance plan.
* Our organization has a tracking system to schedule vehicle inspections and maintenance intervals and records the date or mileage when services are due.
* Our organization’s commitment to its passengers' safety is reflected in how it keeps transit vehicles clean and clear of safety hazards.
* There are open lines of communication between drivers and the in-house or outsourced maintenance function for sharing expertise to maintain the operational safety of the fleet.
* Drivers perform vehicle pre-trip inspections and document these inspections on a formal checklist manually or by using technology.
* Our organization has a system to identify defects that require corrective maintenance and forms to document the defects and the maintenance conducted to correct the defects.
* Vehicle defects drivers note during pre-trip inspections are repaired promptly, and management validates the repairs.
* Wheelchair lifts, ramps, securement devices, and other accessibility features of transit vehicles are tested daily, and our organization ensures no recurring patterns of lift failure or related problems.
* All vehicle preventive maintenance activities are documented utilizing a formal checklist.
* Daily pre-trip vehicle inspection forms are kept on file for the period required by the New Mexico Department of Transportation (NMDOT).
* All preventive maintenance documentation, including work orders, purchase orders, and invoices, are kept on file for the life of a vehicle.
* All corrective maintenance documentation, including work orders, purchase orders, and invoices, are kept on file for the life of a vehicle.
* Separate and distinct records are maintained for all vehicles, as either hard copies or digital files, detailing all maintenance activities on each vehicle.
* If our organization uses hazardous materials and stores them on site, it has a hazardous material program that addresses container labeling and includes safety data sheets (SDS), a formal inventory of the materials, an approved plan for disposal, a plan for reacting to an emergency involving hazmat release, and employee training on handling hazardous materials.

## 4.4 Scheduling, Dispatching and Communications

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *dispatching and communication.*

* A formal dispatcher policy document or handbook addresses all safety activities related to the dispatch function.
* Our organization ensures, as best it can, reliable communication coverage between vehicles and base.
* There is always a dispatcher or supervisor available to respond to drivers' needs during all hours that service is being delivered. If supervisors are considered on call during off hours, minimal standards will be set for their behavior.
* Dispatchers and supervisors have formal safety protocols immediately available to them to guide their response to transit emergencies.
* There is a strong policy governing driver personal cell phone use to lower driver distraction safety risk. Drivers will only be permitted to use a cell phone when the vehicle is out of service and the transmission is in the park (P) setting.
* Dispatchers will assess the fitness for duty of all drivers as they report for duty.

## 4.5 Personnel

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *personnel* safety.

* A formal personnel policy document addresses all personnel actions regarding transit employees, and records are kept that prove employees have signed for receipt of the policy.
* Our organization utilizes the NMDOT Transit Operating Procedures for Safety and Security (TOPSS) and a Driver Handbook that addresses all safety-related standards and emergency operational activities. Employees sign for receipt of the Handbook.
* The customer service policy governs passenger behavior. It encompasses personal oxygen tanks, service animals, levels of driver assistance, restricted type and number of items passengers can bring onboard, restricted passenger activities on vehicles, and the right of Our organization to refuse service to a passenger based on behavior or other safety-related issues.
* The agency has a policy for denial of service to any customer for the following four conditions:
  + Violence or threatening violence
  + Illegal activity
  + Seriously disruptive behavior
  + Direct threat to the health and safety of others
* The driver fatigue program tracks and monitors on-duty or driving hours to minimize fatigue-related safety risks.
* Our organization has a formal and written workplace violence policy and program.
* Our organization complies with all Drug and Alcohol Program requirements as mandated by the Federal Transit Administration and the NMDOT, and the NMDOT Drug and Alcohol Contractor validates this program.
* There are formal job descriptions for drivers and other safety-sensitive personnel.
* Our organization uses a formal job application form and verifies all information applicants provide for safety-sensitive positions.
* Driver license checks are conducted before selecting individuals to fill safety-sensitive positions. These checks are done at least annually throughout the employment tenure of an employee.
* As applicable, the agency follows all Commercial Driver Licenses (CDL) requirements.
* There is a process to determine driver fitness for duty based on an examination by a medical professional.
* The agency conducts behind-the-wheel safety-related driver performance evaluations at hire and annually thereafter. The documentation of these evaluations is kept on file.
* When coaching, counseling, or discipline tools are used to improve transit employee safety performance, these activities are documented and kept on file.

## 4.6 Training

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *training.*

* There is an overall training plan that guides all employee training and development activities.
* There are training curriculum/lesson plans, training schedules, and materials to support all in-house training efforts.
* Trainers have appropriate background and qualifications to deliver training in assigned areas and receive periodic train-the-trainer instruction.
* Copies of all employee certificates and awards documenting training or safety accomplishments are kept on file.
* Written records of all training classes are maintained; these records include training content, training dates, and signatures of both trainer and trainee.
* All on-the-job and behind-the-wheel training is documented with dates, times, information covered, and signatures of the trainer and trainee.
* Individual employee files are maintained with documentation of all training each employee receives during their tenure with Our organization.
* Drivers receive formal defensive driving training at hire and at least every three years thereafter.
* Drivers receive training at-hire and periodically thereafter on hazardous driving conditions specific to the region's geography.
* At hire and at least every three years thereafter, drivers receive training on passenger assistance and sensitivity techniques, lift equipment operation, and wheelchair securement for each vehicle type in the fleet.
* At hire and at least every three years thereafter, drivers receive emergency/crisis management training, including accident/incident and vehicle fire and evacuation procedures.
* Local fire department personnel conduct periodic training for transit drivers and other staff on using fire extinguishers and evacuating a transit vehicle when fire or fire risk is present.
* Drivers receive First Aid and/or CPR training at hire and as required thereafter to maintain certification.
* Drivers receive training on blood-borne pathogen control procedures at hire and periodically thereafter.
* Drivers receive a hands-on orientation on every vehicle prototype in the fleet that they may be called upon to operate. This training is documented.
* Drivers are trained at hire and periodically thereafter on appropriate pre-trip inspection techniques.
* Dispatchers and supervisory staff receive specialized training on safety-related procedures and protocols specific to their job function.
* Drivers, dispatchers, and supervisory staff receive periodic training on radio use or other communication protocols.
* Safety-sensitive employees receive retraining based on poor safety-related performance. This training is documented.

## 4.7 Facilities

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address facility-related safety.

* There is a facility risk reduction strategy to minimize possible theft, burglary, and vandalism of transit assets.
* Our organization performs and documents periodic transit system facility safety audits.
* Transit facilities have posted building evacuation plans and clearly marked exits.
* Safety-related facility maintenance is performed as required and documented.
* There is a program for ensuring facility safety for all employees that addresses workplace cleanliness and required safety standards and equipment.
* Our organization has a fire prevention and reaction plan and conducts and documents periodic fire hazard inspections.
* Fire extinguishers are mounted at appropriate locations throughout facilities and adequately monitored.
* First aid and body fluid kits are mounted at appropriate locations throughout facilities and adequately monitored.

## 4.8 Safety Assurance and Analysis

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *safety assurance* *and analysis*.

* There is a methodology to identify internal and external hazards, including but not limited to weather, hazmat release, fires, and accidents and incidents.
* There is a process to analyze organizational vulnerability to hazards and reduce or resolve safety hazards as is possible and realistic.
* Our organization holds regular safety meetings to promote safety awareness in drivers and other safety-sensitive employees. These meetings are formally documented with an agenda and the signatures of attendees.
* Employees have processes to report safety concerns, and the agency provides feedback to employees on actions taken about reported safety concerns.
* There are formal guidelines and procedures for employees to follow after a transit vehicle accident.
* There are formal guidelines and procedures for employees to follow after an employee or passenger incident.
* Vehicle accidents and passenger incidents are recorded on appropriate forms.
* There is a formal accident/incident investigation process, and managers/supervisors who report to accident scenes have been formally trained.
* There is a formal methodology for determining whether accidents/incidents are preventable or non-preventable and the actions to be taken based on these decisions.
* All accident and incident-related documentation is kept on file.
* Our organization periodically analyzes data on accidents and incidents, vandalism and crimes, and safety-related customer complaints for discernible trends to aid in developing procedures to enhance safety.
* Our organization attempts to capture, document, and analyze safety-related “near miss” information to increase the potential for reducing future safety-related vulnerabilities.
* If our organization contracts for services, it monitors and documents contractor safety performance and addresses contractor safety deficiencies.

## 4.9 Crisis Management - Key Safety Strategies for Drivers and Supervisors

HANDLING DRIVING CHALLENGES

1. Intersections: Slow down, cover the brake, and be ready to yield. Enter slowly and with a view of cross traffic.
2. Vehicle Ahead: Maintain a safe following distance, be prepared for obstructions, and be governed by the distance illuminated by the headlights at night.
3. Vehicle Behind: Signal well ahead, tap the brake lightly to flash brake lights, and slow down gradually.
4. Opposing Vehicle: Slow down, stop, or steer to the right, signaling with a horn and flashing lights.
5. Backing: Don’t back up unless absolutely necessary, and then use a spotter.
6. Passing and Being Passed: Consider the unusual actions of the driver you’re passing or of oncoming traffic. Yield to a passing vehicle by slowing down or moving to the right.
7. Lane Changes: Anticipate the other driver's actions by keeping an escape route open. Yield to other vehicles when merging.
8. Turning: Properly position the vehicle before turning, monitor your mirror, and check for traffic and pedestrians.
9. Skids: Don’t jerk the steering wheel or jam on the brakes. Ease up on the accelerator and practice good skid management.
10. Parking: Apply the brake and make sure it holds. On a hill, chock block a wheel or steer the wheels toward the curb.
11. Pedestrians: Slow down and anticipate unusual behavior at all times.
12. Passengers: Wait for boarding passengers to be seated before starting and never sacrifice safety for the schedule.
13. Motorcycles and bicycles: Aggressively scan for the presence of motorcycles and bicycles, and be aware of road conditions that may cause them to spill and require evasive action on your part.
14. Fixed Objects: Focus on space cushioning. If in doubt, secure the vehicle and get out to be sure you won’t make contact with the fixed object.
15. Traffic Jams: Maintain a space cushion, signal your intentions, and establish lane position early.
16. Expressways: Keep your eyes moving; look far ahead, just ahead, left, right, behind. On access ramps, gradually match the vehicle speed to the traffic flow. Expect other drivers to tailgate and make abrupt lane changes.
17. Railroad Crossings: Always stop and anticipate a train. Open the door, look, listen. Cross only when you are sure the tracks are clear. Do not shift gears as you’re crossing, and be sure the vehicle can clear the crossing without stopping on the tracks.
18. Traffic Circles: Maintain the space cushion and be ready to adjust to unusual movements by other drivers.

RESPONDING TO ACTS OF NATURE

Driving in inclement weather requires extra care but can be accomplished safely by following a few rules. The most important rule is to put “safety before schedule.” Remember that your passengers expect traffic to be slower during severe weather conditions. Take your time, and don’t worry if you are running late.

**Winter Weather**

General defensive driving skills are used in all winter weather situations. This includes increasing following distance, protecting against glare, reducing speed, and being concerned about overpasses, underpasses, and shady areas.

Important information for drivers trapped in a transit vehicle in a winter storm:

* Stay in the vehicle and keep passengers in the vehicle.
* Do not leave the vehicle to look for help unless help is visible within 100 yards.
* To keep warm, turn on the engine for about 10 minutes each hour.
* Run the heater only when the vehicle is running.
* Turn on vehicle lights only when the vehicle is running.
* Ensure the exhaust is clear of snow to avoid carbon monoxide poisoning.
* Open windows slightly for fresh air.
* Do light exercise and/or huddle together to stay warm.
* If alone, stay awake as much as possible.

**High Winds**

* Slow down and keep both hands on the wheel. Be ready to correct your steering due to gusts of wind when moving from a protected area to an unprotected area or meeting large vehicles.
* Watch for objects and debris blowing across the roadway and into your path.
* During and after periods of high winds, be alert for downed or low-hanging utility wires
* Be aware of vehicles around you. Keep a safe distance from cars in adjacent lanes, as strong gusts could push a car outside its travel lane.
* Take extra care in a high-profile vehicle such as a van, as it is more prone to be pushed or flipped by high wind gusts.
* If winds are severe enough to prevent safe driving, get onto the shoulder of the road and stop, ensuring you are away from trees or other tall objects that could fall onto your vehicle. Stay in the vehicle and turn on the hazard lights until the wind subsides.

**Dust Storm**

* Don't enter a dust storm area if you can avoid it.
* If caught in a dust storm, pull your vehicle off the pavement as far as possible, stop, turn off lights, and set the emergency brake. Keep your foot off the brake pedal to prevent illuminating the tail lights.
* In the past, motorists driving in dust storms have pulled off the roadway, leaving lights on. Vehicles approaching from the rear and using the advance car's lights as a guide have inadvertently left the road and, in some instances, collided with the parked vehicle. Ensure all your lights are off when you park off the roadway.
* If you can't immediately pull off the roadway, turn on the lights, proceed at a speed suitable for visibility, and sound the horn occasionally. Use the painted center line to help guide you. Look for a safe place to pull off the roadway.
* Never stop on the traveled portion of the roadway.

**Thunderstorm**

* If heavy rain accompanies thunderstorms, follow standard procedures for flooding situations.
* If high winds accompany thunderstorms, follow standard procedures for tornadoes/hurricanes.
* If there is an active lightning storm in the vicinity, stay inside the vehicle or facility and away from windows. Avoid contact with any item that may conduct an electrical charge.
* Avoid contact with fallen or low-slung overhead power lines.
* Never drive a transit vehicle through standing water if downed power lines are nearby.
* If a power line falls across a vehicle, keep passengers in the vehicle and drive away from the line.
  + If the engine stalls, do not turn off the ignition; warn people outside the bus not to touch the vehicle.

**Flood**

Flooding can quickly inundate large areas with standing water, leaving residents or motorists stranded and endangering life and property.

A flood WATCH means that flooding is possible.

A flood WARNING means that flooding has been reported or is imminent.

If a flood warning has been issued or you observe flooding, it is essential to act quickly.

* Evacuate immediately if advised to do so.
* Move to a safe area before flood waters cut off access.
* Get out of areas subject to flooding. This includes valleys, low spots, and washes.
* Avoid areas that are already flooded and quick water flow areas.
* Never attempt to walk, swim, or drive through swiftly flowing water. Even six inches of fast-moving water can knock a person off their feet.

If driving a transit vehicle:

* If you encounter floodwaters, turn around and go another way. Never drive through flooded roadways—a vehicle can float in less than two feet of water!
* Be aware that the roadbed may not be intact under floodwaters.
* If the vehicle stalls in rising water and the water is not flowing too swiftly, evacuate immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants.
* Be especially cautious at night. Darkness makes it harder to recognize flood dangers.

**Tornado**

The following weather signs may mean that a tornado is approaching:

* A dark or green-colored sky
* A large, dark, low-lying cloud
* Large hail
* A roar that sounds like a freight train

The least desirable place to be during a tornado is in a motor vehicle. Tornado winds can toss buses. Do not try to outrun a tornado in a vehicle.

If you see a tornado, have all passengers deboard and secure the vehicle. Guide passengers to a substantial building for cover. Avoid windows. If a building isn’t available, lay flat in a ditch or low-lying area. Protect your head with your arms. Follow thunderstorm procedures in the case of downed power lines.

Extra care is required in transit facilities or any building where a large group of people is concentrated in a small area. Inside a building:

* Move away from windows and glass doorways.
* Go to the innermost part of the building on the lowest floor.
* Do not use elevators because the power may fail, trapping people inside.
* Make your body as small a target as possible by crouching down and protecting your head.

**Rockslide or Landslide**

Landslides and rockslides occur when rock, earth, or debris masses move down a slope. Disturbances in the natural stability of a slope cause landslides. They can accompany heavy rains or follow droughts, earthquakes, or volcanic eruptions.

Some areas are more likely to experience landslides, including:

* Areas where wildfires have destroyed vegetation
* Areas of human modification of the land destroyed vegetation. For example, slopes that buildings and road construction have altered.
* Areas where landslides have occurred before.
* Steep slopes and areas at the bottom of slopes or canyons.
* Channels along a stream or river.
* Areas where surface runoff is directed.

**Rockslide, Landslide, Avalanche**

If driving a transit vehicle:

* Recognize that all slopes over 30 degrees are vulnerable to such an event.
* On hillsides, look for tilted trees, telephone poles, fences, walls, or new holes or bare spots.
* Listen for rumbling sounds that might indicate an approaching landslide.
* If a landslide is imminent, quickly move away from the slide path to the nearest high ground in a direction away from the course.
* When driving in a landslide area, stay alert for roads blocked or closed due to collapsed pavement or debris.
* Heed local avalanche forecasts and avoid high-risk areas during periods of extreme risk (following heavy, consistent rains for avalanche hazard and heavy, deep snowstorms for snow slides)
* Never stop a transit vehicle in a known avalanche chute.

PROCEDURE FOR SECURING A VEHICLE

1. If you weren’t involved in a collision, and if possible, move the vehicle to a safe location off the roadway.
2. Place the vehicle in PARK or in gear if standard transmission;
3. Set the brakes
4. Shut off the engine.
5. Put on the four-way hazard flasher signals.
6. If the vehicle is on a grade, turn the front wheels to either the right or the left, depending on which direction minimizes rollaway and blocks the rear wheels against the grade.
7. Set out triangles if the vehicle is not in a completely safe location.
8. If it is a two-lane road, place one triangle 100 feet or more to the rear of the vehicle, around any curve, or over the top of any hill, and align with the vehicle's center.
   * Place a second triangle 10 feet to the rear of the vehicle and align it with the traffic side of the vehicle.
   * Place a third triangle 100 feet or more in front of the vehicle, around any curve, or over the top of any hill and align it with the vehicle's center.
9. If it is a four-lane or divided highway, place one triangle 200 feet or more to the rear of the vehicle, around any curve, or over the top of any hill and aligned with the vehicle's center.
   * Place a second triangle 100 feet to the rear of the vehicle and align it with the traffic side of the vehicle.
   * Place the third triangle 10 feet to the rear of the vehicle and align it with the traffic side of the vehicle.
10. In any other circumstance, put out triangles using common sense and in a way that will steer traffic from both directions around your vehicle.

BODILY FLUID SPILLS PROCEDURE

1. Contact dispatch and describe the situation.
   1. If you are instructed to respond to the bodily fluid spill, complete steps 2-11.
   2. If you are instructed to wait for assistance to arrive on the scene, secure the vehicle and wait.
   3. In any case, follow the system policy on handling biohazards.
2. Locate the biohazard kit that is on the vehicle. Avoid stepping on the fluid spill.
3. Put on the disposable gloves from the biohazard kit when giving any first aid or cleaning up any potentially dangerous bodily fluid spill, such as blood, vomit, urine, or feces.
4. Cover the spill area with the disinfectant in the biohazard kit.
5. Using the appropriate instrument from the biohazard kit, place any contaminated material in the biohazard bag found in the biohazard kit.
6. Take extra caution if the clean-up includes broken glass or other sharp objects. Pick the sharp objects up mechanically rather than using your hands and dispose of them in the leak-proof, puncture-proof container in the biohazard kit.
7. Carefully discard all clean-up materials, including the gloves, in the biohazard bag.
8. Double bag the biohazard bag immediately if there is any possibility of it ripping or tearing.
9. Ensure you place all biohazard materials in the appropriate transit system depository.
10. Thoroughly wash your hands with soap, disinfectant, and running water as soon as possible.
11. Complete all required incident documentation.

PROCEDURE FOR ASSISTING ILL PASSENGERS

1. Secure the vehicle in a safe location.
2. If possible, determine the help the passenger needs. If the passenger is unconscious, ask other passengers if they know what is wrong with the ill passenger.
3. Check the passenger’s wrists and neck for medical warning tags. Follow the directions on the medical warning tags if you find any.
4. Contact dispatch, explain the situation, and ask for emergency assistance and instructions if you need it.
5. Inform the other passengers of what is happening and keep them away from the ill or injured passenger.
6. Administer first aid or CPR if you are trained in it and allowable by your system policy.
7. Try to keep the passengers warm and comfortable and talk to them to treat shock.
8. DO NOT give the passenger food, drink, or medication unless medical warning tags say so.
9. Ask other passengers to fill out courtesy cards
10. Complete all required incident documentation.

ACCIDENT HANDLING PROCEDURES

1. Check your location. DO NOT move your vehicle unless law enforcement instructs you to, or when leaving the vehicle where it is would expose the passengers to greater danger, such as in a busy traffic lane, on a blind curve, near the top of a hill, or because of weather.
2. Secure the vehicle by placing it in park, setting the brakes, turning off the engine, and turning on the four-way hazard flashers.
3. Decide whether to evacuate the vehicle and EVACUATE IF NECESSARY.
4. Assess the condition of your passengers
5. Contact dispatch providing the following information:
6. Exact location, cross street, or direction of travel
7. Type of emergency and precisely what has occurred
8. Number of passengers on the vehicle, number of wheelchair passengers, and any injuries
9. What type of help you will need from law enforcement and emergency medical personnel
10. Whether or not you are blocking traffic and if the vehicle can be safely moved
11. Respond to passenger needs and assist injured passengers consistent with your system policy.
12. Follow the instructions from the dispatcher and system management.
13. Inform all passengers of the situation, your actions, and how they will be affected.
14. Request that all passengers and witnesses complete courtesy cards, including their names, phone numbers, and any other information they can provide. Collect the cards to turn in to management.
15. If possible, try to get all necessary information from other drivers, law enforcement, and emergency medical personnel, including:
16. License numbers of other vehicle(s)
17. Make, model, and color of other vehicle(s)
18. Name, phone number, and driver license number of other driver(s)
19. Insurance carrier and policy number of other driver(s)
20. The name of the ambulance company and the hospital to which the injured were transported
21. Name, department, and badge number of responding law enforcement officer(s)
22. Any other pertinent observations, including the condition or behavior of other driver(s)
23. Cooperate with law enforcement officials and system management.
24. DO NOT assign blame or take responsibility for the accident.
25. DO NOT talk to the media. Refer them to system management.
26. Complete all required accident report documentation as soon as possible.

PROCEDURES FOR EVACUATING THE VEHICLE

1. ONLY EVACUATE the vehicle when it is necessary to do so for safety reasons.
2. DO EVACUATE the vehicle if any of THE following conditions exist:
3. The vehicle is in a dangerous location and cannot be moved
4. You see fire or see or smell smoke
5. You see fuel leaking from the vehicle
6. Any other conditions that would make it safer for the passengers to evacuate the vehicle
7. Once you decide to evacuate, evacuation speed is essential, especially with the threat of fire.
8. Calmly tell your passengers what you will do, which exit(s) to use, and where you want them to wait, stressing that they must stay clear of the bus and traffic hazards.
9. Assess the condition of the passengers that you are evacuating and determine the assistance you will require.
10. Ask for assistance from ambulatory passengers in evacuating passengers who are injured or disabled.
11. Evacuate all ambulatory passengers first, except those who have agreed to assist in evacuating non-ambulatory passengers, and ask someone to take the fire extinguisher off the vehicle with them.
12. If all the vehicle doors are blocked or non-functioning, you must evacuate passengers through the emergency exit windows or roof hatch, as the situation may dictate, preferably with assistance outside and inside.
13. When evacuating non-ambulatory or wheelchair passengers, do the following:
14. Use a web cutter to cut through securement devices and seat belts if necessary.
15. If the wheelchair door works and the lift is operative, put it halfway down and use it as a step to roll the chair off the vehicle or drag or carry non-ambulatory passengers off.
16. If the wheelchair lift is not working, slide wheelchair passengers out of their chairs and drag or carry them and any injured or unconscious passengers down the aisle and out the door. Dragging should be done by bending at the knees and grasping and pulling under the arms.
17. Again, if all the vehicle doors are blocked or non-functioning, you will have to evacuate passengers through the emergency exit windows or roof hatch, as the situation dictates, preferably with assistance from outside and inside.
18. Make sure all passengers assemble in a safe location well away from the vehicle.

FIRE SAFETY PROCEDURES

When smoke or fire is present:

1. Shut off all electrical power
2. EVACUATE the vehicle.
3. Primarily, you should use the fire extinguisher only to fight your way off the vehicle.

* When using the extinguisher, stay as far away from the fire as possible.
* Aim at the fire's source or base, not the flames.
  + Follow the agency’s fire extinguisher policy on using the fire extinguisher to douse a fire. Otherwise, use it only to evacuate the vehicle if flames are in your evacuation path. Only try to extinguish a fire if you are sure of what you are doing, and it is safe for you to do so and only after you have evacuated the vehicle.
  + Position yourself upwind. Let the wind carry the extinguisher contents toward the fire rather than carrying the flames toward you.
  + The absence of smoke or flame does not mean the fire is entirely out or cannot restart.

1. If you believe the fire or smoke originates from the engine, DO NOT open the hood or compartment. This will provide oxygen to the fire, causing it to burn faster.

# 5. SECURITY

## 5.1 Management and Organization

NAME OF TRANSIT AGENCY has security programs, policies, procedures, protocols, or infrastructure regarding *management and organization*.

* Senior management is actively involved in security program development and decision-making.
* A formal structure defines the chain of command and functional responsibilities; an individual is designated as responsible for system security.
* The relationship between management and employees is open to communication on security-related concerns.
* The vehicle procurement process considers security-related onboard technology, such as surveillance cameras.
* Our organization has antivirus programs installed on all computers and computer networks and regularly backs up its computer data and stores it in a safe location.
* Our organization correctly classifies all documents containing transit security sensitive information (SSI) and protects these documents.

## 5.2 Operations

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *operational* security.

* There is a formal process for documenting, tracking, and responding to security-related complaints from passengers or other members of the public.
* Dispatchers and supervisors have formal security protocols immediately available to them to guide their response to transit emergencies.
* Our organization has appropriate formal security protocols for managing fare revenue, including processes for removal from vehicles, handling, counting, and transfer to the bank.
* There is an emergency code or electronic system for drivers to notify dispatch that law enforcement response is needed based on a violent or potentially violent perpetrator on the vehicle.
* There are specific procedures and guidelines for all transit employees to follow to respond to criminal/terrorist activity on vehicles or in transit facilities.
* The agency actively participates in the county’s Local Emergency Planning Committee (LEPC).

## 5.3 Personnel and Training

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address the security of *personnel* and security *training*.

* Our organization has a customer service policy governing passenger behavior about on-vehicle security issues.
* Criminal background checks are required of all applicants for employment.
* There is a formal process to evaluate security-related employee performance.
* At hire and at least every three years thereafter, drivers receive emergency/crisis management training that includes procedures for responding to potentially dangerous security-related situations on buses, at boarding locations, or in transit facilities.
* All employees receive security awareness training on recognizing, reacting to, and reporting suspicious people, behavior, items, and vehicles.
* If our organization issues employee identification badges, the badges are displayed and properly worn during on-duty hours.
* Local law enforcement periodically conducts training for drivers and other transit staff on ways to react to violent or potentially violent individuals on buses or in transit facilities.

## 5.4 Facilities

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address facility-related security.

* Our organization addresses transit facility security, both inside and outside.
* Our organization ensures the security of transit vehicle storage areas.
* Local law enforcement periodically patrols transit facilities and vehicle storage areas.
* Our organization has an access control methodology to secure its transit facilities.

## 5.5 Security Assurance and Analysis

NAME OF TRANSIT AGENCY has programs, policies, procedures, protocols, or infrastructure that address *security assurance* *and analysis.*

* There is a methodology to identify internal and external security threats.
* Our organization has a process to analyze vulnerability to threats and reduce or resolve security threats as is possible and realistic.
* Information on transit security threats and vulnerabilities is discussed with appropriate law enforcement entities, and, as may be necessary, advice on mitigating risk is sought.
* There are formal protocols to guide employee response to bomb threats and bomb threat checklists are kept near telephones.
* Our organization provides employees information on identifying and managing suspicious mail, as necessary.
* All security-related incidents are documented and kept on file.
* Our organization periodically analyzes security data for discernible trends to aid in developing procedures to enhance security.
* Our organization attempts to capture, document, and analyze security-related “near miss” information to increase the potential to reduce future security-related vulnerabilities.
* When or if our organization contracts for services, it assumes responsibility for monitoring and documenting contractor security performance and addressing contractor security deficiencies.

# 6. EMERGENCY PREPAREDNESS

## 6.1 Preparedness

NAME OF TRANSIT AGENCY has emergency plans, policies, and procedures that address *preparedness*.

* An inventory of transit vehicles and other critical transit assets is used to assess the emergency response capabilities of Our organization to continue serving customers during localized emergencies and assist in community-wide emergency response.
* Our organization makes ongoing efforts to be involved in local emergency planning activities.
* Our organization works with emergency management to develop collaborative strategies for using transit resources to respond to community emergencies.
* Our organization has planned for access to essential material supplies, such as fuel and other resources required for sustained emergency response.
* Our organization has planned backup modes of operation in case of a power outage or communication systems loss.
* To establish realistic emergency planning assumptions, our organization has identified essential personnel required to report to work during emergencies and created a mechanism to determine the number of transit staff that would report to work during an emergency.
* As appropriate, orientations on transit vehicle operation are provided to local law enforcement and fire personnel.
* Our organization provides employees with information on personal and family emergency preparedness.
* Managers and supervisors are certified in the National Incident Management System (NIMS) to the levels recommended by the NMDOT.
* Our organization proactively pursues opportunities to participate in community emergency response drills or exercises.

## 6.2 Prevention

NAME OF TRANSIT AGENCY has emergency plans, policies, and procedures that address *prevention*.

* Our organization proactively pursues opportunities to foster interagency coordination with law enforcement, fire, emergency management, and other key stakeholders to improve overall emergency response capabilities.
* Our organization has researched and resolved concerns about insurance liability and coverage limits for transit resources used in emergency exercises or community emergency response.
* Our organization has worked to develop a Memorandum of Understanding or other interagency agreement with emergency management that defines transit’s roles and responsibilities during community-wide emergency response

## 6.3 Response

NAME OF TRANSIT AGENCY has emergency plans, policies, and procedures that address *response*.

* Managers and supervisors have up-to-date call-down lists, which are always available to them, to mobilize transit staff during emergencies.
* Our organization pursues strategies with emergency management to enhance radio communication interoperability or provide alternative communication methods to facilitate communication between transit and other key stakeholders during community emergency response.
* Our organization has procedures to communicate information on transit service availability before, during, and after emergencies to customers and partner agencies.
* Our organization is proactive in attempts to work with emergency management on ways to communicate and coordinate with the Emergency Operations Center (EOC) during community-wide emergency response.
* Vehicles are fueled and prepped at the end of each service day to ensure transit resources are available to respond to any emergency.
* Thresholds have been established for suspending service delivery due to risk.
* Our organization has plans that address customers' transportation needs that are “in-system” when an emergency occurs.
* Our organization has considered ways to continue providing essential life-supporting transportation services to customers, such as kidney dialysis trips during emergencies.
* Our organization pursues opportunities to assist emergency management in identifying people with disabilities and others with access and functional needs who may need evacuation assistance in an emergency.
* Every effort is made to coordinate with emergency management to ensure transit will not be asked to provide emergency transport for people with physical and psychological needs that require assistance beyond the capabilities and training of drivers.
* Our organization has realistic policies and procedures that address transporting pets during community evacuation response.

## 6.4 Recovery

NAME OF TRANSIT AGENCY has emergency plans, policies, and procedures that address *recovery*.

* Our organization has planned for restoring services following an emergency service disruption.
* Our organization pursues opportunities to discuss strategies with emergency management to ensure that people with disabilities returning by transit to their residences after an emergency have the necessary resources and support to resume living independently.
* Our organization has a process for providing access to counseling for employees who experience trauma during an emergency or disaster.
* Our organization is aware of methods to document transit-related costs and damage to transit resources incurred during community emergency response or disasters. It is acquainted with all the possible sources of reimbursement.

*A template “*[*MEMORANDUM OF UNDERSTANDING*](#_MEMORANDUM_OF_UNDERSTANDING)*” with Emergency Management is located in the Appendix.*

# 7. TRANSIT SYSTEM CRISIS RESPONSE

## Employee Accident and Incident Response – Transit Agency Responsibilities

1. Ensure appropriate medical attention is rendered
2. Confirm completion of adequate investigation
3. Confirm documentation is produced and preserved
4. Conduct further investigation as necessary
5. Discuss corrective actions needed
6. Ensure corrective actions are put into place
7. Monitor corrective action effectiveness - make changes if necessary
8. Periodically review accident/incident data to identify trends to prevent future events
9. Obtain photos if possible

## HAZMAT Response

#### Toxic Incident

Chemical Release In or Near Facility

* Quickly find clean air
* Outdoor release
  + shelter in the closest building
  + close all windows/doors
  + shut off HVAC
  + seal yourself into an interior room
* Indoor release
  + follow facility chemical incident plans
  + open windows and evacuate the building
* After exposure, decontaminate: remove clothes and shower
* Seek medical treatment

Chemical Release Outside a Vehicle

* Shelter in place on vehicle
* Shut all windows, close all vents, shut down HVAC
* If the vehicle can be safely moved, drive as far away and upwind as possible
* Immediately report to dispatch/appropriate authorities

## Fuel-related Events

**Petroleum Based Products**

* Facility petroleum spill plan, including adequate petroleum spill response equipment:
  + what actions should be taken during an event
  + who is responsible for taking those actions
  + when to call for additional assistance resources
  + where in facility clean-up materials are stored
  + how to use and dispose of clean-up materials

**Natural Gas**

In case of leak or release:

* Verify the origin of the release and shut it down
* Move people and property upwind from the area or
* Move equipment that is releasing natural gas away from people and property
* Prevent ignition by surveying for ignition sources
  + Be aware of static electricity
* Ventilate enclosed areas - natural gas is lighter than air
  + LNG vapors may be heavier than air until warmed

## Facility Fire Response

Fire Response Steps

* Sound the alarm and call the fire department
* Leave the area quickly, closing all doors behind you to slow the spread of fire and smoke
* Follow the building evacuation plan unless doing so creates an immediate danger
  + If you encounter smoke or flames, use an alternative escape route
* Crawl low if the only escape path is through smoke
  + Heat and smoke rise, leaving cleaner air closer to the floor
* Test doors before opening and use an alternative escape route if the door is hot
  + If the door feels cool, open it carefully and be ready to slam it shut if smoke or heat rushes in.
* When outside, stay out of firefighters’ way except to warn of anyone trapped in the building
* Do not go back inside for any reason until firefighters say it is safe to do so

## Warning Signs of Workplace Violence

Recognition of Early Warning Signs.

* It is critical to recognize early warning signs as they often precede violent behavior
* Workplace violence prevention programs should include a mechanism for confidential reporting of unacceptable or out-of-ordinary behavior so proactive measures can be taken
* Not all warning signs are indicators of potentially violent behavior but are the reason for heightened concern

Unusual Interest in Weapons and Expressions of Violence

* Demonstrates an unusual fascination with guns and other weapons
* Brings guns or other weapons to the workplace
* Verbalizes wishes to hurt other employees
* Shares fantasies about acts of revenge
* Makes direct or veiled threats of harm toward others
* Talks about retaliation or “getting even” with someone
* Approves the use of violence to resolve problems
* Fascinated with incidents of workplace violence
* Openly identifies with perpetrators of workplace homicides

Exhibits Signs of Depression

* Frequent crying and mood swings
* Withdrawal and isolation from others
* Expresses feelings of hopelessness
* Shows signs of alcohol or drug abuse
* Demonstrates a loss of interest in life or work
* Changes in personal appearance and hygiene
* Makes statements indicating desperation and comments about committing suicide

Increased Work Problems

* Increased lack of motivation
* Increased absenteeism and tardiness
* Sudden decrease in performance or productivity
* Increased conflicts with others
* Constant complaining about unfair treatment
* Overreaction to criticism
* Refusal to acknowledge performance problems and blaming others
* Blatant disregard for company policies and procedures
* Talking about the same problems without resolving them
* Misinterpreting communications, requests, and directions
* More accident-prone due to disregard for on-the-job safety

Exhibits Signs of Results of Domestic Violence

* Frequent and unexplainable visible physical injuries
* Physical injuries inconsistent with their explanation of the injury
* Strong emotional reactions to unusual or excessive phone calls received at work
* Disruptive and unannounced workplace visits by a significant other

Other Behavioral Concerns

* Increased emotional outbursts
* Displays of unwarranted anger
* Expresses irrational beliefs and ideas
* Unhealthy obsession with a co-worker
* Unusual or extreme changes in behavior
* Verbal, nonverbal, or written threats or intimidation
* Expressing that others are “out to get them”
* Words or conduct causing concerns the person may violently act out

## Active Shooter Response per U.S. Department of Homeland Security

Coping With Active Shooter Event

* Be aware of your environment and any possible dangers
* Take note of the two nearest exits in any facility you visit
* If you are in an office, stay there and secure the door
* Only as a last resort should you attempt to take down the active shooter
* Law enforcement is usually required to end an active shooter situation

Response – Active Shooter in Your Vicinity

* Evacuate
  + Have an escape route and plan in mind
  + Leave your belongings behind
  + Keep your hands visible
* Hide Out
  + Hide in an area out of the shooter’s view
  + Block entry to your hiding place and lock doors
  + Silence cell phones and other noise sources
  + If possible, dial 911 – leave the line open for the dispatcher to listen

*Only as a last resort if your life is in imminent danger should you attempt to incapacitate the shooter or show physical aggression toward the shooter.*

Information to Provide to 911

* Location of active shooter
* Number of shooters if more than one
* Physical description of shooters
* Number and type of weapons held by shooters
* Number of potential victims at location

When Law Enforcement Arrives

* Remain calm and follow instructions
* Empty your hands of any items you may be holding
* Raise hands and spread fingers
* Keep hands visible at all times
* Avoid quick movements toward officers, such as grabbing onto them for safety
* Avoid pointing, screaming, or yelling
* When evacuating, do not stop to ask officers for help or direction

## Responding to Bomb Threats & Suspicious Packages

Threat Reception

* Telephone threat to detonate explosive
* Written threat to detonate explosive
* Suspicious package or letter delivered to the agency
  + Treat as a suspicious object

Threat Evaluation

* Non-specific threat
* Specific threat
* Actions to take regardless of threat category
  + Notify law enforcement
  + Notify management personnel
  + Initiate a search based on threat
  + Search before evacuating personnel
  + Search after evacuation of personnel

Search Procedures

* Preplanning and coordination
* Focus on areas accessible to the public
* Occupant searches
* Volunteer team searches
* Expanded searches

#### Reacting to Suspicious Package

Essential Information

* Location of the object
* Reason(s) suspected
* Description of the object
* Any other useful information
  + Difficulty to secure area
  + Evacuation occurred
  + Nearest emergency exits

Possible actions

* Removal of persons at risk
* Establish perimeter control
* Establish objects owner
* Assign leadership roles
* Continue implementation of search procedures

#### Responding to Improvised Explosive Devices

General Rules to Avoid Injury

* Nevertouch, move, or cover unusual looking object
* Evacuation determination made – evacuate immediately as far as possible from the suspicious object
* The bomber may lure people outside into the blast zone of the bomb placed in the vehicle or hidden in the parking area
* No radio or cell phone use within 300 feet of a suspicious object
* Stay out of the object’s line of sight to reduce injury hazards due to direct fragmentation
* Keep away from glass structures that could become flying debris
* Put a solid barrier between yourself and possible explosive device
* No time to escape range of explosion - fall to the ground, face down, lay as flat as possible, cover head and neck with arms

Explosive Devices on Transit Vehicle

* Remain calm - never touch or move suspicious item
* Instruct passengers to keep their distance from the suspicious item
* Bus in motion - immediately pull over to a safe location, preferably in an uncrowded area
* Shut down the bus and evacuate passengers a minimum of 1,500 feet from the vehicle, preferably upwind.
* Tell passers-by to stay away from the vehicle.
* When requesting assistance:
  + never re-enter the vehicle
  + do not use vehicle radio – do not use a cell phone within 300 feet of the vehicle
  + give dispatch/emergency response precise vehicle location, reasons for suspicion, and detailed description of a suspicious package

Explosive Device Outside Vehicle

* Open bus doors and windows
  + Prevents injury from flying glass if the device explodes
* If the vehicle can be safely moved, relocate upwind and away from danger

# 8. APPENDIX

## SSEPP SUPPORTING DOCUMENTS

NAME OF TRANSIT AGENCY completed the following supporting documents as a part of its overall Threat and Vulnerability Assessment and Safety, Security and Emergency Preparedness Plan (SSEPP).

* [Capabilities Assessment](#_CAPABILITIES_ASSESSMENT)
* [Critical Asset Analysis](#_CRITICAL_ASSET_ANALYSIS)
* [Hazard and Threat Assessments](#_HAZARD_AND_THREAT)
* [Prioritized Risk Reduction Strategies](#_PRIORITIZED_RISK_REDUCTION)
* [Memorandum of Understanding with Emergency Management](#_MEMORANDUM_OF_UNDERSTANDING)
* [Memorandum of Executive Approval](#_MEMORANDUM_OF_EXECUTIVE)

#### CAPABILITIES ASSESSMENT

**(This form will be completed by the Transit Manager, Safety Manager/Officer, and the Agency Safety Committee)**

**[NAME OF TRANSIT AGENCY] Capabilities Assessment**

***Adapted from the Federal Transit Administration***

**Section 1: Security Awareness & Threat Management**

1. Does your system have policies to ensure personnel check vehicles, restrooms, parking areas, and stairways for unusual, out-of-place, or abandoned items?

□ Yes □ No □ N/A

2. Has your system trained its personnel on recognizing and reporting unusual, out-of-place, or unattended objects?

□ Yes □ No □ N/A

3. Has your system incorporated security concerns into pre-trip inspections, vehicle cleaning, and vehicle fueling procedures?

□ Yes □ No □ N/A

4. Have appropriate personnel at your system received security or emergency management training from the FTA or another source?

□ Yes □ No □ N/A

5. Has anyone at your agency been certified in the National Incident Management System (NIMS) and/or the Incident Command System (ICS)?

□ Yes □ No □ N/A

**Section 2: Preparedness Planning**

1. Does your system have access to personnel with security management experience, knowledge, skills, and abilities?

□ Yes □ No □ N/A

2. Does your system have design, engineering, and procurement standards that consider safety and security risks?

□ Yes □ No □ N/A

3. Does your system apply standards for safety and security whenever additional routes and services are considered?

□ Yes □ No □ N/A

4. Does your system have an ongoing liaison program with local law enforcement and fire service?

□ Yes □ No □ N/A

5. Has your system documented its safety and security measures in plans and procedures?

□ Yes □ No □ N/A

6. Do your employees understand their roles and responsibilities for protecting passengers and other employees from safety and security threats?

□ Yes □ No □ N/A

7. Does someone from your agency participate in the Local Emergency Planning Committee?

□ Yes □ No □ N/A

**Section 3: Safety & Security Management**

1. Does your system have a designated safety/security point person or committee?

□ Yes □ No □ N/A

2. Does your system have specific plans for managing bomb threats?

□ Yes □ No □ N/A

3. Does your system have specific plans to guide facility and vehicle evacuations?

□ Yes □ No □ N/A

4. Does your system coordinate with neighborhood watch programs?

□ Yes □ No □ N/A

5. Has your system reviewed its procedures for managing mail and deliveries to assess security considerations?

□ Yes □ No □ N/A

6. Have your employees received training for dispute resolution and conflict management?

□ Yes □ No □ N/A

7. Has your system developed a program to address workplace violence?

□ Yes □ No □ N/A

**Section 4: Threat & Vulnerability Assessment**

1. Does your system have a current listing of its critical assets?

□ Yes □ No □ N/A

2. Does your system currently assess specific hazards and threats to its operation?

□ Yes □ No □ N/A

3. Does your system have a prioritized listing of current vulnerabilities?

□ Yes □ No □ N/A

4. Does your system have a current program to reduce system vulnerabilities?

□ Yes □ No □ N/A

**Section 5: Physical Security**

1. Does your system require that employees wear badges or other forms of identification?

□ Yes □ No □ N/A

2. Does your system have procedures to log non-routine entries (e.g., visitors, personnel during off-shift, and personnel not normally assigned) to administrative facilities?

□ Yes □ No □ N/A

3. Does your system have procedures to verify the identity of a visitor before issuing a badge, pass, or credential?

□ Yes □ No □ N/A

4. Does your system have inventory control procedures for access badges, uniforms, and equipment?

□ Yes □ No □ N/A

5. Have system personnel been trained to challenge people who do not appear to belong in restricted areas or who do not have the appropriate identification displayed?

□ Yes □ No □ N/A

6. Does your system have gated perimeter fencing to store revenue vehicles?

□ Yes □ No □ N/A

7. Are vehicle numbers visible on all vehicles' top, side, front, and rear?

□ Yes □ No □ N/A

**Section 6: Emergency Response Capabilities**

1. Does your system have an emergency plan?

□ Yes □ No □ N/A

2. Does your emergency plan specify using the incident command system?

□ Yes □ No □ N/A

3. Does your system have a pre-identified incident response/safety review personnel?

□ Yes □ No □ N/A

4. Have your employees been trained in the emergency plans and procedures?

□ Yes □ No □ N/A

5. Does your system conduct routine simulation drills and incident exercises?

□ Yes □ No □ N/A

6. Does your system coordinate emergency response training with local first responders?

□ Yes □ No □ N/A

**Section 7: Previous Experience**

1. 1. Has your system experienced an emergency in the last 12 months?

□ Yes □ No □ N/A

2. Has your system experienced an emergency in the last decade?

□ Yes □ No □ N/A

3. If yes, do you feel the agency responded as well as could be expected?

□ Yes □ No □ N/A

#### CRITICAL ASSET ANALYSIS

**(This form will be completed by the Transit Manager, Safety Manager/Officer, and the Agency Safety Committee)**

**CRITICAL ASSET ANALYSIS**

|  |  |  |
| --- | --- | --- |
| **Critical Assets** | **Level of Criticality**  **(Rate as High, Medium, Low)** | **Level of Vulnerability**  **(Rate as High, Medium, Low)** |
| **Vehicles** |  |  |
| Buses/vans |  |  |
| Administrative vehicles |  |  |
| Radios |  |  |
| Fare boxes |  |  |
| **Maintenance Area**  In-house |  |  |
| Contractor |  |  |
| **Storage Lots** |  |  |
| Vehicle areas |  |  |
| Entrances/exits |  |  |
| Fuel areas |  |  |
| **Office Facilities and Equipment** |  |  |
| Office equipment |  |  |
| Computers |  |  |
| Phone systems |  |  |
| Radio system |  |  |
| Entrances/exits |  |  |
| Restrooms |  |  |
| Storage areas |  |  |
| Revenue collection facilities |  |  |
| Employee parking lots |  |  |
| **Transit Support** |  |  |
| Transit/Transfer Center |  |  |
| Bus Stops |  |  |
| Bus Shelters |  |  |
| **People** |  |  |
| Drivers |  |  |
| Other transit staff |  |  |
| Passengers |  |  |
| General public |  |  |

#### HAZARD AND THREAT ASSESSMENTS

**(This form will be completed by the Transit Manager, Safety Manager/Officer, and the Agency Safety Committee. In addition, completing this form will involve outside emergency management personnel such as the county’s EMS Director, local police/sheriff, fire personnel, and other necessary personnel.)**

**Accident and Incident Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Accidents & Incidents*** |  |  |  |  |
| Minor Vehicle Collision |  |  |  |  |
| Major Collision, no injuries |  |  |  |  |
| Major Collision injury/injuries |  |  |  |  |
| Major Collision fatality |  |  |  |  |
| Passenger Injury before boarding/ after alighting |  |  |  |  |
| Passenger Fall on vehicle/no injury |  |  |  |  |
| Passenger Fall on vehicle/injury |  |  |  |  |
| Employee Injury |  |  |  |  |
| Wheelchair Lift Failure/no injury |  |  |  |  |
| Wheelchair Lift Failure/Injury |  |  |  |  |
| Injury Based on Securement Problem |  |  |  |  |

**Organizational Infrastructure Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Organizational Infrastructure*** |  |  |  |  |
| Trespassing |  |  |  |  |
| Vandalism |  |  |  |  |
| Employee Theft |  |  |  |  |
| Bomb Threat |  |  |  |  |
| Dangerous Mail |  |  |  |  |
| Brief Power Outage |  |  |  |  |
| Extended Power Outage |  |  |  |  |
| Hard Drive Crash/Cyber Attack |  |  |  |  |
| Loss of Landline Phone Service |  |  |  |  |
| Loss Of Cell Phone Service |  |  |  |  |
| Loss Of Radio System |  |  |  |  |
| Minor Structural Fire |  |  |  |  |
| Major Structural Fire |  |  |  |  |
| Vehicle Fire without injuries |  |  |  |  |
| Vehicle Fire with injury/fatality |  |  |  |  |

**Acts of Nature Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Acts of Nature*** |  |  |  |  |
| Flooding in community |  |  |  |  |
| Flooding of transit facilities |  |  |  |  |
| High Winds |  |  |  |  |
| Wild Fire |  |  |  |  |
| Dust Storm |  |  |  |  |
| Severe Winter Weather |  |  |  |  |
| Fog |  |  |  |  |
| Tornado |  |  |  |  |
| Severe Thunderstorms |  |  |  |  |
| Landslide/  Rockslide |  |  |  |  |

**Hazardous Materials Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Hazardous Materials*** |  |  |  |  |
| Bloodborne Pathogen Spill |  |  |  |  |
| Toxic  Release |  |  |  |  |
| Fuel Related Event |  |  |  |  |

**Criminal Activity Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Criminal Activity*** |  |  |  |  |
| Non-employee Theft |  |  |  |  |
| Menacing Behavior on Vehicles |  |  |  |  |
| Assaults on Vehicles |  |  |  |  |
| Assaults on Employees  at or near transit facilities |  |  |  |  |
| Shooter on Vehicle |  |  |  |  |
| Hostage Situation on Vehicle |  |  |  |  |

**Domestic or International Terrorism Assessment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Threat/Hazard** | **A.**  **Likelihood**  1 = improbable  10 = certain | **B.**  **Impact on Service Delivery**  1 = minor  10 = catastrophic | **C.**  **Financial Impact**  1 = negligible  10 = catastrophic | **Vulnerability Index**  **(A+B+C)** |
| ***Terrorism*** |  |  |  |  |
| Suspicious Item Vehicle/Facility |  |  |  |  |
| Improvised Explosive Device |  |  |  |  |
| Weapon of Mass Destruction |  |  |  |  |

#### PRIORITIZED RISK REDUCTION STRATEGIES

**(This form will be completed by the Transit Manager, Safety Manager/Officer, and the Agency Safety Committee)**

**Prioritized Risk Reduction Strategies**

|  |  |  |
| --- | --- | --- |
| ***Vulnerabilities***  ***Identified*** | | ***Risk Reduction***  ***Actions Planned*** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |
| **5** |  |  |
| **6** |  |  |
| **7** |  |  |
| **8** |  |  |
| **9** |  |  |
| **10** |  |  |

#### MEMORANDUM OF UNDERSTANDING WITH EMERGENCY MANAGEMENT

**DRAFT MEMORANDUM OF UNDERSTANDING**

**[NAME OF TRANSIT AGENCY] AND EMERGENCY MANAGEMENT**

**Purpose**: To establish a specific agreement between transit agency staff and Community Emergency Management in the event of a community incident/emergency or an incident/emergency on transit agency property or onboard a transit vehicle.

**Policy/Authority**: This Memorandum of Understanding is established by [NAME OF CITY/COUNTY] and covers and is agreed to by the following agency: [EMERGENCY MANAGEMENT].

**Transit Authority of Command**:

1. The authority of command at any incident/emergency is with the first transit representative on the scene until the Transit Manager arrives.

2. The SUCCESSION STANDARD applies whenever the Transit Manager is unavailable.

**Interface/Coordination with Transit Agency:**

1. In case of an incident/emergency on a transit vehicle or transit agency property, [NAME OF TRANSIT AGENCY] will follow established protocols.

2. In a community incident/emergency, [NAME OF TRANSIT AGENCY] can assist as needed. This could include:

• Assisting in the evacuation of citizens in the affected area,

• Transporting First Responders to and from the scene

• Using transit vehicles in the staging area as a protected environment for First Responders or victims of the incident/emergency

• Evacuating older people and persons with disabilities to or from nursing homes or other care facilities

• Other, as determined by agency management and/or the Incident Commander (IC).

3. The Incident Commander will determine the transit agency’s response with the Transit Manager or their designee per the SUCCESSION STANDARD.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature and Title Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature and Title Date

#### MEMORANDUM OF EXECUTIVE APPROVAL

**MEMORANDUM OF EXECUTIVE APPROVAL**

To: All Employees and Contractors

From: [NAME OF EXECUTIVE AND TITLE]

Date: [DATE]

Subject: System Safety, Security, and Emergency Preparedness Plan

NAME OF TRANSIT AGENCY aims to provide safe, secure, and reliable service for its passengers and employees. We developed this Safety, Security, and Emergency Preparedness Plan (SSEPP) to demonstrate our commitment.

NAME OF TRANSIT AGENCY is sincerely concerned for the welfare and safety of its employees, contractors, and the public it serves. The operation and maintenance of NAME OF TRANSIT AGENCY requires a continual emphasis on safety and security. The safety and security function must be supported by an effective capability for emergency response, both to support the resolution of those incidents that occur on transit property and those events that affect the surrounding community served by our transit operation.

This SSEPP describes the policies, procedures, and requirements that all personnel must follow to provide a safe and secure operating environment and to support community emergency response. All personnel are expected and required to adhere to the policies, procedures, and requirements established herein and to perform safety- and security-related functions diligently and adequately as a condition of employment.

The management of NAME OF TRANSIT AGENCY will provide leadership in promoting safety, security, and emergency preparedness throughout Our organization. Management and staff will be continually and directly involved in formulating, reviewing, and revising our safety, security, and emergency preparedness policies, goals, and objectives. Each employee and contractor of NAME OF TRANSIT AGENCY is governed by the requirements and terms of this Plan and must conscientiously learn and follow prescribed safety, security, and emergency procedures. Each employee must operate safely, use equipment, tools, and materials properly, and be trained in the work rules and procedures for their areas of responsibility, including contingency plans for abnormal and emergency conditions. Each employee shall take an active part in identifying and resolving security concerns.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Executive Signature and Title Date