



SAFETY AND SECURITY PLAN

Date Revised: October 20, 2022

The Safety and Security Plan of the Lee Ogle Transportation System was developed in consultation with the U.S. Department of Homeland Security as well as collaboration with local law enforcement, fire and emergency management personnel, and was officially adopted by the Lee County Board and signed by Bob Olson, Chairman of the Lee County Board on this the 20th day of October, 2022.

Lee County, a local government,
Lee County, Illinois

By: _____
Bob Olson, Chair, Lee County Board

Date: _____

Lee Ogle Transportation System,
A not-for-profit organization,
Lee County, Illinois

By: _____
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Date: _____

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Section 1: Introduction

1.1 Background

The terrible tragedy of September 11, combined with the nation's continuing war on terrorism, has created a heightened threat environment for public transportation. In this new environment, vulnerabilities of public agencies and the communities they serve to acts of terrorism and extreme violence have greatly increased. Threat assessments issued by the Federal Bureau of Investigation (FBI) have consistently placed public transportation at the top of the *critical infrastructure protection agenda*, along with airports, nuclear power plants, and major utility exchanges on the national power grid.

To establish the importance of security and emergency preparedness in all aspects of this public transportation system, Lee Ogle Transportation System has developed this Safety and Security Plan (SSP), which includes specifics for the system's emergency preparedness program as well. This SSP outlines the process to be used by Lee Ogle Transportation System to make informed decisions appropriate for its operations, passengers, employees and communities regarding the development and implementation of a comprehensive security and emergency preparedness program.

As a result of this program, Lee Ogle Transportation System hopes to achieve not only an effective physical security program, but also enhance its coordination with the local public safety agencies in this service area. Improved communication will increase their awareness of the system's resources and capabilities, and its readiness to support efforts by public safety agencies to manage community-wide emergencies, including but not limited to terrorism.

In order to be effective, the activities documented in this SSP focus on establishing responsibilities for security and emergency preparedness, identifying the system's methodology for documenting and analyzing potential security and emergency preparedness issues, and developing the management system through which we can track monitor our progress in resolving these issues.

1.2 Authority

Authority for implementing the SSP resides with the Lee County Board and Directorial Team of Lee Ogle Transportation System.

1.3 Purpose, Goals and Objectives of SSP Program

This Program demonstrates our process of addressing *system security and emergency preparedness*:

System Security – The application of operating, technical, and management techniques and principles to the security aspects of a system throughout its life to reduce threats and vulnerabilities to the most practical level through the cost-effective use of available resources.

Emergency Preparedness – A uniform basis for operating policies and procedures for mobilizing transit agency and other public safety resources to assure rapid, controlled, and predictable responses to various types of transit and community emergencies.

The Safety and Security Plan (SSP) will support Lee Ogle Transportation System’s efforts to address and resolve critical incidents on our property and within our community.

Critical Incidents – May include accidents, natural disasters, crimes, terrorism, sabotage, civil unrest, hazardous material spills and other events that require emergency response. Critical incidents require swift, decisive action from multiple organizations, often under stressful conditions. Critical incidents must be stabilized prior to the resumption of regular service or activities.

Critical incidents often result from emergencies and disaster, but can be caused by any number of circumstances or events. Successful resolution of critical incidents requires the cooperative efforts of both public transportation and community emergency planning and public safety agencies.

1.3.1 Purpose

The overall purpose of Lee Ogle Transportation System’s SSP is to optimize – within the constraints of time, cost, and operational effectiveness – the level of protection afforded to Lee Ogle Transportation System’s passengers, employees, and any other individuals who come into contact with the system, both during normal operations and under emergency conditions.

1.3.2 Goals

The SSP provides Lee Ogle Transportation System with a security and emergency preparedness capability that will:

1. Ensure security and emergency preparedness are addressed during all phases of system operation, including the hiring and training of Lee Ogle

Transportation System personnel; the procurement and maintenance of Lee Ogle Transportation System equipment; the development of Lee Ogle Transportation System policies, rules, and procedures; and coordination with local public safety and community emergency planning agencies.

2. Promote analysis tools and methodologies to encourage safe system operations through the identification, evaluation and resolution of threats and vulnerabilities, and the ongoing assessment of agency capabilities and readiness.
3. Create a culture which supports employee safety and security and safe system operations (during normal and emergency conditions) through motivated compliance with Lee Ogle Transportation System rules and procedures and the appropriate use and operation of equipment.

1.3.3 Objectives

In this new environment, every threat cannot be identified and resolved, but Lee Ogle Transportation System can take steps to be more aware, to better protect passenger, employees, facilities and equipment, and stand ready to support community needs in response to a major event. To this end, the SSP Program has five objectives:

1. Achieve a level of security performance and emergency readiness which meets or exceeds the operating experience of similarly-sized agencies around the nation;
2. Increase and strengthen community involvement and participation in the safety and security of this local public transportation system;
3. Develop and implement a vulnerability assessment program, and based on the results of this program, establish a course of action for improving physical security measures and emergency response capabilities;
4. Expand the system's training program for employees to address security awareness and emergency management issues;
5. Enhance the coordination with others regarding security and emergency preparedness issues.

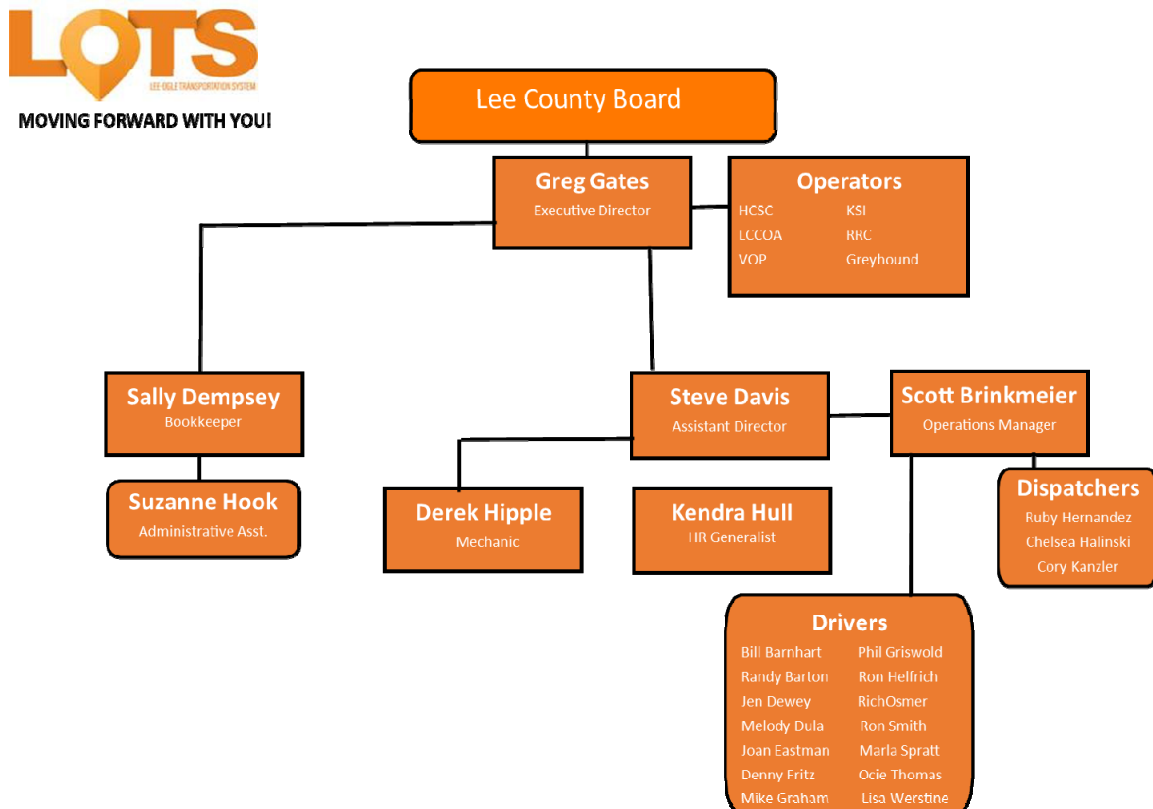
1.4 Scope

Lee Ogle Transportation System's SSP is applicable to all aspects of its current service, ensuring operations, training, coordination with local public safety agencies, and general security and emergency preparedness planning address concerns resulting from heightened threat levels. Key elements of the Scope of the SSP include:

1. An evaluation of the system's current capabilities to identify and prevent security incidents which may occur on its property(ies);
2. Develop a Vulnerability Assessment Program to identify weaknesses of the local public transportation system and guide planning activities;
3. Improve Physical Security;
4. Review and expansion of our training program for security and emergency response;
5. Enhance emergency planning and procedures development;
6. Improve coordination with the Public Safety Agencies in the service area;
7. Improve coordination with others;

Section 2: Transit System Description

2.1 Organizational Structure



2.2 Operating Characteristics and Service

2.2.1 Service Area

Lee Ogle Transportation System serves Lee and Ogle Counties. Curb-to-Curb service is bound to the two-county region. Buses of Lee Ogle Transportation System however leave the two-county limits for medical and related appointments in Rockford as well as DeKalb-Sycamore. Additionally, LOTS provides a Deviated Fixed Route for the students who attend Kishwaukee College in Malta, Illinois.

2.2.2 Service Design

1. Deviated Fixed Route: Lee Ogle Transportation System operates one (1) deviated fixed route within the county limits of Lee and Ogle Counties. This route is identified as follows: Kishwaukee College.
2. Route Deviation: The Kishwaukee College route has an authorized route deviation for riders who live along and/or near this route.

2.3 Vehicles and Facilities

Lee Ogle Transportation System operates and maintains 27 public transportation style buses: minivans, light duty bus (cutaway) and medium duty buses (cutaway).

Lee Ogle Transportation System operates out of one (1) main facility located at 210 East Progress Drive in Dixon, IL. The facility is constructed of concrete blocks and steel and consists of maintenance bay, storage bay and an office area. A separate 3,000 square foot maintenance garage/wash bay complex is also on the property, with an additional 26 parking stalls also added to public transit complex. All Lee Ogle Transportation System operations are performed out of this building. The building is secured with a card swipe (FOB) system from ProCom and a video surveillance system including a dozen cameras.

Section 3: Roles and Responsibilities

3.1 Philosophy

Lee Ogle Transportation System aims to ensure its personnel will respond effectively, if confronted with a security event or major emergency, using good judgment, ensuring due diligence, and building on best practices, identified in drills, training, rules and procedures.

This level of proficiency requires the establishment of formal mechanisms to be used by all Lee Ogle Transportation System personnel to identify security threats and vulnerabilities associated with the system's operations, and to develop controls to eliminate or minimize them. The Safety and Security Plan (SSP) requires Lee Ogle Transportation System's process for:

1. Coordinating with local law enforcement and other public safety agencies to manage response to an incident which occurs on transit vehicle or affects transit operations, and

2. Identifying a process for integrating Lee Ogle Transportation System's resources and capabilities into the community response effort to support management of a major event affecting the community.

Lee Ogle Transportation System management expects all employees, especially those working directly with passengers, to support the SSP Program.

3.2 Division of Responsibilities

3.2.1 All Employees

Employees of Lee Ogle Transportation System must understand and adopt their specific roles and responsibilities as identified in the SSP Program, thereby increasing their own personal safety and the safety of their passengers, during normal operations and in emergency conditions.

To ensure the success of the SSP, the following functions must be performed by Lee Ogle Transportation System personnel:

1. Immediately report all suspicious activity to Management, no matter how insignificant it may seem;
2. Immediately report all security incidents;
3. Use proper judgment when managing disruptive passengers and potentially volatile situations;
4. Participate in all security and emergency preparedness training, including drills and exercises;
5. Become familiar with, and operating within, all security and emergency preparedness procedures for the assigned work activity;
6. Notify Management when a physical or mental condition, or required medications or therapies, may impair their ability to perform security or emergency preparedness functions;
7. Accurately complete "Employee Statements" on appropriate reports.

3.2.2 Director

Under the authority of the Lee County Board, the Director of Lee Ogle Transportation System has the authority to develop and execute the SSP. It is expected the Assistant Director, Human Resources, Operations Manager, and the Mechanic of the Lee Ogle Transportation System will be responsible for assisting the Director in the management of safety and/or security events and activities impacting the system. But ultimate accountability for implementation of this program rests with the system's Director. In addition, the Director is responsible for the following specific activities:

1. Ensure sufficient resources and attention are devoted to the SSP including:
 - Develop standard operating procedures related to employee security duties;
 - Develop and enforce of safety and security regulations;
 - Develop emergency operating procedures to maximize transit system response effectiveness and minimize system interruptions during emergencies and security incidents;
 - Provide proper training and equipment to employees to allow an effective response to security incidents and emergencies.
2. Develop an effective notification and reporting system for security incidents and emergencies.
3. Designate alternate Points of Contact (POC) to manage the SSP in the event the Director is unavailable when an emergency call comes in.
 - In the event the Director is not available during an emergency of the system, the Assistant Director will step into this Management role.
4. Communicating security and emergency preparedness as top priorities to all employees.
5. Developing relations with outside organizations which contribute to the SSP, including local public safety and emergency planning agencies.

To ensure coordinated development and implementation of the Safety and Security Plan (SSP), the Director of Lee Ogle Transportation System is the primary SSP Point of Contact (POC) for development and implementation of this plan. The Director has the authority to utilize Lee Ogle Transportation System resources to develop the SSP, monitor its implementation, and ensure attainment of security and emergency preparedness goals and objectives.

The Director has the responsibility for overseeing the SSP daily and serving as the direct liaison with the public transportation system's operators and dispatchers, regarding the plan. The Director will also serve as the Lee Ogle Transportation System primary contact with public agencies. To the extent the liaison is necessary with state and federal agencies, the Director will serve as the lead liaison for the system. The Director will also be responsible for the security-related agenda items for safety, vehicle accidents and prevention for employee safety meetings.

In managing this Program, the Director will:

1. Be responsible for successfully administering the SSP and establishing, monitoring, and reporting on the system's security and emergency preparedness objectives.
2. Review the System's current safety, security and emergency policies, procedures, and plans, and identify needed improvements.
3. Develop and implement plans for addressing identified improvements.

4. Coordinate with local public safety agencies, local community emergency planning agencies, and local human services agencies to address security and emergency preparedness; including participation in formal meetings and committees.
5. Develop, publish, and enforce reasonable procedures pertinent to System activities for security and emergency preparedness.
6. Provide adequate driver training and continuing instruction for all employees regarding security and emergency preparedness.
7. Review new System purchases to identify security-related impacts.
8. Ensure performance of at least one (1) emergency exercise annually.

3.2.3 Employee Security and Safety Meeting

Lee Ogle Transportation System has determined it is necessary to receive input about safety and security issues from an employee standpoint and will address safety and security issues at Employee Security and Safety Meetings.

The Employee Security and Management Meeting will include the Director, Assistant Director, Operations Supervisor, Human Resources and Maintenance.

Within this committee, there will be a sub-committee for Employee Safety. Members of this subcommittee will be Human Resources, Operations Manager, Maintenance, a Driver and / or Dispatcher.

The Assistant Director will be responsible for managing the agenda for the Employee Security and Safety Meetings. If and when the sub-committee meets separately, Human Resources will be responsible for managing the agenda for their meetings. When appropriate, members of local fire and police departments will be invited to participate in the security portion of the Employee Security and Safety Meeting.

The Employee Security and Safety Meeting provides a mechanism through which the Lee Ogle Transportation System will:

1. Identify security conditions and problems at Lee Ogle Transportation System.
2. Discuss incidents and accidents and develops and evaluates corrective actions to address them.
3. Discuss the System's security performance.
4. Discuss strategies for addressing the System's security problems.
5. Train on security initiatives and policies in the System's operations
6. Evaluate the effectiveness of the security program of the System.
7. Assist in the development and revision of the System's policies, procedures, and rulebook.

The Employee Safety Meetings will ensure all employees:

1. Have a full knowledge of the security program and emergency preparedness program of the System.
2. Make security and emergency preparedness a primary concern while on the job.
3. Cooperate fully with Lee Ogle Transportation System regarding any incident investigation.
4. Have a voice on safety and raise security and emergency preparedness concerns.

3.2.4 Management

Management is responsible for communicating the public transportation system's security policies to all employees. For this reason, Management must have full knowledge of all security rules and policies. Management must communicate those policies to Lee Ogle Transportation System employees in a manner which encourages them to incorporate practices of the SSP into their everyday work. Specific responsibilities of management include the following:

1. Knowledge of all standard and emergency operating procedures.
2. Ensuring employees make security and emergency preparedness a primary concern when on the job.
3. Cooperating fully with the SSP regarding any accident investigations as well as listening and acting upon any security concerns raised by the drivers.
4. Reporting security concerns to the Director immediately.

In addition, when supporting response to an incident, Management is expected to:

1. Receive call for assistance.
2. Dispatch emergency response personnel.
3. Provide leadership and direction to employees during security incidents.
4. Coordinate with law enforcement and emergency medical service communications centers.
5. Establish on-scene communication.
6. Handle minor non-threatening rule violations.
7. Defuse minor arguments.
8. Determine when to call for assistance.
9. Make decisions regarding the continuance of operations.
10. Respond to service complaints and disputes over fares.
11. Respond to security-related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance.
12. Complete necessary security related reports.

13. Take photographs of damage and injuries.
14. Coordinate with outside agencies at incident scenes.
15. Ensure all pre-employment screening processes are carried out effectively.
16. Notify the Director of employee disciplinary action which may result in the affected employee becoming a risk to Lee Ogle Transportation System's facilities, systems, passengers, employees, or other assets.

3.2.5 Drivers

In addition to the general responsibilities identified for all personnel, drivers are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and responding to emergencies. Each driver will:

1. Take charge of a security incident scene until the arrival of Management or emergency personnel.
2. Collect fares (cash or electronic) in accordance with Lee Ogle Transportation System policy.
3. Attempt to handle minor non-threatening rule violations.
4. Respond verbally to complaints.
5. Attempt to defuse minor arguments.
6. Determine when to call for assistance.
7. Maintain control of the vehicle.
8. Report all security incidents to Management.
9. Complete all necessary security-related reports.
10. Support community emergency response activities as directed by Lee Ogle Transportation System policies and procedures.

3.2.6 Other – Mechanic

Other personnel who support Lee Ogle Transportation System also have responsibilities for the SSP. The system's Mechanic, who will assist with the above identified Management Responsibilities, will also have the following expectations:

1. Report vandalism.
2. Report threats and vulnerabilities of vehicle storage facilities.
3. Provide priority response to safety and security critical items such as lighting.
4. Maintain facility security devices.

3.3 Existing SSP Capabilities and Practices

The SSP cannot be effective unless proactive methods, procedures and actions to prevent, deter, or minimize security incidents are followed. These include:

1. Emphasize System personnel awareness.
2. Provide safety and security training to drivers and other system employees.
3. Analyze security incidents and suspicious activity to determine a proper course of action including:
 - Identifying potential and existing problem areas
 - Developing action plans
 - Implementing the plans
 - Measuring results
4. Hold regular meetings with police and fire personnel and emergency management agencies.
5. Review of emergency plans of the Lee Ogle Transportation System.
6. Review of FTA documentation on system security and emergency preparedness.
7. Conduct security surveys with the police department as a formal threat and vulnerability analysis process.
8. Police notification/participation in employee discharge and/or discipline process as needed.
9. Evaluation of security/emergency response procedures for completeness and accuracy.
10. Participation of police in training new drivers as requested to increase awareness in security matters.
11. Develop and distribute of crime prevention information for passengers.

3.4 Training and Exercising

Safety and security training shall be provided to all employees. Training should be accomplished annually, when changes in policies and procedures occur, or new requirements are implemented by the State or Federal agencies.

In addition to Safety and Security training the Director has the overall responsibility to conduct and/or arrange training for all Lee Ogle Transportation System employees relating to:

- Bloodborne Pathogens.
- Defensive Driving.
- Emergency Procedures.
- Passenger Assistance.

- Evacuation of Passengers from a Public Transportation Vehicle with special emphasis on evacuating Elderly and Disabled Passengers.
- Cardiopulmonary Resuscitation (CPR).
- Basic First Aid.
- Drug and Alcohol Misuse and Abuse.

Training is documented on a form which requires the individual receiving training to print their name, provide their signature, and list their position. Training records are maintained for five (5) years.

An area of training which must be developed and conducted will be in the area of security. This has not been an area of concern since the system is a small operation and in a small community. However, given the current state of the country relating to terrorism and the importance of emergency preparedness for communities, the need of security training is important. The security training program will:

1. Describe all security-related training including content, duration, and maintaining course content for each training class
2. Describe the process used to identify security-related training needs, to develop and present training classes, and to determine qualifications for instructors.

To support improved emergency and incident preparedness and response, Lee Ogle Transportation System will participate in, at a minimum, one exercise (actual or tabletop) with local emergency management agency in order to:

1. Identify current security and emergency consideration
2. Develop or revise procedures (if necessary)
3. Establish and maintain ongoing communications

3.5 Coordination with Local Public Safety Agencies

Lee Ogle Transportation System will coordinate the SSP with police, fire, and other emergency management agencies. This coordination process is essential to ensure all agencies understand what is required of them during security or emergency preparedness situations.

3.6 Coordination with Other Transit Agencies

Lee County and Ogle County will secure a Memorandum of Understanding (MOU) with Lee Ogle Transportation System to utilize their services during an emergency evacuation incident. This type of relationship ensures these counties can respond in a timely manner to situations requiring evacuation.

Section 4: Threat/Vulnerability Process

A Threat and Vulnerability Assessment offers Lee Ogle Transportation System the ability to identify critical assets and their vulnerabilities to threats, develop and implement countermeasures, and monitor and improve program effectiveness. This analysis is guided by clear investigation of three critical questions:

1. Which assets can we least afford to lose?
2. What is our responsibility to protect these assets?
3. Where do we assume total liability for risk, and where do we transfer risk to local public responders, technical specialists, insurance companies, and the Federal government?

4.1 Threat and Vulnerability Identification

The primary method used by Lee Ogle Transportation System to identify the threats to the transit system and the vulnerability of the system is the collection of incident reports submitted by drivers and supervisors and information provided by local law enforcement. Information resources include the following:

1. Operator incident reports
2. Risk management reports
3. Bus maintenance reports
4. Marketing surveys
5. Passengers' letters and telephone calls
6. Management's written concerns
7. Staff meeting notes
8. Statistical reports
9. Special requests
10. Type of incidents
 - a. Crimes against persons
 - b. Crimes against property
 - c. General incidents
11. Disposition of incidents

The Director will review security information resources and determine if additional methods should be used to identify system threats and vulnerabilities such as a formal evaluation program to ensure security procedures are maintained and security systems are operable.

Security testing and inspections may be conducted to assess the vulnerability of the transit system. Testing and inspection include the following three-phase approach:

- Equipment preparedness – To ensure security equipment is operable and, in the location, where it belongs
- Employee proficiency – To ensure employees know how and when to use security equipment
- System effectiveness – To evaluate security by employing security system exercises

4.2 Threat and Vulnerability Assessment

The threats which are most likely to occur include the following disruptive incidents:

- Drunkenness
- Disorderly conduct
- Disputes
- Minor assaults

Other potential occurrences include:

- Fare evasion
- Loud radios/behavior
- Smoking
- Littering
- Eating/drinking

The Director, with input from employees at Safety Meetings, will review current methods of threat resolution to determine if additional means can be identified to address security risks through three possible alternative approaches:

1. Eliminate
2. Mitigate
3. Accept

Each approach will be investigated by the Director, in coordination with the Operations Manager, to determine and develop a course of action acceptable to Lee Ogle Transportation System.

Section 5: Evaluation and Modification of the SSP

5.1 Evaluation

5.1.1 Internal

The SSP is a “living document” and needs to address issues associated with system security and emergency preparedness on a timely and proactive basis. It is incumbent upon all appropriate personnel, not just administration, of the Lee Ogle Transportation System to constantly evaluate the effectiveness of the Safety and Security Program (SSP) as well as its implementation. The SSP should be reviewed quarterly or after a security of emergency preparedness incident/situation.

5.1.2 External

The SSP Point of Contact (POC) will serve as the agency liaison with external agencies involved in the auditing of existing procedures associated with the SSP.

5.2 Modification and Update

During the internal or external evaluations, or based upon the SSP findings and activities, Lee Ogle Transportation System will revise its SSP and supporting documentation and training to reflect new practices, policies, and procedures. The Director is responsible for screening changes and modifications to facilitate ongoing revisions to keep the SSP current.

Appendix A

Vehicle Safety Program Implication

VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSP PROGRAM
SECTION	TITLE		
1	MANAGEMENT COMMITMENT	<ul style="list-style-type: none"> ▶ Safety Policy Statement 	<ul style="list-style-type: none"> ▶ Memorandum authorizing system security and emergency preparedness (SSP) Program
2	COMPLIANCE RESPONSIBILITY	<ul style="list-style-type: none"> ▶ Director ▶ Office Manager ▶ Drivers & Mechanics ▶ Safety Incentive Program(s) 	<ul style="list-style-type: none"> ▶ Expanded to address SSP Program ▶ Creation of SSP Program Point of Contacts (POC) ▶ SSP Program agenda for Employee Safety Meetings
3	DRIVER - INITIAL HIRE	<ul style="list-style-type: none"> ▶ Qualifications ▶ Initial Training 	<ul style="list-style-type: none"> ▶ Commitment to addressing SSP issues in hiring
4	DRIVER - QUALIFICATIONS	<ul style="list-style-type: none"> ▶ Application ▶ Interview ▶ Physical Requirements ▶ Knowledge of English ▶ Licensing ▶ Operating Skills ▶ Criminal Records Check ▶ Ability to perform simple math ▶ Reasonable knowledge of the service area and ability to read route map 	<ul style="list-style-type: none"> ▶ Expansion of new hiring background checks ▶ Expansion of new hire application process to emphasize importance of safety, security, and emergency procedures
5	INITIAL TRAINING	<ul style="list-style-type: none"> ▶ Lee Ogle Transportation System Policies and Procedures ▶ Federal and State Guidelines and Regulations ▶ Pre-trip and Post-trip Inspections ▶ Vehicle Familiarization ▶ Basic Operations and Maneuvering ▶ Bad Weather Driving Conditions ▶ Boarding and Debarking Passengers ▶ Defensive Driving Course ▶ Passenger Assistance Training ▶ Road Test by Director ▶ Route Training by a Qualified Driver ▶ Seatbelt Usage 	<ul style="list-style-type: none"> ▶ Additional training to address Security Awareness, Reporting Suspicious Activity, Reports and Documentations, and Pre-trip and Post-trip Inspections

VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSP PROGRAM
SECTION	TITLE		
6	DRIVER ONGOING TRAINING	<ul style="list-style-type: none"> ▶ Refresher Training ▶ Recurring Training Requirements ▶ Evaluations ▶ Motor Vehicle Record Checks Bi-annually ▶ Safety Meetings ▶ Seatbelt Usage 	<ul style="list-style-type: none"> ▶ Providing additional training in emergency procedures ▶ Establish a driving evaluation program ▶ Conduct preventable accident/injury training and review of past preventable accidents/injuries and discuss ways they could have been prevented
7	EMERGENCY DRIVING PROCEDURES	<ul style="list-style-type: none"> ▶ Emergency Driving Procedures ▶ Accident Causes <ul style="list-style-type: none"> ➢ Slippery road surfaces ➢ Driving at night ➢ Driving through water ➢ Winter driving ➢ Extreme cold weather driving ➢ Extreme hot weather driving ▶ Vehicle Breakdowns and Unavoidable Stops ▶ Vehicle Fire and Evacuation ▶ Hold Up and Robbery Situations ▶ Natural Disasters <ul style="list-style-type: none"> ➢ Tornado ➢ Flood ➢ Snowstorms/Blizzards ➢ Earthquakes ➢ Server Lightning Storms 	<ul style="list-style-type: none"> ▶ Expansion of emergency procedures to include additional security and emergency conditions ▶ Expansion of emergency procedures to include support of community response to a major event or emergency ▶ Emergency training and exercising
8	PASSENGER SAFETY	<ul style="list-style-type: none"> ▶ General Guidelines ▶ Mobility Device Securement and Passenger Restraint Systems ▶ Difficult Passengers and Self-defense Techniques ▶ Medical Conditions ▶ First Aid ▶ Bloodborne Pathogens/Infection Control 	<ul style="list-style-type: none"> ▶ More training in procedures for managing difficult passengers and self-defense techniques ▶ More training regarding First Aid and Bloodborne Pathogens/Infection Control

VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSP PROGRAM
SECTION	TITLE		
9	VEHICLES & EQUIPMENT	<ul style="list-style-type: none"> ▶ Preventive Maintenance <ul style="list-style-type: none"> ➢ Safety ➢ Vehicle Inspections ➢ Cost ➢ Time Savings ➢ Length of Service Vehicle ▶ Format for Preventive Maintenance Program ▶ Maintenance History ▶ Pre-trip and Post-trip Inspections ▶ Emergency Equipment on Vehicle and its Usage ▶ Vehicle Security ▶ Vehicle Safety in and Around the Transit Center 	<ul style="list-style-type: none"> ▶ Revise the vehicle safety and security procedures to include identifying and reporting vandalism, suspicious substances, or vehicle tampering
10	ACCIDENT MANAGEMENT	<ul style="list-style-type: none"> ▶ Accident Documentation Packet ▶ Accident Notification Procedures – Driver Responsibility ▶ Accident Investigation – Management Responsibility ▶ Accident Investigation Kit ▶ Reconstruction and Analysis ▶ Drug and Alcohol Testing Program ▶ Media Relations and Crisis ▶ Communications After an Accident 	<ul style="list-style-type: none"> ▶ Additional tools for accident documentation packets to address safety and security ▶ Additional tools for media relations
11	INSURANCE/CLAIMS AND LITIGATION MANAGEMENT	<ul style="list-style-type: none"> ▶ Dealing with Insurance Adjusters ▶ Dealing with Attorneys 	<ul style="list-style-type: none"> ▶ Train employees on the importance of not communicating directly with insurance companies, news media, and others
12	DAY-TO-DAY OPERATIONS – MONITORING FOR SAFETY	<ul style="list-style-type: none"> ▶ Record Keeping ▶ Driver Condition – physically and mentally fit for duty ▶ Communications ▶ Vehicle Inspections – Pre-trip and Post-trip Inspections ▶ Weather Updates ▶ Road Conditions 	<ul style="list-style-type: none"> ▶ Additional tools to ensure day-to-day safety and security of system operation

Appendix B

Security Baseline Planning Worksheet

Item	Yes	No	Notes
Has Management endorsed policies and procedures to ensure security vulnerabilities are identified, communicated, and resolved (or accepted) through a process which promotes accountability for decision-making?			
Does the Director have a clear and unambiguous line of authority and responsibility for ensuring safety and security is addressed within Lee Ogle Transportation System?			
Does the Director have access to personnel with safety and security experience, knowledge, skills, and abilities?			
Does the Director ensure resources are effectively allocated to address safety and security concerns?			
Is the protection of passengers, employees, and general public a priority whenever activities are planned and performed for Lee Ogle Transportation System?			
Does the Director routinely evaluate Lee Ogle Transportation System capabilities to provide adequate assurance the public and employees are protected from adverse situations?			
Has Lee Ogle Transportation System committed to developing security mitigation measures to prevent and manage security vulnerabilities?			
Does Lee Ogle Transportation System have a formal System Security Program, documented in a System Security Program Plan?			
If "yes," is the Security Plan current reflecting current security operations? Skip to the next two lines of this assessment.			
If "no," does Lee Ogle Transportation System have plans to develop a Security Plan?			
If "no", prepare a brief list of all activities performed at Lee Ogle Transportation System which address security concerns (for example, include facility access control, procedures for handling difficult people, workplace violence program, bomb threat management plan, procedures for identifying and reporting suspicious activity, facility and vehicle evacuation and search procedures, coordination with police and fire departments, etc.)			
Does Lee Ogle Transportation System have an Emergency Plan?			
Does Lee Ogle Transportation System have Emergency Operating Procedures?			
Does Lee Ogle Transportation System have an Incident Response Plan for Terrorism, as an appendix to the Emergency Plan or as a separate plan?			
Has the Emergency Plan been coordinated with the police and fire department on the development, Implementation, and review of the Plan?			
Does the Emergency Plan specify use of the Incident Command System?			

Have Lee Ogle Transportation System Driver and other employees assigned to Lee Ogle Transportation System been trained on the Emergency Plan?			
Does the Director schedule refresher training for the employees relating to safety and security procedures?			
Does Lee Ogle Transportation System participate in local emergency drills and/or table-top exercises?			
Does the Director participate in the after-action briefings to assess performance during the drill or table-top exercise?			
PREVIOUS EXPERIENCE			
Has Lee Ogle Transportation System experience an emergency in the past 12 months?			
If "yes," did Lee Ogle Transportation System satisfactorily respond to the emergency?			
Has Lee Ogle Transportation System received a bomb threat in the past 12 months?			
Has Lee Ogle Transportation System evacuated due to a bomb threat in the past 12 months?			

Points of Emphasis

1. **Awareness** – Train all Lee Ogle Transportation System personnel to spot suspicious looking or unfamiliar people or objects.
2. **Communication** – Educate employees the importance of awareness; encourage them to identify and report anything which appears out-of-the-ordinary.
3. **Screening** – Develop and implement procedures for identifying and controlling visitor access to the building
4. **Inspection** – Establish strict procedures for the control and inspection of packages and materials delivered to the building; particularly those intended for critical areas.
5. **Procedures** – Instruct all personnel on what to do if a bomb threat is received.
6. **Surveillance** – Instruct security and maintenance personnel to routinely check unattended public or open areas, such as restrooms, stairways, and parking garages.
7. **Lighting** – Make sure entrances and exits of Lee Ogle Transportation System are well lit.
8. **Emergency Services** – Contact the police and fire departments to determine their procedures for dealing with bomb threats, search, removal, and disposal.
9. **Chemical/Biological Incidents** – Have procedures in place for handling chemical/biological incidents and neutralizing the spread of the chemicals or biological material.
10. **Contingency** – Assure adequate protection and off-site backup for records, computer programs, and other activities essential to the operation of Lee Ogle Transportation System.

Appendix C

Emergency Response Planning, Coordination, and Training Consideration

Item	Yes	No	Notes
Emergency Response planning, coordination, and training is formalized and documented and identifies responsibilities of employees by function.			
Service continuation, restoration, and recovery plan developed.			
Emergency drills and table-top exercises scheduled of a regular basis and documentation of drills maintained and recommendations recorded with follow-up.			
Coordination and training with other agencies including: <ul style="list-style-type: none"> ➤ Fire ➤ Police ➤ Emergency Management ➤ Nursing Homes 			
Director will establish media relations/information control procedures and policies (internal and external).			
Emergency procedures reviewed by the Director on a regular basis and updated as needed.			
Procedure revisions and updates incorporated into evacuation procedures; Standard Operating Procedures (SOPs) developed for signature(s) and distribution.			
Regular assessments of employee proficiency conducted, and training conducted when necessary if deficiencies are noted.			
Emergency contacts list developed and are current.			
Emergency building evacuation procedures developed.			
Employees issued quick reference guidelines for emergency situations.			
Support procedures developed to provide post-incident support to passengers and employees.			
Pre-determination of factors which would require partial or full service shutdown.			
Contingency plans for loss of electrical power, radios, or telephones.			Use of gas-powered generator will be implemented.

System Security Considerations

Item	Yes	No	Notes
Security Plan established which addresses all operation modes.			
System security responsibilities and duties established.			
Personal safety awareness/education for employees.			
Vehicle inspected regularly, maintained, and functionally tested.			
Contingency Standard Operating Procedures (SOPs) developed; drills and table-top exercises conducted for extraordinary circumstances: <ul style="list-style-type: none"> ➤ Terrorism – including chemical/biological agents ➤ Riots ➤ Domestic unrest ➤ Catastrophic natural events – including tornadoes, floods, snow blizzards, heat waves, severe cold weather, severe thunderstorms 			
Planning, coordination, training, and mutual aid agreements with other local communities and external agencies (Sheriff Department, FBI, State Police, and other State and Federal agencies).			
Security SOPs reviewed on a regular basis and updates made as needed to Security Plan.			
Security risk/vulnerability assessments conducted, documented, and reviewed.			
Contingency plan(s) for loss of electrical power, radio, and telephones.			
Data collection established for all security issues/incidents; analysis performed, and recommendations made; document control established including follow-up.			
SOPs for critical incident command, control, and service continuation/restoration.			
Security training is provided for the drivers and mechanics.			
Background checks on new hires.			
Regular assessments of employee security proficiencies conducted.			
Employees issued quick reference guidelines for security situations/incidents.			
Emergency contacts list developed and are current.			
Has visitors and deliveries access procedures developed.			
Security checklists developed and regularly used for verifying status of physical infrastructure and security procedures.			
Policy and procedures in place for facility and vehicle key control.			

Appendix D

Bomb Threat Procedures and Checklists

Bomb Threat Procedures

In recent years, the use and/or threatened use of explosives in our society has increased at an alarming rate. Lee Ogle Transportation System must prepare a plan of action to respond quickly and effectively. The guidelines located in this appendix will assist Lee Ogle Transportation System in developing or modifying bomb threat procedures.

Steps to Be Considered

When faced with a bomb threat, the primary concern must always be the safety of passengers, employees, and emergency responders. Lee Ogle Transportation System already has procedures in-place for fire, smoke, and medical emergencies. Several of these procedures remain viable in a bomb threat procedure.

However, the new problem must be addressed when a bomb threat is received. For example, if there is a fire, efforts are directed at evacuating the occupants in a quick and orderly manner. But, in the case of a bomb threat, if evacuation is initiated, the exit routes and assembly areas should be searched prior to evacuating the premises or vehicle. Therefore, a potential hazard remains when evacuation of a building or vehicle is necessary if proper search procedures are not followed. If an evacuation occurs, personnel cannot re-occupy the building or vehicle and resume normal activities until a search has been thoroughly conducted and an “all clear” is received from the police. Such problems require a bomb threat plan with 7 logical steps:

- Step 1: Threat Reception
- Step 2: Threat Evaluation
- Step 3: Search Procedures
- Step 4: Locating Unidentified Suspicious Objects
- Step 5: Evacuation Procedures
- Step 6: Re-occupation of Building
- Step 7: Training of Personnel

Each step is discussed in this appendix.

Step 1: Threat Reception

Telephone Threats (threat to detonate explosive is phoned into Lee Ogle Transportation System)

- Caller is the person who placed the device
- Caller has knowledge of who placed the device
- Caller wants to disrupt Lee Ogle Transportation System operations

Written Threats (threats to detonate explosive is written into Lee Ogle Transportation System)

- May be more serious than phone-in threats
- Written threats are generally more difficult to trace than phoned-in threats

Letters and Package Threats (suspicious package or letter is delivered to Lee Ogle Transportation System)

- These threats serve a variety of purposes, but generally, they are directed at a specific person rather than the Lee Ogle Transportation System as a whole
- The personal motivations of the criminal may be more important in these types of threats

Normally, bomb threats are transmitted by phone. The person receiving the call should be prepared to obtain precise information including:

- The time the call was received and on which telephone number
- The exact words of the person making the threat should be annotated
- Indicate whether it is a male or female voice and an approximate age
- Note any accent or speech impediment or slurring of speech which could indicate intoxication or an unbalanced condition
- Listen for the presence of any background noises such as traffic, music, or other voices
- Decide if the voice is familiar
- The person receiving the threatening call should be prepared to ask the caller certain questions if the information has not been volunteered:
 - Where is the bomb?
 - When is it going to explode?
 - What does it look like?
 - What kind of bomb is it?
 - Why did you place the bomb?
 - What is your name?

The caller may provide specific information by answering these questions. Often the type of person making a threat of this nature becomes so involved they will answer question impulsively. Any additional information obtained will be helpful to police and explosive technicians. To assist the person receiving the call, a printed form will be readily available near each System telephone. A sample is provided in this appendix. This checklist is kept readily available so personnel taking the call can quickly document the call.

Written and Letter/Package Threats should be treated as “suspicious objects” which is addressed in Step 4.

Step 2: Threat Evaluation

Two basic descriptions of threats can be identified:

- Non-specific threat: This is the most common type of threat, usually with little information given other than, “There is a bomb in the building/bus.”
- Specific threat: This threat is given in more detail. Reference is often made to the exact location of the device or the time it will detonate.

Specific threats should be considered more serious in nature, requiring a more concerted effort in the response. Non-specific threats, however, cannot be ignored. Procedures should be developed to respond effectively to both threat levels.

Certain actions should be taken regardless of the threat category:

- Notify the police department
- Notify management
- Initiate the search procedure
- Search before evacuation of personnel
- Search

Notification to the police department should be prompt and include as much detail as possible. The person who receives the threatening call should be available immediately for interviewing by police personnel. Copies of the completed bomb threat checklist should be readily available to all authorized personnel who may need it.

The appropriate search procedures should be initiated. Searches in the transit environment – as in many other environments – have two major constraints:

- Radio and cell-phone communications cannot be used (it may detonate the device)

- The environment is specialized, therefore, it cannot be searched effectively by outsiders

To address these concerns, personnel who work in a particular area, or who are responsible for an area, should be used. Not only will these personnel provide a much more thorough search than outside responders, but they are knowledgeable concerning their facility and their emergency communication system (land-line telephones) to manage communications more effectively during the search. A system utilizes the employees – after evacuation has been ordered – should always and only use volunteers.

The following criteria help determine what immediate action to take:

Factors favoring a search before the movement of personnel (occupant search):

- There is a high incidence of hoax telephone threats
- Effective security arrangements have been established
- Information in the warning is imprecise or incorrect
- The caller sounded intoxicated, amused, or very young
- The prevailing threat of terrorist activity is low

Factors favoring movement of personnel before searching (volunteer search):

- The area is comparatively open
- Information in the warning is precise as to matters of location, a description of the device, the timing, and the motive for the attack
- A prevailing threat of terrorist activity is high

Step 3: Search Procedures

Pre-planning and coordination of employees are essential in implementing an effective search of the facility. A central control mechanism is necessary to ensure a thorough and complete response. Please see the schematics of the Transit Center (Attachment A). Whenever possible, the drawing should be divided into section (prior to the actual conduct of the search) to ensure each area of the Transit Center is searched. A compendium Transit Center schematic should be available to those responsible for managing bomb threats and searches. Not only will these schematics support identification and assembly of search team members, but also, as the search is conducted, each area can be “crossed off” the plan as it is searched.

Areas which are accessible to the public require special attention during the search and may be vitally important if an evacuation is to be conducted. The level of the search should be commiserated with the perceived threat level:

- An occupant search is used when the threat's credibility is low. Occupants search their own areas. The search is completed quickly because occupants know their area and are most likely to notice anything unusual.
- **The employee and/or volunteer team search is used when the threat's credibility is high.** The search is very thorough and places the minimum number of personnel at risk. Evacuate the area completely, and ensure it remains evacuated until the search is completed. Search teams will make a slow, thorough, systematic search of the area.

During the search procedure the question often arises, "What am I looking for?" The basic rule is: Look for something which does not belong, or is out of the ordinary, or out of place. Conduct the search quickly, yet thoroughly, keeping the search time to a maximum of 15 to 20 minutes. Both the interior and exterior of the Transit Center or Bus should be searched.

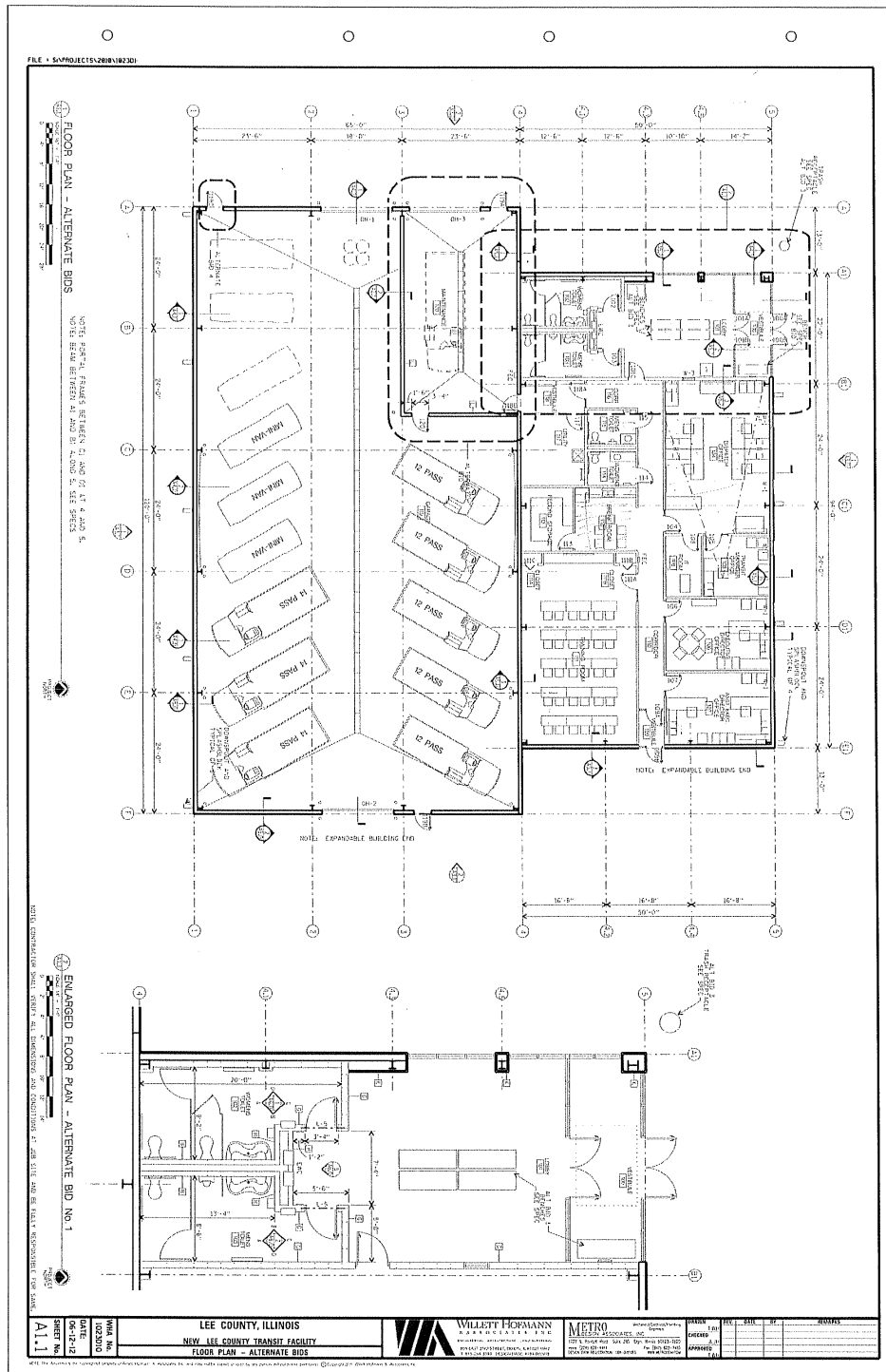
Historically, the following areas have been used to conceal explosive or hoax devices:

Outside Areas (Transit Center)	Inside Areas (Transit Center)
<ul style="list-style-type: none"> ➤ Trash containers ➤ Mailboxes ➤ Bushes ➤ Street drainage systems ➤ Storage areas ➤ Parked cars (inside and under) 	<ul style="list-style-type: none"> ➤ Ceilings ➤ Overhead nooks ➤ Areas behind artwork, sculptures, and benches ➤ Recently repaired/patched segments of walls, floors, or ceilings ➤ Restrooms ➤ Behind access doors ➤ Crawl spaces ➤ Behind electrical fixtures ➤ Storage areas and utility rooms ➤ Trash Containers ➤ Floor drains

Depending on the nature of the threat, searches may expand to include transit vehicles. Drivers are instructed to immediately bring their vehicle to a safe location, remove the passengers, move the bus to a remote location, and conduct a walk-through looking for unidentified packages.

Outside Areas (Bus)	Inside Areas (Bus)
<ul style="list-style-type: none"> ➤ Top of bus ➤ Engine compartment ➤ Battery compartment ➤ Air conditioning compartment ➤ Exhaust compartment ➤ Intake compartment ➤ Windshield wiper and windshield washer fluid compartment ➤ Underside of bus and wheel wells ➤ Access panels ➤ Fuse panel compartment 	<ul style="list-style-type: none"> ➤ Under dash area ➤ Under and behind seats ➤ Driver storage compartment ➤ Surveillance equipment compartment ➤ Route sign compartments (front & side) ➤ Air tank compartment ➤ Multiplexing module compartments ➤ Air conditioning ductwork ➤ Air conditioning compartment ➤ Entrance and exit door compartments

Attachment A Schematic of Main Building



PROJECT NUMBER
18-1425

SHEET NUMBER
P10

Attachment C
Schematic of Oregon Building

This will be attached once the building has been constructed.

Step 4: Locating an Unidentified Suspicious Package or Object

If an unidentified or suspicious object is found, all personnel are instructed:

1. Not to move or touch it.
2. Report it to the Director or search team leader.

The following information is essential:

- Location of the suspicious package or object
- Reason(s) it is suspicious
- Description of the suspicious package or object
- Any other useful information – how difficult to secure the area, evacuate, nearest emergency exits, etc.

Based on this information, decisions will be made regarding the following:

- Removal of persons at risk
- Establishment of perimeter control of the area to ensure no one approaches or attempts to move the package or object
- Activities to establish ownership of the suspicious package or object (in the event legitimate property has been left behind in error prior to the bomb threat being received).
- Assignment of someone who is familiar with the building or bus and area where the suspicious package or object is located to meet with Explosive Disposal Unit personnel on their arrival (in the event they have been called).
- Continue implementation of search procedures until all areas have been thoroughly searched. As there may be more than one unidentified package or object.

While employees and/or volunteers and public safety personnel are conducting the search, and particularly while they are managing the response to a suspicious package or object, they should keep in mind the following information:

- Improvised Explosive Devices (IED's) and other types of bombs inflict casualties in a variety of ways, including the following:
 - Blasts over pressure (a crushing action on vital components of the body, eardrums are the most vulnerable)
 - Falling structural material
 - Flying debris (especially glass)
 - Asphyxiation (lack of oxygen)
 - Sudden body translation against rigid barriers or objects (being picked up and thrown by a pressure wave)
 - Bomb fragments

- Burns from incendiary devices or fire resulting from blast damage
- Inhalation of toxic fumes resulting from fire or nature of explosive device
- The following are general rules to follow to avoid injury from an IED:
 - Move as far away from a suspicious package or object as possible without being in further danger from other hazards such as traffic or secondary sources of explosion
 - Stay out of the object's line-of-site, thereby reducing the hazard of injury because of direct fragmentation
 - Keep away from glass windows or other materials which could become flying debris
 - Remain alert for additional or secondary explosive devices in the immediate area, especially if the existence of a bomb-threat evacuation assembly area has been highly publicized
 - Keep away from containers of flammable liquids which may ignite or explode if a detonation occurs
- Historically, perpetrators of bombings in the transit environment (in foreign countries such as Israel, France, India, and England) have used two tactics to intensify the magnitude of casualties inflicted by detonation of an explosive device:
 - Perpetrators have detonated a small device to bring public safety personnel to the site; a larger, more deadly device is then detonated sometime after the first device; thereby inflicting a larger number of casualties on the first responder community
 - Perpetrators have used a real or simulated device to force evacuation of a facility only to detonate a much more substantial device in identified bomb-threat evacuation assembly areas. These attacks are especially harmful because the evacuation assembly areas often concentrate transit personnel and passengers more densely than would otherwise be the case

Step 5: Evacuation Procedures

If an unidentified package or object is found, a quiet and systematic evacuation from the area should be conducted. Prior to evacuation, all areas used in the evacuation route must be searched: stairwells, corridors, and doorways. When these areas have been checked, employees or volunteer personnel should be assigned to direct other personnel along the searched exit routes.

As a general guideline, evacuation should be to a minimum distance of 300 feet in all directions from the building or vehicle which contains the suspicious package or object, including area above and below the site, giving regard to the type of building

construction (thin walls, glass) and the side of the building in which the suspicious package or object was left. Attention should be paid to the need for special transportation requirements of persons with disabilities.

The essential task in evacuation procedures is to direct people to quietly leave the premises, using tact and power of suggestion, in an effort to maintain control and avoid panic. Once a complete or partial evacuation has taken place, there must be some form of accounting for all personnel. This may be a difficult task, but a necessary one to ensure the safety of all personnel.

Assembly areas should be pre-selected and well-known to employees and the police department. Establish procedures for controlling, marshalling, and checking personnel within the assembly area. Assembly areas are selected using the following criteria:

- Located at least 300 feet from the building or vehicle which is targeted (if possible)
- Locate assembly areas in areas where there is little chance of an IED being hidden. Open spaces are best. Avoid parking areas because IED's can be easily hidden in and under vehicles
- Select alternate assembly areas to reduce the likelihood of ambush with a secondary device or small-arms fire. If possible, search the assembly area before people occupy the area.
- Avoid locating assembly areas near expanses of plate glass or windows. Blasts effects can cause windows to be sucked outward rather than blown inward.
- Avoid locating assembly areas near containers of flammable liquids. Blasts may cause the containers to explode.

Step 6: Re-occupation of Building or Vehicle

Re-occupation of the building or vehicle is a decision which must be made by appropriate police department personnel of the Director. If the evacuation was made without a search, the premises should be searched before re-occupation.

Step 7: Training

Any effective threat procedure must be accompanied with an adequate training program. Training is essential and should encompass both the preventative and operational aspects of the procedure. Prevention can be accomplished through employee awareness, developing good housekeeping habits, and being on the alert for suspicious items and persons.

Operational training may include lectures by the police department, in-service training, and practical training exercises. Evacuation and search drills should be performed periodically under the supervision of the Director. Coordination with the police department and risk management is important.

Conclusion

Considering recent events, it is advisable to consider all threats serious. A well-prepared and rehearsed plan will ensure an effective, quick search with minimal disruption of day-to-day operations. Panic and possible tragedy can be avoided. Appropriate security, heightened employee and passenger awareness, and good housekeeping controls will identify many potential problems.

LEE OGLE TRANSPORTATION SYSTEM BOMB THREAT CHECKLIST

<u>Voice</u>	<u>Accent</u>	<u>Manner</u>	<u>Background Noise</u>
<input type="checkbox"/> Loud	<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Factory Machines
<input type="checkbox"/> High Pitched	<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Bedlam
<input type="checkbox"/> Raspy	<input type="checkbox"/> Race	<input type="checkbox"/> Coherent	<input type="checkbox"/> Music
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Not Local	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Office Machines
<input type="checkbox"/> Soft	<input type="checkbox"/> Region	<input type="checkbox"/> Righteous	<input type="checkbox"/> Mixed
<input type="checkbox"/> Deep	<input type="checkbox"/> Other	<input type="checkbox"/> Angry	<input type="checkbox"/> Street Traffic
<input type="checkbox"/> Pleasant		<input type="checkbox"/> Irrational	<input type="checkbox"/> Trains
<input type="checkbox"/> Other		<input type="checkbox"/> Incoherent	<input type="checkbox"/> Animals
		<input type="checkbox"/> Emotional	<input type="checkbox"/> Quiet
		<input type="checkbox"/> Laughing	<input type="checkbox"/> Voices
		<input type="checkbox"/> Other	<input type="checkbox"/> Airplanes
			<input type="checkbox"/> Party Atmosphere
			<input type="checkbox"/> Other

<u>Language</u>	<u>Speech</u>	<u>Familiarity with Threatened Facility or Vehicle</u>
<input type="checkbox"/> Excellent	<input type="checkbox"/> Fast	<input type="checkbox"/> Much
<input type="checkbox"/> Fair	<input type="checkbox"/> Distinct	<input type="checkbox"/> Some
<input type="checkbox"/> Foul	<input type="checkbox"/> Stutter	<input type="checkbox"/> None
<input type="checkbox"/> Good	<input type="checkbox"/> Slow	
<input type="checkbox"/> Poor	<input type="checkbox"/> Distorted	
<input type="checkbox"/> Other	<input type="checkbox"/> Nasal	
	<input type="checkbox"/> Lisp	
	<input type="checkbox"/> Other	

Questions to Ask 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 name? _____

Observations

If the voice is familiar, who did it sound like? _____

Were there any background noises? _____

Telephone number on the caller ID: _____

Person receiving the call: _____

Any additional remarks: _____

(Use additional sheet if necessary)

Appendix E Emergency Telephone Directory

Amboy Fire Department (Chief Jeff Bryant Sr.)	9-1-1 (Emergency) (815) 857-2325 (non-Emergency)
Amboy Police Department (Chief Paul Smith)	9-1-1 (Emergency) (815) 857-3400 (non-Emergency)
Dixon Fire Department (Chief Ryan Buskohl)	9-1-1 (Emergency) (815) 288-3323 (non-Emergency)
Dixon Police Department (Chief Steve Howell)	9-1-1 (Emergency) (815) 288-4411 (non-Emergency)
Oregon Fire Department (Chief Michael Knoup)	9-1-1 (Emergency) (815) 732-7214 (non-Emergency)
Oregon Police Department (Chief Joe Brooks)	9-1-1 (Emergency) (815) 732-2162 (non-Emergency)
Rochelle Fire Department (Chief David Sawlsville)	9-1-1 (Emergency) (815) 562-2121 (non-Emergency)
Rochelle Police Department (Chief Eric Higby)	9-1-1 (Emergency) (815) 562-2131 (non-Emergency)
Lee County EMA (Kevin Lalley)	(815) 284-3365 (Office)
Lee County Sheriff's Department (Sheriff Simonton)	9-1-1 (Emergency) (815) 284-6631 (non-Emergency)

Ogle County Sheriff
(Sheriff Brian VanVickle)

9-1-1 (Emergency)

(815) 732-2136 (non-Emergency)

Ogle County EMA
(Thomas Richter)

(815) 732-1101 (Office)

Greg Gates, Director (*)

(815) 994-4603 (Office)

(815) 440-7005 (Home)

(815) 440-7005 (Cell Phone)

Steve Davis, Assistant Director (*)

(815) 288-2117 (Office)

(815) 631-4925 (Cell Phone)

Derek Hipple, Mechanic Manager (*)

(815) 288-2117 (Office)

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Scott Brinkmeier, Operations Manager (*)

(815) 288-2117 (Office)

(815) 973-1506 (Cell Phone)

(*) All Lee Ogle Transportation System personnel listed in this appendix have keys to the Transit Center, have access to driver phone numbers, and have the ability to put the buses into service in the event an emergency situation is encountered which requires the use of the buses.

Appendix F

Tips for Reporting Criminal Activity

If you observe a crime in progress or behavior you suspect is criminal, immediately notify the police department. Report as much information as possible including:

Activity: What is happening? (In plain language and with as few assumptions as possible)

Description of Involved People: for each involved person, provide:

- Height
- Weight
- Gender
- Clothing
- Weapons
- Distinguishing characteristics

Location: Describe exactly where the criminal activity is occurring. If the activity is “moving,” describe the direction of travel.

Vehicle: If a vehicle is involved, please provide the following:

- Color
- Year
- Make
- Model
- License Number and State

DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.

Stay on the telephone with the police dispatcher and provide additional information as the situation changes or until the first police officer arrives at your location.

Appendix G

Emergency Action Plan

I. EMERGENCY PLAN COORDINATORS

NAME: Greg Gates

TITLE: Director

TELEPHONE NO. (815) 994-4603 (work) / (815) 440-7005)

II. PREFERRED MEANS OF REPORTING FIRES AND OTHER EMERGENCIES

TYPES OF EMERGENCIES: Fire, Explosion, Tornado/Weather, Bomb Threat, Chemical Spill/Leak, Violence, Medical, Winter Storms, Ice Storms, Floods, Other.

REPORTING: All emergencies relating to fire, explosion, bomb threats, chemical spills/leak, violence, and medical needs will be reported directly to the police dispatch center by dialing 9-1-1.

Tornado related situations will be monitored by use of a weather radio and reported to the Director/and LOTS Personnel if time permits. However, if time does not permit notifying the Director/LOTS Personnel, employees will take the necessary actions to protect lives and property.

All other weather-related emergencies will be monitored by use of a weather radio and reported to the Director/LOTS Personnel unless an emergency situation occurs requiring the immediate response of emergency response personnel.

REPORTED BY: Depending on the type of emergency and the severity, most emergencies will be

reported to the Transit Center staff and relayed to the appropriate emergency response personnel. If route drivers encounter a severe emergency in which radio communication is lost or significant personal danger exists when using the radio, the driver should immediately contact emergency services and inform them of the situation and ask they notify the Transit Center staff.

Purpose

This emergency action program has been established to define the safe and orderly evacuation of employees, contractors, and other workers from this facility in the event of a fire, tornado, or other types of emergencies. This procedure establishes basic requirements for 29 CFR 1910.38.

Employees have been trained on how to respond to emergencies that could occur in their work area. They are instructed to take appropriate action to control the emergency or evacuate the area. Contact your supervisor or Human Resources (HR), if you have questions concerning your duties or response during an emergency.

Emergency Reporting

All employees have been instructed to immediately report all fires, injuries, and other emergencies to their supervisor (after appropriate emergency help has been contacted, if needed).

In the event of a large fire, the designated emergency responder will proceed immediately to initiate full evaluation of the site.

If City Emergency Response Personnel assistance is needed (fire, medical, or police) during an emergency dial "911."

Be prepared to stay on the phone with the operator. Use a cordless phone or have someone else make the call if you cannot stay on the phone. Have direction and address information ready to provide to the dispatcher (address, phone number, location of emergency and type of emergency). A designated employee will be responsible for meeting emergency response personnel to relay information and oversee emergency response.

Emergency Escape Procedures and Routes

Emergency escape routes drawings are posted throughout the Transit Center. Written evacuation procedures have been developed and all employees trained on the procedures. New employees will be trained on the procedures immediately after starting to work.

On vehicles, all emergency exits will remain clearly marked.

When a decision is made to evacuate the Transit Center, Management will ensure all personnel in the building are evacuated in a safe and orderly manner. Management will designate one individual to direct personnel to a pre-determined assembly location. The responsibility of the designated employee is as follows:

- Swiftly move employees and passengers from a dangerous location to a safe location, and assembly point.
- Provide guidance and instruction to employees and passengers.
- Knowing all escape routes, including primary and secondary evacuation points and assembly points.
- Being familiar with the layout of the facility.
- Providing extra assistance to impaired employees.
- Recognizing and avoiding hazardous areas in an emergency.
- Checking all rooms, enclosed areas, or spaces where employees, or passengers, could be trapped or are otherwise unable to evacuate.
- After evacuation, take a headcount of all employees and passengers, keeping them in the safe area, and be ready to report as to “all present.”
- IMMEDIATELY report those not present to the responding officials.
- Re-entry into the facility for rescue purposes will be carried out by the Fire Department Personnel.
- This is to be done only after the head count has been completed.

Employees are to evacuate the site by their assigned exit route and report to their assembly location. The emergency exits will be clear of all obstructions at all times. In the event that the assigned exit route is unusable, employees will be instructed to use the nearest available exit. People should move away from the exit discharge doors of the building and avoid congregating close to the building where they may hamper emergency operations.

Evacuation maps have been posted in conspicuous locations throughout the site. All employees should be knowledgeable of their assigned evacuation route, exit and assembly location. Always be aware of wind direction so you can egress upwind if an emergency occurs. Any employee with questions can contact their supervisor or Human Resources for further information.

In the event of an evacuation, each supervisor or senior Management on site will perform a roll call at the assembly location to determine if all the employees are present or accounted for. If

an employee cannot be accounted for, the Fire Department Personnel will be notified of the name of the person missing and the location where they were last seen.

When a decision is made to evacuate a vehicle, the driver will ensure all passengers in the vehicle are evacuated in a safe and orderly manner. The driver will designate an assembly area which is in a safe location. The driver will attempt to evacuate all passengers from the bus in an extreme emergency, however if any passengers refuse to evacuate or if extreme personal danger is immanent before the vehicle is fully evacuated the driver will evacuate the vehicle and leave those passengers behind. If the vehicle is transporting ambulatory and non-ambulatory passengers, the driver will ensure ambulatory passengers are evacuated first followed by non-ambulatory passengers. It is at the discretion of the driver to use volunteers to help with evacuation procedures. In an evacuation the driver should make an attempt to take a headcount of passengers on the bus.

Procedures for Employees Who Remain to Perform Critical Operations during evacuation

Employees remaining behind to perform critical operations will be expected to perform the duties in a safe and efficient manner. Once the operations are performed the employees will be required to evacuate to the pre-determined assembly location. However, if it is essential employees remain to assist emergency responders, the employees will make every possible effort to do so in a safe manner. Once it is determined their services are no longer needed, those employees will evacuate to the pre-determined assembly location.

Evacuation Drills

Drills shall be conducted randomly as determined necessary by Safety Committee. All drills shall be unannounced. Employees shall react to all alarms as described in this section of the program unless notified by their supervisor.

All drills will be conducted by the Safety Committee, with notification to the Fire Department.

The Safety Committee will measure the time from the start of the drill until the site has an “all clear” to monitor effectiveness. An “all clear” can be achieved when it is verified that everyone is in the correct assembly location area and accounted for. The “All Clear” time will be evaluated to determine the frequency of the drills and the effectiveness.

Emergency Procedures in the Event of a Fire

- Only trained personnel will use fire extinguishers.
- Trained personnel should not attempt to control a fire if they are not comfortable with the situation.

- Under no circumstances is an employee to attempt to control a fire if such action will endanger him / her or others.
- Do not attempt to put out a fire alone. Always request assistance first.
- Employees not providing assistance should evacuate.
- If you are not sure you can put the fire out with a fire extinguisher, you should notify the fire department. Do not hesitate to call the fire department by dialing 911.

In the event a fire does not activate the sprinkler system, the Safety Committee will determine if the entire facility needs to be evacuated.

Fire Prevention Plan

Everyone in the organization is responsible for preventing fires. Fire hazards must be identified and eliminated. Supervisors are key to any fire prevention program, as they are in an excellent position to determine necessary fire prevention measures. Personnel must be familiarized with specific fire hazards encountered on the job and how it relates to them individually.

- Dispense flammable liquids only in areas free from sparks, flames, and other sources of ignition.
- Keep all containers of flammable liquids closed or covered when they are not in use. Return them to their designated storage area when done using it for the shift.
- When dispensing flammable liquid from one container into another, bond the two containers together and ground one. This helps prevent the build-up of static electricity, which can create a spark and ignite the vapors.
- Discard all rags and waste materials that have been used with flammable or combustible liquids, oil, or grease in a covered, self-closing metal container (should be colored red or yellow) and empty these containers into designated receptacles at the end of your shift.
- Keep all wastepaper, cardboard, and similar combustible materials cleaned up and placed in designated waste receptacles. Letting these items accumulate on the floor or other work areas creates an unnecessary fire hazard.
- Only use flame or spark-producing equipment, such as welders, torches, and grinders, in designated areas. Special approval from Management must be obtained to use this type of equipment in areas where it is not normally used.
- Smoking is allowed only in designated areas. Always dispose of butts in designated receptacles.
- Make certain to avoid stacking materials too close to fire sprinkler heads, as doing so can affect their ability to disperse water adequately when activated, usually we must maintain a minimum of 18 inches of clearance between the level of sprinkler heads.
- Make sure portable fire extinguishers remain fully charged and accessible at all times.
- Never overload or use damaged wall outlet or electrical cords.
- Flammable materials are stored in storage areas away from all “Hot” work and no “Hot” work will be performed in these areas.
- Shop area will be maintained in a clean manner to ensure that no potential fire hazard will be present.

- Housekeeping is a must, and all employees are instructed to keep walk areas and storage areas clean. Storage of all flammable material will be stored in designated storage area; any spill will be cleaned as soon as possible to prevent a slip / fall or fire hazard.
- Paint storage will be for storage of paint only. Reactive materials will not be stored with the paint.
- Floor plans of the facility have been posted throughout the building with marked exit routes. Exits will be kept free of obstructions at all times.

Alarm System

Alarm systems for notifying all employees and other personnel in the Transit Center in case of an emergency are:

- Fire – Voice only
- Bomb Threat – Voice only

Alarm systems for notifying employees and passengers on vehicles in case of an emergency are:

- Fire – Fire alarm and/or verbal notifications
- Bomb Threat – Voice only

Training

All employees will receive Fire Safety training upon hire and annually from that point on.

Appendix H Emergency Procedures

Environmental and Other Emergencies

Extreme Heat

Cases of extreme heat are most common in the summer in this area. It is rare a service interruption will occur. However, if extreme heat has adverse effects on Lee Ogle Transportation System vehicles or the National Weather Service issues an alert recommending people stay indoors or in a cool place, service may be suspended until the extreme temperatures decrease. This procedure is used to protect Lee Ogle Transportation System equipment and the public from harm.

In most cases of extreme heat, employees are more likely to encounter passengers with signs and/or symptoms of heat injuries (i.e., dehydration, heat exhaustion, heatstroke). Signs and symptoms of heat injuries which drivers may encounter are as follows:

- Dehydration occurs when a person loses water or fluids through heat exposure, too much exercise, illness (such as vomiting, diarrhea, and fever) or decreased fluid intake. Unless it is addressed early, dehydration may lead to life-threatening medical conditions such as shock.
-
- Signs of heat-related or environmental dehydration include:
 - Weakness
 - Thirst or dry mouth
 - Dizziness
 - Less urination than usual
 - Confusion
- 1. If you suspect that a person is Dehydrated, contact a healthcare provider right away.
- 2. The best first aid for dehydration is prevention; encourage everyone to drink enough to stay hydrated.
- Heat Cramps are painful muscle spasms, most often occurring in the calves, arms, stomach muscles, and back. Signs of heat cramps are:
 - Muscle cramps
 - Sweating
 - Headache

Heat cramps are a sign that heat-related problems may continue to get worse if the person doesn't take action.

If you suspect that a person is experiencing Heat Cramps:

1. Have the person rest and cool off.
 2. Have the person drink something with sugar and electrolytes, such as a sports drink or juice, or water, if these are not available.
 3. If the person can tolerate it, apply a bag with ice and water wrapped in a towel to the cramping area for up to 20 minutes.
- Heat Exhaustion – A mild condition, such as heat cramps, can quickly turn into heat exhaustion. That’s why it’s important to recognize and give first aid for heat-related emergencies early.
-
- The signs of heat exhaustion are similar to those of heat stroke:
- Nausea
 - Dizziness
 - Vomiting
 - Muscle cramps
 - Feeling faint or fatigued
 - Heavy sweating

If you suspect that a person is experiencing Heat Exhaustion:

1. Have the person lie down in a cool place.
 2. Remove as much of the person’s clothing as possible.
 3. Cool the person with a cool water spray. If a cool water spray is not available, place cool, damp cloths on the neck, armpits, and groin.
- Heat Stroke is a dangerous, life-threatening condition. So it’s important to begin cooling a person who might have stroke immediately – every minute counts.

For heat stroke, you should try to immerse the person in cool water immediately. If you can’t immerse the person in water, try to cool them with a cool water spray. If the person starts behaving normally again, stop cooling them. If you keep cooling the person, it could lead to low body temperature.

Signs of heat stroke are:

- Confusion
- Feeling faint or fatigued
- Dizziness
- Fainting
- Nausea or vomiting
- Muscle cramps
- Seizure

If you suspect a person is experiencing Heat Stroke:

1. Phone 9-1-1 and get the first aid kit and AED.
2. Move the person from the hot environment, remove any excess clothing they might be wearing, and remind them to limit their physical activity.
3. Put the person in cool water up to their neck, if possible, or spray them with cool water.
4. If the person becomes unresponsive and is not breathing normally or is only gasping, give CPR.

Thunderstorms

Thunderstorms are classified as storms with lightning and thunder, produced by a Cumulonimbus cloud, usually producing gusty winds, heavy rain and sometimes hail. The typical thunderstorm is 15 miles in diameter and lasts an average of 30 minutes. All thunderstorms are dangerous. A thunderstorm is considered severe if it produces hail $\frac{3}{4}$ " in diameter, winds of 58 mph or greater, or the potential for producing tornadoes.

There are two types of warnings for severe thunderstorms:

1. **Severe Thunderstorm Watch** – When conditions are favorable for severe weather to develop, a Severe Thunderstorm Watch is issued by the National Weather Service. A Severe Thunderstorm Watch tells when and where severe thunderstorms are more likely to occur. Watches are intended to heighten public awareness and should not be confused with a Severe Thunderstorm Warning.
2. **Severe Thunderstorm Warning** – A Severe Thunderstorm Warning is issued where severe weather is imminent or when severe weather has been reported by Weather Service personnel using weather radar, satellites, lightning detection, storm spotters, and other resources. These warnings are relayed to local emergency management and public officials who can activate local warning systems to alert communities. A Severe Thunderstorm Warning indicates imminent danger to life and property to those in the path of the storm.

When a Severe Thunderstorm Watch or Warning is issued, the following actions should be taken by drivers and Transit Center personnel:

- Keep your radio tuned to local news and weather and scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for advisories and information. Scanner frequencies for police and fire should also be monitored for road/route obstructions during severe thunderstorms.
- Keep an eye on the sky. Look for darkening skies, lightning, or increased wind. If you hear thunder, you are close enough to the storm to be struck by lightning.

- If a severe storm happens, seek shelter in a building or vehicle. Keep vehicle windows closed. A building is more preferred if the driver and passengers can safely get to one.
- After the storm passes, keep tuned to local news and weather stations and steer clear of any possible damaged areas. Drivers must stay particularly alert for power lines may be down or dipping into the roadway.

Floods & Flash Flood

Floods and flash floods are rare in this service area. Some streets may flood due to blocked storm drains or an absence of drainage systems.

Flash floods are very dangerous. Flash floods occur when rainfall intensity and/or duration are high and certain factors of topography, soil conditions, and ground cover are present.

The National Weather Service issues Flash Flood Watches, Warnings, and Advisories.

- **Flash Flood Watch** – Flash flooding or flooding is possible within the designated Watch area. Be alert.
- **Flash Flood Warning** – Flash flooding or flooding has been reported or is imminent. Take necessary precautions at once.
- **Urban and Small Stream Advisory** – Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains, is occurring. Drivers should use caution when entering these areas.
- **Flash Flood Statement** – Follow-up information regarding a flash flood/flooding.

Follow these guidelines for flood watch or warning:

1. Keep radio tuned to local news and weather and scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for advisories and information. Scanner frequencies for police and fire should also be monitored for road/route flooding.
2. Get out of the areas subject to flooding. This includes dips, low spots, and railroad underpasses.

3. If streets or roads are underwater, be aware the roadbed may not be intact under flood waters. Turn around and go another way. **NEVER** drive through flooded streets or roadways.
4. Do not drive through floodwaters. They may look shallow but looks can be deceptive. The swift current of even a few inches of water can sweep a vehicle away and turn it over on its side or top, trapping the driver and passengers inside.
5. If the vehicle stalls, all personnel, and passengers should leave the vehicle immediately. However, it should be noted non-ambulatory people are very difficult to evacuate safely if the vehicle is stalled in high water. Also, rapidly rising water may engulf the vehicle and its occupants and sweep them away. Therefore, **NEVER** drive through a flooded area.
6. Do not drive around barricades since they have been placed to keep vehicles and people out of hazardous areas. The only exception to this rule is if proper authorities instruct you to do so.
7. Be especially cautious at night when it is harder to recognize flood dangers.

Tornadoes

Tornadoes are defined as a violently rotating column of air extending from a thunderstorm to the ground capable of tremendous destruction with wind speeds of up to 300 mph and capable of creating a damage path one mile wide and 50 miles long.

There are two types of warnings issued by the National Weather Service:

- **Tornado Watch** – Means weather conditions are favorable to produce a tornado.
- **Tornado Warning** – Means a tornado has been indicated by weather radar and/or observed by storm spotters, police, or other individuals.

When the National Weather Service issues a Tornado Watch or Warning the following actions should be taken:

1. Keep radio tuned to local news and weather and scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for advisories and information. Scanner frequencies for police and fire should also be monitored for road/route obstructions during a tornado watch or warning.

2. Be alert to changing weather conditions.
3. When a tornado warning is issued:
 - Lee Ogle Transportation System will stop service until an all clear has been received.
 - Transit Center personnel should take refuge in the restroom. Drivers will evacuate their vehicles at the nearest and safest location.

Note: If weather conditions deteriorate rapidly, the driver may evacuate to the nearest and safest location possible.

- If routes are operating when a tornado is observed **DO NOT** stay in the vehicle. During a tornado, a vehicle is the worst place to be. If there are no buildings to take shelter in, get out of the vehicle and into a low-lying area and lie flat.
4. After the storm is over, watch for fallen or sagging power lines and stay out of damaged areas.
 5. Keep tuned to local news and weather and scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for the possibility of additional watches and warnings. Scanner frequencies for police and fire should also be monitored for road/route obstructions after a tornado.

Winter Storms

Winter snowstorms, freezing rain, and extreme cold are not uncommon in this service area during late fall, winter, and early spring. Each fall, prior to winter driving conditions, all drivers and dispatch personnel will be required to view a video training on winter driving conditions. High wind combined with drifting snow can sometimes cause blizzard-like conditions which cause deep snow drifts and whiteout conditions.

Moderate snow and extreme cold temperatures will normally not cause a service interruption. However, heavy snows and freezing rain may require route service be stopped or suspended until conditions improve. This practice is used to protect Lee Ogle Transportation System equipment, drivers, and passengers from damage and/or harm.

Injuries are common in cold and wet conditions. Although drivers normally will not be affected by these conditions while driving, some passengers may exhibit signs and symptoms of frostbite and/or hypothermia. Signs and symptoms of frostbite and hypothermia are:

- Frostbite typically occurs outside in cold weather. But, it can also occur inside or in a workplace if people are exposed to extremely cold materials, such as cold gases, without wearing gloves. Frostbite affects parts of the body that are exposed to the cold, such as the fingers, toes, nose, and ears.
- The signs of frostbite are:
 - White, waxy, or grayish-yellow skin
 - Cold and numb skin
 - Hard skin that doesn't move when you push it.

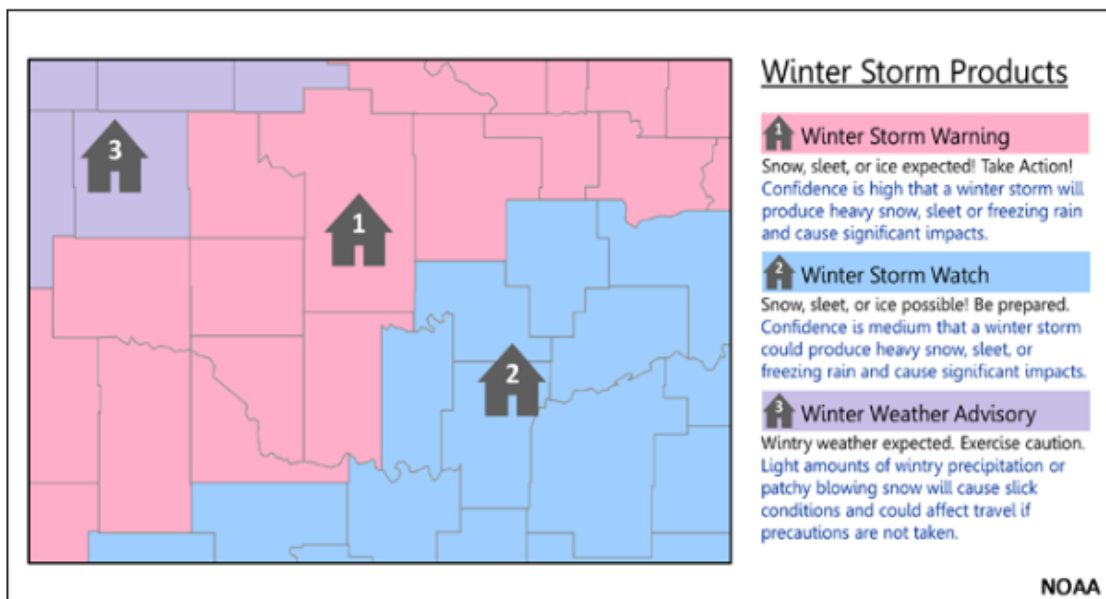
Caution:

- Do not try to thaw the frozen body part if you think there may be a chance of it refreezing before the person can get to medical care.
- Do not rub the frostbitten area. Rubbing may cause damage. If you need to touch the area, do so gently.
- Hypothermia is another name for low body temperature. Staying too long in the cold, pouring rain, or other wet and cold conditions can lead to hypothermia. A person can develop low body temperature even when the outside temperature is above freezing. When hypothermia occurs, it can cause serious problems or even death.
- The signs of low body temperature may include:
 - Skin that's cool to the touch.
 - Shivering (which stops when the body temperature is very low).
 - Confusion
 - Personality change
 - Sleepiness and the person's lack of concern about their condition.
 - Stiff, rigid muscles while the skin becomes ice-cold and blue

As the person's body temperature continues to drop, it may be hard to tell if the person is breathing. The person may become unresponsive and might even appear dead.

The National Weather Service will issue the following winter storm watches, warnings, and advisories:

- **Winter Weather Advisory** – means winter-weather conditions are expected to cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life-threatening. The greatest hazard is often to motorists.
- **Winter Storm Watch** – means severe winter conditions, such as heavy snow and/or ice, are possible within the next day or two. Prepare now!
- **Winter Storm Warning** – means severe weather conditions have begun or are about to begin in the area. Stay indoors!
- **Blizzard Warning** – means snow and strong winds will combine to produce a blinding snow (near zero visibility), deep drifts, and life-threatening wind chill. Seek refuge immediately!



If a winter storm watch, warning, or advisory is issued Management is responsible for:

- Keeping the radio tuned to local news and weather and scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for advisories and information. Scanner frequencies for police and fire should also be monitored for road/route obstructions.

- Ensuring drivers are constantly updated as new weather updates are received.
- If a service interruption is imminent, Management will contact local radio stations and ask them to broadcast a message regarding the suspension of services, at what time it will be suspended and the duration of the suspension. Similar messages will be posted to social media outlets of the system.

If a winter storm watch, warning, or advisory is issued Drivers are responsible for:

- Being alert to changing weather and road conditions and relaying those conditions to Dispatch personnel. If the vehicle gets stuck **DO NOT** leave the vehicle unless:
 - Radio communication is not possible and a phone or place to use a phone is within visual range.
 - The vehicle is damaged to the point where it will not run or produce heat; the driver may evacuate the bus and move passengers to a warm, safe location as long as it is in visual range.
 - If a fuel leak exists or the danger of carbon monoxide poisoning is present the vehicle must be shut down. The driver may evacuate the bus and move passengers to a warm, safe location as long as it is in visual range.
- Ensuring they have the proper winter gear such as gloves, head gear, and coat.
- Ensuring the safety of themselves and their passengers.
- Making sure their radio is working. If the radio stops working the driver must find a place to call Dispatch and inform them of the situation.
- Completing an in-depth inspection of the vehicle; checking fluid levels, heater, windshield wipers, lights, and other items of the pre-trip and post-trip inspection checklist.

Earthquakes

Earthquakes in this service area are uncommon.

In the event of an earthquake:

1. If in a vehicle, slow down and drive to a place clear of buildings, large and/or tall trees, and power lines. Stay inside the vehicle until shaking stops.

2. If you are inside the Transit Center, choose a safe place, such as under a sturdy table or desk, or against an inside wall where nothing can fall on you. Protect your eyes by pressing your face against your arm. Stay indoors and away from windows until shaking stops and it is safe to exit.
3. If you are outside, find a clear spot away from power lines, buildings, and large and/or tall trees and drop to the ground.
4. When the quake is over, check for injuries. Watch for downed power lines or other unsafe conditions such as gas leaks, buildings, trees, and pavement.
5. Listen to local radio and television stations for further general instructions.
6. Prepare to assist in the evacuation or transporting people to shelters or hospitals.

Chemical Spill Emergencies

A major chemical spill emergency is an accident or incident where hazardous amounts of chemicals are released into the air, ground, or water which can cause harm to people if exposed to the chemical. Chemical spill accidents/incidents normally occur on the highways, railroad systems, or at manufacturing facilities.

Chemical spills are not common in this service area; however, there is a potential “real” hazard due to the high amounts of anhydrous ammonia used by local farmers. These and other hazardous chemicals are transported daily by truck, and rail. In the event of a chemical accident or incident, the following guidelines should be followed:

1. If an accident or incident occurs listen to local radio stations for follow-up instructions.
2. Drivers should get as far away from the accident or incident as possible and if necessary, find a safe location to take passengers to shelter. In this situation drivers should pay particular attention to wind direction and speed.
3. If a part of the city is being evacuated and if routes are operating in the area, drivers should be monitoring their vehicle radios for evacuation routes. Drivers **will not** attempt to take a shortcut as they could put themselves and their passengers in the path of the danger.
4. The driver should ensure all vehicle windows and vents are closed and air conditioning and heating systems are turned off.

5. If the driver or passengers develop symptoms of chemical poisoning such as: difficulty breathing, changes in skin color, headache, blurred vision, irritation of the eyes, skin, or throat, unusual behavior, clumsiness or lack of coordination, stomach cramps or diarrhea contact Management via radio when you arrive at a safe location and have them contact emergency services or, if radio communication is not possible, contact 9-1-1 when you get to a safe location.
6. If a driver observes an actual or possible chemical accident or incident, the driver should take all necessary precautions to protect themselves and their passengers and contact Management or 9-1-1 as soon as possible

Another thing to take into consideration is methamphetamine labs are on the rise in many communities in this service area with anhydrous ammonia being a primary catalyst for the production of this dangerous drug. Drivers should be on the lookout for passengers carrying large heavy bags containing cylindrical objects. Drivers should also be alert for the smell of ammonia. Drivers should be aware passengers may try to transport other hazardous chemical on the bus covertly as well. If a chemical spill occurs on a vehicle the driver must do the following:

1. Stay calm.
2. Immediately stop the vehicle and shut down the engine.
3. Evacuate passengers and yourself in an orderly fashion to a safe location. The driver should note the wind speed and direction when determining an evacuation point. The driver should also attempt to take note of any passenger who was on the bus attempting to flee the scene.
4. Contact 9-1-1 as soon as possible so emergency services can be dispatched. Also contact the Dispatch and inform Management of the situation if possible.
5. Stay at the evacuation site until released by the proper authorities.

Poison Emergencies

A poison is anything that someone swallows or breathes, or that gets into the eyes or on the skin, that causes sickness or death. Many products can poison people.

Poison Control Hotline

The phone number for the poison control center should be in the first aid kit or prominently displayed in areas where chemicals are used. Contact your local poison center by phoning the American Association of Poison Control Centers (Poison Control) at 1-800-222-1222.

- When you phone the Poison Control Centers, the dispatcher may ask the following questions:
- What is the name of the poison?
- Can you describe it if you can't name it?
- How much poison did the person touch, breathe, or swallow?
- How old is the person?
- How much does the person weigh?
- When did the poisoning happen?
- How is the person feeling or acting now?

If someone has been exposed to a poison, first make sure the scene is safe. For example, you may need to look for spills of liquids or powders that might be poison.

Actions to take if you believe someone has been poisoned:

- Look for posted signs warning people that poisons are nearby.
- Look for spilled or leaking containers.
 - If the scene seems unsafe, do not approach. Tell everyone to move away.
 - Stay out of the scene if you see multiple people who may have been poisoned.
- Phone 9-1-1 and get the first aid kit and AED.
- Tell the dispatcher the name of the poison if you know it. Some dispatchers may connect you to a poison control centers,
 - Give only those antidotes that the poison control or dispatcher tells you to. The first aid instructions on the poison itself can be helpful, but they be incomplete.

Actions to Take: Poison on the Skin or in the Eyes

- After putting on PPE, move the person from the scene of the poison if you can, and help the person move to an area with fresh air.
- As quickly and safely as you can, wash or remove the poison from the person's skin and clothing. Help the person to a faucet, a safety shower, or an eye wash station.
- Remove clothing and jewelry from any part of the body that the poison touched. Use a gloved hand to brush off any dry powder or solid substance from the person's skin.
- Run lots of water over the affected area until someone with more advanced training arrives and takes over.
- If an eye is affected, ask the person to blink as much as possible while rinsing the eyes. If only one eye is affected, make sure the eye with the poison in it is the lower eye so that you don't rinse the poison into the unaffected eye.
- Give CPR if the person becomes unresponsive and isn't breathing normally or is only gasping. Use a mask for providing breaths. This is especially important if the poison has contaminated the person's lips or mouth.

Safety Data Sheet (SDS) provide a description of how a specific chemical or poison can be harmful. It may have first aid recommendations as well. The SDS files are kept in a special binder and are located in the Wash Bay / Mechanics and in the Administrative Assistant's office.

Bloodborne Pathogens

Bloodborne pathogens are **infectious microorganisms in human blood that can cause disease in humans**. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV). Needlesticks and other sharps-related injuries may expose workers to bloodborne pathogens.

More information will be found in LOTS Bloodborne Pathogens Policy and Procedure.

Suspicious Letters or Packages

In most cases, these packages are harmless. However, there's always a chance the package could be life-threatening or cause serious damage to property. In these uncertain times, it's very important for your organization to be prepared pre-incident, have a plan, and ensure everyone is educated on how to handle a suspicious package.

Here is what you should look for when trying to identify a suspicious package:

- Inaccurate spelling – often, a key feature of suspicious mail or package is inaccurate spelling of names, titles, and locations.
- No return address – If someone is sending a life-threatening package, they likely won't be giving you a return address, so be sure to double check this when you receive a package with no return address.
- Excessively marked packages – Packages that have "RUSH: Do Not Delay," "Personal," or "Confidential" should be carefully looked at.
- Postmarked different than return address – If the postmarked location is different than the return address, which is a sign that the letter or package is suspicious.
- Unprofessionally wrapped packages – If the package uses an excessive amount of tape, strings, etc., then you should be wary of the package.
- Excessive postage – If an envelope or package has an excessive amount of postage, which is a warning sign the item might be suspicious.
- Buzzing or ticking sound – This one goes without saying, but if the package is making a buzzing, ticking, or any other odd noise, you should NOT open it.

How do I handle a suspicious package?

Once you have identified that the package you have received looks a bit suspicious, you need to take the proper precautions until authorities arrive. Here is what you should do in the meantime:

- Do not open the suspicious letter or package.
- If contents have spilled, do not touch, sniff, taste or get very close to it.
- Do not touch your face or anyone else before washing your hands thoroughly with soap and water.
- Isolate the package and leave the immediate area.
- Write down what was suspicious about the package while you wait for authorities to arrive.
- Make a list of everyone who has had contact with the package.
- Do not move, open, or disturb the package or envelope in any way.
- Do not put the item in a confined space or put it in water.
- Open windows, if possible, to assist in venting the exposed area.

If you have reason to believe that a package or envelope is suspicious do not chance it. While yes, the possibility of it being dangerous is low, it's better to be safe than sorry. You should immediately call 911 and clear the immediate area until the police have arrived.

If a suspicious letter or package is received or found in one of LOTS' vehicles, the following guidelines should be followed:

1. If a letter or package is found on a Lee Ogle Transportation System vehicle which cannot be identified as belonging to a passenger, the vehicle should be immediately evacuated and all passengers moved to a safe location.
2. Stay calm.
3. Do not handle the letter or package, call 9-1-1 and have them dispatch emergency services. Also contact Dispatch and inform Management of the situation if possible.
4. Do not touch, shake, or empty the contents of the letter or package.
5. If the package or letter contains a powder-like substance and you touch the substance, keep your hands away from your mouth, nose, and eyes. Do not touch any other person or other equipment (telephone, radio, etc.) unless you are alone.

6. If the package or letter contains a powder-like substance, secure the area. If you touched the substance **DO NOT** leave the room or general area of the letter or package. This will prevent the spreading of the substance and contamination of other areas, employees, and/or general public.

Terrorist Attacks (Bombings)

Although not common, a terrorist attack targeting the service area of Lee Ogle Transportation System is possible. In the event of a terrorist attack targeted at a specific part of the two-county region, do the following:

1. Stay calm.
2. If Lee Ogle Transportation System vehicles are needed for evacuation efforts of the affected area, drivers will be directed by Management to evacuate the passengers from their bus at a designated location. Drivers will most likely be directed then to report to the command post of the incident for further instructions.
3. Follow the direction of Management, Police, Fire, or other emergency service in command of the situation.

Terrorists do not always use attacks to disrupt supply (train, etc.) lines. These attacks are usually used to instill fear and the feeling of insecurity into common people thereby causing a disruption in the local economy. Terrorist attacks on public transportation systems have been frequently used overseas therefore it is foreseeable these types of attacks may migrate to and be more common in the United States. Therefore, if a terrorist attack is directed at Lee Ogle Transportation System, whether at a vehicle or the Transit Center, take the following action:

1. Stay calm.
2. Immediately call 9-1-1 then Dispatch and inform them of the situation if possible.
3. If an attack takes place, whether on a vehicle or at a facility, all vehicles and facilities will immediately be evacuated to a safe distance. Lee Ogle Transportation System personnel should attempt to keep everyone away from the vehicle or facility until Fire and Police personnel take control of the scene.
4. Follow the direction of Management, Police, Fire, or other emergency service in command of the situation.

Terrorist Attack (Biological/Chemical)

People normally associate terrorism with bombs which explode with a destructive force to kill and injure people and cause massive and/or total damage to property. However, in the current age we live terrorism may be carried out using chemical or biological weapons. The vessels for administering these agents may be small non-damaging explosions, insertion into letters or packages, insertion into ventilation systems, sprayed from an aerosol can, etc.

A **biological attack** uses a virus which effect humans. Common viruses used by terrorists are Smallpox, Anthrax, Bubonic Plague, Botulinum Toxin, Hemorrhagic Fever Viruses, etc. The physical state of these viruses can range from solid to liquid form and the lethality of the viruses used can range from very low to high.

A **chemical attack** uses chemicals which induce choking (Phosgene, Diphosgene, etc.), effect the nervous system (Sarin, Soman, Tabun, etc.), or cause blistering (Nitrogen Mustard, Phosgene Oxime, Lewisite, etc.). The effects can be delayed to immediate; the state of the chemical can be a solid, liquid, or gas, and have a variety of odors to no odor.

In the event of a biological or chemical attack on a vehicle, do the following:

1. Stay calm.
2. Notify Management via radio (if possible) of the situation or press the emergency call button on the bus. As a last resort find a phone and call 9-1-1 ensuring the contamination of other people and/or places is at a minimum.
3. Ensure all heating, ventilation, and air conditioning systems are turned off.
4. Stop the vehicle in an area not heavily populated.
5. Isolate and prevent entry and exiting to and from the vehicle until Fire and Police personnel assume control of the scene. Absolutely **DO NOT** drive to a hospital in order to obtain medical attention.
6. Ensure passengers **DO NOT** leave the scene since they may be required to be decontaminated. Fire Department personnel will be responsible for determining a decontamination location.

If a biological or chemical attack happens at the Transit Center, do the following:

1. Stay calm.
2. Call 9-1-1 immediately.
3. Ensure all heating, ventilation, and air conditioning systems are turned off.
4. Isolate and prevent entry and exiting to and from the Transit Center until Fire and Police personnel assume control of the scene. Absolutely **DO NOT** drive to a hospital in order to obtain medical attention.
5. Ensure any personnel or visitors **DO NOT** leave the scene since they may be required to be decontaminated. Fire Department personnel will be responsible for determining a decontamination location.
6. When evacuation of the building is directed, ensure all employee and visitors in the building completely understand the evacuation instructions.
7. Personnel and visitors requiring medical attention will be assisted to an area to be determined by the Fire Department.

Appendix I

Evaluation of Suspicious Substances or Packages

If a suspicious substance or package is observed in either a vehicle or the Transit Center, immediate action should be determined on what protective actions should be taken. If the substance is of a chemical or biological nature, then take necessary steps to prevent getting close and possibly being harmed or contaminated.

If you can answer “yes” to any of the following questions or even if you answer “no” to all the questions and still highly suspicious the package contains a substance meant to harm Lee Ogle Transportation System personnel immediately call 9-1-1.

Question	Yes	No
Is there an unexplained odor or are human illness symptoms present?		
Is it a solid or powder? Are there granules much finer than sand or of a consistency or size which could be easily inhaled?		
Was a specific threat made of a possible dissemination device found and which coincides with the discovery of the unknown substance? Or both?		
Is colored residue, dead foliage, 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 a chemical is present?		
Is there a message attached to the article?		
Is there a suspicious cloud, mist, gas, or vapor present?		
Is anything seeping from the article? Is it oily or look wet?		
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 anyone observe a person acting and/or behaving in a suspicious manner?		

Appendix J

Countermeasures and Strategies

This section outlines the activities Lee Ogle Transportation System will perform in five separate areas:

- Prevention
- Mitigation
- Preparedness
- Response
- Recovery

Information is divided into these five categories to highlight and illustrate the importance of prevention measures.

	Type of Action
Prevention	Actions to reduce the likelihood an event will occur
Mitigation	Actions to reduce the probability and severity of damage, asset loss, or human consequences (such as injuries or fatalities).
Preparedness	Activities to equip employees to better manage these incidents which occur.
Response	Policies to react to hazards which occur.
Recovery	Programs to assist in recovering from incidents which have occurred.

A. Prevention

Prevention activities are those actions taken by Lee Ogle Transportation System to try to ensure incidents do not occur.

The activities described in this section are conducted to prevent 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 prevention policy or procedure.

Prevention Activities

	Frequency	Responsibility	Action
1.	Daily	Drivers	Drivers must complete a pre-trip and post-trip inspection before beginning and at the end of their routes; the list includes safety and security-related items.
2.	Daily	Management & Maintenance Personnel	All Management and Maintenance personnel must safeguard facility keys at all times.
3.	Daily	Drivers	When leaving their vehicles unattended during shifts or break times, drivers must secure their vehicles.
4.	Daily	Maintenance Personnel	Vehicles must be secured at the end of the workday.
5.	Daily	Maintenance Personnel	Facilities must be secured at the end of the workday.
6.	Daily	Drivers	Drivers must enforce policies prohibiting certain dangerous items on board vehicles.
7.	Daily	Management	Petty cash is only to be used for official agency business, and it must be sufficiently controlled to prevent theft.
8.	As required/ appropriate	Management	Management has implemented fare evasion policies to prevent theft-of-service crimes.
9.	As required/ appropriate	Management	New employees are thoroughly screened. The agency checks references, and the employee application includes questions regarding the applicant's criminal background.
10.	As required/ appropriate	Management	Workplace conflicts are to be resolved using prompt action, particularly in the case of employee conflicts
11.	As required/ appropriate	Management	Instances of workplace bullying, which sometimes contain the potential to escalate, are to be resolved using prompt action
12.	As required/ appropriate	All employees	All employees are to report substantive hazards to management.
13.	Quarterly	Management	Security systems—including locks, radios, and other equipment—are reviewed and/or upgraded at least quarterly.
14.	Annually	Management	Management staff is to update the SSP to reflect changes in system policies, procedures, and training materials.

1. Driver's Pre-trip and Post-trip Inspection

Lee Ogle Transportation System drivers must complete a pre-trip inspection at the beginning of each shift in the morning and a post-trip inspection at the end of the day. Relief drivers must ensure the pre-trip inspection was done.

The list includes the following security items:

- Inspect the vehicle's first aid kit to ensure the kit is present. Drivers should notify maintenance personnel if items are used from the first aid kit. Maintenance personnel should inspect the first aid kit for completeness and expired items and refill the first aid kit as needed at each vehicle inspection interval.
- Inspect the interior of the vehicle (floors, seats, under the seats, and in interior compartments) to detect unauthorized objects or tampering.
- Inspect the interior lights to make sure they are operational and have not been tampered with.
- Inspect under the vehicle to detect items taped or attached to the frame.
- Inspect the exterior of the vehicle for unusual scratches or marks made by tools; signs of tampering; unusually clean or dirty compartments; or items attached using magnets or duct tape.
- If you find an unattended item or an unknown substance while conducting the inspection, follow established policy governing suspicious packages, devices, or substances to determine if the package is potentially dangerous. Immediately notify a supervisor.



LOTS

Vehicle Pre-Trip / Post-Trip Form

Service Due:

L.O.T.S.
FLEET MANAGEMENT

Date MM / DD / YY	Vehicle	Route	Start Mileage	End Mileage	Start Time	End Time
Fuel Amount / Gals		Cost / Total		Mileage @ Fill-Up		

1 Check Under Hood / Inspection

- ☐ Fluid Leaks / Ground Indication
- ☐ Oil Level
- ☐ Wiper Fluid Level

2 Start Engine / Unlock All Doors / Exterior Inspection

- ☐ Headlights
- ☐ Turn Signals [Entrance Door Closed]
- ☐ EM Flashers [Entrance Door Open]
- ☐ Windshield Wipers
- ☐ Safety Inspection Sticker
- ☐ Tire Inflation & Wear
- ☐ Outside Mirrors
- ☐ Body Damage / Windows
- ☐ Horn / Back up Beeper
- ☐ Brake Lights
- ☐ Wheelchair Lift / Ramp

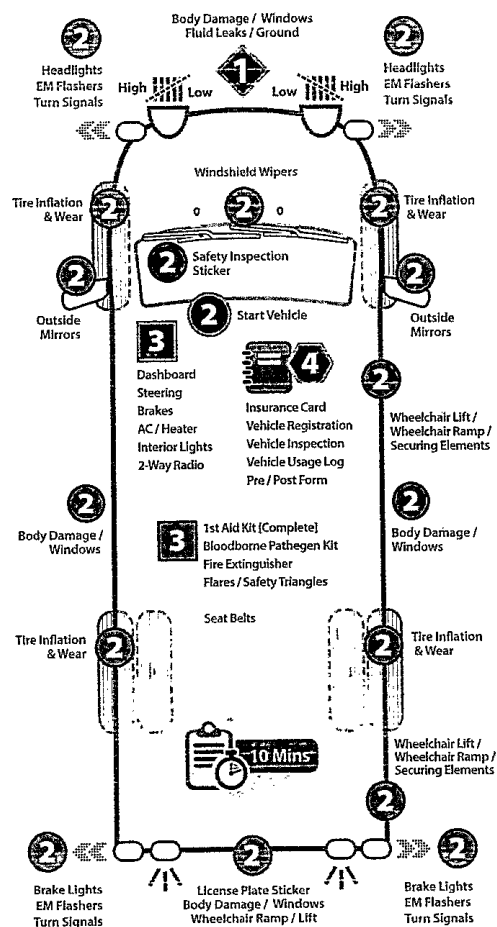
3 Interior Inspection / Safety

- ☐ Dashboard / Gauges
- ☐ Steering / Free Play
- ☐ Brakes [Pump 3x]
- ☐ AC / Heater Operational
- ☐ Interior Lights / Domes
- ☐ Garage Door Opener
- ☐ 1st Aid Kit [Complete]
- ☐ Bloodborne Pathogen Kit
- ☐ Fire Extinguisher [Charged]
- ☐ Flares / Safety Triangles
- ☐ Seat Belts [Ready Position]
- ☐ Cleanliness of Vehicle
- ☐ WEX Card: Visor
- ☐ Camera [if applicable]

4 Driver's Binder / Documents

- ☐ Insurance Card / Current
- ☐ Vehicle Registration / Current
- ☐ Vehicle Inspection / Current
- ☐ Vehicle Usage Log
- ☐ Pre / Post Forms
- ☐ Binder / Good Condition

! Driver's Notes: [Driver Initials per Notation]



PRE / POST - TRIP INSPECTION

Print Driver's Name	Driver's Signature	Print Supervisor's Name
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LOTS VPT PTF // 03.16.15

**LOTS****Vehicle Cleaning Log****LOTS**
FLEET MANAGEMENT**1 Daily // Vehicle Cleaning Log**

- ☐ Sweep floors and check seats for spills, stains, dirt, etc.
- ☐ Clean steering wheel and dash with disinfectant.
- ☐ Remove all trash.
- ☐ Check for any packages left behind.
- ☐ Please remove any personal items.
- ☐ Check your inventory (paper towels, disinfectant, etc.)

2 Weekly (Thursdays) // Vehicle Cleaning Log

- ☐ Sweep & mop interior floor.
- ☐ Wash windows.
- ☐ Wash exterior of the vehicle.

3 Monthly (3rd Thursday) // Vehicle Cleaning Log

- ☐ Clean out all door jams and wheelchair lift.
- ☐ Wipe down ceiling, walls, & seatbelts with disinfectant.
- ☐ Clean and apply Armor-All to the dash.

2. Facility Key Policy

All Management and Maintenance personnel must safeguard facility keys and key fobs at all times.

When an employee is terminated or terminates their employment, the return of all keys and / or key fobs is a condition of receipt of a final paycheck. (*)

Fare box keys may only be retained by the Director and his designee.

(*) Should an employee lose their key / fob, or in the event the key / fob no longer works, they will contact their supervisor immediately.

3. Securing Vehicles during the Shift

Normally the only time the driver is to leave the vehicle unattended is when the driver requires a restroom break. It is recommended drivers take restroom breaks and get change from the Transit Center however, it is understood certain circumstance may prohibit the use of the Transit Center.

If a driver has to leave the vehicle unattended it is recommended the vehicle is turned off and the doors secured unless there are passengers on the bus in which case the driver may simply shut down the engine. It is important the driver stay in possession of his or her money bag when leaving the bus unattended.

4. Securing Vehicles at the End of the Workday

All vehicles will be secured inside one of Lee Ogle Transportation System's facilities at the end of each workday by the Drivers. If it is necessary for a vehicle to be stored outside of the main Transit Center, the designated Driver will ensure the fare box, radio, and any other sensitive items are removed and secured inside the Transit Center. Drivers will also ensure the vehicle itself is sufficiently secured to prevent unauthorized persons from entering it and possibly taking the vehicle itself, take items from the vehicle, or vandalizing the vehicle. Also, the vehicle should be parked in a place which has sufficient lighting and is easily seen from the street.

5. Securing the Facility

Designated personnel will do a cursory walk through of the main building to verify the facility is sufficiently secured and are responsible for locking up facilities at the end of the day. They are responsible for ensuring all doors and windows are secured and locked and all shop equipment is turned off. Maintenance personnel are responsible for the security of the Maintenance building.

6. Prohibited Items

Certain dangerous items, including weapons, explosives, incendiaries, are prohibited on board Lee Ogle Transportation System vehicles. If a driver notes an individual is in possession of a prohibited item before he boards the vehicle, the driver is required to state the agency policy and deny the individual boarding. If a passenger is noticed on board the vehicle in possession of a prohibited item, the driver should tell the passenger the item is prohibited on the bus. If the passenger refuses to remove the item from the bus, the driver will call dispatch for further instruction.

Specific items prohibited include:

- Firearms
- Stun guns
- BB guns/Pellet guns
- Compressed air guns
- Flare guns
- Starter pistols
- Ammunition
- Gun powder
- Mace/Pepper spray
- Martial arts weapons
- Explosive materials (blasting caps, dynamite, fireworks, flares)
- Flammable items (gasoline/fuels, spray paint, tear gas)

7. Petty Cash Use Policy

Petty cash is only to be used for official System business. The Director is the only personnel with the authority to authorize purchases with petty cash and distribute petty cash to other Lee Ogle Transportation System personnel. After an item(s) is purchased, the individual making the purchase must turn in a receipt and the remainder, if any, of the unspent money to the Director or Bookkeeper. It is the responsibility of the Director to keep track of the amount of money distributed to an individual. Petty cash is to be kept locked up and secure at all times.

8. Fare Evasion Policy

Fare evasion is a concern of Lee Ogle Transportation System however it is uncommon. In the event of a fare evasion attempt drivers will ask a passenger, in a polite manner, to either pay the fare or exit the vehicle. If the passenger refuses to exit or escalates the situation, the vehicle the driver will immediately inform Management and the Police may be dispatched. Drivers will in no way evoke a confrontation themselves which may raise the tension of the situation to a point where a physical harm may come to them or other passengers. Incidents of nonpayment, counterfeit fare media, and other techniques to

avoid fare payment will be annotated on an incident report form and submitted to Management.

9. New Employee Screening

It is the policy of Lee Ogle Transportation System to screen applicants to eliminate those who pose a security threat to the System or who would not be capable of carrying out System policies and/or duties. Lee Ogle Transportation System may refuse to hire an applicant for reasons such as the following:

- Applicant does not meet the legal requirements set forth in Federal, State, or county law.
- Applicant is guilty of conduct not compatible with agency employment.
- Applicant has made false or misleading statements of material fact on the application.
- Applicant has been dismissed for cause, or resigned to avoid such dismissal, from a position in public or private employment which is similar to the position applied for in the agency.

Applicants are evaluated on a case-by-case basis. It is Lee Ogle Transportation System policy to thoroughly check references and to verify past employment cited on applications.

10. Preventing and Responding to Disruptive, Threatening, or Violent Behavior

Lee Ogle Transportation System is dedicated to creating a positive working environment, and System policies prohibit disruption and obstruction of System functions and activities, verbal threats, and behavior endangering the health or safety of any individual.

The following is agency policy for a manager/supervisor dealing with an employee conflict (depending on the severity of the incident):

1. **Intervene promptly;** don't let the situation build.
2. **Gather information** before meeting with those involved.
3. **Be clear about the facts of the problem** as you see them.
4. **Ask individuals** involved **to describe their perceptions** of the problem (if appropriate).
5. **Set clear expectations** for improvement in job performance or in the relationship.
6. **Assess additional needed resources and** seek outside help, as necessary.
7. **Follow up** to be sure your expectations are met and directed changes are made.

11. Workplace Bullying

In addition to Lee Ogle Transportation System's commitment to prevent of harassment, conflicts, and disruptive behavior, the System is firm in the prevention of bullying. Bullying differs from harassment and discrimination in that the focus is rarely based on gender, race, or disability. The focus is often on the competence or the alleged lack of competence of the bullied person.

Lee Ogle Transportation System defines workplace bullying as follows:

Repeated, unreasonable behavior directed toward an employee, or group of employees, which creates a risk to health and safety. Bullying can be both obvious and subtle. The following types of behavior, where repeated or occurring as part of a pattern of behavior would be considered bullying:

- Verbal abuse, including swearing or shouting
- Abusive or intimidating emails, letters, or other forms of electronic or written communication
- Assigning meaningless tasks unrelated to the job
- Psychological harassment
- Excluding or isolating employees
- Deliberately changing work rosters to inconvenience particular employees
- Deliberately withholding information which is vital for effective work performance
- Use of a system of work to bully an employee

Formal and informal action may be taken in response to instances of bullying, dependent on the nature and severity of the incident.

12. Report Hazards to Management

All Lee Ogle Transportation System employees must report unacceptable hazards to management staff. These hazards may include suspicious activities, weather-related hazards, accidents (whether involving transit vehicles or not), generally unsafe operating conditions, evidence of tampering with system equipment, or evidence of other criminal activity.

13. Update SSP

The SSP is to be updated at least annually. Information should also be updated whenever changes occur in key plan elements such as the following:

- New operations or processes which affect the SSP (e.g., a new route)

- New or renovated sites or changes in layout (e.g., a new Transit Center or office building)

At Lee Ogle Transportation System, the Director is responsible for updating the SSP at least annually, or as dictated by circumstances. Following the use of the SSP in emergency situations (a major security event, a natural disaster, or a training exercise), the Director will evaluate the organization's response against the procedures outlined in the plan. The Director will be responsible for scheduling an official incident debriefing. All key members of the response team, including internal and external agency personnel, should attend. The Director will note what went well and what went poorly during the incident and will be responsible for implementing actions to correct observed shortcomings.

14. Include Security Design Considerations into New Building Construction/Selection

Lee Ogle Transportation System is committed to providing a secure facility for its employees and patrons, to the extent possible. As needs for new facilities arise, security design considerations will be incorporated in building selection, using the following DHS guidance (<http://www.fema.gov/fima/rmsp.shtm>) as a starting point:

- FEMA 427- Primer for Design of Commercial Buildings to Mitigate Terrorist Attacks
- FEMA 430 - Primer for Incorporating Building Security Components in Architectural Design (not yet published)

Security concerns will need to be balanced with many other design constraints such as accessibility, initial and life-cycle costs, natural hazard mitigation, fire protection, energy efficiency, and aesthetics. Because the probability of attack is small for Lee Ogle Transportation System, security measures must not substantively interfere with daily operations of the building. On the other hand, due to the seriousness of security issues, the effects of key threats must be considered, and measures incorporated to safeguard personnel and assets and to minimize business interruption. Security design will be part of an overall multi-hazard approach to ensure it does not worsen the behavior of the building in the event of a fire, earthquake, or hurricane, which are far more prevalent hazards than are terrorist attacks. The use of a multi-hazard approach has the advantage of potentially reducing insurance premiums, reducing life-cycle costs for operational security measures, and limiting losses and business interruption should an event occur.

B. Mitigation

Mitigation activities are those actions taken by Lee Ogle Transportation System 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:

- Management may 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). Management will then make a decision 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	Drivers must promptly report maintenance issues evident on their routes (such as damage to buses or bus equipment), so maintenance personnel can be notified.
2.	Daily	All employees	All employees must observe vehicles and facilities closely, looking for security breaches, unusual activities, or anything which appears out of place.
3.	Daily	Management	Management is required to maintain records of crimes and rule violations occurring at the transit agency so as to assist in designing programs which will help control these incidents and prosecute offenders.
4.	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.
5.	Daily	All Employees	Employees must constantly monitor their radios in the event Transit Center personnel need to contact them. Drivers must contact Dispatch when or if it is necessary to leave the vehicle or when taking alternate routes.
6.	Daily	Drivers and Management	To ensure it is safe to send vehicles on the road, Management will check weather and other status reports. Management 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.
7.	As required/ appropriate	Drivers	Drivers are to follow established agency procedures after any accident.

1. Route Maintenance Issues

Maintenance, whether performed by Maintenance staff, contractors, or City personnel, must be performed regularly to improve security and the perceived security of areas. Drivers are to notify Management whenever damage to buses and/or related equipment occurs. Management must report these issues to the appropriate department responsible for performing maintenance.

2. 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 the safety of passengers and the safe operation of Lee Ogle Transportation System vehicles. Employees should also make an attempt to notice and observe events, situations, or people (whether passengers or members of the public) which seem out of place or indicate a potential hazard or concern. Such concerns are to be reported to Management as appropriate. It is critical for employees to sustain a general awareness of activities which may be a threat to Lee Ogle Transportation System or to the larger community.

Specifically, Lee Ogle Transportation System policy requires 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 stops and or other locations

3. Security Data Recordkeeping Policy

Human Resources maintains records of crimes or rule violations which 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 may be shared with local law enforcement to trigger law enforcement support (e.g., to request added patrols in areas which have graffiti, or to target specific issues such as disruptive students on vehicles), and to assist law enforcement personnel in prosecuting offenders.

4. Driver Management of Security Situations

Drivers are Lee Ogle Transportation System'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 System rules related to security and emergency management. Lee Ogle Transportation System Management stands behind drivers as they undertake the job of providing security on the vehicle. Management and other functions are available to respond in a timely fashion to incidents which occur.

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

5. 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 leaving the vehicle for other reasons (except on scheduled breaks and when the relief driver is present), drivers must also call in to the Dispatch. Should Dispatch be unable to locate the driver after a reasonable period of time, Management may do the following:

- Send out a Transit Center employee to search for the vehicle
- Ask a passing vehicle to report in
- Monitor Police radio bands
- Dispatch additional vehicles
- Notify the police
- Take any other appropriate action, as warranted by events

Other employees, such as Maintenance personnel (e.g., mechanics performing repairs on the road) must check-in regularly with Dispatch. The Management must know where all employees on duty are at all times.

6. Controlling Collected Fares

Drivers are responsible for maintaining proper amounts of change and tickets in their money bags. Drivers **MAY NOT** use money from their money bags for personal expenses. If a driver is suspected of using the money from their money bags for personal expenses, the money bag may be immediately confiscated by Management and audited. If the driver's money bag is five dollars or more short disciplinary action may result. It is System policy that if a driver goes on a leave of absence over three (3) days in duration they will turn in their money bag to the Office Manager. If a driver is terminated or self terminates their employment with Lee Ogle Transportation System, their money bag must be turned in to the Office Manager and audited.

The Director and Bookkeeper are the only two Lee Ogle Transportation System personnel authorized to:

- Possess keys to the fare boxes and file cabinets.
- Empty the contents of the fare boxes
- Make bank deposits of fares and ticket sales into the System account

On a schedule determined by the Director and Bookkeeper, fare boxes will be emptied into a bank bag and placed into a secured location until the bag is taken to the bank for deposit. Depositing of the fares should occur on the same day the fare boxes are emptied.

7. Checking Weather and Other Hazardous Conditions

At Lee Ogle Transportation System, Management is responsible for checking weather and other reports to ensure it is safe to send vehicles on the road. Management 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, Management will contact the driver (or the driver will alert Management), and Management will provide instructions on how to proceed.

- Lee Ogle Transportation System uses local radio and television stations and a scanner tuned to local National Oceanic & Atmospheric Administration (NOAA) (162.4000) and storm chaser (147.2100) frequency for advisories and information. Scanner frequencies for police and fire are also monitored for road/route obstructions during severe weather or 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
- Special weather statements
- Hazardous weather outlooks

8. Accident Policy

Lee Ogle Transportation System has implemented the following policy on emergency and reporting procedures in the event of a vehicle accident:

- **Evaluating the Accident**
 - Stay calm.
 - The first things to do after an accident are to (a) shut down the vehicles engine (b) assess the damage to ensure no conditions exist which may warrant the evacuation of the bus (c) find out if any passengers have been injured.
 - Call for assistance (EMS, police, etc.).
 - 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. Treat, if trained to do so, passengers showing signs of poor breathing or sever bleeding first. Then assess and treat, if trained to do so, broken limbs, head trauma, minor bleeding, etc.
 - Be alert to warning signs, such as disorientation, confusion, or the inability to respond to questions. These could indicate serious head injury.
 - Emergency medical personnel are the only people with training to properly assess the severity of injures. All accidents will be investigated by the Police.

- **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 the System. The most important of these activities is to document what happened.
 - Fill out a System accident/incident report.
 - Obtain the names, addresses, and phone numbers of all passengers in your vehicle and indicate the seat 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).
 - Obtain the names, addresses, and phone numbers of any witnesses, if possible.
 - Note the names of the investigating police officer; also obtain the officer's badge number, and the case number (if one is available).
 - If an ambulance was called, note which passengers were transported and to which hospital.
 - Note the time and specific location of the accident.
- **Communications at the Scene** – Do not talk to anyone about the accident except the investigating Police Officer(s) and/or Lee Ogle Transportation System Management. Management will respond and investigate the accident scene.
 - Do not blame others or take the blame for the accident.
 - Avoid discussing details with anyone except Lee Ogle Transportation System Management and personnel from Police, 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 the Director.
 - If contacted by an attorney or any other individual about the accident, refer them to the Director.

Complete and turn in an incident report to the Director at the end of your shift or sooner if possible. It is important that drivers **DO NOT** leave the scene of the accident, unless it is necessary to obtain help, until released by the investigating Police officer and Lee Ogle Transportation System Management. Under certain circumstance it may be required that

the driver submit to a drug and alcohol test. See the System drug and alcohol policy for further details.

In the event of an accident, Management may find it necessary to dispatch another vehicle and driver to pick up the route which was involved in the accident depending on the length of time the other bus will be detained and/or the severity of damage to the other vehicle.

C. Preparedness

Over a period of time, some security-related incidents will occur. Lee Ogle Transportation System engages in preparedness activities to anticipate and minimize the impacts of such incidents. Proper planning and training equip employees to better manage these incidents.

Emergencies and security events may occur and unfold quickly. To ensure our response is effective, a memorandum of understanding (MOU) between the Lee County (and Ogle County) and Lee Ogle Transportation System exists so in the event a community or area emergency evacuation is necessary, the incident commander knows who to contact at Lee Ogle Transportation System and the system has a procedures in place in order to respond to the emergency in a quick and efficient manner. Under the MOU, when Lee Ogle Transportation System is called to respond to an emergency, control of movement of the vehicles and drivers is under the control of the incident commander when released by the Director. Periodically conducting drills or practice sessions along with training events is essential to the effectiveness of this plan.

The incident commander will designate facilities, equipment, and other resources will support the execution of assigned duties in the event of an incident.

Preparedness activities are different from mitigation measures. Mitigation activities focus on preventing the worst consequences of hazards which may occur. Preparedness activities are planning measures 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. HSPD-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. Lee Ogle Transportation System 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 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 which 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/mechanics	Drivers and mechanics must ensure each bus is equipped with on-board emergency supplies at all times.
2.	Daily	Mechanics	Mechanics have been assigned specific security-related maintenance tasks. These tasks are outlined in agency policies.
3.	Daily	Management	Management provides a critical security and emergency response function by linking system employees and Incident Command.
4.	Weekly	Management	Computer backups of key financial, personnel, dispatching, and other information must be performed regularly.
5.	Monthly	Management	Management is responsible for storing a copy of monthly computer backups at a designated off-site location.
6.	Quarterly	Management	Management is responsible for storing key agency documents (updated quarterly) at a designated off-site location.
7.	Quarterly	Management	Management staff is responsible for updating the employee contact list.
8.	Quarterly	All employees	All employees are provided training and drills to ensure they are familiar with emergency policies.
9.	Annually	Management	Management is required to have fire suppression equipment tested
10.	Annually	All employees	All employees will participate in training drills with emergency responders.
11.	Annually/As Required	Management	Management will update the emergency call list and provide the list to Incident Command.
12.	As required/appropriate	Management	Management must take NIMS training available through DHS online.
13.	As required/appropriate	Management	Management will provide all newly hired employees with classroom instruction, a portion of which focuses on security-related procedures.
14.	As required/appropriate	Management	Management must be aware of any employee disciplinary actions which may result in an employee becoming a threat to the System.
15.	As required/appropriate	Management	Management is to review and respond appropriately to FTA e-mail alerts.
16.	As required/appropriate	Management	At heightened alert levels, or based on specific local information, the System may need to reduce, reroute, cancel, or increase service in affected areas.
17.	As required/appropriate	Management staff/supervisors	At elevated alert levels, Management may decide to require increased facility inspections.

1. On-board Emergency Supplies

It is the policy of Lee Ogle Transportation System to maintain fully stocked first aid kits, biohazard cleanup packs, fire suppression equipment, and vehicle emergency equipment in all vehicles. The assigned driver shall insure the vehicle first aid kit is present and will notify Maintenance personnel when and what items were used. Maintenance personnel will inspect vehicle first aid kits every time the vehicle is in for service making sure the first aid kits contain the following (at a minimum):

- **First Aid Kit** – First aid kit supply lists are stored in the first aid kits in all vehicles. Kits are restocked, if necessary, in accordance with the vehicle service inspection. Missing items are obtained from the Maintenance Manager who handles supply orders. The first aid kit should contain the following:
 - ❑ 16 - Certi-Strip Adhesive Bandages, Plastic
 - ❑ 1 – 4" Bandage Compress
 - ❑ 10 – Antibiotic Cream, Certi-Sporyn
 - ❑ 10 – Certi-Strip Adhesive Bandages, Woven M/L Fingertip
 - ❑ 10 - Antiseptic BZK Towelettes
 - ❑ 4 – Eye Pads and Tape, Oval
 - ❑ 8 - Certi-Strip Adhesive Bandages, Woven, Knuckle
 - ❑ 10 – Insect Sting Wip-Ups
 - ❑ 1 – Adhesive Certi-Tape
 - ❑ 1 – Eye Wash, Certi-Ose
 - ❑ 1 Triangular Bandage, O/W
 - ❑ 1 Pair Disposable Gloves
 - ❑ First Aid Facts Sheet
 - ❑ One (1) CPR resuscitation with one-way valve and filter (this is stored separately, not in kit)
- **Biohazard cleanup pack kit**
 - ❑ 1 – CPRotector Mouth to Mouth Barrier with Gloves
 - ❑ 1 – Infection Control Gown and Cap
 - ❑ 1 – Eye Shield, Mask and Nitrile Gloves
 - ❑ 1 – Absorbant Powder, Scraper and Gloves
 - ❑ 1 – Biohazard Bag, Towels and Towelettes
 - ❑ 3 – 0.9 g Instant Hand Sanitizer
 - ❑ 1 – Scoop Bag
- **Fire suppression equipment** – An 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., 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 and have the existing unit recharged and inspected.

- ❑ A System specializing in the service of fire suppression equipment shall inspect all extinguishers annually, replacing and/or recharging units, as necessary.
- ❑ 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 permanently mounted in each vehicle. It is the driver's responsibility to note the location of these items during the pre-trip inspection.)

- **Flashlights** – Flashlights are on all Lee Ogle Transportation System vehicles. Flashlights are inspected daily for operability, battery charge, and illumination. Dead or weak batteries are replaced as needed. Fresh batteries are obtained from Maintenance personnel.
- **Seatbelt Cutter** – A seatbelt cutter is mounted on all vehicles.
- **Emergency Vehicle Supplies** – Emergency vehicle supplies, fuses, and emergency road flares are maintained and stored on all Lee Ogle Transportation System vehicles.

2. Managements' Role in Security/Emergency Management

Management personnel of Lee Ogle Transportation System are responsible for the following day-to-day activities:

- Providing leadership and direction during security incidents
- Handling rule violations which cannot be resolved by the driver
- Defusing arguments which cannot be resolved by the driver
- 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

- Providing direct 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)
- Track serious/significant incidents involving transit personnel, vehicles, property, or equipment
- Completing security-related reports
- Providing verbal direction and assistance to on-scene personnel

3. Mechanics' Role in Security/Emergency Management

Lee Ogle Transportation System mechanics have a critical role in preventing the occurrence or recurrence of security issues. 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 security- and emergency management–related tasks:

- Reporting vandalism
- Reporting threats to and vulnerabilities of vehicle storage facilities
- Providing priority response to safety and security-critical items
- Maintaining all safety and security items on vehicles

4. Policy for Backing up Computers

Backups of key financial, personnel, dispatching, and other information on staff computers is performed daily with that data being secured in the cloud environment, with a redundant protocol of two locations as recommended by information technology (IT) staff of Lee County and LOTS. Critical hard copy information that is significant for the system is secured in the locked office of the system's Director, and as necessary in a fireproof safe of said Director. The preservation of records, specifically including the backing up agency computers, is the responsibility of Management.

5. Policy for Storage of Computer Backup Data at an Off-site Location

As acknowledged in the previous section, the majority of the critical documentation is stored in a cloud environment with a redundancy of two locations. Critical information (hard copy) is secured in the Director's office and as necessary in a fire proof safe.

6. Policy for Storage of Key Agency Documents at an Off-site Location

Quarterly, copies of critical paper documents (such as the agency's articles of incorporation) are also stored electronically in the designate cloud environment with original versions of said documentation in a secured location on site (Director's office) and as warranted a fire proof safe in the Director's office. There is a full, up-to-date copy of all key agency information in case of fire, theft, vandalism, or other damage to Lee Ogle Transportation System offices.

7. Update Employee/Responder Contact List

The Director, or his designee, is responsible for updating the SSP at least annually, or as dictated by circumstances. This includes an update of the list of emergency contact numbers.

8. Fire Suppression Equipment

The Transit Center is equipped with fire extinguishers. Annually, a System specializing in the service of fire suppression equipment shall inspect all extinguishers, replacing and/or recharging units, as necessary.

9. Conduct Agency Emergency Response Drills

Emergency response and evacuation drills are each conducted at least quarterly. This training ensures employees are familiar with emergency policies.

10. Participation In Drills

Lee Ogle Transportation System works with the Lee County Incident Command. To support improved emergency and incident preparedness and response, Lee Ogle Transportation System will participate in, at a minimum, one exercise or drill each year with Incident Command. This 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.

11. NIMS Training

Requirements of the NIMS system require Lee Ogle Transportation System comply 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 which involve several organizations – an example would be a bomb threat which 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 ICS.

In order to ensure 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 Management. <http://training.fema.gov/EMIWeb/IS/is700.asp>.

12. New Employee Training on Security Awareness

All newly hired employees are provided classroom instruction, a portion of which deals with security-related training. New employees are given instruction in Lee Ogle Transportation System 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 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 & Post-trip inspection:** Provides instruction in thorough inspection of a vehicle prior to placing the vehicle in service and at the end of the service day.
- **Maintenance and Operations:** Provides instruction on vehicle operating procedures and identifying common mechanical problems; also stresses the importance of graffiti removal and identification and notification to Management.
- **Fare Handling:** Covers fare collection procedures and provides instruction in dealing with fare disputes, conflict resolution, and notification of Management.
- **Americans with Disabilities Act Requirements:** Provides instruction in complying with ADA requirements and providing service to disabled passengers.
- **Emergency Procedures:** Provides instruction in emergency communications, involvement in traffic accidents, biohazards 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#SSP>

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

13. Disciplinary Actions of Employees Who Are Potential Threats to the Agency

Occasionally an administrative or other action (e.g., disciplining or terminating an employee) may trigger concerns which the employee will retaliate in some way poses a threat to the agency. Management should be aware of any employee disciplinary action which may result in the affected employee becoming a threat to Lee Ogle Transportation System facilities, systems, passengers, employees, or other assets. Depending on the level of threat the employee is felt to pose, different measures may be taken (e.g., changing locks to administrative facilities).

14. Policy for Processing FTA Alerts

The Director is 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/>.

15. Emergency Service Changes

At heightened alert levels or when warranted by specific local information, Lee Ogle Transportation System may need to reduce, reroute, cancel, or increase service in affected areas. The Director – 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.

16. Facilities Inspections at Elevated Alert Levels

At the discretion of the Director, increased patrols of facilities may be performed in response to elevated threat levels (particularly Red level) or specific threat information received by local law enforcement. Maintenance personnel will be designated to perform routine checks of all transit facilities to look for out-of-place objects, evidence of break-in or tampering, suspicious activities, or other threat-specific issues.

D. Response

Response activities are those activities Lee Ogle Transportation System 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 Lee Ogle Transportation System.

The table which 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 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 Management if a situation arises which requires further System 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 Management.
3.	Drivers, supervisors, mechanics	System policies are in place for identifying and responding to suspicious persons.
4.	Drivers, supervisors, mechanics	If a suspicious package, device, or substance is located, System guidelines for evaluating such items will be implemented.
5.	Management, Drivers, Mechanics	If a suspicious item is determined to be potentially dangerous, System policy of “isolate, evacuate, and get help” will be implemented.
6.	Management, Drivers	Management, drivers, and others in radio contact must follow System radio procedures during an emergency.
7.	Drivers	Drivers and others who normally operate the bus and are in radio contact during the course of their duties may use a cellular phone to contact the System only in cases of emergency when the radio is not available or is inoperable. Otherwise, cell phone use is not permitted while on duty and operating the bus.
8.	Drivers	Drivers are to interrupt their route if conditions, such as bad weather or a security event, present a hazard to operations. The driver must take instruction from Management.
9.	All Employees	Employees receiving incident information must complete a form recording relevant data.
10.	Management	Management must collect critical information upon notification of emergency or security event.
11.	Management	Management or others receiving a bomb threat are to use established agency bomb threat procedures.
12.	Management	Management is to use the agency’s emergency checklist when contacted by Incident Command regarding an emergency.
13.	Management	The System is to enact the “Normal Hours Emergency Response” procedures in the event of an emergency occurring during normal operating hours.

	Responsibility	Action
14.	Management	The System is to enact the “After Hours Emergency Response” procedures in the case of an emergency occurring after normal operating hours.
15.	Management	An emergency press release will be used to supply information to the public in the event of an incident affecting transit.
16.	All employees	All employees must follow agency evacuation procedures whenever an emergency requires an evacuation.
17.	All employees	Employees are to report crimes requiring law enforcement intervention to Management, who will in turn contact 9-1-1, whenever such crimes are observed on transit vehicles, at transit facilities, or at other locations.
18.	All employees	For most security situations, assistance from law enforcement is available. The agency must manage short-term response to events until assistance arrives.
19.	All employees	All employees must use established emergency response procedures and routes during an emergency.

1. Policy for Requesting System Assistance for Security Incidents and Other Hazards

If an incident occurs which requires further assistance from the System (such as the need for a manager 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

Management 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)

2. Emergency Drop Points

Emergency drop points are pre-designated safe locations which will be used by drivers to drop off passengers whenever instructed to do so by Management. In the event of an emergency, Management must complete the form for each route, indicating 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 Supervisor and reviewed on a quarterly basis.

Emergency Drop Points

City	Drop Off Site	Address
Byron	Byron Fire Department	123 N. Franklin Street Byron
DeKalb	Kishwaukee College	21193 Malta Road Malta
	Northwestern Medicine Kishwaukee Hospital	1 Kish Hospital Drive DeKalb
Dixon	Reagan Transit Center	210 E. Progress Drive Dixon
	Katherine Shaw Bethea Hospital (KSB)	403 E. First Street Dixon
Oregon	Rock River Center	810 S. 10 th Street Oregon
Rochelle	Rochelle Community Hospital	900 N. Second Street Rochelle
Sterling	Northland Mall	2900 E. Lincolnway Sterling
	CGH Medical Center	100 E. LeFevre Road Sterling
Stillman Valley	Stillman Valley High School	425 S. Pine Street Stillman Valley
Rock Falls	Rock Falls Public Library	1007 7 th Avenue Rock Falls
Rockford	Travel to this area is sporadic. Driver to contact Dispatch if there is a need for an emergency drop off. A site will be determined at that time.	
Route 2 (Between Sterling and Dixon)	Sinnissippi Centers, Inc.	325 IL Route 2 Dixon
	Sauk Valley Community College	173 IL Route 2 Dixon
Route 38 (Between Dixon and Rochelle)	Crest Foods Co., Inc. – Warehouse	1884 IL-38, Building 2 Ashton
	Crest Foods Co., Inc – Main Plant	502 Brown Avenue Ashton

Route	Contacted and given instructions by Incident Command?	Emergency passenger drop required (how many)?	Emergency passenger drop location	ETA to emergency staging area
Route 1 Blue				
Route 2 Green				
Route 3 Red				

3. Evaluating and Managing Suspicious Activities

Lee Ogle Transportation System 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
 - 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, 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

1. Lee Ogle Transportation System policy on responding to suspicious persons is as follows:

- Only approach someone if you are comfortable doing so
- Lend assistance and calmly ask
 - 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 which 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

4. Evaluating Suspicious Substances or Packages

If a suspicious substance or package is identified by a Lee Ogle Transportation System 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 which could be easily inhaled)?
- Was a specific threat made or a possible dissemination device found 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 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 Management, 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 which determine whether a situation warrants immediate attention. As when confronted with any criminal activity, the employee should feel free to contact Management any time he/she feels there is a potential threat.

5. Handling a Suspicious Package, Device, or Substance

If a suspicious package, device, or substance is observed, follow Lee Ogle Transportation System 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 Management, follow these procedures:

- Find a safe location
- Stop the vehicle in a safe location and notify Management of your location
- Shut off the HVAC
- Evacuate your vehicle, making sure 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 Management or the Incident Commander
- Provide as much information regarding the incident as possible to Management and to Incident Commander

6. Radio Usage Policy

To ensure the safety of our drivers and passengers and to enhance the performance of our operations, all Lee Ogle Transportation System employees will be familiar with two-way radio operations. Basic procedures are as follows:

- Employees using the two-way radio will follow the standard use practices of the FCC. Profanity, abusive language, or other inappropriate transmissions are not allowed, and could result in disciplinary action.
- All base stations and vehicle units shall be tuned to the appropriate assigned frequency at all times.
- Employees should initiate communications by first stating who they are calling, and then who is making the call (e.g., “Base, this is Red Route”).
- Except in the event of an emergency, all employees should listen for five seconds before transmitting to ensure there are no transmissions in progress. Other units’ transmissions should not be interrupted unless it is an emergency.
- In the event of an emergency, establish communications on the primary frequency. State the nature of the emergency and what assistance you are requesting. To ensure appropriate help arrives promptly, you should transmit the following items as soon as possible:
 - Who you are and your location, in detail. Give cross streets and local landmarks if appropriate.

- State what assistance you need (Management, police, EMS, etc.).
- State how many passengers you have, and what their status is at the time.
- If you are not involved with the emergency, stay off the radio; communications should be between Management and the unit requesting assistance.

7. Cell Phone / Smart Phone / Devices Usage Policy

Distracted driving is the leading cause of car accidents in the United States, with cellular phone use being a main distraction drivers deal with on the road. Whether sending a text message, answering a call, scrolling through social media, or watching a video, you are taking your focus off the road and placing other drivers at risk.

It is the policy of Lee-Ogle Transportation System (LOTS), and a condition of employment, employees who operate a company vehicle are not permitted to use a personal cellular phone during their shift, except during scheduled breaks. In an emergency, if an employee is unable to use the radio (e.g., he / she is separated from the vehicle due to a need to evacuate or the radio is inoperable due to lack of coverage or another malfunction), a personal cellular phone may be used to contact the agency.

Employees are required to report any malfunction of radios, and to have this equipment repaired or replaced as soon as possible after its discovery.

An employee found operating a company vehicle, or personal vehicle on company business, while using a personal cellular phone will be subject to disciplinary action.

8. Aborting or Changing Route Due to a Hazard

To the extent possible, Lee Ogle Transportation System avoids sending vehicles out in conditions which might pose a hazard. It is the responsibility of Management to check weather and other relevant conditions at the beginning of the day, and on an ongoing basis, to safeguard the well-being of passengers, employees, and others. If a hazard is encountered which causes it to be unsafe to continue on a route, System policy is as follows:

- If the hazard is noted by the driver, he must call Management, describe the situation, and await further instruction.
- If the hazard is noted by employees other than the driver (e.g., Management becomes aware a tornado is approaching), Management 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 Management (returning to the agency or using an emergency drop point)

With most hazards or emergencies, it is the primary policy of Lee Ogle Transportation System 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.

9. Policy for Filing an Incident Report

Any time a driver has an incident which is out-of-the-ordinary; it is the policy of Lee Ogle Transportation System for the driver to fill out an incident report (i.e., fare dispute, passenger dispute, passenger fall, etc.). More than the minimal information is not immediately necessary, particularly since its collection could slow the response at the very time when speed is most needed. Assistance must not be delayed to compose paperwork. See the LOTS Incident Form.

10. Notification of Emergency

The following information (as appropriate) is to be collected by Management from on-scene personnel reporting an emergency at Lee Ogle Transportation System:

Type of emergency

- | | |
|--|--|
| <input type="checkbox"/> Fire | <input type="checkbox"/> High-velocity winds |
| <input type="checkbox"/> Accident/collision | <input type="checkbox"/> Flooding |
| <input type="checkbox"/> Death or injury in the right of way | <input type="checkbox"/> Explosion |
| <input type="checkbox"/> Right-of-way intrusion | <input type="checkbox"/> Hostage/barricade situation |
| <input type="checkbox"/> Hazardous material spill/leak | <input type="checkbox"/> Bomb threat |
| <input type="checkbox"/> Earthquake | <input type="checkbox"/> Other |
| <input type="checkbox"/> Tornado | |

Location of emergency

- | | |
|---|--|
| <input type="checkbox"/> Closest intersection | <input type="checkbox"/> Direction of travel |
| <input type="checkbox"/> Street | |

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

11. Bomb Threat Checklist

The Bomb Threat Checklist is to be used in the event a bomb threat is received at Lee Ogle Transportation System. The information will be given to the 911 operator after the call is over. See Appendix D Form as well as the Checklist on pages 37-38.

12. Checklist to Use When Contacted by the Incident Commander

When an outside emergency occurs in the community which requires Lee Ogle Transportation System participation, response, or awareness, the Incident Commander will contact Lee Ogle Transportation System. When this individual contacts Lee Ogle Transportation System in an emergency, Management 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:

- ☐ Call off-duty drivers, mechanics, and managers to work during the emergency.
- ☐ Send out the press release to notify off-duty drivers to come to work.
- ☐ 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 help in the disaster.
- ☐ Make sure a phone line is open so the Incident Commander can contact you.
- ☐ Write down drivers' names, the vehicles they are using, and when they will start working. (Use the mobilization list in part 15)
- ☐ Take some time to calm down and think things through.
- ☐ Read through these instructions one step at a time to make sure you covered everything.

13. Normal Hours Emergency Response Policy

When an emergency occurs, which requires Lee Ogle Transportation System participation, response, or awareness, the Incident Commander will contact Lee Ogle Transportation System. During normal operating hours, the following policy is to be followed:

- Initial contact will be made by the Incident Commander or his or her designee to the Director of Lee Ogle Transportation System.

- The Director or the next most senior person on duty will be the initial Lee Ogle Transportation System contact person. The initial contact person must give the individual calling a telephone number to use (or other means through which the contact person will remain constantly available for communications during the emergency). If the Director is not present at the time an emergency call is received, the initial contact will make every effort to contact him or her on a secondary phone line or cell phone. Once the Director arrives all communication activities will be transferred to him/her.
- The Director will perform the following functions:
 - Contact all on-duty vehicles (by radio) to notify them 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 the staging area designated by the Incident Commander.
 - Record an approximate time of arrival (estimated time of arrival: ETA) at the staging area
- The Director will call employees on the emergency phone list, informing them Lee Ogle Transportation System is responding to a community emergency. During this stage, the Director must:
 - Distribute the press release via fax or phone to local media to assist in calling out Lee Ogle Transportation System personnel
 - Accurately account for resources available for use in the emergency (e.g., personnel and vehicles)
- Once vehicles and personnel are released by the Director to the Incident Commander, the Incident Commander will remain in charge of all assigned Lee Ogle Transportation System employees and vehicles throughout the emergency until released by the Incident Commander.
- The Director will have the authority to allocate all Lee Ogle Transportation System personnel and equipment as necessary to respond to the emergency at hand.
- The Director shall continue to make efforts to contact all Lee Ogle Transportation System personnel.

- The Director shall provide personnel and resources in the quantities requested or available and to various locations as may be directed by the Incident Commander or his/her designee.
- The Director shall remain on-duty in an active status until relieved or directed by the Incident Commander or his/her designee that Lee Ogle Transportation System's participation in the emergency response is no longer required.

14. After Hours Emergency Response Policy

When an emergency occurs in the community which requires Lee Ogle Transportation System participation, response, or awareness, the Incident Commander will contact Lee Ogle Transportation System. After normal operating hours, the following policy is to be followed:

- Initial contact will be made by the Incident Commander or his or her designee, using the list supplied to them.
- The Director or the next most senior person on duty will be the initial Lee Ogle Transportation System contact person. The initial contact person must give the individual calling a telephone number to use (or other means through which the contact person will remain constantly available for communications during the emergency). If the Director is not present at the time an emergency call is received, the initial contact will make every effort to contact him or her on a secondary phone line or cell phone. Once the Director arrives all communication activities will be transferred to him/her.
- The Director will begin to call persons listed on the employee phone list, informing them Lee Ogle Transportation System is responding to a community emergency. During this stage, the Director must:
 - Coordinate the opening of the garage or other facility where Lee Ogle Transportation System vehicles are located
 - Distribute the press release via fax or phone to local media to assist in calling out Lee Ogle Transportation System personnel
 - Accurately account for resources available for use in the emergency (e.g., personnel and vehicles) (Use the mobilization list in part 15, page 103)
- Once vehicles and personnel are released by the Director to the Incident Commander, the Incident Commander will remain in charge of all assigned Lee Ogle Transportation System employees and vehicles throughout the emergency until released by the Incident Commander.

- The Director will have the authority to allocate all Lee Ogle Transportation System personnel and equipment as necessary to respond to the emergency at hand.
- The Director shall continue to contact all Lee Ogle Transportation System personnel.
- The Director shall provide personnel and resources in the quantities requested or available and to various locations as may be directed by the Incident Commander or his/her designee.
- The Director shall remain on-duty in an active status until relieved or directed by the Incident Commander or his/her designee that Lee Ogle Transportation System's participation in the emergency response is no longer required.

15. Mobilization Resource List

The Director 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 called, 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 at the System to take his or her post. Once a driver arrives, complete the last column, noting 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

16. Emergency Press Release

In the event of an emergency in which employees need to be called to Lee Ogle Transportation System to assist in an emergency response, the following press release will be used, modified to suit the details of the situation. The Director will complete the press release and distribute to the press.

Emergency Press Release

Lee Ogle Transportation System, 210 East Progress Drive, Dixon, IL. 61401

For Immediate Release

Date:

Contact: Lee Ogle Transportation System, Director

This is an emergency response activation notice for Lee Ogle Transportation System employees. All employees of Lee Ogle Transportation System are requested to report for duty at this time. Employees should report to:

Location: 210 East Progress Drive, Dixon, IL.

Employees should contact the Director to confirm their availability as soon as possible by calling:

Phone number: (815) 288-2117

The public is hereby informed regular bus service shall be suspended until further notice. Current passengers will be delivered to various indoor locations with telephones and public facilities. Please do not call Dispatch of Lee Ogle Transportation System during this emergency. This has been an emergency response activation notice for Lee Ogle Transportation System employees and customers.

17. Evacuation Procedures

Once this plan is activated, Lee Ogle Transportation System will provide evacuation and transportation support to the designated incident command post and to those parts of the community, as directed by the Incident Commander, affected by the disaster.

- **General**
 - Drivers will prepare separate log sheets and track their time, mileage, and passengers throughout the course of the response if the situation permits.
 - At the direction of Incident Commander, 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.
- **Director**
 - Report to the Incident Command Post or remain in contact with the Incident Command Post from the Transit Center
 - As directed by the Incident Command Post, respond to changing requirements for transportation and evacuation support
- **Other Support Personnel**
 - Establish communications and provide support to the Director and the Incident Command Post as requested
 - Notify supported social service and contract agencies of disruptions and/or cancellations of service
 - Activate maintenance and support, as directed by the Director
 - Sustain whatever level of routine operations is feasible
 - Begin contingency planning for driver replacement, rest, and recycling
- **Bus Drivers**
 - Communicate with the Director.
 - Follow guidance provided by the Director and the Incident Command Post.
 - *Do not* take risks which place driver, passengers, or vehicle at significant risk.
 - As needed, help passengers who have visual, hearing, or mobility impairments to get on or off the bus.
 - Rest, refuel, and eat when possible. If fatigue becomes an issue, notify the Director immediately.

18. Policy for Requesting Outside Assistance for Security Incidents and Other Hazards

For more serious events which require assistance from outside agencies (such as law enforcement, fire, or emergency medical technicians), Lee Ogle Transportation System'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 Management during the course of the incident

The role of the employee is to collect and route the information accurately. It is important 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 it is understood.

19. Short-Term Response

Lee Ogle Transportation System 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. Lee Ogle Transportation System will endeavor to ensure there are no residual problems which 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.

E. Recovery

“Recovery activities” refers to those policies which Lee Ogle Transportation System 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 Lee Ogle Transportation System to begin restoring service to the public as quickly as possible, and to repair any damage resulted from the event. Recovery involves restoration of infrastructure, vehicles, and personnel to their normal status.

The table which 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.

Recovery Activities

	Frequency	Responsibility	Action
1.	Annually	Management	Review Insurance Policies: Management is to provide an annual review of insurance policies to ensure they are adequate for System recovery after an incident.
2.	Annually	Management	Review SSP: Management is required to perform an annual review of the plan for succession, and to update information as appropriate.
3.	After an emergency	All employees, as appropriate	Cleanup/inspection: After an emergency, all employees, as appropriate to their job function and the nature of the emergency must inspect facilities, vehicles, and System property for damage or need for cleanup.
4.	After an emergency	Management	Document Vehicle Use: After an emergency, Management must document vehicle use during the emergency in order to facilitate repair and maintenance of vehicles.
5.	After an emergency	Management	Evaluate Response: Following an incident covered by the SSP, Management must complete an emergency evaluation form to evaluate System and response.
6.	As required/ appropriate	Maintenance Personnel	Oversee Recovery/Restoration: On an as-needed basis, Maintenance personnel are to remove graffiti or vandalism or otherwise repair the effects of crimes/hazards at System-maintained bus stops, if applicable.

1. Review of Insurance Policies

On an annual basis, Management is required to review agency insurance policies. Being properly insured helps Lee Ogle Transportation System 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, Management is required to audit assets, update insurance records of assets, and make appropriate changes to insurance policies.

2. Review Plan for Succession

Annually, Management will review the plan for succession of key agency employees (as outlined in the SSP). The order of succession will be updated to reflect changes in policy and personnel.

3. Cleanup/inspection

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

4. Documentation of Vehicle Use

After an emergency, Lee Ogle Transportation System 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:

5. Evaluation Form

Following an incident (or incident drill), Management 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:

6. Incident Cleanup or Repair

It is the policy of Lee Ogle Transportation System to quickly ensure all evidence of vandalism/graffiti or other incidents is removed from bus stops, as applicable. Drivers are to report evidence of crimes such as vandalism and graffiti to Management.

Section 6: Plan Maintenance

This section contains details of how Lee Ogle Transportation System keeps its 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.

A. Review and Changes

The SSP must be thoroughly reviewed periodically—at least every year. And any information which changes, such as contact names, should be updated on an as-needed basis. The Director is responsible for updating the SSP 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 SSP
- Performing an annual review of the plan for succession, and to update information as appropriate
- Coordinating with designated backup locations which 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 SSP, including the following:

- New operations or processes which affect the SSP (e.g., a new bus line)
- New or renovated sites or changes in layout (e.g., a new Transit Center or office building)

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

Once a draft is developed by the Director, it is sent to the Lee Ogle Transportation System board for approval.

The following specific actions will be taken:

1. Management shall review its contact list to make sure it is current and up to date.
2. Management shall review all policies and procedures in the SSP to make certain they are up to date.
3. The Director shall ensure all policies and procedures contained elsewhere (training, employee manuals, hiring practices) match those contained in the SSP.
4. Management shall provide the Incident Commander with a copy of this revised SSP, particularly if any changes to the plan affect the manner in which the Incident Commander would activate Lee Ogle Transportation System to respond to an emergency.

B. Assessment

In addition to reviewing SSP contents and accuracy, as described above, Lee Ogle Transportation System will critically assess agency progress in achieving its goals of providing secure service within the community it serves. It is essential the SSP is actually *implemented* in practice. It is more important the System develops and implements a simple set of policies rather than designing a complex series of practices which are not put into use.

Memorandum of Understanding between Lee County and Lee Ogle Transportation System

Purpose: To establish specific agreement between Lee County and Lee Ogle Transportation System in the event of a community incident/emergency requiring the assistance of Lee Ogle Transportation System in evacuation and transporting of citizens during an incident/emergency. Lee Ogle Transportation System will provide support to Lee and Ogle Counties during situations where the incident/emergency cannot be supported solely by the two County governments. Additional assistance of that nature will also be provided to local municipalities within Lee and Ogle Counties.

Policy/Authority: Lee County has the authority to use all necessary resources available in the event an incident/emergency occurs within Lee County (or Ogle County) requiring the evacuation and transportation of citizens for their overall safety.

Authority of Command: The Fire Chief/Emergency Manager or Police Chief has the authority to request the assistance of Lee Ogle Transportation System in the evacuation and transporting of citizens during an incident/emergency. Lee Ogle Transportation System personnel will report directly to the Fire Chief/Emergency Manager or Police Chief and/or their authorized designated representative and will comply with all instructions given by the Fire Chief/Emergency Manager, Police Chief, or their authorized designated representatives.

Cost Reimbursement: Lee Ogle Transportation System will be reimbursed by Lee County for all expenses relating to the operation of the buses during an incident/emergency requiring Lee Ogle Transportation System services. Lee Ogle Transportation System will be responsible for maintaining reimbursement records/documentation and will submit such records/documentation within 10 business days after their services are no longer needed.

Liability: Lee County will assume liability for Lee Ogle Transportation System upon request for their services for equipment and personnel for damages or injuries which are related to the evacuation and transporting of citizens. Injuries related to worker compensation related will be paid by Lee County. The County will not assume liability if it is determined after an investigation that the damages or injuries occurred because Lee Ogle Transportation System employee(s) failed to follow or comply with proper procedures to prevent such injury or damage.

This document was signed and agreed on this _____ day of _____, 2005

Lee County, a local government,
Lee County, Illinois

By: _____
(Chair, Lee County Board)

Date: _____

Lee Ogle Transportation System,
A not-for-profit organization,
Lee County, Illinois

By: _____
(Executive Director, LOTS)

Date: _____