



EMERGENCY

RESPONSE

PLAN

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PUBLIC TRANSIT ROLES IN EMERGENCY MANAGEMENT

The functions a transit system will be able to perform in an emergency response scenario will vary depending on the resources of the transit system and the needs and resources of the city or county in which it operates. Some possibilities for transit agency involvement in Texas include the following:

1. Evacuation of residents during flooding, fires, hazardous-material spills, bomb threats, or other emergency conditions.
2. Transport of emergency workers and volunteers to and from an emergency staging site:
3. Supplemental transportation for people and supplies within a city or county during recovery from flooding or other area-wide disasters.
4. Use of air-conditioned heated buses as shelter respite facilities for emergency workers and victims; especially valuable during a fire or hazardous-material response effort.
5. Communications support, if buses are radio equipped.
6. Monitoring road and weather conditions: determining safe travel routes.
7. Providing supplemental vehicles for police or another local agency.

This is not an all-inclusive list, nor will all transit agencies be equipped to perform every role on this list. Each transit agency must assess its own resources, capabilities, and the potential needs and hazards that are likely to be faced within its city or county. Working with local governments and emergency response personnel, transit agencies can determine the functions that they are best able to fulfill within the jurisdiction's emergency management plan.

Increased Readiness Actions

For emergency situations in which there are advance warning signs. Increased readiness actions allow emergency teams to position themselves for response and recovery activities, maximizing the effectiveness of these phases of emergency management.

The four commonly used stages of increased readiness are as follows:

- **Condition 4** (Response Level 1, Texas EMP) at the state level, Condition 4 indicates that emergency situations (or potential situations) may exist within the state but are contently manageable at the local level (without more than routine levels of state assistance). For local emergency planning, Condition 4 indicates a situation that will trigger a higher degree of emergency readiness than is usually present. Condition 4 scenarios include the onset of hurricane or other stormy seasons, droughts that lead to increased fire hazards, the potential for local civil unrest, or international tensions.
- **Condition 3** (Response Level 2, Texas EMP) at the state level. Condition 3 indicates a higher-than-normal level of readiness within the state agencies for emergency response assistance. In local plans, Condition 3 indicates the presence of situations that could develop into an emergency: tornado, flash flood, hurricane, or winter watches; small-scale civil unrest; or an international situation that could result in an attack on the area.
- **Condition 2** (Response Level 3, Texas EMP) - At the state level, Condition 2 indicates that emergency conditions have escalated to the point where substantial state assistance and resources are required. Condition 2 at the local level signifies hazardous conditions such as tornado, flash flood, winter storm. Or hurricane warnings; violent local civil disorder; or probable enemy attack.
- **Condition 1** (Response Level 4, Texas State EMP) - In the EMP, this condition indicates that a "state of emergency" has been declared. With all available state resources and efforts directed to emergency assistance. For local emergency responders, Condition 1 mean that hazardous conditions are imminent, in the form of tornado sightings, imminent flooding or hurricane landfall, widespread violence due to civil disorder, or an imminent enemy attack.

OVERVIEW

This manual contains the standard operating procedures for Gulf Coast Transit District's Department of Transportation on how to respond and assist during any emergency. It has been designed to be used as a training aid and reference guide for all Gulf Coast Transit District Transportation employees.

Standards

- A current copy of these procedures is to be posted on the department intranet under 'Emergency Procedures.'
- Electronic copies should be kept in all managerial offices.
- Hard copies should be placed in public spaces in Transportation per the instructions later in this document. These public copies should be accessible in case of an emergency.
- These procedures are to be reviewed and updated annually.
- All employees are to be trained on these procedures and the skills needed to effectively respond to any emergency.

INTRODUCTION

Gulf Coast Transit District is committed to emergency preparedness and planning to ensure the safety of staff and visitors. This plan has been specifically developed for the building(s) listed below. All staff and emergency responders should review this plan a minimum of once a year.

This plan should be reviewed and revised a minimum of once per year to ensure information remains current. The building(s) Chief Emergency Coordinator shall be responsible for all updates, reviews and distribution.

Questions regarding this plan should be directed to the Chief Emergency Coordinator or the Office of Assistance Chief Emergency Coordinator.

Chief Emergency Coordinator
Gulf Coast Transit District
Executive Director
1415 33rd St N.
Texas City, Texas 77590
409-944-4446

Assistance Chief Emergency
Coordinator
Gulf Coast Transit District
Director of Operations
1415 33rd St N.
Texas City, Texas 77590
281-585-7413

The Command Center CC-1

The CC-1 serves as the department's command post and is tasked with coordinating the response efforts of their teams in the field. The CC-1 is the central location where the department gathers information, analyzes, prioritizes and coordinates response activities. The CC-1 activates its plan based on pre-established protocols and acts upon the directives of the GCTD (Gulf Coast Transit District).

- The Transportation CC-1 will be set up in the board room of the Transportation Office. In the event the Transportation Office is unsafe to enter the following will serve as back up locations for the CC- 1 :
 - Brazoria County Transportation office
- The CC-1 will be activated by the Executive Director.
 - The Director will contact management team based on flow chart
- Operations Director will set up CC-1/CC-2 using CC checklist
 - All items on checklist are housed in room #131.
- CC staffing will be assigned by Operations Director and Executive Director using the Staff Assignment whiteboard.
- Transportation of emergency supplies and coordination of response efforts will be organized by Operations Director, Transportation Manager and Safety Coordinator using the Delivery Request whiteboards

Delivery requests will be separated into
threemajor categories:

Transportation requests
Labor requests
Structure Lot space requests

Operations Director will coordinate with the
Executive Director to organize response efforts.

EMERGENCY CONTACT PHONE NUMBERS

In Case of a Emergency

Be prepared to provide the following information:

- Building Name_____
- Floor and Room number_____
- Type of Emergency (fire, medical, chemical spill, suspicious activity. etc.)
- Your name, location and call back phone number

DO NOT HANG UP UNTIL DIRECTED TO DO SO

Other Useful Numbers:

Executive Director, Sean Middleton	409-500-2773
Operations Director, Ted Ross	409-500-2272
Human Resources Officer, Lisa Womack	409-500-2658
Transportation Manager GC, Marcus Alexander	409-522-2279
Transportation Manager BC, Gay Walker	409-500-2376
Fleet Manager, Ken Colwell	409-655-0522
Dispatcher, Amy Ferguson	409-500-2743
Safety Coordinator, Marcus Coleman	409-500-2731

General Gulf Coast Transit District Emergency Information

Admin Building Safety Coordinator, Marcus Coleman

Lake Jackson Safety Coordinator, Marcus Coleman

"TEN CODES"

- 10-1 Radio transmission received poorly
- 10-2 Radio transmission received well
- 10-4 Acknowledgement. Okay, understood, I copy
- 10-6 Temporarily busy (e.g., handling a call or on a short break)
- 10-7 Out of service / end of shift
- 10-8 In service / available to handle calls
- 10-9 Repeat last information
- 10-10 Busy, but able to handle calls
- 10-19 Transportation office
- 10-20 Present location
- 10-21 Call on phone (e.g., "Can you 10-21 me on my cell")
- 10-22 Disregard last transmission / cancel / never mind
- 10-23 Standby
- 10-30 Improper radio usage
- 10-33 Emergency: clear the air / radio traffic
- 10-36 Correct time
- 10-41 Parking problem
- 10-43 Non key entry
- 10-47 Battery Assist
- 10-87 Meet me (specific location)
- 10-97 Arrived at the scene
- 10-98 Left the scene

Affirmative - Yes, that is correct

Negative - No that is not correct

Other codes communicated outside of the ten-code vocabulary:

Code 1 - Acknowledge transmission of dispatcher

Code 2 - Urgent, handle immediately

Code 4- No further assistance
needed

Code 6 - Arrived at the scene

Code 7 - Meal / rest break

Code 88- Unable to handle call

Code 904 - Fire

Other radio terminology used to communicate over radio.

E.O.W - End of Watch

E.T.A. - Estimated Time of Arrival

G.O.A. - Gone on Arrival

Vehicle Accident/Collision

Operators who are involved in accidents/incidents, both vehicular collisions and/or passenger related, are required to notify the dispatcher on duty of the incident no matter how insignificant it may seem.

It is the policy of Gulf Coast Transit District to maintain emergency and reporting procedures in the event of a vehicle accident, which are made available and communicated to all staff and vehicle operators.

PROCEDURE

Evaluating Accident

- **STAY CALM** you must make rational and informed decisions
- **PROTECT YOUR PASSENGERS, YOURSELF, AND YOUR VEHICLE** Access the situation:
Check your location; are you in danger (busy traffic lane, a blind curve, etc.)
Secure the vehicle - Turn off the engine, place the vehicle in PARK, set the brakes, and start the four-way flashers.
Check quickly for passenger injuries. Look for other hazards, such as downed power lines, leaking fuel, hazardous materials, etc.
- **CONTACT GULF COAST TRANSIT DISTRICT DISPATCH AND PROVIDE INFORMATION** Give your exact location, cross street, and direction of travel.
Give type of emergency (passenger injury, vehicle accident, vehicle breakdown, etc.) Number of passengers, any wheelchairs, any injuries involved.
What help you need (medical, law enforcement, tow truck, ambulance, etc.) Inform Dispatch whether you are blocking traffic.
- **AT THE SCENE OF THE ACCIDENT**
Treat injuries as outlined in your first aid training
Keep everyone inside the vehicle, unless necessary to evacuate because of imminent danger of further injury or death
Assign passengers to assist each other if necessary
Do not discuss the accident with anyone except a law enforcement officer or your supervisor.
- **COMPLETE THE REQUIRED REPORTS**
The required Incident Reports must be completed before the end of the shift and given to a supervisor even if there is no report by law enforcement.

I. Post-Accident

Once you have responded to the accident by following the procedures described above it will be necessary to obtain information and perform other actions to protect passengers and staff.

The most important of these activities is to document what happened.

- a. Obtain names, addresses, and phone numbers of passengers in your vehicle.
 - b. Get the license plate number first, and then obtain names of driver and passengers in the other vehicle.
 - c. Take pictures of the driver's license, vehicle plate(s), damages to both vehicles, and all 4 directions of the scene.
 - d. Get the names of the investigating police officer and his or her agency (county, city, also badge number and a case number if available).
 - e. If an ambulance was called, write down which hospital it went to.
 - f. Note the time and specific location of the accident.
2. **Do not talk to anyone about the accident except the appropriate authorities.**
- a. Do not blame others or take the blame for the accident.
 - b. Avoid discussing details with anyone except Gulf Coast Transit District officials, Police, or EMS.
 - c. **Don't volunteer any information to anyone!!!**
 - d. Don't make any statements to the press or bystanders; refer their questions to the Gulf Coast Transit District's Executive Director.
 - e. If contacted by an attorney or any other individual about the accident, refer them to the Gulf Coast Transit District's Executive Director

Security Breaches

POLICY

It is the policy of Gulf Coast Transit District Transportation to maintain the security of the premises and vehicles by reporting and responding to breaches in security.

PROCEDURE

- I. To establish and maintain a safe and secure environment Gulf Coast Transit District Staff should take the following actions when an unknown individual is seen in the area or on the premises:
 - a. Any individual seen in the office area, or the bus parking premises who is not recognized shall be stopped and questioned.
 - b. If the individual has business at Gulf Coast Transit District escorts him or her to the proper person. Or to the facility front desk.
 - c. If the individual runs off, notify the Operations Director or Transportation Manager immediately and complete an Incident Report.
 - d. If the individual becomes belligerent or threatening in any way. Leave the scene, notify the Operations Director or Transportation Manager and call 911.
 - e. Follow the instructions given by 911. Provide the following information, to the best of your ability. And then complete an Incident Report.
 1. Height
 2. Weight
 3. Gender
 4. Ethnicity
 5. Clothing description
 6. Any distinguishing marks (physical, language, tattoos, mobility. etc.)
2. Assault - if an individual is found on the Gulf Coast Transit District premises and is assaulting a person served or staff person, retreat to a safer location and secure the safety of the other persons served and staff.
 - a. Call 911 and follow the instructions given by 911.
 - b. Maintain visual observance of the individual, if possible.
 - c. Assist the police upon arrival and provide any first aid necessary.
 - d. Complete an Incident Report within 24 hours.
3. Prank or Disturbing Phone Calls Staff receiving prank or disturbing calls shall do the following:
 - a. Report the call to the Operations Director and request further instructions.
 - b. Call 911 if determined necessary by the Operations Director and provide any distinguishing voice characteristics such as pitch, accent, speech impairments, etc.
 - c. Complete an Incident Report within 24 hours.
4. Unlocked doors when opening or after hours. If a door is found unlocked, the following action should be taken:

- a. Re-lock door.
 - b. Contact the Gulf Coast Transit District Transportation Operations Director or Transportation Manager.
 - c. The Operations Director or his designee's will perform an immediate search of the area and contact Alert Alarms for the last person to exit the building entry alarms and security system.
 - d. The Operations Director shall complete an Incident Report within 24 hours.
5. Missing Property-If Gulf Coast Transit District property is found missing, the following action should be taken:
- a. Look for the item in the immediate area where it is normally kept.
 - b. Report the item to the Operations Director or person responsible for the item.
 - c. File an Incident Report within 24 hours

Severe Weather Action Plan (S.W.A.P.)

Gulf Coast Transit District maintains emergency procedures for tornado/inclement weather watches and warnings for the safety of customers and staff.

The Severe Weather Action Plan (SWAP) governs actions of Gulf Coast Transit District during a severe weather emergency.

PURPOSE:

The SWAP will define the roles, responsibilities. Equipment and supply requirements for the two divisions to respond and allocate resources in the most effective manner.

DEFINITIONS:

SWAP - Severe Weather Action Plan **REQUIRED SAFETY EQUIPMENT:**

Severe weather gear appropriate footwear

PROCEDURES:

TORNADO:

1. A tornado watch is issued when weather conditions are favorable for development of a tornado. A tornado warning is issued when a tornado has been sighted.
2. The Dispatcher on duty shall be responsible for monitoring weather conditions. When threatening weather is imminent the Dispatcher shall

monitor weather reports until normal weather resumes. Weather conditions may be monitored locally on KGBX 1540 AM radio or by calling (409) 765-9474 (NOAA forecast).

3. The Dispatcher shall be responsible for informing the Operations Director and the facility on the weather status. In the event of a tornado warning, or if the storm is in progress, all persons shall remain inside of the facility. Operators in vehicles in the parking areas shall be contacted by the Gulf Coast Transit District issued phone to come into the building with customers. Driver shall be informed of warning in their driving area by the Gulf Coast Transit District issued phone. The office staff will go to the interior hallways of the building. The staff should instruct all persons to kneel under desk or tables, if possible, or kneel with the person's head tucked between the knees, with hands covering the back of the head.

The Operations Director or his /her designee should:

- Close all doors to the facility
 - Ensure all activities are restricted during time of immediate danger
4. Vehicles - when vehicles are on route, the driver will seek the nearest shelter, or in case of immediate danger, evacuate passengers and staff from the vehicle, instructing them to go to the nearest ditch and cover their head with their hands (or if necessary, move away from the tornado at a right angle).
 5. "All Clear" - After all clear is given, the Operations Director / Safety Coordinator shall take roll call to be sure everyone is accounted for. Any injuries sustained will be treated immediately.
 6. The Operations Director / Safety Coordinator will be responsible for the cleanup and inspection of the office areas and facility.
 7. The Operations Director / Safety Coordinator will be responsible for clean-up and repairs of vehicles.
 8. All damages will be photographed for documentation.
 9. The Operations Manager will submit a written report to the Executive Director detailing the damage, repair estimated cost and time of repairs.
 10. The Operations Director shall coordinate clean- up/repair efforts with any insurance adjusters and contractors. The Executive Director shall approve all repairs.
 11. All involved staff will forward an Incident Report to the Executive Director within 24 hours.

INCLEMENT WEATHER:

1. High Water - Operators that experience high or running water on or across streets and roads shall not proceed in the area uncertain of the depth of water. Operators must inspect to ensure all water crossings are safe.
2. Hail - Operators shall proceed to the nearest shelter or highway underpass. Operators are not to allow passengers exit the bus during hail or severe weather.

3. Operators are to report inclement weather to the Dispatcher with their Gulf Coast Transit District issued radios. The Dispatcher shall inform involved operators of weather conditions.
4. All Operators involved in incident weather conditions/that caused damage to the bus shall forward an Incident Report to the Operations Director.

Chemical/Biological Hazard Procedure

SUSPECTED CHEMICAL / BIOLOGICAL DEVICE

What to Look For:

1. Strange odors, haze, or "fog" in unexpected areas. Chemicals often have a sweet or "fresh cut grass" smell. Or may have an "almond" smell. Note: not all chemicals are visible or carry an odor.
2. Oily or wet residue on floor or walls.
3. Broken or abandoned containers that indicate two or more chemicals have been mixed.
4. Birds, mice, insects or other animals appearing ill, confused, or dead or dying in a certain area.
5. People falling ill at the same time, with difficulty breathing, or with dizziness or nausea.

What to Do:

1. Turn off car-borne HVAC if in a vehicle. Notify your dispatcher via radio of the possible emergency.
2. Stop short of the area if possible do not enter the suspect area.
3. **If** suspected release is outside the vehicle and vehicle is already in the area of the release, attempt to move out of the area to an upwind location before opening doors.
4. If release is inside the vehicle, stop vehicle as soon as possible in an area where the doors can be safely opened without exposing others outside the vehicle to the suspect release.
5. Evacuate customers to a safe location upwind from the release to a minimum distance of 300 feet. **DO NOT CAUSE A PANIC** - remain calm and collected.
6. Once outside the suspect release area, do not re-enter the area, or allow anyone else to enter the area. Specially equipped and trained personnel will be en-route to handle the incident.
7. Meet the police as soon as they arrive, they will need to talk to you for important information.

BIOHAZARDS AND CLEAN UP

POLICY

The Gulf Coast Transit District has adopted the following policy statements as several infectious Diseases continue to increase nationally; it will become extremely important for staff members of Gulf Coast Transit District to have accurate information about the illness for the safety of passengers and staff.

PROCEDURE

1. Work Practice Controls: Controls that reduce the likelihood of exposure
Universal Precautions All human blood and potentially infectious bodily fluids are treated as if known be infectious for HIV, HBV, and other blood borne pathogens.
2. Personal Protection Equipment:
 - A. Gloves-Use for all tasks where there is possible contact with potentially infectious body. Disposable gloves are disposable. Do not reuse.
 - B. Guidelines for using gloves
 - C. Check gloves to make sure there are no visible holes or tears
 - D. Change gloves as soon as it is practical if they are contaminated, or they have holes
or tears, wash hands before re-gloving.
 - E. Do not leave the area wearing gloves
 - F. Remove and dispose of glove s in a proper manner
 - G. Wash hands
3. Bio-Hazard Kit
 - a. All Gulf Coast Transit District Transportation vehicles have Bio-Hazard kits on the bus in the red emergency backpack.
4. Spill Kits include:
 - A. Disposable gloves
 - B. Disposable towels
 - C. Plastic trash bags
 - D. Bio-Hazard bag
 - E. Genocidal cleaning solution and commercially packaged solution, 70% isopropyl alcohol, free solution of 10:1 water and bleach.
 - F. Absorbent beads
 - G. Waterless hand cleaner

5. Waste Disposal

- All contaminated items, cleaning supplies and personal protective equipment must be security bagged or containerized before discarding, if bag or container is damaged or if the outside contaminated, place it inside another container.
- Marked bags/containers of Bio-Hazardous material cannot be discarded in public sanitary landfill. The use of Bio-Hazard bags is suggested only when there is a need to process the contaminated items later.

6. Cleaning and Decontaminating a Spill

- Always wear gloves
- First wipe up the spill with towel or other absorbent material. Contaminated sharps such as broken glass or needles should not be picked up by hand, even if gloved. A mechanical means should be used to gather it up.
- Apply germicide to surface until it is glistening wet. Keep germicide in contact for recommend time, usually not less than 3 minutes, and then allow surface to dry.
- Dispose of all soiled cleaning supplies and personal protective equipment in proper manner.

7. If a spill is too large to be cleaned with the Bio-Hazard kit, remove passengers from the area and contact the Fleet Coordinator and the vehicle will be taken to be Bio-Cleaned.

8. First Response to Employee Exposure

- Administer First Aid
- Clean wound-wash with soap and water
- Bandage if needed

9. Exposure Procedures

- An exposure is when an employee has a parental (needle stick or cut) or mucous membrane (splashed to the eyes, nose or mouth) exposure to blood or other potentially infectious bodily fluids, (skin) exposure involving large amount of blood or prolonged contact with blood especially when exposed skin is chapped.
- An exposed employee should notify their supervisor and complete an incident report form as so as it is feasible. Gulf Coast Transit District will provide exposed employee (Within 10 calendar days) but not limited to, thefollowing:

Identification and documentation of the source individual and their infectious status for HI and HIV unless identification and is not feasible or prohibited by law.

A free and confidential medical evaluation and follow-up which can include:

- a. Testing for current HIV and HBV status
- b. Repeat HIV testing at eight weeks, sixteen weeks, and thirty-two weeks to determine whether the staff member has recovered.

All test results and findings are confidential and will not be part of the staff's regular employee file, nor will they be given to the employee's administrator, supervisor, or fellow employees. If you have questions or concerns, contact the Transportation Safety Coordinator.

Bomb and Terroristic Threat Procedures

Gulf Coast Transit District EMERGENCY PREPAREDNESS PROGRAM OR DISASTER PLAN

BOMB THREAT PROCEDURES

If a District facility receives a suspicious or threatening call, the response shall be as follows:

- Remain calm.
- Inform the nearest District staff person of the situation without letting the caller know.

Writing a note can do this. Do not yell out or scream. This staff person should then notify appropriate District staff and emergency personnel.

- NOTE THE EXACT TIME. This is important since most bombs are activated by a timer that restricts the bomb to a twelve-hour period or less.
- If the caller specifies a time, ask him/her to repeat the exact time. Note whether the caller used the twenty- four-hour clock.
- Ask the caller whether he has used District services or providers. This could make it possible to obtain immediate access to information on the caller.
- Ask questions that could be helpful in locating the bomb or that would be helpful in case of a hoax.
- Ask for a location of the bomb by saying, "Did you say the bomb was in the lobby?" (Or other specific location).
- If possible, all electricity and gas lines should be turned off at the main power source. Use flashlights or other battery-operated illumination.

- Inform the caller that the building is occupied with personnel and a bomb could result in death or injury to innocent people.
- Prolong the conversation as long as possible while noting background noises.
- As soon as the caller hangs up, immediately report the call to the local authorities and appropriate District personnel
- Evacuate and re-entry of the facility should occur in accordance with established procedures.

GULF COAST TRANSIT DISTRICT BOMB THREAT CHECKLIST

Date call received: _____

Time call received: _____

[PLEASE ASK THE CALLER THESE QUESTIONS)

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. What will cause the bomb to explode? _____
6. Did you place the bomb? _____
7. Have you used District services? _____
8. Did you know that the building is occupied with innocent people who could be hurt? _____
9. What is your name? _____

CALLER'S VOICE: (Circle all that apply)

- | | | | | |
|-----------------|----------------|----------|---------|-----------|
| Accent | Crying | Excited | Normal | Slow |
| Angry | Deep | Laughter | Ragged | Soft |
| Calm | Deep Breathing | Lisp | Rapid | Stutter |
| Clearing Throat | Disguised | Loud | Rasp | Whispered |
| Cracking Voice | Distinct | Nasal | Slurred | |
- Familiar (If voice is familiar, who did it sound like?)

* PROLONG THE CONVERSATION AS LONG AS POSSIBLE WHILE NOTING BACKGROUND NOISES.

BACKGROUND SOUNDS: (Circle all that apply)

Street noise	Music	Factory machinery	House noises	PA system
Voices	Long distance	Crockery	Local	Booth
Animal noises	Motor	Clear	Office machinery	Static

Other (Please specify) _____

BOMB THREAT LANGUAGE: (Circle all that apply)

Taped Message read by threat maker

Incoherent Irrational

AS SOON AS THE CALLER HANGS UP, IMMEDIATELY REPORT THE CALL TO THE LOCAL AUTHORITIES AND APPROPRIATE CENTER PERSONNEL.

IF POSSIBLE, ALL ELECTRICITY AND GAS LINES SHOULD BE TURNED OFF AT THE MAIN POWER SOURCE. USE FLASHLIGHTS OR OTHER BATTERY-OPERATED ILLUMINATION.

- **EVACUATE AND RE-ENTRY OF THE FACILITY SHOULD OCCUR IN ACCORDANCE WITH ESTABLISHED PROCEDURES.**

Name of person completing form:

Your job title:

E-mail Threats

Do not open any attachments

Contact CC-1 / CC-2

immediately

- If your IT Department has a person that monitors the security of your computer systems, notify that person as well.

Regular Mail/ Suspicious Objects

If you receive a written threat, contact CC-1 CC-2 immediately if you

receive a letter or package with suspicious characteristics such as:

Excessive	No Return	Misspellings
Postage Oily	Address Unusual	Excessive tape
Residue	Markings	

Or...

If someone discovers a suspicious object or unattended package: Do not touch the item. Leave the item where it is and avoid getting others to touch it. Evacuate the immediate work area (all others).

Contact CC-1/CC-2 immediately from a safe location (do not use phone next to item, cell phones or two-way radio).

Meet local Police outside and provide an exact description of the item. Local Police will investigate and determine if a full building evacuation is necessary.

CRIME

Suspicious Activity:

If anyone observes or is made aware of any suspicious activity. Do not confront the individual(s) involved. Take note of the details:

- Size (Jot down the number of people, gender, ages, height, and physical description)
Activity (Describe exactly what they are doing and if there is a presence of a weapon)
- Location (Provide exact location)
- Uniform (Describe what they are wearing, including shoes)
- Time (Provide date, time, and duration of activity)
- Equipment (Describe vehicle, make, model, color, license plate, etc.)

Dial 9-1-1 to contact the local Police Department and provide them with the information.

CIVIL UNREST

If a riot or other civil disturbance develops **in** the immediate vicinity of the building or encroaches into the building:

Do not leave your building or try to leave the campus unless otherwise directed by local Police or CC-1/CC-2.

If other emergency response team directs building occupants to remain indoors, follow the "Shelter In-Place" procedures.

Do not attempt to confront or talk with those causing the disturbance. Local Police will handle any interaction with individuals involved.

The CC-1/CC-2 and local Police will work together to determine the extent of the disturbance and provide information and direction to staff and visitors. CC-1/CC-2 will communicate only confirmed information. Therefore, it may take time to ensure accurate information is disseminated. Following shelter in-place procedures will provide a safe environment for building occupants until the situation can be fully evaluated.

FIRE SAFETY PROCEDURES

Fire Alarm System

Gulf Coast Transit District facilities are equipped with an automatic Fire Alarm Systems, complete with pull stations, bells or horn, flashing lights for the hearing impaired, smoke detectors, and heat detectors, and heat detectors which are wired into the system. The system is connected to the local fire emergency department and is both live-wire and has battery-back up.

Fire Extinguishers

Gulf Coast Transit District facilities, properties, and vehicles are equipped with appropriate fire extinguishers. The use of any fire extinguisher shall be reported to the Facility Safety Coordinator immediately and properly noted on the incident report form.

Annually all Gulf Coast Transit District staff and volunteers receive training in the proper use of firefighting equipment and other fire containment. As recommended, staff will only attempt to control fires that are small and contained and only after facility or vehicular occupants are evacuated and the local fire department notified.

Fire equipment locations

The Transit District office is equipped with ABC fire extinguishers.

It is the responsibility of the facility safety Coordinator to make a visual inspection of the fire extinguisher(s) each month. Operators are to inspect the extinguishers in their individually assigned vehicles each day. The fire extinguisher is marked as follows:

Green on top: "Charged"

Red on left: "Recharge"

Red on right: "Overcharged"

NOTE: For all frontline employees, if the fire extinguisher needs being "Recharged" or if it is "Over Charged," inform the facility safety coordinator.

Anyone who willfully and maliciously, tampers with, damages, breaks any required smoke detectors shall be guilty of a misdemeanor. Any person, who willfully and maliciously, transmits or sounds a false alarm of fire, is guilty of a misdemeanor.

EVACUATION

Definition:

Evacuation refers to the movement of people to a safe location within, or to the outside of a building during a fire or other emergency.

A complete evacuation requires all occupants to leave the building and go to a safe location assembly area) outside of the building.

Evacuation Procedures:

Building occupants will be made aware of the need to evacuate by either the fire alarm system (sound and strobes), by verbal instructions from building emergency team members or by self-evident hazardous conditions. All occupants must evacuate upon the activation of the fire alarm and/or when fire, smoke or other hazards are present.

Upon notification of the need to evacuate by Supervisor on duty or Control 1/ Control 2:

Close all doors near you and exit the building via the safest exit

If nearest exit is blocked or obstructed by smoke. proceed to an alternate exit

Give assistance to those, who may be slower moving or in need of help

Completely exit the building and do not return to the building until directed to do so by Fire Dept. personnel

Once outdoors proceed to assembly area and report any information you have regarding the emergency to the building emergency team member such as people trapped and where the fire is located.

Operators are to remain on their route where they are until instructed by Control, I Control 2 on, what to do next. If you are driving at the time, DO NOT report to assembly area as it may only cause further conjunction and complications.

Persons with Disabilities

Although the general public, persons who use wheelchairs or other personal assistive devices, or persons who have Visual impairments or medical, physical, or other conditions may have little difficulty using transit service under normal circumstances, passengers may not be able to move with the speed, agility, and sureness needed to evacuate the facilities /vehicles and road structures safely and quickly during emergencies. In addition, emergency response person who may be called to respond in rural areas may be unavailable, limited in numbers, and/or must travel long distances reach the scene.

Moreover, even during an emergency causing no injuries to general passengers, young, elderly, disabled persons may have special needs requiring attention by the vehicle operator or other transit system personnel until emergency response personnel arrive.

During an emergency where evacuation is necessary, some building occupants or vehicle passengers may be physically challenged and may not be able to exit without assistance from others.

- Ask for assistance from other building occupants or vehicle passengers and safely move the person to the safest exit.
- Send someone to advise the building emergency team of the location of the person needing rescue so that it can be passed on to the fire department.
- Once mobile evacuees have moved past your location assist the person to the best of your ability while maintaining your safety and their safety.

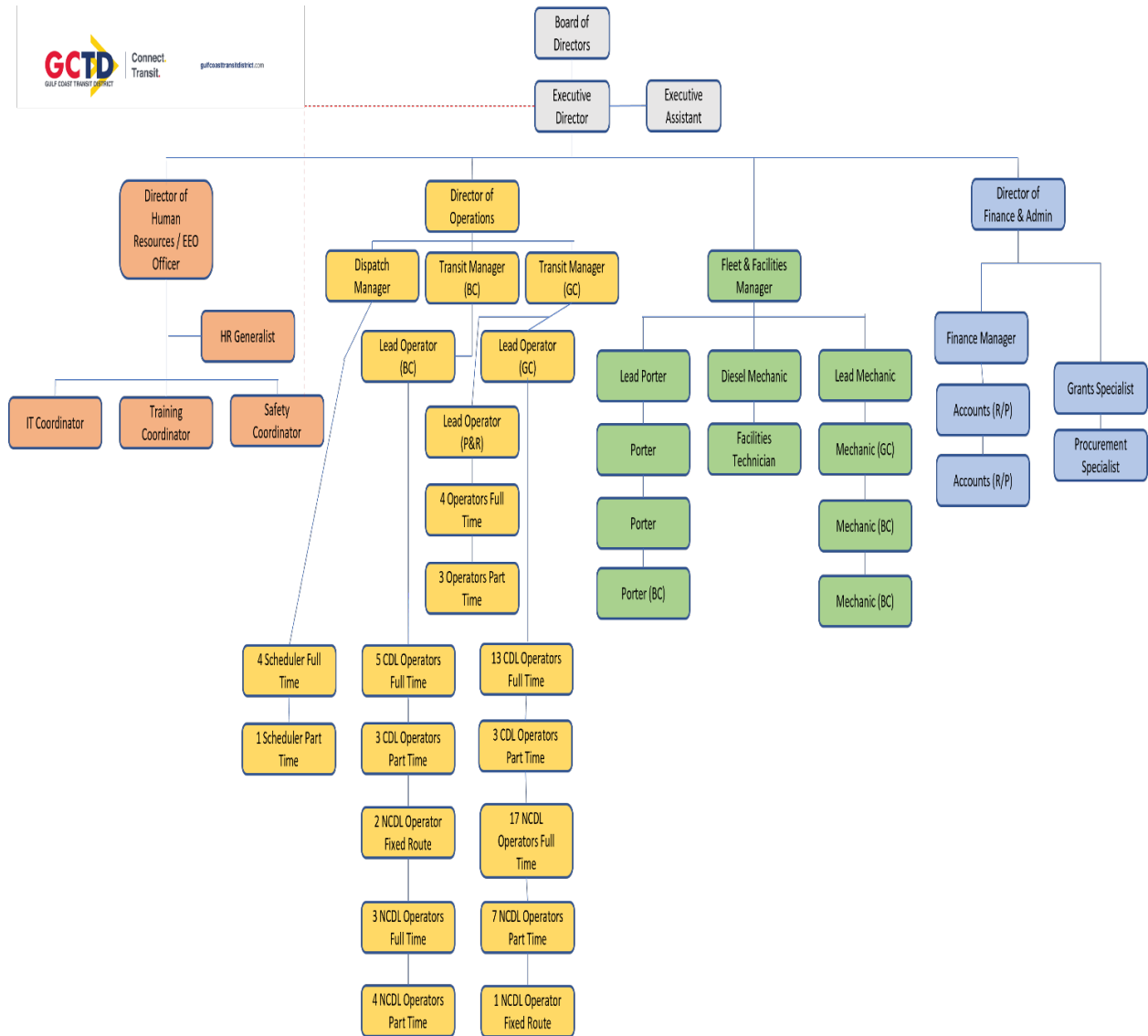
Shelter in Place

Definition

Shelter In-Place or Defend In-Place means to have building occupants seek shelter inside a building and remain inside until the danger passes. This is used when evacuation may cause greater risk than staying where they are. Examples may include chemical releases, dangerous activity outside such as a crime or other hazards.

Shelter In-Place Procedure:

- Follow directions of the building emergency response team or other emergency response officials.
- Close doors and windows leading to the floor, office or classroom.
- Move toward the center of the room away from windows.
- Remain indoors for your safety and safety of others.
- Understand that it may become necessary to shut down air handling systems to prevent fumes or smoke from entering the building.
- Understand that shelter in-place orders are not given lightly, and a spirit of ready cooperation will make an incident requiring this procedure to go as smoothly as possible.



EARTHQUAKES

Before the Earthquake - BE PREPARED!

Assess your own workspace for possible hazards, including:

- Window glass- Decide where you will take cover to avoid being injured by falling glass.
- Heavy objects- If your workstation is near a temporary wall or partition ensure it is securely anchored.
- Loose Objects- If you have materials stored on top of cabinets or shelves, determine if these items should be secured or removed for your own safety.
- Become familiar with all exits from your workspace.
- Become familiar with the location of fire extinguishers, first aid kits, emergency supplies and your building assembly area.
- Purchase a "Grab & Go" emergency **kit** for you to keep nearby. This would include emergency food, water, first aid and other needs.

During the Earthquake

If inside a building:

- Remain calm- Do not panic. Do not attempt to go outside. Protect yourself and help others remain calm.
- DROP, COVER & HOLD - under a sturdy table or desk. If no shelter is available seek cover against an interior wall and protect your head and neck with your arms.
- Protect yourself from falling objects such as light

fixtures. Bookcases, cabinets, shelves and other furniture that might slide or topple. Stay away from windows.

- Stay put- Hold your position until the ground and or building stops shaking. Running for an exit is not recommended. As debris falls it may block your path and cause injury.

After The Shaking Stops

Following an earthquake, aftershocks, which are either lighter or heavier earthquakes will occur for days or even months to come. Always be prepared for aftershocks.

Actions to take following the earthquake and following all aftershocks include:

- Get up carefully. The environment around you may have been damaged and may be hazardous.
- Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger. Render first aid **if** required.
- Check the area for safety hazards such as building damage that may affect the integrity of the structure, fires. Smoke, chemical spills, gas leaks. If building appears unsafe or if any of the hazards are present in the building. Begin evacuation procedures.
- Turn off ignition, heat and gas sources before evacuating. If possible. This includes electrical equipment in offices.
- **If** evacuating, use caution. Report to the designated building assembly area.
 - All Gulf Coast Transit District employees must report to Control-1/ Control-2 immediately to receive instructions.
 - If you are unable to report to Control-1 Control-2 you should contact your immediate Supervisor and provide him / her with the following information:

- Your location and physical health status
 - Your vehicle's status (if applicable)
 - The status of any structures in your immediate area (if known)
- NOTE:** If there is no response radio Control 1 Control 2 directly.
- Call the 911 to report life threatening injuries or emergencies requiring immediate attention. Emergency response personnel may not be able to respond to your request for service in a large-scale disaster. Also notify the building emergency response team at the assembly area.
 - Only use the phone to report urgent matters. Listen to AM FM portable radio for information. AM 740 KTRH

MEDICAL EMERGENCIES

Calling for Assistance

For all medical emergencies or injuries. Call 911.

Be prepared to provide the following information:

- Nature of the emergency (type of injury or illness)
- Exact location of person needing assistance
- Your name, call back phone number

Remain on the line until the operator hangs up first.

Minor Injury or Illness

- No matter how small or slight the injury may seem, employee is responsible to report it to their supervisor immediately.
- Explain what happened to cause the injury and express your desire to seek medical care. Employee must fill out the Worker's Compensation Form. The Supervisor will fill out the Report of Injury form. Both forms are located at the HR dept.
- If the employee is unable to fill out the form, the supervisor may fill out the form based on the employee's verbal information. The employee will sign the completed form

- Once forms are completed, a copy must be given to the Human Resources Department.

Procedures to Follow in the event of a Power Outage

Each facility should be equipped with an emergency lighting system. If there is a power outage all lights will go out except the emergency lighting system. This along with lighting from the windows should provide enough light to exit the building safely if necessary.

- Employees should use their flashlight on their phone in their workspace
- Assess where employees should relocate or whether they should stay put if a blackout occurs.
- Aisles, exits and entrances are to be kept clear and unobstructed to avoid tripping and falling
- Shut off computers and other sensitive electrical devices
- Do not attempt to trouble shoot or fix electrical equipment

The Executive Director will contact the electrical service provider to determine if there is a power outage in the immediate area and, if so, the estimated time of power is restored. If the electrical outage is due to a building issue, then a licensed electrician will be contacted for repair service. The Executive Director will also send an "All Staff" email alerting staff of the power outage at the facility & anticipated time power will be restored and then follow-up with an email of the facility having power restored.

Although loss of electrical service may compromise operations, it is expected that some functions can be continued, and personnel efforts should be directed towards those functions so do not leave the workplace without appropriate authorization from your supervisor.