

Safety & Security Planning Information Directed to Effective Response

“Get Caught Up in Safety & Security”

*West Virginia’s Resource Manual
for the Safe & Secure Operation
of Transportation Systems*

2006

*West Virginia Department of Transportation
Division of Public Transit*

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Acknowledgements

What is SPIDER?

SPIDER is actually an acronym for **S**afety and **S**ecurity **P**lanning **I**nformation **D**irected to **E**ffective **R**esponse. This manual has been prepared specifically for West Virginia's transportation systems to assist them with ensuring the safety and security of their operations, with an emphasis on emergency preparedness.

Preparing for safety and security is a mind-set. A program which protects your employees, your passengers, and your assets will help ensure that you can continue operations during any scenario, from a minor incident to a natural disaster, or worse. **SPIDER** can also assist you in meeting WVDOT Division of Public Transit (DPT)'s and the Federal Transit Administration's (FTA) program requirements.



Along with this **SPIDER** Manual and CD, you will receive all of the guidance, directions, and forms necessary to develop an on-going, comprehensive safety and security program.

Why the Emphasis on Safety, Security, and Emergency Preparedness?

Unfortunately, the tragic events of September 11, 2001 ushered in a new era for safety, security and emergency preparedness in the United States. As Federal, State, and local public safety organizations assess their capabilities to manage the new threat environment, so, too, must the public transportation industry evaluate and enhance its level of readiness.

While most transportation systems in West Virginia are relatively safe from terrorist attack, natural disasters throughout the United States highlight the need for transportation systems to be prepared to respond to these types of emergencies in their own communities; to assist other communities; or seek the assistance of other communities, in times of disaster. Therefore, each transportation system must evaluate the needs of the community they serve, coordinate with surrounding communities, and develop, and implement, safety, security and emergency response plans.

Even closer to home, the mining disaster at the Sago coalmine in West Virginia highlighted the need for crisis communications. Keeping the lines of communication open is critical during a crisis. While you may not be able to prevent a catastrophe from happening, you can control how you respond to

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the crisis. Every organization needs a disaster plan. **There is no such thing as being too prepared.** Remember, just because you have not had a catastrophe does not mean that it will never happen.

Additionally, transportation systems must take a pro-active, not reactive, role in emergency preparedness. **Do not assume that other agencies will contact you to be part of their planning.**

How Can I Work With Local Emergency Management Agencies (EMAs)?

Emergency Management Agency (EMA) personnel tend to define emergencies differently than what might constitute an emergency for a transportation system. When you are developing emergency response plans with local EMA directors, it is important that you and the EMA director agree on the definition of emergency.

Within transportation systems, an understanding of the types of emergencies that could occur and their related hazards is necessary for effective emergency preparedness planning and procedure development. Typical transportation system emergencies might include:

- A passenger fall or illness;
- An unruly passenger;
- Vehicle breakdown;
- Driver incapacitation;
- Vehicle collision and/or fire;
- Vehicle rollover;
- Vehicle immersion in water; and/or
- Severe weather conditions/natural disasters.

It is quite possible that an emergency could involve a combination of these scenarios.

How Can Using SPIDER Help Your Transportation System?

Safety, security, and emergency response are issues that affect every aspect of public transportation. Following the guidance and recommendations contained in **SPIDER** can help identify and address potential hazards resulting in lives saved and reduced injuries and costs. Both the FTA and DPT strongly encourage all transportation systems to be prepared by addressing, at a minimum, the following aspects of safety and security:

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- Policy formation: Development of a Board policy, possibly as part of an overall mission statement, which addresses safety, security, and emergency preparedness/response;
- Planning: Development of a formal plan, which addresses all aspects of safety and security, including an emergency response plan.
- Procurement: Vehicle specifications, which reflect safety and security issues.
- Finance: Insurance and Risk Management
- Operations: Policies and procedures for addressing accidents, incidents, training, etc.
- Maintenance: A documented maintenance plan for all vehicles and equipment.

Because safety, security, and emergency response are issues that are all encompassing, each transportation system, regardless of the size, should make safety, security, and emergency response as its top priority. A sound safety, security and emergency management plan will ensure continued operation, help avoid organizational demise and secure your transit systems future.

How is SPIDER Organized?

The **SPIDER** Manual is set out in four specific sections, which follow this introduction:

- Section 1, System Enhancements That Reduce Transportation System Risks
- Section 2, Emergency Operating Procedures
- Section 3, National Rural Transit Assistance Program's (RTAP) Threat, Vulnerability & Emergency Preparedness Toolbox
- Section 4, Passenger, Vehicle, and System Safety Forms and Examples
- Section 5, Safety, Security, and Emergency Preparedness Plan Template

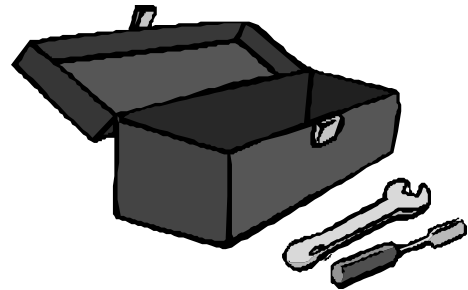
Section 1 contains a variety of system enhancements that can be implemented to effectively reduce risk exposure and increase safety in your transportation system. Actions such as a documented, thorough, new-hire training program and employee evaluation program, the institution of a Safety and Security Committee, for example, are enhancements that can actively address safety before an accident or incident occurs.

The standard procedures discussed in Section 2 involve safety issues that are basic to each safety program. They include the proper on-board safety

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equipment, emergency response procedures, including evacuation, and working with local emergency responders.

Section 3 is a training package, a “toolbox,” prepared by the National Rural Transit Assistance Program (RTAP) on transportation system security. From identifying assets, evaluating hazards and threats to managing critical incidents, which could vary from dealing with unruly passengers to chemical spills, forest fires, or thunderstorms, this section will be a useful tool for responding to any type of threat to the security and safety of your employees and passengers. Although we would like to think that some of the threats and situations described in the RTAP toolbox will never happen in West Virginia, the truth is that none of us are exempt from any situation, no matter how unlikely it might seem. From a safety and security standpoint, the old adage “better safe than sorry” is a much better motto than “I’ll worry about that when it happens.....”.



Section 4 is a compilation of forms and examples to assist you with implementing the recommended policies and procedures presented in **SPIDER**. Whether you need a suggested Preventive Maintenance Schedule, training documentation forms, accident report form, or bomb threat checklist, forms have been provided that can be customized to fit your individual transportation system needs and requirements.

Finally, Section 5 is a template to assist you in developing your own Safety, Security and Emergency Preparedness Plan (SSEP). This template has been developed based on a variety of previously developed safety and security plans and actual hands-on experience of transportation systems throughout the United States, but has been customized for West Virginia transportation systems and the information contained in the **SPIDER** manual. The West Virginia Division of Public Transit will provide training to assist you in learning how to use this template. Remember, however, the responsibility for actually developing the plan and coordinating with your local emergency management agency and other local agencies and officials is yours. To quote a Section 5311 manager in Indiana, “...*In the following weeks [after our state’s mandatory security plan training], meeting after meeting and revision after revision resulted in a very detailed and comprehensive plan that would ultimately allow our City to utilize our staff and vans in the event of a major disaster. Plan in hand, we called on the Mayor to share our vision and work with him. Before we knew it, a special meeting had been called of Civil*

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*Defense, Police, EMS, and local firefighters. Our “little” plan was to be placed in every police car and fire station within the City. They were especially impressed with the terrorist section, and the plan was shared as a model for others to use. **But even then, I can distinctly remember thinking that we would probably never use it. Was I wrong.....**”* (Excerpted from 2006 2nd Quarter Indiana RTAP Newsletter article by Nola Davis.)

All of the information presented in **SPIDER** are **recommendations** for a comprehensive safety program unless otherwise noted. For example, the DPT requires Passenger Service and Safety Program (PASS) training for all Section 5310 and 5311 drivers. The CDL licensing and driver requirements are required for all CDL vehicle drivers. However, other driver training, such as new hire and refresher are at the discretion of the transportation system.

How Do I Use SPIDER?

Each section and subsection of **SPIDER** are detailed in the Table of Contents. If, for instance, you are looking for guidance with developing training for new drivers, simply go to the table of contents, and looking down through the sections, you will find that this topic is addressed in **Section 1, System Enhancements That Reduce Transportation System Risks** under Training. As you turn to the Training section, you will read a comprehensive overview on training in general, including new hire training. If you refer back to the Table of Contents, and look at Section 4, Passenger, Vehicle, and System Safety Forms and Examples, you can see that there are several recommended forms related to new hire training that you can use as presented or customize for your use.

As mentioned earlier, in addition to a **SPIDER Manual organized in a three ring binder, you will also receive **SPIDER** on CD. The entire **SPIDER** manual, including the forms and any other supporting information will be contained on this CD in a “read only” format. To use or customize any of the forms, simply open the desired file on the CD and save it to another disk or your computer hard drive. We suggest you give it a new name, or add the date to the file name so that you can distinguish this form from the original. You are free, then, to make changes, revisions, additions, etc. to the form as desired.*

What SPIDER is not.....

We've spent the majority of this introduction telling you what **SPIDER** is and how to use it. Do not forget what **SPIDER** is not. **SPIDER** is not a static, stand alone document. It has been designed so that it can be updated easily as new technology and requirements change. By itself, it can do nothing. You, as the manager, director, or supervisor of your transportation system, using **SPIDER** as a guide, must take the necessary steps to develop an overall safety program which will allow your system to respond appropriately to any emergency, disaster, or threat that your system could face on a day-to-day basis. This is not something that you can accomplish in a day, a week, or even a month. Safety and security is an on-going challenge that you as a transportation manager must address every day. We strongly encourage you to keep **SPIDER** on your desk in easy reach as a reminder of that challenge.