4. If vehicle is to be evacuated:
    a. Vehicle operator determines where to evacuate and directs ambulatory passengers to that point.
    b. Vehicle operator does a hasty triage on remaining passengers and attempts to move any that are alive to the evacuation point (he/she may request assistance for uninjured passengers).
    c. Once at the evacuation point the vehicle operator attempts to make survivors as comfortable as possible and waits for first responders.

5. If vehicle is not to be evacuated:
    a. Vehicle operator provides first aid to victims.
    b. Vehicle operator provides aid and comfort to passengers and waits for arrival of first responders.
    c. Upon arrival of first responders the vehicle operator turns over control of the scene to them.

MASS EVACUATION PROCEDURES

The transit agency's major contribution to emergency management is to provide assets to support a mass evacuation. The need for such an evacuation will be determined by emergency management personnel and the transit agency will be asked to provide assets to the emergency management agency to be deployed as needed by the emergency management agency. Such support will be carried out according to the following guidelines:

a. The transit agency and the emergency management agency will establish written agreements detailing those transit agency assets that are available to support a mass evacuation.

    1. The availability of these assets will be governed by a variety of factors (need to sustain regular service, availability of trained personnel to operate vehicles, logistical ability of the transit agency to support sustained operations, operational status of agency equipment).
    2. The assets will be deployed only when requested by the emergency management agency.
    3. The assets will remain under control of the transit agency but will be used as directed by the emergency management agency.

b. The transit agency will develop procedures for call back of qualified vehicle operators when emergency incidents arise during periods of non-operation or limited operation.

c. The transit agency will establish command procedures clearly designating the individual in charge of the deployed assets and the chain of command for transit agency personnel to follow while on deployment.

d. The transit agency will participate in pre-incident planning to identify likely assembly points for evacuees, evacuation routes (primary and alternate) and reception centers.

e. The transit agency will provide a representative to the incident command post who will serve as the person in charge of the transit agency deployment. This representative will direct dispatch of agency vehicles and will monitor operational status during the deployment.

INCIDENT COMMAND SYSTEM

The transit agency will implement the Incident Command System as part of its emergency procedures. At a minimum, supervisory personnel will complete ICS-100 (Introduction to Incident Command) and ICS-200 (Intermediate Incident Command) and non-supervisory personnel will complete ICS-100. The purpose is to prepare transit agency employees to integrate smoothly into the command structure used by emergency management on a large scale incident. Both classes are available on-line from the Emergency Management Institute, the training unit of the US Department of Homeland Security (URL: http://www.training.fema.gov/emiweb/)

CONTINUITY OF OPERATIONS

The transit agency should have established procedures for continuing operations regardless of its size or complexity.

At a minimum the procedures should:

1. Identify, to the extent possible, the events that could cause business/operations disruption.
2. Identify the consequences/impact on served populations caused by each identified possible disruption
3. Set priorities, under each scenario, for continuation of services.
4. Identify those resources necessary to continue the identified services.
5. Identify personnel responsible for managing and carrying out the continuation services.
6. Identify sources for emergency re-supply of the agency during continuation operations.
7. What external agencies need to be notified that the agency has suspended normal operation? Who's responsible for the notification?

The purpose of continuity operations is to sustain critical agency functions in an emergency. These functions include services to staff and employees as well as transportation operations.

RECOVERY OPERATIONS

Separate from continuation, but related in function, are recovery operations. The transit agency must also have in place procedures necessary to facilitate recovery from a disaster and resumption of normal service operations. These activities are related to continuation operations in that they take place virtually at the same time and must be coordinated so as to complement each other rather than interfere with each other.

Factors to consider when developing recovery procedures include, but are not limited to:

1. Identify the “recovery team” by position title
2. Identify “recovery team” responsibilities; what do you want them to do?
3. Identify those agency operations and services not sustained under continuation operations that need to be recovered.
4. Identify resources necessary for recovery of non-critical and critical services and operations.
5. Identify priority for restoration of agency services (Are you going to bring them all back at once or in phases)?
6. Identify employee call back schedule (who will you need first)?
7. Establish operations restoration checklists for each agency service area/department.
8. What constituencies need to be notified as the agency brings services back into operation?
9. What is the priority for re-establishing vendor contracts and delivery of services?
10. Set a target date for phase out of continuation operations and resumption of normal services.

Recovery planning is concerned with bringing the agency back to full service after a shut down. The goal is to bring service back quickly and efficiently and safely.