

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

Core Contingencies

Emergency Response Plan

May 2006

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Contact Information

Emergency Contact List

TITLE	NAME	OFFICE #	NEXTEL #	HOME #
Incident Commander	Mark Ostertag	389-7478	844-5380	244-6466
Alternate Incident Commander	James Hoskins	369-6026	844-6726	376-9335
FRS Emergency Coordinator	Dan Peabody	389- 7408	844-9681	733-1918
Vehicle Maintenance Emergency Coordinator	Steve Herrera Eddie Benson	389-7418 389-7541	844-9821 844-7891	389-0501 276-7833
STS Emergency Coordinator	Jan Johnson Ralph Villareal	389-7503 389-7484	844-6728 844-0591	990-8434 441-3253
Planning Emergency Coordinator	Rob Smith Roberto Gonzales	369-6036 369-6035	422-2449 cell	828-0598 443-6436
Human Resources Emergency Coordinator	Donna Simmons Karen Kirk	389-7520 369-6275	844-3764	301-3491 341-0847
Security Emergency Coordinator	Pam Rivera Blair Spikes	389-7471 389-7548	844-9665 844-5385	929-7566 989-5723
Information Technology Emergency Coordinator	Denise Du Charme Daryl Shipper	369-6207 389-7447	844-8567 844-7492	249-8701 918-3146
Purchase Transportation Emergency Coordinator	Shanea Davis	389-7439	844-7494	288-3609
Procurement Emergency Coordinator	Joe Peck Harold Tye	389-7531 389-7410	606-9809 (pager)	830- 914-3503 385-2517
Finance Emergency Coordinator	Cynthia Hernandez Pam Laine		426-0712	
Customer Service Emergency Coordinator	Barbara Chavis	389-7497	844-5629 844-9669	929-7268
Public Information Officer	Libba Letton Rick L'Amie	369-6027 389-7550	844-9824 844-0591	

More detailed contact information can be obtained in each of the departmental plans contained in this document.

EMERGENCY RESPONSE TEAM LIST OF NEXTEL USERS

Almond, John	(512) 563-3853
Archer, Sam	(512)652-8973
Benson, Eddie	(512) 844-7891
Breir, Rachid	(512) 844-5153
Brisco, Thomas	(512)844-0024
Chavis, Barbara	(512) 844-5629
Davis, Shanea	(512) 844-7494
Du Charme, Denise	(512) 844-8567
Ferrell, Dwight	(512) 225-4021
Garner, Bryan	(512) 844-4703
Gilliam, Fred	(512) 844-3291
Graebner, Jim	(512)844-0248
Hernandez, Cynthia	(512) 844-0717
Herrera, Steve	(512) 844-9821
Hoskins, James	(512) 844-6726
IT AFTER HRs	(512) 844-0115
Jackson, Jackie	(512) 844-9669
Johnson, Jan	(512) 844-6728
L'Amie, Rick	(512) 844-0591
Lancaster, John	(512) 844-3201
Letton, Libba	(512) 844-9824
Lofye, Andrea	(512) 844-2901
Nyren, Mike	(512) 844-9647
Ostertag, Mark	(512) 844-5380
VM Supervisor's	(512) 844-4819
Peabody, Dan	(512) 844-9681
Rivera, Pam	(512) 844-9665
Roesler, Richard	(512) 844-6805
Schroter, Jane	(512) 225-4009
SGT Jones APD	(512) 844-0482
Shipper, Daryl	(512) 844-7492
Simmons, Donna	(512) 844-3764
Smith, Rob	(512) 233-9136
Spikes, Blair	(512) 844-5385
Timbes, Elaine	(512) 844-0190
Whelan, Brian	(512) 844-9693
Woodby, Carl	(512) 844-0770
Worthen, Fred	(512) 844-6555
Hodges, John	(512) 225-4917

To send an e-mail page to a member on this list, e-mail to Twoway.(person's full Nextel phone number)@messaging.nextel.com. To text message the entire group, go to "~Nextel

users text messaging” in the Outlook address book, and use that address to copy all ERT members on the list.

Radio Identification	LID #		LID #
Ahlhorn, Donny	8714	Mai, Johnny	8795
Anderson, Ron	8752	Marion, Raye	8762
Baker, Bob	8791	Maupin, Michael	8793
Balboa, Matthew	8721	Mayes, Herbert	8743
Balboa, Matthew	8722	Mays, Dominic	8768
Balboa, Matthew	8724	Middleton, Charles	8802
Balboa, Matthew	8740	Miller, Joann	8745
Balboa, Matthew	8769	Miller, Richard	8705
Benson, Eddie	8733	Nieman, Edgar	8747
Bird, Lana	8758	Nyren, Mike	8789
Boyle, Mike	8750	O'Neill, Dennis	8799
Brisco, Thomas	8767	Ostertag, Mark	8788
Brown, Viola	8746	Palacios, Tony	8701
Buford, Bill	8759	Peabody, Dan	8800
Buford, Bill	8786	Peterson, Willie	8718
Butler, Harvey	8703	Powell, Roy	8716
Cersosimo, Jay	8713	Ramirez, Richard	8711
Clark, Shirley	8760	Reyes, Jesse	8756
Clements, Michael	8790	Riley, Clarence	8757
Codner, Robert	8804	Rivera, Pam	8772
Conley, John	8765	Rodriguez, Fredy	8753
Cooke, James	8763	Solis, Pedro	8715
Cruz, Tommy	8803	Spikes, Blair	8770
Davidson, Barry	8819	Sprayue, Philip	8710
Davidson, Perry	8754	Strowd, Troy	8792
Davis, John	8707	Tan, Noel	8761
Dillard, Perry	8708	Timbes, Elaine	8732
Dunlap, Robert	8810	Villarreal, Rafael	8815
English, Dan	8741	Whelan, Brian	8796
Florida, Craig	8794	Whittle, Randy	8700
Flores, Robert	8706	Worthen, Fred	8742
Ford, Larry	8801	Zigal, Mark	8712
Galvan, Melchor	8709	Burns, Robert	8744
Garner, Bryan	8730	Worthen, Fred	8829
Geller, Les	8748	Worthen, Fred	8827
Gilliam, Fred	8731	Worthen, Fred	8828
Grantham, Tom	8751	Dubois, Gerald	8833
Guzman, David	8725	Hicks, John	8821
Guzman, David	8726	Kellough, James	8831
Hargis, Myra	8755	McDilda, Doug	8820
Harris, Fernando	8764	Tullos, John	8766
Herrera, Steve	8734	Balboa, Matthew	8723
Herring, Robert	8704	Ancira, John	8816
Hoskins, James	8787	Clark, Mike	8702
Johnson, Jan	8814	Woodby, Carl	8832
Lancaster, John	8797	Robinson, Ken	8798
Lively, Aaron	8719		

- For emergencies and special events, ERT members should tune radios to CM_COM 1. This channel will be dedicated for the ERT.
- To contact individual, press “#” key, then LID# and then key the mike

Local Agency Contacts

AGENCY	CONTACT	Phone number
City of Austin Office of Emergency Management	Steve Collier, Lindy McGinnis, Scott Swearngen	974-0461 974-0450 main 974-0465
Austin Police Department Emergencies: 911	Main switchboard Sgt. Jones East Substation Rick Hinkle (DOC)	974-5000 844-0482 or 462-1837 974-5900 974-6613
Austin Fire Department Emergencies - 911	Todd Haines Fire Station #7	974-4163
Austin Energy	Richard Arellano	322-6154
Travis County Office of Emergency Management		854-4242
Travis County Health Department		972-5600
Travis County EMS		854-9591
Red Cross		(512) 928-4271
COA Street and Bridge		440-8444
COA Traffic Signals		457-4851
COA Street Repair		440-8444 (after 5 p.m. 322-9500)
ATC	Chad Reese	785-2423 cell
Connex	David Perreault Daryl Hawkins	276-7417, 652-8978 276-7493, 652-8979
CARTS	Carol Zachary Pearl Jackson	708-5519, 740-6078 © 708-5518, 801-7519 ©
FTA Regional Office	Laura Dorman Martin Kelly	1-(817) 978-0561 1-(817) 978-0556

MISSION STATEMENT:

Capital Metro is committed to the safety of our passengers, employees and the public, as well as to being prepared to fulfill our obligation to the community to provide vital services. Capital Metro understands its vital role and obligation to the community, both during normal operations and in any emergency. Capital Metro will make every effort to maintain its' service during any emergency to the fullest extent possible without endangering its' passengers, employees or the public.

Knowledge of what to do in an emergency can save lives and significantly reduce damage to property and facilities. Capital Metro maintains an aggressive accident prevention program to ensure against controllable operating disasters such as fire or chemical spills, and has invested considerable resources and training to provide effective counter measures to respond to these incidents. It is also our aim to be prepared for any uncontrollable disaster such as tornadoes, flood, etc., through careful planning and adequate preparation.

Capital Metro has a detailed Emergency Response Plan designed to meet local, state and federal regulations. It delineates responsibilities of individuals and organizations for protecting personnel, services and facilities during emergencies. Special emergency teams and supervision are trained and equipped to handle specific emergency or disaster situations.

Primary objectives of this Plan include the protection of the health and safety of personnel, the community, the environment, and the preservation of Capital Metro property. The Plan is also designed to maintain as much as possible, all essential operations during disasters.

In addition to listing the duties and obligations of Capital Metro's emergency response personnel, the following Emergency Response Plan also includes procedures for activation of the system and the duties of all employees and supervision during emergencies.

Introduction

This Plan was developed to minimize the adverse effects to life and property from natural and man-made emergencies or events, and to ensure the continuity of transit services to the region Capital Metro serves

The ability to respond quickly and in an organized manner is vital to the continuation of transit services during a special event, emergency, or during the recovery of a catastrophic incident. The Plan defines in a straight-forward manner who does what, when, where, and how to mitigate, prepare for, respond to, and recover from emergencies, catastrophes and disasters.

Its' purpose is to:

1. Develop procedures to ensure a reasonable state of incident preparedness.
2. Prescribes the authority, responsibility, functions and operations of our Joint Operations Command, including the management of critical resources.
3. Establish the coordination activities with other emergency response and service agencies.
4. Include mutual aid and other support agreements with appropriate state and local agencies.

Authority

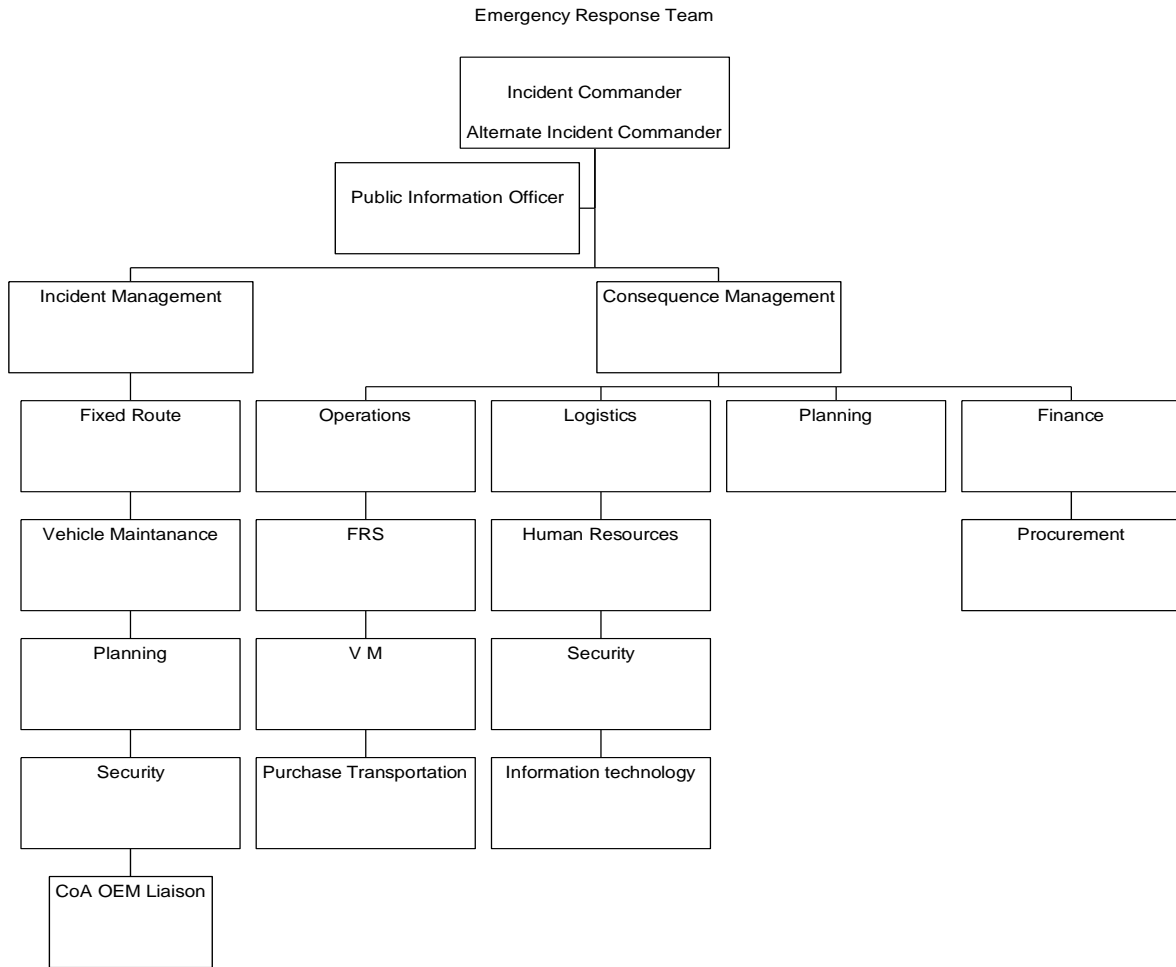
The authority for the preparation and implementation of this Comprehensive Emergency Management Plan is vested in the President and CEO of Capital Metro. The CEM organization is directed by the President and CEO to develop and implement a comprehensive and coordinated CEMP for Capital Metro, and the Incident Commander is authorized to utilize the resources and manpower to respond to emergencies as detailed in this plan.

Chain of Command Overview

Organization and Structure

In an emergency, Capital Metro's Emergency Response Team has two main responsibilities: to maintain service as much as the situation allows, and effectively managing the incident in a way that will maximize the safety and protection of passengers, employees, the public, the environment and property.

In order to carry out these simultaneous responsibilities, the ERT will, in most large scale emergencies, develop into two main sections: the Incident Team and the Consequence Team. The Incident Team will deal with the emergency itself, and the Consequence Team's main focus will be the continuation of service during and immediately after the emergency. For many of the smaller scale emergencies, or for certain types of scenarios where the actions required are either strictly incident or consequence



Chain of Command Overview

1. Initial Notification of the emergency is typically received at the Radio Dispatch Center at Capital Metro's main facility. If notification of the emergency is received by employees other than Radio Dispatch, they must immediately notify Radio Dispatch so they may activate the Emergency Response Team or contact the Incident Commander.
2. Radio Dispatch either follows prescribed procedures to notify the involved internal parties that have been identified in advance, or notifies the Incident Commander of the emergency.
3. Either prescribed procedures are put in action to respond to the event, or the Incident Commander assesses the situation.
4. An action plan is decided, protecting life first, then the environment, then property, with command and coordination decided.

5. Action plan is initiated, with notification of Capital Metro departmental emergency coordinators (if not already contacted under prescribed procedures as identified in step #2 above).
6. Parallel action: Radio Dispatch places calls to outside agencies, parties and resources in order to either notify them of the emergency or to request assistance.
7. Based on the assessment of the Incident Commander, Capital Metro may elect to activate its internal Emergency Operations Center. NOTE: In order to coordinate with the City of Austin and other local emergency response organizations and resources, Capital Metro's Emergency Operations Center will be referred to as our Departmental Operations Center (or DOC). This incorporates similar terminology employed by the other agencies and will facilitate communication and a common understanding of terms for any large scale or citywide emergency.

Chain of Command

- Capital Metro's Incident Commander is the highest-ranking emergency official and directs the activities of the Departmental Operations Center. The Incident Commander receives notification of the emergency from Radio Dispatch and assesses the situation, determining if the Departmental Operations Center is to be activated and which Emergency Coordinators from the various divisions of Capital Metro need to be notified and report to the DOC.
- At least one alternate Incident Commander should be designated in the event the primary Incident Commander is unavailable. This individual also needs to be thoroughly knowledgeable in all the provisions of Capital Metro's Comprehensive Emergency Management Plans.
- An Emergency Coordinator needs to be designated for each division or business unit at Capital Metro that have a role in our emergency response efforts.
- An alternate, or assistant, Emergency Coordinator also is designated for each division or business unit at Capital Metro that have a role in our emergency response efforts.
- Staff functions may also be elected to be filled in the event of certain types of emergencies. Staff functions such as Incident Safety Officer, City EOC Liaison, and Incident Public Information Officer may be filled as assigned by the Incident Commander.

Emergency Response Team Duties

Incident Commander

- Evaluates incoming emergency-related information.
- Based on input received from the command staff, determines the response plan of action and activates it.
- Notifies and updates upper management on the status of the crisis.
- Acts as the official representative of the facility, communicating with outside fire and rescue agencies, unless he delegates this duty to other ERT members.
- Supports and monitors the emergency activities. Assigns personnel as needed.
- Provides information to PIO, or media contacts.
- Assists in determining when the resumption of normal activities can begin.

Assistant Incident Commander

- Evaluates the site of the emergency and assists emergency efforts of facility personnel.
- Communicates directly with the Incident Commander
- Assists contractors, visitors, and others as necessary.
- Responds to the emergency as necessary.
- Assists outside fire and rescue agencies.
- Assures outside gates and doors are open for outside fire and rescue agencies and assures guides are posted.
- Assumes the role of Incident Commander when the appointed Incident Commander is not available.

Emergency Coordinator

- Each Emergency Coordinator must be familiar with the agency's Emergency Response Plans, and be thoroughly knowledgeable with their department's plans.
- Each Emergency Coordinator is responsible for keeping their departmental plans up to date, maintaining a current list of their key emergency people, and well as a complete list of their personnel for role call purposes.

- The protection of people is priority one. If there is adequate time in the emergency, personnel will secure any records and equipment of value.
- In an emergency, the Emergency Coordinator is the department decision maker, initiator, and coordinator of the appropriate action plan for their department's personnel, from the agency's DOC.

Emergency Operations Center Liaison

- Serves at Capital Metro's presence in the City of Austin's Emergency Operations Center, providing information to the EOC, and to Capital Metro's Command staff.
- Relays requests from the EOC to Capital Metro's DOC.
- Responsible to maintain electronic communication equipment (pager and cell phone) in order to be reached in the event of an emergency.
- Notifies the Incident Commander whenever the EOC is activated.
- Maintains communication with Command staff whenever the EOC is activated.

Capital Metro Core Emergency Response Strategies

Emergency Response Basic Strategy

Basic Emergency Response Strategy is a five step process that outlines the essential points of any response plan. The five steps are:

1. Initial Notification
2. Assessment
3. Command and Coordination
4. Crisis or Incident Management

5. Consequence Management

Initial Notification

It is the responsibility of all employees to report immediately all emergencies, or conditions that pose a threat to life or property.

To report an emergency, contact the Radio Dispatch center at ext. 6113 or 6115, or at 385-3372. Notification can also be made via Capital Metro's radio system, or the Emergency Response Team's Nextel phone system.

Radio Dispatch then either follows already established procedures to notify the involved internal parties that have been identified in advance for that specific type of emergency, or notifies the Incident Commander of the emergency.

Assessment

The Incident Commander is responsible for assessing the level of an emergency. For certain types of emergencies, Capital Metro may have already specified certain procedures, actions and notifications in order to respond as quickly as possible. In those cases, Radio Dispatch may act according to their written instruction and avoid this step. When in doubt, Radio Dispatch must always assume that an assessment is required, and notify the Incident Commander.

Command and Coordination

The Incident Commander is responsible for activating and coordinating the appropriate response activities and appropriate action plan.

The Incident Commander, at his discretion, may interface directly with outside emergency agencies, or appoint a member of the Emergency Response Team to act as liaison with those agencies. During a large scale or city wide emergency, the Incident Commander will primarily function from Capital Metro's DOC. However, the circumstances of the emergency may compel the Incident Commander to direct Capital Metro's efforts from the City of Austin's Emergency Operations Center.

Departmental Operations Center Locations

When an emergency is declared, members of the CEMP team will assemble in a Departmental Operations Center (DOC) that will be announced with the call. The order of Command Center locations is:

1. Board Room A&B (if not a wind related emergency)
2. Vehicle Maintenance Training Room (primary location for wind related emergencies)
3. Second floor Maintenance building Training Room
4. Thompson Lane Training Room
5. Downtown Customer Service Meeting Room

6. CEC building
7. National Guard Armory

Communication equipment that should be at the DOC that is activated includes:

- Telephone (with speaker capability)
- Internet and Intranet jack for desk top or laptop computer
- T.V. with basic cable connection.
- Desk top or laptop computer used should have “Mapsco” software loaded on the hard drive.
- LCD projector, so that the information on the computer can be shared with the entire team.

In the event that the emergency itself impacts the safety of the available DOC locations, the Incident Commander will designate a DOC that is outside the danger zone. The Incident Commander, Emergency Coordinator for Human Resources, and Emergency Coordinator for Procurement all have P-cards available to them for use to secure an alternate facility for the DOC.

Unified Command

The City of Austin and Travis County employ a Unified Command Incident Management System. It is designed to be a true multi-agency, multi-jurisdictional management system that fully integrates the activities of all agencies operating at the emergency site. It requires all participating agencies to agree to use a standard system and to agree on fundamental issues concerning decision-making, command and control, the use and supervision of resources and terminology. At many Level II emergencies and all Level III emergencies, Capital Metro will have to participate in the Unified Command system.

At emergencies where Capital Metro is only involved in providing resources to the emergency responders, and not actually involved or affected by the emergency events, Capital Metro will be assigned to the Logistics Section, and listed among the available assets. In those circumstances, an FRS Field Supervisor of higher may represent the agency and liaison with our DOC any requests for service, if the Incident Commander does not elect to travel to the scene.

At emergencies where Capital Metro personnel or assets are directly affected, involved or a casualty of the emergency, CMTA’s Emergency Response system will activate, and greater coordination with Unified Command is required. In addition to being assigned to the Logistics Section, Capital Metro will also coordinate or participate with either Unified Incident Command, or the Operations Section, in order to bring our response resources into the emergency site.

The City of Austin's Office of Emergency Management activates its Emergency Operations Center, or (EOC), located at 124 W. 8th street, room 209, when there is a need, or anticipated need, for coordination between various core organizations that provide critical staff required to meet the needs at hand. Not every core organization is called upon to provide staff for all EOC activations. The size and type of staff activation can vary, depending on the nature of the emergency. When there is need for mass movement of personnel to and from a crisis area, or the emergency has the potential to affect Capital Metro's ability to carry out its normal services, the EOC staff will include a liaison from Capital Metro's Emergency Response Team.

Crisis or Incident Management

Crisis or Incident Management consists of those functions that contain and mitigate the situation to assure the safety of personnel and property, with a planned response for an uncontrolled event. It addresses the elements of the immediate situation or event, effectively managing the incident in a way that will maximize the safety and protection of passengers, employees, the public, the environment and property.

In addition to the immediate resolution of the situation at hand, Capital Metro will likely be called upon by the city or other local emergency response agencies to provide additional service created by the emergency. Example of this can include: 1) evacuation of citizenry displaced by the emergency, 2) transport of victims to area hospitals if the emergency overwhelms the local EMS and ambulance infrastructure, 3) transport of emergency responders to the event or emergency location, 4) use of vehicle to serve as remote command posts, triage centers, respite facilities for emergency responders - climate controlled recovery sites (either heat or air conditioning), 5) Traffic control/ roadblocks or barriers. It is the intention of Capital Metro to facilitate and accommodate these requests to the fullest extent our resources will allow. Capital Metro acknowledges that these types of requests may exceed our ability to furnish the called upon resources without some partial curtailment of service. Partial curtailment of service to supply these types of requests is a decision that must be made by the President of Capital Metro, the Director of Transportation or the Incident Command staff (DOC must be activated and staffed under this circumstance. The President and Director of Transportation must also be unavailable.).

The procedures for the specific events or types of emergencies that are listed later in this plan primarily focus on the Crisis Management obligations and strategies of Capital Metro. Because they provide a strategy that may not, in all cases, be applicable to the way in which that particular emergency evolves, they must be considered flexible and not hard and fast protocols. What is hard and fast is the order of priorities that lists the preservation of life and health first, and the protection of property second.

Consequence Management

In addition to resolving the emergency situation that presents itself, Capital Metro also has an obligation to the community to continue service to the best of its ability, as much as the situation will allow. This vital service is not only important to our regular passengers, but may also be essential in the emergency itself, serving as a mechanism to evacuate the citizenry from the site of the emergency.

Consequence Management’s primary focus is the continuation of service, at whatever level that the emergency makes practical. Consequence Management also must focus on the long range consequences of the emergency, and develop mitigation strategies to recover from the event and ensure a complete return to service as soon as possible and the resumption of normal business functions.

Capital Metro uses as an operating philosophy the “6C” concept to ensure that emergencies are handled as effectively and safely as possible. The 6 “C’s” are:

Command: Establishing a leader to manage the incident

Contain: Isolating the problem and protecting affected people and property

Control: Managing the scene, response personnel, maintaining communications and containment

Coordinate: Ensuring that all responders work together as a team

Communicate: Ensuring that all responding personnel share information and work toward a common goal

Critique: Reviewing incident response and management, identifying weaknesses, and re-enforcing strengths

Coordination with emergency response and service agencies

The following agencies have been advised of our interest and concern in the area of emergency transportation planning and have been notified that our services can be offered in an emergency, and well as potentially requesting their services based upon the nature of the emergency.

AGENCY	CONTACT	Phone number
City of Austin Office of Emergency Management	Steve Collier, Lindy McGinnis, Scott Swearengen	370-8861 974-0450 main 370-8865 370-8862
Austin Police Department Emergencies: 911	Main switchboard Sgt. Jones	974-5000 844-0482 or 462-1837

	East Substation Rick Hinkle (DOC)	974-5900 974-6613
Austin Fire Department Emergencies - 911	Todd Haines Fire Station #7	974-4163
Austin Energy	Richard Arellano	322-6154
Travis County Office of Emergency Management		854-4242
Travis County Health Department		972-5600
Travis County EMS		854-9591
Red Cross		(512) 928-4271
ATC	Chad Reese Dottie Lancaster	785-2423 cell 293-7598 cell
GATC	Terry Leija Kayla Wells-Allen	434-7753, 426-1103 © 434-7711, 413-4000 ©
CARTS	Carol Zachary Pearl Jackson	708-5519, 740-6078 © 708-5518, 801-7519 ©
FTA Regional Office	Laura Dorman Martin Kelly	1-(817) 978-0561 1-(817) 978-0556

Capital Metro's Levels of Emergencies

Three levels of emergency may be distinguished, based on the severity of the situation. The purpose of this rating system is to provide a universal standard for determining the magnitude and scope of the response to the emergency.

LEVEL I -Emergency

An incident where CMTA property or equipment is damaged, employees or customers are injured, and/or service disrupted. Outside emergency services may be required, but in general, CMTA's operating department resources are adequate to conclude the incident.

LEVEL II -Major Emergency

An emergency requiring the close coordination of several CMTA departments (Transportation, Maintenance, Safety, Communication, Claims, Customer Service, and Senior management) and mutual aid from Police, Fire, or Medical Services. Examples might include a large fire, a severe injury accident, a significant criminal event, an area-wide power outage, a civil disturbance, a major hazardous material spill, or a severe storm. This kind of event has a greater impact upon portions of CMTA operations, and may halt some of those operations temporarily.

LEVEL III -Catastrophic Emergency

A county-wide disaster requiring a large amount of outside resources to assist CMTA. CMTA's transportation services may also face increased or unusual demand. This kind of event can have a devastating effect on CMTA's facilities, personnel, and operations, and requires extensive state and/or federal resources. Normal operations may take weeks to resume. Examples include a major hurricane region-wide flooding, a major terrorist attack or major civil disturbance. Response to this type of emergency requires centralized emergency management of all CMTA functions, as well as de-centralized onsite management and response.

Core Contingencies

Despite the wide variety of man-made and natural disasters that are possible, many of them cause the same consequence or challenges to the agency's normal operation. In order to be prepared for as many different types of emergency situations as possible, Capital Metro has developed set core contingencies that will ensure that critical services will continue to function whatever the cause or reason. They are:

Functioning without Utilities

Should the disaster or emergency cause a disruption of utilities, all departments must still be able to carry out tasks that are vital to the continuance of service. Each department identifies which duties have a direct impact on operations, their dependence upon utilities during normal circumstances, and the development of alternative methods to conduct that function that do not depend on utilities. The departments document both the resources

and methods necessary to conduct business in this alternative procedure and establishes and maintains the resources identified in a pre-arranged location that ensures the system can function without prior notification or last minute preparation.

Capital Metro's facilities are equipped with emergency generators that can provide the minimum amount of electricity required to operate critical equipment. They are serviced, maintained and tested at regular intervals to maintain their readiness. However, certain types of emergencies, such as floods or sabotage, could render this contingency useless. Therefore, each department must assume that this alternative resource may not be available, and plan and act accordingly.

Functioning with Partial Resources

Many emergencies or disasters may have the net affect of diminishing the resources available to maintain regular service. They could negatively impact the amount of buses, vehicles, maintenance facilities, replacement parts, fuels and fluids, or even the manpower available to continue normal operations. Each department has the responsibility to evaluate the impact of these diminished resources, and to prioritize what functions will continue, and which ones can be reduced or eliminated in an emergency. Consideration will be given to ensure that the reduction of services impacts the minimum number of other departments, overall service and the fewest customers possible.

Facility Abandonment

A wide variety of scenarios could force the agency to abandon its primary facilities and resume services from an alternate location. A few of these emergencies are: a large fire, flood, sabotage, a biological, radiological or chemical weapon of mass destruction, or a large explosion. These incidents could force the abandonment of our facilities from a few days and up to and including permanent abandonment. In this event, each department established what must be moved to the alternate location, how it will be moved, and identifies a list of alternate locations (for other than administrative functions). Pre-planning for this contingency also includes establishing sources and methods of delivery of critical supplies (Fuels and fluids, replacement parts, and repair equipment). The establishment of alternate locations will depend in part upon the nature of the emergency (A weapon of mass destruction could quarantine significant portions of the region), and should be secured through the creation of Memos of Understanding or Mutual Aid Agreements with the owners of the other sites.

SYNOPSIS OF SPECIFIC EMERGENCIES

A disaster is a "sudden and extraordinary misfortune". At Capital Metro, there are many types of credible emergency contingencies that must be considered and planned for in any total emergency operational plan. The types of emergencies that we can reasonably expect to encounter include: **Fire, Medical Emergency, Bomb Threat, Chemical Spill, Earthquake, Power Failure, Natural Disaster** (such as high wind, tornado, torrential downpour, flood or snow and ice storms), **or Explosion**. Of course, these emergencies frequently happen in combination, such as a chemical spill causing a fire, or an earthquake causing a power outage.

Capital Metro has several Emergency Coordinators, representing the various departments, who are trained to coordinate resources and manpower in these situations. In Level II or III emergencies, they will be notified to meet with the Incident Commander at the designated Departmental Operations Center (DOC) to assess the emergency and develop a course of action.

Although it is virtually impossible to list all the possible procedures that should or could be taken in a given situation, what follows is a brief description of the basic steps and response strategies that should be taken first or considered for each of the emergencies listed.

EVACUATIONS

Evacuation Alarm System

Evacuation of the facilities is ordered either over the public address system, by activation of the fire bells, or by direct notification by Supervision or Emergency Personnel. Evacuation routes and nearby exits are clearly marked. Employees are trained to be familiar with these exits so they can be located during periods of low visibility (i.e., power outage, smoke). Evacuation maps are conspicuously posted in the buildings.

When the alarm is activated, an intermittent audio signal is produced sounding approximately every one to two seconds. A visual signal is also produced at various locations in a strobe-type effect. A signal is sent to ADT Security Systems monitoring station which notifies the fire department.

Types of Evacuations

Two types of evacuations can occur: Area or Facility.

In the event of an emergency requiring the total evacuation of a facility, the "FACILITY" ALARM SYSTEM will be activated.

Upon activation of the EMERGENCY ALARM SYSTEM, all employees, visitors and contract workers must exit the facility by following the evacuation routes and report to their supervisor or contract representative at the "Evacuation Assembly Area".

In the event of an emergency requiring only partial evacuation of a facility, the "AREA" EMERGENCY SYSTEM(s) will be activated (i.e., selected alarm zones or verbal evacuation order for selected areas within the affected alarm zone).

Upon notification (either verbal or Emergency Alarms), all employees, visitors and contract workers in the areas of concern must exit the facility by following the evacuation routes and report to their supervisor or contract representative at the "Evacuation Assembly Area".

In the event of either type of evacuation, management personnel must ensure all employees have exited the immediate area and/or facility. Under no circumstances will unauthorized personnel be allowed within the exclusion zone(s), unless the Incident Command has authorized such access.

Silencing the evacuation alarms must be authorized by the Incident Commander, or the Security, Safety or Facility Maintenance Department prior to deactivation.

If the Radio control command post is in danger, a remote command post shall be established at the Kreig Field evacuation location.

EMERGENCY EVACUATION PROCEDURES

Evacuation of the facilities is under the direction of management, and can be ordered via the public address system, by activation of the fire bells, or by direct notification of supervision, Incident Command, or the Emergency Response Team.

Evacuation routes and nearby exits are clearly marked. Maps showing these routes and exits are conspicuously placed throughout our facilities. Employees must become familiar with the nearest emergency exits so they can be located during periods of reduced visibility caused by power outages or smoke. These routes and exits must be kept free of obstruction.

During an actual emergency that requires the need to evacuate the entire building(s), the public address and/or the fire bells will be utilized to notify employees to evacuate the involved building(s).

Emergency Response Team members have been trained to assist in an orderly evacuation of the affected building. Without endangering themselves, they will assist in making certain that all employees have successfully evacuated.

Do Not Use the Elevators!

Remember, any mobility-impaired employees will potentially need to be assisted during the evacuation by a fellow employee. For this reason, all departments in multi-floor buildings receive regular training in the use of our evacuation chairs.

When ordered to evacuate, employees should WALK, DO NOT RUN, to the nearest exit and assemble in the designated assembly area for that building. If using the same stairwell as the fire department, stay to the outside wall and proceed single file.

Be aware that these collection areas could change due to conditions such as wind direction (you would not want to be down wind of a fire or serious chemical spill).

Always follow the directions of Incident Command or Emergency Response Team members.

Individuals should take their personal belongings (purses, backpacks, keys, etc.) if it is possible to do so safely before evacuating.

When arriving at the Evacuation Assembly Area, employees should stay together as a group so that supervision can account for any missing employees in their department. Do not leave the Assembly Area until after receiving the "all clear".

Authority to return to the workplace will be provided by management or Incident Command. Returning to the work area should be accomplished using normal entrances only (don't use emergency exits to reenter the building).

In the event the "Evacuation Assembly Area" is not safe (i.e., is down wind from the facility, where smoke or chemical vapors may encroach), then the Assembly Area will be moved. Follow the instructions of the Emergency Response Team members.

Primary Assembly Areas for 5th street facility

(Remember, if these Assembly areas are down wind of the facility, they will need to be moved to the upwind side of the facility):

ADMINISTRATION BUILDING

All personnel shall assemble in the playground area for Brooke Elementary School located one block southeast of the administration building at the corner of 5th and Linden. Our presence on this campus should be confined to the playground

MAINTENANCE and FUEL AND WASH BAY FACILITY

All personnel shall assemble in the northeast employee parking area.

Primary Assembly Area for Thompson Lane facility

Near the front entrance gate of the facility.

Primary Assembly Area for Congress Avenue facility

None- just exit the building and move to the upwind side, approximately 300 feet away from the facility.

FIRE

Most fires start out as small ones. It is extremely important to extinguish or contain a small, isolated fire during its initial stage if at all possible. If it can not be extinguished, contain it by closing doors and windows in the immediate area prior to evacuating the building. If there is **any** doubt whether the fire can be safely extinguish, DO NOT TRY, evacuate the building and leave the fire fighting to the professionals. Life safety is the number one concern. How to use a fire extinguisher is part of every Hazard Communication Program class, and a quick reminder on how to operate an extinguisher is included at the end of this section.

Upon discovery of a Fire:

1. Notify Incident Command or Radio Dispatch of the location and type of fire (e.g., ordinary combustibles, gas, chemical, electrical), your name and extension. Incident Command or Radio Dispatch will immediately notify the fire department. Even if it is just smoke, or the fire has already been put out, you must still notify Incident Command.
2. Evacuation is required, employees are to exit as quickly as possible. Members of the Emergency Evacuation Team will commence immediate sweeps of the facilities to ensure that everyone has evacuated to safety.
3. Activate the building alarms by using one of the pull stations located in the hallways or near most of the primary exits.
4. As mentioned above, if the fire is a small one and you are confident that you are not in immediate danger, attempt to fight it with a nearby extinguisher (the Safety dept. has made every effort to assure that the appropriate extinguisher is available for the types of fire that would be expected in that area).
5. If the fire is too large to be controlled by an extinguisher confine it by closing the door to the fire area. **IMPORTANT:** Do not lock the door.
6. Follow the directions of the Incident Commander, members of the Emergency Response Teams and the Fire Department.
7. Reoccupation of the affected facility will not be allowed until approved by the Fire Department.

To operate the extinguisher:

1. Pull out the locking pin.
2. Remove the discharge hose from the clamp
3. Stand back 7 to 10 feet from the fire.
4. Hold upright and squeeze lever to operate.
5. Aim at the bottom edge of the flames and sweep from side to side, stepping closer as the fire is extinguished, but never step into the bum area.
6. Never turn your back on an extinguished fire, always back away to avoid any possibility of a "flashover".

MEDICAL EMERGENCY

Any number of medical emergencies could arise in our setting. Victims of electrical shock, heart attack, strokes, industrial accidents, etc., must be provided emergency first aid by competent and trained paramedics. It is important to avoid any blood or other body fluids caused by the injury. These fluids must be considered biohazards.

If the injury is very serious or life threatening, (the person is unconscious, has stopped breathing, has no pulse, or has excessive bleeding), do not contact Incident Command until after you have called 911 to summon immediate outside help (but do remember to contact them afterwards).

If necessary to call 911:

1. Give the building name, number and address (available at the front of this plan). Where applicable give floor and zone location.
2. Have someone stand by at the front of the building and at the elevator to direct the EMS personnel when they arrive.
3. Notify the Risk Management Department.
4. Have the following information available, if possible:
 - a. Type of problem or injury.
 - b. Individual's present condition.
 - c. Individual's age, if known.
 - d. Sequence of events leading to the emergency.
 - e. Medical history and/or doctor, if known.
 - f. Medication and allergies, if known.

Remember that aid is on the way. The individual making the call should have seen the injured person and have as much information as possible. Stay on the phone with the EMS dispatcher and answer as many questions as possible so that he can radio this additional information to the aid unit responding.

Capital Metro recommends the use of one of the following medical services providers for all occupational injuries and illnesses.

St. David's Health Care
919 E. 32nd Street
Austin, TX 78705
476-7111

Seton Health Care
Brackenridge Hospital
601 E. 15th Street
Austin, TX 78701 324-7000

Should the medical emergency be of such a nature that normal transportation &/or care would be sufficient, a Capital Metro employee will be responsible for making arrangements for transportation to a medical facility. Employees should be transported to one of the recommended medical facilities listed above.

Prior to transport (either by Capital Metro or outside services), pertinent employee medical history should be obtained from Human Resources, copies of pertinent Material Safety Data Sheets, and any information regarding the condition of the employee. (Obtain this information prior to transport ONLY if it will not delay transport &/or treatment - otherwise, forward the information as quickly as possible.)

BOMB THREAT

Upon receipt of a Bomb Threat, the members of the Emergency Response Team that are identified in Capital Metro's "Bomb Threat Manual" will be immediately notified and requested to convene. If the threat was received via the main receptionist, Risk Management receptionist or Radio Dispatch, the audio recording of those phones will be retrieved for the review of the emergency response team members that have been assembled.

The following guidelines will be followed when responding to a verbal or written bomb threat.

1) Receiving a Bomb Threat

a) When a written bomb threat is received, the receiver should:

- (1) Refrain from handling the written material(s) as much as possible;
- (2) Contact the Emergency Response Team Incident Commander or the Security office immediately;
- (3) Contact the immediate supervisor of the department;

b) When a bomb threat is received via telephone the receiver should:

- a) Remain calm.
- b) Record the phone number immediately if you have access to caller ID.
- c) Signal a co-worker to assist with the call, if possible (Customer Service and STS representatives may display a red flag or red construction paper to alert a Supervisor to pick-up on the respective line to help monitor call).
- d) Obtain as much information as possible from the caller.
- e) Follow the "Receipt of Bomb Threat" instructions found on pages 22 and 23 of this policy.
- f) Attempt to ask all questions on the "Telephone Bomb Threat Checklist."

- *Where is the bomb?*
- *What kind of bomb is it?*
- *When is the bomb going to explode?*
- *What will cause it to explode?*
- *What does it look like?*
- *Why are you doing this?*

2) Contact Risk and/or Security immediately:

<u>Name</u>	<u>Office Number</u>
Mark Ostertag	389-7478
Mike Nyren	389-7549
Elaine Timbes	389-7519

Pam Rivera 389-7471
Blair Spikes 389-7548

These employees will activate the remainder of the Emergency Contact List and the appropriate response agencies.

- 3) If possible, arrange to be relieved from your assignment so that members of the Emergency Response Team can interview you. Write a detailed written report and submit a copy to Security immediately after the threat is over.

- 4) Employees may be responsible for searching their immediate area prior to exiting the building or a member of the Emergency Response Team may conduct the search. If a suspicious item/device is discovered by the employee, they shall inform the Incident Commander or an Emergency Response Team member posted in their area. Prior to leaving the area employees are responsible for securing any personal item(s) that may be deemed suspicious (i.e. lunch boxes, vacuum bottles, briefcases, etc.) Department managers will assign a supervisor and/or designee to assist in such emergencies via a predetermined list (list is to be submitted to the Emergency Response Team Coordinator). Members of the Emergency Response Team will be asked to also search common areas (i.e. restrooms, janitorial closets, lobby, elevator, exterior perimeter of the facility/building) and any other area not deemed as part of a department search. The purpose of the search is to identify any item(s) that is deemed:
Unusual
Out of Place
Suspicious
The Incident Commander of the Emergency Response Team will determine the appropriate response depending on the search results.

5) If a suspicious item is found on the property, the finder should:

- a) Contact the Emergency Response Team Incident Commander or Security office immediately;
- b) Do not attempt to handle the object(s) or item(s);
- c) Make a vivid mental description of the suspicious device.
- d) Attempt to keep others away from the area.
- e) Write a detailed written report and submit a copy to the Incident Commander or the Security office immediately after the threat is over.

6) Buildings

If a suspicious item(s) is found, notify the Incident Commander or Security immediately. If evacuation of a Capital Metro building is necessary the following guidelines will be followed:

- a) A public announcement will be made over the intercom system by a member of Safety, Security or the Emergency Response Team stating,

“ATTENTION ALL EMPLOYEES, THERE IS AN EMERGENCY IN EFFECT; PLEASE EVACUATE THE BUILDING USING THE NEAREST EMERGENCY EXIT AND TAKE ALL OF YOUR PERSONAL ITEMS WITH YOU. PLEASE PROCEED TO YOUR DESIGNATED ASSEMBLY POINTS AND REMAIN THERE UNTIL RELEASED BY THE EMERGENCY RESPONSE TEAM.”

Designated members of the Emergency Response Team will be responsible for notifying personnel in the maintenance areas, the bus yard, employee parking lots and the local community.

- b) In the event the threat pertains to property leased by Capital Metro, the Austin Police Department and/or other emergency response agencies will be contacted as well as Capital Metro Safety & Security Departments. The property owner will also be contacted.
- c) Employees are responsible for assisting visitors out of the building and taking or putting away their personal items (i.e. briefcases, purses, etc.).
- d) Members of the Emergency Response Team will check their assigned areas to ensure evacuation. Personnel posted at the bus entrance and employee parking lots will not allow any vehicles to enter into those areas with the exception of CMTA security vehicles and emergency response vehicles.
- e) Managers or Supervisors arriving at the evacuation assembly area will initiate an initial roll-call of the employees from their area and forward report to the Incident Commander or Security.
- f) All evacuated personnel must be at least 300 feet away from the building.
- g) Radios, cellular phones and any other communication device will not be utilized within 300 feet of a suspicious item or package.

7) Buses

When Capital Metro receives a bomb threat on a bus, Operators will receive notification in one of the following ways:

- Radio will announce a “10-33 Bravo” which means a bomb threat has been called in.
- Radio will make an all-call announcement asking Operators to pick up their handsets for a message that will be given in 60 seconds.
- Radio will make a general announcement about “unattended or suspicious packages”. This will be code that means a bomb threat has occurred and Operators are to check their buses for any unattended or suspicious packages.

Upon receiving a bomb threat alert the bus operator shall:

- a) Follow the instructions of Radio Communications. Park the bus at a safe location as soon as possible and initiate a search. CMTA Security, Field Supervisors and members of the Emergency Response Team may also assist in bus searches. CMTA Security, Field Supervisors and members of the Emergency Response Team may also initiate bus stop and transfer center searches as well as searches of buses and other vehicles in maintenance bays and on the bus yard.
- b) If a suspicious item or package is found, evacuate the bus immediately and notify Radio Communications or Security as soon as possible from a communication device (i.e. cellular phone, pay-phone or another bus radio) at least 300 feet away from the affected bus. **Do not use the radio of the bus on which the suspicious item or package is found.**
- c) If the unit is clear, notify Radio Communication immediately of status via cellular phone, pay phone or another bus radio. If a specific unit is indicated in the bomb threat, that unit will be further checked by Vehicle Maintenance.
- d) Do not disturb the suspicious item(s) or package(s).
- e) Follow the instructions of CMTA Security and/or any responding emergency response agency.
- f) Write and submit a written report to Security immediately.

8) Letter and Parcel Bomb Threat Points

If a suspicious item(s) or package(s) is received via mail, or delivery (via shipping & receiving) do not attempt to handle it, or if you see suspicious deliveries with the following characteristics, notify Security immediately:

- Foreign mail or packages, air mail and/or special delivery
- No return or poorly typed address
- Incomplete address
- Hand written address or misspelled common words
- Markings such as “Confidential” or “Personal”
- Incorrect titles or title with no name following
- Excessive weight or postage
- Lopsided or uneven envelope
- Rigid envelope
- Excessive securing materials such as tape, string, etc.
- Protruding wires, tinfoil or other materials
- Oily stains or other discoloration

- Any visual distractions
- Parcel emitting noises such as ticking or buzzing

Receipt of a Bomb Threat

The **Telephone Bomb Threat Checklist** should be readily accessible to **all** personnel who either answer a telephone or may otherwise receive a bomb threat.

Most of Capital Metro's telephones have a caller ID system that will allow the recipient to capture the caller's telephone number. The recipient must immediately copy down the phone number listed on the ID display.

Any disclosed information should be forwarded immediately to the Incident Commander or Security.

Telephone Checklist Instructions

The recipient should ask the following questions **if** the caller remains on the line after his/her initial message.

Questions to Ask the Caller

1) When is the Bomb going to explode?

The answer to this question will tell the recipient how much time is left for evacuation and response. **Example:** If the caller replies, "It's going to go off this afternoon;" the recipient may want to ask, "What time this afternoon?" This may help to pinpoint the time of detonation.

2) Where is the Bomb Now?

This question may be followed by several others to determine the exact location of the bomb. **Example:** If the caller replies; "*It's in the customer service center;*" the recipient should ask, "*Where in the customer service center?*"

Responses to these questions will help determine whether or not the caller knows his/her target and which areas should be given priority in the search operation. *Sometimes a false lead may serve to destroy the credibility of the threat.*

Example: The caller may say; *“A bomb has been placed in a storage closet in your building; the recipient may respond by saying; “the storage closet on the 5th floor of the main building?”* if the caller replies, *“that’s the one;”* the recipient will know the aggressor is lying because there is no 5th floor at the main facility.

3) What does the Bomb look like?

The answer to this question will tell the recipient what to look for: Whether the bomb is an **open bomb** (components obviously identifiable) or **closed bomb** (components concealed or disguised).

4) What kind of Bomb is it?

The caller reply may help to determine their knowledge of explosives and if he/she has identified themselves as representing a certain group. The response will be helpful in evaluating the threat.

5) What Will Cause the Bomb to Explode?

The answer to this question will help the bomb squad determine what action to take when they find a suspicious object.

6) Why Are You Doing This?

This question will allow the caller to state their complaint or vent anger, telling why he/she is making the threat and has planted the bomb. In answering this question the aggressor might identify with some group. This information may help to determine what kind of bomb it is.

7) What is Your Name?

People have a habit of replying to this question without thinking. Another tactic is to ask the caller; **“what is your name and phone number in case we get cut off? We’re experiencing problems with the line.”**

8) How did the bomb get into the facility – mail, hand carried?

Next, attempt to obtain information about the identification of the caller. Try to make a mental picture of the caller. What is their sex? Probable age? Any language accent? What is their style of speech – refined, educated, uneducated, course, incoherent? Listen for any background noise – such as cars, other people talking, animal noises, factory machinery, ocean, anything.

The recipient of the threat should complete the **Telephone Bomb Threat Checklist** as soon as possible, so that no details are forgotten or overlooked.

CHEMICAL SPILL

All chemical spills must be reported immediately, day or night, to the Incident Commander or Radio Dispatch.

The first priority in a chemical spill is to protect human life and safety. The second priority is to protect environmental life and safety, and the third priority is the protection of property. When chemical spills occur, the primary considerations are to avoid panic, evacuate the area quickly and safely, and to contain, remove and dispose of the spilled chemical by trained personnel.

Incident Commanders are the only Capital Metro personnel who have the responsibility of assessing, investigating and directing the clean up operation of any chemical spill occurring on our property and notifying the appropriate regulatory agencies.

In addition to chemical incidents that spill onto the floor or on the ground, unplanned releases into the sewer lines or drains that lead to the company's waste treatment system also constitute an emergency incident that requires the immediate notification of the Emergency Response Team. In short, *anything* out of the normal process which has, or potentially has, gone down the drain to waste treatment or the sewer must be treated exactly the same as any other chemical spill.

POWER FAILURES

In the event of a power failure where the building, or some portion of it, is thrown into darkness except for the emergency lighting, all personnel should remain where they are at the time of the failure unless instructed to evacuate. Aisles and passageways should be kept clear of personnel.

Power failures can last from a few seconds to a few days. When Facilities Maintenance has determined the length of time the power will be shut off, executive management will be notified and will in turn decide whether to dismiss employees or not. Should the decision be made to evacuate, all employees should do so in an orderly manner by exiting the building through the nearest exit.

At each facility there are emergency phones that will still operate when the main power is interrupted. These phones are fully functional during a power outage because they receive their power through the outside telephone line to which they are connected.

The elevators will stop but will be restored to service by the emergency generator.

The emergency generator provides needed power for all the fire and life-safety monitoring equipment in the Radio Control Center.

ELEVATORS

In the event of an elevator malfunctioning while you are a passenger, the first thing to remember is "not to panic." The multitude of safety features in modern-day elevators ensures that you will not be in danger.

If you are in a malfunctioning elevator, look for the EMERGENCY STOP BUTTON. See if it is pushed in --if it is --pull it out. This will often reactivate the elevator into its normal cycle. If nothing happens after you have pulled out the "STOP" button, open the telephone door and lift the receiver. This is an automatic dial phone and will connect you with our Radio Control Center. The radio person will immediately dispatch building operating personnel to look for obvious correctable conditions and will call an elevator repairman if proper elevator operation is not restored within 10 minutes of the initial stoppage.

If you know of a malfunctioning elevator, please call building maintenance at ext. 7411 and report the situation immediately. Please do not assume that someone else may have reported the problem.

EARTHQUAKE

Earthquakes in this part of the country are extremely rare. However, when they do happen here, they tend to be stronger or more intense than in traditional earthquake prone areas.

To effectively safeguard against employee injuries during an earthquake, the following guidelines should be closely adhered to.

A. During an earthquake:

1. Get under something sturdy, such as a desk or table, to protect against falling objects. If it should start to move, move with it, or;
2. Stand in a doorway.
3. Get away from windows.
4. Stay in a protected place or position until the shaking stops.
5. If the main electrical source has failed, the buildings are equipped with emergency lighting.
6. If you are outdoors, get away from the building and go to a clear area, preferably upwind.

B. After an earthquake (if damage occurs):

1. If you are indoors, stay at your workplace. Stay under your desk or table, or stand in a doorway (in case of aftershocks). Stay clear of windows, bookcases and shelves.
2. If you are outside, get into an open area away from the building.
3. If your phone has fallen off its cradle, replace it.
4. Wait for and follow instructions from management, an Incident Commander or member of the Emergency Response Team.
5. Alert management or Emergency Response Personnel to any thing that requires immediate attention.
6. Be prepared to evacuate if and when requested.
7. If the power is off, do not use matches or lighters to illuminate your area.

In addition, you should:

1. Know your building's floor plan.
2. Know where the emergency exits and fire extinguishers are located.
3. Cooperate in drills and participate in training programs.
4. Keep on hand such personal items as: a three day supply of required medications (properly safe-guarded), a flashlight and batteries and comfortable shoes and a change of clothes.

Immediately after the earthquake:

1. The Incident Commander will do a quick assessment of the facility damage, including an assessment of the Command Center location in the facility to determine the most suitable location for the DOC.
2. If the facility has noticeable damage to significant portions of its structures, an evacuation will be activated to remove employees from the hazard until a more thorough examination of the structures can be performed, preferably by a structural engineer.
3. The Emergency Response Team will be paged via the NEXTEL system and asked to report to the DOC location as determined by the Incident Commander.
4. Each Emergency Coordinator will begin a damage assessment of their departments to determine the overall impact to the agency.
5. The Incident Commander, or his designee, will brief senior management on the operational status of the agency.
6. Based on this assessment, senior staff will make decisions on dismissal of the non-emergency staff and if alternative locations for conducting business should be pursued.

NATURAL DISASTERS or SEVERE WEATHER

Some natural disasters provide little or no notice of impending dangers. With the possible exception of earthquakes, the National Weather Service on local radio and television stations usually provides some advance notice.

Prevention measures will be taken whenever advance notice is provided concerning high winds, tornadoes, potential floods, heavy downpours, and other potentially destructive weather related natural disasters.

Prevention measures can include:

1. Tying down all outdoor equipment.
2. Inspecting roofs for potential problems.
3. Removing loose or small items that can be blown around or become hazardous flying objects.
4. Shutting down processes safely according to pre-determined procedures.
5. Moving important records to safe locations.
6. Establishing portable emergency communications.
7. Cleaning out all drains and catch basins.
8. Preparing for possible flooding and the need to evacuate the area.
9. Listening to weather reports. If it becomes necessary to seek shelter in an extreme storm situation, take shelter on the leeward side of the building, partitions or walls. Don't leave shelter when the wind first subsides (it could be a hurricane, and you could be in the eye of the storm). Similarly, note that the leeward side of the wall will change after the eye of the storm passes. Leave shelter only after the entire storm has passed.

Historically, the severity of the weather in Austin is limited to thunderstorms and the weather systems that are occasionally associated with them; *i.e.*, tornados, hail, and flash floods. In the event of a severe weather system that offers an immediate threat to the building and its employees, such as a tornado on the ground, or in the vicinity, there are steps that will be taken.

Upon receiving an alert, Safety or the radio control center will notify employees of the nature of the threat through the public address system on all floors.

Depending on the situation, employees will be given instructions on procedures to follow via the public address system; *i.e.*, move away from the windows and towards the interior of the building. In high wind situations, the safest places for employees to congregate are (in descending order):

- The interior Operators Break Room on the first floor
- The Vehicle Maintenance Training room, first floor in the Maintenance building
- Interior rooms on the first floor: Cafeteria, Quiet room, Security offices, bathrooms, interior offices in HR and HR clerical area with office doors closed, mechanical core.
- Interior locations on the second floor: bathrooms, copy room, janitor's room, small meeting room opposite Planning department.
- Interior hallways on second floor (each end, not in middle) and 1st floor in middle of Vehicle Maintenance (office area)

- Third floor training room, Procurement meeting room, payroll office, hallway

In the event of damage to the building due to severe weather, evacuation will be carried out according to the instructions found earlier in this publication. Instructions will be given via the public address system, if possible.

If the severe weather passes without incident, an all-clear announcement will be made over the public address system.

FLOODING

In the event that flooding of Capital Metro property appears imminent or possible, the Emergency Response Team will be activated and the following actions will be initiated:

The Facilities Maintenance department will coordinate the preparation and installation of sand bags to be used to prevent water from seeping into buildings at all entrance points. If flooding appears minimal, the sand bags will be concentrated at the low points of the property.

The Safety department will monitor broadcasts from the National Weather Service in order to provide information to management for planning and evacuation purposes. Employees will be sent home if flooding threatens to enter the building or block their means of egress. Evaluating access routes and keeping management informed will be the responsibility of the FRS Operations department.

Outside storage of chemicals and hazardous waste will be monitored by Facilities Maintenance and Shipping and Receiving. If flooding appears imminent, all material from the outside chemical storage areas will be transferred to inside the Maintenance building or storage buildings. Fences and doors to outside chemical and waste areas will be secured on a routine basis to insure that barrels and other debris will not float away.

If water enters any building, the electricity to the affected area or building will be shut off

Refer to the "Natural Disasters" section of this Plan for additional steps to be taken prior to flooding.

EXPLOSIONS

It is Capital Metro's policy to insist on safety training for personnel involved in the use of electrical equipment and hazardous materials. However intense the training, accidents can and will happen, often through no fault of the individual(s) involved. Although the likelihood of an explosion is remote, the possibility of such an occurrence cannot be overlooked.

All personnel working in or near an area in which an explosion has occurred must evacuate the area immediately. Personnel may not reenter the area until authorized by the Incident Commander or the Fire Department.

Medical first aid should only be administered by qualified and properly trained personnel. Victims should only be comforted until an EMS paramedic arrives on the scene.

TERRORIST ATTACK

Weapons of Mass Destruction

Procedure for Capital Metro vehicles that suspect they may have been exposed to a biological, radiological or chemical weapon of mass destruction:

What to Look For:

1. Strange odors, haze, or “fog” in unexpected areas. Chemicals often have a sweet or “freshly 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 together.
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 at all possible — do not enter into 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.
8. If the bus becomes contaminated with any WMD agent, or with tear or pepper gas, do not return the bus to the yard at 2910. All contaminated vehicles should divert to Robert Mueller airport. Enter at the gate on 51st Street that is marked with the “Channel 6” sign and enter through the gate. Code for the gate access control is “3476”.

Procedure for Capital Metro facilities that suspect they may have been exposed, or about to be exposed, to a biological, radiological or chemical weapon of mass destruction:

What to Look For:

1. Strange odors, haze, or “fog” in unexpected areas. Chemicals often have a sweet or “freshly 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 together.
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:

If advance warning is received:

1. If enough advance notice is received, either through information received from local emergency response agencies, or through the media, that our facilities may be exposed to a weapon of mass destruction, Capital Metro will evacuate the facility as soon as possible, using the Public Address System to notify all employees of the potential danger.
2. The evacuation will follow procedures delineated under the “Evacuations” portion of this plan.
3. Members of the Emergency Response team will notify each Evacuation Assembly Area of the nature of the problem,(for those who missed the PA announcement and were unsure of why the evacuation took place) as well as advice on the best course of travel to avoid the approaching contaminated plume.
4. As outlined in the Vehicle Maintenance portion of this plan, the agency will attempt to also evacuate as many of our revenue vehicles as possible to a safe location that is upwind of the potential release site.

If inadequate advance warning is received:

1. If Capital Metro does not receive warning in sufficient enough time to safely evacuate the premises, the agency will adopt a “Shelter In Place” action plan.
2. Employees will be notified, via Public Address System and telephone alerts, of the emergency and advised not to leave the building.
3. The Facilities Maintenance department (Phone: 389-7411) will immediately shut down all air handling and air conditioning units to eliminate outside air exchanges.
4. All exterior doors will be closed, locked and sealed with masking tape or duct tape to minimize the possibility of air seepage through these entrances.

5. The DOC will be activated, and the ERT will, through media sources and contact with local emergency responders, make a determination of the length of time that all employees should remain inside. Food storage in the cafeteria and in vending machines will be utilized for the benefit of employees remaining inside. In addition, the Human Resources Department has secured rations such as military MRE's that will be made available during a long term shelter in place.

Security Responses to Specific HSAS (Homeland Security Advisory System) Threat Levels

Capital Metro's Security Department incorporates the guidelines defined by the Office of Homeland Security for the transit industry and published by the Federal Transit Administration.

The following are the inherent challenges in securing transit systems against the threat of terrorism:

- Transit relies on an inherently open architecture, allowing free movement of passengers in public facilities and vehicles. This freedom of movement must be maintained to permit transit to perform its basic functions.
- Transit is geographically widespread, often operating on public infrastructure where transit management has no direct authority to implement protective measures. Thus, transit is dependent on the jurisdictions in which it operates, requiring important interagency cooperation to ensure protection.

Capital Metro has adopted the FTA model for interpretation of the HSAS as it applies to our industry. The general FTA response posture shall be as follows.

Threat Condition	FTA Response Posture
Green (Low)	<u>Prepare</u>
Blue (Guarded)	Practice
Yellow (Elevated)	Standby
Orange (High)	Activate
Red (Severe)	Stand Ready

The FTA response model supplements the existing HSAS model with Black and Purple designations to further define appropriate transit industry activities when an event is in progress and during the post-event recovery of transit services and facilities.

Event Description	FTA Response Posture
Black (Attack)	Response
Purple (Recovery)	Recovery

The Black and Purple designations are interpreted as follows.

- Black indicates that an attack is underway against a specific transit agency or within the agency’s immediate geographic area. The Black state is entered only when an attack has occurred. Black includes the immediate post-attack time period when the transit agency may be responding to casualties, assisting in evacuations, inspecting and securing transit facilities, or helping with other tasks directed by the local emergency management authority.
- Purple indicates the recovery of transit service after an attack has occurred. Purple includes restoration of levels of service, routes, and schedules, repairing or reopening facilities, adjustment of staff work schedules and duty assignments, responding to customer inquiries about services, and other activities necessary to restore transit service. The Purple state follows the Black state and may also exist for short time periods when the agency is transitioning from a higher threat condition to a lower threat condition (e.g., from Red to Orange). The Purple state will coexist with the prevailing threat condition. In other words, business recovery (Purple) will be accomplished while maintaining the prevailing readiness status (e.g., Orange protective measures).

The Capital Metro response to acts of terrorism follows the general guidance below.

- The threat/risk goes up with each successive level.
- Responses are additive; each level incorporates all activities from the previous levels.

Table 1. CMTA Emergency Response to Terrorist Attack

Event Description	Protective Measures
<p>Green (Low) – This condition is declared when there is a low risk of terrorist attacks.</p> <p>(13 steps)</p>	<ol style="list-style-type: none"> 1) All contract employees must wear their CMTA ID badge and visitors must sign in and out at the Security desk in the front lobby or with the guard at the bus pull-in gate and must be escorted by a CMTA employee at all times. 2) Report all suspicious activities, persons and all abandon parcels, packages, etc. to Security immediately. 3) Provide safety and security awareness training to all employees, including emergency response, evacuation and responding to terrorist threats. 4) Identify and train Emergency Response Team. 5) Practice emergency evacuation and emergency response procedures via table-top and full scale drills. 6) Conduct threat and vulnerability assessment of all transit properties. 7) Develop procedures for evacuating, re-locating and shutting down all facilities and departments. 8) Develop a preventative maintenance program for all security equipment and ensure security equipment is functional at all times, and the appropriate equipment, mechanisms, etc. are utilized to minimize exposure and vulnerability (i.e. fencing, lighting, surveillance cameras, controlled access devices, etc.). 9) Establish local, regional and system-wide threat and warning dissemination process, emergency communications capability, and contact information with law enforcement and security officials, including local FBI Field Offices, first responders, regional and district US DOT representatives. Emergency communications should have redundancy in both hardware and means to contact security officials and law enforcement agencies. 10) Incorporate security awareness and information into public education programs and notification. 11) Survey surrounding areas to determine those activities that might increase the security risks that could affect the facility (i.e. airports, government buildings, industrial facilities, pipelines, etc.). 12) Ensure contingency and business continuity plans are current and include a response to terrorist threats. 13) Develop and implement hardware, software, and communications security for computer based operational systems.
<p>Blue (Guarded) – This condition is declared when there is a general risk of terrorist attacks.</p> <p>(16 steps)</p>	<ol style="list-style-type: none"> 14) Establish liaison with each facility to coordinate measures that may be necessary if the Threat Condition increases. 15) Inform all law enforcement and security officials with an operational need to know of the increased threat. Communicate this information to agency employees who have an operational need to know. Reinforce awareness of responsibilities with employees. 16) Review all emergency response and security procedures (i.e. evacuation, bomb threat, etc.). 17) Test security and emergency communication procedures and protocols (post security alerts if appropriate). 18) Secure all buildings and storage areas not in regular use. Increase frequency of

	<p>inspections and patrols within the facility including interior of buildings and along the facility perimeter. Increase surveillance in areas such as shipping and receiving, parking lots, bridges and similar exposures.</p> <ol style="list-style-type: none"> 19) Inspect perimeter fencing and repair any damage. Review any maintenance and capital projects that may affect the security of the facility. 20) Inspect all surveillance equipment; access controlled devices and detection equipment to ensure equipment functionality. 21) Review all operations plans, personnel details, and logistics requirements that pertain to implementing higher Threat Condition levels. 22) Review and ensure adequacy of personnel and ID issuance and control procedures. 23) Check designated unmanned and remote sites at more frequent intervals for signs of unauthorized entry, suspicious packages, or unusual activities. 24) Inspect all mail and packages coming into the facility. Contact the appropriate law enforcement agency if a suspicious letter or package is found (do not open). 25) Be especially alert to repeat visitors who have no apparent business at the facility and are asking questions about the facility; be familiar with vendors who service the facility and investigate changes in vendor personnel. 26) Reduce the number of access points for pedestrians and vehicles. Be alert to vehicles parked for unusual periods of time in or near the facility. 27) Inspect emergency supplies to ensure equipment is in operational condition and supplies are adequate. 28) Network with local law enforcement intelligence units. 29) Remind employees to be aware of surrounding, inquire and report the ID of persons who do not display the appropriate identification badge.
<p>Yellow (Elevated) – An elevated condition is declared when there is a significant risk of terrorist attacks. (17 steps)</p>	<ol style="list-style-type: none"> 30) Increase the frequency of warning required by Low Condition (Green) and Guarded Condition (Blue) and inform personnel of additional threat information as available. Implement procedures to provide periodic updates on security measures being implemented. 31) Review internal and external notification list. 32) Confirm availability of security resources that can assist with 24/7 coverage as applicable. 33) Move vehicles and other non-stationary items from sensitive areas. Identify areas where explosives devices could be hidden. 34) Close and lock gates and barriers except those needed for immediate entry and egress. Inspect perimeter fences on a regular basis. Ensure that other security systems are functioning and are available. 35) Set up routine checks of unattended vehicles, scrutiny of packages and vehicles, and monitor critical facility and key infrastructure (i.e. CNG station, fuel lids, fuel pumps, parking lots, various work bays, etc.). 36) Increase officer visibility at strategic locations (bus stops, transit centers, facilities, buses, etc). 37) Utilize plainclothes officers for surveillance purposes. 38) Limit visitor’s access to certain areas. 39) Advices local law enforcement that the facility is at Elevated Condition (Yellow) and advise measures being employed. 40) Instruct employees working at remote locations or on the ROW to check-in on a

	<p>periodic basis.</p> <p>41) Lock all company, contractor and personal vehicles that are on the facility (send out reminder notice).</p> <p>42) Check the operational status of all communication devices (i.e. phones, cell phones radios, etc.).</p> <p>43) Interface with suppliers and contractors to heighten awareness to report suspicious activity to Security or appropriate personal.</p> <p>44) Assess whether the precise characteristics of the threat require that further refinement of preplanned Protective Measures.</p> <p>45) Keep all personnel involved in implementing antiterrorist contingency plans on call.</p> <p>46) Implement process to communicate with all employees and customers the status. Update information as often as possible in a reasonable manner.</p>
<p>Orange (High) – A high condition is declared when there is a high risk of terrorist attacks.</p> <p>(12 steps)</p>	<p>47) Continue all Low, Guarded and Elevated measures or introduce those that have not already been implemented.</p> <p>48) Activate Contingency and Emergency Response Plan.</p> <p>49) Reduce facility access points to the absolute minimum necessary for continued operation.</p> <p>50) Increase security patrol activity to the maximum level sustainable. Increase perimeter patrols and inspections of facility.</p> <p>51) Physically inspect visitors and randomly inspect their suitcases, parcels, and other containers.</p> <p>52) Strictly enforce controlled entry.</p> <p>53) Cancel or delay all non- vital facility work conducted by contractors or continually monitor their work with the appropriate staff.</p> <p>54) Limit access to designated facilities to those personnel who have a legitimate and verifiable need to enter the facility.</p> <p>55) Increase night patrols and increase lighting around vulnerable areas.</p> <p>56) Coordinate necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organization.</p> <p>57) If threat is region specific, alert connecting region (s) of potential need for assistance.</p> <p>58) Review procedures and make necessary preparations to establish Command Center (s) where applicable.</p>
<p>Red (Severe) – A Severe Condition reflects a severe risk of terrorist attacks.</p> <p>(9 steps)</p>	<p>59) Continue Low, Guarded, Elevated and High Condition measures or introduce those that have not already been implemented.</p> <p>60) Implement emergency and continuity plans as appropriate. Reduce restricted area access points to an operational minimum.</p> <p>61) Increase security patrol activity to the maximum level sustainable.</p> <p>62) Increase or redirect personnel to address critical emergency needs.</p> <p>63) Limit service and routes.</p> <p>64) Search all suitcases, briefcases, packages, etc., brought into the facility.</p> <p>65) Control access and implement positive identification of all employees.</p> <p>66) Assign emergency personnel to emergency response duties.</p> <p>67) Remove unattended, unauthorized vehicles parked within 300 feet of a building or station</p>
<p>Black (Attack) – A terrorist attack</p>	<ul style="list-style-type: none"> • Activate Immediate Action Drills (IAD) and Emergency Responses to a Terrorist Attack (there are 10 essential IAD's).

<p>has occurred. (12 steps)</p>	<ul style="list-style-type: none"> • Report the attack immediately to all emergency response organizations. • Provide for security of the site and other transit system assets during the emergency and be alert to possible secondary attacks. • Assist response to any casualties. • Activate measures to mitigate the effects of the attack • Assess immediately impact of the attack on transit service and facilities and adjust or terminate services as required. • Advise regional FTA office and FBI immediately of all information regarding the nature of the attack so that FTA, FBI and others may immediately disseminate that information to other transit properties nationwide. • Provide Internal and Public Information as soon as possible. • Designate the Incident Commander and Activate Transit Emergency Response (or Operations) Center and/or dispatch representatives to appropriate Emergency Operations Centers. • Mobilize and provide transit assets (communications links, equipment, facilities and personnel) in support of the overall incident response effort. • Identify Attackers for responders if witnesses and/or surveillance can provide timely and relevant information. • Activate “on-call” external contractors or other special support as required.
<p>Purple (Recovery) – Business recovery after an attack. (12 steps)</p>	<ul style="list-style-type: none"> • Activate Business Recovery Plan. • Restore Transit System capabilities. • Restore the scene of attack to functionality. • Implement decontamination procedures if appropriate. • Guard against secondary attacks. • Evaluate why attack succeeded and update Threat and Vulnerability Analysis. • Identify and implement corrective measures. • Restore public confidence by announcing new measures. • Return to an appropriate preventative level of GREEN thru RED. • Coordinate funding and other needs for transit system restoration with FTA. • Identify short and long-term capital replacement needs and develop plans and detailed designs. • Complete an After Action report.

CIVIL DISOBEDIENCE

Protests and other forms of civil disobedience are most likely to occur on Congress Avenue, the Central Business District, or on the University of Texas campus. However, these events may occur anywhere in our service area. If a protest or other form of civil disobedience does occur in our service area, but away from Capital Metro's main facilities, the following action plan shall be put into place:

1. FRS Supervisors will begin posting bus closure notices in the affected area if advance notice of the location is received. After the civil disobedience has begun, Field Supervisors should use caution prior to entering the affected area for this purpose, and should avoid the area if they feel their personal safety may be affected.
2. FRS will implement the detour around affected area. Contingencies will begin to be developed by FRS or the DOC Command Staff in case the affected area grows.
3. In most circumstances, the Customer Service Center & Transit Store in the CBD will be relocated out of the CBD
4. Evaluate the environment of the affected area to determine when to return regular business practices.
5. Follow Capital Metro's response plans to HSAS Threat Levels, as displayed in the "Terrorist Attack" section of this plan (where applicable)

If the protest of civil disobedience occurs at one of Capital Metro's office buildings, the following action plan will be put in place.

1. The Security Department will immediately request extra manpower, either Security guards or APD officers.
2. The Shipping and Receiving gate, and the North gate, will be immediately closed, regardless of the location of the protest.
3. Security will increase the staff in the lobby by at least one, and will station someone on our property nearest the protest (at a safe distance). The purpose of this increased staff will be to ensure that Capital Metro's employees do not interact with the protestors and stay away from the location. This staff should not interact with any participants in the civil disobedience, and should retreat to the building if the crowd approaches them.
4. A message will be given over the Public Address system, advising employees of the incident, and that they are not allowed to confront, taunt, or interact with the protestors.
5. If the protestors trespass upon Capital Metro property, APD will be notified and asked to respond to the incident. Capital Metro employees, including the Security Department, will not interact or confront the protestors.

SABOTAGE

Sabotage of Capital Metro facilities can cover a wide breadth of scale, and the level of destruction will partially determine our response activities.

If the destruction caused by the sabotage poses a safety hazard to the employees (explosion of the CNG system or fuel tanks, structural damage to the building, etc.) the following action plan will be put in place:

1. The facility will be evacuated (see evacuation procedures)
2. Emergency Response agencies will be contacted (Fire, Police, potentially even the FBI)
3. Facility cannot be re-occupied until allowed by the emergency response agencies.
4. Appropriate investigative agencies will conduct necessary examination of the scene and investigation into the cause and/or perpetrators of the incident.
5. Capital Metro will begin assessment of damage, determine how quickly repairs or replacements can be made ready, and develop an action plan to mitigate the impact of the event upon normal service activities.
6. Mitigation of the damage may result in the activation of Memos of Understanding or Agreement with other entities, or the development of emergency Purchase Orders or use of the emergency response issues P-cards that have been issued by the Procurement Department.

If the destruction caused by the sabotage does not pose a safety hazard to the employees (damage to agency property or equipment is either small or localized) the following action plan will be put in place:

1. Emergency response agencies will be contacted (Fire, Police and potentially the FBI).
2. These agencies will be encouraged to conduct an investigation of the scene to determine cause and/or perpetrators of the incident.
3. The Capital Metro department responsible for the area or equipment sabotaged will assess the damage and report to management on the timeline and costs necessary to replace or repair the target of the attack.
4. As long as it does not hamper the investigation of response agencies, the responsible department will replace or repair the damaged area as soon as is practical.

Infectious Disease

Outbreaks of acute highly infectious or contagious disease have the potential to cause an emergency to be declared in Central Texas. Such outbreaks could severely impact the community and the service we provide. Examples include smallpox or a flu pandemic. For these types of emergencies, Capital Metro will take the following actions:

- Operators and Service Island employees will be issued N-95 respirators, as recommended by the Department of Health, and nitrile gloves in order to limit the possibility of infection. The Safety Department is responsible for maintaining a two week supply of these articles. They are stored on the West Mezzanine in Receiving at the 2910 facility. When the emergency is declared, Safety will secure larger quantities of these items. Hand Sanitizers/Antiseptic Wipes are always available at the Run Dispatch window.
- Service Island employees will begin cleaning all revenue service vehicles with a more aggressive and antiseptic cleaning agent. The Vehicle Maintenance Department is responsible for maintaining an adequate supply of this cleaner.
- All vehicles returning from revenue service will be required to be cleaned by Service Island employees prior to any maintenance on the vehicle being performed, in order to minimize the possibility of agency staff becoming infected.
- Administrative employees that have access to the agency's computer system through Citrix will be allowed to telecommute in order to limit exposure to pathogens. If the emergency becomes more severe, management may recommend this approach, and eventually mandate telecommuting if warranted by the continuing outbreak.
- To limit exposure, Operations staff will be asked to limit their access to the first floor of the main facility. Administrative employees will be asked to use the East and West entries to the facility, and Operations staff will be asked to use the North and South entrances.
- For diseases that have vaccinations or inoculations available, Capital Metro has been designated by the Health Department as a critical first response agency, allowing our employees access to these vaccinations or inoculations before they are made available to the general public. Local Health Departments will then set up numerous vaccination clinics in Central Texas. Since the majority of these centers will be established at specific area schools that have limited parking available, the general public will be required to take Capital Metro buses to and from these clinics. The agency has agreed to provide the buses and Operators necessary for this plan, and will pull these assets from regular service in the order set forth by the Planning Department.

Hurricane

Our service area is too far inland to be directly affected by a hurricane. By the time the hurricane reaches our area, it is the same as a severe thunderstorm, which happens frequently in Central Texas. See sections on flooding for an explanation of plans in this regard.

Capital Metro may be called upon by the state to provide evacuation assistance for Gulf region cities in the event of a hurricane. FEMA may request the same assistance if the affected area is outside the state. Capital Metro has agreed to participate in these governmental evacuation plans, and has pledged to assign buses as necessary to support these efforts.

Under state evacuation plans, Capital Metro buses would most likely be assigned to evacuate special needs in the Galveston/Houston metropolitan area, and deliver them to the approximately 50 evacuation shelters that the City of Austin has set up within our service area. FEMA requests could be made for any area along the Gulf Coast.

Buses assigned to these evacuation efforts must have operating lifts/ramps in order to accommodate special need passengers. Each bus dispatched for this effort will have two Operators assigned to handle the long driving hours required. To the extent possible during the emergency, the buses will travel in convoy in order to provide any needed assistance to a specific bus that may develop problems in route so far away from our maintenance facilities. Field Supervisors will also be assigned to accompany these buses to help with logistical issues along the way and arrange for financial support (gas, food, potentially hotels, etc.) with a target ratio of one supervisor to every 20 buses assigned to the evacuation.

If the hurricane (or other natural disaster that would prompt a mass evacuation) creates the potential for infectious diseases among those being evacuated (as happened during Hurricane Katrina), then Capital Metro will institute the controls mentioned in the Infectious Disease portion of the Emergency Response Plan. Concentra Medical has agreed to send to Capital Metro a technician that can provide all of the inoculations/vaccinations that the circumstances warrant. The cost for this service will be borne by Capital Metro's Operations Department.

Once evacuees have been brought back to Austin, Capital Metro will work with the local Office of Emergency Management in coordinating efforts to provide transportation for them, and will create temporary routes/service as necessary to accommodate their needs. OEM has assigned a primary role for Capital Metro while evacuees are in our service area of providing transportation to and from the medical needs center for evacuees residing in the other evacuation centers.

