

Emergency Management

Issue One: Seven Steps of Crisis Management

Use these seven steps to react calmly after an accident:

- 1 Protect yourself - keeping yourself safe ensures that someone is on the scene with the skills & training to help others. Once you're safe, focus on your passengers.
- 2 Assess the situation - ensure you are not hurt and that the vehicle is in a safe location. Check the condition of your passengers and that there is no immediate danger in the vehicle from fuel leaks or fire.
- 3 Notify the dispatcher/request aid - when in an emergency, notify the dispatcher as soon as possible. Give your location, describe what occurred, the help you need, whether you're blocking traffic, and the number and condition of passengers.

- 4 Protect others - secure the vehicle, provide aid to those injured (to the extent you are trained), keep passengers informed and on the vehicle when it's safe, and keep vulnerable passengers comfortable.
- 5 Secure the vehicle - ensure it is in a safe location, turn on 4-way flashers, prevent rollways if on a grade, put in park/neutral, set brakes, turn off engine, and set flares/triangles.
- 6 Gather incident information - take notes of what has happened, ask passengers/witnesses to complete courtesy cards, get information of other driver(s) involved, and get information from first responders.
- 7 Complete post-incident reports - once back at the transit facility, capture all data collected from the incident. Document any details needed for a later investigation or court case.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

Emergency Management

Issue Two: Hazardous Materials



While you are not expected to be an expert at reading hazardous materials placards, you do need to know that chemical releases and hazmat incidents can result from truck accidents or train derailments involving the transportation of Toxic Industrial Chemicals (TIC).

Examples of hazardous materials placards are found above. The most dangerous materials are *Radioactive*, followed by *Infectious*, and then *Oxidizer*. Keep in mind that hazardous materials transported illegally won't be labeled at all.

Symptoms of a Toxic Chemical Release

- Two or more people experiencing difficulty breathing, uncontrollable coughing, collapse, seizure, nausea, blurred vision or disorientation.
- A cloud, mist, fog, or fine powder, dust, liquid or oily residue with no explainable source.
- Items emitting an unexplainable or pungent odor or vapor.
- Abandoned or out-of-place aerosol or manual spray devices.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

Emergency Management

Quiz One: Seven Steps of Crisis Management

Please answer the following questions:

1. In order to help others, you must first ensure that you are safe.

True or False (circle one)

2. It does not matter when you notify the dispatcher of your emergency situation because they are not on the scene to assist you.

True or False (circle one)

3. After the area and your passengers have been secured, you should ask passengers, first responders, and others involved for information you can use when reporting the situation.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Two: Hazardous Materials

Please answer the following questions:

1. The most dangerous category of hazardous materials is (choose one):

- (a) Infectious
- (b) Oxidizer
- (c) Radioactive

2. If two or more people experience difficulty breathing, that could be a symptom of a toxic chemical release.

True or False (circle one)

3. TIC stands for "Toxic and Infectious Chemicals."

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Issue Three: Evacuation

In emergency situations, one of the hardest decisions a driver may face is whether to evacuate a transit vehicle or not. There are risks in an evacuation because of the potential to place a passenger in harm's way.

Evacuation is recommended any time that the risks of staying on board the vehicle are greater than the risks involved in having passengers off the vehicle. If there is evidence of smoke or fire, evacuate the passengers first, then investigate the cause.

Tips to assist you during any evacuation:

- Communicate calmly with passengers that evacuation is necessary, indicating which exits they are to use and where they are to gather after leaving the vehicle. If possible, the gathering place should be out of traffic, protected and at least 100 feet away from the vehicle. Also, make sure your evacuation location is upwind of the emergency situation.
- If there are children, elderly, or fragile passengers, or passengers with a disability or using a wheelchair or other mobility device, ask for evacuation assistance from ambulatory passengers if time permits. Otherwise, evacuate as quickly as you can alone.
- Evacuate all non-assisting ambulatory passengers, instructing one to take the fire extinguisher.
- Once all passengers are clear of the vehicle, calmly guide passengers to a safe area, assess their condition and make sure that dispatch and emergency personnel have been contacted.
- Emergency roof hatches and windows are only used in the event that doors are blocked or the vehicle is on its side.

Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Issue Three: Evacuation - Non-Ambulatory Passengers

When evacuating non-ambulatory passengers, keep the following tips in mind:

- Use a web cutter to cut through all securement straps.
- Use the lift, either at full capacity or half way, if possible. Operate manually if necessary to carry non-ambulatory passengers out of the vehicle.
- If the lift is not working, carry non-ambulatory passengers through the door.
- If normal exits are blocked, drag or carry non-ambulatory passengers through emergency exit windows, preferably with assistance from inside and outside of the vehicle.
- If you must use drag and carry techniques, slide passengers who use mobility devices onto a drag blanket. Grab corners of the blanket to drag or carry the passenger out the door or exit. If no blanket is available, grasp under arms and gently pull to safety.



Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials and National RTAP Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Emergency Management

Quiz Three: Evacuation

Please answer the following questions:

1. Emergency roof hatches and windows should always be used for evacuation by riders that are sitting close to them, even when the vehicle is standing upright.

True or False (circle one)

2. If there is time, you should ask ambulatory passengers for assistance when evacuating non-ambulatory passengers.

True or False (circle one)

3. You, the driver, should carry the fire extinguisher out of the vehicle.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Three: Evacuation - Non-Ambulatory Passengers

Please answer the following questions:

1. If the lift can be operated manually it should be used to evacuate non-ambulatory passengers.

True or False (circle one)

2. During an emergency evacuation, you should remove all securement straps from a rider's wheelchair the same way you attached them.

True or False (circle one)

3. If you cannot operate the lift in any capacity, non-ambulatory passengers should be evacuated through the door.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Issue Four: Vehicle Fires

If smoke or fire is present, shut off all electrical power, evacuate the vehicle immediately and contact dispatch. Do not open the hood or engine compartment if there are signs of fire in either area.

Remember that you are not expected to fight the fire yourself, and you should only use a fire extinguisher if you are sure of what to do and it is safe to do so. The primary purpose of the fire extinguisher is to provide a safe way out of the vehicle for evacuation purposes.

Attempt to use a fire extinguisher only if all of the following apply:

- a) Dispatch and emergency personnel have been contacted and the vehicle has been evacuated.
- b) The fire is small, contained, and not spreading beyond its starting point.
- c) The exit is clear, there is no imminent peril and you can fight the fire with your back to the exit.
- d) You can stay upwind and avoid smoke. Smoke inhalation must be avoided as just a small amount of toxic smoke can render you unconscious.
- e) The proper extinguisher is readily at hand and you know how to use it.

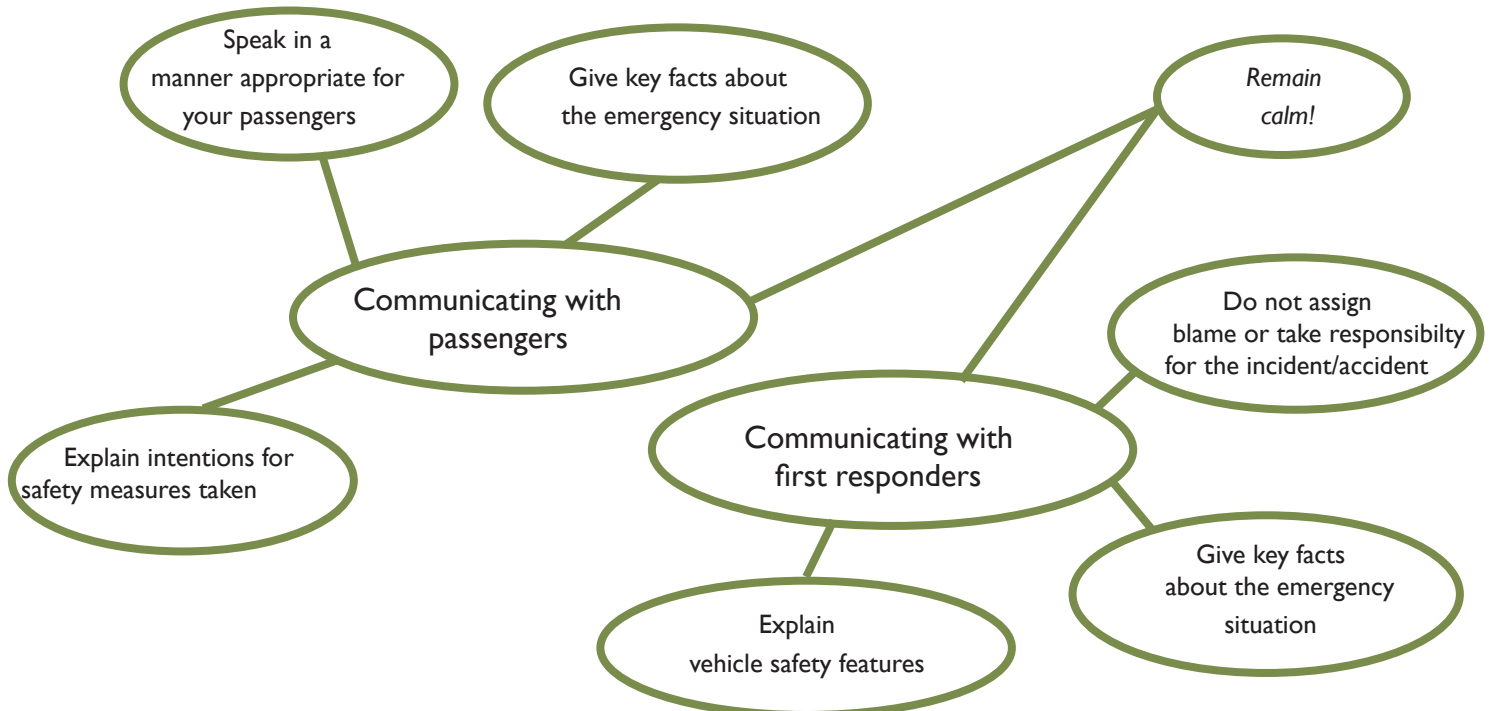
If possible, use the 'Buddy System' and have someone else back you up while you fight the fire. If you have any doubt about your safety, or you cannot extinguish the fire, leave immediately.

Using a fire extinguisher: 1) Pull the pin; 2) stand back several feet and upwind from the fire; 3) depress the handle and sweep back and forth towards the base of the fire. You usually can't expect more than 10 full seconds of power per unit.

Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Issue Five: Communication



Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Quiz Four: Vehicle Fires

Please answer the following questions:

1. The first step you should take after noticing smoke or fire is to shut off all electrical power.

True or False (circle one)

2. If it is safe to fight the fire, you should do so with your back to the exit.

True or False (circle one)

3. How long does a fire extinguisher provide full power? (circle one)

(a) no more than 15 full seconds

(b) no more than a half a minute

(c) no more than 10 full seconds

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Five: Communication

Please answer the following questions:

1. When communicating with passengers, you should always use the most precise, technical language so you can most accurately describe the situation. It is not your responsibility to ensure that everyone has understood.

True or False (circle one)

2. You should remain calm when speaking with anyone during an emergency.

True or False (circle one)

3. When first responders arrive, you should immediately take responsibility for the accident/incident.

True or False (circle one)

Trainee Signature: _____ Date: _____

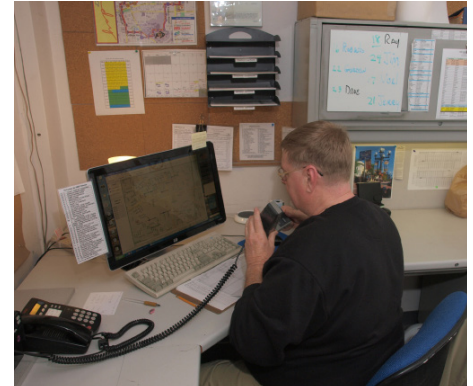
Supervisor Signature: _____ Date: _____

Emergency Management

Issue Six: Communicating with Dispatch

You should contact the dispatcher as soon as possible when you are involved in an emergency situation. Be ready to provide the following information:

- Your exact location
- The type of emergency and a brief description of what occurred
- The type of help you will need from police, fire and EMS responders
- Whether you are blocking traffic and if the vehicle can be safely moved
- The number of passengers on board the vehicle, the number passengers with wheelchairs or other mobility devices, and the nature and severity of any injuries, including whether or not you are injured



If the situation changes before responders arrive on scene, notify dispatch of the changes to the situation so that responders will have the latest information.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module. Photo by Nusura, Inc.

Emergency Management

Issue Seven: Securing the Vehicle

Follow these guidelines to secure your vehicle and prevent a rollaway:

1. If you decide the safest course of action is to move the vehicle off the roadway, make sure the location:
 - (a) is out of the way of traffic;
 - (b) has a good line of sight for other traffic and is not obscured by a curve or the crest of a hill;
 - (c) allows easy access for emergency response or service vehicles;
 - (d) has sufficient room for passengers to safely get off the vehicle (including those with mobility devices);
 - (e) is close to support services (street lighting, stores or retail establishments).
2. Turn on the four-way flashers.
3. If the vehicle is on a grade, turn the front wheels against the curb to prevent a rollaway (if there is no curb, block the rear wheels against the grade).
4. Put the transmission in park or neutral as dictated by the type of vehicle, set the brakes and shut the engine off.
5. Set flares/triangles to warn approaching motorists.



Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training module. Photo by Nusura, Inc.

Emergency Management

Quiz Six: Communicating with Dispatch

Please answer the following questions:

1. When you contact dispatch, you should be ready to tell them your exact location.

True or False (circle one)

2. You do not need to provide dispatch with the type of assistance you need as that is information for first responders.

True or False (circle one)

3. You should notify dispatch if any information changes before first responders arrive.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Seven: Securing the Vehicle

Please answer the following questions:

1. Properly securing your vehicle will prevent a rollaway.

True or False (circle one)

2. If your vehicle is stopped on a grade and there is no curb, you should turn your front wheels.

True or False (circle one)

3. If you move the vehicle off the roadway, you should make sure the location allows for easy access by service vehicles.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

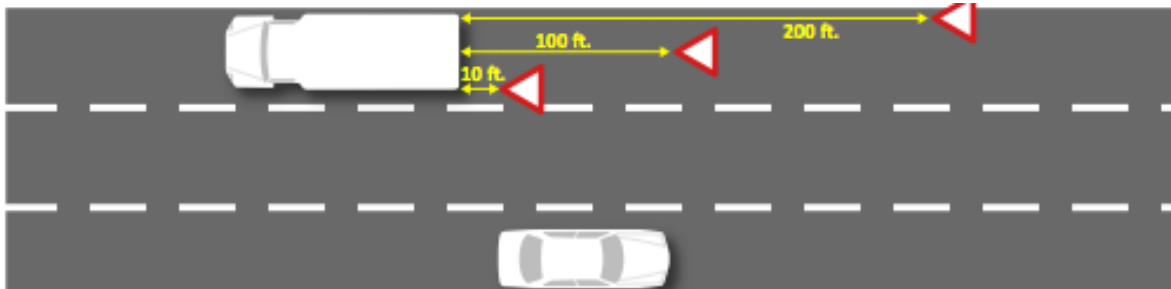
Emergency Management

Issue Seven: Securing the Vehicle - Triangles and Flares 1

Placement on a two-lane road:



Placement on a divided highway:

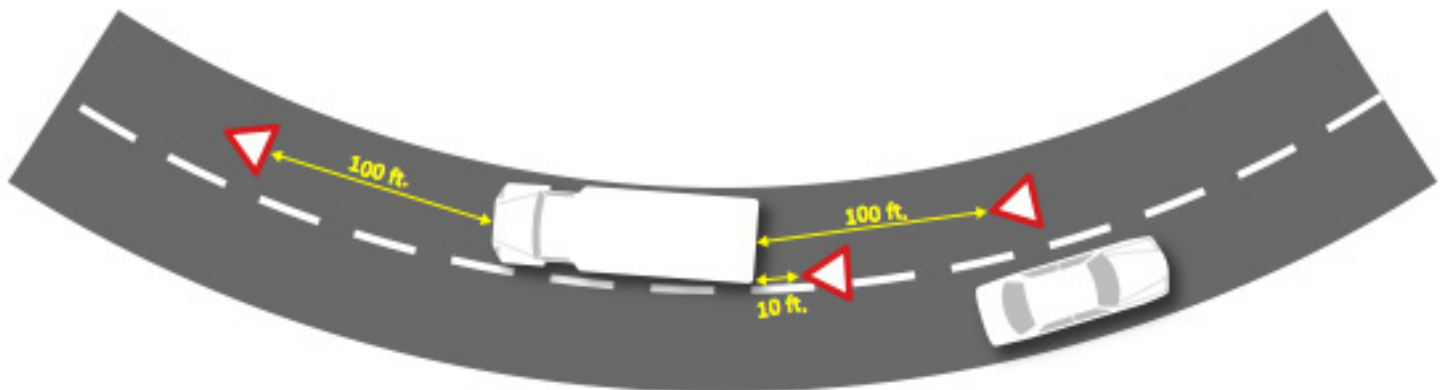


Updated 2018 Images taken from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module

Emergency Management

Issue Seven: Securing the Vehicle - Triangles and Flares 2

Placement on a curve or hill:



Updated 2018. Image taken from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

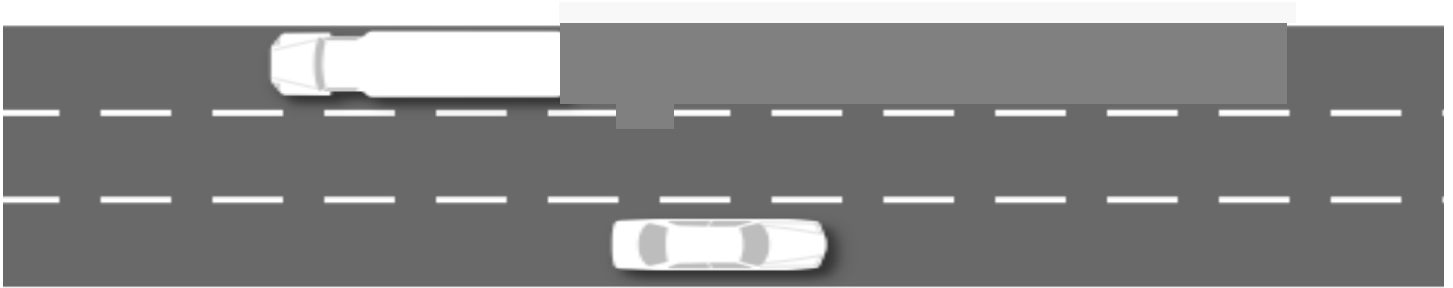
Emergency Management

Quiz Seven: Securing the Vehicle - Triangles and Flares 1

Place an 'X' on the road around the bus where the triangles or flares should go (include distances from vehicle):



Place an 'X' on the road around the bus where the triangles or flares should go (include distances from vehicle):



Emergency Management

Quiz Seven: Securing the Vehicle - Triangles and Flares 2

Place an 'X' on the curved road around the bus where the triangles or flares should go (include distances from vehicle):

