

# Topeka Metro Transit Authority



## BOMB THREAT PROCEDURES

*The safety and well-being of our passengers and employees are of the utmost importance to Topeka Metro. It is our intent to maintain the safety and well-being of our employees and passengers during our daily operations should a bomb threat situation occur.*

The objectives of this plan are as follows:

- Review likely bomb threat scenarios,
- Identify and describe preferred employee response to receiving a bomb threat,
- Provide a process for documentation and follow up of related incidents.

### **General Information**

**A bomb threat is any communication that indicates the presence of, or intent to detonate, an explosive device.**

While bombing incidents pose an obvious danger to people and organizations, threats themselves can impose significant impacts as well. The intent behind a bomb threat could be disruption of service, extortion, or a warning. Bomb threats can severely impact organizations and personnel regardless of the perpetrator's intent. They can have a detrimental effect on morale and employee safety, and strain first responder resources. The impact that bomb threats alone can have on a site location, an organization, events, and the personnel within can be dangerous and costly, even if no explosive device is present.

According to national data, public transportation providers are a common recipient of bomb threats. As such, Topeka Metro has created this plan to provide an appropriate course of action on a case-by-case basis. Keep in mind that, in the event of a bomb threat, Topeka Metro will work closely with local emergency responders and some response decisions during an actual threat may be made not by Topeka Metro management but instead by the Topeka Police Department, the Topeka Fire Department, and/or Shawnee County Emergency Management.

**Although the risk of an actual bomb being present is quite low, all Topeka Metro employees receiving or responding to a bomb threat notification should act as if an actual explosive device is involved.**

#### ***A note about sharing bomb threat information:***

Topeka Metro personnel should refrain from speaking with the press and media outlets during bomb threat situations. **Only the General Manager or the Director of Marketing and Communications are authorized to speak to the press.**

Be careful who you share information with – misinformation provided to family, friends, and the public can cause serious complications and delays for emergency response (even if shared with good intentions).

## Topeka Metro Bomb Threat Mitigations

### **Work Practice Controls**

Topeka Metro provides the following work practice controls to reduce the likelihood of bombs/bomb threats at its facilities.

<b>Mitigation</b>	<b>Description</b>	<b>Responsibilities</b>
<b>Access Control</b>	Topeka Metro controls access to its properties, buildings, and work areas using fobbed gates and doors and strict key control (OPS 15-335).	The Director of Human Resources and the Director of Maintenance and Facilities coordinate appropriate key and fob distribution and retrieval for new and departing employees.
<b>Pre- and Post-Trip Vehicle Inspections</b>	Daily pre- and post-trip inspections include examining the inside and underside of the vehicle for security concerns (OPS 15-334 and OPS 16-359).	Operators complete vehicle inspections and file reports daily for each vehicle they drive.
<b>In-Route Vehicle Inspections</b>	Operators are trained to periodically complete an interior and exterior inspection of their vehicle for any mechanical or safety concerns (OPS 15-334 and OPS 16-359).	New operators are trained to complete these period inspections. Vehicle inspections at QSS are monitored by Operations Supervisors.
<b>Facility Inspections</b>	Facilities, including access control, are assessed for security and safety concerns during deficiency inspections (OPS 14-320) and random security inspections (OPS 16-352).	Operations Supervisors and the Chief Operations Officer (COO) complete and document inspections as prescribed by the pertinent policies.
<b>Facility Surveillance</b>	All three Topeka Metro facilities (Admin. Building, Maintenance, Quincy Street Station (QSS)) are equipped with interior and exterior surveillance cameras.	The Lead Operations Supervisor regularly views the live surveillance videos at QSS. At the Admin. Building dispatch staff regularly view the live surveillance videos of the garage. The General Manager (GM), Director of Maintenance and Facilities, the COO, and the Director of IT have access to and review surveillance footage on an as-needed basis.
<b>Security</b>	A trained security officer is onsite at QSS Monday – Friday from approximately 14:30 – 18:00.	As part of their duties, the security officer completes rounds of the facility and grounds and reports any concerning or suspicious items or individuals to an Operations Supervisor.
<b>Visitor Badges</b>	Each facility issues badges to on-site visitors (OPS14-331).	The supervisor or management personnel present confirm that visitors are signed in (if applicable) and given a visitor badge. The same employee is responsible for collecting the visitor badge when no longer needed.

<b>Passenger Banning Alerts</b>	Topeka Metro provides pertinent employees with updated and timely passenger ban information, including pictures (when available) (OPS 13-312).	The COO or their designee updates and distributes the banned list monthly or more frequently if warranted.
<b>“See Something, Say Something” Training</b>	New operators and operations staff complete training in terrorism and transit emergency response as part of their onboarding process. Operators complete training on suspicious packages (OPS 14-310) and people every 2 years.	The Operations Training Supervisor and the COO monitor the training schedule to ensure this topic is covered at least every 2 years.
<b>Bomb Threat Checklist</b>	<b>All Topeka Metro phones must have a posted copy of the Bomb Threat Checklist (Appendix A) nearby as an aid should a bomb threat call be received.</b>	Phone areas are checked for bomb threat checklists during random security inspections (OPS 16-352).

***A note about radios and cell phones:***

Although radio and cell phone signals have been known to set a bomb off early, these are the only means of communication with Topeka Metro operators, supervisors, and management. In the event of a bomb threat, communication by radio and cell phone will be identified as an acceptable level of risk.

## **Common Scenarios and Appropriate Responses**

### **Receiving a Bomb Threat via Telephone**

When a bomb threat is received via telephone at any location, the employee should:

- Remain calm.
- Keep the caller on the phone as long as possible.
- Ask the caller to repeat the message.
- Record the phone number immediately.
- Signal a coworker to assist with the call (i.e. calling 911, calling a supervisor or manager), if possible, without alerting the caller.
- Obtain as much information from the caller as possible by filling out the **Bomb Threat Checklist** (Appendix A).
- Do not hang up the phone, even after the caller is no longer on the line.
- After the call, contact a supervisor or manager and local authorities (911), if not already completed by a coworker.
- Prepare to brief emergency responders when they arrive. This could be onsite or at an evacuation location if evacuations are ordered.

### **Responding Supervisor/Manager Responsibilities**

- Ensure that 911 has been called and the employee receiving the bomb threat call has filled in information on the Bomb Threat Checklist.
- Meet emergency responders on site and share information included on the Bomb Threat Checklist. The employee receiving the threat should also be available to share information with responders.

- While waiting for emergency responders, supervisors/managers may order an evacuation of the impacted facility. Follow the Bomb Threat Evacuation Instructions (Attachment B). Otherwise, follow emergency responder decisions determining if evacuation is necessary.
- Assist emergency responders as needed.
- Provide the COO and GM with regular updates.
- Only the GM or their designee can approve relocations of employees, resources, and services for a situation more than 2 hours in duration.
- Maintain radio communication with dispatch and operators.
- Phone lines for certain employees are recorded. Consult with the Director of IT, the COO, and/or the GM if the bomb threat came in on the following recorded lines: schedulers, customer service specialists, dispatch, Operations Supervisors, Lead Operations Supervisor.
- Confer with the COO and/or the GM to determine if a review of facility surveillance footage would be beneficial.
- Complete and submit an Incident Report by the end of day. Make sure a copy of the completed Bomb Threat Checklist is attached.
- If required, Human Resources will schedule crisis counselors to support Topeka Metro employees' ability to return to work.

### ***Receiving a Written Bomb Threat***

When a written bomb threat is received, the employee should:

- Refrain from handling the written material(s) as much as possible.
- If the note was handed to you in person, quickly write down as much information about the individual as possible (age, gender, height, weight, hair and skin color, clothing, distinguishing tattoos or piercings, mannerisms, speech, disability, etc.). You can use the Bomb Threat Checklist (Attachment A) to help recall and record information.
- If the written bomb threat was received in the mail, make sure all pieces (envelope, etc.) are secured.
- Contact a supervisor or manager and call 911.
- Prepare to brief emergency responders when they arrive. This could be onsite or at an evacuation location if evacuations are ordered.

### **Responding Supervisor/Manager Responsibilities**

- Ensure that 911 has been called and the employee receiving the bomb threat call has written down pertinent information regarding the written bomb threat. Make a copy of the completed Bomb Threat Checklist and, if possible, take a picture of the written threat.
- Make sure no one touches the written bomb threat material(s). If you absolutely must handle the materials, wear the personal protective equipment (PPE) found in a nearby bloodborne pathogen kit, including face mask, eye protection, disposable apron, and gloves.
- Meet emergency responders on site and share information. The employee reporting the threat should also be available to share information with responders.
- While waiting for emergency responders, supervisors/managers may order an evacuation of the impacted facility. Follow the Bomb Threat Evacuation Instructions (Attachment B). Otherwise, follow emergency responder decisions determining if evacuation is necessary.
- Assist emergency responders as needed.
- Provide the COO and GM with regular updates.
- Only the GM or their designee can approve relocations of employees, resources, and services for a situation more than 2 hours in duration.
- Maintain radio communication with dispatch and operators as needed.

- Complete and submit an Incident Report by the end of day. Make sure a copy of the completed Bomb Threat Checklist is attached.
- Confer with the COO and/or the GM to determine if a review of facility surveillance footage would be beneficial.
- If required, Human Resources will schedule crisis counselors to support Topeka Metro employees' ability to return to work.

## ***Bomb or Suspicious Package/Device***

### **Maintenance or Admin. Buildings**

If a bomb or suspicious package/device is found in or near the Maintenance or Admin. Buildings, the employee should:

- Call 911 and then contact a supervisor or manager.
- Calmly pass the word to evacuate the building (follow details on **Bomb Threat Evacuation Instructions**, Attachment B.). Meeting places are not the same as with fire alarms/drills.
- Cell phones and any other communication device should not be utilized within 50 feet of the facility, if possible.
- Anyone with an 800mHz handheld radio (dispatch, supervisors, managers, and maintenance) should take their radio with them as they evacuate the building.
- Topeka Metro employees must assist visitors out of the building if they are present.
- Prepare to brief emergency responders when they arrive. This could be onsite or at an evacuation location if evacuations were ordered.

### **Responding Supervisor/Manager Responsibilities**

- Report to the affected buildings evacuation area and gather additional information, as available.
- Consider posting personnel at entrance points to prevent access to the facility from non-emergency vehicles.
- Meet with emergency personnel as they arrive. The employee reporting the threat should also be available to share information with responders.
- Supervisors or a senior manager should initiate a rollcall of employees in the evacuation assembly area to help account for any absent employees. A list of current employees will be maintained in the \HR-SHARED folder. The list will be updated monthly by the Director of Human Resources.
- Notify the GM, COO, and the Director of Maintenance and Facilities as to the status of the incident.
- Assist emergency responders as needed.
- Emergency responders will be responsible for the search of the facilities; however, they may require the assistance of Topeka metro staff. Employees are better able to point out any items that are "out of the ordinary" unidentified devices.
- As necessary, supervisors will ask operators to "Code Up" and pass along any required information relating to the incident (e.g. it is the end of the shift and operators may be bringing buses back to the garage).
- Operators will follow the instructions of the supervisor and/or dispatch.
- Provide the COO and GM with regular updates.
- Only the GM or their designee can approve relocations of employees, resources, and services for a situation more than 2 hours in duration.
- Maintain radio communication with dispatch and operators.
- No one will be allowed to re-enter the building until the building has been cleared by emergency responders. Only the lead authority of the emergency responders at the scene has authority to announce the all-clear to permit personnel back into the building.
- Complete and submit an incident report by the end of day. Be sure to attach any pertinent notes, information, pictures, etc.
- If required, Human Resources will schedule crisis counselors to support Topeka Metro employees' ability to return to work.

## Quincy Street Station

If a bomb or suspicious package/device is found in or near Quincy Street Station, employees should:

- Call 911 and then contact a supervisor or manager.
- Calmly pass the word to evacuate the building (follow details on **Bomb Threat Evacuation Instructions**, Appendix B).
- Cell phones and any other communication device should not be utilized within 50 feet of the facility, if possible.
- If reasonable, Customer Service staff shall make an attempt to secure cash prior to evacuation or take their cash drawer and maintain custody of the funds during the incident. However, personal safety is more important and should not be compromised to complete this task.
- Customer service employees, scheduling employees, and supervisors should take their 800MHz radio with them as they evacuate the building.
- Topeka Metro employees must assist visitors out of the building if they are present. Visitors and passengers may choose to leave the grounds in another direction.
- Prepare to brief emergency responders when they arrive. This could be onsite or at an evacuation location if evacuations were ordered.

### **Responding Supervisor/Manager Responsibilities**

- Confirm with dispatch that 911 has been called and report to the affected building's evacuation area to gather additional information, as available.
- Consider posting personnel at entrance points to prevent access to the facility from non-emergency vehicles.
- Meet with emergency personnel as they arrive. The employee reporting the threat should also be available to share information with responders.
- Supervisors or a senior manager should initiate a rollcall of employees in the evacuation assembly area to help account for any absent employees. A list of current employees will be maintained in the \HR-SHARED folder. The list will be updated monthly by the Director of Human Resources.
- Supervisor or senior manager should notify the GM and the COO as to the status of the incident.
- Assist emergency responders as needed.
- Emergency responders will be responsible for the search of the facilities; however, they may require the assistance of Topeka Metro staff. Employees are better able to point out any items that are "out of the ordinary" unidentified devices.
- As necessary, supervisors will ask operators to "Code Up" and pass along any required information relating to the incident (e.g. it is near :15 or :45 after the hour and buses are headed to the station).
- Operators will follow the instructions of the supervisor and/or dispatch.
- Provide the COO and GM with regular updates.
- Only the GM or their designee can approve relocations of employees, resources, and services for a situation more than 2 hours in duration.
- Maintain radio communication with dispatch and operators.
- No one will be allowed to re-enter the building until the building has been cleared by emergency responders. Only the Incident Commander at the scene has authority to announce the all-clear to permit personnel back into the building.
- Complete and submit an incident report by the end of day. Be sure to attach any pertinent notes, information, pictures, etc.
- If required, Human Resources will schedule crisis counselors to support Topeka Metro employees' ability to return to work.

## **Bomb Threat, Bomb, or Suspicious Package/Device Onboard a Topeka Metro Vehicle**

When an operator becomes aware of a bomb threat or bomb/suspicious package or device on the vehicle, the operator should:

- Contact dispatch and share all relevant information (bus number, location, type of threat/device).
- If under immediate duress, initiate the duress system as outlined in a separate procedure.
- Pull over to a safe location and properly secure the vehicle.
- Confirm the location and intended evacuation destination with dispatch.
- Initiate an evacuation of the bus. Assist passengers out of the vehicle. Passengers may choose to leave/shelter in another direction. Encourage passengers to evacuate to at least 300 feet from the vehicle.
- Prepare to brief emergency responders when they arrive. This could be onsite or at an evacuation location if evacuations were ordered.
- Distribute and collect courtesy cards to gather additional information that might be valuable to emergency responders.

### **Dispatch should:**

- Gather information from the operator and contact local law enforcement (911) and a supervisor.
- Confer with the responding supervisor/manager to determine if an additional vehicle/operator should be sent out to continue the route.
- Document the incident on the Daily Dispatch Report.

### **Responding Supervisor/Manager Responsibilities**

- Proceed to the vehicle while notifying the COO and GM of the situation.
- Meet with emergency responders and provide all available information.
- Depending upon circumstances, have dispatch send another operator and vehicle to a nearby site to continue transportation of passengers to their destinations.
- Provide the COO and GM with regular updates.
- Only the GM or their designee can approve relocations of employees, resources, and services for a situation more than 2 hours in duration.
- Maintain radio communication with dispatch and operators.
- Assist emergency responders as needed.
- The search of the vehicle will be left to emergency responders. Local Fire, Bomb Squad, and SWAT have received training on Topeka Metro buses.
- Complete and submit an incident report by the end of day. Be sure to attach any pertinent notes, information, pictures, etc.
- If required, Human Resources will schedule crisis counselors to support Topeka Metro employees' ability to return to work.

### **Attachments:**

- A. Bomb Threat Checklist
- B. Bomb Threat Evacuation Instructions

*This plan will be updated every three years, or as necessary.*

Signature: \_\_\_\_\_

Robert Nugent, General Manager

Date: \_\_\_\_\_

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