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## INTRODUCTION



## HOW TO USE THE STUDENT GUIDE

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There are two ways to use this *Student Guide*:

- As a guide to activities during an instructor-led workshop
- As a self-study manual, along with the interactive CD-ROM



SELF-STUDY

*When you see this symbol, follow the self-study instructions.* If you are taking the course through self-study, you can work at your own pace. You can complete the entire program in one sitting, or you can work through one section at a time. The program is designed to be flexible, so do what works best for you.

This training module is divided into three sections. Each section includes several activities: watching a program segment on CD-ROM and answering interactive questions, answering open-ended questions in this manual, and completing one or more exercises. *Please do not skip the exercises!* They take only a few minutes, but they are very important in helping you apply what you are learning. To begin, read Section 1, Introduction. Then turn to Section 2, “It CAN Happen Here,” and begin your work.



## PURPOSE

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As a result of completing this training module you will be able to:

1. Explain why security is an important issue for the motorcoach industry.
2. Develop a plan to prevent security incidents and ensure an effective response if an incident occurs.
3. Support employee awareness training and encourage security-conscious behavior.
4. Develop a system shutdown plan.



**PAYOFF**

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Today, many people in all walks of life are more concerned about security than ever before. In the transportation industry, security issues are especially pressing.

Why? First, commercial vehicles, including motorcoaches, may be targets for terrorist attacks. Security is now part of everyone’s job in a bus company. As a manager, you have the responsibility for ensuring that employees are trained and motivated to be the eyes and ears of the company. You must also ensure that your operations are capable of preventing problems and responding effectively to security threats or incidents.

This training program, along with other Operation Secure Transport modules, will help you gain the knowledge and tools you need to lead the security program in your area of responsibility.

 **Notes**

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# 1

## IT CAN HAPPEN HERE

### PROGRAM SEGMENT 1

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Segment 1 will help you understand why we all need to take security seriously. As you watch, think about your personal perceptions and concerns about security. Please start Segment 1 of the program now. At the end of Segment 1, stop and answer the questions below. Then complete the exercise on page 7.

1. Have you ever experienced an incident involving the actual or threatened presence of an explosive device or hazardous material?  
\_\_\_\_\_  
\_\_\_\_\_
2. How concerned are you that your company could be faced with terrorism or other security threats?  
\_\_\_\_\_  
\_\_\_\_\_
3. How did you feel about the incident depicted at the beginning of the video? Could something like this ever happen to you? Why or why not?  
\_\_\_\_\_  
\_\_\_\_\_
4. Have you had a chance to participate in any of the other Operation Secure Transport modules? How can you support and reinforce this training with employees who report to you?  
\_\_\_\_\_  
\_\_\_\_\_
5. How do you view *your* security role in the company?  
\_\_\_\_\_  
\_\_\_\_\_

## PREVENTION PLANNING EXERCISE



You heard in the program that training is the foundation of a proactive prevention plan. But what about the other elements of a prevention plan? Use the worksheet below to begin working on a plan specific to your area of responsibility. Use as a model for your plan the three components of security—risk, threat, and vulnerability. After answering the first three questions below, you can begin to develop operating principles and practices that make up your preventive plan.

- Risk**—What is the degree of probability that you will experience a security incident?

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- Threat**—What actual or potential conditions do you face that could result in a security incident?

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- Vulnerability**—What actions or conditions may leave people and property open to danger?

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- Operating Principles**—Communication procedures for threats and incidents, security inspections and sweeps, response procedures for suspicious situations, driver protocols for recognizing and responding to threats enroute, system shutdown, etc.

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## 2 SYSTEM SHUTDOWN



SELF-STUDY

In a national emergency or other crisis, you might be asked to shut down your operations. Of course, you need a systematic, well-thought-out plan to make that happen. Later, you'll begin developing your own shutdown plan. First, watch a video overview that outlines the basic requirements of a shutdown plan.

Please start Segment 2 of the program now. At the end of Segment 2, stop and answer the questions below. Then complete the exercise on page 9.

1. Do you currently have a shutdown plan?

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2. Have you ever been involved in a system shutdown? How did it work? Did you learn any valuable lessons you can apply to the plan you will develop today?

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3. Do you have questions about what should be included in a shutdown plan? (If so, consult with your company's safety manager.)

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## SYSTEMWIDE SHUTDOWN CHECKLIST



SELF-STUDY

Use the checklist below to develop a system shutdown plan. You may want to involve others from your management team in development. When you have a draft of the plan completed, circulate it to other managers for review and comment.

- Roles and Responsibilities
  - ✓ Crisis Communication Coordinator
  - ✓ Dispatcher
  - ✓ Media spokesperson
  - ✓ Driver guidelines
- Communication Protocol
  - ✓ Employee reporting
  - ✓ Chain of command
  - ✓ Response guidelines and authorization for determining appropriate response
  - ✓ Location communication contacts
- Tracking System for Buses in Operation
  - ✓ Required reporting intervals
  - ✓ Location communication contacts
  - ✓ GPS system
- Designated shutdown points (critical radius)
  - ✓ Driver training (passenger relations, alternate routes to shutdown locations, communication)
- Company Liaisons for Passenger Assistance
- Compliance with Hours-of- Service Regulations
  - ✓ Relief drivers
  - ✓ Revision of bus schedules

*(Checklist continues on next page.)*

