WHEATLAND TOWNSHIP, WILL COUNTY, ILLINOIS

RESOLUTION #25-12-R

A RESOLUTION OF THE WHEATLAND TOWNSHIP GOVERNMENT ADOPTING THE PACE SUBURBAN BUS DIVISION SYSTEM SECURITY AND EMERGENCY PREPAREDNESS PLAN

WHEREAS, the Wheatland Township Government is committed to the safety and security of its employees, facilities, and the public it serves; and

WHEREAS, the Pace Suburban Bus Division has developed a comprehensive System Security and Emergency Preparedness Plan (SSEPP), revised September 23, 2022, which outlines procedures for addressing security threats, emergency incidents, and natural disasters; and

WHEREAS, the Wheatland Township Government, recognizing the value of such a detailed and proactive plan, has reviewed the Pace SSEPP and finds it to be a suitable framework for its own security and emergency management needs; and

WHEREAS, the adoption of this plan will formalize the Township's commitment to security, enhance coordination with local public safety agencies, and provide clear procedures for all personnel in the event of a critical incident.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Wheatland Township Government that:

Section 1: Adoption of Policy. The Wheatland Township Government hereby adopts the Pace Suburban Bus Division System Security and Emergency Preparedness Plan for its transportation program.

Section 2: Scope. This policy shall apply to all employees, volunteers, contractors, facilities, and operations of the Wheatland Township Government Participating in PACE program.

Section 3: Implementation. The designated officers of the Wheatland Township Government are hereby authorized and directed to implement and enforce this policy, including the development of local procedures, training programs, and coordination protocols as outlined in the adopted plan.

Section 4: Policy Availability. The full text of the adopted policy shall be made available to all affected employees.

Section 5: Supersession. This resolution and the adopted policy shall supersede any previous security or emergency preparedness policies of the Wheatland Township Government.

Section 6: Severability. If any section or provision of this resolution or the adopted policy is deemed invalid by a court of law, the remaining sections and provisions shall remain in full force and effect.

ADOPTED AND APPROVED this 14th day of August, 2025, by the Wheatland Township Board of Trustees, Will County, Illinois.

	Aye	Nay	Absent
Supervisor Michael Crowner	_____	_____	_____
Trustee Mary Frances	_____	_____	_____
Trustee Matt Glowiak	_____	_____	_____
Trustee Jeff Klein	_____	_____	_____
Trustee Margaret Tyson	_____	_____	_____

Approved:

_____
Supervisor Michael Crowner

Attest:

_____
Clerk Terry Jones

EXHIBIT A

PACE

SYSTEM SECURITY AND EMERGENCY PREPAREDNESS PLAN

REVISED: September 23, 2022

NOTE: DIGITAL VERSION; CAN BE PRINTED FOR HARD COPIES

(WHEN ACCESSING DIGITAL VERSION, ALL TEXT IN BLUE CAN BE CLICKED TO ACCESS REFERENCED POINT)

(KEYWORD SEARCH CAN BE CONDUCTED BY PRESSING CTRL+F)

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Page Control Chart

Date	Revision	Description of Change
	Digital Version	Digital version created; saved on shared drive
7/13/2016	Appendix A	Updated for re-formatting purposes
1/1/2019	Appendix J; Appendix M; Appendix P	Updated Appendix J (Annual Security Initiatives/ Training); Appendices M and P (Contact Lists); general edits/clean-up
9/20/2019	Appendix H; Appendix J; Appendix P	Updated Appendix H (CTAN Contacts); Appendix J (Hold Harmless Agreement Listing); Appendix P (Internal Staff Contacts); general edits/clean-up
2/9/2021	Appendix D:	Updated Appendices M and P (Contact Lists): Organizational Structure: Appendix D: Bomb threat

Requests for interpretation of this document and suggestions for changes should be addressed to the person listed below:

Department Manager, Safety, Training, and Security
Pace Fox Valley Central Training

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Acronyms and Abbreviations

ABS – Automatic Braking System

APTA – American Public Transportation Association

BASE – Baseline Assessment for Security Enhancement (conducted by TSA)

BDS – Biohazard Detection System

CERT – Combined/Community Emergency Response Teams

CFR – Code of Federal Regulations

CPTED – Crime Prevention Through Environmental Design

CTA – Chicago Transit Authority

CTAN – Chicago Transit Alert Network

DHS – Department of Homeland Security

DOT – Department of Transportation

EMNet – Emergency Management Network

EOC – Emergency Operations Center

FBI – Federal Bureau of Investigation

FEMA – Federal Emergency Management Agency

FIAT – Felony Investigation and Tactical

FTA – Federal Transportation Authority

IBS – Intelligent Bus System

ICS – Incident Command System

IDOT – Illinois Department of Transportation

IED – Improvised Explosive Device

ILEAS – Illinois Law Enforcement Alarm System

IPTA – Illinois Public Transportation Association

LED – Light-Emitting Diode

MABAS – Mutual Aid Box Alarm System

MIS – Management Information Services

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MOU – Memorandum of Understanding

NIMS – National Incident Management System

NIPAS – Northern Illinois Police Alarm System

NIPSTA- Northeastern Illinois Public Safety Training Academy

NTAS – National Terrorism Advisory System

OEM – Office of Emergency Management

PIO – Public Information Officer

POC – Point of Contact

PPE – Personal Protective Equipment

RTA – Regional Transportation Authority

RTSWG – Regional Transit Security Working Group

SOP – Standard Operating Procedure

SRT – Special Response Team

SSEP – System Security and Emergency Preparedness

SSI – Sensitive Security Information

SSPP – System Safety Program Plan

SWAT – Special Weapons And Tactics Team

TSA – Transportation Safety Administration

USPS – United States Postal Service

WMD – Weapon(s) of Mass Destruction

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Glossary

After-Action Reports (AAR)	Documents that assess performance during disaster exercises and disaster incidents. After-action reports document successes and shortcomings and provide an improvement plan for resolving identified gaps.
American Public Transportation Association (APTA)	A national association composed of public and private organizations that work to strengthen and improve public transportation and ensure availability and accessibility to all Americans in communities across the country.
Best Practices	Peer-validated techniques, procedures, and solutions solidly grounded in actual experience in operations, training, and exercises. (Note: Exercise After Action Reports (AARs) should identify lessons and highlight exemplary practices. Many of these can be found on the Lessons Learned Information Sharing Program webpage, where the Department of Homeland Security and Federal Emergency Management Agency have consolidated their lessons learned/best practices portal.)
Contingency Plan	Targets a specific issue or event that arises during the course of disaster operations and presents alternative actions to respond to the situation.
Debrief	A forum for planners, facilitators, controllers, and evaluators to review and provide feedback on the exercise. It should be a facilitated discussion that allows each person an opportunity to provide an overview of the functional area they observed and document both strengths and areas for improvement. The debrief should be facilitated by the Lead Exercise Planner or the Exercise Director; results should be captured for inclusion in the After Action Report (AAR).
Department of Homeland Security (DHS)	Established in the aftermath of 9/11, a cabinet level department in the US government charged with securing the nation from security threats.
Department of Transportation (DOT)	A state government agency charged with facilitating mobility within the state.
Drills	Small-scale, internally conducted activities aimed at providing a more "hands-on" teaching environment to familiarize staff with actual procedures necessary for emergency operations. They may be stopped and restarted in order to clarify a point, provide instruction, allow for observations from the evaluator and person/group being evaluated, or to permit the group/person being evaluated a second chance to perform a procedure or activity.
Emergency Management	A systematic program of activities that governments and their partners undertake before, during, and after a disaster to save lives, prevent injury, and to protect property and the natural environment.
Exercise	An instrument to train for, assess, practice, and improve performance in prevention, protection, vulnerability reduction, response, and recovery capabilities in a risk-free environment. Exercises can be

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	used for: testing and validating policies, plans, procedures, training, equipment, and interagency agreements; clarifying and training personnel in roles and responsibilities; improving interagency coordination and communications; identifying gaps in resources; improving individual performance; and identifying opportunities for improvement.
Federal Emergency Management Agency (FEMA)	An agency within the US DHS charged with supporting citizens and first responders to build, sustain, and improve US capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.
Federal Transit Administration (FTA)	An agency within the US Department of Transportation that provides technical and financial assistance to local, state, and public transit agencies; monitors performance and compiles statistics; and makes recommendations to the administration regarding US mass transit concerns.
Incident	An occurrence caused either by human or natural phenomena that requires an emergency response to prevent or minimize loss of life or damage to property and/or natural resources.
Incident Command System (ICS)	A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. It provides essential management using these aspects: common terminology, modular organization, integrated communications, a unified command structure, consolidated action plans, manageable span-of-control, predesigned incident facilities and comprehensive resource management. ICS does all of this by organizing any emergency response effort into five basic functions: command, planning/ intelligence, operations, logistics, and finance/administration.
Incident Management	Referring to the totality of activities to be aware of, prevent, prepare for respond to, and recover from incidents. This term is emphasized in the National Response Plan and replaces the terms: Emergency Management, Disaster Management, Crisis Management, and Consequence Management.
Memorandum of Understanding (MOU)	Document describing a bilateral or multilateral agreement between parties. A prime vehicle for “contracting” between government agencies.
Mutual Aid Agreement	A written agreement between agencies, organizations, and/or jurisdictions to assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.
National Incident Management System (NIMS)	System which provides a consistent, nationwide approach for Federal, State, local, and tribal governments, the private sector, and Non-governmental Organizations (NGOs) to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

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	(Note: NIMS also provides standardized concepts, principles, and terminology; multiagency coordination systems; training; identification and management of resources; qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.)
Prevention	Actions taken to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions take to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice. Activities undertaken by the first responder community during the early stages of an incident to reduce the likelihood or consequences of threatened or actual terrorist attacks.
Purpose	A broad statement of desired exercise goals. Purpose should explain what response elements are to be assessed, evaluated, or measured.
Response	Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include: applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into the nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.
Risk Assessment	A process that involves determining the likelihood that a specific adverse health effect will occur in an individual or population, following exposure to a hazardous agent.
Scope	An indicator of the level of government or private sector participation in exercise play, regardless of participant size. Scope levels include: local, multi-local, regional (within a state), state, multi-state, federal, national-level exercise, international, and private sector.
Sensitive Security Information (SSI)	A category of sensitive but unclassified information obtained in the conduct of security activities whose public disclosure would harm transportation security or reveal privileged or confidential

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	information.
Tabletop Exercise	Type of exercise which involves senior staff, elected or appointed officials, or other key personnel in an informal setting, discussing simulated situations. This type of exercise is intended to stimulate discussion of various issues regarding a hypothetical situation. It can be used to assess plans, policies, and procedures or to assess types of systems needed to guide the prevention of, response to, and recovery from a defined event. Tabletop Exercises typically are aimed at facilitating understanding of concepts, identifying of strengths and shortfalls, and/or achieving a change in attitude. Participants are encouraged to discuss issues in depth and develop decisions through slow-paced problem solving rather than the rapid, spontaneous decision making that occurs under actual or simulated emergency conditions.
Terrorism	1) Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping. 2) The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.
Threat/Hazard	Realistic scenario element(s), either posing or causing harm, intended to drive exercise play towards the fulfillment of objectives. For example, if the exercise objectives include validating public health or surveillance systems, then a biological threat/hazard would be appropriate. In a highly populated, high-profile community, the threat of chemical, biological, or radiological terrorism may be considered more of a risk, whereas in predominately rural areas, industrial or agricultural assets may be more vulnerable to acts of terrorism.
Transportation Security Administration (TSA)	Component of the US DHS charged with protecting the nation's transportation systems to ensure freedom of movement for people and commerce.

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Executive Summary

While transit safety has historically been a concern to transit operators, the events of September 11, 2001 heightened concerns relative to security and emergency preparedness. Even though terrorism may be unlikely, it is important that agencies are able to respond to a variety of emergencies. Effective policies, procedures and training are in place to respond to fires, floods, tornadoes, blizzards, explosions, civil disobedience, and train/bus/plane accidents, as well as terrorism.

The Core Elements are summarized below:

- **Driver Selection**: Licensing, Driver Record (convictions, violations, employment history, qualifications), Physical Requirements
- **Driver/Employee Training**: Traffic Regulations, Defensive Driving and Accident Prevention, Type of Vehicle, Basic Maneuvers
- **Vehicle Maintenance**: Periodic Service Needs, Periodic Inspections, Interval-Related Maintenance, Failure Maintenance
- **Drug and Alcohol Programs**
- **Safety Data Acquisition and Analysis**
- **Security Program Plans**: The following appendices are included as background and support information.

Core Element Descriptions

The following paragraphs provide detail regarding each of the FTA Core Elements. The first five Core Elements are discussed in a relatively generic way, since these have been ongoing considerations for transit agencies over the years. The sixth core element, Security Program Plans, is outlined within the document itself, since this is a new emphasis area since September 11, 2001, and more detail is provided in this area.

In general, the language used to describe each Core Element below was taken directly from the FTA's Draft Model Bus Safety Program published in July 2001.

Driver Selection

Driver selection process is highlighted on the following page.

Licensing – The driver must be properly licensed, and the license must be appropriate for the type of vehicle the driver is assigned. Licensing may also need to consider local jurisdiction requirements.

Driving record – The driver should have an acceptable past driving record over a reasonable period of time. The driving record should demonstrate an ability to follow traffic rules and regulations and thus avoid accidents.

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Physical Requirements – The driver must be physically able to perform the functions associated with the assignment. The driver must be able to pass the D.O.T. physical.

REFERENCE: Exhibit 1: Application Criteria

Driver/Employee Training

Once qualified candidates are identified and hired, initial and ongoing training is conducted. Proper qualification of operating and maintenance personnel is a vital part of a safe transit environment. Driver training addresses specific safety-related issues appropriate to the type of vehicle and driving assignment.

Traffic regulations – Training addresses state and local traffic rules and regulations, including traffic signs and signals.

Defensive driving and accident prevention – Training stresses defensive driving principles, collision prevention, and concepts of preventable accidents as a measure of defensive driving success.

Type of vehicle in service – Training focuses on the type of vehicle that will be used in service; significant differences can exist among different bus models and among difference manufacturers, and equipment may have characteristics that are unique to the service environment.

Basic driving maneuvers, including backing and stopping – Training includes all core driving maneuvers for the type of vehicle in service, including the difficulties in backing maneuvers that can lead to accidents, stopping distance requirements, and equipment-specific functions such as door opening and closing procedures for passenger boarding and alighting.

Other training – This includes training on agency policies and procedures, including safety and security procedures, training for transportation of elderly and/or disabled riders, and other training as needed.

Pace maintains records of all driver training and certification, as well as the training materials and grading mechanism. Drivers are required to demonstrate skill and performance competency in the types of vehicles to which they will be assigned as part of training requirements. Training transit operations personnel is not a onetime activity. Ongoing/recurring training is provided to reinforce policies and procedures as well as providing a mechanism to brief drivers on new policies, procedures, and/or regulations.

Vehicle Maintenance

Maintenance is summarized in this section.

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Safety-related equipment is inspected during a pre-trip inspection to ensure that the vehicle is fit for service.

REFERENCE: Exhibit 2: Pre-Trip Inspection Card

Pace has a formal plan to address the maintenance requirements of the vehicles and equipment. This can be found in the document entitled "Vehicle Facility and Equipment Maintenance Manual."

- **Daily servicing needs** – This related to fueling, checking and maintaining proper fluid levels (oil, water, etc.), vehicle cleanliness, pre-trip inspections and maintenance of operations records and procedures.
- **Preventative maintenance** – These activities are scheduled to provide maintenance personnel an opportunity to detect and repair damage or wear conditions before major repairs are necessary.
- **Failure maintenance** – Regardless of the preventative maintenance activities, ins-service failures will occur. When a failure is encountered that makes the vehicle unable to continue operation, the vehicle is removed from service and returned to the garage for repair.

REFERENCE: Exhibit 3: Vehicle, Facility and Equipment Maintenance Manual

Drug and Alcohol Abuse Programs

Pace complies with the F.T.A. Drug and Alcohol Testing Requirements. Pace's specific policies and responsibilities are referred to in the document entitled "Drug and Alcohol Policy and Testing Program."

REFERENCE: Exhibit 4: Drug and Alcohol Procedures

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System Security and Emergency Preparedness Program

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Section 1: Introduction to System Security and Emergency Preparedness

1.1 Background

The terrible tragedy of September 11, 2001, combined with the nation's continuing war on terrorism, has created a heightened threat of environment for public transportation. In this new environment, the vulnerabilities of public agencies and the communities they serve to acts of terrorism and extreme violence have greatly increased. Threat assessments issued by the FBI have consistently placed public transportation at the top of the *critical infrastructure protection agenda*, along with airports, nuclear power plants, and major utility exchanges on the national power grid.

To establish the importance of security and emergency preparedness in all aspects of our organization, Pace has developed this System Security and Emergency Preparedness (SSEP) Program Plan. This SSEP Program Plan outlines the process to be used by Pace to make informed decisions that are appropriate for our operations, passengers, employees and communities regarding the development and implementation of a comprehensive security and emergency preparedness program.

As a result of this program, Pace hope to achieve not only an effective physical security program, but also to enhance our coordination with the local public safety agencies in our service area. Improved communication will increase their awareness of our resources and capabilities, and improve our readiness to support their efforts to manage community-wide emergencies, including, but not limited to, terrorism.

In order to be effective, the activities documented in this SSEP Program Plan focus on establishing responsibilities for security and emergency preparedness, identifying our methodology for documenting and analyzing potential security and emergency preparedness issues, and developing the management system through which we can track and monitor our progress in resolving these issues.

1.2 Authority

The authority for implementing the SSEP Program Plan resides with the Pace General Manager/Chief Operating Officer.

1.3 Purpose, Goals and Objectives of the SSEP Program

This Program demonstrates our process for addressing *system security* and *emergency preparedness*:

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System Security – The application of operating, technical, and management techniques to reduce threats and vulnerabilities to the most practical level through the most effective use of available resources.

Emergency Preparedness – A uniform basis for operating policies and procedures for mobilizing transit agency and other public safety resources to assure rapid, controlled, and predictable responses to various types of transit and community emergencies.

The SSEP Program will support Pace's efforts to address and resolve *critical incidents* on our property and within our community.

Critical Incidents – May include accidents, natural disasters, crimes, terrorism, hijacking, sabotage, civil unrest, hazardous materials spills and other events that require emergency response. Critical incidents require swift, decisive action from multiple organizations, often under stressful conditions. Critical incidents must be stabilized prior to the resumption of regular service or activities.

Critical incidents often result from emergencies and disasters but can be caused by any number of circumstances or events. Successful resolution of critical incidents requires the cooperative efforts of both public transportation and community emergency planning and public safety agencies.

1.3.1 Purpose

The overall purpose of Pace's SSEP Program is to optimize within the constraints of time, cost, and operational effectiveness, the level of protection afforded to Pace's passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system, both during normal operations and under emergency conditions.

1.3.2 Goals

The SSEP Program provides Pace with a security and emergency preparedness capability that will:

1) Ensure that security and emergency preparedness are addressed during all phases of system operation, including the hiring and training of agency personnel; the procurement and maintenance of agency equipment; the development of agency policies, rules, and procedures; and coordination with local public safety and community emergency planning agencies
2) Promote analysis tools and methodologies to encourage safe system operations through the identification, evaluation and resolution of threats and vulnerabilities, and the ongoing assessment of agency capabilities and readiness

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3) Create a culture that supports employee safety and security and safe system operations (during normal and emergency conditions) through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment

1.3.3 Objectives

In this new environment, every threat cannot be identified and resolved, but Pace can take steps to be more aware, to better protect passengers, employees, facilities and equipment, and to stand ready to support community needs in response to a major event. To this end, our SSEP Program has five objectives.

1) Achieve a level of security performance and emergency readiness that meets or exceeds the operating experience of similarly-sized agencies around the nation
2) Increase and strengthen community involvement and participation in the safety and security of our system
3) Develop and implement a vulnerability assessment program, and based on the results of this program, establish a course of action for improving physical security measures and emergency response capabilities
4) Expand our training program for employees, volunteers and contractors to address security awareness and emergency management issues
5) Enhance our coordination with others regarding security and emergency preparedness

1.4 Scope

Pace's SSEP Program Plan is applicable to all aspects of our current service, ensuring that our operations, training, coordination with local public safety agencies, and general security and emergency preparedness planning address concerns resulting from heightened threat levels. Key elements of the Scope of our SSEP Program Plan include:

1) An evaluation of our current capabilities to identify and prevent security incidents that may occur on our property
2) Development of a Vulnerability Assessment Program to identify our weaknesses and guide planning of activities
3) Improved physical security
4) Review and expansion of our training program for security and emergency response
5) Enhanced emergency planning and procedures development
6) Improved coordination with the public safety agencies in our area
7) Improved coordination with others

Section 2: Transit System Description

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2.1 Organizational Structure

Pace Suburban Bus is a Municipal Corporation that is governed by the Pace Suburban Bus Board of Directors, which consists of thirteen members.

2.2 Operating Characteristics and Service

2.2.1 Service Area

- Cook, DuPage, Kane, Lake, McHenry, and Will Counties
- 3,446 sq. miles (the inclusion of the Chicago Paratransit service increases the total to 3,673 sq. miles)
- Population served: Approximately 8.4 million
- Communities served: 284
- Total ridership in 2021: 6,533.803

  Source: Pace Website: History and Facts
  Source for Ridership by Route/Month/Service Day:
  Regional Transportation Authority Mapping and Statistics Data
- Average daily ridership: Approximately 17,900

2.2.2 Service Design

Pace, the suburban bus division of the Regional Transportation Authority, provides fixed bus routes, Paratransit services, vanpools and special-event buses throughout Chicago's six-county region.

1) Fixed route
2) Paratransit
3) Vanpool

2.3 Vehicles and Facilities

Operating Divisions	Fox Valley (North Aurora)	River/East Dundee (Elgin)
	Heritage (Plainfield)	South (Markham)
	North (Waukegan)	Southwest (Bridgeview)
	North Shore (Evanston)	West (Melrose Park)
	Northwest (Des Plaines)	Central Training (Markham)
Other Facilities	Elgin Transportation Center	
	Headquarters	
	Paratransit Facility – McHenry (Leased to First Transit)	

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South Holland Acceptance Facility

Pace also contracts out service to municipalities and private contractors.

Park-N-Ride Facilities	Barrington Road	Hillside
	Blue Island	Homewood
	Bolingbrook (2)	IL-25/I-90
	Buffalo Grove	Plainfield
	Burr Ridge	Randall Road
	Elk Grove Village	Schaumburg
	Harvey	South Holland

Other Facilities	Aurora Transportation Center
	Chicago Heights Terminal
	Gurnee Mills Bus Turnaround
	Home Bus Turnaround (at Metra Station)
	Lake – Cook Road Metra Bus Turnaround
	North Riverside Transfer Center
	Prairie Stone Transfer Center (at Sears Center in Hoffman Estates)
	Riverdale Bus Turnaround

2.4 Measures of Service

Total Fixed Route Buses:	750	Chicago ADA:	612
Paratransit Buses:	437	Vanpools:	736

REFERENCE: Exhibit 6: Pace Carrier List

REFERENCE: Exhibit 7: Vehicle List

Section 3: Roles and Responsibilities

3.1 Mission

Pace hopes to ensure that, if confronted with a security event or major emergency, Pace personnel will respond effectively, using good judgment, ensuring due diligence, and building on best practices, identified in drills, training, rules and procedures.

This level of proficiency requires the establishment of formal mechanisms to be used by all Pace personnel to identify security threats and vulnerabilities associated with Pace's operations, and to develop controls to eliminate or minimize them. The SSEP Program also requires Pace's process for:

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1) Coordinating with local law enforcement and other public safety agencies to manage response to an incident that occurs on a transit vehicle or affects transit operations, and
2) Identifying a process for integrating Pace's resources and capabilities into the community response effort to support management of a major event affecting the community.

Pace management expects all employees, volunteers and contractors, especially those working directly with passengers, to support the SSEP Program.

3.2 Division of Responsibilities

3.2.1 All Personnel

Pace Personnel must understand and adopt their specific roles and responsibilities, as identified in the SSEP Program, thereby increasing their own personal safety and the safety of their passengers, during normal operations and in emergency conditions.

To ensure the success of the SSEP Program, the following functions must be performed by Pace personnel:

1) Immediately reporting all suspicious activity, no matter how insignificant it may seem, to their immediate Supervisor or Pace Management
2) Immediately reporting all security incidents
3) Using proper judgment when managing disruptive passengers and potentially volatile situations
4) Participation in all security and emergency preparedness training, including drills and exercises
5) Becoming familiar with, and operating within, all security and emergency preparedness procedures for the assigned work activity.

3.2.2 General Manager/Chief Operating Officer

Under the authority of the Pace Executive Director, the Deputy Director of Revenue Services has the overall authority to develop and execute the agency's SSEP Program. In addition, the General Manager/Chief Operating Officer is responsible for the following specific activities:

1) Ensuring that sufficient attention is devoted to the SSEP Program, including:

    - Development of standard operating procedures related to employee security duties
    - Development and enforcement of safety and security regulations
    - Development of Contingency Plan for Recovery to maximize transit system response effectiveness and minimizing system interruptions during emergencies and security incidents

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- Provision of proper training and equipment to employees to allow an effective response to security incidents and emergencies

2) Development of an effective notification and reporting system for security incidents and emergencies
3) Designating a Point of Contact (POC) to manage the SSEP Program
4) Communicating security and emergency preparedness as top priorities to all employees
5) Developing relations with outside organizations that contribute to the SSEP Program, including local public safety and emergency planning agencies

3.2.3 Program Point of Contact (POC)

To ensure coordinated development and implementation of the SSEP Program, the General Manager/Chief Operating Officer has designated the Department Manager of Safety, Training and Security as the Security and Emergency Preparedness Point of Contact (POC) for development and implementation of the SSEP Program. The POC, who reports directly to the General Manager/Chief Operating Officer, has the authority to utilize available Pace resources to develop the SSEP Program Plan, to monitor its implementation, and to ensure attainment of security and emergency preparedness goals and objectives.
The Department Manager of Safety, Training and Security has the responsibility for overseeing the SSEP Program on a daily basis. The Department Manager of Safety, Training and Security will also serve as Pace's primary contact with public agencies. To the extent that liaison is necessary with state and federal agencies, the General Manager/Chief Operating Officer will serve as the lead liaison for the agency. The Department Manager of Safety, Training and Security will also be responsible for the security-related agenda items for Revenue Services Staff meetings.

In managing this Program, the POC will:

1) Be responsible for successfully administering the SSEP Program and establishing, monitoring, and reporting on the system's security and emergency preparedness objectives
2) Review current agency safety, security and emergency policies, procedures, and plans and identify needed improvements
3) Develop and implement plans for addressing identified improvements
4) Coordinate with local public safety agencies, local community emergency planning agencies, and local human services agencies to address security and emergency preparedness; including participation in formal meetings and committees
5) Develop, publish, and enforce reasonable procedures pertinent to agency activities for security and emergency preparedness

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6) Provide adequate driver training and continuing instruction for all employees (and volunteers and contractors) regarding security and emergency preparedness
7) Review new agency purchases to identify security-related impacts
8) Ensure performance of at least one emergency exercise annually

[The following list of sample procedures and plans to support the implementation of the SSEPP procedures can be found in the corresponding appendices of this document]

Appendix A: Vehicle Safety Program Implications (Safety Plan)
Appendix B: Security/Emergency Capabilities and Points of Emphasis
Appendix C: Security and Emergency Considerations
Appendix D: Bomb Threat Checklist and Procedures
Appendix E: Emergency Telephone Directory
Appendix F: Grant Information
Appendix G: Tips on Reporting Criminal Activity
Appendix H: Emergency Action Plans (Contingency Plans for Recovery)
Appendix I: Emergency Procedures (MIS) (Information at MIS Data Center)
Appendix J: Memorandum Regarding Coordination with First Responders
Appendix K: Threat and Vulnerability Assessment Forms
Appendix L: Memorandum of Executive Approval
Appendix M: Contacts and Other Resources
Appendix N: National Terrorism Advisory System
Appendix O: System Safety Program Plan (SSPP) (Safety Plan)
Appendix P: Detailed CPR Materials Found in Appendix H
Appendix Q: Security Vehicle Inspection Check List
Appendix R: Post – 9/11 Security Action and Documentation

3.2.4 Revenue Service

As a continuing responsibility of Revenue Services, there will be a permanent agenda oriented toward security and emergency preparedness matters, ranging from comments on the management of the SSEP Program Plan to liaison with public agencies and feedback from employees. It will also be an ongoing part of the security agenda to determine the level of compliance with agency policies, rules, regulations, standards, codes, and procedures, and to identify changes or new challenges as a result of incidents or other operating experience.

The Department Manager of Safety, Training and Secuirty will be responsible for managing the security agenda during the Revenue Services meetings.

Revenue Services provides the primary mechanism through which the agency:

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1) Identifies security conditions and problems at the agency
2) Organizes incident investigations and develops and evaluates corrective actions to address findings
3) Obtains data on agency security performance
4) Develops strategies for addressing agency security problems
5) Coordinates the sharing of security responsibilities and information
6) Manages the integration of security initiatives and policies in agency operations
7) Evaluates the effectiveness of the security program
8) Ensures document reviews and configuration management
9) Manages the development and revising of agency policies, procedures, and rulebook
10) Coordinates interaction with external agencies

Revenue Services also ensures that all agency employees, volunteers and contractors:

1) Have a knowledge of the security program and emergency preparedness programs
2) Understand that emergency preparedness and security is a primary concern while on the job
3) Cooperate fully with the agency regarding any incident investigation
4) Raise security and emergency preparedness concerns

3.2.5 Supervisors

Supervisors are responsible for communicating the transit agency's security policies to all employees, volunteers and contractors. For this reason, supervisors must have full knowledge of all security rules and policies. Supervisors must communicate those policies to Pace operations personnel in a manner that encourages them to incorporate SSEP practices into their everyday work. The specific responsibilities of supervisors include the following:

1) Having full knowledge of all standard and emergency operating procedures
2) Ensuring that drivers make security and emergency preparedness a primary concern when on the job
3) Cooperating fully with the SSEP Program regarding any incident investigations as well as listening and acting upon any security concerns raised by the drivers
4) Immediately reporting security concerns to their Manager

In addition, when supporting response to an incident, supervisors are expected to:

1) Provide leadership and direction to employees during security incidents
2) Handle minor non-threatening rule violations
3) Defuse minor arguments
4) Determine when to call for assistance

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5) Make decisions regarding the continuance of operations
6) Respond to fare disputes and service complaints
7) Respond to security-related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering and general on-scene assistance
8) Complete necessary security related reports
9) Take photographs of damage and injuries
10) Coordinate with all outside agencies at incident scenes

3.2.6 Drivers

In addition to the general responsibilities identified for all personnel, drivers (including volunteers and contractors) are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will:

1) Take charge of a security incident scene until arrival of supervisor or emergency personnel
2) Collect fares in accordance with Pace policy (if applicable)
3) Attempt to handle minor non-threatening rule violations
4) Respond verbally to complaints
5) Attempt to defuse minor arguments
6) Determine when to call for assistance
7) Maintain control of the vehicle
8) Report all security incidents to Pace dispatch
9) Complete all necessary security-related reports
10) Support community emergency response activities as directed by Pace policies and procedures

3.2.7 Other Personnel

Other personnel who support Pace also have responsibilities for the SSEP Program.

Dispatchers are expected to:

1) Receive calls for assistance
2) Dispatch supervisors and emergency response personnel
3) Coordinate with law enforcement and emergency medical service communication centers
4) Notify supervisory and management staff of serious incidents
5) Establish on-scene communication
6) Complete any required security-related reports
7) Provide direction to on-scene personnel

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Maintenance personnel are expected to:

1) Report vandalism
2) Report threats and vulnerabilities of vehicle storage facilities
3) Provide priority response to safety and security critical items such as lighting
4) Maintain facility alarm systems

Human Resources personnel are responsible for:

1) Ensuring all pre-employment screening processes are carried out effectively
2) Doing background checks of new employees

Communications is responsible for:

1) Designating a Public Information Officer (PIO) for media contact regarding security incidents and issues.

REFERENCE: Exhibit 8: Security Information for Riders

3.3 Existing SSEP Capabilities and Practices

A summary of the existing proactive methods, procedures, and actions to prevent, deter, or minimize security incidents includes:

1) Emphasis on agency personnel awareness
2) Participation in available training
3) Review of other materials, as needed
4) Analysis of security incidents and suspicious activity to determine a proper course of action, including:

    - Identifying potential and existing problem areas
    - Developing action plans
    - Implementing the plans
    - Measuring results

5) Review of local transit agency emergency plans
6) Review of FTA documentation on system security and emergency preparedness

In addition, Pace utilizes the following proactive actions and systems to prevent, deter, or minimize security incidents:

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1) Local police notification/participation in employee discharge and/or discipline process as needed.
2) Evaluation of security/emergency response procedures
3) Presentations by local police and transit agency personnel to employees, the public or other groups interested in transit security matters
4) Development and distribution of crime prevention information on agency brochures for passengers and the public
5) Intelligent Bus Systems (I.B.S.) Satellite tracking for existing equipment
6) Camera equipped buses

REFERENCE: EXHIBIT 9: Supplemental Information for Pace's SSEPP (Communication Plan)

3.4 Training and Exercising

The purpose of this task is to provide necessary and sufficient training and refresher courses for Pace personnel. New security methods and procedures are identified, define and, as applicable, made an integral part of the daily activities of the entire operation.

Listed below are the elements exercised in performing this task:

1) Identify requirements, methods and courses for system training
2) Obtain and/or develop courses and material necessary to train personnel in system security
3) Present and maintain course material for:

    - Security overview
    - Identification and reporting of suspicious persons, activities and packages
    - Chemical, biological and radioactive agents
    - Improved explosive devices
    - Pre-trip security inspection
    - Emergency reporting procedures
    - Bus evacuation
    - Roles and responsibilities of employees at various levels

4) Evaluate effectiveness of materials and training
5) Establish requirements for additional security safety training based on ongoing vulnerability assessment, historical data and current events

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Safety and security training and material has been provided to operators and maintenance personnel at all divisions, contract and municipal carriers and is incorporated into basic training for new employees.

Safety managers, instructors, supervisors/dispatchers, materials management personnel and managers at various levels received additional training parallel to their responsibilities.

REFERENCE: Exhibit 10: Safety and Security Procedures

3.5 Coordination with Local Public Safety Agencies

To support improved emergency and incident preparedness and response, Pace will participate in, at a minimum, one exercise or drill with local public safety organizations in order to:

1) Review current plans and policies
2) Identify current security and emergency considerations
3) Develop procedures (if necessary)
4) Establish and maintain ongoing communication
5) Coordinate service and response following the guidelines of the ICS (Incident Command System)

REFERENCE: Exhibit 11: After Hours Emergency Phone Call Procedures

3.6 Coordination with Other Transit Agencies

Transit agencies within our counties and neighboring communities that may need to be contacted in the event of a critical incident.

REFERENCE: Exhibit 12: CTA Evacuation Plans

Section 4: Threat and Vulnerability Resolution Process

4.1 Threat and Vulnerability Identification

The primary method used by Pace to identify the threats to the transit system and the vulnerabilities of the system is the collection of incident reports submitted by employees and information provided by law enforcement and contractors.

Information resources include the following:

1) Employee incident reports
2) Property Safety and Security Inspections
3) Bus maintenance reports

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4) Passenger surveys
5) Passengers' letters and telephone calls
6) Statistical reports
7) Special requests
8) Labor organizations

Revenue Services will review security information and determine if additional methods should be used to identify system threats and vulnerabilities.

Security testing and inspections may be conducted to assess the vulnerability of the transit system.

Section 5: Evaluation and Modification of the SSEPP

5.1 Evaluation

5.2 Modification and Updates

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Appendix A

Vehicle Safety Program Implications

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VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
SECTION	TITLE		
1	MANAGEMENT COMMITMENT	• Safety Policy Statement	• MEMORANDUM AUTHORIZING SYSTEM SECURITY AND EMERGENCY PREPAREDNESS (SSEP) PROGRAM
2	COMPLIANCE RESPONSIBILITIES	• General Manager/Chief Operating Officer • Drivers • Mechanics • Others Operating Agency Vehicles (and volunteers) • Safety Incentive Program(s)	• EXPANDED TO ADDRESS SSEP PROGRAM • CREATION OF SSEP PROGRAM POINT OF CONTACT (POC) • NEW RESPONSIBLITIES FOR REVENUE SERVICES • SSEP PROGRAM AGENDA FOR REVENUE SERVICES
3	DRIVERS – INITIAL	• Qualifications • Initial Training	• COMMITMENT TO ADDRESS SSEP ISSUES
	QUALIFICATIONS	• Application • Interviews • Physical Requirements • Age • Knowledge of English • Driver Licensing • Criminal Record • Checks • Ability to Perform Simple Math	• EXPANSION OF NEW HIRE BACKGROUND CHECK

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VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
SECTION	**TITLE**		
3 *(cont'd)*	INITITAL TRAINING	• Agency Policies and Procedures • Federal and State Guidelines and • Regulations • Pre- and Post-Trip Inspections • Vehicle Familiarization • Basic Operations and Maneuvering ○ Special Driving Conditions • Backing • Bad Weather • Boarding and Alighting Passengers • Defensive Driving Course (DDC) • Passenger Assistance Training – Driver • Training • On Road • Fares • Disability & Sensitivity	• ADDITIONAL TRAINING TO ADDRESS SECURITY AWARENESS, REPORTING SUSPICIOUS ACTIVITY, REPORTS AND DOCUMENTATION, AND PRE- AND POST TRIP INSPECTIONS
4	DRIVERS – ONGOING SUPERVISION AND TRAINING	• Training - Refresher/Retraining • Evaluation and Supervision • Motor Vehicle Record Checks • Biannual Physical Examination • Safety Meetings • Seat-belt Usage • Discipline/Recognition • Preventable Accidents/Injuries	• REFRESHER TRAINING AND "TESTS" FOR KNOWLEDGE OF EMERGENCY PROCEDURES • ADDITIONAL RESPONSIBLITIES FOR SUPERVISION
VEHICLE SAFETY PROGRAM PLAN		**COVERED POLICIES AND PROCEDURES**	**ADDITIONAL ISSUES IN SSEP PROGRAM**

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SECTION	TITLE		
5	EMERGENCY DRIVING PROCEDURES	• Emergency Driving Procedures • Accident Causes o Slippery road surfaces o Driving at night o Driving through water o Winter driving o Driving in very hot weather • Vehicle Breakdowns and Unavoidable • Stops • Vehicle Fire/Evacuation • Hold Up/Robbery • Natural Disasters o Tornado o Flood procedures - vehicle	• EXPANSION OF EMERGENCY PROCEDURES TO INCLUDE ADDITIONAL SECURITY AND EMERGENCY CONDITIONS • EXPANSION OF EMERGENCY PROCEDURES • EMERGENCY TRAINING
6	PASSENGER SAFETY	• General Guidelines • Mobility Device Securement and • Passenger Restraint Systems • Difficult Passengers o Medical Condition	• EXPANSION OF PROCEDURES FOR MANAGING DIFFICULT PASSENGERS

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VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
SECTION	TITLE		
7	VEHICLES & EQUIPMENT	• Vehicles & Equipment Preventive Maintenance Program • Preventive Maintenance Needs • Master Vehicle Service and Repair Record • Maintenance History Preventive Maintenance Intervals o A Level Inspection o B Level Inspection o C Level Inspection • Pre- and Post-Trip Inspections • Emergency Equipment on Vehicles and Usage • Vehicle Procurement o Exterior o Visibility o Interior • Vehicle Security • Vehicle Safety In and Around the Shop or Yard	• EXPANSION OF VEHICLE SECURITY PROCEDURES • EXPANSION OF MAINTENANCE PROCEDURES FOR IDENTIFYING AND REPORTING VANDALISM, SUSPICIOUS SUBSTANCES, OR VEHICLE TAMPERING • EXPANSION OF VEHICLE PROCUREMENT PROCEDURES TO ADDRESS SECURITY TECHNOLOGY

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VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
SECTION	TITLE		
8	ACCIDENT MANAGEMENT	• Accident Documentation Packet • Accident Notification Procedures – driver responsibility • Accident Investigation – management responsibility • Accident Investigation Kit • Drug and Alcohol Tests • Media Relations and Crisis • Communication After an Accident	• ADDITIONAL TOOLS FOR ACCIDENT • DOCUMENT PACKET TO ADDRESS SECURITY • ADDITIONAL TOOLS FOR MEDIA RELATIONS
9	INSURANCE	• Dealing with Adjusters	• ADDITIONAL CONSIDERATIONS FOR COVERAGE
	CLAIMS AND LITIGATION MANAGEMENT	• Dealing with Attorneys – ours/theirs	
	DAY TO DAY OPERATIONS – MONITORING FOR SAFETY	• Record Keeping • Keeping Informed o Websites o Publications	• ADDITIONAL REPORTS FOR SECURITY RELATED INCIDENTS

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Appendix B

Security/Emergency Capabilities and Points of Emphasis

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Points of Emphasis

1) **Awareness** – Train all security and maintenance personnel to spot suspicious-looking or unfamiliar people or objects.
2) **Communication** – Teach employees and/or tenants the importance of awareness; encourage them to identify and report anything that appears out of the ordinary.
3) **Screening** – Develop and implement systems for identifying and controlling visitor access to the building.
4) **Inspection** – Establish strict procedures for the control and inspection of packages and materials delivered to the building, particularly those intended for critical areas.
5) **Procedures** – Instruct all personnel, particularly telephone switchboard or reception personnel, on what to do if a bomb threat is received.
6) **Surveillance** – Instruct security and maintenance personnel to routinely check unattended public or open areas, such as restrooms, stairways, parking garages and elevators.
7) **Lighting** – Make sure all of the facility's access points are well lit.
8) **Systems Awareness** – Unexpected interruptions in the building's fire or security systems may not be coincidental; train personnel to identify and address immediately.
9) **Local Authorities** – Contact local government agencies to determine their procedures for dealing with bomb threats, search, removal and disposal.
10) **Contingency** – Assure adequate protection and off-site backup for classified documents, proprietary information, critical records and activities essential to the operation of your business.

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BASE Checklist (Updated May, 2015)

Baseline Assessment & Security Enhancement Review Checklist

STSI Inspector:
Telephone:
Completed:

<Agency Name>

Section	Description	Findings				Verification	References		
		Score	Supp. Add.	BP	Corr. Action	Evidence	Regulatory Reference	TSF #	Core Competency (Draft Business Plan)
	MANAGEMENT AND ACCOUNTABILITY								
1.000	Establish Written System Security Plans (SSPs) and Emergency Response Plans (ERPs)								
1.100	System Security Plan (SSP)								
1.101	Does the transit agency have a System Security Plan (SSP)?					Yes, on file at all divisions	§ 659.21 (a)		
1.102	Does the SSP identify the goals and objectives for the security program?					Yes, on file at all divisions Section 1.3	§ 659.23 (a)		
1.103	Does a written policy statement exist that endorses and adopts the policies and procedures of the SSP that is approved and signed by top management, including the agency's chief executive?					Yes, on file at all divisions Appendix L	§ 659.23 (a)		
1.104	Is the SSP separate from the agency's System Safety Program Plan (SSPP)?					Yes, SSEPP/SSP books	§ 659.21 (a)		
1.105	Do the Security and Emergency Response Plans address protection and response for critical underwater tunnels, underground stations/ tunnels and critical systems, where applicable?					Yes, (critical systems) SSEPP Appendix H (CPR – Tornado Emergency), IBS		1	2a
1.106	Does the SSP contain or reference other documents establishing procedures for the management of security incidents by the operations control center (or dispatch center)?					All information is included in the SSEPP Appendix H (CPR)			

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1.107	Does the SSP contain or reference other documents establishing plans, procedures, or protocols for responding to security events with external agencies (such as law enforcement, local EMA, fire departments, etc.)?					All information is included in the SSEPP Appendix H			
1.108	Does the SSP contain or reference other documents that establish protocols addressing specific threats from (i) Improvised Explosive Devices (IED) and (ii) Weapons of Mass Destruction (chemical, biological, radiological hazards)?					All information is included in the SSEPP Appendix H (CPR)			
1.109	Are visible, random security measures integrated into security plans to introduce unpredictability into security activities for deterrent effect?					Yes, SSEPP Section 3 & 4, Safety/Foreman Inspections, Division CPR		3	
1.110	Does the SSP include provisions requiring that security be addressed in extensions, major projects, new vehicles and equipment procurement and other capital projects, and including integration with the transit agency's safety certification process?					Appendix C	§ 659.23 (b)		
1.111	Does the SSP include or reference other documents adopting Crime Prevention Through Environmental Design (CPTED) principles as part of the agency's engineering practices?					Yes, SSEPP, Appendix Q			
1.112	Does the SSP require an annual review?					Yes	§ 659.25 (a)		
1.113	Does the transit agency produce periodic reports reviewing its progress in meeting its SSP goals and objectives?					Yes, self audit, Section 1.3 (Goals and Objectives)			
1.114	Has an annual review of the SSP been performed and documented in the preceding 12 months?					Yes, February 2015	§ 659.25 (a)		
1.115	Does the SSP outline a process for securing SSO agency review and approval of updates to the SSP?					N/A			
1.116	Has the transit agency submitted and received documentation from the SSO confirming its review and approval of the SSP currently in effect?					N/A			

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1.200	**Emergency Response Plan (ERP)**								
1.201	Does the transit agency have an Emergency Response Plan (ERP)?					Yes, Appendix H (CPR) & I (MIS)	§ 659.19 (k)		
1.202	Does a written policy statement exist that endorses and adopts the policies and procedures of the ERP that is approved and signed by top management, including the agency's chief executive?					Yes, Appendix L (Safety Memo and Security Memo)			
1.203	Does the ERP require an annual review to determine if it needs to be updated?					Yes, Safety/Security Dept. review February 2015			
1.204	Has an annual review of the ERP been performed and documented in the preceding 12 months?					Yes, see above			
1.205	Does the ERP include a process or review provision to ensure coordination with the rail transit agency's SSPP and SSP?					Yes, Appendix H (CTAN, EMNET), Exhibit 12 (CTA Rail CPR)			
1.206	Has the transit agency received documentation from the SSO confirming its review and approval of the SSP currently in effect?					N/A			
1.207	Does the ERP contain or reference other documents establishing plans, procedures, or protocols for responding to emergency events with external agencies (such as law enforcement, local EMA, fire departments, etc.)?					Yes, Appendix C, H, R, L			
1.208	Does the ERP contain or reference other documents that establish procedures for the management of emergency events, including those to be employed by the operations control center (dispatch center)?					Yes, Appendix H (CPR)			
1.209	Does the ERP contain or reference other documents to provide for Continuity of Operations while responding to emergency events?					Yes, Appendix H (CPR)			

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1.210	Does the agency have a written Business Recovery Plan to guide restoration of facilities and services following an emergency event?					Yes, Appendix H (CPR)			
1.211	Does the agency have a written Business Continuity Plan and COOP to guide restoration of facilities and services following an emergency event?					Yes, Appendix H (CPR)			
1.212	Does the agency have a back-up operations control center capability?					Yes, Appendix H (CPR), Go Bags, CAD System allows each of the 9 operating divisions and HQ to be used as a backup central dispatch center for the entire region.			
2.000	**Define Roles and Responsibilities for Security and Emergency Management**								
2.100	**System Security Plan (SSP)**								
2.101	Does the SSP establish and assign responsibility for implementation of the security program to a Senior Manager who is a "direct report" to the agency's Chief Executive Officer?					Yes, General Manager/Chief Operating Officer			
2.102	Has the agency established lines of delegated authority/succession of security responsibilities and, if so, has that information been distributed to agency managers?					Yes, Exhibit 5, Appendix H (CPR)			
2.103	Are roles and responsibilities for security and/or law enforcement personnel assigned by title and/or position established in the SSP or other documents?					No, N/A			
2.104	Are security-related roles and responsibilities for non-security and/or law enforcement personnel (i.e., operators, conductors, maintenance workers and station attendants) established in the SSP or other documents?					Yes, Appendix H (CPR), and Section 3			

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2.105	Do senior staff and middle management conduct security meetings to review recommendations for changes to plans and processes?					Yes, Safety & Security Dept. Regular staff meetings		2	1a
2.106	Does a Security Review Committee (or other designated group) regularly review security incident reports, trends, and program audit findings?					Yes, Safety & Security Dept. Regular staff meetings			
2.107	Are informational briefings with appropriate personnel held whenever security protocols, threat levels, or protective measures are updated or as security conditions warrant?					Yes, Security Bulletins issued, Regular staff meetings			
2.108	Have appropriate reference guides or other written instructions or procedures been distributed to transit employees to implement the requirements of the SSP?					Yes, Security Bulletins issued Employee Security Training			
2.109	Has the agency appointed a Primary and Alternate Security Coordinator to serve as its primary and immediate 24-hr contact for intelligence and security-related contact with TSA and are the names of those Coordinators on file with TSA OSPIE office correct?					Yes, Shari Pappas, John Pickering (Pace) Julisa 0-+Medrano (TSA)			
2.110	Does the agency maintain a record of security related incidents that are reported within the agency?					Yes			
2.200	**Emergency Response Plan (ERP)**								
2.201	Does the ERP establish and assign responsibility for implementation of the security program to a Senior Manager who is a "direct report" to the agency's Chief Executive Officer?					Yes, General Manager/Chief Operating Officer			
2.202	Are emergency response roles and responsibilities for all transit departments identified in the ERP or other supporting documents?					Yes, Appendix H (CPR), and Section 3			
2.203	Are roles and responsibilities for front-line personnel (i.e. system law enforcement, system security officials, train or vehicle operators, station attendants, maintenance workers) described in the system's Emergency Response Plan (ERP)?					Yes, Appendix H (CPR), and Section 3		5	2a

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2.204	Has the ERP been distributed to appropriate departments in the organization?					Yes, all divisions & corporate			
2.205	Have appropriate reference guides or other written instructions or procedures been distributed to transit employees to implement the requirements of the ERP?					Yes, System Security Bulletins	§ 659.19 (k)		
2.206	Are senior staff and middle management ERP coordination meetings held on a regular basis?					Yes, staff meetings	Dep. Ex. Dir.		
2.207	Are informational briefings with appropriate personnel held whenever emergency response protocols are substantially changed or updated?					Yes, Regular staff meetings			
3	**Ensure that operations and maintenance supervisors, forepersons and managers are held accountable for security issues under their control**								
3.101	Do managers and supervisors routinely provide information to front-line personnel regarding security and emergency response issues?					Yes, IBS, Radios, Message On Board, Posted Bulletins	§ 659.23 I & § 659.19 (k)		
3.102	Are regular supervisor, manager, and/or foreperson security review and coordination briefings held? If so, detail frequency and subjects covered in the justification.					Yes, annually, then on an as needed basis.	§ 659.23 I & § 659.19 (k)		
3.103	Does the agency have a program for confirming that personnel have a working knowledge of security protocols? If so, summarize in the justification.					Yes, supv. & maint. Inspections System Security training, "See Something, Say Something"			
3.104	Are managers and/or supervisors required to debrief front-line employees regarding their involvement in or management of any security or emergency incidents?					Yes, Appendix O, Section 2.6 Accident, Incident reporting, "See Something, Say Something", CPR	§ 659.23 I & § 659.19 (k)		

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4.000	**Coordinate Security and Emergency Management Plan(s) with local and regional agencies**								
4.101	Have Mutual Aid agreements been established between the transit agency and entities in the area that would be called upon to supplement the agency's resources in the event of an emergency event?					Yes, Appendix J, Hold Harmless Agreements	§ 659.19 (k)		
4.102	Does the agency participate in a regional Emergency Management Working Group or similar regional coordinating body for emergency preparedness and response?					Yes, RTSWG, safety staff attends quarterly CTA meetings			
4.103	Have regional incident management protocols been shared with the agency and incorporated into the agency's ERP/SSP/SEPP?					Yes, Appendix H (CPR, CTAN), Exhibit 12	§ 659.19 (k)		
4.104	Have transit agency resources been appropriately identified and provided to the regional EMA?					Yes, RTSWG protocols	§ 659.19 (k)		
4.105	Does the transit agency have a designated point-of-contact or liaison with the local/regional Emergency Operations Center (EOC)?					Yes, 24 hr. emergency numbers on file at OEMs			
4.106	Does the transit agency send a representative to the local/regional EOC, should it be activated?					Yes, RTSWG protocols, OEMC meetings, monthly phone calls with TSA, and various updates via email.			
4.107	Does the transit agency have information sharing capabilities with the regional/local EOC (i.e., contacts, procedures, resource inventories, etc.)?					Yes, RTSWG protocols	§ 659.19 (k)		

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4.108	Has the transit agency developed internal incident management protocols that comply with the National Response Plan and the National Incident Management System?					Yes, Appendix H, and NIMS Resolution			
4.109	Have the agency's emergency response protocols been shared with the EMA and appropriate first responder agencies?					Yes, RTSWG, ITTF			
4.110	Has the transit system tested its communications systems for interoperability with appropriate emergency response agencies?					Yes, Starcom 21 (local police) and ITTF		5	
4.111	If the agency's communications systems are NOT inter-operable with appropriate emergency response agencies, have alternate communication protocols been established? Describe the alternate communication protocols in the justification.					Yes, CTAN, Emnet, interoperability with state police			
	SECURITY AND EMERGENCY RESPONSE TRAINING								
5.000	**Establish and Maintain a Security and Emergency Training Program**								
5.101	Is initial training provided to all new agency employees regarding **security** orientation/awareness?					Yes, Appendix O Section 2.6, MARK video	§ 659.23 I & § 659.19 (p)	4	1d, 3c
5.102	Is annual refresher training provided regarding **security** orientation/awareness to Senior Management staff, managers and supervisors?					Yes, Appendix O Section 3.3, security brochure	§ 659.23 I & § 659.19 (p)	4	
5.103	Is annual refresher training provided regarding **security** orientation/awareness to managers and supervisors?					Yes, Appendix O Section 3.3		4	

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5.104	Is annual refresher training provided regarding **security** orientation/awareness to front-line employees?					Yes, once a year (security related in quarterly trainings)		4	
5.105	Is ongoing advanced **security** training focused on job function provided at least annually?					Yes, 4 hours in 2015, 4 hours in 2016			
5.106	Is initial training provided to all new transit employees regarding **emergency response**?					Yes, Appendix O Section 2.6, included in CPR, Accident/Incident Report, Supervisor Investigation Report, Dispatcher Report, Emergency Information	§ 659.23 I & § 659.19 (p)	4	1d, 3c
5.107	Is annual refresher training provided regarding **emergency response** to Senior Management staff, supervisors, and managers?					Yes, Appendix O Section 3.1, Accident/Incident Report, Supervisor Investigation Report, Dispatcher Report, Emergency Information, Meeting at Vanpool (4/2015) regarding IBS	§ 659.23 I & § 659.19 (p)	4	
5.108	Is annual refresher training provided regarding **emergency response** to Managers and Supervisors?					Yes, Appendix 0 Section 3.3, Accident, Incident Report, Supervisor Investigation Report, Dispatcher Report, Emergency Information		4	
5.109	Is annual refresher training provided regarding **emergency response** to Front-line Employees?					Yes, during quarterly training		4	
5.110	Have transit employees received general training on Incident Command System (ICS) procedures in accordance with National Incident Management System at least annually?					Yes, Only Safety & Security Personnel trained in ICS, CERT, USPS		4	1b, 3a
5.111	Has ICS and NIMS training appropriate to the position been provided to Senior Management staff, supervisors, and managers at least annually?					Yes, Safety & Security Staff			
5.112	Has ICS and NIMS training appropriate to the position been provided to managers and supervisors at least annually?					Yes, Safety & Security Staff			

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5.113	Has ICS and NIMS training appropriate to the position been provided to front-line employees at least annually?					Yes, direct front-line employees			
5.114	Has the transit agency developed a program and provided annual training on its own incident response protocols?					Yes, Appendix O Section 2.9, USPS, Fire Drills, Appendix H			
5.115	Has training on the agency's incident response protocols appropriate to the position been provided to Senior Management staff, managers and supervisors at least annually?					Yes, Appendix O Section 2.9, Appendix H		4	1c, 3b
5.116	Has training on the agency's incident response protocols appropriate to the position been provided to managers and supervisors?					Yes, Appendix O Section 2.9		4	1c, 3b
5.117	Has training on the agency's incident response protocols appropriate to the position been provided to front-line employees at least annually?					Yes, Appendix R (refresher training)		4	1c, 3b
5.118	Has the transit system implemented an annual training program for personnel regarding response to terrorism, including (i) Improvised Explosive Devices and ii) Weapons of Mass Destruction (chemical, biological, radiological, nuclear)? If so, summarize the relevant programs in the justification.					Yes, System Security Awareness and Terrorist Recognition and Reaction Training		4	
5.119	Has training focused on IEDs and WMDs appropriate to the position been provided to Senior Management staff, managers, and supervisors at least annually?					Yes, see above			
5.120	Has training focused on IEDs and WMDs appropriate to the position been provided to manager and supervisors?					Yes, see above			
5.121	Has training focused on IEDs and WMDs appropriate to the position been provided to front-line employees at least annually?					Yes			
5.122	Do law enforcement/security department personnel at the transit agency receive specialized training in counter-terrorism annually? Summarize program in the justification.					No. Pace does not have own security, relies on law enforcement			

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5.123	Do law enforcement/security department personnel at the transit agency receive specialized training supporting their incident management and emergency response roles at least annually? Summarize program in the justification.					N/A			
5.124	Does the agency have an established program to monitor employee training and to schedule employees for training?					Yes, checklist to monitor training and attendance	§ 659.19 (k)(7) & § 659.19 (p)(3)		
5.125	Does the transit agency have a system that records and tracks personnel training for **security-related** courses (including initial, annual, periodic and other)?					Yes, Employee records on file at the divisions			
5.126	Does the transit agency have a system that records and tracks personnel training for **emergency response** courses (including initial, periodic and other)?					Yes, Appendix R, refresher training	§ 659.19 (k)(7) & § 659.19 (p)(3)		
5.127	Does the transit agency have a program to regularly review and update security awareness and emergency response training materials?					Yes, Safety & Security Dept.	§ 659.23 (d) & § 659.27 (b)(2)		
5.128	Are all appropriate personnel notified via briefings, email, voicemail, or signage of changes in threat condition, protective measures or the employee watch programs?					Yes, e-mails, briefings, bulletins		4	3d
5.129	Do the agency's security awareness and emergency response training programs cover response and recover operations in critical facilities and infrastructure? If so, summarize relevant provisions in the justification.					Yes, Go Bags, CPR		1	

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5.130	Has the agency provided training to regional first responders (law enforcement agencies, firefighters, and emergency medical response teams) to enable them to operate in critical facilities and infrastructure?					Yes, Bus Familiarization, training with police, SWAT, and fire departments		1	
5.131	Does training of transit system law enforcement and/or security personnel integrate the concept and employment of visible, random security measures?					Yes, Appendix C, random walk-thrus, calling police		3	
5.132	Has the transit system implemented a program to train or orient first responders (law enforcement, firefighters, emergency medical teams) and other potential supporting assets (e.g., TSA regional personnel for VIPR exercises) on their system vehicle familiarization?					Yes, SWAT training and Bus familiarization training. Police and Fire agencies		4	
	NATIONAL TERRORISM ADVISORY SYSTEM (NTAS)								
6.000	**Establish plans and protocols to respond to the DHS National Terrorism Advisory System (NTAS)**								
6.101	Does the SSP contain or reference other documents identifying incremental actions (imminent or elevated) to be implemented at each NTAS threat level?					Yes, Appendix N			
6.102	Does the agency have actionable operational response protocols for the specific threat scenarios from NTAS?					Yes			
6.103	Has the agency provided annual training and/or instruction focused on job function regarding the incremental activities to be performed by employees?					Yes, Security Bulletins			
	PUBLIC AWARENESS								
7.000	**Implement and reinforce a Public Security and Emergency Awareness program:**								
7.101	Has the transit agency developed and implemented a public security and emergency awareness program?					Yes, car cards, message board, "See Something, Say Something"			
7.102	Does the agency provide active public outreach for security awareness and emergency preparedness (e.g., Transit Watch, "If You See Something, Say Something", message boards, brochures, channel cards, posters, fliers)?					Yes, ad placards and on board announcements			
7.103	Is the above consistent with agency's overall announcement program?					Yes			
7.104	Are general security awareness and emergency preparedness messages included in public announcement messages at stations and on board vehicles?					Yes, on-board voice messages		6	5d

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7.105	Are passengers urged to report unattended property, suspicious behavior, and security concerns to uniformed crew members, law enforcement or security personnel, and/or a contact telephone number? If so, summarize the type of materials used and content in the justification.					Yes, See Something Say Something campaign, reporting to driver, call 911		6	5b
7.106	Does the agency have an appropriate mechanism in place for passengers to communicate an (e.g., 1-800 number, smart phone applications, social media, etc.) that can be called or used to report security concerns? If so, is this information indicated in public awareness materials and messages?					Yes, 847-228-4200		6	
7.107	Does the agency issue public service announcements or press releases to social media (e.g. Twitter, Facebook, QRC codes, and/or apps for smart phones) regarding security and emergency protocols?					Yes			
7.108	Does the agency issue public service announcements or press releases to local media (e.g. newspaper, radio and/or television) regarding security and emergency protocols?					Yes			
7.109	Does the transit agency conduct a volunteer training program for non-employees to aid with system evacuations and emergency response?					Yes, CERT		6	
7.110	Does the transit agency conduct an outreach program to enlist members of the public as security awareness volunteers, similar to Neighborhood Watch programs?					Yes, car cards, See Something, Say Something, fliers			
7.111	Do public awareness materials and/or messages inform passengers on the means to evacuate safely from transit vehicles and underwater/underground facilities?					Yes, emergency exit info posted on buses		1	
7.112	Does the agency track and monitor customer complaints reported by passengers?					Yes			
	ESTABLISH A RISK ASSESSMENT AND INFORMATION SHARING PROCESS								
8	**Establish and use a Risk Management Process to assess and manage threats, vulnerabilities and consequences**								
8.101	Does the agency have a risk assessment process approved by its management, for managing threats and vulnerabilities? If so, summarize the process in the justification.					Yes, Appendix K, Threat/Vulnerability Assessment	§ 659.23 (b)	2	6a

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8.102	Has the agency identified facilities and systems it considers to be its critical assets?					Yes			
8.103	Has the agency had an internal or external vulnerability assessment conducted on its critical assets within the past 3 years? Specify the dates of the most recent assessments and the entity(ies) that conducted the assessment(s).					Yes, Safety & Security Dept. in 2012, Triennial		2	6b, 6c
8.104	Has the agency had an internal or external Risk Assessment, analyzing threat, vulnerability, and consequence, for critical assets and infrastructure, and systems within the past 3 years? Have management and staff responsible for the risk assessment process been properly trained to manage the process?					Yes			
8.105	Has the system implemented procedures to limit and monitor authorized access to underground and underwater tunnels? If so, summarize procedures in the justification.					N/A		1	
8.106	Are security investments prioritized using information developed in the risk assessment process?					Yes, basis for grant applications; radios/cameras in Risk Assessment		2	6d
8.107	Upon request, has TSA been provided access to the agency's vulnerability assessments, Security Plan and related documents?					Yes			
	ESTABLISH A RISK ASSESSMENT AND INFORMATION SHARING PROCESS								
9.000	**Establish and use an information sharing process for threat and intelligence information**								
9.101	Does the agency have a formalized process and procedures for reporting and exchange of threat and intelligence information with Federal, State, and/or local law enforcement agencies?					Yes, CTAN/EMNET/STIC/ST-ISAC, Cook County Homeland Security, NTAS			
9.102	Does the system report threat and intelligence information directly to FBI Joint Terrorism Task Force (JTTF) or other regional anti-terrorism task force?					Yes, CTAN/EMNET/ STIC/ ST-ISAC/ ITTF		2	6f

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9.103	Does the system have a protocol to report threats or significant security concerns to appropriate law enforcement authorities, and TSA's Transportation Security Operations Center (TSOC)?					Yes, Safety & Security Dept.		2	
9.104	Does the agency routinely receive threat and intelligence information directly from any Federal government agency, State Homeland Security Office, Regional or State Intelligence Fusion Center, PT-ISAC, or other transit agencies?					Yes, E mail alerts, STIC, ST-ISAC			
9.105	Does the agency report their NTD security data to FTA as required by 49 CFR 659?					Yes			
10.000	**Conduct Tabletop and Functional Drills**								
10.101	Does the transit agency's System Safety Program Plan (SSPP) contain or reference a document describing the process used by the transit agency to develop an approved, coordinated schedule for all emergency management program activities, including local/regional emergency planning and participation in exercises and drills?					Yes, Bus Movement Authorization	§ 659.19 (k)		
10.102	Does the transit agency's SSPP or SSP describe or reference how the transit agency performs its emergency planning responsibilities and requirements regarding emergency drills and exercises?					Yes, Appendix J	§ 659.19 (k)(3)		
10.103	Does the agency evaluate its emergency preparedness by using annual field exercises, tabletop exercises, and/or drills? If so, please summarize the exercise events held in the past year.					Yes, Appendix J, After Action Reviews	§ 659.19 (k)(3)	5	4a
10.104	Does the agency's SSPP or a related document include a requirement for annual field exercises, tabletops and drills?					Yes, Safety Plan Appendix O, drills are conducted annually	§ 659.19 (k) (no specified timeline)		
10.105	Does the transit agency's SSPP or SSP describe or reference how the transit agency documents the results of its emergency preparedness evaluations (i.e., briefings, after action reports and implementation of findings)?					Yes, OEMC	§ 659.19 (k)(4)		
10.106	Does the transit agency's SSPP or a related document describe or reference its program for providing employee training on emergency response protocols and procedures?					Yes	§ 659.19 (k)(7)		

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10.107	Does the transit agency participate as an active player in full-scale, regional exercises held at least annually?					Yes Appendix J, lists of exercises conducted annually			
10.108	In the last year, has the agency conducted and/or participated in a drill, tabletop exercise, and/or field exercise including scenarios involving (i) IED's and (ii) WMD (chemical, biological, radiological, nuclear) with other transit agencies and first responders (e.g., NTAS scenarios)?					Yes, Cook County WMD, OEMC, CERT Nuclear Event (2012 or 2013)		5	4d
10.109	In the last year, has the agency reviewed results and prepared after-action reports to assess performance and develop lessons learned for all drills, tabletop, and/or field exercises?					Yes, USPS evacuation drills, Bedford Park 2013 drill		5	4b
10.110	In the last 12 months, has the transit system updated plans, protocols and processes to incorporate after-action report recommendations/findings and corrective actions? If so, summarize the actions taken in the justification.					Yes, USPS evacuation plans amended from after action report, OEMC, Hold Harmless Agreements		5	4c
10.111	Has the transit agency established metrics to assess its performance during emergency exercises and to measure improvements?					Yes, After action reports, USPS/OEMC			
10.112	Does the system conduct drills and exercises of its security and emergency response plans to test capabilities of i) employees and ii) first responders to operate effectively in underwater/underground infrastructure and other critical systems?					N/A		1	
10.113	Does the transit system integrate local and regional first responders (law enforcement, firefighters, emergency medical teams) in drills, tabletop exercises, and/or field exercises? If so, summarize each joint event and state when it took place.					Yes, Appendix J		5	
	CYBER SECURITY STRATEGY								
11.000	**Developing a Comprehensive Cyber Security Strategy**								

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11.101	Has the agency conducted a risk assessment to identify operational control and communication/business enterprise IT assets and potential vulnerabilities?					Yes, Pace has had risk assessments performed by outside consultants to evaluate assets, vulnerabilities, threats, and risks. Reports are prepared and action taken on all issues.			
11.102	Has the agency implemented protocols to ensure that all IT facilities (e.g., data centers, server rooms, etc.) and equipment are properly secured to guard against internal and external threats or attacks?					Yes, All Pace IT facilities such as data centers and computer rooms are properly secured.			
11.103	Has a written strategy been developed and integrated into the overall security program to mitigate the cyber risk identified?					Yes, Pace has an overall multi-year strategic plan that includes security which has been integrated in software applications and hardware appliances.			
11.104	Does the agency have a designated representative to secure the internal network through appropriate access controls for employees, a strong authentication (i.e., password) policy, encrypting sensitive data, and employing network security infrastructure (example: firewalls, intrusion detection systems, IT security audits, antivirus, etc.)?					Yes, The IT Security Administrator reporting to the CIO is designated for this purpose. However, the IT Department has other designated representatives from different sections to provide security for the areas mentioned.			
11.105	Does the agency ensure that recurring cyber security training reinforces security roles, responsibilities, and duties of employees at all levels to protect against and recognize cyber threats?					Pace does not perform any cyber security training on a regular basis. Key IT employees attend selected seminars as they are offered to keep up with the latest cyber threats.			
11.106	Has the agency established a cyber-incident response and reporting protocol?					Yes, Pace has an incident response plan.			

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11.107	Is the agency aware of and using available resources (e.g., standards, PT-ISAC, US CERT, National Cyber Security Communication and Integration Center, etc.)?					Yes, Pace is aware of and reviews some of the resources mentioned, including standards, PT-ISAC, DHSEM, and various other security resources.			
	FACILITY SECURITY AND ACCESS CONTROLS								
12.000	**Control Access to Security Critical Facilities with ID badges for all visitors, employees and contractors**								
12.101	Have assets and facilities requiring restricted access been identified?					Yes, all buildings and their respective procedures, Division CPR			
12.102	Are ID badges or other measures employed to restrict access to facilities not open to the public?					Yes, Appendix H, Appendix R (Contractor Vehicle IDs)			
12.103	Has the transit agency developed and implemented procedures to monitor, update and document access control (e.g. card key, ID badges, keys, safe combinations, etc.)?					Yes, Appendix H, Appendix R (Contractor Vehicle IDs)		2	
12.104	Does the agency have procedures to issue ID badges for visitors and contractors?					Yes, Appendix H, Appendix R, ID badges, sign-in forms, contractor vehicle placards			
12.105	Does the transit agency require escorts for visitors accessing non-public areas?					Yes, Appendix H, Appendix R			
12.106	Is CCTV equipment installed in transit agency facilities?					Yes, all CCTV equipped locations			
12.107	Is CCTV equipment protecting critical assets interfaced with an access control system?					No			

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12.108	Is CCTV equipment installed on transit vehicles?					Yes			
12.109	Are Crime Prevention through Environmental Design (CPTED) and technology (e.g., CCTV, access control, intrusion detection, bollards, etc.) incorporated into design criteria for all new and/or existing capital projects?					Yes			
12.110	Based on the risk assessment, does the agency use fencing, barriers, and/or intrusion detection to protect against unauthorized entry into stations, facilities, and other identified critical assets?					Yes, fencing at garages, equipment to block entrances to the facility.			
12.111	Has the system implemented protective measures to secure high risk/high consequence assets and systems identified in risk assessments? Examples of protective measures include but are not limited to CCTV, intrusion detection systems, smart camera technology, fencing, enhanced lighting, access control, LE patrols, K-9s, protection of ventilation systems. If protective measures for this infrastructure are employed, summarize type and location in the justification.					Yes, CCTV, Fire Detection equipment/Intrusion detection equipment		2	
12.112	Does the transit agency monitor a network of security, fire, duress, intrusion, utility and internal 911 alarm systems?					Yes, (see above), Apollo Cam system			
12.113	Are emergency call boxes provided for passengers?					N/A			
12.114	Do transit agency personnel administer an automated employee access control system and perform corrective analysis of security breaches?					Yes, ID badges			
12.115	Does the agency have policies and procedures for screening of mail and/or outside deliveries?					Yes, procedure for suspicious packages, Appendix D-3			

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12.116	Have locks, bullet resistant materials and anti-fragmentation materials been installed/used at critical locations?					Yes, Locks, North Division glass			
12.117	Does the agency use National Fire Protection Association (NFPA) Standard 130 or equivalent to evaluate fire/life safety in station design or modification (including fire detection systems, firewalls and flame-resistant materials, back-up powered emergency lighting, defaults in turnstile and other systems supporting emergency exists, and pre-recorded public announcements)?					Yes, fire detection, intercom system at divisions/Emergency lighting			
12.118	Is directional signage with adequate lighting provided in a consistent manner in all stations, both to provide orientation and to support emergency evacuation?					Yes, exit signs			
12.119	Are gates and locks used on all facility doors to prevent unauthorized access?					Yes			
12.120	Are keys controlled through an established program managed by the security/police function?					Yes, managed by divisions			
12.121	Are gates and locks also used to close down system facilities after operating hours?					Yes			
12.122	Do transit vehicles have radios, silent alarms, and/or passenger communication systems?					Yes			
12.123	Does the transit agency use graffiti-resistant/etch-resistant materials for walls, ceilings, and windows?					Yes			

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12.124	Are Uninterruptible Power Supply (UPS) or redundant power sources provided for safety and security of critical equipment, such as but not limited to: exit and platform lighting; parking lot lighting; ancillary space and shop lighting; intrusion detection (alarmed rooms and spaces, fare collection equipment, etc.); fire detection, alarm and suppression systems; public address (shop and public areas); call-for-aid telephones; CCTV; emergency trip stations; vital train control functions; etc.?					Yes, Fire alarms at divisions/Emergency lighting, emergency generators			
12.125	At passenger rail stations at which a vulnerability assessment has identified a significant risk, and to the extent practicable, has the owner/operator removed trash receptacles and other non-essential receptacles or containers (with the exception of bomb resistant receptacles or clear plastic containers) from the platform areas of passenger terminals and stations?					N/A			
12.126	Does the agency employ specific protective measures for all critical infrastructure (e.g., tunnels, bridges, stations, control centers, etc.) identified through the risk assessment particularly at access points and ventilation infrastructure in place and maintained in optimal condition? Examples of protective measures include, but are not limited to, CCTV, intrusion detection systems, smart camera technology, fencing, lighting, access control, law enforcement patrols, canine patrols, physical protection for ventilation systems. If protective measures for this infrastructure are employed, summarize type and location in Supplemental Addendum.					Yes, Smart cam technology, fencing/lighting, garage door opening mechanisms, key access cards, Wells Fargo money pick-up		1	
12.127	Does the agency have or utilize explosive detection canine teams, either maintained by the system or made available from other law enforcement agencies? If so, has the system implemented procedures for reporting of and response to positive reactions by the canine?					N/A			
13.000	**Conduct Physical Security Inspections**								
13.101	Does the agency conduct frequent inspections of key facilities, stations, terminals, trains and vehicles, or other key assets for persons, materials, and items that do not belong?					Yes, Appendix R, each garage's inspection forms, terminal check forms		1	7a

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13.102	Has the transit agency established procedures for inspecting/sweeping vehicles and stations to identify and manage suspicious items, based on HOT characteristics (hidden, obviously suspicious, not typical) or equivalent system?					Yes, Training bulletins, inspection forms, high-level sweeps			
13.103	Has the transit agency developed a form or quick reference guide for operations and personnel for the conduct of pre-trip, post-trip, and within trip inspections?					Yes, but inspections not conducted mid-trip (operator will call in report)			
13.104	Has the transit agency developed a form or quick reference guide for station attendants and others regarding station and facility inspections?					Yes (Operation and Maintenance inspection forms)			
13.105	Does the system document the results of inspections and implement any changes to policies and procedures or implement corrective actions, based on the findings?					Yes, Maintenance depts		2	7b
13.106	Does the agency conduct frequent inspections of access points, ventilation systems, and the interior of underground/underwater assets and systems for indications of suspicious activity?					N/A		2	7b
13.107	Does the system integrate randomness and unpredictability into its security activities to enhance deterrent effect?					Yes, Section 3.2.5/6/7, each division, but only done systematically in heightened level of security		3	
13.108	Is there a process in place, with necessary training provided to operators and/or conductors, to ensure that each (in service) passenger rail car is inspected at regular periodic intervals for suspicious or unattended items? Specify type and frequency of inspections.					Yes, applies to Bus Operators. Pre-Trip and Post-/Mid-Trip			
13.109	Is there a process in place, with necessary training provided to personnel, to ensure that all critical infrastructures are inspected at regular periodic intervals for suspicious or unattended items? Specify type and frequency of inspections.					Yes (Safety and Maintenance inspection forms)			
	BACKGROUND INVESTIGATIONS								
14.000	**Conduct Background Investigations of Employees and Contractors**								

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14.101	Does the agency conduct background investigations (i.e., criminal history and motor vehicle records) on all new front-line operations and maintenance employees, and employees with access to sensitive security information, facilities and systems?					Yes, Exhibit 1		2	
14.102	To the extent allowed by agency policy or law, does the agency conduct background investigations on contractors, including vendors, with access to critical facilities, sensitive security systems, and sensitive security information?					Yes		2	
14.103	Has counsel for the agency reviewed the process for conducting employee background investigations to confirm that procedures are consistent with applicable statutes and regulations?					Yes			
14.104	Is the background investigation process documented?					Yes			
14.105	Is the criteria for background investigations based on employee type (senior management staff, law enforcement officers, managers/supervisors, operators, maintenance, safety/security sensitive, contractor, etc.) and/or responsibility and access documented?					Yes, HR Dept.			
	DOCUMENT CONTROL								
15.000	**Control Access to documents of security critical systems and facilities**								
15.101	Does the agency keep documentation of its security critical systems, such as tunnels, bridges, HVAC systems and intrusion alarm detection systems (i.e. plans, schematics, etc.) protected from unauthorized access?					Yes, on file at divisions, files locked at headquarters		2	
15.102	Has the agency designated a department/person responsible for administering the access control policy with respect to agency documents?					Yes, internal at divisions			
15.103	Does the security review committee (or other designated group) review document control practices, assess compliance applicable procedures, and identify discrepancies and necessary corrective action?					Yes, internal at divisions			
16.000	**Process for handling and access to Sensitive Security Information (SSI)**								

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16.101	Does the agency have a documented policy for identifying and controlling the distribution of and access to documents it considers to be Sensitive Security Information (SSI) pursuant to 49 CFR Part 15 or 1520?					Yes, each book is signed for			
16.102	Does the agency have a documented policy for proper handling, control, and storage of documents labeled as or otherwise determined to be Sensitive Security Information (SSI) pursuant to 49 CFR Part 15 or 1520?					Yes			
16.103	Are employees who may be provided SSI materials per 49 CFR Part 15 or 1520) familiar with the documented policy for the proper handling of such materials?					Yes			
16.104	Have employees provided access to SSI material per 49 CFR Part 15 or 1520 received training on proper labeling, handling, dissemination, and storage (such as through the TSA on-line SSI training program)?					Yes			
	SECURITY PROGRAM AUDITS								
17.000	**Audit Program**								
17.101	Has the agency established a schedule for conducting its internal security audit process?					Yes, annually	§ 659.27(b)(2)		
17.102	Does SSP contain a description of the process used by the agency to audit its implementation of the SSP over the course of the agency's published schedule?					Yes, annually	§ 659.23 (d)		
17.103	Has the transit agency established checklists and procedures to govern the conduct of its internal security audit process?					Yes	§ 659.23 (d) & § 659.27l		
17.104	Is the transit agency complying with its internal security audit schedule?					Yes	§ 659.27(b)(2)		

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17.105	Is each internal security audit documented in a written report, which includes evaluation of the adequacy and effectiveness of the SSP element and applicable implementing procedures audited, needed corrected actions, needed recommendations, an implementation schedule for corrective actions and status reporting?					Yes, Threat and Vulnerability Assessment	§ 659.27(f)		
17.106	In the last 12 months, has the Security Review Committee (or other designated group) addressed the findings and recommendations from the internal security audits, and updated plans, protocols and processes as necessary?					Yes, addressed thru TSGP awards, Review Committee meetings and findings, Security Grant audit			
17.107	Does the transit agency's internal security audit process ensure that auditors are independent from those responsible for the activity being audited?					Yes, Internal Audit, CSA meeting annually, Triennial			
17.108	Has the transit agency made its internal security audit schedule available to the SSO agency?	** All of the below apply to rail **					§ 659.23 l & § 659.27(a)		
17.109	Has the agency made checklists and procedures used in its internal security audits available to the SSO agency?						§ 659.27l		
17.110	Has the transit agency notified the SSO agency 30 days prior to the conduct of an internal security audit?						§ 659.27 l		
17.111	Has a report documenting internal security audit process and the status of findings and corrective actions been made available to the SSO agency within the previous 12 months?						§ 659.27 (f)		
17.112	Has the transit agency's chief executive certified to the SSO agency that the transit agency is in compliance with its SSP?						§ 659.27 (g)		
17.113	Was that certification included with the most recent annual report submitted to the SSO agency?						§ 659.27 (g)		
17.114	If the transit agency's chief executive was not able to certify to the SSO agency that the transit agency is in compliance with its SSP, was a corrective action plan developed and made available to the SSO?						§ 659.27 (h)		

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Appendix C

Vehicle Safety Program Implications

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

Emergency Response Planning, Coordination, and Training Considerations

1) Emergency Response planning, coordination, and training is formalized and documented, and identifies responsibilities of employees by function
2) Service continuation, restoration/recovery plan developed
3) Emergency drills and table-top exercises scheduled on a regular basis
4) Coordination and training with outside agencies, including:
   Fire/rescue units; Hospitals; Police; Hazardous materials/Environmental agencies/Regional office of Emergency Management
5) Media relations/information control procedures and policies established (internal and external to agency)
6) Documentation of drills maintained; drill critiques held; recommendations recorded with follow-up
7) Emergency procedures reviewed by Management on a regular basis and updated as needed
8) Regular assessments of employee proficiency conducted
9) Emergency contacts list developed, kept current, and responsibility for call-outs identified
10) Employees issued quick reference guidelines for emergency situations
11) Support systems developed to provide post-incident support to customers and employees
12) Regular functional testing/inspection of emergency support equipment and systems
13) Contingency plans for loss of electrical power and radio or phone communication

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System Security Considerations

1) Security Plan established, which addresses all operations modes and contracted services
2) System security responsibilities and duties established
3) Personal safety awareness/education programs for passengers and employees and community outreach
4) Security equipment regularly inspected, maintained, and functionally tested; including personal equipment issued to security personnel
5) Contingency SOPs developed; drills and table-top exercises conducted for extraordinary circumstances:
    a. Terrorism (including chemical/biological agents/weapons of mass destruction)
    b. Riot/domestic unrest
    c. Catastrophic natural events
    d. System-wide communications failure
6) Planning, coordination, training and mutual aid agreements with external agencies (state, local police, FBI, and other federal agencies)
7) Security SOPs reviewed on a regular basis and updates made as needed to Security Plan
8) Security equipment installed, inspected, and maintained to monitor trespass activities
9) Data collection established for all security issues/incidents; analysis performed and recommendations made; as necessary
10) Security risk/vulnerability assessments conducted, documented, and reviewed
11) Contingency plans for loss of electrical power and radio or phone communications
12) Procedures for critical incident command, control, and service continuation/restoration
13) Security training provided to all staff levels
14) Background checks on employees and contractors (where applicable)
15) Regular assessments of employee security proficiencies conducted
16) Employees issued quick reference guidelines for security situations
17) Emergency contacts list developed, kept current, and responsibilities for call-outs identified
18) Visitor, deliveries, and contract facility access procedures developed/visible identification required
19) Concepts of Crime Prevention Through Environmental Design (CPTED) applied in reviews of facilities and in new design and modifications
20) Security checklists developed and regularly used for verifying status of physical infrastructure and security procedures
21) Agency employees identifiable by visible identification and/or uniform
22) Policy and procedures in place for facilities key control

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Appendix D

Bomb Threat Checklist and Procedures

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

pace

TRANSITWATCH

Let's count on each other for a safe ride

OPERATIONS BULLETIN #SBD-12-103
ATTENTION: All Administrative Personnel
SUBJECT: How to Handle a Bomb Threat Call
DATE: May 16, 2012

Any employee could receive a bomb threat phone call and must be prepared to handle the call as calmly and professional as possible. If you receive a bomb threat call towards Pace, its employees or passengers, please do the following:

- Do your best to keep the caller on the phone as long as possible.
- Record the time of the call and the caller's phone number if listed on your phone display.
- Signal another employee to contact a supervisor.
- If possible, record everything the caller says. Ask them to repeat stating you are having problems hearing them.

  Note any of the following: Is the person male or female, approximate age, speech impediment or accent, background noises, if the voice is familiar.

- Ask: Where is the bomb? When is it going to explode? What does it look like? What kind of bomb is it? Why did you place the bomb? What is your name?
- If it is a threat to another Pace employee, try to get the name of the employee.
- If the threat involves our service, try to get the route, location, time and direction of the issue.
- Never threaten the caller or become disrespectful, this will further anger the caller.
- Have a copy of the Bomb Threat Form and complete as much information as soon as possible after you complete the call.
- **Immediately notify your supervisor or management staff that you have received a bomb threat phone call.**

It is extremely important that the appropriate personnel are notified so that an investigation can be initiated to safeguard our employees and passengers.

All calls of a threatening nature must be reported **immediately** to the Revenue Services Emergency number 1-847-228-4200 (ext. 4200) or directed immediately to the appropriate Regional Manager responsible for the employee or service mentioned by the caller. The attached paperwork needs to be received by John Braband in Revenue Services at Pace Headquarters.

Melinda J. Metzger
Deputy Executive Director
Pace Suburban Bus
550 W. Algonquin Rd.
Arlington Heights, IL 60005
Phone 847-228-2302
Fax 847 956-5955
www.pacebus.com

MJM/mol-j-bulletins-sbd1103 bomb threat call handling

Attachment

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FORM **NPC-1055**
(9-28-99)

U.S. DEPARTMENT OF COMMERCE
Economcs and Statistics Administration
U.S. CENSUS BUREAU

GUIDELINES FOR HANDLING TELEPHONE THREATS

GENERAL INSTRUCTIONS FOR THREATENING CALLS/BOMB THREATS

REMAIN CALM, be courteous. Listen, do not interrupt the caller. Pretend difficulty hearing, "I'm sorry, we have a weak connection, could you speak up". Keep the caller talking.

Section I – BOMB THREATS

1. Location of bomb ☐ Internal ☐ External	**2.** Date/Time bomb set to explode →	**a.** Date	**b.** Time a.m. p.m.
3. Time call received a.m. p.m.		**4.** Date call received	

5. Exact location and description of bomb –

a. If the caller indicates the bomb is in a NPC building, *ASK, "Is it in building 13?"*

Building	Bay	Room	City	State

b. Did the caller show a knowledge of the facility? – *Mark X one* ☐ Yes ☐ No

THIS MAY BE A GOOD TIME TO PRETEND DIFFICULTY HEARING CALLER!!!

c. What does the bomb look like?

d. What material is the bomb made of?

e. What will cause it to explode?

f. Where is the bomb placed?

g. Did you place the bomb? ☐ Yes ☐ No

h. Where are you calling from?

i. What is your name?

j. Why do you wish to harm innocent people?

k. Other pertinent information

6. Telephone line data →	**a.** Time call ended a.m. p.m.	**b.** Telephone extension call received	**c.** Location	**d.** 800 number

***IMMEDIATELY** AFTER CALLER HANGS UP NOTIFY SECURITY CENTER ON (812) 218–3911 – SEE SECTION IV*

Section II – THREATENING CALLS

1. Location of calls	**2.** Personal threat or threat to others	**3.** Time received	**4.** Date received
☐ Internal ☐ External	☐ Personal ☐ Threat to others – *Specify*	a.m. p.m.	

REMAIN CALM. Listen, do not interrupt the caller. Keep caller talking as long as possible.

Exact wording of the threat – _____

5. Telephone line data →	**a.** Time call ended a.m. p.m.	**b.** Telephone extension call received	**c.** Location	**d.** 800 number

***IMMEDIATELY** AFTER CALLER HANGS UP NOTIFY SECURITY CENTER ON (812) 218–3911 – SEE SECTION IV*

Section III – OBSCENE CALLS

Hang up at the first obscene word of a call or if there is no answer after your second "hello." If obscene calls continue, notify Security Center on (812) 218–3911.

Section IV – ACTION TO TAKE IMMEDIATELY AFTER RECEIVING ANY THREATENING CALL

NOTIFY SECURITY CENTER ON (812) 218–3911, give the officer the following information:

1. Nature of the call
2. Your name
3. Your location
4. Branch/Unit
5. Supervisor
6. Time call received
7. Telephone extension on which you received call
8. 800 number, if applicable
9. Duration of the call

NOTIFY YOUR SUPERVISOR/MANAGER, COMPLETE CHECKLIST ON REVERSE OF THIS FORM

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Section V – TELEPHONE THREAT CHECKLIST – *Mark all that apply*

VOICE SOUNDED

- ☐ Male
- ☐ Female
- ☐ Adult
- ☐ Juvenile
- ☐ Loud
- ☐ Soft
- ☐ High pitch
- ☐ Deep
- ☐ Intoxicated
- ☐ Disguised
- ☐ Raspy
- ☐ Pleasant
- ☐ Other – *Specify* ↙

_____

SPEECH WAS

- ☐ Fast
- ☐ Slow
- ☐ Distinct
- ☐ Distorted
- ☐ Stutter
- ☐ Nasal
- ☐ Slurred
- ☐ Lisp
- ☐ Other – *Specify* ↙

_____

COMMAND OF LANGUAGE

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Foul
- ☐ Other

ACCENT

- ☐ Local
- ☐ Foreign
- ☐ Regional
- ☐ Other – *Specify* ↙

_____

MANNER

- ☐ Calm
- ☐ Angry
- ☐ Rational
- ☐ Irrational
- ☐ Coherent
- ☐ Incoherent
- ☐ Deliberate
- ☐ Emotional
- ☐ Laughing
- ☐ Crying
- ☐ Other – *Specify* ↙

_____

BACKGROUND NOISE

- ☐ Factory machines
- ☐ Train
- ☐ Animals
- ☐ Traffic
- ☐ Airplanes
- ☐ Bells
- ☐ Horns
- ☐ Voices
- ☐ Music
- ☐ Office machines
- ☐ Quiet
- ☐ Television
- ☐ Party atmosphere
- ☐ Crying
- ☐ Children
- ☐ Other – *Specify* ↙

_____

1. Reiterate words of caller – _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

2. Did you recognize voice?

☐ No ☐ Yes – *Explain* → _____

_____

_____

_____

Section VI – REPORTING OF THREAT

1. Name of person receiving call	**2.** Branch	**3.** Unit
4. Location *(Building/Room/Bay)*	**5.** Supervisor	
6. Signature	**7.** Date	

FORM NPC-1055 (9-28-99)

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Pace Fox Valley Division, 400 Overland Drive, North Aurora IL 60452

Date: April 6, 2015

To: All Division Managers, Superintendents

From: Department Manager, Safety, Training and Security

Subject: Suspicious Packages/Bomb Threats

We have assembled an information booklet for distribution to all switchboard operators, materials management, and maintenance personnel responsible for receiving telephone calls, parcels and/or mail.

This instructional material will enable them to recognize and properly respond to suspicious packages and/or bomb threats.

Please see that these booklets are distributed to and reviewed by appropriate personnel at your division. It is recommended the booklets are kept out at a conspicuous place at each workstation for quick and easy access.

Pleas contact me at ext. 3172 if you have any questions.

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LETTER BOMBS – A BASIC GUIDE

WARNING!!! A LETTER OR PACKAGE SHOULD ALWAYS BE TREATED WITH SUSPICION, EVEN IF ONLY ONE OF THE CLUES IS PRESENT. IF YOU GET ONE **DO NOT OPEN IT!!** STORE IT IN A SECURE PLACE: INFORM YOUR SUPERVISOR AND CALL THE POLICE IMMEDIATELY.

Holes in the Envelope: Letter bombs sometimes have holes through which a split pin, or other safety device has been pulled out with a wire.

Balance: Any letter should be treated as suspect, if it is unbalanced, has loose contents, or is heavier on one side than the other.

Inner Enclosures: If, after opening a letter or package, an inner sealed enclosure is encountered, it should be treated as suspect.

Handwritten Addresses: Any mail should be treated with caution, if it features a foreign style of writing not normally received. This should be considered in relation to the postmark.

Protruding Wires or Tinfoil: Letter bombs can be loosened or damaged in the post, causing fuses or electrical wiring to penetrate the wrapping or envelope.

Poorly Typed Addresses: Typed addresses may lack the professional touch of a secretary, or a person, who types everyday.

Incorrect Titles: This could indicate a package being sent speculatively and should be treated as suspect.

No Return Address: No indication at all as to the sender should be treated as suspect. Check with the intended recipient to see, if they are expecting such a package. Check to see, if there is any packaging listed outside to identify what the contents might be.

Grease Marks, Oily Stains or Discoloration: Some explosives leave greasy black marks on paper, or may sweat – a certain clue to a letter bomb. It may also mean that the explosive is old and unstable and very dangerous. The envelope may also have signs of more than usual handling.

Rigid Envelope: If an envelope has any feeling of springiness at the top, bottom, or sides, but it does not bend or flex, this could be a sign of an explosive device.

Restrictive Markings: Confidential, Personal, or other restrictive markings might indicate a letter bomber trying to ensure that the package is opened only by a targeted individual.

Suspicious Packaging: An envelope taped down all around instead of having a normal opening flap may contain a booby trap spring. Letters or packets with excessive securing material should be treated as suspect.

Smell: A smell of almonds, or marzipan, or any strange odor, is a good clue to suspect a letter bomb.

Postmark: Note the postmark. It may be from a country directing a terrorist campaign or an area where postal bombs are common.

Excessive Weight: If it seems excessively heavy for its size, it should be treated as suspect.

Too Many Stamps: Excessive postage might indicate an anxious bomber wanting to ensure that the package goes through the post office without too much difficulty.

Mis-Spelling of Common Words: Do not assume, however, that addresses on letter bombs will be mis-spelt or crudely written – Terrorists come from all backgrounds and some not only have cultured handwriting, but are also familiar with etiquette and protocol.

Visual Distractions: Letter bombs in the form of paperback books are quite common. The books often have an obscene or erotic picture on the cover to shock or distract someone.

Other Unusual Features: An envelope containing a bomb may have other unusual features, for example, if it is designed to explode when the contents are pulled out of the top, they may well have been inserted from the side flap of the envelope and this flap may not look quite the same as when it was manufactured.

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Letter type bombs may feel rigid, or appear uneven or lopsided. Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed – Fragile-Handle With Care or Rush Do Not Delay. Parcel bombs may have an irregular shape, soft spots, or bulges. Parcel bombs may make a buzzing or ticking noise or a sloshing sound. Pressure or resistance may be noted when removing contents from an envelope or parcel.

If you are suspicious of a mailing and are unable to verify the contents with the addressee or sender:

1. **DO NOT TOUCH OR HANDLE UNNECESSARILY.**
2. **DO NO OPEN THE ARTICLE.**
3. Isolate the mailing and evacuate the immediate area.
4. Do not put in water or a confined space such as a desk drawer or filing cabinet.
5. If possible, open windows in the immediate area to assist with venting potential explosive gases.
6. If you have any reason to believe a letter or parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent – instead, contact the supervisor.

Personal articles such as clothing, backpacks, briefcases, and shopping bags would not normally be considered suspicious items unless a threat had been received that could relate to the article or some other unusual circumstances are present.

It is imperative that personnel be instructed that their only mission is to report suspicious objects. Under no circumstances should anyone move, jar or touch a suspicious object or anything attached to it. The removal or disarming of a suspected bomb must be left to the professionals!

LETTER AND PARCEL BOMB RECOGNITION POINTS

- Foreign mail, air mail and special deliveries
- Restrictive markings such as CONFIDENTIAL or PERSONAL
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Misspellings of common names
- Oily stains or discolorations
- No return address
- Excessive weight, unevenly distributed or lopsided
- Rigid envelope, less flexible than normal letters
- Protruding wires or metal
- Excessive securing material (tape, string, etc.)
- Visual distractions, misleading statements OFFICIAL
- Edges are normally sharp not round
- Emitting noises

WHAT TO DO

- DO NO OPEN OR HANDLE UNNECESSARILY
- ISOLATE THE MAILING IN A SAFE PLACE AWAY FROM OTHER PEOPLE OR MOVE EVERYBODY AWAY
- CALL THE POLICE **911** AND NOTIFY YOUR SUPERVISOR

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U.S. Department of Justice
Federal Bureau of Investigation

If you receive a suspicious letter or package

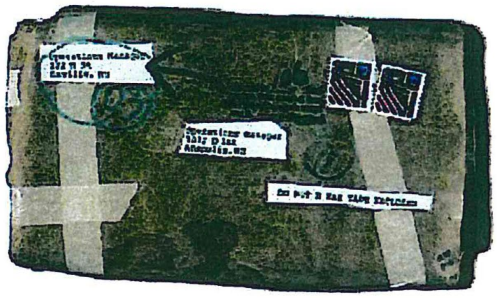
What should you do?

1. **Avoid handling Don't shake or bump**
2. **Isolate and look for indicators**
3. **Don't Open, Smell, or Taste**
4. **Treat it as Suspect! Call 911**

If you suspect a letter or package contains a bomb, radiological, biological, or chemical threat: Isolate area immediately, Call 911, Wash your hands with soap and water.

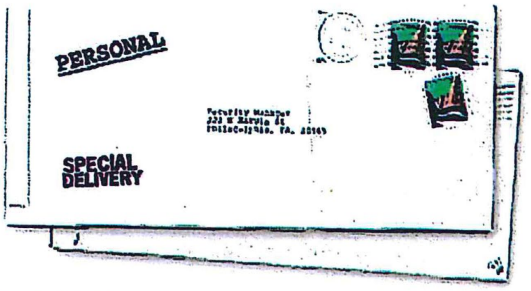
Indicators:

Addressed to title only or incorrect title with name.
Lopsided or uneven.
Rigid or bulky.



Protruding wires.
Strange odor.
Oily stains, discolorations, or crystallization on wrapper.
Excessive tape or string.

No return address, or restrictive markings.
Unknown powder or suspicious substance.
Possibly mailed from a foreign country.



Poorly typed or written.
Excessive postage.
Misspelled words.

Police Department: _____
Fire Department: _____
Local FBI Office: _____
(ask for the duty agent, special agent bomb technician, or weapons of mass destruction coordinator)

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GENERAL INFORMATION BULLETIN 2000-3 (revised 6/11/2010)
Produced by Bomb Data Center
Weapons of Mass Destruction Operations Unit

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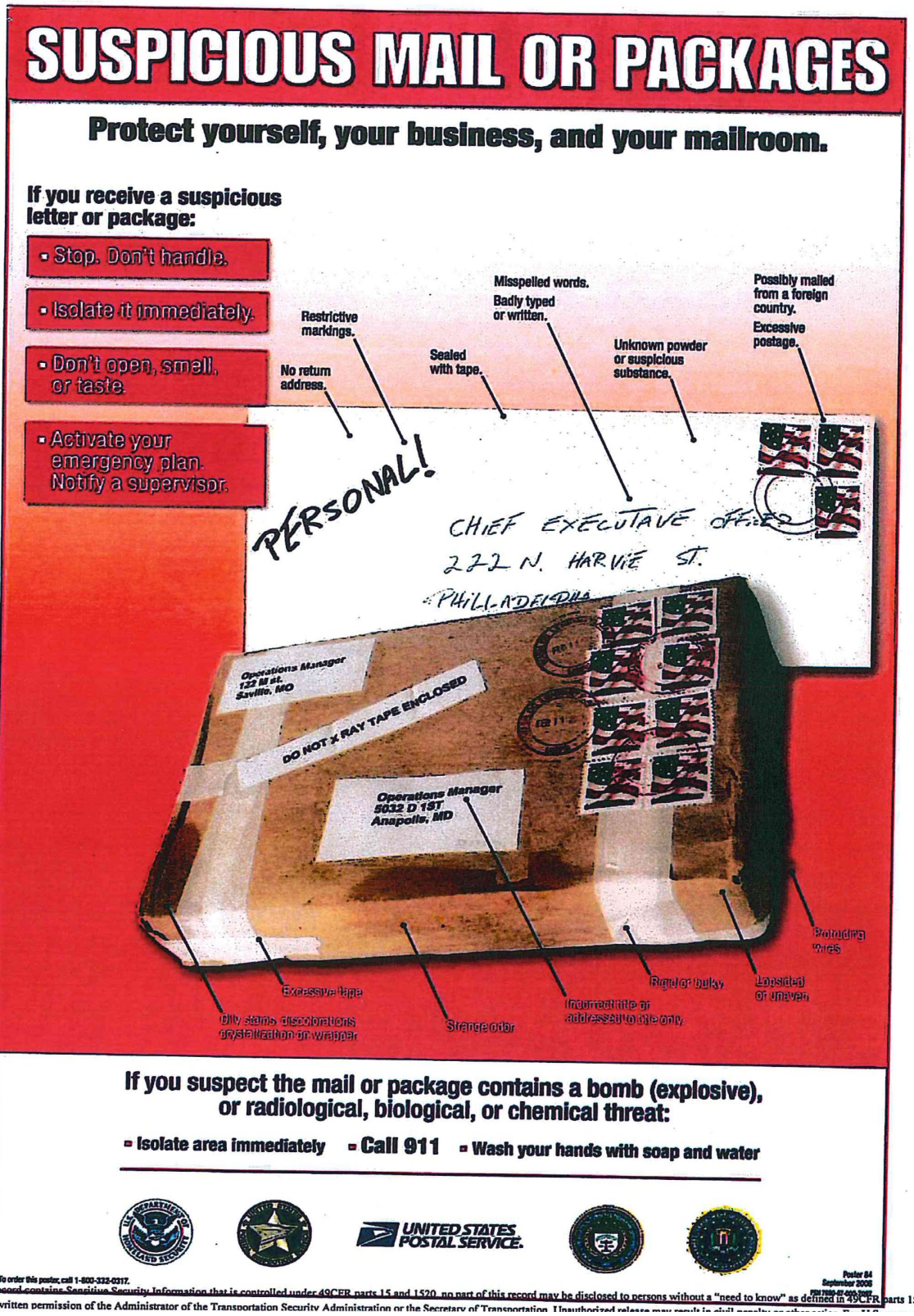

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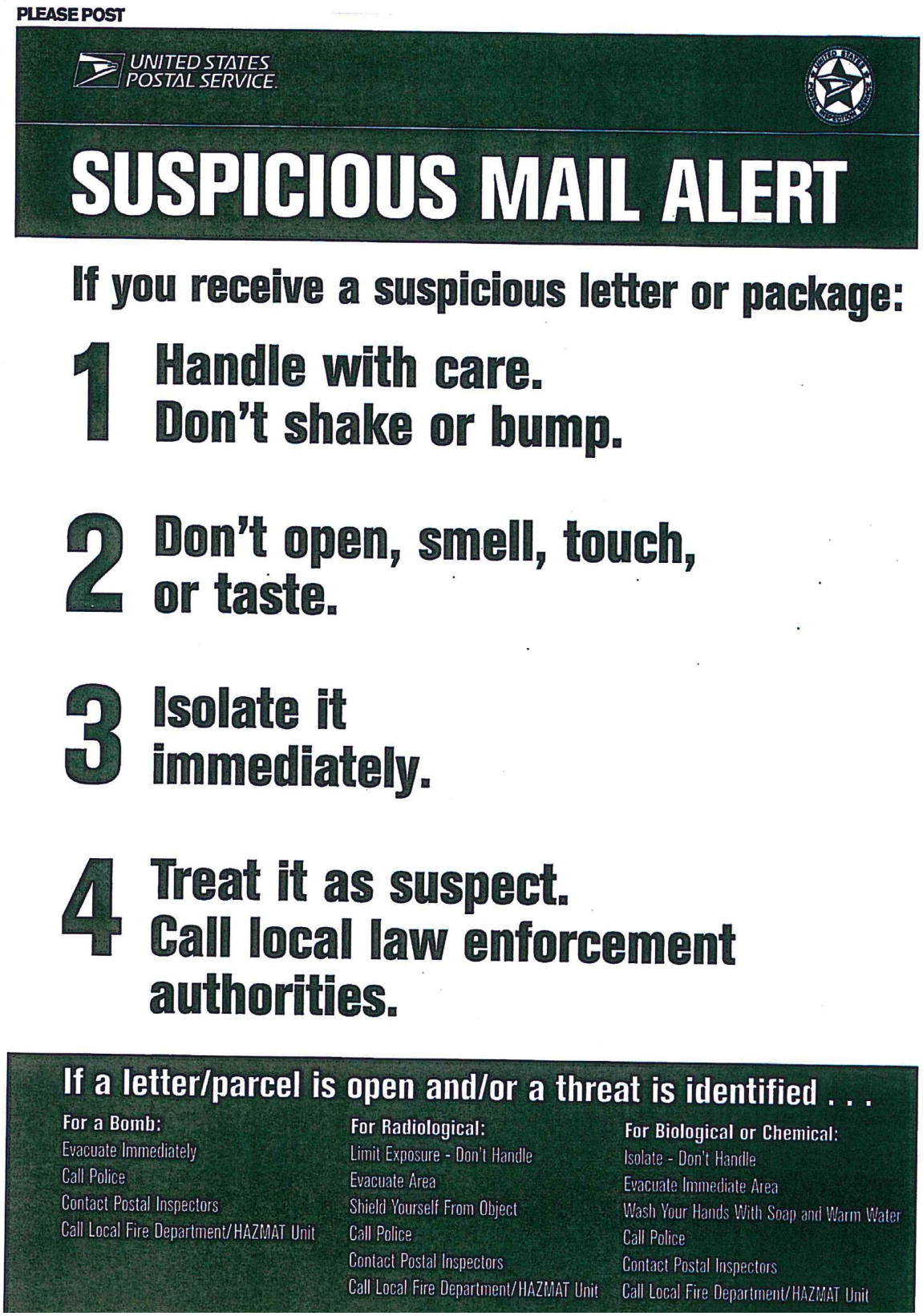

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HOW TO HANDLE A BOMB THREAT CALL

Any employee could receive a bomb threat phone call and must be prepared to handle the call as calmly and professional as possible. If you receive a bomb threat call towards Pace, its employees or passengers, please do the following:

- Do your best to keep the caller on the phone as long as possible.
- Record the time of the call and the caller's phone number if listed on your phone display.
- Signal another employee to contact a supervisor.
- If possible, record everything the caller says. Ask them to repeat stating you are having problems hearing them.

Note any of the following: Is the person male or female, approximate age, speech impediment or accent, background noises, if the voice is familiar.

- Ask: Where is the bomb? When is it going to explode? What does it look like? What kind of bomb is it? Why did you place the bomb? What is your name?
- If it is a threat to another Pace employee, try to get the name of the employee.
- If the threat involves our service, try to get the route, location, time and direction of the issue.
- Never threaten the caller or become disrespectful, this will further anger the caller.
- Have a copy of the Bomb Threat Form and complete as much information as soon as possible after you complete the call.
- **Immediately notify your supervisor or management staff that you have received a bomb threat phone call.**

It is extremely important that the appropriate personnel are notified so that an investigation can be initiated to safeguard our employees and passengers.

All calls of a threatening nature must be reported **IMMEDIATELY** to the Revenue Services Emergency number 1-847-228-4200 (ext. 4200) or directed immediately to the appropriate Regional Manager responsible for the employee or service mentioned by the caller. The attached Bomb Threat Form needs to be sent to John Braband in Revenue Services at Pace Headquarters.

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Bomb Threat Procedures

In recent years, the use and threatened use of explosives in our society has increased at an alarming rate. Organizations must prepare a plan of action to respond effectively. This brief provides guidelines that will assist transit agencies in developing a procedure specific to their particular environment.

Steps To Be Considered

When faced with a bomb threat, the primary concern must always be the safety of the passengers, employees, and emergency responders. Many transit agencies already have a disaster or emergency procedure for responding to smoke, fire, or medical emergencies in stations, administrative facilities, and shops/yards. Several aspects of these procedures remain viable in a bomb threat procedure.

However, new problems must be addressed when a bomb threat is received. For example, in the instance of a fire, effort is directed at evacuating the occupants in a quick and orderly manner. In the case of a bomb threat, if evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises. The Potential hazard remains when a building is evacuated before a search has been made. Personnel cannot safely re-occupy the building and resume normal activities until a search has ben conducted. Such problems require a procedure with seven logical steps:

Step 1) Threat Reception
Step 2) Threat Evaluation
Step 3) Search Procedure
Step 4) Locating Unidentified Suspicious Objects
Step 5) Evacuation Procedure
Step 6) Re-occupation of Building
Step 7) Training and Essential Personnel

Each of these steps is discussed on the following pages.

Step 1: Threat Reception

Threats are transmitted in several ways:

Telephone Threats (threat to detonate explosive is phoned into system):

- Caller is the person who placed the device
- Caller has knowledge of who placed the device

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- Caller wants to disrupt system operation

Written Threats:

- May be more serious than phoned-in threats
- Written threats are generally more difficult to trace than phoned-in threats

Letter and Package Threats:

- These threats serve a variety of purposes, but, generally, they are directed at specific system personnel rather than at the system as a whole
- The personal motivations of the criminal may be more important in these types of threats

Bomb threats are normally transmitted by phone. The person receiving the call should be prepared to obtain precise information, including:

- The time the call was received and on which telephone number or extension
- The exact words of the person making the threat should be recorded
- Indicate whether it was a male or female voice and an approximate age
- Note any accent or speech impediment or slurring of speech which could indicate intoxication or an unbalanced condition
- Listen for the presence of any background noises such as traffic, music, or other voices
- Decide if the voice is familiar
- The person receiving the threatening call should be prepared to ask the call certain questions if the information has not been volunteered:
    - Where is the bomb?
    - When is it going to explode?
    - What does it look like?
    - What kind of bomb is it?
    - Why did you place the bomb?
    - What is your name?

The caller may provide specific information by answering these questions. Often the type of person making a threat of this nature becomes so involved that they will answer the questions impulsively. Any additional information obtained will be helpful to police and explosive technicians. To assist the person receiving the call, it is suggested a printed form be readily available. Typically, this checklist is kept readily available to the transit dispatcher or administrative personnel most likely to receive such a threat.

Step 2: Threat Evaluation

Two basic descriptions of threats can be identified:

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- Non-specific threat: This is the most common type of threat, usually with little information given other than, "There is a bomb in your building."
- Specific threat: This threat is given in more detail. Reference is often made to the exact location of the device, or the time it will detonate

Specific threats should be considered more serious in nature, requiring a more concerted effort in the response. The non-specific threat, however, cannot be ignored. A policy must be developed to respond effectively to both threat levels.

Certain actions should be taken regardless of the threat category:

- Notify law enforcement (whether internal transit police and/or security or local law enforcement)
- Notify management personnel
- Indicate the search procedure
- Search before evacuation of personnel (employee search)
- Search after evacuation of personnel (volunteer search)

Notification to the internal and/or external law enforcement, security and management personnel should be prompt, and include as much detail as possible. The person who received the threatening call should be available immediately for interviewing. Copies of the completed threat checklist should be readily available to all who may need it.

The appropriate search procedure should be initiated. Searches in the transit environment – as in many other environments – have two major constraints:

- Radio communication cannot be used (it may detonate the device)
- The environment is specialized, therefore, it cannot be searched effectively by outsiders

To address these concerns, personnel who work in a particular area, or who are responsible for an area, should be used. Not only will these personnel provide a much more thorough search than outside responders, but they are knowledgeable concerning station or utility emergency communication systems, and can access "land line" telephones to manage communications more effectively during the search. A system that utilizes the employees – after evacuations have been ordered – should always and only use volunteers.

The following criteria help determine what immediate action to take:

Factors favoring a search before the movement of personnel (occupant search):

- There is a high incidence of hoax telephone threats

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- Effective security arrangements have been established
- Information in the warning is imprecise or incorrect
- The caller sounded intoxicated, amused, or very young
- The prevailing threat of terrorist activity is low

Factors favoring movement of personnel before searching (volunteer search):

- The area is comparatively open
- Information in the warning is precise as to the matters of location, a description of the device, the timing, and the motive for the attack. A prevailing threat of terrorist activity is high.

Step 3: Search Procedure

Pre-planning and coordination of employees is essential in implementing an effective search of transit premises, particularly for large stations and facilities. A central control mechanism is necessary to ensure a thorough and complete response. A printed station and/or facility schematic should be identified for each major transit facility. Wherever possible, stations should be divided into zones or sections (prior to the actual conduct of the search), and volunteer personnel – familiar with the zone or section – identified to support the search, by shift or position. Back-ups and supporting volunteers should also be identified for each zone or segment. A compendium of station/facility schematics should be available to those responsible for managing bomb threats and searches. Not only will these schematics support identification and assembly of the volunteer search team, but also, as the search is conducted, each area can be "crossed off" the plan as it is searched.

Areas that are accessible to the public require special attention during a search, and may be vitally important if an evacuation is to be conducted. The level of the search should be commiserate with the perceived threat level:

- An occupant search is used when the threat's credibility is low. Occupants search their own areas. The search is completed quickly because occupants know their area and are most likely to notice anything unusual.
- The volunteer team search is used when the threat's credibility is high. The search is very thorough and places the minimum number of personnel at risk. Evacuate the area completely, and ensure that it remains evacuated until the search is complete. Search teams will make a slow, thorough, and systematic search of the area.

During the search procedure, the question often arises, "What am I looking for?" The basic rule is: Look for something that does not belong, or is out of the ordinary, or out of place. Conduct the search quickly, yet thoroughly, keeping the search time to a maximum of 15 to 20 minutes. Both the interior and exterior of the station or facility should be searched.

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Historically, the following areas have been used to conceal explosive or hoax devices in the transit environment:

Outside Station Areas:

- Trash cans
- Dumpsters
- Mailboxes
- Bushes
- Street drainage systems
- Storage areas
- Parked cars
- Shrubbery
- Newspaper stands

Inside Station Areas:

- Ceilings with removable panels
- Overhead nooks
- Areas behind artwork, sculptures and benches
- Storage areas and utility rooms
- Recently repaired/patched segments of walls, floors, or ceilings
- Trash receptacles
- Fire hose racks
- Elevator shafts
- Restrooms
- Behind access doors
- Crawl spaces
- Behind electrical fixtures
- Mail rooms

Depending on the nature of the threat, searches may expand to include transit vehicles. In extremely rare instances, dispatchers have instructed operators on certain bus routes or rail lines to immediately bring their vehicle to a safe location, deboard passengers, and walk-through the vehicle – looking for unidentified packages. In other instances, evacuated vehicles have been met by law enforcement officers, who actually conduct the search, including the vehicle undercarriage and rooftop areas.

Step 4: Locating an Unidentified Suspicious Package

If an unidentified or suspicious object is found, all personnel should be instructed (1) not to move it and (2) to report it to central dispatch or the search team leader immediately. The following information is essential:

- Location of the object
- Reason(s) suspected
- Description of the object
- Any other useful information – how difficult to secure area, evacuate, nearest emergency exits, etc.

Based on this information, decisions will be made regarding the following:

- Removal of persons at risk
- Establishment of perimeter control of the area to ensure that no one approaches or attempts to move the object

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- Activities to establish ownership of the object (in the event that legitimate property has been left behind in error prior to the bomb threat being received)
- Assignment of someone familiar with the building and the area where the object is located to meet the Explosives Disposal Unit personnel on their arrival (in the event that they have been called)
- Continue implementation of search procedure until all areas have reported to the central control, as there may be more than one unidentified object

While volunteers and public safety personnel are conducting the search, and particularly while they are managing response to a suspicious package, they should keep in mind the following information:

- Improvised Explosive Devices (IEDs) and other types of bombs inflict casualties in a variety of ways, including the following:
    - Blast over pressure (a crushing action on vital components of the body; eardrums are the most vulnerable)
    - Falling structural material
    - Flying debris (especially glass)
    - Asphyxiation (lack of oxygen)
    - Sudden body translation against rigid barriers or objects (being picked up and thrown by a pressure wave)
    - Bomb fragments
    - Burns from incendiary devices or fires resulting from blast damage – inhalation of toxic fumes resulting from fires
- The following are four general rules to follow to avoid injury from an IED:
    - Move as far from a suspicious object as possible without being in further danger from other hazards such as traffic or secondary sources of explosion
    - Stay out of the object's line-of-sight, thereby reducing the hazard of injury because of direct fragmentation
    - Keep away from glass windows or other materials that could become flying debris
    - Remain alert for additional or secondary explosive devices in the immediate area, especially if the existence of a bomb threat evacuation assembly area has been highly publicized
- Historically, perpetrators of bombings in the transit environment (in foreign countries such as Israel, France, India, and England) have used two tactics that intensify the magnitude of casualties inflicted by detonation of an explosive device:
    - Perpetrators have detonated a small device to bring public safety personnel to the site; a larger, more deadly device has detonated some time after the first device, thereby inflicting a large number of casualties on the first responder community.

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- Perpetrators have used a real or simulated device to force the evacuation of a facility only to detonate a much more substantial device in identified bomb threat evacuation assembly areas. These attacks are especially harmful because the evacuation assembly areas often concentrate transit personnel and passengers more densely than would otherwise be the case.

Step 5: Evacuation Procedure

If an unidentified object is found, a quiet and systematic evacuation from the area should be conducted. Prior to evacuation, all areas used in the evacuation route must be searched: stairwells, corridors, elevators, and doorways. When these areas have been checked, volunteer personnel should be assigned to direct other personnel along the searched exit routes.

As a general guideline, evacuation should be to a minimum distance of 300 feet in all directions from the suspicious package, including the area above and below the site, giving regard to the type of building construction (thin walls, glass) and the size of the suspicious package. Elevators should not be used to evacuate people under normal circumstances. A power failure could leave them trapped in a hazardous area. Attention should be paid to the need for special transportation requirements of persons with disabilities.

The essential task in evacuation procedures is to direct people to quietly leave the premises, using tact and power of suggestion, in an effort to maintain control and avoid panic. Once a complete or partial evacuation has taken place, there must be some form of accounting for all personnel. This may be a difficult task, but a necessary one to ensure the safety of all personnel.

Assembly areas should be pre-selected and well known to personnel. Establish a clearly defined procedure for controlling, marshaling, and checking personnel within the assembly area. If possible, for major transit stations, assembly areas should be coordinated with local police in advance. Assembly areas are selected using the following criteria:

- Locate assembly areas at least 300 feet from the likely target or building (if possible)
- Locate assembly areas in areas where there is little chance of an IED being hidden. Open spaces are best. Avoid parking areas because IEDs can be easily hidden in vehicles.
- Select alternate assembly areas to reduce the likelihood of ambush with a second device or small-arms fire. If possible, search the assembly area before personnel occupy the space.
- Avoid locating assembly areas near expanses of plate glass or windows. Blast effects can cause windows to be sucked outward rather than blown inward.
- Select multiple assembly areas (if possible) to reduce the concentration of key personnel. Drill and exercise personnel to go to different assembly areas to avoid developing an

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evacuation and emergency pattern that can be used by perpetrators to attack identifiable key personnel.

Step 6: Re-Occupation of Station/Facility

Re-occupation of the building is a decision that must be made by an appropriate transit agency or law enforcement official. If the evacuation was made without a search, the premises should be searched before re-occupation.

Step 7: Training

Any effective threat procedure must be accompanied with an adequate training program. Training the essential personnel should encompass both the preventative and operational aspects of the procedure. Prevention can be accomplished through employee awareness, developing good housekeeping habits, and being on the alert for suspicious items or persons.

Operational training may include lectures by transit police and security instructional staff to guest speakers, in-service training classes, and practical training exercises. Evacuation and search drills should be performed periodically under the supervision of transit police or local law enforcement. Coordination with local law enforcement is particularly important for those small agencies with no internal security.

Conclusion

Considering recent events, it is advisable to consider all threats serious. A well-prepared and rehearsed plan will ensure an effective, quick search with minimal disruption of normal operation. Panic and possible tragedy can be avoided. Appropriate security, heightened employee and passenger awareness, and good housekeeping controls will identify many potential problems.

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Appendix E

Emergency Telephone Directory

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Local/Suburban Police Departments (Alphabetical – Includes Addresses)

POLICE DEPT.	ADDRESS	NON-EMERGENCY
ADDISON	131 W. LAKE STREET	(630) 543-3080
ALGONQUIN	2200 HARNISH DRIVE	(847) 658-4531
ALSIP	4500 W. 123RD STREET	(708) 385-6902
ANTIOCH	433 ORCHARD ST.	(847) 895-8585
ARLINGTON HTS.	200 E. SIGWALT	(847) 368-5300
AURORA	1200 E. INDIAN TRAIL	(630) 256-5000
BARRINGTON	400 N. NW HIGHWAY	(847) 304-3300
BARRINGTON HILLS	112 ALGONQUIN ROAD	(847) 551-3006
BARTLETT	228 S. MAIN STREET	(630) 837-0846
BATAVIA	100 N. ISLAND	(630) 454-2500
BEDFORD PARK	6701 S. ARCHER	(708) 458-3388
BEECHER	725 PENFIELD	(708) 946-2341
BELLWOOD	3200 W. WASHINGTON BLVD	(708) 547-3530
BENSENVILLE	100 N. CHURCH	(708) 350-3455
BERKELEY	5819 ELECTRIC AVENUE	(708) 449-8716
BERWYN	6401 31ST STREET	(708) 795-5600
BLOOMINGDALE	201 S. BLOOMINGDALE ROAD	(630) 529-9868
BLUE ISLAND	13031 S. GREENWOOD	(708) 385-1313
BOLINGBROOK	375 W. BRIARCLIFF	(630) 226-8600
BRIDGEVIEW	7500 S. OKETO	(708) 458-2131
BROADVIEW	2350 S. 25TH STREET	(708) 345-6550
BROOKFIELD	8820 BROOKFIELD AVENUE	(708) 485-8131
BUFFALO GROVE	46 S. RAUPP BLVD.	(847) 459-2560
BURBANK	5650 W 75TH PLACE	(708) 924-7300
BURNHAM	14450 MANISTEE	(708) 891-2122
BURR RIDGE	7660 COUNTYLINE ROAD	(708) 323-8181
CALUMET CITY	1200 PULASKI ROAD	(708) 868-2500
CALUMET PARK	12409 S. THROOP	(708) 385-6862
CAROL STREAM	500 N. GARY AVENUE	(630) 668-2167
CARPENTERSVILLE	1200 LW BESINGER DRIVE	(847) 551-3481
CARY	654 VILLAGE HALL DRIVE	(847) 639-2342
CHICAGO HEIGHTS	1601 HALSTED	(708) 756-6400
CHICAGO RIDGE	10425 S. RIDGELAND	(708) 425-7831
CICERO	4901 W. CERMAK	(708) 652-2130
CLARENDON HILLS	448 PARK AVE #1	(630) 286-5460
COUNTRY CLUB HILLS	3700 175TH PLACE	(708) 798-3191
COUNTRYSIDE	5550 S. EAST AVENUE	(708) 352-2171
CRESTHILL	1610 PLAINFIELD ROAD	(815) 741-5111
CRESTWOOD	13840 S. CICERO AVENUE	(708) 371-4800
CRETE	542 W. EXCHANGE	(708) 672-0911
CRYSTAL LAKE	100 W. WOODSTOCK STREET	(815) 459-2020

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POLICE DEPT.	ADDRESS	NON-EMERGENCY
DARIEN	1710 PLAINFIELD ROAD	(630) 971-3999
DEERFIELD	850 WAUKEGAN ROAD	(847) 945-8636
DES PLAINES	1420 MINER STREET	(847) 391-5400
DIXMOOR	170 W. 145TH STREET	(708) 388-
3340OLTON	14030 PARK AVENUE	(708) 841-2533
DOWNERS GROVE	825 BURLINGTON	(630) 434-5600
EAST CHICAGO HTS	83 E. JOE ORR ROAD	(708) 756-5370
EAST DUNDEE	120 BARRINGTON AVENUE	(847) 428-8784/4034
EAST HAZEL CREST	17223 S. THROOP	(708) 798-2186
ELGIN	151 DOUGLAS STREET	(847) 289-2700
ELK GROVE	901 WELLINGTON	(847) 357-4100
ELMHURST	125 E. 1ST	(630) 530-3050
ELMWOOD PARK	7420 W FULLERTON	(708) 453-2137
EVANSTON	1454 ELMWOOD STREET	(847) 866-5000
EVERGREEN PARK	9420 S. KEDZIE AVENUE	(708) 422-2142
FLOSSMOOR	2800 S. FLOSSMOOR	(708) 957-4500
FORD HEIGHTS	1343 ELLIS AVE	(708) 758-3441
FOREST PARK	517 DES PLAINES AVENUE	(708) 366-2425
FOREST VIEW	7000 W. 46TH STREET	(708) 788-0318
FOX LAKE	301 S. ROUTE 59	(847) 587-3100
FOX RIVER VALLEY GARDENS	69 SOUTH CIRCLE AVENUE	(847)639-70401
FRANKLIN PARK	9500 W. BELMONT STREET	(847) 678-2444
GENEVA	20 POLICE PLAZA	(630) 232-4736
GILBERTS	86 RAILROAD ST	(847) 428-2954
GLEN ELLYN	535 DUANE STREET	(630) 469-1187
GLENCOE	675 VILLAGE COURT	(847) 835-4112
GLENDALE HEIGHTS	300 E FULLERTON	(630) 260-6070
GLENVIEW	2500 E. LAKE AVE.	(847) 729-5000
GLENWOOD	ONE ASSELBORN WAY	(708) 753-2420
GOLF	1 BRIAR ROAD, P.O.	(847) 998-8857
GRAYSLAKE	10 SEYMOUR AVE	(847) 223-2341
GREAT LAKES	521 DECATUR AVE	(847) 688-5555
GURNEE	100 NORTH OPLAINE RD	(847) 599-7000
HAINESVILLE	100 N HAINESVILLE ROAD	(847) 223-2341
HAMMOND, IND	509 DOUGLAS	(219) 853-6490
HANOVER PARK	2121 LAKE STREET	(630) 372-4400
HARVARD	201 FRONT STREET	(815) 943-4431
HARVEY	15301 DIXIE HIGHWAY	(708) 331-3030
HARWOOD HEIGHTS	7300 WILSON	(708) 867-4353
HAZELCREST	3000 W. 170TH PLACE	(708) 335-9600
HICKORY HILLS	8800 W. 87TH STREET	(708) 598-4900

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POLICE DEPT.	ADDRESS	NON-EMERGENCY
HIGHLAND PARK	1677 OLD DEERFIELD ROAD	(847) 432-7730
HIGHWOOD	17 HIGHWOOD AVENUE	(847) 432-2152
HILLSIDE	30 W. WOLF ROAD	(708) 449-8851
HINSDALE	121 SYMONDS DRIVE	(630) 789-7070
HODGKINS	6015 LENZI	(708) 352-4623
HOFFMAN ESTATES	1200 GANNON DRIVE	(847) 882-1818
HOMETOWN	4331 SOUTHWEST HIGHWAY	(708) 422-2188
HOMEWOOD	7950 DIXIE HIGHWAY	(708) 206-3423
INDIAN HEAD PARK	4201 ACACIA DRIVE	(708) 246-4534
INVERNESS	1415 BALDWIN	(847) 590-3478
ISLAND LAKE	3720 GREENLEAF AVENUE	(847) 526-2100
ITASCA	550 W. IRVING PARK RD	(630) 773-0835
JOLIET	150 W. WASHINGTON STREET	(815) 726-2491
JOHNSBURG	3611 CHAPEL HIL	(815) 385-6024
JUSTICE	7800 S. ARCHER AVENUE	(708) 458-2191
KENILWORTH	4419 RICHMOND ROAD	(847) 251-2141
KILDEER	(LAKE ZURICH DISPATCH)	(847) 438-6010
LAGRANGE	304 BURLINGTON AVENUE	(708) 579-2334
LAGRANGE PARK	447 CATHRINE AVENUE	(708) 352-2151
LAKE BARRINGTON	*(LAKE COUNTY SHERIFF)*	(847) 549-5200
LAKE FOREST	255 W. DEERPATH	(847) 234-2601
LAKE-IN-THE-HILLS	1115 CRYSTAL LAKE ROAD	(847) 658-5676
LAKE VILLA	65 CEDAR AVENUE	(847) 356-6106
LAKE ZURICH	70 EAST MAIN ST.	(847) 438-2349
LANSING	2710 S. 170TH STREET	(708) 895-7150
LEMONT	14600 127TH ST	(630) 257-2229
LIBERTYVILLE	200 E. COOK	(847) 362-8310
LINCOLNSHIRE	1 OLDE HALF DAY ROAD	(847) 883-9900
LINCOLNWOOD	6900 N. LINCOLN AVENUE	(847) 673-2167
LINDENHURST	2300 EAST SAND LAKE ROAD	(847) 356-5488
LISLE	5040 LINCOLN AVE	(630) 271-4200
LOCKPORT	1212 S. FARRELL	(815) 838-2131
LOMBARD	235 E. WILSON AVENUE	(630) 620-5811
LONG GROVE	*(LAKE COUNTY SHERIFF)*	(547) 549-5200
LYNWOOD	21460 LINCOLN HIGHWAY	(7080 758-4744
LYONS	7801 OGDEN AVENUE	(708) 447-1249
MARKHAM	16313 KEDZIE PARKWAY	(708) 331-2171
MATTESON	20500 S. CICERO AVENUE	(708) 748-1564
MAYWOOD	125 S. 5TH AVENUE	(708) 450-4470
MCCOLLUM LAKE	4811 W. ORCHARD	(815) 385-2161

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POLICE DEPT.	ADDRESS	NON-EMERGENCY
MCCOOK	50TH AND GLENCOE AVENUE	(708) 447-1232
MCHENRY	333 S. GREEN	(815) 363-2200
MCHENRY SHORES	707 ETNA ROAD, OTTOWA	(815) 434-8370
MELROSE PARK	1 N 19TH AVE	(708) 344-8409
MERRIONETTE PARK	11750 KEDZIE	(708) 396-3170
MIDLOTHIAN	14801 PULASKI STREET	(708) 385-2534
MOKENA	10907 FRONT STREET	(708) 479-3912
MONEE	5357 W MAIN STREET	(708) 534-8541
MONTGOMERY	1460 S. EAST RIVER ROAD	(630) 897-8707
MORTON GROVE	6101 CAPULINA AVENUE	(847) 470-5208
MOUNT PROSPECT	112 E. NORTHWEST HIGHWAY	(847) 870-5656
MUNDELEIN	221 N LAKE STREET	(847) 968-4600
NAPERVILLE	400 S EAGLE	(630) 420-6666
NEW LENOX	701 W. HAVEN	(815) 485-3188
NILES	7000 W TOUHY	(847) 647-0400
NORRIDGE	4020 N. OLCOTT	(708) 453-4770
NORTH AURORA	200 S LINCOLN WAY	(630) 897-8705
NORTH BARRINGTON	LAKE COUNTY SHERIFF	(847) 549-5200
NORTH CHICAGO	1850 LEWIS AVENUE	(847) 596-8774
NORTH RIVERSIDE	2359 S. DES PLAINES AVENUE	(708) 447-9191
NORTHBROOK	1401 LANDWEHR AVENUE	(847) 564-2060
NORTHFIELD	350 WALNUT	(847) 446-2131
NORTHLAKE	55 E. NORTH AVENUE	(708) 531-5755
NW CENTRAL DISP.	1975 E. DAVIS ST.	(847) 398-1130
OAK BROOK	1200 OAK BROOK ROAD	(630) 990-2358
OAK FOREST	15440 CENTRAL AVENUE	(708) 687-1376
OAK LAWN	9446 S. RAYMOND AVENUE	(708) 422-8292
OAK PARK	123 W MADISON	(708) 386-3800
OLYMPIA FIELDS	20701 GOVERNORS HIGHWAY	(708) 503-8100
ORLAND HILLS	16039 S. 94TH AVENUE	(708) 349-4434
ORLAND PARK	15100 RAVINIA AVENUE	(708) 349-4111
PALATINE	200 E. WOOD STREET	(847) 359-9011
PALOS HEIGHTS	7607 W. COLLEGE AVENUE	(708) 448-5060
PALOS HILLS	8555 W. 103RD STREET	(708) 598-2992
PALOS PARK	8999 W 123RD	(708) 448-0639
PARK FOREST	200 LAKEWOOD BLVD	(708) 748-4701
PARK RIDGE	200 S. VINE STREET	(847) 318-5252
PHOENIX	15240 VINCENNES	(708) 331-2192
POSEN	2440 W. WALTER ZIMNY DRIVE	(708) 385-0277
PROSPECT HEIGHTS	14 E CAMP MCDONALD RD	(847) 398-5511
RICHTON PARK	4455 W. SAUK TRAIL	(708) 849-4820

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POLICE DEPT.	ADDRESS	NON-EMERGENCY
RIVERDALE	725 W 138TH	(708) 841-2203
RIVER FOREST	400 PARK	(708) 366-8500
RIVER GROVE	2621 THATCHER AVENUE	(708) 453-2121
RIVERSIDE	27 RIVERSIDE	(708) 447-2127
RIVERWOODS	845 SAUNDERS	(847) 945-1820
ROBBINS	323 W. 137TH STREET	(708) 385-4122
ROCKDALE	79 MOEN	(815) 725-0360
ROLLING MEADOWS	3600 KIRCHOFF ROAD	(847) 255-2416
ROMEOVILLE	1050 W. ROMEO	(815) 886-7219
ROSELLE	103 S. PROSPECT STREET	(630) 980-2025
ROSEMONT	9501 DEVON AVENUE	(847) 823-1134
ROUND LAKE	430 NORTH CEDAR LAKE RD	(847) 546-8112
ROUND LAKE BEACH	1947 N. MUNICIPAL	(847) 546-2127
ROUND LAKE HEIGHTS	619 W. PONTIAC COURT, STE A	(847) 546-9704
ROUND LAKE PARK	25 E. MAIN STREET	(847) 546-7275
SAUK VILLAGE	21701 TORRENCE AVENUE	(708) 758-1331
SCHAUMBURG	1000 SCHAUMBURG ROAD	(847) 882-3586
SCHILLER PARK	9526 IRVING PARK ROAD	(847) 678-4794
SKOKIE	8350 LARAMIE STREET	(847) 982-5900
SLEEPY HOLLOW	1 THROUGHBRED LANE	(847) 426-4425
SOUTH BARRINGTON	30 S. BARRINGTON ROAD	(847) 381-7511
SOUTH CHICAGO HTS	2729 JACKSON	(708) 754-7131
SOUTH ELGIN	10 N. WATER	(847) 741-2151
SOUTH HOLLAND	16220 WAUSAU AVENUE	(708) 331-3131
ST. CHARLES	2 E. MAIN AVENUE	(630) 377-4435
STEGER	35 W. 34TH STREET	(708) 755-0220
STICKNEY	6533 PERSHING ROAD	(708) 788-2131
STONE PARK	1629 N. MANNHEIM ROAD	(708) 450-3215
STREAMWOOD	401 E. IRVING PARK ROAD	(630) 837-0953
SUMMIT	5810 S. ARCHER ROAD	(708) 563-4830
THORNTON	700 PARK	(708) 877-4440
TINLEY PARK	7850 193RD ST	(708) 532-9111
UNIVERSITY PARK	698 BURNHAM DRIVE	(708) 235-4802
VERNON HILLS	754 LAKEVIEW PARKWAY	(847) 367-3729
VILLA PARK	11 W. HOME AVENUE	(630) 834-7447
WARRENVILLE	3S245 WARREN AVENUE	(630) 393-2131
WAUCONDA	311 S. MAIN	(847) 526-2421
WAUKEGAN	420 ROBERT V SABONJIAN PL	(847) 599-2500
WESTCHESTER	10300240 ROOSEVELT ROAD	(708) 345-0060
WEST CHICAGO	325 SPENCER STREET	(630) 293-2222

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POLICE DEPT.	ADDRESS	NON-EMERGENCY
WEST DUNDEE	555 S. 8TH STREET	(847) 551-3810
WESTERN SPRINGS	740 HILL GROVE AVENUE	(708) 246-8540
WESTMONT	500 N CASS	(630) 981-6300
WHEATON	900 W. LIBERTY DRIVE	(630) 260-2161
WHEELING	1 COMMUNITY BLVD	(847) 459-2632
WILLOWBROOK	7760 QUINCY STREET	(630) 325-2808
WILLOW SPRINGS	8156 S. ARCHER ROAD	(708) 835-2731
WILMETTE	710 RIDGE ROAD	(847) 256-1200
WINNETKA	410 GREENBAY ROAD	(847) 501-6034
WOOD DALE	404 N. WOODALE ROAD	(630) 766-2060
WOODRIDGE	1 PLAZA DRIVE	(630) 719-4740
WORTH	7112 W. 111TH STREET	(708) 448-3979
ZION	2101 SALEM BLVD	(847) 872-8000

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State and County Police Departments

Illinois State Police

District 2	Elgin	777 S. State, Elgin	(847) 931-2405
District 3	Chicago	9511 W. Harrison, Des Plaines	(847) 294-4400
District 5	Joliet	16648 S. IL Rt. 53, Lockport	(847) 726-6377
District 15	Downers Grove	2700 Odgen, Downers Grove	(630) 241-6800

NON-EMERGENCY: (847) 294-4400

County Sheriff Police Department

Cook County Sheriff

Headquarters	Maywood	1500 S. Maybrook Dr., Ste. 236	(708) 865-6025

DuPage County

Headquarters	Wheaton	501 N. County Farm Rd.	(630) 682-7256

Grundy County

Headquarters	Morris	111 E. Washington St.	(815) 942-0336

Kane County

Headquarters	St. Charles	37W755 Il Route 38	(630) 232-6840

Kendall County

Headquarters	Yorkville	1102 Cornell Ln.	(630) 553-7500

Lake County

Headquarters	Waukegan	25 S. Martin Luther King Jr. Ave	(847) 377-4000

McHenry County

Headquarters	Woodstock	2200 N. Seminary	(815) 334-4000

Will County

Headquarters	Joliet	14 W. Jefferson, Joliet	(815) 727-8574

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Chicago Police Department

DISTRICT		
1ST	CENTRAL	(312) 747-4290
2ND	WENTWORTH	(312) 747-8366
3RD	GRAND CROSSING	(312) 747-8201
4TH	SOUTH	(312) 747-7581
5TH	CALUMET	(312) 747-8210
6TH	GRESHAM	(312) 745-3617
7TH	ENGLEWOOD	(312) 747-8223
8TH	CHICAGO LAWN	(312) 747-8730
9TH	DEERING	(312) 747-8227
10TH	ODGEN	(312) 747-7511
11TH	HARRISON	(312) 746-8386
12TH	NEAR WEST	(312) 746-8396
14TH	SHAKESPEARE	(312) 744-8290
15TH	AUSTIN	(312) 743-1440
16TH	JEFFERSON PARK	(312) 742-4480
17TH	ALBANY PARK	(312) 742-4410
18TH	NEAR NORTH	(312) 742-5870
19TH	TOWN HALL	(312) 744-8320
20TH	FOSTER	(312) 742-8714
22ND	MORGAN PARK	(312) 745-0710
24TH	ROGERS PARK	(312) 744-5907
25TH	GRAND CENTRAL	(312) 746-8605

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Local/Suburban Police Departments (by Location – Phone Numbers Only)

FAR NORTH POLICE DEPARTMENTS

ANTIOCH	(847) 395-8585
FOX LAKE	(847) 587-3100
GRAYSLAKE	(847) 223-2341
GREAT LAKES	(847) 688-5555
GURNEE	(847) 599-7000
HAINESVILLE	(847) 223-2341
LAKE VILLA	(847) 356-6106
LIBERTYVILLE	(847) 362-8310
LINDENHURST	(847) 356-5488
MUNDELEIN	(847) 968-4600
NORTH CHICAGO	(847) 596-8774
PARK CITY	(847) 662-2133
ROUND LAKE	(847) 546-8112
ROUND LAKE BEACH	(847) 546-2127
ROUND LAKE HEIGHTS	(847) 546-9704
ROUND LAKE PARK	(847) 546-7275
THIRD LAKE	(847) 549-5200
VERNON HILLS	(847) 367-3729
WAUKEGAN	(847) 599-2500
WINTHROP HARBOR	(847) 872-2131
ZION	(847) 872-8000

COUNTY POLICE

COOK	(708) 865-6025
LAKE	(847) 377-4000
DUPAGE	(630) 682-7556
KANE	(630) 232-6840
MCHENRY	(815) 334-4000

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NORTHWEST POLICE DEPARTMENTS

ALGONQUIN	(847) 658-4531
ARLINGTON HEIGHTS	(847) 368-5300
BARRINGTON	(847) 304-3300
BARRINGTON HILLS	(847) 551-3006
BARTLETT	(630) 837-0846
BLOOMINGDALE	(630) 529-9868
BUFFALO GROVE	(847) 459-2560
CARPENTERSVILLE	(847) 551-3481
CARY	(847) 639-2342
DES PLAINES	(847) 824-5400
EAST DUNDEE	(847) 428-8784
ELGIN	(847) 289-2700
ELK GROVE VILLAGE	(847) 357-4100
GLENDALE HEIGHTS	(630) 260-6070
HANOVER PARK	(630) 372-4400
HOFFMAN ESTATES	(847) 882-1818
INVERNESS	(847) 590-3478
ITASCA	(630) 773-0835
LAKE IN THE HILLS	(847) 658-5676
LAKE ZURICH	(847) 439-2349
MOUNT PROSPECT	(847) 870-5656
NORTH BARRINGTON	(847) 549-5200
PALATINE	(847) 398-9011
PROSPECT HEIGHTS	(847) 398-5511
ROLLING MEADOWS	(847) 225-2416
ROSELLE	(630) 980-2025
SCHAUMBURG	(847) 882-3586
SLEPPY HOLLOW	(847) 426-4425
SOUTH BARRINGTON	(847) 381-7511
SOUTH ELGIN	(847) 741-2151
STREAMWOOD	(630) 837-0953
WAUCONDA	(847) 526-2421
WEST DUNDEE	(847) 551-3810
WHEELING	(847) 459-2632

COUNTY POLICE

COOK	(847) 635-1188
DUPAGE	(630) 682-7256
KANE	(630) 232-6840
LAKE	(847) 377-4000
McHENRY	(815) 334-4000

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NEAR NORTH POLICE DEPARTMENTS

BANNOCKBURN	(847) 945-6080
DEERFIELD	(847) 945-8636
EVANSTON	(847) 866-5000
GLENCOE	(847) 835-4112
GLENVIEW	(847) 729-5000
GOLF	(847) 998-8857
HIGHLAND PARK	(847) 432-7730
HIGHWOOD	(847) 432-2152
KENILWORTH	(847) 251-2141
LAKE BLUFF	(847) 234-2153
LAKE FOREST	(847) 234-2601
LINCOLNSHIRE	(847) 883-9900
LINCOLNWOOD	(847) 673-2167
MORTON GROVE	(847) 470-5208
NILES	(847) 647-0400
NORTHBROOK	(847) 272-2131
NORTHFIELD	(847) 446-2131
PARK RIDGE	(847) 318-5252
RIVERWOODS	(847) 945-1820
ROSEMONT	(847) 823-1134
SKOKIE	(847) 982-5900
WILMETTE	(847) 256-1200
WINNETKA	(847) 501-6034

COUNTY POLICE

COOK	(847) 635-1188
LAKE	(847) 377-4000
DUPAGE	(630) 682-7256
MCHENRY	(815) 334-4000
KANE	(630) 232-6840
WILL	(815) 727-8574

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SOUTH POLICE DEPARTMENTS

ALSIP	(708) 385-6902	MIDLOTHIAN	(708) 385-2534
BEDFORD PARK	(708) 458-3388	MONEE	(708) 534-8541
BEECHER	(708) 946-2341	OAK FOREST	(708) 687-1376
BLUE ISLAND	(708) 385-1313	OAK LAWN	(708) 499-7723
BRIDGEVIEW	(708) 458-2131	OLYMPIA FIELDS	(708) 503-8102
BURBANK	(708) 924-7300	ORLAND HILLS	(708) 349-4434
BURNHAM	(708) 891-2122	ORLAND PARK	(708) 349-4111
CALUMET CITY	(708) 868-2500	PALOS HEIGHTS	(708) 448-5060
CALUMET PARK	(708) 385-6862	PALOS HILLS	(708) 598-2992
CHICAGO HTS.	(708) 756-6400	PALOS PARK	(708) 448-0639
CHICAGO RIDGE	(708) 425-7831	PARK FOREST	(708) 748-4701
COUNTRY CLUB HILLS	(708) 798-3191	PEOTONE	(708) 258-3003
CRESTWOOD	(708) 371-4800	PHOENIX	(708) 331-2192
CRETE	(708) 672-0911	POSEN	(708) 385-0227
DIXMOOR	(708) 385-3340	RICHTON PARK	(708) 748-8911
DOLTON	(708) 841-2533	RIVERDALE	(708) 849-4820
EAST CHICAGO HTS	(708) 756-5370	ROBBINS	(708) 385-4122
EVERGREEN PARK	(708) 422-2142	ROBERTS PARK, BRIDGEVIEW AREA	(708) 458-2131
FLOSSMOOR	(708) 957-4500	ROBERTS PARK, JUSTICE AREA	(708) 458-2191
FOREST VIEW	(708) 788-0318	SAUK VILLAGE	(708) 758-1331
GLENWOOD	(708) 753-2420	SOUTH CHGO HTS.	(708) 754-7131
HARVEY	(708) 331-3030	SOUTH HOLLAND	(708) 331-3131
HAZEL CREST	(708) 335-9600	STEGER	(708) 755-0220
HICKORY HILLS	(708) 598-4900	SUMMIT	(708) 563-4830
HOMETOWN	(708) 422-2188	THORNTON	(708) 877-4440
HOMEWOOD	(708) 209-3423	TINLEY PARK	(708) 532-9111
JUSTICE	(708) 458-2191	UNIVERSITY PARK	(708) 235-4802
LANSING	(708) 895-7150	WILLOW SPRINGS	(708) 835-2731
LYNWOOD	(708) 758-4744	WORTH	(708) 448-3979
MARKHAM	(708) 331-2171		
MATTESON	(708) 748-1564		
MARRIONETTE PARK	(708) 396-3170		

COUNTY SHERIFF'S POLICE

COOK	(708) 865-6025
DUPAGE	(630) 682-7256
KENDALL	(630) 553-7500
KANE	(630) 232-6864
WILL	(815) 727-8574
LAKE	(847) 377-4000

SOUTHWEST POLICE DEPARTMENTS

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ALSIP	(708) 385-6902
BEDFORD	(708) 458-3385
BLUE ISLAND	(708) 385-1313
BRIDGEVIEW	(708) 458-2131
BURBANK	(708) 934-7300
CHICAGO HEIGHTS	(708) 756-6400
CHICAGO RIDGE	(708) 425-7831
CRESTWOOD	(708) 371-4800
EVERGREEN PARK	(708) 422-2142
HARVEY	(708) 331-3030
HICKORY HILLS	(708) 598-4900
HODGKINS	(708) 352-4623
HOMETOWN	(708) 422-2188
HOMEWOOD	(708) 206-3423
JOLIET	(815) 726-2491
JUSTICE	(708) 458-2191
LEMONT	(630) 257-2229
LOCKPORT	(815) 838-2131
OAK FOREST	(708) 687-1376
OAK LAWN	(708) 422-7723
ORLAND PARK	(708) 386-3800
PALOS HILLS	(708) 598-2292
PALOS PARK	(708) 448-0639
ROBBINS	(708) 385-4122
SUMMIT	(708) 563-4830
WILLOW SPRINGS	(708) 835-2731
WORTH	(708) 488-3979

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NEAR WEST POLICE DEPARTMENTS

BELLWOOD	(708) 547-3530
BERKELEY	(708) 449-8716
BERWYN	(708) 795-5600
BROADVIEW	(708) 345-6550
BROOKFIELD	(708) 485-8131
BURR RIDGE	(630) 323-8181
CICERO	(708) 652-2130
CLARENDON HILLS	(630) 286-5460
COUNTRY SIDE	(708) 352-2171
DARIEN	(630) 971-3999
ELMWOOD PARK	(708) 453-2137
FOREST PARK	(708) 366-2425
FOREST VIEW	(708) 788-0318
FRANKLIN PARK	(847) 678-2444
HARWOOD HEIGHTS	(708) 867-4343
HILLSIDE	(708) 449-8851
HINSDALE	(630) 789-7070
HODGKINS	(708) 352-4623
INDIAN HEAD PARK	(708) 246-4534
LAGRANGE	(708) 352-2131
LAGRANGE PARK	(708) 579-2334
LYONS	(708) 447-1249
MAYWOOD	(708) 450-4470
MCCOOK	(708) 447-1232
MELROSE PARK	(708) 344-8409
NORRIDGE	(708) 453-4770
NORTH RIVERSIDE	(708) 447-9191
NORTHLAKE	(708) 531-5755
OAK BROOK	(630) 990-2358
OAK PARK	(708) 386-3800
RIVER FOREST	(708) 366-8500
RIVER GROVE	(708) 453-2121
RIVERSIDE	(708) 447-2127
ROSEMONT	(847) 823-1134
SCHILLER PARK	(847) 678-4794
STICKNEY	(708) 788-2131
STONE PARK	(708) 450-3215
WESTCHESTER	(708) 345-0060
WESTERN SPRINGS	(708) 246-8540
WESTMONT	(630) 981-6300
WILLOW BROOK	(630) 325-2808

COUNTY SHERIFF

COOK	(708) 865-6025
DUPAGE	(630) 682-7256
KANE	(630) 232-6840
LAKE	(847) 377-4000

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FAR WEST POLICE DEPARTMENTS

ADDISON	(630) 543-3080
AURORA	(630) 256-5000
BATAVIA	(630) 454-2500
BENSENVILLE	(630) 350-3455
BLOOMINGDALE	(630) 529-9868
CAROL STREAM	(630) 668-2167
DARIEN	(630) 971-3999
DOWNERS GROVE	(630) 434-5600
ELMHURST	(630) 530-3050
GENEVA	(630) 232-4736
GLEN ELLYN	(630) 469-1187
GLENDALE HTS	(630) 260-6070
ITASCA	(630) 773-0835
LISLE	(630) 271-4200
LOMBARD	(630) 627-5811
NAPERVILLE	(630) 420-6666
NORTH AURORA	(630) 897-8705
OAK BROOK	(630) 990-2358
OAK BROOK TERRACE	(630) 941-8320
ST. CHARLES	(630) 377-4435
VILLA PARK	(630) 834-7447
WARRENVILLE	(630) 393-2131
WAYNE	(630) 584-3031
WEST CHICAGO	(630) 293-2222
WESTMONT	(630) 981-6300
WHEATON	(630) 260-2161
WINFIELD	(630) 933-7160
WOODDALE	(630) 766-2060
WOODRIDGE	(630) 719-4729

COUNTY SHERIFF POLICE

COOK	(708) 865-6025
DUPAGE	(630) 682-7256
KANE	(630) 232-6840
KENDALL	(630) 553-7500

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JOLIET AREA POLICE DEPARTMENTS

BRAIDWOOD	(815) 458-2342
BOILINGBROOK	(630) 226-8600
CHANNAHON	(815) 467-2112
CREST HILL	(815) 741-5111
ELWOOD	(815) 423-5411
FRANKFORT	(815) 485-2500
GODLEY	(815) 458-2222 (VILLAGE HALL)
JOLIET	(815) 726-2491
LEMONT	(630) 257-2229
LOCKPORT TOWNSHIP	(815) 838-2131
MANHATTAN	(815) 418-2100
MINOOKA	(815) 467-2161
MOKENA	(708) 479-3912
NEW LENOX	(815) 485-3188
PLAINFIELD	(815) 436-7093
ROCKDALE	(815) 725-2171
ROMEOVILLE	(815) 886-0360
SHOREWOOD	(815) 725-4636
WILMINGTON	(815) 476-2811

JOLIET AREA COUNTY SHERIFF

GRUNDY	(815) 942-0336
COOK	(708) 865-6025
DUPAGE	(630) 682-7256
KENDALL	(630) 553-7500
WILL	(815) 727-8574

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Appendix F

Grant Information

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Appendix G

Tips on Reporting Criminal Activity

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Dispatch Form

If you observe a crime in progress or behavior that you suspect is criminal, immediately notify [dispatch or local police]. Report as much information as possible, including:

Activity: What is happening? (In plain language and with as few assumptions as possible)

Description of Involved People. For each involved person, provide:

- Height
- Weight
- Gender
- Clothing
- Weapons
- Distinguishing characteristics

Location: Describe exactly where the criminal activity is occurring. If this activity is "moving," describe the direction of travel.

Vehicle: If a vehicle is involved, please provide the following:

- Color
- Year
- Make
- Model
- License plate number

DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.

Stay on the telephone with the police dispatcher and provide additional information as changes in the situation occur, until the first police officer arrives at your location.

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PACE REPORT # _____

pace

ACCIDENT / INCIDENT REPORT

PLEASE PRINT ALL INFORMATION

FOR PACE USE ONLY

BUS DIVISION / PROJECT / SERVICE | DATE OF OCCURRENCE | DAY OF WEEK S M T W R F S | TIME OF OCCURRENCE ☐ AM ☐ PM

ROUTE # | RUN # | # OF PASSENGERS | DIRECTION OF TRAVEL | VEHICLE #

STREET WHERE INCIDENT OCCURRED | AT INTERSECTION WITH

CITY | COUNTY

IF NOT AT INTERSECTION

_____ FEET _____ MILES N E S W (CIRCLE ONE) OF _____ NEAREST HIGHWAY, STREET OR LANDMARK

OCCURRENCE

- ☐ 1 FRONT END
- ☐ 2 SIDESWIPED
- ☐ 4 AT AN ANGLE
- ☐ 5 BACKING
- ☐ 6 REAR END
- ☐ 7 VANDALISM
- ☐ 8 PASS. INJURY
- ☐ 9 FIRE
- ☐ 11 BLIND REPORT
- ☐ 12 OTHER _____

INVOLVING

- ☐ 1 PEDESTRIAN
- ☐ 2 MOTOR VEH. IN TRAFFIC
- ☐ 3 PARKED MOTOR VEHICLE
- ☐ 6 LIFT
- ☐ 7 FIXED OBJECT
- ☐ 8 MOTORCYCLE
- ☐ 9 DOOR
- ☐ 10 OTHER _____

PASSENGER ACTION

- ☐ 1 BOARDING
- ☐ 2 ALIGHTING
- ☐ 4 FELL OFF SEAT
- ☐ 5 IN MOTION WITHIN VEHICLE
- ☐ 6 DISTURBANCE
- ☐ 7 OTHER _____

TYPE OF TRIP

- ☐ 1 DIAL-A-RIDE
- ☐ 2 REGULAR
- ☐ 3 OFF ROUTE / DETOUR
- ☐ 4 DEADHEAD
- ☐ 5 AT GARAGE
- ☐ 6 SERVICE CALL
- ☐ 7 OTHER _____

DRIVER #1 PACE DRIVER

SOCIAL SECURITY # XXX-XX- | DRIVERS LICENSE # | EXPIRATION DATE

NAME | HOME PHONE# | BADGE #

ADDRESS | NATURE OF INJURIES, IF ANY

CITY | STATE | ZIP | IF INJURED TAKEN TO

DESCRIBE DAMAGE TO PACE VEHICLE

DRIVER VEHICLE #2

NAME | DRIVERS LICENSE # | HOME PHONE #

ADDRESS | NATURE OF INJURIES, IF ANY | WORK PHONE #

CITY | STATE | ZIP | IF INJURED TAKEN TO

VEHICLE #2 INFORMATION

DIRECTION OF TRAVEL #2 | # OF PASSENGERS #2 | TYPE OF VEHICLE | MAKE | MODEL | YEAR

LICENSE PLATE # / STATE & YEAR | INSURANCE COMPANY | FIXED OBJECT

DAMAGE TO VEHICLE #2, IF ANY

OWNERS NAME #2 | STREET ADDRESS | CITY | STATE | HOME PHONE #

PASSENGER PEDESTRIAN

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

PASSENGER PEDESTRIAN

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

PASSENGER PEDESTRIAN

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

1939A (03-05) 1 of 2 pages

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PLEASE PRINT ALL INFORMATION

#1 #2 VEHICLE ACTION

- 1 Going straight ahead
- 2 Changing lanes, passing
- 3 Making right turn
- 4 Making left turn
- 5 Slowing or stopped
- 6 Pulling from curb
- 7 Pulling to curb
- 9 Parked (no driver)
- 10 Other

PEDESTRIAN ACTION

- 1 Crossing at intersection
- 2 Crossing not at intersection
- 3 Walking between parked vehicle
- 4 Walking in roadway with traffic
- 5 Walking in roadway against traffic
- 6 Getting on, off vehicle
- 7 Playing in roadway
- 8 Other

POLICE

Were police present ☐Yes ☐No

Officer's Name | Badge #

Name of Force

Police Report #

Ticket(s) to Driver #1 ☐Yes ☐No

Driver #2 ☐Yes ☐No

Fire Dept. Present: ☐Yes ☐No

Name of Fire Dept.

TRAFFIC CONTROL

- 1 Stop sign
- 2 Working lights
- 3 Officer, flagman
- 4 Railroad crossing gate
- 5 Railroad flashing lights
- 6 None
- 7 Other _____
- 8 Posted speed limit

WEATHER

- 1 Clear
- 2 Rain
- 3 Snow
- 4 Fog
- 5 Sleet

LIGHT

- 1 Daylight
- 2 Dawn
- 3 Dusk
- 4 Darkness
- 5 Artificial

ROAD SURFACE

- 1 Dry
- 2 Wet
- 3 Snow, Ice
- 4 Under repair
- 5 Other

VEHICLE LIGHTS

#1 #2

☐ ☐ On

☐ ☐ Off

TURN SIGNALS

#1 #2

☐ ☐ Left turn on

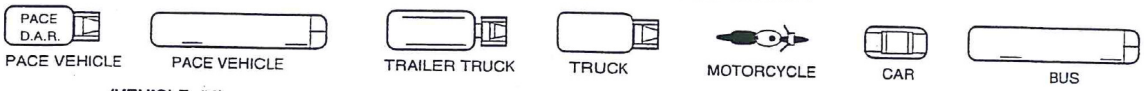
☐ ☐ Right turn on

☐ ☐ 4 - Way on

(PLEASE PRINT)

(DESCRIBE EXACTLY WHAT HAPPENED) _____

MARK AN "X" ON EXACT POINT OF IMPACT



(VEHICLE #1) (VEHICLE #2)

IDENTIFY STREETS AND HIGHWAYS BY NAME OR NUMBER

DIAGRAM WHAT HAPPENED

(NUMBER VEHICLES & INDICATE DIRECTION OF TRAVEL WITH ARROW)

DRAW ARROW INDICATING NORTH

DRIVER'S SIGNATURE	DATE	REVIEWED BY

1939A (03-05) 2 of 2 pages

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REPORT OF INCIDENTS/ACCIDENTS

OPERATOR: BADGE# TIME: BUS# RUN#
LOCATION: DIRECTION:
ROUTE#: ORIG.POINT: TIME:
DESCRIPTION:

DAMAGE-BUS: CAR: INJURIES:
TOW Y / N POLICE/FIRE DEPTS: D/A REQUIRED Y / N
RETURNED TO SERVICE-TIME: LOST TIME: LOCATION:
REPLACEMENT OPERATOR: BADGE# BUS#
SUPERVISOR NOTIFIED: TIME:
TIME REPORTED TO H.Q. DISPATCHER:

OPERATOR: BADGE# TIME: BUS# RUN#
LOCATION: DIRECTION:
ROUTE#: ORIG.POINT: TIME:
DESCRIPTION:

DAMAGE-BUS: CAR: INJURIES:
TOW Y / N POLICE/FIRE DEPTS: D/A REQUIRED Y / N
RETURNED TO SERVICE-TIME: LOST TIME: LOCATION:
REPLACEMENT OPERATOR: BADGE# BUS#
SUPERVISOR NOTIFIED: TIME:
TIME REPORTED TO H.Q. DISPATCHER:

OPERATOR: BADGE# TIME: BUS# RUN#
LOCATION: DIRECTION:
ROUTE#: ORIG.POINT: TIME:
DESCRIPTION:

DAMAGE-BUS: CAR: INJURIES:
TOW Y / N POLICE/FIRE DEPTS: D/A REQUIRED Y / N
RETURNED TO SERVICE-TIME: LOST TIME: LOCATION:
REPLACEMENT OPERATOR: BADGE# BUS#
SUPERVISOR NOTIFIED: TIME:
TIME REPORTED TO H.Q. DISPATCHER:

AM DAY: THURSDAY DATE: **03-12-15**

PM

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pace

SUPERVISOR INVESTIGATION REPORT

PLEASE PRINT ALL INFORMATION

BUS DIVISION / PROJECT / SERVICE | DATE OF OCCURENCE | TIME OF OCCURRENCE ☐ AM ☐ PM

ROUTE # | RUN # | # OF PASSENGERS | DIRECTION OF TRAVEL | VEHICLE #

STREET WHERE INCIDENT OCCURRED | AT INTERSECTION WITH

IF NOT AT INTERSECTION

_____ FEET _____ MILES N E S W (CIRCLE ONE) OF _____ NEAREST HIGHWAY, STREET OR LANDMARK

CITY | COUNTY

EMPLOYEE'S NAME: _____ BADGE #: _____

NATURE OF INJURIES/ IF ANY. _____ IF INJURED, TAKEN TO: _____

INVOLVING: STOPPED BUS / FIXED OBJECT / VEHICLE / PASSENGER / PEDESTRIAN / VANDALISM / N/A / OTHER: EXPLAIN OTHER: _____

DESCRIPTION OF VISIBLE DAMAGE TO PACE VEHICLE, IF ANY: _____

DESCRIPTION OF OTHER VISIBLE DAMAGE, IF ANY: _____

PHOTOS TAKEN AT THE SCENE? YES / NO / N/A

PHOTOS TAKEN BEFORE VEHICLES WERE MOVED ? YES / NO / N/A

REMINDED OPERATOR TO OBTAIN COURTESY CARDS? YES / NO / N/A

DESCRIPTION AND OR DIAGRAM ON REVERSE SIDE? YES / NO / N/A

ADDITIONAL INFORMATION PROVIDED? YES / NO / N/A

_____

_____

_____

POLICE ACTION / TICKETS

Were police present ☐ Yes ☐ No

Officer's Name | Badge #

Name of Force | Police Report #

Driver #1 _____

Driver #2 _____

Other Action: _____

DRIVER VEHICLE #2

NAME | DRIVERS LICENSE # | HOME PHONE #

ADDRESS | NATURE OF INJURIES, IF ANY | WORK PHONE #

CITY | STATE | ZIP | IF INJURED TAKEN TO

VEHICLE #2 OR FIXED OBJECT

DIRECTION OF TRAVEL #2 | # OF PASSENGERS #2 | TYPE OF VEHICLE | MAKE | MODEL | YEAR

LICENSE PLATE # / STATE & YEAR | INSURANCE COMPANY | FIXED OBJECT

DAMAGE TO VEHICLE #2, IF ANY

OWNERS NAME #2 | STREET ADDRESS | CITY | STATE | HOME PHONE #

PASSENGER PEDESTRIAN WITNESS

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

PASSENGER PEDESTRIAN WITNESS

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

PASSENGER PEDESTRIAN WITNESS

NAME | SEX | DATE OF BIRTH | HOME PHONE #

ADDRESS | NATURE OF INJURIES | WORK PHONE #

CITY | STATE | HOSPITAL TAKEN TO

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PLEASE PRINT ALL INFORMATION

TRAFFIC CONTROL
1 Stop sign
2 Working lights
3 Officer, flagman
4 Railroad crossing gate
5 Railroad flashing lights
6 None
7 Other _____
8 Posted speed limit

WEATHER
1 Clear
2 Rain
3 Snow
4 Fog
5 Sleet

LIGHT
1 Daylight
2 Dawn
3 Dusk
4 Darkness
5 Artificial

ROAD SURFACE
1 Dry
2 Wet
3 Snow, Ice
4 Under repair
5 Other

VEHICLE LIGHTS
#1 #2
On
Off

TURN SIGNALS
#1 #2
Left turn on
Right turn on
4 - Way on

(PLEASE PRINT)

(DESCRIBE EXACTLY WHAT HAPPENED)_____

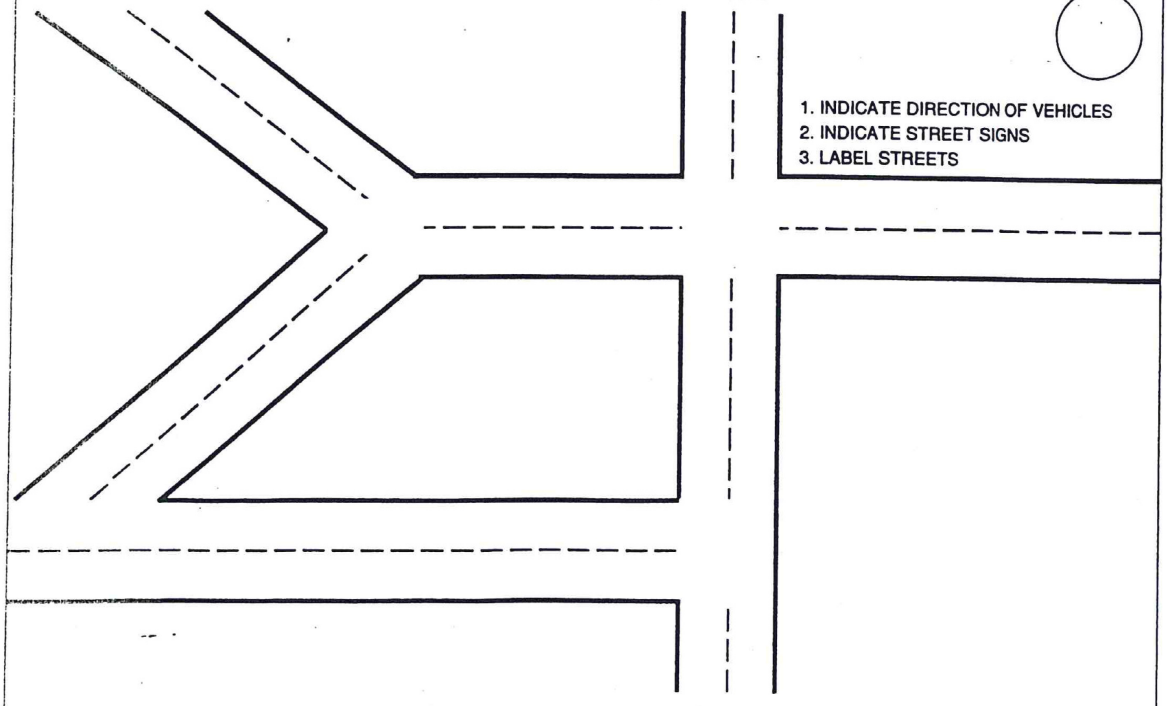
MARK AN "X" ON EXACT POINT OF IMPACT

IDENTIFY STREETS AND HIGHWAYS BY NAME OR NUMBER

DIAGRAM WHAT HAPPENED
(NUMBER VEHICLES & INDICATE DIRECTION OF TRAVEL WITH ARROW)

DRAW ARROW INDICATING NORTH

1. INDICATE DIRECTION OF VEHICLES
2. INDICATE STREET SIGNS
3. LABEL STREETS



Signature of Investigating Supervisor Date

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EMERGENCY INFORMATION

Please obtain the following information from operator
prior to calling for emergency assistance.
Items in bold *MUST* be obtained.

MAKE SURE YOU ARE ON CHANNEL 2

Date_____ Time_____ Nature of emergency_____

Location_____ Direction_____ Bus #_____

Town/City/Village_____

Police? Y N Fire? Y N Ambulance? Y N Other_____

FOR DISTURBANCE ON BUS:

No. of Persons Involved_____ Sex of Person(s)_____ Physical Description_____

Approximate Age of Person(s)_____ Could Person(s) be Intoxicated? Y N Weapon(s) Y N

Type of Weapon(s)_____

Physical description including height, weight, color of hair, beard, mustache, color of clothing, etc._____

_____

_____

FOR MEDICAL ASSISTANCE FOR OPERATOR, PASSENGER, PEDESTRIAN, MOTORIST:

Reason for Medical Assistance (i.e. bleeding, seizure, passed out)_____
(If life threatening, call immediately)

_____

FOR HIT & RUN ACCIDENT, OTHER VEHICLE INFORMATION:

Color:_____ Make_____ Body style_____ Sex of Driver _____

License Plate #_____ State_____ Year_____ Visible Damage_____

DISPATCHER_____ BADGE #_____

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Appendix H

Emergency Action Plans
(Contingency Plans for Recovery)

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Contingency Plan for Recovery (CPR)

(CORPORATE)

Revised: December 2022

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CONTINGENCY PLAN FOR RECOVERY (CPR)

Pace Suburban Bus Division
of the
Regional Transportation authority

INDEX

I. Introductory Statement

II. General Information

- A. Chain of Command
- B. Disaster Agencies
- C. Alternate Sites
- D. Public Information
- E. Company Records and Document

III. Emergency Situation and Procedures

- A. Fire
- B. Bomb Threat and Explosion
- C. Severe Weather Conditions
- D. Terrorism
- E. Other Emergencies

Attachments:

1) Emergency and Evacuation Procedure Occurrences During Non-Working Hours
    a. Notifications Log
2) Bomb Threat Checklist
3) Emergency Warning
4) Emergency and Evacuation Procedures
5) Bomb Threat Checklist

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CONTINGENCY PLAN FOR RECOVERY (CPR)

I. Introductory Statement

Pace Suburban Bus Division of the Regional Transportation Authority will implement the foregoing Contingency Plan for Recovery (CPR) when mass transit support services are discontinued due to:

A. Fire
B. Bomb Threat and Explosion
C. Severe Weather Conditions
D. Terrorism
E. Other Emergencies

The CPR designates management personnel at Pace Corporate who will be in charge of its implementation. It provides general procedures and directions to follow in case of the above emergencies.

To prepare a plan for each emergency situation is ideal, but virtually impossible. Therefore, the CPR attempts to be detailed as much as possible without becoming inflexible.

II. General Information

A. Chain of Command

During emergency situations, the chain of command at Pace Corporate is as follows:

1. Executive Director

B. Disaster Agencies

The following agencies shall be contacted depending on the emergency situation:

1. Fire Department
2. Police Department
3. Hospitals
4. Emergency Agencies like:
    a) Red Cross
    b) Salvation Army
    c) Crusade of Mercy
    d) Employee Assistance Program
    e) Others
5. Civil Defense Authorities

A notification checklist shall be developed as part of the plan (see Attachment 1A,

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Notifications Log).

C. Alternate Site

When Pace Corporate is partially damaged, efforts shall be made to use existing facilities. However, if this is not possible because of extensive damage to the building, alternate primary sites for office use shall be considered among other Pace Divisions and area hotels.

D. Public Information

The Department Manager of Communications is designated as the public information source person. Upon authorization from the Executive Director or the next available manager in the chain of command, the public information source person shall contact radio, TV and newspaper media to disseminate valuable transit information.

E. Company Records and Documents

A Vital Records Master list should be completed by each department. A copy of this list and copies of the vital records should be stored off-site. The Executive Director, shall consult and solicit the assistance of Pace Corporate Administrative Services and other Pace Corporate departments, whose operations may be affected on how these records are handled.

Pace Corporate shall make provisions to safeguard these records at Pace divisions or other suitable locations.

A list of supplies and suppliers should be maintained with a current copy to the Executive Director's CPR file. Suppliers should be contacted to determine if they can accommodate Pace's needs in an emergency situation.

III. Emergency Situation and Procedures

A. Fire

A fire at Pace Corporate could cause severe disruptions of mass transit support services, property damage and loss of lives. To reduce the hazard of this emergency situation, the following procedures shall be undertaken:

Pro-Active

1. The Department Manager, Safety, Training & Security, Bus Operations, shall conduct a fire hazard inspection of all garage and office areas monthly. He shall make sure that flammable materials are properly stored. The results of

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the monthly inspections shall be given to the General Manager/Chief Operating Officer, Revenue Services, and staff responsible for the affected area.

2. The Department Manager, Safety, Training & Security, shall develop evacuation routes from all areas of Pace Corporate. These routes shall be posted in conspicuous locations throughout the building.

3. Annually the Department Manager, Safety, Training & Security, shall distribute Emergency and Evacuation Procedures (see Attachment #4) to all employees informing them of building evacuation routes, alarm procedures and fire safety. New employees shall be given a copy of said procedures.

4. The Department Manager, Safety, Training & Security,shall appoint a primary and alternate coordinator from each section to ensure that all employees are evacuated and all doors are closed.

5. Quarterly fire drills shall be conducted.

Re-Active

1. The person discovering the fire shall immediately:

    a) Report to his section coordinator.
    b) Contact the Department Manager, Safety, Training & Security, Revenue Services.
    c) If an emergency, call the Fire Department.

2. The coordinator shall:

    a) Assess the magnitude of the fire.
    b) Pull the fire alarm and/or initiate firefighting activities, if appropriate.
    c) Direct the safe evacuation of all employees from his section.

    Other coordinators shall direct the safe evacuation of all employees from their respective sections.

3. The Department Manager, Safety Training & Security, Revenue Services, shall:

    a) Ensure that people and equipment are evacuated from the building as quickly and as safely as possible.
    b) Ensure that all personnel react according to established fire emergency procedures.
    c) Ensure the area affected is cordoned off for security.

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d. Report the emergency situation to the Executive Director.

4. The Department Manager, Safety, Training & Security, Revenue Services, and the Executive Director, Internal Services, shall:

    a) Meet with Department Managers to assess the effect of the fire on their operation.
    b) Coordinate the reports from the Departments.
    c) Direct any resources available to restore disrupted transit support services.
        1. A list of employee relatives should be maintained by Human Resources. Copies should be maintained in the Executive Director's CPR file.
    d) Inform the members of the Pace Board as appropriate.
    e) Assess the total damage and the effect on transit support services.
    f) Instruct the Pace Information Officer to issue a news release.

B. Bomb Threat and Explosion

When a bombing or an explosion results in fire, the fire emergency procedures will be in effect.

To minimize a bomb threat and explosion, the Department Manager, Safety, Training & Security, Revenue Services, or designee shall implement the following precautionary measures:

1. Preventive management and regular inspection of building facilities and equipment.

2. Good evacuation and safety practices for all personnel.

3. Periodic training, especially of employees who are in a position to receive a bomb threat by telephone.

When a bomb threat is received, the emergency procedures shall be as follows:

1. The employee receiving the telephone threat shall:

    a) Alert co-employees to the threat by discreetly flashing a pre-written warning. Ensure that employees, passengers or visitors are not unnecessarily alarmed.
    b) Pull out the Bomb Threat Checklist (see Attachment #5) and use it to record details of the threat message accordingly.

2. The other employees alerted to the telephone threat shall:

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a) Inform the Executive Director, Revenue Services, and the Deputy Executive Director, Internal Services.
b) Initiate tracing procedures with the local phone company.
c) Listen in on the conversation, if possible, writing down details of the threat on the Bomb Threat Checklist (see Attachment #5).
d) If possible, record the conversation electronically.

3. The Executive Director, Revenue Services, in consultation with the Department Manager, Safety, Training & Security, Revenue Services, shall:

a) Call the police and local authorities.
b) Inform the Department Managers of the threat.
c) Evacuate the affected area, if appropriate.
d) Ensure that a no-panic situation prevails.
e) Provide assistance and cooperate with the bomb disposal unit upon their arrival.

4. Once the area is declared safe by the Police of Fire Department, the Executive Director shall:

a) Initiate return to work directives.
b) Inform the Department Managers of the elimination of the threat.

C. Severe Weather Conditions

A severe weather condition like flood, tornadoes, and snowstorms could cause disruption to mass transit support services, property damage, and loss of lives. To minimize any threat or hazard of the emergency situation, the Executive Director, shall implement the following measures:

1. Instruct the Department Managers to:

a) Develop with their Departments a call-up system that can be used to notify employees at appropriate times.
b) Assess the need to move irreplaceable company records and equipment to an off-site location.
c) Ensure that the employees in their respective Departments are aware of company evacuation and safety practices during an emergency.

2. Instruct the Department Manager, Safety, Training & Security, Revenue Services, to:

a) Develop evacuation and safety practices for all personnel.

b) Monitor and report on weather conditions during an emergency.

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c) Prepare notices on procedures to follow during severe weather conditions, post emergency notices about the designated shelter areas in conspicuous periodic drills, if appropriate.
d) Evaluate and determine safe locations to designate as shelter areas within the building.

During the actual emergency, the Executive Director, Revenue Services and the Deputy Executive Director, Internal Services shall:

a) Evaluate the emergency situation.
b) Evacuate the building, if appropriate.
c) Initiate work cancellation because of safety concerns and back to work directives.
d) Inform the Department Managers of the emergency situation.
e) Inform the members of the Pace Board, as appropriate.

Upon learning of the emergency situation from the Executive Director, Revenue Services, and the Deputy Executive Director, Internal Services, shall:

a) Notify employees o the emergency precautions and refer them designated shelter areas during a tornado or otherwise evacuate the building, if appropriate.
b) Direct the loading of records or movable office equipment to alternate storage sites, if appropriate.
c) Assess the total damage and effect on transit service.
d) Instruct the Public Information Officer to issue a news release.
e) Announce other instructions as needed.

D. Terrorism

HOSTILE ACTION / TERRORIST ATTACK ON BUS/TERMINAL:

Upon notification by phone or radio, the dispatcher must immediately take corrective action such as contacting the police. Immediately after notifying police, the dispatcher will notify the Regional Manager who will notify the Executive Director, Revenue Services.

The Executive Director, Revenue Services will determine if a press release is necessary and will inform the Public Information Spokesperson.

The Regional Manager will be responsible to relay all available information regarding the situation to the Executive Director, Revenue Services who will relay the information to the Executive Director.

The police or appropriate responding agency will have authority over the situation with the division(s) acting as support at the request of the Incident Commander.

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The Incident Command System (ICS) is a standard organizational system for the management of emergencies. The purpose of ICS is to bring people, communications and information together to manage emergency situations. ICS provides common terminology and procedures to ensure effective coordination among a variety of agencies.

Pace will follow the general procedures for the Incident Command System (ICS) as outlined below:

General Procedures:

The initial response to, and the containment of, the scene is the responsibility of the on-duty patrol officer. The assigned officer takes initial command and safely directs other responding units. The first officer's priorities are to request the proper resources and secure the inner perimeter.

The officer assuming command of an incident will identify his/her self as the Incident Commander (IC) to dispatch other responding units. The Incident Commander is responsible for:

- Request for fire, rescue, or ambulance service
- Evacuation of injured victims and bystanders
- Establishment of an outer perimeter around the scene
- Establishment of a command post and incident command
- Coordination and communication with other agencies
- Selection of a primary and alternate staging area along with temporary morgue, if necessary
- Initial determination of how and where equipment and personnel will be distributed
- Arrange for special transportation needs that may be required
- Authorization for news media access, and news media policy

Transfer of command will be face to face whenever possible. Transfer of command will occur when another agency has primary responsibility for the emergency, such as fire, hazmat, etc. Transfer may also occur if the supervisor or chief elects to assume command after arriving at the scene. Dispatch will be notified immediately.

The Incident Commander (IC) will implement the Incident Command System to the extent needed to effectively manage the incident. The Incident Commander will make use of a UNIFIED Command whenever the incident spans multiple jurisdictions unless the agency commanders agree to a single Incident Commander.
The local authorities' Incident Response Plan will be used for major emergencies within its jurisdiction.

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RECOMMENDED ACTIONS IN THE EVENT OF A POSSIBLE OR CONFIRMED TERRORIST ATTACK:

- Remain calm and exercise patience.
- Follow the direction of emergency officials and listen to your radio for news and instructions.
- If a disaster occurs near you, check for injuries. Get help for those injured. Remember to avoid direct contact with blood and other bodily fluids.
- If there is terrorist activity that is an immediate threat, direct passengers to shelter as quickly as possible.

E. Illegal Labor Action

All employees are required to notify their immediate supervisor.

F. Other Emergencies

The loss of electrical power, gas leaks, or other facility or equipment malfunction could cause an emergency situation. To minimize any threat or inconvenience, the Department Manager, Safety, Training & Security, Revenue Services, shall implement the following precautionary measures:

1. Preventive maintenance and regular inspection of physical facilities and equipment.

2. Evacuation and safety practices for all personnel.

3. Installation of a generator to back up the existing electrical power supply.

The Executive Director, Revenue Services, and the Internal Services, shall:

1. Evaluate the emergency situation.

2. Evacuate the affected area, if appropriate.

3. Call proper service agencies and local authorities.

4. Inform the Department Managers of the emergency situation.

5. Inform the members of the Pace Board as appropriate

HEADQUARTERS FACILITY EMERGENCY NOTIFICATION GUIDE

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If you notice or experience any problems with the systems listed below during regular business hours, contact the appropriate party below at their work extension.

If you should notice or experience any problems while you are in the building during non-business hours, please contact the appropriate person according to the following list:

- For fires, fire alarms, fire sprinkler system discharge, intrusion alarms or personal injury, call 9-911 and report the problem.
- For plumbing, heating/ventilating/air conditioning, electrical or security system problems, building damage, locked gates or doors, contact in the order listed below:

	Cell Phone	Work Extension
Michael Gonzalez	(847) 489-4071	2353
Steven Leck	(847) 489-1677	4252
Kathleen Eul (Keyholder)	(847) 812-2878	4261

- For Card Access System problems, contact in the order listed below:

	Cell Phone	Work Extension
Michael Gonzalez	(847) 489-4071	2353
Bob Dombrowski	(847) 489-4123	2390

- In the event of a LAN System failure or if your computer needs are critical, contact in the order listed below:

	Cell Phone	Work Extension
Phil Parisic	(847) 489-4379	4233
Peter Marshall	(847) 858-1396	4255
Ghan Kamdar	(847) 489-1274	2315

***REVISED: DECEMBER 2018**

CHICAGO REGIONAL TRANSIT SECURITY GROUP
CTAN EMERGENCY NUMBERS
(to be used only if Primary and Secondary contact cannot be accomplished)

Company	Contact	Office	Cell

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Metra	-	312-322-8911	312-257-0890
Metra	-	312-322-8908	312-656-7152
CTA	-	312-681-4580	312-848-9792
CTA	-	312-681-2745	312-465-6998
CTA	-	312-681-2782	312-465-0081
PACE	Shari Pappas	630-801-3176	847-917-2756
PACE	Melinda Metzger	847-228-2302	847-650-7223
PACE	Lindsey Umek	847-228-2488	847-987-4927
BNSF	-	708-924-5471	773-418-5039
BNSF	-	312-850-5682	708-714-1056
BNSF	-	312-850-5683	312-907-5310
UPRR	Station Master (OTC)	312-496-4800	
UPRR	-	312-496-4720	816-332-7910
UPRR	-	312-496-4711	708-768-1435
NICTD	-	219-874-4221 x224	219-898-0075
NICTD	-	219-398-6007	219-898-0059
CPIC / OEMC	Matthew Pecoraro	312-745-5291	312-315-3822
Building Owners Network	Greg Jenkins	312-258-0793	312-756-9939
Building Owners Network	Dave Clarkson	312-258-8771	
Building Owners Network	Russ Sparacino	312-258-8774	

Metra Primary Notifications					
Notifications	**Cell**	**Home**	**Time of Initial Notification**	**Time of Update(s)**	**Time of Resolution**
Metra Dispatchers	312-322-4100				
Joseph Perez	312-257-0890				
Don Orseno	312-907-5260	815-215-7000			
Denise Arroyo Feliciano	312-656-7152	773-759-0511			

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Pace Intelligent Bus System Contingency Plan

(IBSCP)

April 20, 2006

Revised January 1, 2015

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Introduction

This plan is developed to provide assistance in the event of a malfunction in any of the several applications of the IBS system. These applications include the following:

Mobile
The mobile application includes all IBS functions residing on the bus or non-revenue vehicle.

Dispatch
The dispatch application includes all IBS function residing in the Dispatch Office as well as support equipment at the division.

Tower
The Tower application includes all support equipment at the radio towers as well as the links between each of them and headquarters.

Servers
The Server application includes all of the support equipment and software residing at Pace Headquarters.

Contingencies for failures in each of these applications will be outlined separately; however, please note that failures in one area could have an affect on another area. For example a failure in the Server application could also have an affect on the Tower, Dispatch and Mobile application.

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Mobile Application

The Mobile Application includes IBS equipment and related software installed on the bus, car, or truck. The equipment includes the following:

Integrated Vehicle Logic Unit (IVLU)
The IVLU is located in the radio cabinet on newer buses or in a hardened cabinet behind the driver's seat in older buses and non-revenue vehicles.
This unit is the main computer link between all of the IBS equipment in the vehicle. It is powered directly from the battery and is activated by the master switch. As with all computers this unit requires a boot-up period where self-diagnostics and software uploads take place.

Mobile Data Terminal (MDT)
The MDT is the data terminal used by the operator to communicate with the dispatcher and other vehicles. It is also a data source for operating information and performance.

One Line Sign
The One Line Sign is located in the front of the bus facing the passenger seating area. This sign provides text information for the passenger and operator.

Global Positioning System (GPS)
The GPS system consists of an antenna link between global satellites and the IVLU. This link provides precise vehicle location to the system's map applications. The information is also used to predict schedule adherence and to trigger the automatic street announcements.

Radio
There are two radios on each IBS equipped vehicle. One supports the data needs of IBS system while the other radio provides voice communication between the operator and dispatch. (See **Appendix 3** for Voice Radio Failure Procedures) The voice radio is controlled by the IVLU which opens up the dispatch directed call group when voice communication is approved by the dispatcher.

Covert Emergency Switch/Microphone
The covert emergency switch is located on the side panel to the left of the operator seat on a bus, and in various locations in non-revenue vehicles. When pressed, this switch activates a discrete emergency alarm to dispatch. . The Covert microphone is located in the destination sign area of the bus. The microphone allows dispatch to listen to activities on the bus during covert emergencies only.

Automatic Passenger Counters (APC)
APC units are installed in approximately 25 percent of the fixed route fleet. These units are located in the front and rear door areas to capture boarding and alighting passenger data.

Public Address System
The PA system includes the driver's microphone, and the bus internal and external speaker system. This system is used to announce next stop or safety announcements controlled by the IVLU or manual announcements by the operator or dispatcher.

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Mobile System Malfunctions

Malfunctions are listed by severity and by those most inherent to the operator.

MDT does not power up
The IBS system will require from 2 to 10 minutes to power up depending on the amount of data to be uploaded. If the MDT does not power up within the pullout period, the operator must contact dispatch for instructions. Since the IBS system controls radio communications the bus should not be used. The operator must fill out a defect card indicating that the IBS system would not power up.

No Radio Communication
If the IBS system powers up but the operator is unable to perform a 10-40,
Dispatch must be notified. Since there is no radio communication to the vehicle the bus should not be used. The bus operator must fill out a defect card indicating that the radio system is not functioning.

IBS System is in Voice Mode
In this situation, data communication is lost between the vehicle and dispatch. The operator is instructed to log-on to the system manually. Voice communication is available and the bus can be used in service. The operator should indicate that the bus is in Voice mode when performing their 10-40. If the bus does not return to data during their run, the operator must fill out a defect card at the end of the run indicating the IBS system is stuck in voice mode.

Operator Unable to Log-On
If the operator is unable to log on to the system it is either due to an invalid badge number or a run that has not been programmed. In either case the vehicle can be used if there is voice communication. Generic operator badge number 123456 and/or generic run number 5XXX where X represents the route of travel is used to log the operator onto the system. The operator should report the inability to log on when performing their 10-40.

No PA and/or Announcements
If the PA system does not work during the pre-pullout check, the operator should follow standard operating procedures and report the defect on a Defect Card at the end of the run. If street and route of travel announcements are not made during the run, the operator should report this defect on a defect card at the end of the run.

One Line Sign Does Not Work
If the one line sign fails to provide text information for stops or does not report the date and time of day, the operator should record the defect on a defect card at the end of the run.

Automatic Passenger Counters, Covert Emergency Switch/Microphone
There is no indication in the Mobile application that these functions are not operating.

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Dispatch Application

The dispatch application includes equipment and software located in the dispatch office and other areas of the division. The equipment includes:

Computer System

Each dispatch station includes a microprocessor loaded with TransitMaster software programs, two 21 inch Monitors, a keyboard and a mouse.

Uninterrupted Power Supply (UPS)

The computer system is powered through the UPS to ensure an uninterrupted transfer of power in the event of a power failure. In buildings supported by power generators the transfer to and from the generator should be seamless. In buildings without generators the UPS will supply power to the system for approximately 30 minutes. The UPS also prevents power surges from damaging the computer system.

Radio Console

The conventional radio console operates in the voice mode the same that it did before IBS. However, when the system is operating, the IBS system controls the channel and the mode the bus will communicate with the dispatcher. The dispatcher uses the IBS programs (BusOps, AVL Map) to assign the bus to a voice channel. The dispatcher then communicates with the bus on the assigned channel using the radio console or portable radio.

Routers

Each division has one or more routers connecting computer stations within the division to the main computer system at headquarters. The IBS system also uses these routers to connect to the IBS servers at Headquarters.

Day Room Clock

Each division has a day room clock connected to the IBS system through the dispatch computer system. This clock represents the same time as dispatch and all of the vehicles in the system.

Dispatch Application Malfunctions

Dispatch responsibilities are configured for each of the nine operating divisions using “Work Assignments” in the TransitMaster Bus Operations application. Work Assignments allows any one dispatcher to monitor their division or any other division. Under normal situations each dispatcher is responsible for the service operated from their garage. South Division is responsible for any service not covered by another dispatcher. During emergency situations or malfunctions in the system, dispatch responsibilities can be centralized or divided accordingly.

Following are contingencies for malfunctions in the Dispatch application listed by type of occurrence:

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Computer System Malfunctions

Dispatcher cannot log on

If an individual dispatcher cannot log onto the system their first reaction is to contact their "Buddy" dispatch station. Each division has at least one other division sharing their "Work Assignment". The "Buddy" dispatcher will monitor the requests for communication from vehicles assigned to the "down" division and relay the calls to their talk group. South Division is the default "Buddy" dispatcher if no other dispatcher is logged on.
After notifying the "Buddy" dispatcher, the dispatcher should notify the IBS Emergency number (see **Appendix 2**) for assistance. (Buddy system assignments are listed in **Appendix 1**)

Bus Operations Application locks up

If the application locks up, the dispatcher should first follow the same procedures as above. However, prior to contacting the IBS emergency number the dispatcher should shut down and re-boot the system. If the system does not reload, the dispatcher should contact the IBS Emergency number.

Data Connection is Lost to Dispatch

When a data link is lost between the division and Headquarters, the dispatcher will loose IBS communication with their vehicles. Since this is a local failure, the dispatcher should contact their "Buddy" dispatch to monitor the service, then call the IBS Emergency number.

Region-Wide Application Failure

If the dispatch application fails for the entire region, the system will place the vehicles in voice mode. Voice communications is available through the conventional radio system on the division's home talk channel. During this period vehicle location and schedule information is not available. Dispatchers will notice a large red "X" covering their vehicles in the map application during a region wide failure. These vehicles will eventually drop off the map after 15 minutes. The system automatically notifies the appropriate personnel during this failure. However, should any dispatcher have difficulties communicating with their buses, they should contact the IBS Emergency number for assistance.

Unable to Contact a Vehicle

If a dispatcher is unable to contact a vehicle using the IBS system, they should try to contact the vehicle using the conventional radio system on the home talk channel. Since the problem may be caused by poor radio coverage, the dispatcher should periodically retry to contact the vehicle.

Wrong Service Day

Service day is programmed by the System Administrator. If the type of service does not match the day, operators will not be able to log onto the system. Service Day is indicated in the Schedule tab in Bus Operations. If it is not correct (i.e. Sunday service on a Saturday) the dispatcher must call the IBS Emergency number for assistance.

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UPS Malfunctions

Power loss in Building

If power is lost to the building the UPS system should keep the applications running until the emergency generator powers up or approximately 30 minutes if the building is not supported by a generator. At the first sign of a power failure, the dispatcher should notify their "Buddy" dispatch to assist in the monitoring of the system.

Power Surge

If the UPS detects a power surge it will shut down power to the computer system. At the first sign of a power surge, the dispatcher should contact their "Buddy" dispatch to monitor the service. After five minutes, the dispatcher can reset the UPS by pressing the "On" button on the front side of the unit. If this does not provide power to the computer system, the Superintendent of Maintenance should be notified. The dispatcher should also contact the IBS Emergency number for assistance.

Day Room Clock Malfunctions

The day room clock should always represent the same time as the dispatch applications. If the clock is disconnected from the system the colon between the hour and minutes will flash. Dispatchers should check the operation of the clock at the start of their assignment. If the clock is not operating correctly, the IBS Emergency number should be called.

Router Malfunctions

The router system performance is monitored by IT staff. Failure will result in a disconnection between the dispatch application and the IBS servers. In this condition, communication is lost between dispatch and the assigned vehicles. This failure may not be immediately apparent to the dispatcher. The "Buddy" dispatcher should be aware of unanswered communication requests from the affected division's vehicles and notify the dispatcher. The dispatcher should first re-boot the system and then contact the IBS Emergency number if the system does not re-load properly.

Tower Application

The IBS system relies on the transmittal of data through the Pace radio system infrastructure. Currently this system consists of eleven towers spread throughout the region linked to Pace headquarters by communication T1 lines. The Radio Network Controllers (RNC) at each of the towers control the transmittal of data between the vehicles and the IBS system.

Tower Failure

The system continually monitors the tower equipment and software performance. Appropriate staff is alerted by page when the system's performance is below standards. Failure of any one of the eleven towers will disrupt but not fail the IBS system. When alerted IT staff will contact the IBS Emergency number. IBS staff will alert the operating divisions that the system is in voice fallback. IT and or IBS staff will notify the appropriate responding agency for repairs to the tower equipment.

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Server Application

The server application includes the equipment and software residing at Pace headquarters. This equipment includes the following:

IBS Rack
The IBS rack is located in the computer room. This rack houses the computers which support the software applications used by IBS. These computers are named as follows:

TMDB-1
TransitMaster Data Base 1 is the main operating database. It is supported by a Clustering" software which will switch the IBS applications to the backup server TMDB-2 if TMDB-1 fails.

TMAPP-1
TransitMaster Application 1 is the main application server. It is supported by a Clustering" software which will switch the IBS applications to the backup server TMAPP-2 if TMAPP-1 fails.

Server Failures

Server performance is monitored by a computer program that notifies IT staff whenever the system is not performing to standards. When notified by IT, IBS staff will notify the operating divisions that disruptions in the IBS system are likely to occur. IT and IBS staff will contact the appropriate responding agency for repairs to the system. Server failures may result in a regional IBS failure placing all of the vehicles in voice mode. If a less than total failure occurs, IBS staff will decide whether to place the entire system in voice mode until the problem is resolved.

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Appendix 1

Dispatch Buddy System

Division	Buddy
Fox Valley	West
Heritage	Southwest
North	North Shore
North Shore	Northwest
Northwest	North Shore
River	Fox Valley
South	Southwest
Southwest	Heritage
West	Fox Valley
Highland Park	North/North Shore

South Dispatch is the default "Buddy" for all divisions.

Appendix 2

Emergency phone Numbers

IBS Emergency	**1 (847) 812-3015**
Alternate	**1 (847) 833-6243**

Appendix 3

Voice Radio Failure Procedures

On the voice radio side of our communication system a series of towers within an area make up a "subsystem" where radios roam to connect to complete a call. This is called trunking. Trunking is controlled by the Master Site which directs the calls to the nearest tower.
There are three events which dispatchers and supervisors should be aware when the trunking system fails. They include:

- **Failure of trunking operations within the subsystem**. This is when one of the towers within the subsystem fails. In most cases the call will be completed with an adjacent tower. If a portable radio roams into an affected area it is possible an "Out of Range" will appear in the radio display. However the radio will try to find an available site if at all possible. A dispatch deskset may also display this message but it is less likely due to the strength of the dispatch radio and height of the antenna at the division. In most cases moving into another coverage area will complete the call.
- **Separation of the subsystem from the Master Site**. The Master site controls which tower the calls will use, however when a subsystem gets disconnected from the Master Site it goes into Site Trunking and if radios are affiliated to this system they will still be able to communicate on their talkgroups but only within the coverage area of the

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subsystem. In this situation the mobile, portables and deskset will display "Site Trunking" when connected to that affected subsystem. Dispatchers will be able to communicate with buses within their local tower if their deskset radio is also affiliated to the same subsystem; however buses moving outside this area will actually be able to communicate normally. **In this situation, it is important to call the IBS emergency notification number (847) 812-3015 or (847) 833-6243 to report the event.**

- **Failure of the Master Site**. In this situation only direct line communications between radios (bus, portable and dispatch) affiliated on the same subsystems can communicate. Again "Site Trunking" will appear in the display on the dispatch radio desksets and portable radios. Dispatchers must contact the **IBS emergency notification number (847) 812-3015 or (847) 833-6243 to report the event.** It is likely that the data system will be placed in voice fallback; operators will be notified that only essential communications will be allowed. Dispatcher will need to monitor their scanned talk groups especially South and West Division since they have the capability to scan most of the B2B (fallback) channels.

While we do not expect these failures to occur, it is important that when they do the dispatcher must contact the IBS Emergency Phone number ASAP so that the system can be modified to cover communications as efficiently as possible.

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PACE SUBURBAN BUS
Pandemic Influenza Emergency Preparedness

Potential Impact of an Influenza Pandemic

An influenza pandemic occurs when a novel strain of the influenza virus becomes easily transmissible among people, at which point global spread typically occurs. Three influenza pandemics occurred in the 20th century (1918, 1957, 1986). In 1918, an estimated 40-50 million people died worldwide, 500,000 of them in the United States.

Many experts consider influenza pandemics to be inevitable, although it is not possible to predict when one will next occur. The impact of such an event could have a devastating effect on the health and well-being of the American public. In Illinois alone, over the course of 12 weeks:

- 2 million people may become ill
- 1.8 million people may require outpatient care
- 30,000 people may require hospitalization
- 8,700 people may die

Avian Influenza

Avian Influenza is a highly contagious viral disease affecting the respiratory, digestive, and/or nervous system of many species of birds and is highly contagious among birds. Human cases of Avian Influenza have been reported among persons who handled affected poultry. If transmission of Avian Influenza from human to human beings and is sustained, a pandemic may result because most humans will not have antibodies to the new strain.

Pandemic Influenza Preparedness and Response Plan

The State of Illinois Pandemic Influenza Preparedness and Response Plan was finalized on March 17, 2006. The Plan is a comprehensive framework for Illinois to stop, slow, or otherwise limit the spread of an influenza pandemic and sustain infrastructure and mitigate the impact to the economy and reduce social disruption. The Plan is intended to be implanted within the context of a unified command emergency operating structure involving representation from local, state, and federal governments. Pace is a resource asset/support agency that is prepared to be called upon to provide buses and drivers.

Agency Specific Contingency Plans

All state and local agencies should have plans in place to ensure maintenance of essential services during periods of high absenteeism due to illness. Pace has all hazard contingency plans which include utilizing maintenance and management personnel to operate buses and other transit vehicles in the event of high absenteeism among its bus operators.

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An Avian Influenza outbreak will require the use of much of the same infrastructure and action as that needed for response to other disasters in and around the Pace service area.

Pace has established the System Safety Emergency Preparedness Plan (SSEPP), conducted threat and vulnerability assessments and has established contingency plans for recovery of corporate and all operating divisions, which include:

- All Hazards Approach
- Chain of Command/Unified Command
- Disaster agencies
- Alternate sites
- Public information
- Communications
- Company records and documents

Pace is categorized as a resource asset/support agency for the State Emergency Operations Center as well as local Incident Command structures in the event of an emergency. Pace response capabilities are enhanced by:

- Employees dedicated to public service
- Driver call up lists maintained
- More than 100 non-operating management personnel maintaining CDL licenses
- Intelligent Bus Systems (IBS)
- Back-up communication equipment
- Well maintained equipment
- Operator training
- Familiarity with the National Incident Management System (NIMS) and the Incident Command System (ICS)
- Ongoing planning and preparedness training

Pace Suburban Bus Emergency and Contingency Planning

Pace response capabilities to external emergencies are built upon a strong foundation. Pace currently participates in all hazard emergency preparedness planning and training with various federal, state, and local government agencies, such as the Red Cross, Salvation Army, Crusade of Mercy, U.S. Postal Service, Illinois Department of Transportation, Illinois Terrorism Task Force, U.S. Department of Homeland Security, U.S. Transportation Security Administration, local police and fire departments (MABAS, ILEAS) as well as county offices of emergency operations and other first responder agencies in Pace's six county service area. Pace also participates in the Chicago Transit Alert Network (CTAN).

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Pace Contingency Plan for Recovery Severe Weather Preparation Plan

Introduction

Severe weather like floods, tornados, and snowstorms could cause disruptions to mass transit. Pace is dedicated to quality service, safety, and preparedness. This plan was developed to further assist employees and managers during severe weather conditions.

Preparation

Identifying Possible Severe Weather Conditions

It is important to plan as much as possible for adverse weather conditions. The Deputy Executive Director of Revenue Services will monitor severe weather announcements and take the appropriate actions to ensure proper operation of Pace services and ensure the safety of Pace's employees and passengers.

These duties including setting up a command center to direct operations.

Fixed Route:

- As part of the preparation, Bus Operators will be added to the Extra Board.
- In addition, Bus Operators who are available to work will be called in on an as needed basis due to any manpower issues that may arise during the severe weather conditions. This may include switching out vehicles experiencing weather related issues while in service.
- Additional supervisory staff may be called in as necessary.

ADA and ADA Contracted Services:

- For ADA services, the carriers will be advised of severe weather conditions and Pace staff will provide updated scripts for the carriers to use.
- Operations staff will work with the carriers to ensure staffing levels and proper emergency plans.

Maintenance Staff:

- To ensure that facilities are plowed and salted, if appropriate.
- Adjust staffing levels to assist in addressing any equipment related issues to ensure the vehicles are ready for pullout and are functioning properly throughout the day.
- For vehicles parked outside overnight, maintenance employees will have to take appropriate action (i.e. running vehicles throughout the night and hooking up block heaters so that fuel does not gel) to make sure that the vehicles are ready for pullout.

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Informing the Public

- The Deputy Executive Director of Operations will inform the manager of Media Relations of current conditions so that appropriate information will be communicated to the public.
- Additional staffing will be added in Customer Relations to handle customer concerns.
- The public will be informed of the weather-related issues through IBS (Intelligent Bus System), via Pace's website (www.pacebus.com) and automated messaging systems. Riders will be updated of the dangerous weather conditions, service changes, and to be cautious and allow extra time when traveling.

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Appendix J

Memorandum
Re: Coordination with First Responders

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2018 Security Initiatives

Location	Meeting Type	Date(s)	Contact
Des Plaines	Evacuation Meeting	1/10/2018	Wendell Brewer
Springfield	ITTF Meeting	1/11/2018	Debbie Sassen
Schaumburg	ITTF Meeting	2/8/2018	Debbie Sassen
Des Plaines Fire Dept.	Bus Familiarization	3/13/2018-3/15/2018	John Kovalcik
Des Plaines	Evacuation Meeting	3/16/2018	Wendell Brewer
Romeoville Fire Academy	Bus Familiarization	3/22/2018	Training Officer
Stickney Fire Dept	Bus Familiarization	4/4/2018	John Babinec
Des Plaines	Evacuation Meeting	4/11/2018	Wendell Brewer
Springfield	ITTF Meeting	4/12/2018	Debbie Sassen
Milton Township Cert	Bus Movement	4/12/2018	Trish Kuechler
Carol Stream Post Office	Table Top Discussion	4/17/2018	Timothy Schultz
Springfield	ITTF Meeting	4/19/2018	Debbie Sassen
Springfield	ITTF Meeting	5/10/2018	Debbie Sassen
Matteson Fire Dept	CNG Training	6/4/2018-6/6/2018	Training Officer
Carol Stream Post Office	Table Top Evacuation Drill	6/12/2018	Timothy Schultz
Glenwood Fire Dept	CNG Training	6/20/2018	Training Officer
Des Plaines	Evacuation Meeting	6/11/2018	Wendell Brewer
Springfield	ITTF Meeting	6/12/2018	Debbie Sassen
University Park Fire Dept.	CNG Training	8/6/2018-8/8/2018	Scott Richards
Springfield	ITTF Meeting	8/9/2018	Debbie Sassen
Homer/Lemont/Lockport Fire Dept	CNG and Bus Familiarization Training	8/13/2018	Training Officer
Des Plaines	IEMA Meeting	8/14/2018	Wendell Brewer
Romeoville Fire Academy	CNG and Bus Familiarization Training	8/30/2018	Michael Kucaba
Batavia Fire Department	CNG Training	9/10/2018-9/12/2018	Training Officer
North Aurora Fire Dept.	CNG and Bus Familiarization Training	9/11/2018-9/12/2018	Adam Miller
Sugar Grove Fire Dept.	CNG and Bus Familiarization Training	9/19/2018	Training Officer
Oak Lawn Police Dept.	Bus Movement	9/23/2018	Arthur Clarke
Chicago Ridge Police Dept.	SWAT Exercise	10/9/2018	Dave Mitchell
Des Plaines	Evac Meeting	10/10/2018	Wendell Brewer
Milton Township Cert	Bus Movement	10/18/2018	Trish Kuechler
Geneva Fire Dept.	CNG and Bus Familiarization Training	11/6/2018	Mark Elinwich

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Springfield	ITTF Meeting	12/13/2018	Debbie Sassen
Calumet City Fire Dept	CNG Training	12/18/2018-12/20/2018	Jim Hilliard

*NOTE: DuPage County joined Cook County in their evacuation plans

*NOTE: Training officers are subject to change at Fire Departments

2017 Security Initiatives

Location	Meeting Type	Date(s)	Contact
Chicago Heights Fire Dept.	CNG Training	3/3/2017	Training Officer
DuPage County	Evacuation Plan	3/7/2017	Joe Rogers
Country Club Hills Fire Dept.	CNG Training	3/20/2017-3/22/2017	Training Officer
Tinley Park Fire Dept.	CNG Training	4/3/2017	Training Officer
Chicago Heights Fire Dept.	CNG Training	4/4/2017	Training Officer
DuPage County	Evacuation Plan	4/5/2017	Joe Rogers
Tinley Park Fire Dept.	CNG Training	4/5/2017-4/6/2017	Training Officer
DuPage County	Evacuation Plan	4/7/2017	Joe Rogers
Springfield	ITTF Meeting	4/12/2017	Debbie Sassen
DuPage County	Evacuation Plan	5/5/2017	Joe Rogers
Springfield	ITTF Meeting	5/11/2017	Debbie Sassen
Milton Township Cert	Bus Movement for Disaster Drill	5/18/2017	Ralph Hinke
Mokena Fire Dept.	CNG Training	6/12/2017-6/14/2017	Training Officer
Carol Stream Post Office	Table Top for Evacuation	6/20/2017	Timothy Shultz
Schaumburg Police Dept	Bus Familiarization	6/22/2017-6/23/2017	Shawn Green
DuPage County	Evacuation Plan	9/1/2017	Joe Rogers
Crete Fire Dept.	CNG Training	9/5/2017	Training Officer
Chicago Ridge Police Dept.	SWAT Exercise	9/13/2017	Dave Mitchell
Springfield	ITTF Meeting	9/14/2017	Debbie Sassen
DuPage County	Evacuation Plan	9/14/2017	Joe Rogers
Milton Township Cert	Bus Movement for Disaster Drill	10/3/2017	Ralph Hinke
Springfield	ITTF Meeting	10/5/2017	Debbie Sassen
Milton Township Cert	Bus Movement for Rail Training	10/12/2017	Trish Kuechler
DuPage County	Evacuation Plan	10/21/2017	Joe Rogers
Darien/Woodridge Fire Dept	Bus Familiarization	11/6/2017-11/8/2017	Training Officer
Hanover Park Fire Dept	Bus Familiarization	11/11/2017-11/13/2017	Training Officer
Monee Fire Dept	CNG Training	11/18/2017-11/20/2017	Training Officer

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2014 Security Initiatives

(Pace has partnered with the below agencies to conduct emergency training/planning exercises)

April 7:	Milton Township CERT disaster evacuation exercise
April 11:	Aurora SWAT bus familiarization training
June 10:	USPS BDS alarm evacuation training, Carol Stream
June 12:	5th District SWAT bus familiarization training
June 20:	Lake County Sheriff bus familiarization training
July 5:	Bridgeview SWAT bus familiarization training
July 22:	USPS BDS alarm evacuation training, Bedford Park
August 19:	Tinley Park/South Suburban SWAT bus familiarization training
August 21:	Milton Township CERT disaster evacuation exercise
September 3:	Aurora SWAT bus familiarization training
September 16:	Elgin SWAT bus familiarization training
September 16:	Romeoville Fire Department bus familiarization training
September 24:	5th District SWAT bus familiarization training
September 25:	Joliet SWAT bus familiarization training
October 7:	Wheeling SWAT/bomb dog training
October 28-30:	Evanston Fire Department bus familiarization training
November 20:	Milton Township CERT disaster evacuation training

2013 Security Initiatives

(Pace has partnered with the below police and fire departments as well as Citizens Emergency Response Teams (CERT) to provide bus familiarization, SWAT, and evacuation exercises)

March 21:	Milton Township CERT evacuation exercise in Wheaton, IL
March 22:	College of Dupage Police training
May 9:	Multiple agency SWAT training at College of Dupage

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May 14:	NIPAS SWAT training
May 17:	NIPAS SWAT training
May 22:	Aurora Police training
May 23:	Riverdale Fire Department training
May 30:	5th District SWAT training
June 13:	Multiple agency SWAT response to terrorism training
June 18-19:	Kane County Sheriff Aurora Airport SWAT training
August 5-6:	MABAS fire department training, Westmont
August 7:	MABAS fire department training, Riverside
August 8:	MABAS fire department training, McCook
August 19:	CERT evacuation exercise at College of Dupage
September 16:	Romeoville Fire Department training
September 17:	Plainfield Fire Department training
October 2:	Aurora SWAT training at College of Dupage
October 5:	Milton Township CERT evacuation training, West Chicago
October 15:	Wheeling SWAT training
October 16:	Elmhurst Fire Department training
December 2:	Milton Township CERT evacuation exercise, Naperville
December 6:	Aurora SWAT training at College of Dupage

2012 Security Initiatives

February 28: Planning/training exercise for bus hostage scenario. Bus familiarization and exercises for the South Suburban SWAT teams comprised of 30 municipal police departments in Lansing.

March 16: Planning/training exercise. Bus familiarization training team at the Public Works Building for the Illinois WMD Special Response in Naperville.

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April 11-13: Planning/training exercise. Bus familiarization training for Rolling Meadows Fire Department and others from MABAS Division #1 in Hoffman Estates.

April 24: Planning/training exercise. Bus familiarization training for the Hometown Fire Protection District and neighboring Departments. Conducted training in Hometown.

April 26: Planning/training exercise. Bus familiarization and SWAT training with the 5th District SWAT team at Toyota Park in Bridgeview.

June 5: Planning/training exercise. Bus familiarization and SWAT training. Bus assault training demonstration with the Kane County SWAT team for St. Charles event in St. Charles.

July 10: Planning/training exercise. Bus familiarization training with the Kane County SWAT team. Bus assault/hostage rescue drills at the Kane County Cougars Stadium in Geneva.

July 28: Planning/training exercise. Public demonstration of Kane County SWAT team conducting a bus assault to rescue a hostage on a Pace bus, conducted in Sugar Grove.

August 23: CERT exercise with the Milton Township CERT team. Evacuation drill.

September 17: Romeoville Fire Department bus familiarization exercise in Romeoville.

September 20: Suburban Law Enforcement Academy at College of Dupage. Bus familiarization and SWAT training.

October 17: Bus familiarization and SWAT training with the Des Plaines Tactical Response Team in Des Plaines.

October 24: Bus familiarization training with the Veterans Affairs Police Department at Hines Hospital.

2011 Security Initiatives

April 8: Bus familiarization/SWAT training at NIPSTA facility in Glenview. Participating agencies: Bolingbrook, Joliet, Chicago, Skokie, FIAT, Hanover Park, Crystal Lake, Cook County and Kendall County SWAT teams.

April 28: Lake County Sheriff training drill. Terrorist/offender on a Pace bus. Tubular assault training/bus familiarization training at Lake County Sheriff range on Russell Road in Lake County.

May 19: Biohazard Detection System evacuation training with USPS at the Carol Stream sorting facility.

May 21: Lake county Sheriff training drill. Terrorist/offender on a Pace bus. Tubular assault/bus familiarization training at the Lake County Sheriff range on Russell Road in Lake County.

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May 25: Naperville Police Department SWAT training/terrorist/offender on a Pace bus. Tubular assault/bus familiarization training at the Naperville Police station.

June 10: SWAT bus assault demonstration in conjunction with the Village of St. Charles. Participating agencies: Pace, Kane County SWAT and St. Charles Police in St. Charles.

June 14: Planning/training exercise. Bus familiarization training in conjunction with bus extrication training with the Southwest Unified Fire District in LaGrange.

June 29: Biohazard Detection System (BDS) evacuation training exercise with USPS at their Bedford Park facility. Buses used to evacuate employees from infected facility.

August 29: Bus emergency planning and response training for the Wheeling Police Department and NIPAS at the Wheeling Police station in Wheeling.

September 14: Planning for bus hostage scenario. Transit bus familiarization training and exercises for the South Suburban SWAT. Thirty municipal police agencies participated in Lansing.

September 19: Bus emergency training/bus familiarization training for regional fire personnel as part of the vehicle and machinery technical certification training program.

September 21: Planning/training exercise with the Elgin SWAT team. Bus familiarization training. Scenario includes hostage/barricaded terrorist incident in Elgin.

September 28: Training exercise with the Wheaton Police SWAT team. Bus familiarization training/PowerPoint classroom and hands-on training at the Wheaton Police Department in Wheaton.

October 11: Bus emergency planning/training exercise/transit bus familiarization for firefighters as part of FMT certification at the NIPSTA facility in Glenview.

October 12: Planning/training exercise. Prepare for bus emergency/vehicle assault. Burbank Police SWAT and Tactical Response Team/bus familiarization training in Burbank.

November 6: Rapid deployment training for Gurnee Police officers. Bus familiarization training and scenario based exercises for emergencies on Pace buses. Conducted at Gurnee Mills Mall.

November 12: Rail incident disaster response drill with the Milton Township CERT team. Buses used for transport/triage planning for four rail sites. 100 participants, conducted at the Dupage County complex.

November 13: Continuation of November 6 Gurnee Police training.

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December 30: Fox Lake/North Chicago Police Explorer evacuation training at Pace North Division property.

2010 Security Initiatives

March 15-17: Bus familiarization training with the Pleasantville Fire Protection District in LaGrange. Training provided to firefighters, EMTs and paramedics.

April 12-14: Bus familiarization training with the Hillside, Maywood, and Bellwood Fire Departments at the Bellwood Fire Station.

April 16: SWAT and bus familiarization training with the Illinois State Police and Bolingbrook SWAT.

April 29: SWAT and bus familiarization training for the 5th District SWAT team conducted in Bridgeview.

May 18: Hostage emergency planning and training, bus familiarization training with the Waukegan SWAT team. Nighttime hostage rescue on a transit bus conducted in Waukegan.

June 15: Planning/training exercise, bus familiarization training with regional fire department personnel in conjunction with vehicle extrication at the Pleasantville Fire Station in LaGrange.

June 18: Hostage emergency planning and training, transit bus familiarization for the Illinois State Police North Region TRT team and Frankfort Fire Department in Frankfort.

June 26: Community Emergency Response Team (CERT) planning and training exercise. Provided vehicles for evacuation and transport. Hold harmless agreements in place.

September 21-23: Planning/training exercise. Provide transit bus emergency response, vehicle familiarization and training with the Des Plaines Fire Department in Des Plaines.

October 12: Planning, training and tactical exercise and equipment familiarization with the 5th District SWAT team in Bridgeview.

October 21: Hostage emergency planning/training exercise, bus familiarization with the Northern Illinois Police Alarm System (NIPAS) personnel in Prospect Heights.

November 6: Disaster planning/training exercise, with the 108th Medical Battalion, Summit Fire, MABAS Division 21 and EMS Region 7. Simulate response to mass casualty bus/train incident.

November 13: Planning/training exercise with the North Chicago SWAT team. Bus familiarization and barricaded hostage vehicle assault.

November 18: Planning/training exercise, terrorism attack on a public building (Milton Township). Participating agencies: Pace, Dupage County SWAT, Fire, EMS, and CERT.

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November 19: Planning/training exercise with Lake County Tactical Response Team. Hostage scenario and vehicle assault, bus familiarization training.

2009 Security Initiatives

January 9: RTSWG meeting at Metra Headquarters in Chicago.

February 19: ITTF meeting in Springfield.

March 19: ITTF meeting in Springfield.

March 21: SWAT and bus familiarization training exercise with the Lake County Sheriff Tactical Response Team in Waukegan.

April 16: ITTF meeting in Springfield.

April 23: SWAT and bus familiarization training exercise with the South Suburban District 5 SWAT team in Alsip at the Alsip Boat Launch site.

April 26: SWAT and bus familiarization training exercise with the Kane County Sheriff SWAT team.

May 18-20: Provide buses for explosives detection K-9 training held by the Kane County Sheriff's Department in Geneva.

May 26: SWAT and bus familiarization training with the Kane County Sheriff Tactical Response Team at Kaneland High School.

June 1: SWAT and bus familiarization training with the West Suburban Task Force in Hillside.

June 22-26: Provided buses for the 2009 National Conference for North American Police Work Dog Association for drug and bomb detection at Glenbrook North High School.

June 25: USPS BDS Tabletop exercise at the Bedford Park postal distribution center.

July 9-10: Bus familiarization training with the Palatine Fire Department.

July 23: Bus familiarization training with the Palatine Fire Department.

August 14: SWAT and bus familiarization training with the Cook County Sheriff SWAT team and various members of the suburban police departments' SWAT teams along with the Louisiana State University WMD training instructors.

September 9: Bus familiarization and tactical exercises. Classroom presentation and field training at Pace North Division with the North Chicago Police Tactical Response Team.

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October 6: USPS Biological Detection System (BDS) evacuation drill. Palatine Police and Fire Departments and USPS Postal Inspectors.

October 20: Bus familiarization and SWAT training with the Illinois State Police Tactical Response Team in Joliet.

October 22: Bus familiarization and tactical training with Bolingbrook SWAT. Bus assault and train the trainer class in Countryside.

October 26-29: Bus familiarization/Train-the-Trainer for Fulcrum Tactical. Bus assault training/hostage rescue for police agencies in the region. Conducted at Mt. Carroll facility.

October 27: Bus familiarization training with the Southwest Unified Fire District held in LaGrange.

October 29: Bus familiarization and emergency response training for West Suburban Police agencies: St. Charles, Geneva, Batavia, and Addison. Conducted in St. Charles.

November 3: Bus familiarization training for the South Region Fire Departments – Lynwood, Lansing, Thornton, Glenwood, and Sauk Village.

November 19: Bus familiarization training and bus assault training with ILEAS, Illinois Law Enforcement Alarm System, in Yorkville.

2008 Security Initiatives

January 10: RTSWG meeting in Chicago.

January 17: ITTF meeting in Springfield.

February 19: RTSWG meeting in Chicago.

February 27: RTSWG grants planning meeting at CTA headquarters.

March 4-6: TEEX Emergency Response for Public Works Training in Evanston.

March 19: RTSWG meeting at CTA headquarters.

March 22: Lake County SWAT training, NABI (North American Bus Industries) low floor bus. Strike Tactical Solutions' (Hank Iverson) assisted with technical guidance.

April 8: Kane County SWAT training exercise at Kaneland High School. Eldorado and NABI buses introduced.

April 17: ITTF meeting in Springfield.

April 29: South Suburban USPS BDS Drill planning meeting.

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May 2: Joliet SWAT WMD training and live exercise held at Route 66 Raceway and Joliet Metra.

May 13: Elgin SWAT bus familiarization and training exercises held at Elgin Sports Complex following classroom at police headquarters. Eldorado and NABI buses introduced.

May 14-16: Transit System Security Conference held at Harper College.

May 22: Bridgeview area SWAT training and exercise at the Alsip Boat Launch.

May 29-30: FEMA/DHS conference in Chicago.

June 6: RTSWG quarterly meeting in Chicago.

June 10: FEMA/DHS conference in Chicago.

July 8: USPS BDS Tabletop exercise at Bedford Park postal distribution center.

July 25: SWAT and bus familiarization training exercise with the Dupage Sheriff's SWAT team.

July 28-31: Attended the 8th Transit Security Roundtable in New York City.

August 5: USPS BDS Tabletop exercise at the Aurora postal distribution center.

August 21: ITTF meeting in Springfield.

August 22: SWAT and bus familiarization training with the Dupage Sheriff's SWAT team.

August 26: USPS BDS Tabletop exercise at the Carol Stream postal distribution center.

September 9-10: Attended the IPTA Security Conference in Kankakee.

September 12, 19, 26: Bus familiarization training with the Bloomingdale and other regional mutual aid Fire Departments.

September 23-25: Bus familiarization training with the Niles Fire Department, North Maine Fire Department and the Morton Grove Fire Department.

September 30 – October 1: Attended the IDOT Security Conference in Oak Brook.

October 14: Bus familiarization training with the Pleasantville Fire Protection District.

October 16: RTSWG meeting in Chicago.

October 21: USPS BDS Tabletop exercise at the Bedford Park postal distribution center.

December 2-4: Bus familiarization and emergency response training hosted by the Lombard Fire Department, Lombard Police Department, and Lombard Public Works Department. Villa Park,

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York Center, Addison, and Downers Grove Police and Fire Departments also participated in the exercise.

December 8-11: Attended the 9th Transit Security Roundtable in Dallas, Texas.

December 15: RTSWG meeting in Chicago.

December 18: ITTF meeting in Springfield.

2007 Security Initiatives

March 17: Lake County TRT (SWAT) training held at Lake County Sheriff Training Site in Russell. MCI and North Division NABI bus assault exercises.

March 21: Dresden Nuclear Exercise, Joliet Emergency Management Agency. The State of Illinois has developed the Illinois Plan for Radiation Accidents (IPRA) to react to, mitigate and to recover from possible incidents caused by nuclear power plants or nuclear products. The IPRA plan includes Pace and has a notebook that addresses our inclusion and other pertinent information at the Joliet EOC. Heritage Division Manager Margaret Murry and Security Coordinator Mike McCabe participated in this year's Tabletop exercise.

April 14: Will County SWAT bus familiarization and training and exercises at their training facility.

April 25: Aurora Police Department SWAT bus familiarization training and exercises.

May 7: Bus familiarization and training exercises for Kane County Sheriff's office SWAT team held at Kane County Training Center.

May 8: Bus familiarization and training exercises for South Suburban SWAT teams held at remote boat launch in Alsip.

June 14: Joliet Police sponsored specialized training in WMD response for officers across the state. University of Tennessee provided the training, which included tactics involving transit vehicles provided by Pace.

June 20: Des Plaines SWAT training exercise held in Cook County Forest Preserve. Des Plaines Citizens Academy participants served as role players in WMD hostage/barricaded situation aboard a transit bus.

August 7: Simultaneous BDS drill, evacuation, and relocation at Aurora and Bedford Park USPS postal and distribution centers. Fox Valley and Southwest Divisions participated in the events.

August 23: Joliet SWAT bus familiarization and tactical training exercise. Simulated weapons utilized.

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September 17-19: Participant in IDOT Transportation Security Summit in Oak Brook.

September 18: Carol Stream USPS BDS evacuation and relocation for Meds distribution. Northwest and West Divisions participated in the exercise.

September 25: FIAT SWAT training exercises in Oak Brook. Participated in bus assault techniques in preparation for large-scale exercise at Argonne National Laboratory.

September 26: Bus familiarization and training exercises. Waukegan's 28-member SWAT team practiced nighttime assaults using both an Orion I and an ad-wrapped NABI. North Division provided buses and personnel.

September 28: Full-scale exercise held at Argonne National Laboratory. Scenario involved a multi-faceted terrorist attack which included hostage/barricaded situations within a nuclear facility and aboard a Pace bus. Nearly 200 law enforcement, emergency services support personnel and trained volunteers from across the region participated in the exercise. A second, identical bus was brought to the scene in order for SWAT operators to prepare for final engagement with the hostage bus.

November 6, 10: NIPAS SRT training and exercises held near NIPSTA facility in Glenview.

November 15: JTTF briefing at FBI headquarters in Chicago.

December 3-5: Security roundtable in Los Angeles, CA.

December 18: Waukegan SWAT training and exercises held near NIPSTA facility in Glenview.

2006 Security Initiatives

January 9: RTSWG meeting, held at CTA headquarters.

January 10-11: Attended DHS Critical Infrastructure meeting in Washington, D.C.

January 19: RTSWG meeting, held at CTA headquarters.

February 7: RTSWG Intelligence Subcommittee meeting, McCabe attended.

February 14: Schaumburg Police Ballistic Shield Team training in bus familiarization.

February 14: RTSWG Planning meeting, McCabe attended.

February 15: Cook County EMA Hazmat Equipment Training in Transit Environment, Randy Vales of West Division handled this assignment.

February 20: HighwayWatch Train-the-Trainer, held in Willowbrook, and Grish, McCabe, Schultz, and Drabek completed the training.

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February 22: Cook County EMA Hazmat Equipment Training on transit buses, Randy Vales of West Division handled this assignment.

February 27: USPS Carol Stream Drill planning meeting, McCabe attended.

March 8: AMTRAK Security Exposition held at Union Station, Grish, McCabe, and Schultz attended.

April 5: CTAN implemented.

May 8: Meeting with Glendale Heights for emergency disaster planning and MOU.

June 13-15: Bus familiarization, Bedford Park Fire Department.

June through August: Set the groundwork for EMNet Internet-based Emergency Management Network to link Pace with Emergency and first responding agencies throughout Illinois.

August 2-4: Bus Familiarization for Oak Park and Forest Park Fire Departments.

August 15: Participated in IDOT Transportation Emergency Preparedness Exercise in Chicago.

August 17: Training exercises with Joliet SWAT.

August 21-23: Bus familiarization training for Mount Prospect Fire Department.

2006 YTD: Assist law enforcement, fire, county, state, and federal transportation and emergency management agencies in development and completion of the MABAS Mass Transit Emergency Planning Guide.

September 7: Participated in Chicago Loop Evacuation Drill.

September 11: At Joliet Speedway, our equipment was made available for one week for the training of drug and bomb canine teams.

September 12: Palatine USPS BDS drill and evacuation.

September 14: Aurora USPS BDS drill and evacuation.

October 10: Kane County SWAT bus familiarization and exercises.

October 10: Joint training with more than 100 SWAT officers from across our service area and Illinois at a statewide event held by the Illinois Tactical Officer's Association (ITOA) at the Tinley Park Mental Health Center. Included Transit and MCI coach-style buses.

November 4: Staff participated in emergency response drill at Aurora Regional Airport in Sugar Grove. Buses transported "walking wounded" patients to area hospitals in response to a mock jetliner crash.

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November 10: Bus familiarization and training exercises, Dupage County SWAT.

Represented Pace at the FTA and DHS sponsored Transit Safety and Security Roundtable held in San Francisco, CA.

YTD 2006: Represent Pace at bi-monthly meetings of the ITTF in Springfield.

2005 Security Initiatives

January 10: Participated in Homeland Security Conference hosted by Cicero Police Department.

January 19: McCabe participated in CATS (Chicago Area Transportation Study) regarding strategies for orderly evacuation, business continuity, and recovery of Chicago's central Business and Financial District following an intentional or natural disaster.

January 25: UPSS Carol Stream BDS, initial meeting with Susan E. Patnode, Manager of Emergency Preparedness, USPS, Northern District, regarding BDS, Carol Stream Sorting Facility Evacuation Plan.

February 1: IDOT Transportation Subgroup meeting at 35th and Normal in Chicago.

February 16: Participated in USPS BDS decontamination/evacuation/recovery planning meeting at the USPS Carol Stream Sorting Facility. Staff has joined with the office of the Postal Inspector, Du Page County Police, Carol Stream Police and Fire Departments, FBI, Illinois Department of Public Health, Red Cross, and other agencies in developing an elaborate Response, Decontamination, and Evacuation Plan similar to the plan previously developed and implemented for the Palatine Sorting Facility. Pace West Division will be the initial responding garage, with Northwest Division as primary backup.

February 25: Mass Transit Emergency Planning Meeting held at the Evanston Fire/Life Safety Services Facility. Evanston Fire Chief Berkowsky has been assigned to organize, facilitate, and develop strategies to aid in police, fire, and emergency services response to a terrorist act involving major transportation carriers, including Pace, CTA bus and rail, Metra, and Burlington Northern. The meeting was well attended, with representatives from suburban law enforcement, fire departments, FBI, Chicago police, IEMA, Federal Rail Administration, Amtrak, Emergency Management Directors from IEMA and each county. The purpose of this and subsequent meetings is to share information with regard to each transportation agency's level of preparedness, and establish what each agency plans to do in the event of a terrorist act.

February 25: Attend ITTF meeting in Springfield. Grish and McCabe attended budget meeting as members of ITTF Transportation Subcommittee. Plans and clarifications were made as to the availability and possible allocation of funding for needs of various agencies represented.

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March 2: NIPSTA – R.H.I.D.E. Training. Grish and McCabe successfully completed IDOT's RHIDE (Response Handbook for Incidents, Disasters and Emergencies) training program at NIPSTA in Glenview.

March 5: HighwayWatch. Grish and McCabe attended seminar facilitated by Lt. John Maes, (retired) Illinois State Police. Seminar was held at Global Trucking in Stickney. Similar to FTA's TransitWatch Program, and by means of a grant from the DHS, the HighwayWatch Program is being administered by the American Trucking Association. The program trains truckers, motor coach, and rural transit bus operators in identifying and reporting suspicious activities, and provides a nationwide toll-free number for centralized reporting.

March 9: Dresden Nuclear Exercise, Joliet Emergency Management Agency. The State of Illinois has developed the Illinois Plan for Radiation Accidents (IPRA) to react to, mitigate, and to recover from possible incidents caused by nuclear power plants or nuclear products. The IPRA Plan includes Pace and has a notebook that addresses our inclusion and other pertinent information at the Joliet EOC. Grish and McCabe participated in this year's Tabletop exercise.

March 18: Mass Transit Emergency Planning Meeting, Evanston Fire/Life Safety Services Facility. Pace Safety Training and Security staff developed and delivered a PowerPoint Presentation for more than 30 meeting participants. The presentation included a brief overview of Pace and its facilities, operations, and our increased level of preparedness and planning both prior to and following the visit from FTA's security contractor, Battelle, Inc. Metra followed with their presentation.

March 19: Waukegan SWAT training. The Waukegan SWAT team is the second largest city-based team in Illinois, having 30 members from their own police department. On Saturday morning, they received Pace Bus Familiarization/Orientation training in a classroom setting via PowerPoint material developed by Pace. Two buses provided by North Division were moved to a remote location (abandoned Outboard Marine Corporation plant) along the lakefront. The officers were given a hands-on demonstration of bus features, critical component location, and forced entry methods. The officers ran a series of exercises and practiced their entry and firearms discipline skills while armed with simulated weaponry and paint-ball guns. Grish, McCabe, and Jeff Landmark from North Division facilitated and participated in the training, the first of such provided in Lake County.

March 20: CERT (Combined Emergency Response Team) Training. The team of more than 30 is comprised of officers from Palos Hills, Lemont, Burbank, Bridgeview, and Summit. After assembling and securing an area outside Stagg High School in Palos Hills, officers were given a hands-on demonstration of bus features, critical component location, and forced entry methods. Police department civilian staff, volunteers, and Pace personnel were on hand to role-play during several realistic scenarios. Medics were included in the team, and actually administered an IV to

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one of the "wounded" role players before he was carried off the bus. A mobile command center with a boom-mounted camera recorded each event as it unfolded.

March 21: Grish and McCabe met with Metra Deputy Chief of Police Jon Brodzik and Directors of Emergency Management from Will, Dupage, Lake, and Kane counties regarding Pace's capabilities during Metra and other emergencies within each county. The meeting was held at the Dupage County Emergency Management Control Center in Wheaton.

March 30: Grish and McCabe successfully completed NIMS Unified Command Course offered by the ITTF. Class was held at Joliet City Hall.

April 19: Mass Transit Emergency Planning Meeting, Evanston Fire/Life Safety Services Facility. Evanston Fire Chief Berkowsky has been assigned to organize, facilitate and develop strategies to aid in police, fire, and emergency services response to a terrorist act involving major transportation carriers, including Pace, CTA bus and rail, Metra, and Burlington Northern. The meeting was well attended, with representatives from suburban law enforcement, fire departments, FBI, Chicago police, IEMA, Federal Rail Administration, Amtrak, Emergency Management Directors from IEMA and each county. The purpose of this and subsequent meetings is to share information with regard to each transportation agency's level of preparedness, and establish what each agency plans to do in the event of a terrorist act, to enhance response and mitigation by first responding agencies.

April 19: HighwayWatch Training Confirmation. Received confirmation from Illinois State Police Lieutenant John Maes regarding "HighwayWatch" training to be conducted for Pace Division Management personnel. Kickoff training date is Thursday, May 5 at Fox Valley. Training may be provided to corporate employees at headquarters upon completion of program at operating divisions.

April 25: RTSWG. Representatives of Pace, CTA, Metra, Northern Indiana Commute Transportation District (NICTD), met with members of the Chicago Urban Area Working Group, IEMA, Indiana Department of Homeland Security (IDHS), and the Center for Domestic Preparedness (CDP) for the purpose of creating a RTSWG pursuant to the program guidelines of the U.S. Department of Homeland Security, Office of State and Local Government Coordination and Preparedness, Office of Domestic Preparedness, *FY 2005 Transit Security Grant Program*.

May 20: DHS SRT Training. Bus familiarity training and drills for Federal Agents assigned to Department of Homeland Security Chicago Area SRT. Exercises held at an abandoned farm in Plainfield.

May 24: BDS Evacuation Drill, Carol Stream USPS Sorting Facility. Northwest and West Division participated.

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June 3: Mass Transit Emergency Planning Meeting. Hosted by Amtrak, attended by participants of Evanston Working Group.

June 14: Mass Transit Emergency Meeting, held at CTA headquarters.

June 16: ITTF Meeting, Springfield. McCabe represented Pace. A presentation by Richard Ryan, Chief Security Officer for Archer Midland Daniels and member of the National Security Council discussed possible terrorist targets and hazards associated with transporting potentially hazardous chemicals, i.e. ammonium nitrate, via waterways within the state.

July 25: Provide training to Schaumburg Police Department Ballistic Shield Team Officers. Session held at Schaumburg Police Headquarters. Train-the-Trainer.

July 26: FIAT SWAT Training and Drills. Similar to previous training, SWAT officers from Du Page County were invited and participated in bus familiarization and drills.

July 28: Palatine post office BDS Drill Planning meeting.

July 29: Evanston Transportation Emergency Planning meeting.

August 3: Palatine USPS Tabletop.

August 9-11: Provided bus familiarization training for 109 members of the Evanston Fire Department. North Shore Safety Staff assisted with the training.

August 14: Provided training to Schaumburg Police Department Ballistic Shield Team Officers. Sunday session held at Schaumburg Police headquarters. Train-the-Trainer.

August 18: USPS Palatine Sorting Facility BDS Drill. Evacuation and transport to offsite location for issue of precautionary medications. Northwest Division provided one bus for the drill.

August 26: Evanston Security Working Group meeting. Grish and McCabe attended meeting at Evanston Fire Department/Life Services facility.

August 30-31: IDOT Tabletop. Grish and McCabe participated in tabletop drill depicting a multi-faceted terrorist attack which prompted the evacuation of Chicago's central business district and outlying areas.

September 15: ITTF Transportation Subcommittee Meeting. Attended regularly scheduled meeting in Springfield.

September 16: RTSWG meeting, held at CTA headquarters.

September 27: HighwayWatch meeting at Fox Valley with Janet Barr, Illinois Trucking Association coordinator for HighwayWatch. Program to be presented to all operating divisions

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as part of quarterly refresher training. Employees are encouraged to attend the program and sign up for certification on a voluntary basis.

September 29: Illinois State Police Tactical Response Team training. Bus familiarization and drills conducted in Romeoville.

October 24-26: Security Round Table sponsored by US DHS and FTA, held in Houston, TX. Grish attended the conference.

October 25: Schaumburg Police 40 Hour In-Service training. Bus familiarization and training exercises held at Schaumburg Police headquarters. Training geared toward patrol personnel as part of 40 hour in-service training. Included both Orion VI and Chance Trolley equipment. McCabe and Mike Strauss of Northwest Division facilitated the training.

October 27: Overview of Will County's Emergency Preparedness Plans and Pace's Involvement and Participation in Relation to Plans. Presented to Will County Advisory Committee on Disabilities. Grish and McCabe represented Pace and Mary Habig represented Laidlaw as Project Manager for Pace Paratransit.

November 9: RTSWG Tabletop Exercise. Held at Metra headquarters.

November 11: Fifth District SWAT training. Provide bus familiarization training, scenarios, and exercises for Fifth District SWAT Team. Pace provided role players for the 8-hour night training.

November 15: Schaumburg Police bus familiarization training. Bus familiarization and training exercises held at Schaumburg Police headquarters. Training geared toward patrol personnel as part of 40 hour in-service training. Included both Orion VI and Chance Trolley equipment. McCabe and Mike Strauss of Northwest Division facilitated the training.

November 15: BDS Evacuation and Drill Planning meeting, held at Aurora Postal Sorting Facility.

November 17: Evanston Working Group.

November 18: RTSWG CTAN meeting, held at Metra headquarters. CTAN established.

November 21: Regional County/Chicago OEMC/IDOT. Planning meeting to coordinate county-to-county emergency evacuation.

November 22: NIPSTA Training Exercises. Police and Fire personnel testing Chem-Bio PPE provided by vendors, in transit bus environment. McCabe coordinated bus movement to facilitate training.

December 5: RTSWG meeting, held at CTA headquarters.

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December 6: Schaumburg Police Ballistic Shield Training.

December 14: Dispatcher CTAN training provided to Pace Central Dispatch Staff.

December 16: Evanston Security Working Group meeting, held at Evanston Fire/Life Services facility.

2004 Security Initiatives

February 9: Provide familiarization and demonstration of Orion I and Orion VI buses to facilitate training exercise and live fire (simulated) drills for 19 member Des Plaines Tactical Response Team and Canine Unit. Bus window glass provided to team snipers.

Contact: Sgt. Michael Kozak
Detective Division
847-391-5631

March 1-3: Provide familiarization and demonstration of NABI and Orion VI buses to facilitate training exercises for Wood Dale Fire Department firefighters, EMS, and Paid-on-Call members.

Contact: Ronald Herf
Battalion Chief
Safety and Training Officer
630-766-7156

March 31: Provide familiarization and demonstration of NOVA and NABI buses to facilitate training exercise for Will County Sheriff Department SWAT and Tactical Officers. Bus glass provided to team snipers.

Contact: Sgt. Ed Jordan
815-727-5056

April 12: Meeting at US Postal Service Palatine Sorting Facility with Palatine Police, Fire, and EMS, Cook County Sheriff's Department, Cook County Department of Public Health, Red Cross, Metra, and other agencies. Pace is coordinating with the USPS and area responders as part of the facility Disaster/Biological Agent Detection/Evacuation and Recovery Plan. Actual drill planned for September 2004, prior to installation of Biological Detection Equipment.

April 13-15: Provide familiarization and demonstration of NABI and Orion VI buses to facilitate training exercises for Elmhurst Fire Department Firefighters, EMS, and Paid-on-Call members.

Contact: Lt. Tim Leidig
Training Officer
630-530-3090

April 20: Participated in Homeland Security Conference hosted by Cicero. Presented by Statewide Terrorism Intelligence Center (STIC).

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May 10: Meeting with Chicago Police Department Transit Division, CTA, Metra Police, Burlington Railroad Police at 17th and State St in Chicago.

Contact: Commander Ed Gross
Public Transportation Section
312-745-4442

May 20: Provide familiarization and demonstration of NOVA and Orion VI buses to facilitate training exercise for Bridgeview Area Department SWAT and Tactical Officers. Officers representing more than a dozen agencies, including Illinois State Police and Cook County Sheriff's Department participated in the training and drills.

Contact: Officer Brian Weigel
Commander Timothy Callahan
708-426-3862

June 21-23: Attended APTA Conference, at the Chicago Hyatt.

June 25: Attended OEM Security Forum at Chicago 911 Center. Pace is part of ITTF Transportation Committee. Review of O'Hare/Midway Airport Draft Evacuation Plan. Attended by numerous agencies, including IDOT, CDOT, Illinois Tollway Authority, MABAS, Red Cross and IEMA.

July 13: Meeting with CATS (Chicago Area Transportation Study) regarding strategies for orderly evacuation, business continuity and recovery of Chicago's central Business and Financial District following an intentional or man-made disaster.

July 29: Attended Tabletop of USPS Biological/Evacuation of Palatine Sorting Facility. Also in attendance was Rick Foster, Superintendent of Transportation, Northwest Division.

August 9: Facilitate Emergency Drill Planning meeting at Oak Lawn Village Hall. Developed drill scenarios, location, participants, objectives, dates and involvements of outside agencies to assist first responding officers. Tentative Drill date: Sunday, September 19, 2004. Attendees included area first responding agencies and representatives from Metra, CTA, Cook County Sheriff and Cook County Emergency Management.

August 12: Tabletop follow-up and drill planning meeting at USPS Palatine Sorting Facility.

August 24-25: Attend IDOT sponsored 2-day Tabletop Exercise at University of Illinois, Chicago. Scenarios developed by IEMA.

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August 26: Complete "Emergency Response to Bus Hijacking" course presented by the Transportation Safety Institute (TSI). Course held at CTA's Chicago Avenue Garage.

August 31: Provide familiarization and demonstration of NABI and Orion VI buses to facilitate training exercises for Oak Brook SWAT Team (FIAT) in preparation for major exercise scheduled next day. Critical bus components were identified and photographed for subsequent training and/or actual emergency use. This project's product will be a CD for each model Pace bus that will be sent to all first-responding agencies in Pace service area. Its use is for quick-reference in police and fire command vehicles.

September 1: Major Drill with Oak Brook Felony Investigation and Tactical (FIAT) conducted in two remote fields near Oak Brook Polo Club. Following a brief practice session on an Orion VI, nearly 50 participants responded to a hostage emergency on a "wrapped" bus. The "bad guy" on the bus was a police officer who had not received the benefit of the bus familiarization or tactics to be employed in the seizure and rescue. A 4-man hostage negotiating team worked from a nearby mobile command center. During the exercise, one of the hostages suffered a "heart attack" and was brought outside by another hostage who managed to escape into the woods. Amidst the cover of flashing lights and smoke grenades, the dead hostage was taken away and food and a hard-wired telephone were delivered to meet the "bad guy's" demands. Under cover of darkness, team members moved into position and successfully stormed the bus, using flash-bang grenades as a diversionary tactic. The operation was a complete success. Despite the bus windows being wrapped and the windshield covered in newspaper to prevent snipers from seeing in, police gathered enough intelligence to determine a "bio" (sex, clothing, approximate age, etc.) on all inside the bus.

September 19: Major Drill conducted in Oak Lawn. Included members of Oak Lawn and Bridgeview Police Departments and Cook County's HBT (Hostage Barricade Team). Several members of Richards High School drama club participated and demonstrated their acting abilities as "hostages" on board the bus. As part of the scenario, the first uniformed officer who responded was shot by the hostage taker. Later in the drill, one hostage managed to escape, and another was shot by the female perpetrator. Negotiators delivered a hard-wired telephone to the bus and were able to buy considerable time, but team members eventually stormed the bus under cover of smoke and successfully completed their mission. The drill provided a training experience for more than 35 officers. At the same time, a bus familiarization/demonstration was provided to officers by Randy Vales, Safety and Training Manager at Heritage Division, at Argo Summit High School. This was attended by area police departments including Palos Hills and Bridgeview. Safety, Training and Security staff have developed PowerPoint informational CDs for bus familiarization training use which will be distributed to more than 200 police and first responding agencies throughout six counties. The information focuses on bus model identification, basic controls, and interior layout, camera, IBS and radio capabilities. Mechanical system and component vulnerabilities are identified which would enable police to stop, disable

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and enter a hijacked or stolen bus. CDs for the Orion VI, MCI and NABI buses are completed and have been well received by the police agencies, which plan to use them for both refresher training and at roll call for patrol officers. The CDs can be used for quick reference in computer-equipped command vehicles in the event of an emergency.

September 28: Biological Attack Major Drill Exercise at USPS Palatine Sorting Facility. The USPS is spending millions of dollars installing BDS in a number of mail sorting facilities. This highly sophisticated equipment, which can detect the presence of anthrax and other potentially deadly substances, is slated to be installed at the Palatine facility in October, 2004. Staff has joined with the office of the Postal Inspector, Palatine Police and Fire Departments, Cook County Police, FBI, Illinois Department of Public Health, Red Cross and other agencies in developing an elaborate Response Decontamination and Evacuation Plan. The actual drill followed a final Tabletop Exercise. More than 400 employees were evacuated during the event. Pace's role was to provide police escorted transportation to Harper College, where the previously decontaminated employees would be accounted for, and receive medications, counseling, and further instructions.

October 6: Facility Tour and Meeting with NIPSTA, in Glenview. NIPSTA facility has a current membership of 17 north and northwest communities, whose police, fire and public works personnel receive training in a variety of job-related areas. Many of the NIPSTA membership communities have police departments who belong to NIPAS. Pace is working with NIPSTA staff to develop a program which would use the 20 acre campus to provide ongoing bus familiarization and drill exercise training to first responders in Pace's North Region, as well as other interested agencies across Illinois and other states.

Contact: Robert T. Lahey
Executive Director
847-998-8091
blahey@nipsta.org

October 15: Evacuation Subcommittee meeting at 911 Center. Attended by McCabe.

October 17: SWAT/Police/Fire/EMS Drill Conducted at Morraine Valley Community College. Palos Hills, Summit, and Lemont first-response personnel engaged in two of three chosen scenarios, which included an armed hostage situation and an armed domestic situation during which an intervening passenger was shot and wounded. Pace Staff joined with other volunteers to act as bus driver and passengers during the drills. The drills were initiated thru a call to Southwest Division Dispatcher via the Pace radio system, in order to test the consistency of intelligence through the channels of communication.

Contacts: Palos Hills:
Lt. Wayne Holfer 708-598-2272
Ofcr. Frank Lacny 708-598-2272

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Summit:
Ofcr. Bruce Gatlin 708-563-4830
Lemont:
Cmdr. Fink 630-257-2229

October 23: Metra Drill Conducted at West Chicago. Grish and McCabe attended, observed, and photographed the event, per invitation.

December 8: City of Elmhurst. Grish and McCabe attended meeting held at the York Theater. Meeting outlined city emergency resources and coordination efforts with area emergency and transportation agencies. In attendance were area business leaders who were introduced to existing disaster plans and resources, and were encouraged to develop their own plans with support and guidance from all agencies. Pace is planning bus familiarization and police and SWAT exercises for Spring, 2005. Elmhurst Fire Department received equipment training April 13-15, 2004.

Contact: Elmhurst:
Chief of Police Steve Neubaurer
Deputy Chief of Police James Doherty
P: 630-530-3062
F: 630-530-3351
james.doherty@elmhurst.org

2003 Security Initiatives

September 25: Provide familiarization and demonstration of NOVA and NABI buses to facilitate training exercise for Joliet area SWAT and Tactical Officers.

Contact: Sgt. Alan Roechner
Tactical Unit/Operations Division
C: 815-405-1863

November 17-19: Provide familiarization and demonstration of NABI and Orion VI buses to facilitate training exercise for Bensenville Fire Department, York and Jefferson Station #1.

Contact: Lt. Tom Waszak
Training Officer
630-350-3441

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Hold Harmless Agreements

UPDATED APRIL 2, 2019

Village/City

Village of Algonquin
Village of Alsip
Village of Arlington Heights
City of Aurora

Village of Barrington
City of Batavia
Village of Beach Park
Village of Bedford Park
Village of Bensenville
Village of Berkeley
City of Berwyn
Village of Bloomingdale
City of Blue Island
Village of Bridgeview/Justice
Village of Brookfield
Village of Buffalo Grove
City of Burbank
Village of Burr Ridge

Village of Calumet City
Village of Calumet Park
Village of Carol Stream
Village of Carpentersville
Village of Cary
Village of Channahon
Chicago Dept. of Aviation (O'Hare)
Village of Chicago Ridge
Town of Cicero
Cook County Homeland Security & OEMC
Village of Country Club Hills
Village of Crestwood
Crete Twsp Fire Protection District

City of Darien
Village of Deerfield
City of Des Plaines
Village of Downers Grove

East Dundee Fire District
Village of Elburn
City of Elgin
Village of Elk Grove Village
City of Elmhurst
Village of Elmwood Park
City of Evanston
Evanston Township High School
Village of Evergreen Park

Village of Ford Heights
Village of Forest Park
Village of Frankfort – ESDA

Village of Glencoe
Village of Glendale Heights
Village of Glen Ellyn
Village of Glenview
Village of Glenwood
Village of Golf
Village of Green Oaks
Village of Gurnee

Village of Hampshire
Hampshire Fire Protection District
City of Harvey
Village of Hazel Crest
City of Hickory Hills
City of Highland Park
Village of Hillside
Village of Hinsdale
Village of Homer Glen
City of Hometown
Village of Homewood

Village of Inverness

City of Joliet
Village of Justice (see Bridgeview)

Kane County

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Village of LaGrange
Lake County
Village of Lake Villa
Village of Lansing
Village of Libertyville
Village of Lincolnwood
Village of Lindenhurst
Village of Lisle
City of Lockport
Village of Lombard
Village of Long Grove
Lyons Township

Village of Manhattan
City of Markham
City of McHenry
McHenry Fire District
Village of Melrose Park Fire Dept.

Metra

Village of Midlothian
Village of Monee
Village of Montgomery
Village of Morton Grove
Village of Mount Prospect

City of Naperville
New Lenox
New Trier Twsp.High School Dist. 203
Village of Niles
Village of North Aurora
City of North Chicago
North Maine Fire Department
Village of North Riverside
Village of Northbrook
Village of Northfield
City of Northlake
Norwood Park Fire Protection
District (Hardwood Heights)

City of Oak Forest
Village of Oak Lawn
Village of Oak Park
Village of Oakbrook Terrace
Oakton Community College
Village of Orland Hills
Orland Park

Village of Palatine
City of Palos Heights
City of Palos Hills
City of Park Ridge
Village of Peotone
Village of Phoenix
Village of Posen
City of Prospect Heights

Ravinia
Village of River Grove
River Valley Detention Center
Village of Riverdale
Village of Riverside
River Valley Detention Center
Village of Robbins
City of Rolling Meadows
Village of Romeoville
Village of Rosemont
Village of Round Lake Beach
Village of Round Lake Heights
Village of Round Lake Park
Rutland-Dundee Twsp. Fire Protection District

Village of Sauk Village
Village of Schaumburg
Village of Schiller Park
Village of Shorewood
Village of Skokie
Village of Sleepy Hollow
Village of South Chicago Heights
Village of South Elgin
Village of Steger
Village of Stickney
Village of Stone Park
Village of Streamwood
Village of Summit

Village of Thornton
Village of Tinley Park

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USPS United States Postal Service

Village of Vernon Hills
City of Warrenville
City of Waukegan
Village of West Dundee
Village of Westmont
City of Wheaton
Village of Wheeling
Will County Emergency Mgmt. Agency
Village of Wilmette
Village of Winfield
Village of Winthrop Harbor
City of Woodstock
City of Woodstock Fire/Rescue District
Village of Worth

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SENSITIVE SECURITY INFORMATION

[SAMPLE**]**

Release and Hold Harmless Agreement

An agreement made on _____ by and between Pace, the Suburban Bus Division of the Regional Transportation Authority ("Pace") and The _____.

WHEREAS, The Village/City has requested Pace to provide transportation services to The Village/City if there is available manpower and equipment at the time of the emergency, and on the conditions that Pace is indemnified for the services rendered;

NOW THEREFORE, Pace and The Village/City agree as follows:

1. Pace shall provide emergency transportation services to The Village/City for the purpose of evacuation of its residents, to the extent that equipment and manpower are available at the time of the emergency.

In most cases, Pace will waive its cost to provide emergency services. However, if the event is of a long duration, The Village/City should discuss the actual costs of providing emergency transportation services and The Village/City shall reimburse Pace for such costs within thirty (30) days of receipt of the invoice.

The Village/City agrees to waive, release and hold harmless Pace, its directors, officers, employees, and agents from and against any claims, injuries, losses, or any causes of _____ whatsoever, arising out of or in any way relating to the provision of transportation services.

2. The Village/City agrees to indemnify Pace, its directors, officers, employees and agents from and against any claims, liabilities, losses, suits, judgments or settlements of any party arising out of or in any way relating to the provision of transportation services under this Agreement, including but not limited to any claims by The Village/City residents.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the date above written.

_____	Pace Suburban Bus
Village/City Name	
_____	_____
Authorized Signature	Authorized Signature
_____	_____
Print Name	Print Name
_____	_____
Print Title	Print Title

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Appendix K

Threat and Vulnerability Assessment Forms

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

Pace Critical Asset Threat and Vulnerability Assessment

CURRENT HOMELAND SECURITY CODE:

DIVISION: DATE:	Potential for Vulnerability (High/Medium/Low)	Critical Impact on Pace Overall Operation (High/Medium/Low)	Current Protection Levels (High/Medium/Low)	Adequacy of Current Protection (Good/Fair/Poor)	Action Required? (Contingent on Code) (Yes/No)
VEHICLES					
Revenue Vehicles, in service					
Revenue Vehicles, in storage					
Non-Revenue Vehicles					
Service Vehicles					
MAINTENANCE AREA					
Entrances / Exits					
Restrooms					
Receiving / Parts					
Building Mechanical Areas					
Service Lane					
Outside Fuel & Gaseous Storage					
VEHICLE STORAGE AREAS					
Bus Storage Garage					
Entrances / Exits					
Outside Bus Storage					
Out-Stationing					
Employee / Visitor Parking					
Other					
OFFICE FACILITIES / EQUIPMENT					
Entrances / Exits					
Restrooms					
Telephone System					
Storage Areas					
Computers					
Other					
TRANSIT CENTERS					
Entrances / Exits					
Common Areas					
Restrooms					
Other					
PEOPLE					
Vendors					
Applicants					
Contractors					
Employees					
Others					
SYSTEMS					
IBS					
Radios					
Radio Towers					

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Appendix L

Memorandum of Executive Approval

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pace

Connecting Communities

MEMORANDUM OF EXECUTIVE APPROVAL

To: All Employees, Volunteers and Contractors

From: T.J. Ross

Subject: System Security and Emergency Preparedness Program

Date: April 27, 2015

It is the objective of Pace to provide safe, secure and reliable service for its passengers and employees. To demonstrate our commitment, Pace has developed this System Security and Emergency Preparedness Program Plan (SSEPP).

This SSEPP Plan describes the policies, procedures and requirements to be followed by management, maintenance and operating personnel in order to provide a secure environment for agency employees, our customers and the general public. All personnel are expected and required to adhere to the policies, procedures and requirements established herein and to properly and diligently perform security-related functions.

Each Pace employee is governed by the requirements and terms of this Plan and must conscientiously learn and follow prescribed security and emergency rules and procedures. Each employee shall take an active part in the identification and resolution of security concerns.

The responsibility for security falls within the Revenue Service area. If you should have any questions concerning the Plan, the point of contact is the Department Manager, Safety, Training & Security at (630) 801-3172.

If you need further clarification, contact Melinda Metzger, Deputy Executive Director, Revenue Services at (847) 228-2302.

Thank you for your cooperation.

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.

pace

Connecting Communities

MEMORANDUM OF EXECUTIVE APPROVAL

To: All Employees, Volunteers and Contractors

From: T.J. Ross

Subject: System Safety Program Plan

Date: April 27, 2015

It is the objective of Pace to provide safe, secure and reliable service for its passengers and employees. To demonstrate our commitment, Pace has developed this System Safety Program Plan (SSPP).

This SSPP Plan describes the policies, procedures and requirements to be followed by management, maintenance and operating personnel in order to provide a safe environment for agency employees, our customers and the general public. All personnel are expected and required to adhere to the policies, procedures and requirements established herein and to properly and diligently perform safety-related functions.

Each Pace employee is governed by the requirements and terms of this Plan and must conscientiously learn and follow prescribed safety and emergency rules and procedures. Each employee shall take an active part in the identification and resolution of safety concerns.

The responsibility for safety falls within the Revenue Service area. If you should have any questions concerning the Plan, the point of contact is the Department Manager, Safety, Training & Security at (630) 801-3172.

If you need further clarification, contact Melinda Metzger, Deputy Executive Director, Revenue Services at (847) 228-2302.

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Appendix M

Contacts and Other Resources

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Local (Updated: February 23, 2023)

Mr. Julio Aguilar
Chief Safety Officer
Chicago Transit Authority
567 W. Lake Street
Chicago, IL 60607
Phone: (773) 946-3339
Fax: (312) 432-7145
E-mail: jaguiar!@transitchicago.com

Mr. John Gonzalez
Emergency Traffic Patrol
Illinois Department of Transportation
Phone: 773-624-0470
E-mail: John.F.Gonzalez@Illinois.gov

Mr. Jose Tirado
Managing Director of Operations
City of Chicago
Office of Emergency Management & Communications
Emergency Management Operations
1411 West Madison Street, Room 454
Chicago, IL 60607
Phone: 312-746-9556
E-mail: jtirado@cityofchicago.org

Chicago Metropolitan Agency for Planning
233 S. Wacker Dr. Suite 800
Phone: 312-454-0400
Fax: 312-454-0411

ITS OPS Manager
Indiana Department of Transportation
7701 Melton Road
Gary, IN 46406
Phone: 219-939-3650
Fax: 219-939-3675
E-mail: tboyd@indot.state.in.org

Chief of Police
Metra Police 547 W.
Jackson Blvd.
Chicago, IL 60661
Phone: 312-322-8911

Mr. Dorval Carter
President
Chicago Transit Authority
Merchandise Mart Plaza
P.O. Box 3555
Chicago, IL 60654
Phone: 312-222-6102
E-mail: fclaypool@transitchicago.com

Mr. Richard Edgeworth
Safety and Security
Chicago Department of Aviation
10510 West Zemke Road
Chicago, IL 60666
Phone: 312-747-7238
E-mail: richard.edgeworth@cityofchicago.org

Mr. Donald H. Bryant
Director
Kane County Office of Emergency Management
719 S. Batavia Avenue, Bldg. C
Geneva, IL 60134
Phone: 630-232-5985
Fax: 630-232-7408
E-mail: Bryant@coem.org

Mr. Andrew Velasquez
Regional Director
Federal Emergency Management Agency
536 South Clark Street, 6th Floor
Chicago, IL 60605
Phone: 312-408-5501
Fax: 312-408-5234
E-mail: Andrew.velasquez@fema.gov

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Mr. Fran Edwardson
Director
Disaster Preparedness
American Red Cross of Greater Chicago
2200 W. Harrison Street
Chicago, IL 60612
Phone: 312-729-6100
E-mail: fran.edwardson@redcross.org

Mr. Jimmy Thompson
Regional Coordinator
Illinois Emergency Management Agency
9511 West Harrison Street
Des Plaines, IL 60016
Phone: 847-294-4717
E-mail: jimmy.thompson@illinois.gov

Mr. Kent McKenzie
Coordinator
Lake County Emergency Management Agency
1303 North Milwaukee Avenue
Libertyville, IL 60048
Phone: 847-377-7100
E-mail: kent.mckenzie@lakecounty.il.gov

Mr. Harold Damron
Director
Office of Emergency Management
Will County OEM
302 North Chicago Street
Joliet, IL 60432
Phone: 815-740-8351
Fax: 815-723-8895

Illinois Department of Public Health
122 S. Michigan
Chicago, IL 60603
Phone: 312-814-2793
24 hr. Emergency Phone: 217-782-7860

Mr. John Fortmann
District Engineer – District 1
Illinois Department of Transportation
201 West Center Court
Schaumburg, IL 60196
Phone: 847-705-4110
Fax: 847-705-4468

Emergency Program Manager
Wisconsin Department of Transportation
Division of Transportation
Infrastructure Development
4802 Sheboygan Avenue, Room 451
Madison, WI 53707
Phone: 608-266-1620

Commander Jonathan Lewin
Managing Deputy Director
Chicago Office of Emergency Management
1411 West Madison Street Chicago,
IL 60607
Phone: 312-746-9120
E-mail: Jlewin@cityofchicago.org

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State (Updated: February 23, 2021)

Mr. Tad Williams
Deputy Director
Division of Operations
Illinois State Police
701 N. 7th Street
Springfield, IL 62794
Phone: 217-782-1320
Fax: 217-524-4252

Mr. David Culp
Illinois Department of Public Health
525 W. Jefferson, 2nd floor
Springfield, IL 62761
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E-mail: David.Culp@Illinois.gov

Ms. Amy Eller
Acting Engineer of Operations, Division of Highways
Illinois Department of Transportation
2300 S. Dirksen Parkway, Room 009
Springfield, IL 62794
Phone: 217-782-7231
E-mail: Amy.Eller@Illinois.gov

Mr. Thomas Korty
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Illinois Department of Transportation
2300 S. Dirksen Parkway
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Phone: 217-782-2984
Fax: 217-782-1927
E-mail: Thomas.Korty@Illinois.Gov

Mr. Warren Lutz
Administrator
Federal Highway Administration
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Mr. Dan Meyer
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Federal Motor Carrier Safety Administration
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Fax: 217-492-4986
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Illinois Environmental Protection Agency
1021 N. Grand Avenue, East
P.O. Box 19276
Springfield, IL 62794
Phone: 217-782-3397

Mr. Donald Kauerauf
Illinois Terrorism Task Force Chairman
Illinois Emergency Management Agency
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Springfield, IL 62703
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E-mail: Donald.Kauerauf@Illinois.gov

Mr. Paul Rasch
State Emergency Operations Manager
Illinois Emergency Management Agency
2200 South Dirksen Parkway
Springfield, IL 62703
Phone: 217-782-2700
E-mail: Paul.Rasch@Illinois.gov

Office of the State Fire Marshall
1035 Adlai Stevenson Drive
Springfield, IL 62703
Phone: 217-785-0969

Ms. Catherine Batey
FHWA Division Administrator
Federal Highway Administration
3250 Executive Park Drive
Springfield, IL 62703
Phone: 217-492-4640
E-Mail: Catherine.Batey@dot.gov

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Federal (Updated: December 23, 2018)

Federal Highway Administration
Illinois Division
Robin Helmerichs
Phone: 217-492-4600
Fax: 217-492-4621

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Other Resources

Title:	Transit System Security Program Planning Guide
Authors:	John Balog and Anne Schwarz
Year:	1994
Sponsoring Agency:	FTA
Volpe Report Number:	DOT-VNTSC-FTA-94-01
DOT Number:	FTA-MA-90-7001-94-1
NTIS Number:	PB94-161973
Available:	Available As .pdf File (Click Here)

Title:	Transit Security Handbook
Authors:	Annabelle Boyd and James Caton
Year:	1998
Sponsoring Agency:	FTA
Volpe Report Number:	DOT-VNTSC-FTA-98-03
DOT Number:	PB98-157761
Available:	Available As .pdf File (Click Here)

Title:	Critical Incident Management Guidelines
Authors:	Annabelle Boyd, Patricia Maier and James Caton
Year:	1998
Sponsoring Agency:	FTA
Volpe Report Number:	DOT-VNTSC-FTA-98-05
DOT Number:	FTA-MA-26-7009-98-1
Available:	Available As .pdf File (Click Here)

Title:	Transit Security Procedures Guide
Authors:	John Balog and Anne Schwarz
Year:	1996
Sponsoring Agency:	FTA
Volpe Report Number:	DOT-VNTSC-FTA-94-08
DOT Number:	FTA-MA-90-7001-94-2-9
Available:	Available As .pdf File (Click Here)

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Title:	Emergency Preparedness for Transit Terrorism
Authors:	Annabelle Boyd and John P. Sullivan
Year:	1997
Sponsoring Agency:	Transportation Research Board
Report Number:	Transit Cooperative Research Program Synthesis Number 27
Available:	Available As .pdf File (Click Here)

Title:	Perspectives of Transit Security in the 1990s: Strategies for Success
Authors:	Annabelle Boyd and Patricia Maier
Year:	1996
Sponsoring Agency:	FTA
Volpe Report Number:	DOT-VNTSC-FTA-96-02
NTIS Number:	PB96-185871
Available:	Available As .pdf File (Click Here)

Title:	Transit Security in the 90's
Authors:	Kathryn Powell and Annabelle Boyd
Year:	1996
Sponsoring Agency:	FTA
Keywords:	Local Transit – Security Measures
Volpe Report Number:	DOT-VNTSC-FTA-96-11
DOT Number:	FTA-MA-26-9009-97-01
NTIS Number:	PB97-146989
Available:	Available As .pdf File (Click Here)

Title:	Protecting Surface Transportation Systems and Patrons from Terrorist Activities – Volume One
Author:	Brian Michael Jenkins
Year:	1997
Sponsoring Agency:	San Jose University, Mineta International Institute for Surface Transportation Policy Studies
Report Number:	IISTPS 97-4
Available:	Available As .pdf File (Click Here)

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Title:	Protecting Surface Transportation Systems Against Terrorism and Serious Crime – 2001 Update
Author:	Brian Michael Jenkins
Year:	2001
Sponsoring Agency:	San Jose University, Mineta International Institute for Surface Transportation Police Studies
Report Number:	IISTPS 01-7
Available:	Available As .pdf File (Click Here)

Title:	Improving Transit Security
Authors:	Jerome A. Needle and Renee M. Cobb, J.D.
Year:	1997
Sponsoring Agency:	Transportation Research Board
Report Number:	Transit Cooperative Research Program Synthesis Number 21
Available:	Available As .pdf File (Click Here)

Title:	Transit Security: A Description of Problems and Countermeasures
Authors:	Ronald A. Mauri, Nancy A. Cooney and Garry J. Prowe
Year:	1984
Sponsoring Agency:	U.S. Department of Transportation
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Appendix N

National Terrorism Advisory System (NTAS)

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pace

Memorandum

Date: May 13, 2011

To: All Regional Managers

From: Melinda J. Metzger, MJM Deputy Executive Director
Revenue Services

Re: **HOMELAND SECURITY ALERT – PACE SECURITY PROCEDURES**

The Department of Homeland Security (DHS) and the Transportation Security Administration (TSA) will no longer use what was referred to as the color coded Homeland Security Advisory System (HSAS). All printed, audio and training material referring to the color coded system will be replaced with the new National Terrorism Advisory System (NTAS). The new NTAS will be more effective in communicating information about terrorist threats by providing timely, detailed information to you and the public, government agencies, first responders, the private sector, airports and other transportation hubs.

The NTAS Alerts have two alert levels, Elevated and Imminent. Elevated or Imminent alerts warn the public of credible and specific terrorist threats against the United States for a limited duration. These Alerts will include a clear statement that there is an Elevated or Imminent threat and based on the nature of the threat disseminated to law enforcement or affected areas of the private sector, while other alerts will be issued more broadly to the American people through official and media channels.

An individual threat alert is issued for a specific time period and then will automatically expire. It may be extended if new information becomes available or the threat evolves.

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

official DHS NTAS webpage-http://www.dhs.gov/alerts, email signup at http://www.dhs.gov/alerts, http://facebook.com/NTASAlerts, and http://www.twitter.com/NTASAlerts.

The current Pace internal alert system will remain unchanged. Procedures to be followed during an Elevated or Imminent threat will correspond to current Pace alert levels.

If you have any questions or concerns regarding this matter, please see your supervisor.

MJM/mol-securitymemonewcodesregmgrs

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pace

Memorandum

Date: May 13, 2011

To: All Regional Managers

From: Melinda J. Metzger, Deputy Executive Director
Revenue Services

Re: HOMELAND SECURITY ALERT – PACE SECURITY PROCEDURES

Effective immediately, the procedures outlined below will be followed corresponding to the level of alert recommended by the Department of Homeland Security.

LEVEL 1 ALERT (ELEVATED)

- Maintenance foremen to inspect garage area at least two (2) times per shift and complete proper documentation.
- All doors are to be closed and locked except gated and authorized entry doors.
- All employees **must** display their employee identification card at all times while on Pace property. The only exception would be for employees in uniform, who are required to carry their Pace ID at all times.
- All visitors **must** sign in and out at the appropriate location at each property and display visitor passes at all times while on the premises.
- Employees are not to allow entry for any visitor, except at designated entry locations.
- Employees are to request that anyone not displaying proper identification identify themselves and their visiting purpose, and report the person to management staff.
- All employees are to be on the lookout for any suspicious activity or person on Pace property without the proper employee or visitor identification. If you encounter what appears to be a suspicious person, report this immediately to management staff.
- All employees are to be on the lookout for any unattended packages in the buildings or buses, or any unattended or abandoned vehicles in parking lots or at terminals. Do not attempt to touch or move suspicious objects, but report them immediately to your immediate supervisor, dispatcher or management staff.
- Properties are responsible to see that all vehicles are accounted for.

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LEVEL 2 ALERT (HIGH)

- Complete all actions at the *Level 1*, and:
- Supervision to check terminals and buildings and fill out check-off sheet.
- Maintenance foremen to inspect garage area, building outside perimeter and fence, at least two (2) times per shift and complete proper documentation.
- While vehicles are in for repair, maintenance employees will inspect vehicles in all areas for signs of tampering.
- Service lane employees will check the underside of seats using an extension type mirror (checking for packages which may be taped underneath seat bottoms).
- Only vehicles with Pace authorized permits will be permitted in the building.

LEVEL 3 ALERT (SEVERE)

- Complete all actions at both the *Level 1* and *Level 2* alert levels, and:
- Restrict all entrance points.
- Maximize work force.
- Re-deploy staff as appropriate.
- Provide staffing at appropriate locations to inspect underside of both bus body and under seats (using an extension type mirror), before allowing vehicles into building, parking or designated areas.
- Assign staff to check identification cards of all personnel who wish to enter, including uniformed employees.

MJM/mol-securitycodesmemoregmgrs

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Appendix O

System Safety Program Plan (SSPP) (Safety Plan)

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I. Introduction

1.1 Definition

This program describes activities and responsibilities that are implemented and must be maintained to affect a high level of safety at Pace. The key elements of this Plan are to improve safety-related documentation, communication, coordination, and cooperation within the entire organization in order to promote a safe operating environment.

Safety trends indicate that Pace must continue to concentrate on developing methods to identify, assess, and prevent recurring accidents of all types and control the occurrence of incidents that create hazards. Of utmost concern are those accidents and incidents that could be classified as preventable. All Pace departments and employees will make a concerted effort to ensure that necessary resources and methods are used to operate in the safest possible condition. All levels of management and supervision must constantly guard against apathy in the implementation of a definitive positive safety effort. This Document presents the Plan for such a System Safety Program for Pace.

1.2 Purpose

The System Safety Program Plan (SSPP) establishes an organized, thorough and logical safety program for Pace. This plan formalizes Pace's commitment to ensure that management, technical, and operating skills are adequate, coordinated and focused toward establishing areas of safety performance. This Plan serves to reconfirm the desire to provide safe working conditions for all its employees and to deliver safe, reliable, efficient, courteous, quality transportation to the public in an effort to increase ridership and reduce costs.

1.3 Applicability

This Plan applies to all departments within the Pace organization who operate or maintain revenue and/or nonrevenue vehicles and auxiliary equipment or structures, and to contractors who design, construct or modify and portion of the bus system that would, in any form, enhance or degrade the safety of the system.

Initial SSPP activities will concentrate on causes of accidents involving persons, equipment and the environment.

1.4 Objectives

The primary program objectives are to plan, implement and maintain a safety and training effort comprising specific measureable tasks and goals, along with immediate response to identified or implied hazards which result in an improved safety and performance record for the Pace System. These tasks and goals are to be reviewed annually and updated and changed as needed or as may be dictated by unforeseen circumstances. Goals shall be measureable and attainable for a specific period of time and shall be based on Pace history and Transportation industry averages when appropriate.

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Major areas targeted for implementation as a result of the implementation of this Plan are as follows:

1. Reduction of injuries
2. Minimize the total numbers of accidents and negative incidents
3. Reduce the frequency and number of employee lost time injuries
4. Improve preventative Safety and Training accomplishment capabilities
5. Reduce the frequency of recurring accidents and negative incidents
6. Increase the emergency response capabilities
7. Improve communications of Safety and Training objectives
8. Apply applicable uniform Safety and Training standards, policies, procedures, rules and regulations to all Departments
9. Require the formal participation in enhancing Safety and Training by requiring all Managers and Supervisors to have identifiable safety responsibilities

The Department Manager of Safety, Training and Security, coordinating efforts with all other affected departments, is designated as the responsible agent for the implementation, maintenance, coordination and revision of this Plan.

1.5 Regulatory Agencies

Pace, the Suburban Bus Division will adhere to applicable laws of local, state and federal authorities.

II. System Description

2.1 Background

In 1973, the State of Illinois enacted the Regional Transportation Authority Act. The Act was established to provide for the public transportation needs of the northeastern area of the State. Pace, the Suburban Bus Division, is one of three service boards within the RTA. The other two service boards are the Chicago Transit Authority, which provides transportation service in Chicago, and Metra, the commuter rail division.

2.2 Scope of Transit Service

Pace provides service 365 days a year with hours of operation rom approximately 2 a.m. to 1 a.m. operating in the six county suburban areas of Chicago. Pace regular bus routes and specialized Paratransit service serve more than 265 communities in a region 15 times the size of the City of Chicago. Pace operates a fleet of more than 1081 buses with approximately 351 lift equipped Paratransit vehicles. Pace owns and operates ten garages and utilizes two Municipal

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garages serving over 40.5 million riders, including a network of over 60 Paratransit Projects, as well as Pace Van Pools. Pace currently includes 10 private contract carriers with the majority serving on fixed routes designed to connect with one of 112 Metra Rail stations served. Others are planned to connect with either the light rail or bus transportation operated by the CTA.

2.3 Operating Environment

Weather varies in the Pace service area. Winters are generally cold and snowy with at least 1 or 2 heavy (6" or more) snowfalls each year. Icy conditions are not uncommon due to temperatures that often plunge to below zero and may stay there for several days at a time. Springs are usually rainy. Severe thunderstorms are not uncommon. Tornadoes, while infrequent, can be expected. Summers are normally hot and humid, again with occasional severe thunderstorms. Fall weather is about two-thirds dry. Since the majority of Pace routes are operating primarily in the suburbs with tree lines streets, falling leaves must be included in our operating environment.

Traffic conditions vary throughout the Pace service area. Vehicles operate on primary and secondary arterial roadways in addition to high speed expressway operation. The system includes various land use areas (primarily residential and commercial) as well as on community property. The majority of Pace service is operated during the highest vehicle traffic peak levels during the a.m. and p.m. commuter rush hours.

2.4 Organizational Structure

The SSPP requires continuing effort of all levels of supervisory and management personnel, but specific activities in each department are assigned to provide information to the database.

Click here to access the Pace Organization Chart.

2.5 Revenue Services

The Deputy Executive Director, Revenue Services, is directly responsible for the largest group of individuals who are exposed and involved in the greatest number of injuries and property damage accidents. These individuals operate Fixed Route, Paratransit, Vanpool and Contracted services.

Responsibilities of the Revenue Services Department include, but are not limited to:

- Training and re-training of all Operators and Maintenance personnel;
- Employee performance appraisals;
- Daily performance of routes, schedules, and schedule adherence;
- Maintain facilities, equipment and preventative maintenance programs;
- Investigation of passenger and general public complaints;

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- Coordination with all other Departments;
- Investigation of all accidents and incidents;
- Accident Preventability assessment

2.6 Safety and Training

The Department Manager of Safety and Training and staff reports directly to the Deputy Executive Director, Revenue Services and maintains traffic and passenger accident reports involving all Pace vehicles and services, operator accident/incident reports, employee injury reports, facility inspection reports, formal training of new transportation and maintenance employees and accident investigation reports. This function is separate from all operating entities to protect the independence of this information. Responsibilities include, but are not limited to:

- Training and re-training of employees;
- Provide safety instructions and practice to local police and fire department personnel and the general public regarding the safety related equipment and their use when needed;
- Provide, change, and update existing emergency procedures;
- Assist in identifying and locating potential hazards and make recommendations on how to deal with them;
- Educate the public on safety equipment and practices, and how best to use the equipment;
- Implement, maintain, coordinate and update this SSPP;
- Coordinate and cooperate with all other Departments on safety related issues;
- Provide reports on a monthly basis showing system-wide accident statistics and accident trends;
- Conduct periodic Facility safety inspections

2.7 Line Employees

The Line Employees are the Bus Operators in the Transportation Department and the Mechanics and Bus Service personnel in the Maintenance Department. These employees are the back bone of Pace operations.

Bus Operators must:

- Ensure that the vehicles they are operating are safe by making a pre-pull out check;
- Operate their vehicle in safe manner, practicing the defensive driving techniques at all times;
- Be courteous and respectful to passengers, the general public and fellow employees;
- Immediately report accidents/incidents to their Dispatcher whether involving the Operators' vehicle or not. Each operator should actively participate in the FleetWatch

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Program, becoming another pair of eyes for the local police departments in the communities they are serving;
- Adhere to Bulletins, Policies, Procedures, Regulations and Rules

Maintenance employees must:

- Ensure that repairs to vehicles are performed in accordance with approved methods and practices;
- Ensure that no safety related items are compromised in order to get a vehicle back into service;
- Be conscientious when performing needed repairs, taking precautions to avoid injury to themselves as well as their co-workers;
- Endeavor to keep their respective work areas clean and free of hazards Operate their vehicle in a safe manner, practicing the defensive driving techniques at all times;
- Adhere to Bulletins, Policies, Procedures, Regulations and Rules

2.8 Regional Transportation Authority

The RTA receives and distributes State and Federal funds for operating assistance to the three service boards (Pace, Metra and CTA)

2.9 Current Safety Capabilities and Practices

It is extremely important that needed procedures, equipment and employee instructions be identified, written, purchased and/or implemented to improve the emergency and safety capabilities of Pace. This section is always being updated to address new safety concerns and improvements in policy and procedures.
These include, but are not limited to:

- All buses are ADA accessible with ramps on the newer low floor vehicles
- Written bus operator training program with emphasis on Standard Operating Procedures and Defensive Driving techniques
- Standard Operating Procedures for Vanpool and Paratransit operators
- Written retraining program for maintenance and operating personnel
- Written emergency evacuation procedures for facility employees including fire on a bus and within a Pace facility
- Written evacuation procedures for operators and passengers in case of fire on the bus
- Coaches are equipped with two-way radios
- Coaches are equipped with emergency push-out windows and roof exits
- All right side mirrors are oblong and convex for a wide, good, overall view for the operators

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- Ride check program for all bus operators in service
- Paratransit and Vanpool vehicles equipped with wide-angle rear window lens
- Computerized accident tracking system
- Automatic fire suppression systems are on newer buses
- Newer buses equipped with Automatic Braking Systems (ABS)
- Buses are equipped with Intelligent Bus System (IBS) with automatic vehicle locator, and alarms
- People deflectors in front of right rear tire
- Buses are equipped with L.E.D. turn signals/flashers on rear top of buses for better visibility
- Cameras are being installed on all buses
- Mandatory quarterly refresher training for all operating personnel
- Retraining program for employees involved in a preventable accident

2.10 Equipment and Facilities

The rolling stock of Pace is owned by Pace. This includes transit coaches, lift equipped Paratransit buses and vans, Van Pool vans, various types of service vehicles and field assignment and supervisory fleet vehicles.

There are currently eleven (11) buildings that Pace owns and operates; a twelfth (12^{th}) building is owned by Pace and operated by a contractor:

- Pace – Corporate Headquarters
- Fox Valley Division
- Heritage Division
- North Division
- North Shore Division
- Northwest Division
- River Division
- South Division
- South Holland – Acceptance Facility
- Southwest Division
- West Division
- Pace McHenry

There are seventeen (17) Park-N-Ride facilities:

- Barrington Road (and I-90)
- Blue Island

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- Bolingbrook (2)
- Buffalo Grove
- Burr Ridge
- Chicago Heights
- Elgin
- Elk Grove
- Harvey
- Hillside
- Hoffman Estates
- Homewood
- IL-25 (and I-90)
- Plainfield
- Randall Road (and I-90)
- Schaumburg
- South Holland

Building Materials and Structures

Three of the eleven buildings are less than 13 years old. Nine of the eleven buildings consist of precast concrete panels on steel walls, or brick faced concrete block walls. All are designed with concrete flooring.

Eight are designed with upper level offices and/or storage areas.

All eleven buildings have automatic sprinkler protection systems.

Each building has multiple fire extinguishers, fire alarm pull boxes, hazardous materials and equipment warning signs and labels, emergency lighting and emergency evacuation diagrams located throughout each building. Posted at each building is a list of emergency phone numbers relative to that building.

III. System Safety Program Plan

3.1 Introduction

This section describes details regarding the safety authority, function and management responsibilities for all directors and managers to assure safety throughout the organization via implementation of the SSPP.

Formal System Safety Program Management accountability is vested in the Safety and Training Department which reports directly to the Deputy Executive Director, Revenue Services. It is the responsibility of the Department Manager of Safety, Training and Security to report items of concern to the Deputy Executive Director, Revenue Services. The Department Manager of

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Safety, Training and Security is an independent function from the rest of the operating divisions of Revenue Services.

The System Safety Program Plan is intended to reduce the risk to persons and property by various means of identification and analysis and improve the safety of the operating environment, equipment and procedures. Safety and Training seeks to improve the safety performance of operators and operator caused accidents. Safety and Training seeks to provide uniformity to the Pace system in shop safety, warnings, safety habits, training, and proper use of hazardous materials and tools.

3.2 Department Manager of Safety, Training and Security

The Department Manager of Safety and Training has full and complete authority to direct all aspects of the SSPP as defined in this Plan. He/she shall be directly responsible to the Deputy Executive Director, Revenue Services, and shall report monthly defining SSPP performance and trends. The Department Manager of Safety, Training and Security is delegated by the Deputy Executive Director, Revenue Services to implement and manager for Pace the SSPP to ensure the highest level of safety, training and security for the entire system of operations to create a safer working environment for the employees, the general public, regulatory bodies, government bodies and funding agencies.

The System Safety Program Plan, a continuously changing document, is the primary tool and charter to ensure that no safety measures are overlooked. It outlines the Safety Goal and the minimum means required to meet them. Generally, it specifies safety related activities and delegates responsibility for performing them, providing the means for management from the corporate level on down, to monitor and control the SSPP.

3.3 Authority and Activities of the Safety, Training and Security Department

- May order cessation of unsafe activities or operations which are evaluated as creating or presenting an immediate and serious hazard within the System;
- Conduct unannounced inspections aimed at identifying and eliminating unsafe practices, conditions or equipment;
- Conduct periodic inspections of locations on a scheduled basis, identify and report problems, issue recommendations, brief responsible managers and follow up on identified problems for compliance. Inspections will include consideration of employee safety, fire prevention, emergency compliance, supplies and signing;
- Provide analysis of accidents, safety rules and procedures, methods of operations, emergency rules and procedures, guidelines, hazardous situations, etc., to assure a safe operating and working environment. Submit results of the analysis with recommendations to the appropriate departments;

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- Assure that training is conducted for all personnel and that supervision is provided to guarantee continuous safety and emergency training. Review lesson plans and training of safety rules and emergency procedures;
- Investigate major accidents/incidents, as well as select random and repetitive accidents/incidents;
- Review, advise, recommend and write procedural rules, changes, etc.;
- Define tasks for all departments which would result in reducing the number of hazards, real or potential, by eliminating or controlling the hazard;
- Prepare reports for internal and external communications;
- Coordinate with other departments, bureaus, agencies, boards and commissions, both internal and external, to assure a uniform adherence to this Plan;
- Develop and maintain the Contingency Plans for Recovery (CPR) which addresses response to all emergencies, defines chain of command, multi-agency coordination and dissemination of information and formal adoption of the Incident Command System (ICS);
- Conduct efficiency tests on safety and emergency rules, policies, regulations and procedures;
- Review and approve safety related items for all new and existing vehicles, fixed plan construction, or rehabilitation, and all acquisitions related to safety operation requirements;
- Review bulletins, notices, rules, procedures, operating plans, etc., prior to publication for adequacy as to safety contributions;
- Conduct formal training of all newly hired safety related positions to qualified (physically, intellectually and mentally) employees. Formal and informal retraining of present employees, and continuous formal and informal training and instruction in safety, human relations, passenger relations, Standard Operating Procedures and Defensive Driving for all affected employees.

3.4 Safety Responsibilities to Other Departments

All Managers and Supervisors at all levels in all departments are the primary responsible agent for risk identification, accident prevention, and identification of hazards, with a resolution in their specific area of management. In instances when correction is not possible within the resources or authority of the manager or Supervisor involved, timely and expeditious communication and documentation shall be made to the Department Manager of Safety and Training.

- All Managers and Supervisors are responsible for maintaining and submitting written accident/incident reports and/or fire reports as directed by procedures, established by management and/or the SSPP;

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- All Managers and Supervisors shall ensure that the ability to safely perform assigned work is included in all job specifications and the employee selection process. Medical examination may be used to disqualify any person who cannot safely perform assigned work is included in all job specifications and the employee selection process. Medical examination may be used to disqualify any person who cannot safely perform his/her assigned job.

3.5 Revenue Services

Listed below are the responsibilities assigned to Revenue Services.

- Ensure that the daily operation of service does not sacrifice safety for scheduled maintenance;
- See that all safety violations are reported to applicable Managers/Supervisors including the Department Manager of Safety and Training;
- Assure that any condition that has caused or could cause injury to person or damage to property and/or equipment, shall report the condition to the applicable supervisor and/or to the Department Manager of Safety and Training;
- Identify personnel whose safety record requires follow up, additional training, discipline or dismissal. Administer and coordinate the necessary and appropriate action;
- Provide each employee with a copy of safety rules, policies and procedures, and regulations that affect them. Assure that each employee is properly trained and provide retraining as necessary. Issue copies of any changes to each employee;
- Supervise employee activities to ensure uniform adherence to and enforcement of all safety regulations, rules, policies and procedures;
- Maintain a safe working environment for each facility;
- Ensure and implement safety work rules;
- Adhere to maintenance schedules which include specific sections designed to maintain system safety;
- Correct reported deficiencies and defects in equipment;
- Monitor equipment for recurring defects and make corrections;
- Assure that only equipment free from known defects and deficiencies is put into service;
- Assure that accident investigation and vehicle checks resulting from accidents are executed in a timely manner.

All other Employees Heretofore Unmentioned

All employees not mentioned previously in this Plan and not directly responsible for the daily operations, i.e., secretaries, clerks, bookkeepers, etc., shall endeavor to perform their jobs in a safe manner to promote system safety and a safe transit service. They are responsible for

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reporting any unsafe conditions to their supervisors and/or Department Manager of Safety and Training.

3.6 System Safety Program Plan Review Board

In the event safety issues are unable to be resolved, the Deputy Executive Director, Revenue Services, is empowered to make findings and recommendations to the Executive Director for consideration.

IV. System Safety Program Plan Requirements

4.1 Introduction

The developing status of the transit system at Pace requires that the System Safety Program Plan be effective in identifying and minimizing hazards in both the developing and mature operational environment. The focus of the required System Safety Program Plan tasks is n those operations requiring greatest attention to improve their safety performance. General methodology is presented to enable better understanding of the general scope or the activities associated with the performance of the basic tasks which comprise the System Safety Program Plan. Presented on the following pages is an overview of the methods available to accomplish functional activities, followed by identification of the specific safety tasks required by this Program. Exhibit I presents an overview of the major functional activities involved in the System Safety Program Plan.

There are four basic functions required in the System Safety Program Plan:

1. Understanding the System
2. Identifying hazards
3. Assessing hazards
4. Resolving hazards

“Understanding” requires working knowledge of the System and its subsystems, documentation, and observation of vehicles, environment, equipment, communication, supervision, operations, and safety adherence.

Hazards are those conditions which have caused, or could cause, injury to person or damage to property and/or equipment. Once the causes, effect and resolution of the hazard can be established, the risks associated with the hazard must be eliminated, accepted, minimized, controlled or identified for future remedy. Efforts must be continuously made to ensure that the implementation of hazard remedies does not create new safety concerns or situations. In addition, continued monitoring and evaluation of the total System must be performed to verify that the System is not being changed in a manner that will create hazards in areas that were previously determined to be safe.

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Exhibit I

GENERAL OVERVIEW OF METHODOLOGY

UNDERSTAND

- Define physical and functional characteristics;
- Understand and evaluate the hardware, personnel and operation

IDENTIFICATION OF HAZARD

- Identify Hazards and Understand Events

ASSESSMENT OF HAZARD

- Determine Effect and Classify Hazard Criticality;
- Determine Likelihood of Hazard Occurrence;
- Document Rationale for Assuming Risk;
- Determine and Assume Risk or to Control/Eliminate;

RESOLUTION OF HAZARD

- Re-Evaluate Changes for Effect;
- Implement Hazard Correction;
- Monitor and Evaluate Accidents, Incidents and Failures

4.2 System Safety Program Plan Methodology

This program through its specific tasks, provides for a systematic method of identifying, analyzing, assessing, and resolving the causes of hazards. Efforts rely on the judicious application of proven hazard identification methods which are, for each analysis, based on Pace's needs and capabilities.

Rules of this Program will provide Pace with hazard and risk awareness, and the likely cause and effect should potential hazards actualize. Through close examination of the combination of cause (people, hardware, rules, regulations, policies, procedures, training, enforcement, and environment) and the remedies available, informed decisions can be made. Presented below are system considerations, hazard identifications, assessments, categories, resolutions and future safety activities that must be understood prior to the presentation of the task description.

1. System Consideration

   The transit system is composed of employees, hardware, the public, fixed structures, rules, regulations, policies, procedures, training, enforcement, and environment. Each

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element of the system can be described in terms which identify what includes normal and emergency situations.

2. Hazard Identification

The objective of the hazard identification activities is to define those condition which have the potential for causing an accident, incident or can create an unsafe condition. Two basic strategies exist for orderly and thorough identification of hazards.

The two primary strategies involved are inductive and deductive identification processes. The inductive process involves the analysis of system components and their failure modes to identify effects on the total system. Failure modes are identified as conditions such as: fails to open, fails to close, opens when not required, closed when no required, high output, low output, etc.

The deductive hazard identification process involves defining the undesired event (hazard) and then deducing the combinations of normal and failure conditions and the causes necessary to produce the hazard. Pace history and experience from other transit systems and also sources of input information which aid both the inductive and deductive processes are used to identify hazards.

Hazard identification activities can consist of formalized procedures, as well as learning experience from transit industry wide accident and incident information. Hazard identification will be conducted as all phases of any transportation systems' evolution. The purpose of hazard identification efforts is to provide management with risk visibility to enable effective assignment of priorities and resources, to bring about hazard elimination and/or to minimize their effects.
It is impossible to totally eliminate every possible cause of damage or injury. Therefore, efforts should be focused on a priority basis toward remedies for the more severe and/or high likelihood conditions that can result in damage or injury. As hazards are identified, they must be documented and evaluated for priority.

3. Hazard Assessment

The purpose of hazard assessment activities is to determine the acceptability of assuming the hazard risk; the validity of recommending corrective measures; or the need for immediate corrective action. Trade off analysis shall be considered along with cost, schedule, potential losses, input or perceived safety, and input from other departments. Described below are "Hazard Categories" and "Likelihood of Occurrences" to be used to establish practices for resolution activities. "Hazard Categories" must be established which designate the worst-case magnitude, and categorize the likely severity of effects on patrons, employees, the general public, service delivery and equipment.

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4. Hazard Categories

Category I (Marginal)

This can be controlled through design provisions, warning devices, or special procedures to limit injuries to those that require only first aid treatment or to component or sub-system damage which can be readily repaired with only minor disruption to service.

Category II (Critical)

This can potentially result in serious injury, minor equipment or property damage, or the need for immediate emergency action to prevent fatalities or major damage or loss.

Category III (Catastrophic)

This can result in multiple serious injuries or fatalities, or major damage to or loss of equipment. Immediate emergency actions are required.

In hazard analysis, the critical ranking will be this method of hazard categorization along with the "Likelihood of Occurrence." Hazard occurrence shall include probability statistics when sufficient data is available and system performance warrants its consideration. Hazard occurrence likelihood definitions are as follows:

Likelihood of Occurrence

Unlikely

This would not be expected during the normal life of the System except when abnormal and/or uncontrolled conditions are present. (Items such as extreme and unpredicted environmental conditions and head-on collisions are typical of this classification.)

Likely

This can be expected sometime during normal operations. (Items such as buses hitting fixed objects are typical of this classification.)

Highly Likely

This can be expected to occur frequently. (Patron falls or equipment disablement are typical of this classification.)

5. Hazard Resolution

Activities involved in the resolution of hazards to include the establishment of priorities based on the evaluation of the requirements of the remedy concepts. The scope of

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activities involved in hazard elimination or reduction are initiated for the higher criticality and more likelihood. The lower priorities should be given to "Negligible" and "Unlikely" hazards. Hazard preventative measures can include hardware design changes, addition or modification of special safety devices, inclusion or improvement of warning devices, revision of operating rules and procedures, upgrading of job requirements and personnel capabilities, efficiency tests of personnel, better supervision, and/or more effective training. The hazard reduction process should be focused toward resolving significant hazards through their elimination, control, or containment to acceptable risk levels, or flagging as a residual hazard for management visibility and tracking until subsequent resolution. Elimination, control, or containment of hazard effects shall be according to a "Hazard Reduction Precedence Sequence" and should proceed through the following steps until an acceptable resolution has been identified and implemented. Resolution strategies are as follows:

Design for Minimum Hazards

The major safety goal during the design and system specification phase is to require safety design features that are either fail safe and/or have the capability to handle contingencies through redundancies of critical elements. Complex features which could increase the likelihood of hazard occurrence should be avoided. Damage control, containment, and isolation of potential hazards, along with graded system performance criteria should be specified. Safety input should be in addition to all other traditional evaluations and/or innovative design considerations.

Safety Devices

Known hazards which cannot be eliminated through design selection shall be reduced to an acceptable risk level through the use of appropriate safety devices that are part of the System, sub-system, or equipment, and are an integral part of operating or emergency rules and procedures.

Warning Devices

Where it is not possible to preclude the existence or occurrence of an identified hazard, visual and/or audible warning systems or devices shall be employed for the timely detection of conditions that are a precursor to the actual occurrence of the hazard. Warning signals and their application shall be designed to minimize the likelihood of false alarms that could lead to the creation of a secondary hazardous condition.

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Rules and Procedures

Where it is not possible to reduce the severity of the potential hazard through design, safety and/or warning devices, operating or emergency rules and/or procedures shall be developed and formally implemented.

Personal Efficiency

Where hazards are identified as personnel failures and do not result from design, devices, rules and/or procedures, control shall be through enforcement, training, and/or job requirements.

Residual Hazards

Residual hazards classified as "critical" or "catastrophic" shall be formally reported to and tracked by Management. A tracking system shall be maintained to provide the status of these hazards. Continuation of efforts to eliminate or reduce the severity of these hazards shall be accomplished through the residual hazard identification process, subsequent hazard reductions may be obtained through new safety technology or devices for use from other applications. Rationale for acceptance of the risk of residual hazards shall also be documented.

The priorities for hazard resolutions shall be based on their likelihood of occurrence. A listing of safety concerns and their action priorities shall be developed.

Accident/Incident Prevention and Remedy

The SSPP shall be classified as preventative and remedial efforts. Wherever practical, resources of time and personnel will be expended to improve preventative programs and capabilities.

4.3 System Safety Program Plan Tasks

The information contained in this section defines the tasks and sub-tasks of effort required of the System Safety Program Plan. This plan will be reviewed annually and updated as needed to allow for expansion and modification of task activities. They represent activities now being carried out in some fashion and should not be construed as new work. They do, however, provide a checklist for major tasks and their sub-tasks which can provide a "closed look" approach to safety.

Collect and Maintain System Safety Program Plan Data

The purpose of this task is to develop and maintain adequate information for all other safety and training related tasks. A broad range of information is required to assist, identify, assess,

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recommend, resolve, find alternatives to, eliminate, and combat potential hazards. This task provides for the data bank necessary to evaluate the total system for hazards, to prepare management reports regarding trends, and provide the performance statistics of the program.

General Subtasks

Listed below are the Subtasks that are required to perform this task:

1. Identify sources of information;
2. Evaluate documents and determine suitability for purpose;
3. Define and document date requirements;
4. Obtain and maintain information systems;
5. Assess and disseminate data and information;
6. Maintain statistics and trend information;
7. Report performance to others;

It is important that all personnel who require complete and accurate information to carry out their safety responsibilities are included in the flow of information. Proper reporting will aid in allocating available resources in the resolution of hazards. In the operation of Pace, where certain accidents are more likely to occur on a regular basis, trend information can lead to a reduction of these accidents. Falls on board the bus or rear-end collisions in heavy traffic are examples. Proper and accurate reporting reflect the costs of these accidents.

Perform Hazard Identification and Analysis

The purpose of this task is to enable effective performance of hazard identification and analytic activities based on the most responsible form of available methodology. Input information for hazard identification is provided by Tasks 1, 4, and 6 above. Others tasks provide secondary information and support. Methodologies to identify hazards shall be selected based on the time and resources available for the analysis and the applicability of this methodology to the complexity of the systems to be evaluated. This task provides the basic source for activities in that it identifies hazards and concerns that are to be considered for remedy.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Develop capability to perform hazard identification analysis;
- Select methodologies that are most effective;
- Identify hazards and system safety concerns;
- Analyze causes and effects of identified hazards;
- Manage informal and formal reviews of identified hazards;

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- Prepare reports of findings regarding identified hazards

Develop Hazard Resolutions and Controls

The purpose of this task is to develop a safety resource management technique, with a priority basis, to identify resolutions or control to prevent hazards from becoming accidents or incidents. Identified hazards must be assessed as to criticality and likelihood of occurrence and prioritized for resolution action. This task provides information from and to others regarding hazard resolution and applicable alternatives. This is the primary task involved in improving the safety performance of the System.

General Subtasks

Listed below are the Subtasks that are required to perform this task:

- Determine and establish methods of resolution. Develop alternatives as applicable;
- Establish methods for conducting assessment of trade-offs;
- Evaluate hazard assessments reports and develop resolution priorities;
- Assess impact on system safety resulting from implementation of a resolution and any resolution alternatives;
- Monitor effects on system safety as resolutions are implemented;
- Document findings related to hazard resolutions

Conduct Accident and Incident Hearings or Investigations

Upon direction from the Deputy Executive Director, Revenue Services, or at the discretion of the Department Manager of Safety and Training, an investigation and hearing shall be conducted to determine cause and resolution of hazards involved in the occurrence. Active involvement of other Departments may be required in hearings or investigation.

Other information shall also be provided to the Department Manager of Safety and Training on those situations for which there is no formal investigation or hearing. Accident and incident information provides significant insight to all organizations regarding causes, effects, verification or identified hazards and enhances the capabilities for defining implementable remedies of the elimination or prevention of a similar accident or incident.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Develop criteria to identify requirements for hearings or investigations;
- Prepare procedures and checklists for conducting hearings or investigations;

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- Submit reports to the Deputy Executive Director, Revenue Services of findings of investigations;
- Ensure that all investigations are executed in an appropriate and timely fashion

System Safety Program Training

The purpose of this task is to provide necessary and sufficient training and refresher courses for safety and other personnel. New system safety methods and procedures must be identified, defined and, as applicable, made an integral part of the daily activities of the entire operation.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Identify requirements, methods and course for system safety training;
- Obtain and develop courses necessary to train personnel in system safety;
- Develop and maintain course material for:
    - safety overview
    - hazard identification and analysis
    - hazard resolution and analysis
    - safety inspections
- Evaluate effectiveness of materials and training;
- Establish requirements for additional system safety training

Conduct System Safety Program Plan Inspection

The purpose of this task is to ensure that all required system safety inspection of equipment, structures, operations, enforcement, and maintenance are identified, coordinated and accurately performed. The inspections will be performed using techniques such as guidelines, procedures, efficiency tests and checklists to improve the effectiveness in identifying items requiring corrective action.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Develop and maintain a description of all inspections performed;
- Identify requirements to conduct system safety inspections;
- Plan, prepare, and conduct system safety inspections;
- Report findings and recommendation of system safety inspections;
- Conduct follow-up inspections for compliance;
- Evaluate effectiveness of system safety inspections;

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- Establish requirement for additional system safety inspections

Conduct Emergency Procedures Exercise

The purpose of this task is to test procedures, training and equipment in cooperation with emergency agencies. This task provides a means to identify areas needing improvement; to test effectiveness of corrections; and to orient and train the emergency agency personnel. This task provides the basic source to increase effectiveness in controlling an emergency.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Determine criteria for emergency procedures exercise;
- Establish methods for the most effective measurement of performance;
- Provide interface and coordination of exercise with emergency agencies;
- Review performance and identify areas needing improvement;
- Coordinate with other Departments and correct identified problems;
- Monitor corrections for effects on system safety;
- Evaluate effectiveness of corrections

Define System Safety Program Plan Requirements

The purpose of this task is to ensure that meaningful safety requirements are provided for early consideration, in developing designs or considerations in procedures for change. System Safety Program Plan requirements affect design, operation and maintenance activities and take a variety of forms, including: specifications, objectives, procedures, rules, regulations, checklists, and personnel requirements.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Identify areas and items that define or impose system safety requirements;
- Evaluate adequacy of safety requirements;
- Respond and prepare safety specifications;
- Develop safety rules, procedures and operations;
- Review and develop safety regulations, requirements and guidelines;
- Evaluate effectiveness of safety regulations, requirements and guidelines;
- Report findings and recommendations regarding safety regulations, requirements and guidelines

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Maintain System Safety Program Plan Interface and Coordination

The purpose of this task is to provide for interface and coordination among Pace Departments and the local, regional, state and federal agencies, providers of emergency services, funds, and/or safety regulations. Formal participation on internal and external boards, panels, and committees of the System Safety Program Plan is also defined. The result of these activities provide for a comprehensive involvement in areas where meaningful contributions can be made.

General Subtasks

Listed below are the Subtasks required to perform this task:

- Identify and define internal and external interfaces;
- Establish type and scope of participation on Boards, Panels, Committees, etc.;
- Plan, prepare, and conduct interaction with emergency services;
- Provide others with the results of the interfaces and coordination;
- Evaluate the effectiveness of interfaces and coordination

These tasks represent a means of approaching safety on a systemic basis to ensure total commitment of the Pace organization to a safe operation.

If these tasks are carried out according to the Plan, the resultant flow of information, reviews, work performed, resolutions, and controls as applied to hazards, investigations, training programs, tests and inspections will provide an improved safety environment. These tasks are not necessarily carried out by Safety, Training and Security, but reflect activities that should be done on a System-wide basis.

V. Implementation and Maintenance

The purpose of this SSPP is to ensure that safety is an integral and continuous part of all plans, specifications, designs, tests, maintenance and operations.

5.1 Program Schedule

The implementation and maintenance of the SSPP requires continuous, periodic and recurring development and investment. Revision of schedules, planning, updates in programs, audits, program development, the development of directives, guidelines, procedures, work rules, and implementation of instruction as required specifically relating to safety and training activities.

5.2 Program Audit

The purpose of the program review and audit is to perform official evaluation of accomplishments, problems and trends related to total System safety. Safety and Training shall

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be responsible for the direction of the review and the audit of other Departments' performances as related to required safety activities. Audit guidelines shall be developed and approved by applicable management personnel regarding procedures and methods of measurement of the success of implementation of safety policies, procedures, rules and requirements. Upon the completion of each review and audit, the Department Manager of Safety, Training and Security shall issue a report of the results and identify areas of deficiency, prepare recommendations, identify corrective actions, and distribute copies of the report to the Deputy Executive Director, Revenue Services and appropriate Departments.

Scope

All Departments and applicable contractors are subject to periodic reviews by Safety, Training and Security and Safety related audit teams of Specialists from other Departments and/or outside agencies. Reviews shall be conducted by request, by identified need or annually.

Authority

The Department Manager of Safety, Training and Security has the authority and responsibility of conducting reviews or audits of safety support activities and shall provide a report of findings to the Department Manager.

Review Procedures

The Department Manager of Safety, Training and Security shall be responsible for developing and distributing procedures to be followed during the conduct of formal reviews and audit. The reviewed Department shall be informed of the auditing review and shall be provided with information regarding the purpose, scope, and content of the planned audit. Preliminary findings shall also be communicated as soon as practical to enable expeditious corrective action.

5.3 Management Review of System Safety Assurance Programs

The Deputy Executive Director, Revenue Services and all members of the System Safety Program Plan Review Board shall review and respond to recommendations regarding the audit of System Safety Assurance activities.

An assessment shall be made by the Department/Division Managers regarding adequacy, responsiveness, thoroughness, and effectiveness of the Department Manager Safety, Training and Security in his/her execution of the SSPP. This report shall be prepared annually and submitted to the System Safety Program Plan Review Board. The Review Board shall be responsible for defining and recommending required improvements to the System Safety Program Plan.

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Endnotes

1) Pace has assumed responsibility for engineering, design, procurement, etc., for structures, vehicles, equipment, etc. This Plan requires compliance with the System Safety Program Plan. All future engineering, drafting of specifications, designs, layout, etc. should be approved by the System Safety Program Plan Review Board prior to procurement and use. Pace shall not compromise safety of employees and/or passengers and/or the general public.

2) Pace writes schedules and designs routes. The Planning Department shall consider the safety of Pace employees, passengers, and the general public in the design of all routes and must consider several factors when writing schedules. These factors include, but are not limited to, environment (weather, streets, passenger loads), operator stress and headway, etc. Pace shall not compromise safety to comply with working agreements with Unions, nor shall Pace compromise safety in an effort to have intersecting or connecting bus or train routes.

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Appendix P

Detailed CPR Materials Found in Appendix H

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Pace Corporate Notification Log

Name	Position	Work Phone	Cell Phone	Date & Time Contacted
Melinda Metzger	Executive Director	847-228-2302	847-650-7223	
Lindsey Umek	Chief Operating Officer	847-288-2488	847-987-4927	
CJ Mikucki	Section Manager, Bus Operations	847-288-2402	847-271-9213	
Chris Rausch	Regional Services & Technical Services	708-225-3039	847-204-4296	
Shari Pappas	Department Manager	630-801-3016	847-917-2756	
John Pickering	Security Coordinator	630-801-3012	847-340-4008	
Luis Gutierrez	Chief Safety Officer	630-801-3187	847-271-0015	
James Caronis	Department Manager	847-228-2365	224-313-3772	

Pace North Region					
Name	Position	Work Phone	Cell Phone	Home Phone	Date & Time Contacted

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NORTH DIVISION: 847-662-1221 PN DISPATCH: 847-263-3400/3401 SHOP: 847-263-3411					
Brett Burkhardt	Regional Manager	847-699-3717	847-951-6064		
Jeff Landmark	Division Manager	847-263-3402	847-804-6373		
Brian Liescke	Supt. of Maintenance	847-263-3412	847-243-7488		
Oliver Fry	Safety & Training Manager	847-263-3402	847-804-6373		
NORTH SHORE DIVISION: 847-869-3878 PNS DISPATCH: 847-869-3487/3489 SHOP: 847-869-3694					
Brett Burkhardt	Regional Manager	847-699-3717	847-951-6064		
Laura Lindsey	Division Manager	847-869-3466	847-345-8031		
Farrell Peterson	Supt. of Transportation	847-869-3272	847-471-6006		
Fabian De La Pena	Supt. of Maintenance	847-869-3278	224-571-0834		
-	Safety & Training Manager	708-225-3066	847-977-8746		
NORTHWEST DIVISION: 847-297-0135 PNW DISPATCH: 847-699-3701/3702 SHOP: 847-699-3709					
Brett Burkhardt	Regional Manager	847-699-3717	847-951-6064		
Stephen Farrell	Division Manager	847-699-3707	847-477-3004		
-	Supt. of Transportation	847-699-3706	847-489-6052		
Juan Vargas	Asst. Supt. of Transportation	847-699-3712	224-374-4335		
John Kramer	Supt. of Maintenance	847-699-3721	847-271-9261		
Orlando Johnson	Safety & Training Manager	847-699-3708	847-502-4496		
April Hines	Asst. Safety & Training Manager	847-699-3712	224-200-9386		
RIVER DIVISION: 847-931-6745 PR DISPATCH: 847-622-3102/3103 SHOP: 847-622-3112					
Brett Burkhardt	Regional Manager	847-699-3717	847-951-6064		
James Barsano	Division Manager	847-622-3106	847-451-6068		
-	Supt. of Transportation	847-622-3105	847-727-7223		
Steven Desecki	Supt. of Maintenance	847-622-3104	847-271-9263		
Leo Miranda	Safety & Training Manager	847-622-3116	847-345-1470		

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Homar Almazan	Asst. Safety & Training Manager	847-622-3117	708-305-7601		
WEST DIVISION: 708-344-7400 PW DISPATCH: 708-649-3200/3201 SHOP: 708-649-3221					
Brett Burkhardt	Regional Manager	708-649-3208	847-951-6064		
Deryl Oliver	Division Manager	708-649-3216	708-951-6063		
Will Simmons	Supt. of Transportation	708-649-3209	847-489-6238		
Tracy Butler	Asst. Supt. of Transportation	708-649-3244	847-347-8506		
Andre Boykin	Supt. of Maintenance	708-649-3215	847-650-2874		
Greg Butler	Safety & Training Manager	708-649-3213	847-347-8498		
Marvin Fortson	Asst. Safety & Training Manager	708-649-3202	224-313-1098		

Pace South Region

Name	Position	Work Phone	Cell Phone	Home Phone	Date & Time Contacted
FOX VALLEY DIVISION: 630-892-8444 PFV DISPATCH: 630-801-3003/3009 SHOP: 630-801-3014					
Mark Klafeta	Regional Manager	630-892-8444	708-989-0342		
Darlene Portillo	Division Manager	630-801-3002	630-564-7223		
Peter Bertrang	Supt. of Maintenance	630-801-3172	847-345-1549		
Michael Gaglione	Safety & Training Manager	630-801-3007			
HERITAGE DIVISION: 815-723-3259 PH DISPATCH: 815-774-3600/3601 SHOP: 815-774-3617					
Mark Klafeta	Regional Manager	815-774-3602	708-989-0342		
David Dines	Division Manager	815-774-3616	630-308-7223		
Stephen West	Supt. of Maintenance	815-774-3617	847-347-8391		
Eric Weis	Asst. Division Manager	815-774-3609	224-520-1731		
Anthony Caputo	Safety & Training Manager	815-774-3610	847-347-8391		
SOUTH DIVISION: 708-331-0051 PS DISPATCH: 708-225-3344/3345 SHOP: 708-225-3346					
Mark Klafeta	Regional Manager	708-255-3340	708-989-0342		
Brenda Dillard	Division Manager	708-225-3368	708-975-5920		

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Kathalese White	Supt. of Transportation	708-225-3347	847-212-6845		
Eric Patterson	Asst. Supt. of Transportation	708-225-3373	847-217-3244		
Said Alharsha	Supt. of Maintenance	708-225-3341	847-220-2307		
Roderick Sawyer	Safety & Training Manager	708-225-3378	847-271-4486		
Twanda Greene	Asst. Safety & Training Manager	708-225-3382	224-833-8180		
SOUTHWEST DIVISION: 708-598-5141 PSW DISPATCH: 708-233-3911/3912 SHOP: 708-233-3909					
Mark Klafeta	Regional Manager	708-233-3910	708-989-0342		
Josh Parker	Division Manager	708-233-3901	847-489-6145		
Richard Chiaramonte	Supt. of Maintenance	708-233-3903	224-201-6904		
Brandie Jackson	Safety & Training Manager	708-233-3904	708-227-7125		

SOUTH HOLLAND ACCEPTANCE FACILITY: 708-331-9127					
Name	Position	Work Phone	Cell Phone	Home Phone	Date & Time Contacted
Chris Rausch	Division Manager	708-225-3039	847-204-4296		

FOX VALLEY SAFETY/TRAINING:					
Name	Position	Work Phone	Cell Phone	Home Phone	Date & Time Contacted
Shari Pappas	Department Manager, Safety, Training & Security	630-801-3016	847-917-2756		
Luis Gutierrez	Chief Safety Officer	630-801-3187	847-271-0015		
John Pickering	Security Coordinator	630-801-3012	847-340-4008		
Jackie Gerasch	Safety Officer	630-801-3178	847-271-1795		
Robert Aguilera	Safety Training Administrator	630-801-3176	224-828-3129		
Anthony Johnson	Safety Training Administrator	630-801-3015	224-900-0839		
Marqueda Jordan	Safety Training Administrator	630-801-3010	224-239-4179		

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Clarence Caldwell	Safety Training Administrator	630-801-3185			

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Appendix Q

Security Vehicle Inspection Checklist

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Click anywhere in the pictures below to access the .pdf file of the Vehicle Inspection Guide
(File will open in a separate window; when prompted, click "Allow" to view document)

Vehicle Inspection Guide

September 2012

Homeland Security

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Appendix R

Post – 9/11 Security Action and Documentation

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Guidelines of System Security

This is a guideline for a twenty-minute class that will be for all employees but will key in on certain aspects of different job classifications. The following are items to be discussed:

Our goals are:

1) Life Safety
2) Incident Stabilization
3) Property Conservation

Operators:

- Transit systems are a target of terrorists
- Our greatest threat is improvised explosive devices. Check the bus carefully during pre-trip inspection in wheel wells, etc. for anything that does not belong there and check thoroughly for any suspicious unattended packages or devices after each trip.
- Chemical, biological and radiological agents are also used by terrorists. Signs are an unexplainable pungent odor or package emitting a vapor, observe two or more people coughing uncontrollably and collapsing. Alert others and leave the scene immediately.
- Operators should watch boarding and alighting passengers to ensure all backpacks, etc. are not left behind.
- Operators know the areas of their routes and terminals best. They should report any suspicious persons, activities, unattended packages, vans, trucks or cars.
- When reporting information, remain calm, communicate clearly and answer questions as they are asked.
- Final though for training operators:
    - Implementation of IBS
        - Key features include the following security items:
            - Vehicle locator system
            - Covert alarm
            - Jurisdiction pop-ups (when alarm goes off the dispatcher will be alerted as to which police department to call)

Maintenance:

- All cleaners, service lane workers, mechanics, building maintenance personnel know what does not belong on buses and property. Any unauthorized personnel should be reported immediately to their supervisors.
- Watch for open or disturbed compartments, usually clean or dirty areas, items or objects attached to vehicles with magnets or duct tape.

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- Service workers must look under each seat for possible packages taped to the underside of seats.

All Employees:

- Receptionists and material receivers should be watchful for any suspicious mail or packages and report them to their supervisors.
- Supervisors and managers should follow the chain of command and notify proper authorities.
- Observe and report system weaknesses and report anything unusual immediately.
- Follow procedures.
- Report any suspicious people who may be loitering, appear to be pacing or nervous, or overdressed for weather conditions.
- When approaching someone suspicious, avoid being threatening or confrontational and do not try to detain or hold a person.
- Do not attempt to touch, move, or cover any suspicious package or device.
- Remain calm. Think! Don't just react!

Threat Guidelines: What's A Threat?

What does a bomb look like? Is it the unattended briefcase apparently forgotten by someone? Or is it the unexpected package just delivered? You can be sure it's not the bowling ball look with the burning wick sticking out. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. Most bombs are homemade and limited in design only by the imagination and resources of the maker. Bombs can be constructed to look like almost anything and can be placed or delivered in many ways. The only common denominator that exists among bombs is that they are designed and intended to explode.

Types of Threats

There are basically two types of bombs threats, written and oral. Written bomb threats may come in the form of cutout words from a newspaper or other publication pasted onto plain paper and either mailed or delivered in some other manner. They may also be typed or written messages on other types of paper or scribbled on mirrors, walls, or other places on the property. Bomb threats written on paper should not be unnecessarily handled and should be preserved for law enforcement agencies. Additional information on letter and package bombs and their respective threat procedures can be online. The majority of threats are called in by phone to the target. Occasionally, these calls are through a third party. Sometimes, a threat is communicated by recording. The telephone offers a degree of anonymity and is available almost anywhere.

There are two logical explanations for reporting a bomb threat:

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1) The caller has definitive knowledge or believes that an explosive or incendiary bomb has been or will be placed and he or she wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
2) The caller wants to create an atmosphere of anxiety and panic which will, in turn, result in a disruption of the normal activities at the facility where the device is alleged to be placed.

Threat Management

An essential tool for bomb threat management is the checklist. A Threat Checklist should be readily accessible to all personnel who either answer a telephone or may otherwise be in a position to receive a telephoned threat. The most common response of a person receiving a threat is to allow the person phoning in the threat to control the situation while trying to write down his or her every word. Unless the receptionist has been well trained, panic and fear will most certainly set in. That is what the caller is hoping for! A more aggressive response toward challenging or managing the caller is more effective. For example, the recipient may demand more specific information or demand to control the conversation by asking for clarification of details and then, even threaten to hang up if the caller does not respond. This procedure usually exasperates the caller he or she may actually give more information than initially intended. The threat recipient should have a covert signaling system by which co-workers can be alerted to the threat without the knowledge of the person phoning in the threat and without alarming the general public. After being alerted to the threat, a co-worker can listen in to the conversation to silently help gather information. The bomb threat checklist should be as follows:

1) When is the bomb going to explode? The answer to this question may tell how much time you have to evaluate and respond to the threat. For example, if the caller replies, “it’s going to go off this afternoon,” the recipient may want to ask “what time this afternoon?” in an attempt to accurately pinpoint the planned time of detonation.
2) Where is the bomb now? This question may be followed by several others in an attempt to pin down the exact location of the bomb, if any. For example, if the caller replies, “it’s in the communications center,” the next question should be “where is the communications center?” Responses to these questions will help in determining whether or not the caller has really identified or knows the target and will assist in determining which areas should be given priority in search operations. Sometimes a false lead may serve to destroy the credibility of the threat. For example, if the caller says, “there is a bomb on your bus,” the reply is “do you mean that special bus with tall the poor disabled kids on it?” (There really is no special bus with disabled

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kids) If the response is "yes, that's the one, I'm going to blow all those kids away!" you know the caller's credibility is considerably lessened by acceptance of this false lead.

3) What does it look like? The response to this question may give a hint as to whether you are looking for an open bomb (components obviously identifiable) or a closed bomb (components or entire bomb concealed or disguised).
4) What kind of bomb is it? The caller's reply may give you some insight into his or her expertise in the explosives area. If the caller has identified himself or herself as representing a certain group, the response and the law enforcement's intelligence assessment of the group's capability will be helpful in evaluating the threat.
5) What will cause it to explode? The response to this question will assist the bomb squad in determining what action they will take with a suspect object that is found as a result of the threat.
6) Why are you doing this? The question will enable the caller to state any complaints or vent anger and tell why the caller is making the threat and/or has planted the bomb. In answering this question, the caller may identify with some group and that information can be correlated with the response to question 4.
7) What is your name? Surprisingly enough, people do have a habit of replying to this question without thinking. Another good tactic is to ask the caller, "what is your telephone number in case we get cut off?"

Threat Evaluation

Once the caller hangs up, the threat must be evaluated to determine its degree of validity. Some of the information acquired by the recipient can be of use in making the determination. For example, data can be placed on the reverse side of the Bomb Threat Checklist to reflect some or all of the following:

1) What was the caller's sex and estimated age?
2) Did he/she have an accent recognized as belonging to an ethnic group or geographical location? Were there other voice characteristics?
3) Did the caller sound sober? Sane? Excited? What was the caller's emotional state?
4) What background noises could be heard?
5) What was the target identified? Did the caller know the target, or did he or she accept the false lead?

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Notification Procedures

The first person to be notified after receipt of a bomb threat should be the supervisor. Once he/she has evaluated the threat and determined the response action to be taken, notification must be made to those persons and organizations that have been previously identified as having a role in the actions to be taken. A Bomb Threat Notification List is a valuable management tool in making the notifications and recording their responses. It should be set down in writing in advance which person notifies what agency.

Threat Response Actions

The supervisor is the person responsible for implementing bomb threat procedures. After evaluating the threat, he/she must decide on what response actions must be taken. He/she must have sufficient communications ability to relay the response actions to those concerned. One of the problems facing him/her is the possibility of death and injury to passengers and personnel and the loss of property, as opposed to the consideration that there is a low ration of actual bombs in relation to the number of threats. Depending on the degree of validity of the threat, a decision must be made: whether or not to respond overtly or covertly.

1) Covert Response: A covert response may vary from simply logging the threat and taking no action, to a complete but covert search of a threatened area. The determination of which type of response to use can only be made after a logical evaluation of the threat.
2) Overt Response: An overt response may involve evacuation of vehicles, a boarding site, a structure, and emergency response by police and fire units, and a thorough search of the target area. Some disadvantages to an overt response are: the possibility of panic among passengers and workers, and repeated disruption of normal operations resulting in loss of public confidence in the industry.

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Exhibit 1

Application Criteria

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pace **Memorandum**

DATE: February 14, 2003

TO: Marion Roglich, Department Manager
Human Resources

FROM: Melinda J. Metzger, Deputy Executive Director
Revenue Services

SUBJECT: Application Criteria

Due to the recent changes in the law for CDL requirements, attached you will find revised application criteria that we should begin using. Please inform the appropriate staff members.

If you have any questions regarding this change, please let me know.

Thank you.

MJM/mal-applicationcriteria

Attachment

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OPERATIONS BULLETIN #SBD-08-137
ATTENTION: All Pace Paratransit Providers
SUBJECT: New Hire Background Check Procedures
DATE: October 2, 2008

In order to clarify the contractual requirements with respect to carrier's identifying those drivers who may possess a felony conviction; Pace is releasing this Operation Bulletin.

Under the current Pace Paratransit contract, *Attachment A: Pace Paratransit Manual for Private Providers Contracting Directly With Pace, Sub-Section 4-3.2 – Specific Requirements for Drivers*, all driver applicants are subject to a criminal background check. To Whit:

Any Individual convicted of a felony cannot drive in Pace service.

Carriers are hereby reminded and directed to take all reasonable steps to identify any and all States and/or Territories in which an individual has resided since an applicant's 18th birthday. A background check must be performed for each and every state/territory in which an individual has ever resided since their 18th birthday. Current carriers' reporting requirements will remain in effect.

If you have any questions about this requirement, please contact Pavel Lesho at 312-341-8035 or Sally Williams at 312-341-8020.

Melinda J. Metzger
Deputy Executive Director
Revenue Services

MJM/mml-sbd-08-137

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pace

550 West Algonquin Road, Arlington Heights, Illinois 60005-4412 (847) 364-8130 www.pacebus.com

Thomas J. Ross
Executive Director

Hiring Procedures

All Bus Operator and maintenance applications are screened for acceptable work history and or related previous work history. All new employees are subject to a background check. Applicants must be at least 21 for employment consideration. Both Bus Operator and Maintenance applicants MVR'S (motor vehicle records) are reviewed against Pace's Driver's Standards (see attached) for standard compliance. All prospective Bus Operators take a 2 hour video test which measures their customer service skill and their judgment skills. Applicants must score at least 70% to pass. All Maintenance applicants with the exception of Servicers are subject to a written and practical exam relative to the respective position of their application. Applicants must score at least 70% on the combined practical and written exam for a passing score.

Applicants passing the bus operator exam and possessing an MVR acceptable by Pace standards are given an opportunity to interview for said position.

Applicants passing the required maintenance exam with acceptable MVR 'S, meeting Pace standards are granted an opportunity to interview for available maintenance positions.

Applicants must have the required CDL permit and or license before the start of employment.

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[EXHIBIT 1-4]

Application Criteria

Drivers:

- Good work experience – steady employment
- Experience preferred
    - Driving
    - Customer Service
- No convictions of a felony
- Must be at least 21 years of age (check age by the following digits in the license number: S522-6136-1663 – this applicant was born in 1961)

Driver Standards/Qualifications:

- Previous driving record
    - No Class I or Class II convictions
    - No Class III or Class IV convictions in the past 3 years
    - No more than one Class III or Class IV convictions in the past 5 years
    - No pattern of driving violations on the record
    - No convictions/suspensions of driving while intoxicated or impaired by alcohol or drugs
    - Not currently in receipt of a traffic violation

Violations:

- Class I – Manslaughter or leaving the scene of an accident
- Class II – Careless or reckless driving
- Class III – Speeding, violations of a traffic signal, other serious citations that involve an accident
- Class IV – Improper turn, improper lane change, failure to observe a stop sign

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Exhibit 5

Organizational Chart

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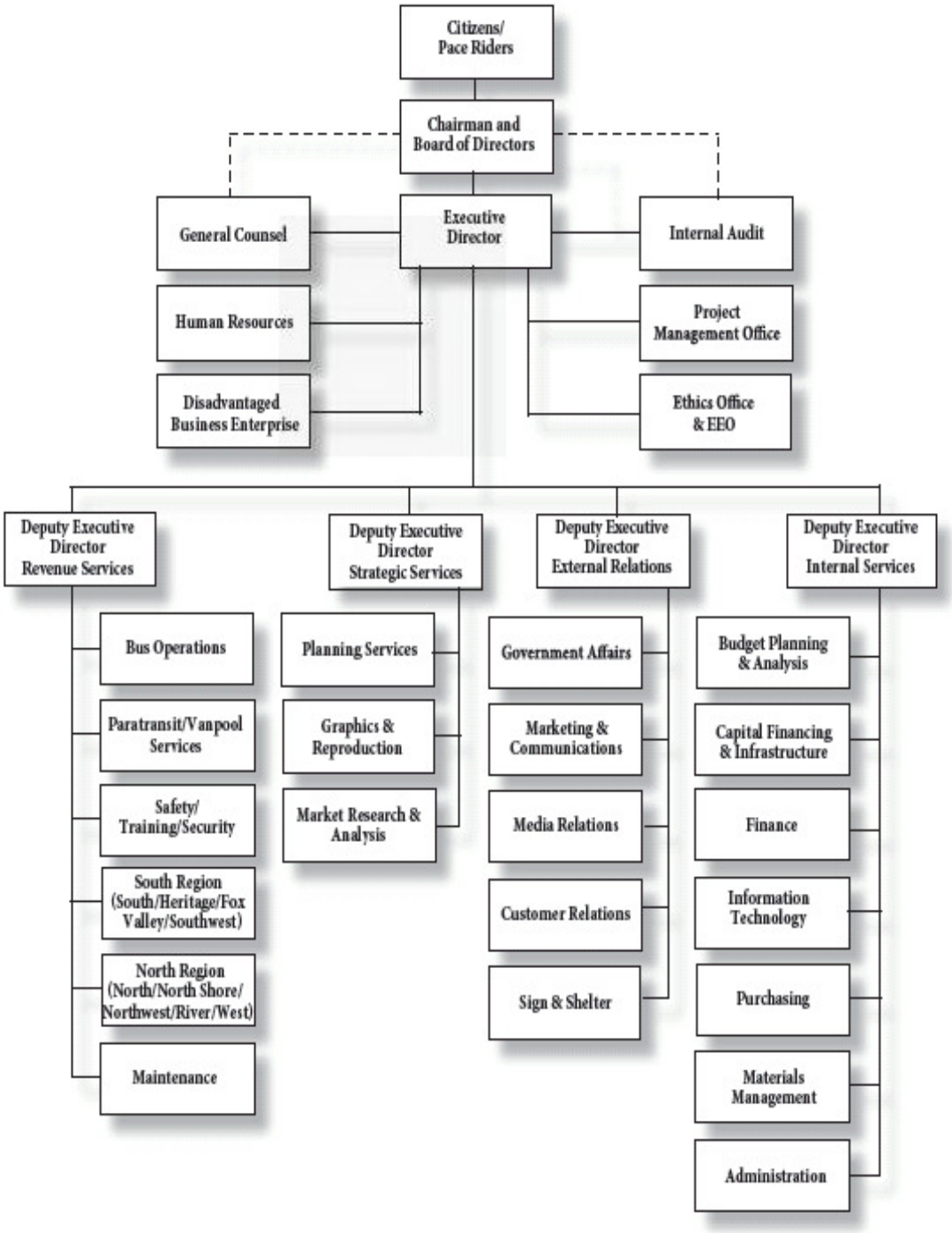

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[EXHIBIT 5-2]

Exhibit 6

Carrier List

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Exhibit 8

Security Information to Riders

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TransitWatch Information

(Original Source: http://www.pacebus.com/sub/bus_system/transit_watch.asp)

Pace Home » Fixed Route Bus System » Transit Watch

More Information:

- Fixed Route Bus System
- Accessible Fixed Route Bus Service
- Bicycle Racks
- **Transit Watch**
- Passenger Feedback
- Informacion en Espanol
- Fare Information

ADA/Paratransit Service

Fixed Route Bus System

Vanpool Incentive Program

Transit Watch

In response to the need for increased attention to safety and security in today's post-9/11 environment, Pace participates in the nationwide Transit Watch effort to ensure the safety and security of our public transportation network.

Report suspicious activities:
Pace's Transit Watch Emergency Hotline ***(847) 228-4200*** *or call* ***911*** *in an immediate emergency.*

TRANSITWATCH

What can you do to help?

- **Be observant, alert, watchful and aware.**
- **If something doesn't look quite right, report it to the authorities.**
- **Take the initiative and become the community's transit eyes and ears.**
- **We can all count on a safe ride if we look out for each other.**

If passengers observe something suspicious, they should immediately notify their bus driver or other transit employee.

To report suspicious activity in an immediate emergency, call 911.

What is Transit Watch?

The campaign is a nationwide safety and security awareness program designed to encourage the active participation of transit passengers and employees in working together to maintain a safe transit environment.

Transit Watch asks you to be the "eyes and ears" of the local transit system

TRANSITWATCH

Let's count on each other for a safe ride

Transit Watch was developed by the U.S. Department of Transportation's Federal Transit Administration (FTA) in partnership with the American Public Transportation Association (APTA), the Community Transportation Association of America (CTAA), the Amalgamated Transit Union (ATU), and the U.S. Department of Homeland Security's Transportation Security Administration (TSA).

back to top

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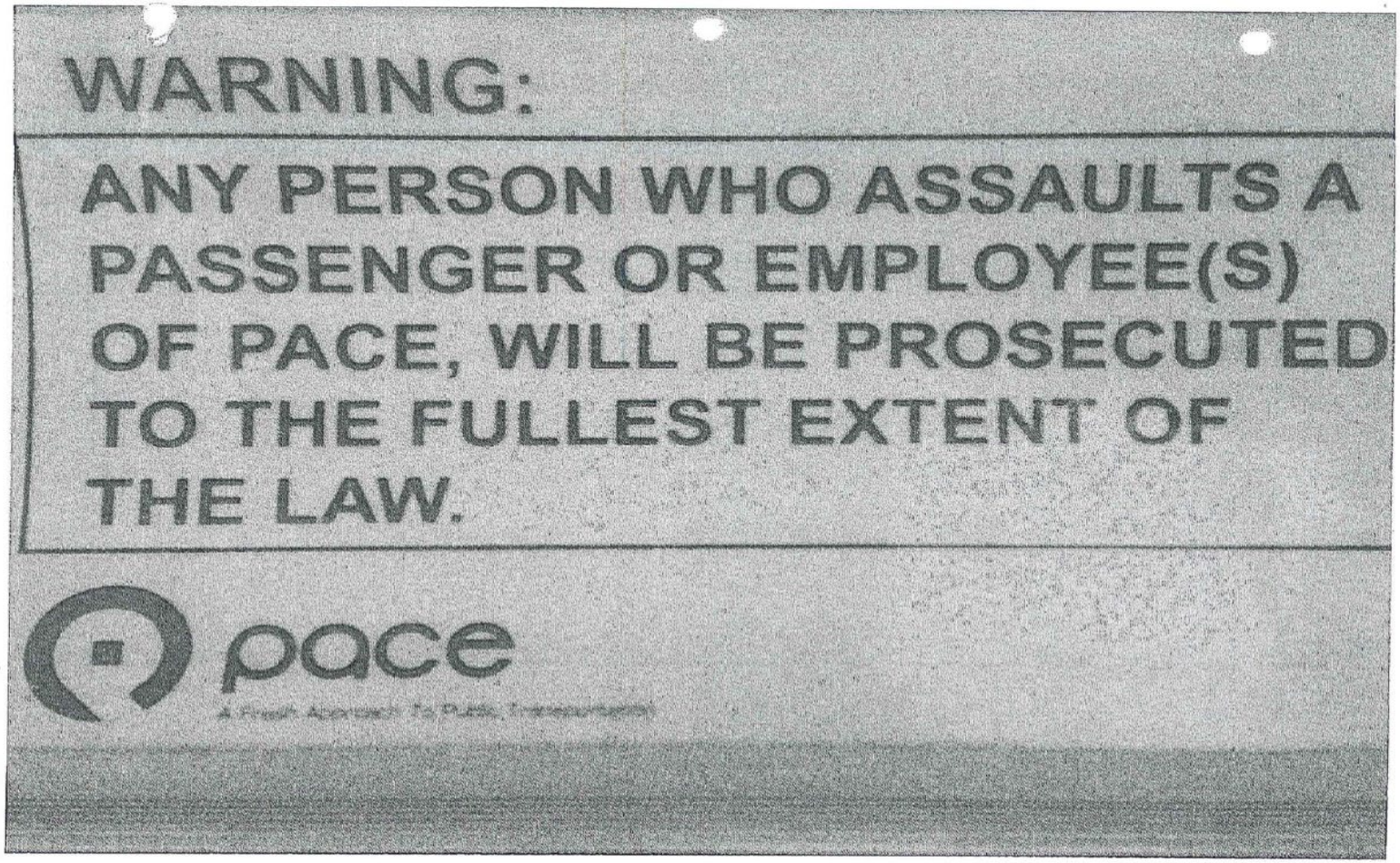
Assault Warning



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‘Be Alert’ Car Card

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[EXHIBIT 8-4]

'TransitWatch' Car Card

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Exhibit 9

Supplemental Information for Pace's System Security
and Emergency Preparedness Program
(Communications Plan)

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Introduction

As part of our dedication to quality service, this booklet was created to help employees and managers handle communications during a crisis. Pace and its employees are dedicated to safety and preparedness.

It is Pace's communication policy in emergency situations to provide the news media, public officials, employees and the general public with accurate information as quickly and completely as possible. The purpose of this plan is to ensure that Pace is consistent in the way we communicate during an emergency situation. By being prepared, we can counteract some negative publicity we could receive and also allay public concern.

Two broad categories of crisis can impact us: (1) emergencies such as accidents, explosions, acts-of-nature and bomb threats; and (2) incidents such as employee strikes, or charges from government officials or citizen groups about safety or pollution.

When these events happen, they are news. Since the affect the public, government officials, the media and other citizens will want to know what is happening. Pace needs to be prepared to work smoothly with the media to help ensure the most accurate, timely and balanced story is relayed. Although the media has a job to do and will sometimes do anything to get a story, they can also help allay fears and inspire confidence. That is why it is important to work **WITH** the media.

The cardinal rule of crisis communication is "TELL IT ALL AND TELL IT FAST." When information is disseminated quickly, rumors are stopped, and nerves are calmed. In addition, a continuing flow of information indicates that even though a problem exists, we are in control of the situation.

It is very important to get the whole story out and to get it out as quickly as possible, but there are some other important rules:

- There should only be ONE official spokesperson
- All information should come from ONE centralized location
- DO NOT speculate

Additional rules for the effective management of a crisis situation are outlined later in this plan.

Preparation

<u>Identifying Possible Crisis Situations</u>

Although we can never be fully prepared for all crisis situations, it is important to plan for the ones that have the greatest potential of occurring. Pace managers have identified numerous

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possible crisis situations, some of them are listed below. Specific plans can be found in each Division's *Contingency Plan for Recovery* (CPR) for the noted crisis.

- Bus accident with serious injuries or fatalities
- Disasters (i.e., flooding)
- Labor strike
- Fuel crisis
- Maintenance sabotage or neglect
- Hostile takeover of transit property
- Terrorism
- High profile lawsuit (i.e., employment or handicap discrimination)
- Criminal activity on behalf of management (i.e., embezzlement)
- Criminal activity directed at passengers
- Negative comments made by the media or a regulatory agency
- Murder of Pace employee while on duty

In All Cases

Upon the discovery of any crisis, the following plan should be implemented:

1. Notify the Division Manager where the incident has occurred.
2. Notify the Department Manager, Safety/Training and Security.
3. The Division Manager will consult with the Deputy Executive Director of Revenue Services.
4. The Deputy Executive Director of Revenue Services will inform the Executive Director and the Department Manager, Communications, to discuss further actions. Any additional personnel will be informed of the incident, as necessary.
5. Local authorities will be called in, as necessary.

If an official statement needs to be made to the press, it is the responsibility of the Department Manager, Communications, to do so. If the press requests information from anyone else, direct them to the Department Manager, Communications.

Background Information

Background information on Pace, including its Board members, senior and division managers, facilities, buses, number of employees, etc. will be essential to the media and public during a crisis. A media kit with a complete set of background information is also included in this plan. The kits will be kept in the Communications Department and updated by the Communications Department twice a year.

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Community Relations

The most important time for communicating with the communities we serve is BEFORE AN ACCIDENT OR CRISIS. Goodwill is a commodity to be stored up for a rainy day. Pace, through their Intergovernmental Affairs area, is committed to communicating with local communities and officials. By involving the communities before an emergency takes place, we can make them aware of Pace's ability to respond and control a potential disaster.

Giving Out Information/Spokesperson

It is important that all information to the media be given from ONE spokesperson at ONE location. The Department Manager, Communications, or Public Information Specialist, will be responsible for releasing information to the media. The information would be released from Headquarters.

The Pace "staff center" will be in the Executive Director's office at Headquarters. This is where the spokesperson and managers would be briefed and updated, and where press briefings and media statements would be developed. In addition, the Deputy Executive Director of Revenue Services' office is equipped with extra phone lines and radio communications for an operational emergency.

In the event of a crisis that requires a press center, the Pace Boardroom would serve as such. By having a "press center" away from the crisis site, the media and spokesperson will have a place to obtain interviews, releases, updates, and statements, and also phone information into their offices. The following items should be readily available for the press center:

- Telephone lines
- Photocopy machines
- Tables and chairs
- Supplies (i.e., paper, coffee, restroom)
- Typewriters
- Electrical hookups for press equipment

The media will want to know the 'who's, what's where's, when's, why's, and how's' of the crisis situation. Some tips to remember on things NOT TO DO:

- Don't estimate cost or damage
- Don't speculate
- Don't identify a specific cause
- Don't place blame
- Don't use highly technical descriptions

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- Don't use colorful language
- Don't offer an opinion
- Don't give exclusive interviews
- Don't release injured persons names **(No names of injured or deceased personnel or passengers will be disclosed until the next of kin have been properly notified. Release of this information must be cleared first by the Executive Director personally. If family members call wanting to know if an employee is safe, tell them that they will be contacted as soon as possible by someone from Pace management.)**
  (Refer to the Contingency Plan for Recovery Chain for releasing information)

Additional guidelines for spokesperson include:

- Make sure the media receives accurate, credible information as quickly as possible
- Update frequently
- Don't hold back relevant information
- Make sure that the release of information is centralized
- Be empathetic
- Stay on the record. In a crisis situation, nothing is "off the record"
- Deal with rumors swiftly. Don't use "no comment"
- Write clear, factual statements for release to the media
- Have technical personnel available to help answer questions that the spokesperson cannot
- Prepare for a crisis situation by going through drills. Use the "devil's advocate"
- Communicate to employees before they learn about it in the press
- Make sure personnel know to whom they should be directing the media
- Always tell the truth
- Reveal only verified facts

When running a news conference:

- Have a brief written statement
- Distribute a press kit
- Give all reporters the same information, ideally at the same time
- Be as accessible as possible during the entire crisis

Notification

Internal Notification

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In the event of an emergency, the Communications Department always should be notified as soon as possible. The press "hot line" is (847) 228-3571, and the Communications beeper is (847) 974-4416.
The managers who are notified and the order in which they are notified, depend on the type of crisis and the department where the crisis occurs. The CPRs for each Division detail different crises and the chain of command in which personnel should be notified. All managers should have home phone numbers for their staff handy at home in the event they would need to contact the staff during non-business hours.

If the Pace building needs to be entered by staff after hours, the Senior Facility Engineer should be notified by beeper at (847) 489-4127, in order to deactivate the alarm. If the switchboard needs to be operated after hours, the Department Manager, Communications, should be notified by beeper at the number above.

Public Agency Notification

Another important part of planning for a crisis is having public agency phone numbers handy. Each Division's *Contingency Plans for Recovery* lists important necessary phone numbers for the Division and Headquarters. Operations is responsible for updating each Division's *Contingency Plan for Recovery* once a year.

Media Notification

During a crisis situation, the fastest means of getting information to people is via radio first and television second. Listed on the following page are the main radio, television, newspaper and wire services numbers. The Communications Department has a complete listing of local and state media.

Radio Stations:

- WGN Offices: (312) 222-4700 After Hours: (312) 222-4730
- WBBM Offices: (312) 944-6000 After Hours: (312) 944-7878
- WMAQ Offices: (312) 670-6767 After Hours: (312) 245-6100

Television Stations:

- WBBM (2) Offices: (312) 944-6000 Fax: (312) 943-7193
- WFLD (32) Offices: (312) 565-5532
- WGN (9) Offices: (312) 528-2311
- WLS (7) Offices: (312) 750-7777 Roz Veron: (W) (312) 744-8641 (H) (312) 525-9266
- WMAQ (5) Offices: (312) 836-5555 After Hours: (312) 836-5550

Newspapers:

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• Chicago Tribune	After Hours:	(312) 222-3232
	Dave Ibata:	(708) 843-6122
	Gary Washburn:	(312) 222-3536
• Chicago Sun Times	After Hours:	(312) 321-2522
	Mike Gillis:	(312) 321-2565
• Daily Herald		(708) 780-3600
• Daily Southtown	Colleen Diskin	(312) 321-2565
• Joliet News-Herald	Nick Reiner	(815) 729-6050
	Jan Larsen (Editor)	(815) 729-6047
• Aurora Beacon-News		(708) 844-5844
• Elgin Daily Courier-News		(708) 888-7800
• Waukegan News Sun		(708) 336-7000
• Northwest Herald		(815) 459-4040

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Exhibit 10

Safety and Security Procedures

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Click HERE to access the .pdf file of compiled Safety and Security Operations Bulletins and Memorandums
(File will open in a separate window; when prompted, click "Allow" to view document)

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Procedure for Passenger Illness or Injury When Bodily Fluid is Present

In every case involving a potential biohazard, dispatch is to be notified immediately using Code 10-63. Depending on the nature and scope of the incident or spill and factors such as weather, vehicle location, the location of the spill within the vehicle, passenger volume and the Operator's ability to isolate the spill, passengers will either be evacuated immediately or the bus may remain in service and traded off as quickly as possible.

Universal precautions to protect passengers and employees from the presence of bodily fluid and objects, i.e., diapers, discarded feminine hygiene products that contain bodily fluid are as follows:

- **Treat all bodily fluids as potentially infectious**
- Isolate the scene; prevent people from walking through contaminated areas and coming into contact with potentially infectious material
- Quarantine those who are injured (bleeding) or exposed
- Keep a barrier between self and the potentially infectious material (examples):
    - Use absorbent material, i.e., newspaper, to soak up and contain the spill
    - Further isolate the spill using plastic (fare box bag)
    - Warn those who may be boarding or alighting of a potential tripping hazard if one exists
    - If available, hand a cloth or bandage to someone who is bleeding to use as a compress
    - Do not touch blood yourself unless protected by proper Personal Protective Equipment (PPE)

While waiting for help to arrive:

- Maintain quarantine (separation) of injured/contaminated people from others; isolate the contaminated area
- Comfort and reassure the injured or involved passengers
- Wash your hands or other exposed skin as soon as possible; use antiseptic wipes, if available
- Remove contaminated clothing, if feasible

Spill Removal and Decontamination is to be performed only by Supervision and/or Maintenance personnel who have received special training in the proper procedure.

Appropriate PPE must be utilized and worn properly. Examples include:

- Disposable gloves; double gloving for further protection

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- Face masks and/or respirators
- Safety glasses, goggles, and/or full face shields
- Disposable items: bonnets, gowns, shoe covers, etc.
- Reusable items: aprons, coveralls, heavy outer work gloves, boots, or other protective clothing

Appropriate materials, supplies, cleaning agents, tools and techniques must be used to decontaminate surfaces or equipment. Examples include:

- Use tongs, pliers, pick-up sticks or a shovel to handle regulated waste
- Do not touch broken glass with hands
- Do not attempt to re-sheath needles by hand; use a tool if provided
- Spills should be covered with paper towels or rags, and/or an absorbent compound used to contain the spill
- Scoop the contaminated absorbent into a "Regulated Waste" bag or double bag in plastic and label "Regulated Waste"
- Use a solution of one part bleach and ten parts water; this solution will kill both HIV and Hepatitis B and C.
- Cover the spill with paper towels or rags – this will help prevent infected particles from splashing
- Gently pour the bleach/water combination over the towels or rags – this provides a medium to keep the bleach solution in contact with the surface to be disinfected
- Allow 10 minutes for the bleach to kill any viruses
- Pick up and double bag contaminated towels and rags
- After removing soaked towels or rags, use a fresh bucket of 10% bleach solution or other approved disinfectant to perform a final wipe-down
- After decontamination, clean the item or surface following normal procedures

Final Disposal

- Needles, shards of glass, razors and other blades should be disposed of in a "Sharps" container
- Glass can be placed in regular trash only after it has been properly disinfected
- Regulated waste (the spill material) as well as towels or rags used in the decontamination process should be placed in labeled "Regulated Waste" bags; red in color and marked with the "biohazard" symbol
- Double bag; seal the bulk of the infectious material in the first bag, then place in a second bag to reduce the change of breakage or failure

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- Remove latex gloves last, by turning inside out and rolling off fingers (double gloving reduces the chance of contamination)
- Wash hands thoroughly using a brush and disinfectant soap with running water
- Remove, wash and rinse all jewelry
- Use a towel to shut off the faucet

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Exhibit 11

After Hours Emergency Phone Call Procedures for Outside Agencies

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EMERGENCY CALL PROCEDURES

You can contact a Pace official directly by calling:

(847) 228-4200

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