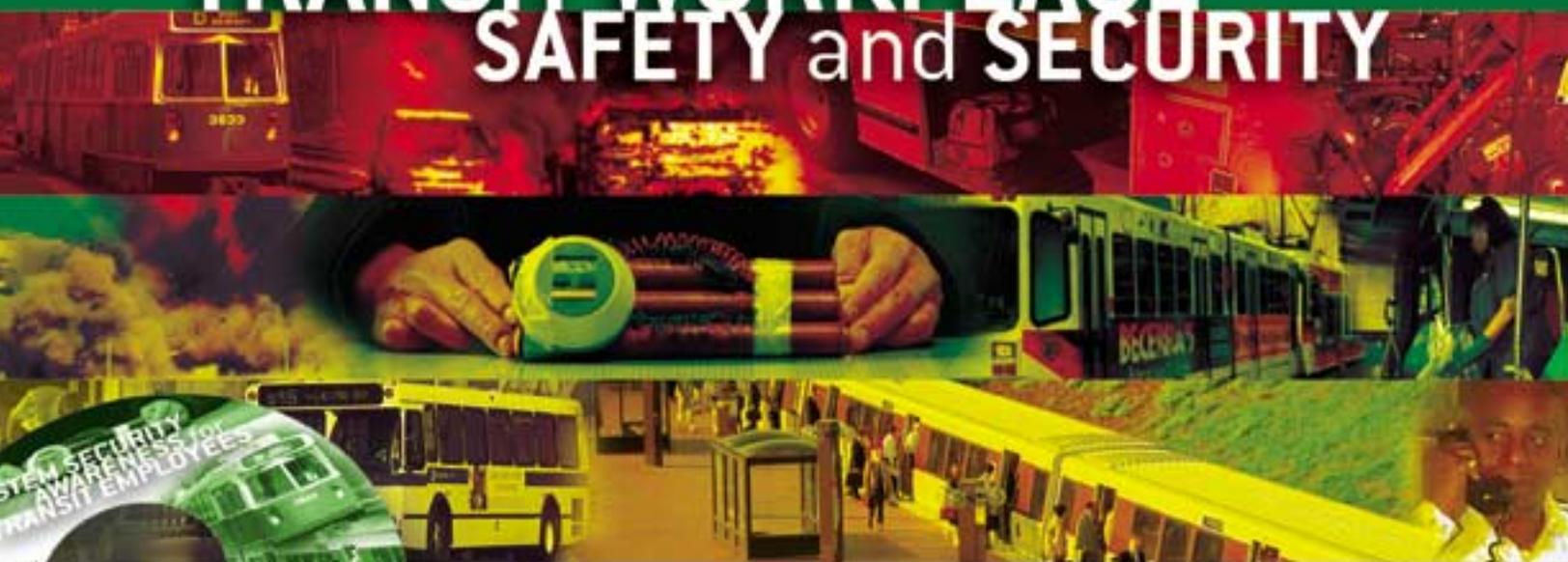


NEW!
Interactive CD-ROM
Version

TRANSIT WORKPLACE SAFETY and SECURITY



System Security Awareness for Transit Employees
Security Incident Management for Transit Supervisors

System Security Course Delivery Request Form

PLEASE PRINT:

Name _____ Title _____

Agency Name _____

Business Mailing Address _____

Business Shipping Address _____

IF DIFFERENT THAN ABOVE.

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email _____



Type of Organization:

- Public Transit Agency
(check service modes that apply)

- Bus
- Heavy Rail
- Paratransit
- Commuter Rail
- Light Rail
- Ferry Service

- Department of Transportation

- Labor Union, (please specify)

- Emergency Services, (please specify)

- Other, (please specify)

Organization Size:

- Under 150 Employees
- 150 to 1000 Employees
- Over 1000 Employees

Delivery Options

Please indicate the delivery options your organization is interested in scheduling:

Train-the-Trainer

Target Audience _____

Location of the Training _____

Number of Employees to be Trained _____

Requested Delivery Date(s) _____

Direct Delivery

Target Audience _____

Location of the Training _____

Number of Employees to be Trained _____

Requested Delivery Date(s) _____

CD-ROM

(System Security Awareness course ONLY)

Number of Employees to be Trained _____

Requested Delivery Date _____

Number of CD-ROMs requested _____

Mail or Fax Form to:

Coleen Meyer, National Transit Institute, 120 Albany Street, Seventh Floor, New Brunswick, NJ 08901-2163
Telephone: 732.932.1700 ext. 31 • Fax: 732.932.1707 • Email: safety@nti.rutgers.edu

System Security Awareness for Transit Employees AND Security Incident Management for Transit Supervisors

NTI's Workplace Safety and Security Program offers two transit-specific training courses for front-line employees and supervisors – ***System Security Awareness for Transit Employees*** and ***Security Incident Management for Transit Supervisors***.

These courses and the accompanying materials are available to transit organizations **FREE** of charge. They were built from the ground up, specifically for the transit industry, in cooperation with federal agencies including the FTA, FAA, and FBI; transit agencies, labor unions, and security professionals. The practices put forth not only help a transit system “harden the target” relative to terrorism, but also will improve its overall security – helping to reduce all levels of crime.

The ***System Security Awareness for Transit Employees*** course is designed for front-line employees and supervisors who have direct contact with the public or the vehicles and facilities used by the public. The course covers skill sets for observing, determining, and reporting people and things that are suspicious or out-of-place. It encourages employees to use common sense when faced with various circumstances so operations can run safely, smoothly, and efficiently.

A focus is also placed upon an employee's initial priorities at the scene of a threat or incident. The time needed to deliver the course content will range from two to three hours depending on the job functions of the class participants and the level of detail an agency wishes to cover.

Security Incident Management for Transit Supervisors is a two-hour add-on course for road supervisors, dispatchers, foremen, and other front-line managers. The course addresses a front-line supervisor's fundamental responsibilities: communication, information gathering and analysis, hazard and risk identification, decision-making, and plan implementation. Several scenario-based exercises allow students to solve problems and apply the skills presented in the programs.



System Security Awareness for Transit Employees

The goals of this course are to give transit employees the skills and knowledge to:

- Define their role and responsibility in system security
- Recognize suspicious people, activities, packages, devices and substances
- Observe and report relevant information
- Minimize harm to themselves and others

Course Modules Include:

“What is System Security?” defines terrorism, transit system vulnerabilities, and the potential effects of terrorism on transit. It also introduces the concept of a systems approach to security.

“What is Your Role in Reducing Vulnerability?” builds on the system security concept and explores an employee’s role as the eyes, ears and mouth of the organization – not only observing and listening, but reporting as well. It explains the importance of employee incident prevention measures such as good housekeeping and the techniques and procedures for conducting routine security sweeps of vehicles and facilities. Specific sections focusing on bus, light rail, and heavy rail systems, and transit facilities are included.

“What do You Look For?” focuses on what employees need to look for. The characteristics of suspicious people, activities, packages and devices are all reviewed as well as what employees should do when they observe them, including how to approach someone and what to say. It stresses the differences between unattended and suspicious packages, between profiling and suspicious behavior.

“What about Anthrax and other Suspicious Substances?” concentrates on dispelling the myths and reinforcing the facts regarding Anthrax, Sarin gas and other suspicious substances – chemical, biological and radiological agents. Information regarding the signs and symptoms of a release, severity factors and routes of exposure are included.

“What is Your Top Priority?” discusses an employee’s priorities in the event of a real security threat or incident. Life safety, the need to protect themselves and others against exposure and injury is stressed. The skills required to gather and report relevant information to supervision are also covered.

Security Incident Management for Transit Supervisors

The goals of this course are to give transit supervisors the skills and knowledge to:

- Define the role and responsibility of a supervisor
- Define and describe a supervisor’s duties as a security incident manager
- Identify the four phases of an incident
- Describe the elements of IED and CBR incident management

Course Modules Include:

“What are Your Duties in Managing a Security Incident?” examines key incident management processes – communication, information gathering and analysis, and decision-making. Communication skills are stressed through the presentation of a six-step communications model. The model is then applied to the information gathering and analysis function that is critical to making sound decisions. Finally the development, implementation and evaluation of a plan for dealing with a threat or incident are reviewed.

“What are the Four Phases of an Incident?” explains the four phases of an incident – from notification through restoration. The roles of transit employees and emergency responders are defined, as well as the priorities and activities relative to each phase.

“What are the Elements of IED and CBR Incident Management?” defines the unique characteristics of managing an incident involving an improvised explosive device or a suspicious substance such as a chemical agent. This section discusses concerns and techniques for responding to a scene, interfacing with responders through the Incident Management System, and the on-scene hazards of a terrorist or criminal incident.

Scenario-based exercises that require students to apply their skills and experience to “real-world” situations are included throughout the course. These exercises allow students to learn from each other by working to solve problems both individually and in small groups. The exercises can be customized by an agency to add a local or regional “flavor”, thereby increasing the overall relevancy of the course.



System Security Training... Course Delivery Options

NTI offers a variety of course delivery options to meet individual agency needs. NTI provides the instructor and student materials **FREE OF CHARGE**. The agency is responsible for providing the location, audio-visual equipment, optional refreshments, and the course participants. To request a delivery option simply complete the attached **System Security Course Delivery Request Form**.

Train-the-Trainer Sessions

This option is intended for agencies that plan on implementing the training for front-line employees using their own instructors. Participants will go through both the awareness and supervisor course, including the group exercises during the one-day session. Each participant receives an Instructor Package that contains everything that is needed to implement **System Awareness for Transit Employees** and **Security Incident Management for Transit Supervisors**. This includes:

- The instructor Guide and Appendix with Exercise Templates
- The PowerPoint Presentation with note pages for each course
- The Student Guide for each course
- An Anti-Terrorism Resource Guide

Participants will leave the train-the-trainer session with the basis for an effective training session, but are encouraged to adapt and expand upon the presentation and exercises. Customizing the training in this manner will increase the relevance of the information and generate interest, stimulate discussions and foster a stronger commitment to system security.

While the train-the-trainer sessions are intended for those who will deliver the training, it is recommended that agencies include others who may assist in the implementation or delivery of the courses. Operations, maintenance, human resource managers and labor leaders, who need to be supportive and have “buy-in” of the training effort, can attend the session for a comprehensive introduction to the courses. Likewise, local emergency response representatives from police, fire, EMS, and emergency management offices should be invited. This will introduce them to the training and may encourage them to assist in course delivery or follow-up training drills. Ultimately, it will help build and improve the relationship between a transit system and the local emergency response organizations.

Class size for a train-the-trainer session should range between twenty and forty participants. It can be delivered exclusively for a requesting agency or smaller agencies and organization can team-up and request a session.

Direct Delivery

For smaller organizations—one hundred and fifty employees or less—NTI will deliver the training directly to employees using our own instructional staff. Class size should be targeted to between twenty and forty participants. The training will be conducted over one to three consecutive days depending on how many sessions of each course are requested.

NEW! Interactive CD-ROM Version

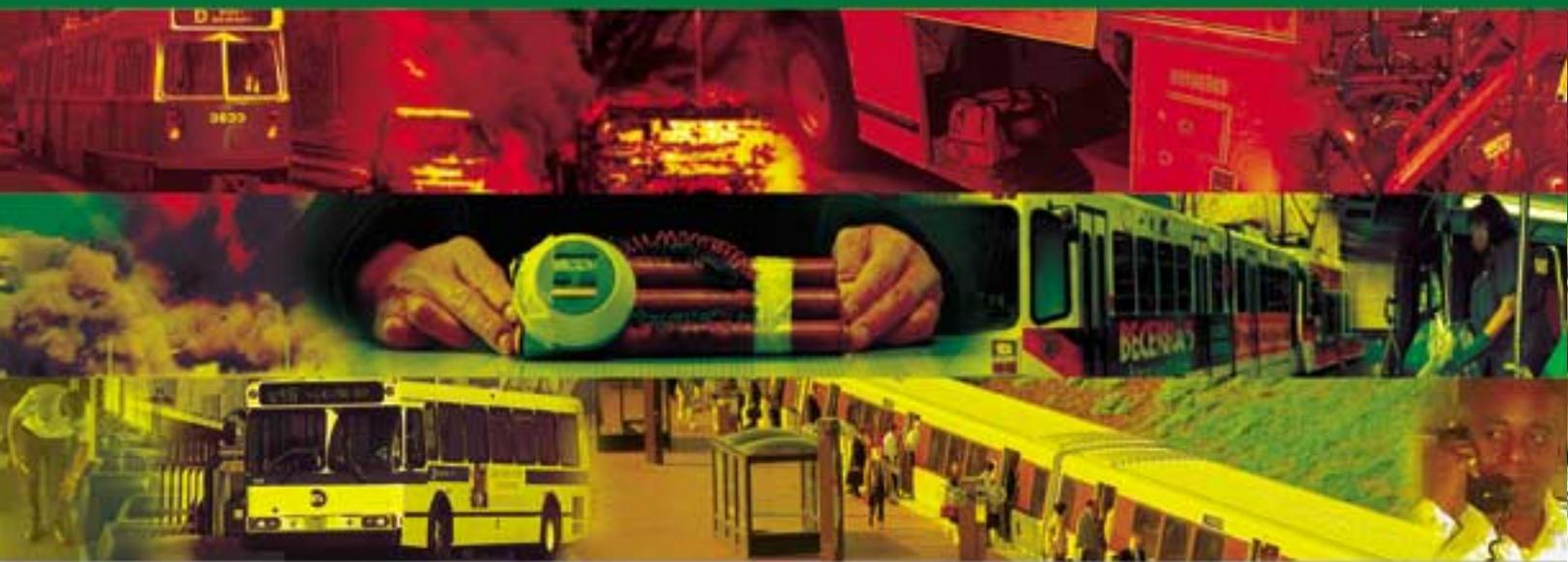
The **System Security Awareness for Transit Employees** is now available in an interactive CD-ROM version. The CD-ROM can be integrated into an instructor-led delivery or more effectively used as an individual self-paced learning tool. The CD-ROM version takes approximately one and one-half hours to complete. Separate learning tracks are built into the program for bus operations, bus maintenance, light rail, heavy rail and transit facilities personnel. The CD-ROM can be run on individual personal computers or saved on a server and accessed from a networked workstation. The minimum hardware and software requirements to run the program are:

System Requirements

- 200 MHz Pentium-based PC (MMX or Pentium Pro)
- Windows 95, 98, 2000, XP, and Windows NT compatible
- 64 MB hard drive space
- 128 MB RAM
- 24-bit display adapter
- 16X CD-ROM
- SoundBlaster 16 or compatible sound card
- Color monitor or LCD display at 800 x 600 screen resolution

Copies of this new CD-ROM version of the awareness course can be ordered via the attached **System Security Course Delivery Request Form** or via our web site at www.NTIONLINE.com.

For more information, contact the
NTI Workplace Safety and Security
at safety@nti.rutgers.edu or
732-932-1700, extension 31
www.NTIONLINE.com



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New Brunswick, New Jersey 08901-2163

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