

Emergency Preparedness

Many conditions—for example, collisions, equipment failure, or customer illness—can create emergency situations for bus operators. Being prepared and knowing how to respond to an emergency can minimize injury and damage. Transit operators who are prepared and can consistently implement tested procedures will be able to stay calm and appropriately respond to an emergency. The *Emergency Preparedness* course will prepare operators to contend with diverse situations, including injuries, customers with mobility challenges, equipment breakdown, and altercations.

Audience

New and veteran operators will benefit from *Emergency Preparedness*. Supervisors and management personnel will also benefit from reviewing emergency procedures.

Program Topics

Major Topics include:

- Awareness of the types of emergencies that can occur;
- Taking preventative actions;
- Responding to emergencies;
- General procedures for emergencies;
- Responding to customers with disabilities; and
- What action to take in the event of injury.

Program Objectives

Emergency Preparedness will enable operators to:

- Describe at least five different emergencies that could occur when driving the bus;
- Discuss how being prepared helps prevent accidents;

- List general emergency procedures;
- Explain the procedure to follow when help arrives;
- Discuss the steps that should be taken to secure an accident scene.
- Identify the information that must be gathered from transit customers and other accident witnesses;
- Describe general procedures for responding to many types of situations;
- Identify procedural steps for responding to injuries;
- Identify situations that would require an injured person to be moved;
- Describe what to do if someone is bleeding; and
- Explain what information is required to report an incident and request assistance.

Meets Requirements

The *Emergency Preparedness* course satisfies Federal requirements for training operators to safely respond and efficiently manage emergency situations.