



Top Shops: Emergency Management in Vehicle Maintenance Facilities

Emergency Management Resources



Emergency Management Resources

Instructions: Some of the sample forms listed below have been included at the end of this document. Clicking on the name of the form will take you to it. To access a resource, click on its link. If contact information is no longer accurate or a website link no longer works, please notify National RTAP at info@nationalrtap.org or 888-589-6821.

Also note that this document corresponds with Modules 1-6 of the Top Shops online course. There is a separate Managers' Emergency Resources Document for Module 7 of the online course.

Module 1: Emergency Management Overview

Contact Information

National Response Center

Contact number for reporting chemical spills, oil spills, and chemical/biological terrorism.
1-800-424-8802

National Suicide Crisis Hotline

1-800-SUICIDE or 1-800-784-2433

Poison Control Center

1-800-222-1222

Transportation Safety Institute (TSI)

Contact number to call for information about courses on NIMS.
1-800-858-2107 (select Transit Safety and Security)

Resources

Occupational Safety and Health Administration (OSHA)

State plans information and listing.
www.osha.gov/dcsp/osp/index.html

Federal Emergency Management Agency (FEMA)

Menu page for NIMS-related topics.
www.fema.gov/nims

Links to FEMA Independent Study NIMS courses.
www.training.fema.gov/IS/NIMS.aspx

Federal Transit Administration

Sample after action report.
http://bussafety.fta.dot.gov/show_resource.php?id=4122

City of Nashua, NH

Sample after action report.

www.nashuanh.gov/LinkClick.aspx?fileticket=Q7cKMPEv4kM%3D&tabid=1060

Volpe, The National Transportation Systems Center

Information on after action reporting.

http://transit-safety.volpe.dot.gov/training/Archived/EPSSeminarReg/CD/documents/OHIO_DOT/SEMSAFTERACTION.pdf

Sample Forms

[Facility Safety and Security Inspection Checklist](#)

[Near Miss Report](#)

Module 2: Accidents

Resources

OSHA

www.osha.gov

State plans information and listing.

www.osha.gov/dcsp/osp/index.html

American Heart Association

CPR training available for a fee; click “CPR & ECC.”

www.americanheart.org

American Red Cross

First-aid or CPR training (available for a fee), click “Training and Certification.”

www.redcross.org

National Safety Council (NSC)

First-aid or CPR training available for a fee; click “Learn” and then “Safety Training.”

www.nsc.org

National Institute for Occupational Safety and Health (NIOSH)

www.cdc.gov/niosh/

Texas Transportation Institute

Safety Guidelines for Rural and Small Urban Transit Agencies

Manual prepared for Texas DOT and the Federal Highway Administration (contains a sample on-the-job accident/incident report form on pages 67 and 68).

<http://d2dtl5nnlpr0r.cloudfront.net/tti.tamu.edu/documents/0-4008-P1.pdf>

Module 3: Facility Structure and Infrastructure Incidents

Resources

Frostbite

Centers for Disease Control and Prevention (CDC)

Information on recognizing frostbite and what to do.

www.emergency.cdc.gov/disasters/winter/staysafe/frostbite.asp

U.S. National Library of Medicine (NLM)/National Institutes of Health (NIH)

Information on signs of frostbite and steps to take.

www.nlm.nih.gov/medlineplus/frostbite.html

Hypothermia

CDC

Information on recognizing hypothermia and what to do.

www.emergency.cdc.gov/disasters/winter/staysafe/hypothermia.asp

NLM/NIH

Information on hypothermia.

www.nlm.nih.gov/medlineplus/hypothermia.html

Heat Stress

CDC

National Institute for Occupational Safety and Health (NIOSH) information on heat stress.

www.cdc.gov/niosh/topics/heatstress/

NIOSH fast facts about protecting yourself from heat stress.

www.cdc.gov/niosh/docs/2010-114/

OSHA

Quick Card on protecting workers from heat stress.

www.osha.gov/Publications/osha3154.pdf

Wildfires

CDC

Links to wildfire preparedness and response products.

www.emergency.cdc.gov/situationawareness/NaturalHazards/Wildfire.asp

Information on protecting yourself from wildfire smoke.

www.cdc.gov/features/Wildfires/

OSHA

Information on response to and recovery from a wildfire.

www.osha.gov/dts/wildfires/response.html

Earthquakes

American Red Cross

Information on earthquake preparedness.

www.redcross.org/prepare/disaster/earthquake

CDC

Links to earthquake cleanup and response resources.

www.cdc.gov/niosh/topics/emres/earthquake.html

Information on earthquake preparedness and response.

www.emergency.cdc.gov/disasters/earthquakes

Landslides/Mudslides

American Red Cross

Information on landslide safety.

www.redcross.org/prepare/disaster/landslide

CDC

Information on landslide/mudslide preparedness and response.

www.bt.cdc.gov/disasters/landslides.asp

Avalanches

MEC

Information on avalanche safety.

www.mec.ca/AST/ContentPrimary/Learn/Snowsports/AvalancheSafety.jsp

General Resources

American Red Cross

Ready Rating Program for organizations and businesses to complete a 123-point self-assessment of emergency preparedness level.

www.redcross.org/prepare/location/workplace

California Department of Transportation

Transit Emergency Planning Guidance

Emergency planning document developed by California Department of Transportation. (This document may take several minutes to load.)

www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/Caltrans%20Planning%20Guidance.pdf

West Virginia Department of Transportation

Safety and Security Planning Information Directed to Effective Response (SPIDER) Manual

Emergency planning manual developed by West Virginia Department of Transportation.

<http://www.transportation.wv.gov/publictransit/Documents/Spider%20Manual%20with%20cover%20revised%20October%202006%20%2005-15-09.pdf>

Module 4: Fire Incidents

Resource

YouTube

FEMA fire safety video that contains a clip of the PASS technique (from 8:47 to 9:31). To view the clip of the PASS technique, move the track bar to 8:47 to begin.

www.youtube.com/watch?v=n8oJAivybQI

Module 5: Hazardous Material Incidents

Resources

OSHA

State plans information and listing.

www.osha.gov/dcsp/osp/index.html

Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazardous Communications Standards

www.osha.gov/Publications/osh3186.pdf

Pipeline and Hazardous Materials Safety Administration (PHMSA)

2012 Emergency Response Guidebook (ERG)

www.phmsa.dot.gov/staticfiles/PHMSA/DownloadableFiles/Files/Hazmat/ERG2012.pdf

Environmental Protection Agency (EPA)

Information on regional and state scrap tire programs.

www.epa.gov/osw/consERVE/materials/tires/live.htm

Sample Forms

[Sample Hazardous Chemical Inventory Form](#)

Module 6: Intentional Criminal Acts

Resources

National Transit Institute

Listing of security training available on CD-ROM. Additional security-related materials such as fact sheets and pocket guides are also available.

www.ntionline.com/products/index.php?product_type=1

Violence in the Transit Workplace - Prevention, Response and Recovery Training

<http://www.ntionline.com/courses/courseinfo.php?id=132>

Employee Guide to Preventing Workplace Violence
<http://www.ntionline.com/products/productinfo.php?id=11>

Transportation Safety Institute (TSI)

Training and educational opportunities available to the transit industry for a fee.

<http://www.rita.dot.gov/tsi/>

Sample Forms

[Threat Response Checklist](#)

Comprehensive Safety and Security Inspection Checklist

Facility or area inspected: _____

Inspected by: _____

Date: _____ Time: _____

This checklist is for recording observations of facility and workstation conditions on the above date, and should be filled out on a quarterly basis. A space for recommending and tracking corrective measures is on page 10.

S=Satisfactory, U=Unsatisfactory, NA=Not Applicable. (All items should be checked to indicate review.)

Area	S	U	NA
1. Housekeeping			
a. Walkways/aisles are defined and maintained			
b. Work areas, stairs, and aisles are orderly and free of debris			
c. Waste baskets are emptied regularly			
d. Restrooms are clean and supplied			
e. Microwaves, refrigerators, etc. in break room are cleaned regularly			
f. Pest control			
g. Other:			
2. Slip/Trip/Fall Hazards			
a. Floors are clear of slip and trip hazards such as extension cords, uneven surfaces, cracks, holes, etc.			
b. Anti-slip mats and flooring are used where appropriate			
c. Floors are absent of spills (e.g., oil or grease)			
d. Warning signs are posted for wet floors or spills			
e. Walkways are adequately lit and clearly marked			
f. Work areas, stairs, and aisles are clear of obstructions and material storage			
g. Stairways and handrails are in good repair with risers in proper proportion			
h. Tread on stairs are in good condition and adequate to minimize slipping			
i. Portable ladders are equipped with non-slip feet			
j. Elevated areas have guardrails and toe boards			

Area	S	U	NA
k. Pits/floor openings have guards or guardrails to keep staff from falling in			
l. External walking, parking, and break areas are free of hazards and well maintained			
m. Other:			
3. Facility Structure and Infrastructure			
a. Pavement/paved surfaces are in good repair			
b. Building appears to be in good repair			
c. Exterior walls are free from cracks or other damages			
d. Windows are free of cracks or broken panes			
e. Roof and roof drains are free of debris, standing water, physical damage, and structural deformation			
f. Building has two-hour firewalls (two walls of sheetrock or masonry) between repair garage and attached structures			
g. No interior wall or ceiling damage (e.g., cracks, water stains, water leaks) exists			
h. Entrance doors close slowly to avoid hazards to fingers			
i. Overhead doors are in good repair and work properly			
j. Load limits are posted for all floors above ground level			
k. Lighting/illumination is adequate to perform work			
l. Provided lighting is used appropriately			
m. Lighting during shutdown/power outage is adequate			
n. Ventilation is adequate			
o. Ventilation ducts are clean and unobstructed			
p. Temperature is maintained at a comfortable level			
q. HVAC system is cleaned and serviced regularly, including changing air filters			
r. A 3 ft. clearance is provided around all heating equipment			
s. Piping (water-steam-air) and plumbing are in good condition			
t. Floor drains are connected to the sewer			
u. Overhead hazards from equipment, conveyors, and process pipes are guarded below 7 ft. from the floor			
v. Pits are maintained, free of debris, well lit, and well ventilated			
w. Lifts are maintained and are tested and serviced according to manufacturer's recommendations			
x. Electrical feeds are inspected regularly and free of damage			

Area	S	U	NA
y. No-walk areas are clearly marked			
z. Other:			
4. Hand Tools			
a. Staff members are trained in the safe use of hand tools			
b. Tools are clean, rust-free, and in good condition			
c. Tools are safely stored in tool racks, cabinets, or cases			
d. Power tools are properly grounded or double insulated			
e. Power tools have a safety power switch			
f. Power tool wiring is not frayed or loose			
g. Defective tools are removed from service			
h. Preventive maintenance/inspection program for tools is in place			
i. Other:			
5. Machinery and Equipment			
a. Staff members are trained in the safe use of equipment			
b. Equipment (e.g., air compressor, exhaust extraction system, pressure washer, torch cart, and welder) is clean and in good working order			
c. Equipment is properly stored with safety items in place			
d. Routine preventative maintenance is performed and documented			
e. Instructions on how to operate/stop equipment are posted			
f. Equipment warnings are clearly displayed in obvious locations			
g. Operating machines are attended at all times			
h. Lockout/tagout program is in place, posted, and adhered to			
i. Locks are available			
j. Guards are in place for power transmission apparatus, "point of operation," and other moving parts of machinery			
k. Clothing and hair restrictions are in place to prevent entanglement in machinery			
l. Noise exposures are adequately addressed with hearing protection			
m. Compressed air is not used for cleaning purposes except when reduced to less than 30 psi and then only with effective chip guarding and personal protective equipment			
n. Compressed air is NOT used for cleaning skin or clothing			
o. Air hoses are provided with a safety latch to prevent accidental disconnect			
p. Welding tank is stored separately			

Area	S	U	NA
q. Lifts have operable safety locks			
r. Hazardous areas are painted bright colors			
s. Other:			
6. Mobile Equipment and Vehicles			
a. Operators are qualified/trained			
b. Seat belt is worn by the operator			
c. Mobile equipment is observed operating at safe speeds			
d. Mobile equipment is equipped with back-up alarms			
e. Mirrors are installed at blind spots			
f. Safe loading and unloading practices are observed			
g. Equipment is inspected regularly			
h. Other:			
7. Material Handling and Storage			
a. Manual material handling aids are available and used			
b. Weight limits are set for manual lifting, carrying, pushing, and pulling			
c. Staff members are trained in proper lifting, pushing, and pulling techniques			
d. All lifting or moving equipment is in good condition			
e. Hoist chains, cables, and slings are inspected regularly and documented			
f. Load limits are displayed on all hoists			
g. Sufficient storage is provided			
h. Shelf units are properly attached to walls and cabinets/cupboards are stable			
i. Racks and pallets are in good condition			
j. Storage areas are free from rubbish and debris			
k. Materials are properly stored, e.g., storage piles/stacks/loads are stable (proper heights) and secured from falling or collapse			
l. Heavy items are stored between mid-thigh and shoulder height			
m. Ladders or stools are available for reaching high storage areas			
n. Other:			
8. Electrical Hazards			
a. Permanent wiring is in place—no extension cords			
b. If extension cords are used, they are used properly and with grounding pins			

Area	S	U	NA
c. No wires are frayed, damaged, or taped off			
d. Proper wiring and ground fault interrupters are used in hazardous locations (i.e., wet conditions)			
e. Exposure to overhead electrical lines is controlled			
f. Wall/electric outlets have covers			
g. All electrical switches and boxes are in good repair			
h. All electrical panels are closed and secured			
i. Electrical panels have clear access and are clearly marked (circuits are labeled)			
j. Maintenance on electrically operated equipment is performed only when they are unplugged			
k. Emergency stops and critical electrical controls are identified on electrically powered equipment			
l. Metal ladders are marked "Do Not Use Around Electrical Equipment"			
m. Portable generators are grounded and bonded			
n. Portable generators are used appropriately			
o. Other:			
9. Hazardous Materials			
a. Hazard Communication Training program is in place			
b. Safety Data Sheets (SDS), formerly called Material Safety Data Sheets, are available for all toxic chemicals			
c. Hazardous and flammable materials are identified			
d. Hazardous and flammable materials are properly stored in approved containers in an area approved by the local fire department			
e. Flammable liquids are grounded and bonded during transfer and grounded during storage			
f. Containers are properly labeled (indicate material they hold and the type of hazard the material presents)			
g. Lids are tight-fitting and sealed			
h. Proper lighting, warning signs, and ventilation of stored hazardous materials are in place			
i. Smoking and eating is prohibited in work areas where chemicals are used			
j. Hazardous wastes are properly labeled and stored			
k. Hazardous waste storage area is labeled and limits of area are marked			
l. There are no leaks or excessive spillage in chemical or waste storage areas, including around solvent sinks, pumps, pipes, hoses, valves, etc.			

Area	S	U	NA
m. Drums of materials and wastes stored outside have secondary containment (e.g., berms). Otherwise, drums are empty and clean.			
n. Spill control materials are available on site			
o. Compressed gas cylinders are secured to prevent falling (chained to a portable dolly or to the wall in an upright position)			
p. Other:			
11. Fuel Storage and Servicing			
a. Fuel island is orderly and free of debris			
b. Dispenser, hose, and nozzle are in good condition			
c. Warning signs such as “No Smoking” or “Stop Engine or Motor” are posted and clearly visible			
d. Fuel island has a 40BC rated fire extinguisher and spill kit on site			
e. Underground and above ground storage tanks are permitted by appropriate state agency or local fire department (as required)			
f. Above ground storage tank system components, including the tank, piping, and containment are in good condition and free of rust, discoloration, and disintegration			
g. Internal or external leak detection equipment is in place			
h. When using a stick, check its condition. Wear and tear on the stick, especially at the ends, can result in inventory discrepancies.			
i. Monthly inspection program and documentation in place			
j. Other:			
12. Personal Protective Equipment (PPE)			
a. PPE assessment has been performed and PPE requirements are in place			
b. Employees are trained in the use and maintenance of PPE and training is documented			
c. Hard hat areas are designated and enforced			
d. Hearing protecting is utilized in required areas			
e. Face/eye protection is in place where needed			
f. Safety foot protection is required where appropriate			
g. Protective clothing, gloves, aprons, boots, face shields, and goggles are used when handling hazardous or flammable materials			
h. Approved respiratory protection equipment is available and fit tested			
i. Other:			

Area	S	U	NA
13. Life Safety and First Aid/Medical Emergency Equipment			
a. Certified first aid responders are available for each shift and responder names are communicated to all staff			
b. First aid kit is regularly maintained and stocked			
c. First aid kit is easily accessible			
d. Eyewash/emergency shower is available and functional			
e. Automatic defibrillator is available			
f. Use of safety equipment is explained and adhered to			
g. Emergency contact information is clearly posted (e.g., fire, medical, police)			
h. Emergency plan and building evacuation plan are posted			
i. Emergency evacuation training has been provided to all staff			
j. Egress/evacuation routes are clearly marked, accessible, and unobstructed			
k. Emergency exit doors are clearly marked, unobstructed, easy to open, and functional			
l. Emergency exit lights are operational			
m. Unapproved doors are clearly marked "NOT AN EXIT"			
n. Emergency lights are tested periodically and documented			
o. Emergency egress lighting has a separate and independent source of power (battery or generator)			
p. Emergency signals and alarms can be clearly heard			
q. Alarms and signals are tested on a regular basis			
r. Bloodborne pathogens exposure potential is adequately addressed			
s. Other:			
14. Fire Protection/Safety			
a. Floors are made of noncombustible material			
b. Exit stairwell doors (fire doors) are kept closed			
c. Portable fire extinguishers of proper type are mounted correctly, accessible, inspected, and tagged			
d. Fire extinguishers are in conspicuous locations and locations are marked			
e. Number and placement of extinguishers meet state and federal requirements			
f. Staff has been trained in the use of fire extinguishers			
g. Hand-pulls on building fire alarm system are visible (no obstruction)			

Area	S	U	NA
h. Approved safety containers are used for flammable liquids			
i. Fire-rated cabinets are used for flammable product and container storage			
j. Bonding and grounding is used with storage of flammable materials			
k. Combustible debris is disposed of regularly			
l. "No Smoking" areas are designated			
m. Smoke/heat detectors are functional, inspected, tested, and documented			
n. Sprinkler system is functional, inspected, tested, and documented			
o. There is a minimum 18" clearance below sprinkler heads			
p. Sprinkler valves are locked open			
q. Other:			
15. Safety Policy and Procedures			
a. Management safety and security policy is in place			
b. Staff members are informed and aware of safety policies and procedures			
c. Effective new employee safety orientation is in place			
d. Written safety rules and practices are in place			
e. All planned safety activities are performed (meetings, inspections, training)			
f. Procedures to report faulty equipment are in place			
g. Established threat procedures are in place			
h. Other:			
16. Regulatory Administrative Issues			
a. All applicable OSHA safety posters are displayed where employees can see them			
b. OSHA log is regularly updated			
c. Other:			
17. Building Security			
a. All entrances are equipped with secure locking devices			
b. Doors and windows are secured when required			
c. Keys are only issued to authorized personnel			
d. Detailed records are kept of number of keys (master and duplicate) issued, returned, etc.			
e. Signage indicating restricted access is posted at each entrance to the building			
f. Staff photo IDs/badges are used			

Area	S	U	NA
g. Unauthorized entry policy is adhered to			
h. Department shutdown security is in place			
i. Other:			
18. Perimeter Security			
a. Exterior lights are in working order and provide adequate illumination of perimeter			
b. Fence or other type of physical barrier is in place and in good condition			
c. No erosion is taking place under the fence			
d. All openings are properly secured			
e. Structures within facility are set back from entry gate, fence line, and adjacent buildings			
f. Signage indicating restricted access is posted at the gate entrance			
g. Parking permits or other restrictions are in place			
h. Signage and designated parking areas for visitors are in place			
i. Other:			

Unsatisfactory Items

Item #	Recommended Corrective Measures	Date Item Was Addressed

General comments:

Near Miss Report Form

Reporting Person (Optional):		Date:	
Type of Incident:			
<input type="checkbox"/> Unsafe acts	<input type="checkbox"/> Unsafe conditions	<input type="checkbox"/> Acts of nature	<input type="checkbox"/> Actions of a third party
Severity of Near Miss:			
<input type="checkbox"/> Minor	<input type="checkbox"/> Serious	<input type="checkbox"/> Major	
Probability of the Incident:			
<input type="checkbox"/> Rare	<input type="checkbox"/> Occasional	<input type="checkbox"/> Frequent	
Detailed Description of Incident: (Turn over for additional room)			
Recommendations for Eliminating Hazard or Conditions:			
Date Received:	Date Reviewed:	Reviewed by:	

HAZARDOUS CHEMICAL INVENTORY FORM

Company: _____

DEPARTMENT/WORK AREA:

[illegible]

Threat Response Checklist

Response to Telephoned Bomb Threat

- Keep the caller on the line as long as possible.
- Use another phone to alert police.
- Write down or record what the caller said.
- Pay attention to background noises that might provide a clue as where the caller is.
- Try to identify voice characteristics, such as gender, age, and accents.
- Note which line the call came in on, and record the time, date, and duration of the call.
- Try to get specifics on the bomb, its location, and its detonation time.
- Appeal to the caller's sense of humanity by explaining the consequences of an explosion (death and injuries of innocent people).

Response to Threats by Mail

- Place all relevant papers and envelopes in a clear bag or large envelope to give to the police.
- Pick up any note by the edge only.
- Do not handle the note or allow anyone else to handle it any more than absolutely necessary.