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.01 INTRODUCTION

- A. This procedure establishes guidelines for controlling and resolving critical incidents by assigning responsibilities to initial responders, to critical incident response teams, and to support functions.
- B. This procedure also provides guidance for police response during an unusual occurrence. It can be applied to a variety of unusual occurrences and command personnel may find the need to deviate from it to address obstacles arising during unusual occurrences.
- C. If an incident originally classified as a critical incident escalates to such a magnitude it cannot be resolved by critical incident response teams or in accordance with this procedure, the incident should be reclassified as an Unusual Occurrence by the Incident Commander and handled in accordance with Section .05 B., of this procedure.
- D. This procedure is designed to be augmented by the Standard Operating Procedures Section 801 *Incident Command System*; 803 *Active Shooter Incidents*; 804 *Mobilization and Recall of Personnel*; 805 *Terrorism Preparedness*; 806 *Severe Weather*; 807 *Exposure to Communicable Diseases*; and 808 *Continuity of Operations / Loss of Facilities*; 809 *Bomb Incidents*.

.02 POLICY

- A. The primary goal of the VIA Transit Police Department in dealing with critical incidents and unusual occurrences involves the protection of human lives.
- B. It is the policy of the VIA Transit Police Department to resolve all critical incidents and unusual occurrences in a manner that minimizes the risk to life by and through a process that employs the expertise of specially trained personnel using techniques designed to contain, isolate, stabilize, and negotiate the critical incident to a nonvolatile resolution and without loss of life.
- C. Any officer involved in a critical incident or other pre-planned high risk situation shall wear the body armor that is available to each officer.

.03 INCIDENT DISCUSSION

- A. Response to incidents generally falls into one of the following three categories:
 1. Routine incidents are those situations that can be handled with on duty resources.
 2. Critical incidents are those high risk incidents whose resolution exceeds the regular resources of a Patrol Section and/or poses a requirement for a specially trained response team.
 3. Unusual occurrences are emergency situations of such significant magnitude so as to compel the recall of personnel or support from other agencies to protect life and property, prevent escalation, and restore order.

.04 INITIAL RESPONDERS

- A. Critical Incident
 1. Officers, as initial responders to critical incidents, have several important functions essential to the successful resolution of the incident. Depending on the situation, these responsibilities include:



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- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

2. Supervisory officers, as supervisors of initial responders, have several important functions to perform upon arrival at the scene which, depending on the circumstances, include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



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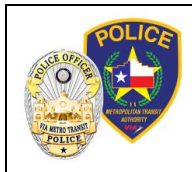
B. Unusual Occurrences

1. The first officers encountering or responding to an unusual occurrence must identify the nature and extent of the unusual occurrence as soon as possible to determine the appropriate level of response.
2. The first officers arriving on the scene of an unusual occurrence have several important functions essential to the effective management and control of the unusual occurrence. The major tasks performed are:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

3. The first supervisory officer arriving assumes command of all police activity. This supervisor performs the following tasks:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



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4. The Dispatch Unit directs responding units to the location, maintaining radio liaison with the initial responders and supervisory officers to establish crowd and traffic control.

.06 INCIDENT MANAGEMENT STAFF STRUCTURE AND RESPONSIBILITIES

- A. The Incident Management Staff structure and responsibilities are outline in SOP Section 801, *Incident Command System*.

.07 INDIVIDUAL UNIT'S FUNCTIONS

■ [REDACTED]

■ [REDACTED]

C. Dispatch Unit

1. The Dispatch Unit has the vital responsibility of working with all Transit Police, Operations and Safety staff to facilitate and coordinate the response and activities of all personnel on the scene.
2. The Dispatch Unit, at the direction of the Incident Commander, also notifies other entities (as per their SOP), as appropriate, based on the incident.

D. The Public Information Officer in the Government and Community Relations Department has the following responsibilities:

1. Coordinate efforts with the Incident Commander;
2. Designate a safe and accessible press relations area for equitable information distribution;
3. Maintain an ongoing dialogue of relevant, factual, and non-compromising information with representatives of the media.

E. Other Law Enforcement Agencies may be called upon to provide incident response teams such as Bomb Squad(s), SWAT Details, Crisis Negotiators Details who respond to critical incidents with the goal and responsibility of preserving life.

F. Transit Police Officers will adhere to SOP Section 607 *Jurisdiction / Interagency Cooperation* when working with other agencies in a Unified Command situation in Critical Incidents.

.08 FIELD COMMAND POST

A. A field command post is established for all unusual occurrences which require a major commitment of departmental resources for an extended period of time. A field command post may be established by the Incident Commander for any event or occurrence regardless of the size of the operation.

B. The creation of a field command post helps the Incident Commander with the vital tasks of commanding the operation, maintaining a system of communications, acquiring additional personnel and equipment, accumulating, utilizing, and disseminating intelligence information, and coordinating efforts with law enforcement and other agencies through the use of Unified Command protocol.

C. The location for a field command post is selected by the Incident Commander. It should be in the vicinity of the occurrence with consideration of the following factors:



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- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

.09 EVACUATIONS

- A. In the event there is a necessity for evacuation of any area, the Incident Commander:
1. Assigns a liaison officer to coordinate with any other agencies involved;
 2. The American Red Cross may be contacted via the Dispatch Unit on behalf of the Incident Commander to provide assistance to displaced persons and/or on-site personnel;
 3. Establishes and maintains the hot, warm, and cold zones to prohibit unauthorized persons from entering;
 4. Assigns the necessary personnel for hot, warm, and cold zones patrols to safeguard the properties vacated;
 5. Divides the area into sections, assigning units to evacuate specific sections, working from the unusual occurrence outward; and
 6. Establishes a limited access area allowing patrons, press, employees, and management of VIA Metropolitan Transit Authority limited entrance.
- B. In some instances, it may be in the best interest of public safety to have persons remain isolated within their properties or offices in lieu of evacuating them (shelter in place).

.10 DE-ESCALATION PROCEDURE

As the situation subsides and order is restored, the Incident Commander surveys the affected area and determines if there is a further need for police personnel and equipment at the scene. The Incident Commander will reduce the number of personnel and equipment necessary at the scene, until only the personnel directly involved in the operation remain.

.11 CONCLUSION ACTIVITIES

- A. Upon the deactivation of personnel, supervisors ensure each officer submits a written report that includes the following information:
1. A record of their actions in furtherance of their assignment;
 2. Account for all equipment issued to personnel under their supervision.
- B. After-action reports and/or critiques are conducted at the direction of the Chief of Transit Police.

.12 INCIDENT STRESS

- A. Supervisors shall monitor the behavior of their subordinates involved in critical incidents, unusual occurrences or any major disasters (especially those involving mass deaths or injuries) and remain aware of any special needs of their personnel.



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- B. Employee Assistance Programs provided by Human Resources remain available for members exhibiting symptoms of stress or trauma and for those who desire post-incident counseling.

.13 ANNUAL TRAINING

- A. Training will be conducted on the components of the VIA Metropolitan Transit Authority Emergency Plan by Transit Police Officers and any other affected personnel on an annual basis.
- B. The annual training may include classroom instructions, tabletop exercises and functional exercises as directed by the VIA Metropolitan Transit Authority Emergency Manager and Chief of Transit Police.