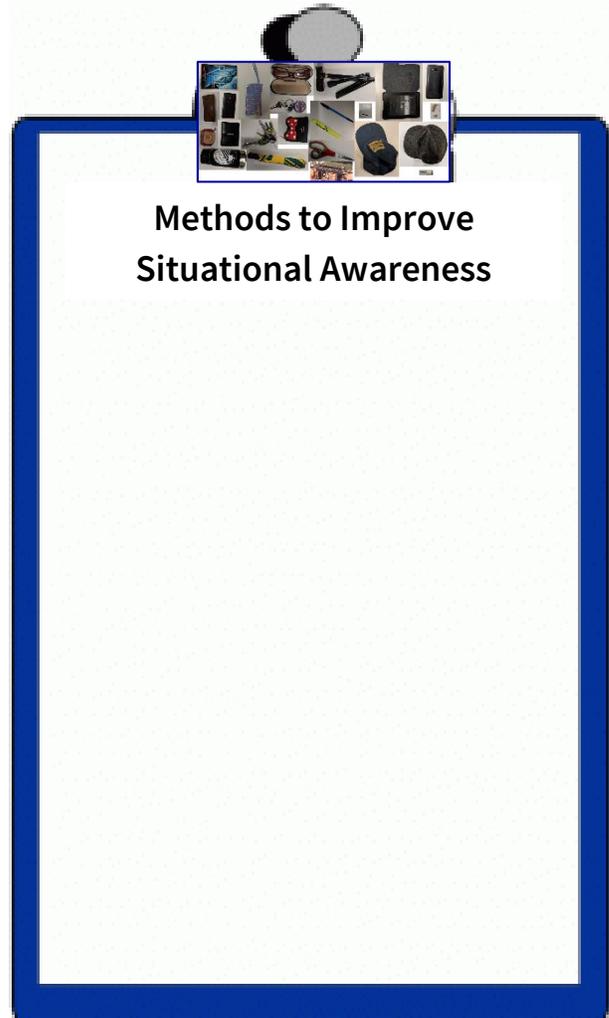




By the time we are done you will be able to:

- Demonstrate basic situational awareness skills and techniques.
- Identify and assess potential security threats.
- Respond to security threats appropriately to protect self, coworkers, customers, public and equipment.
- Identify strategies for preventing security threats.





Available Security Responses



Exercise #1 Notes



Exercise #2 Notes



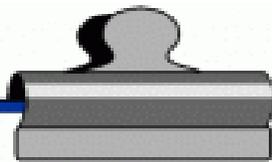
Exercise #3 Notes



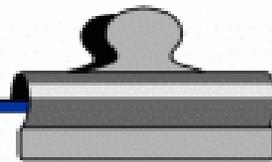
Exercise #4 Notes



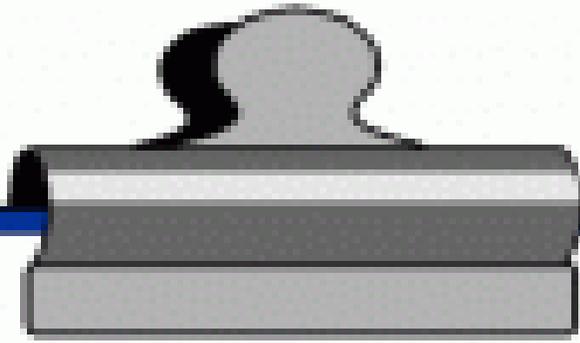
Exercise #5 Notes



**Impacts of Improved
Security Awareness**



**My Commitment to
Improved TriMet Security**



More Notes

Security Awareness Quiz

Name: _____

Date: _____

1. Trimet defines Security as :
 - a. Protection against deliberate threats.
 - b. Safety from threats.
 - c. The people who respond to incidents like G4S and PPI.
 - d. Areas with restricted access

2. How do you determine if an item is suspicious?
 - a. Not typical
 - b. Ticking
 - c. Smells funny
 - d. Hidden
 - e. Any of the above

3. When a H-O-T. item is located you should:
 - a. Look at it closely to see if it is dangerous before calling OCC
 - b. Evacuate the area and notify OCC at least 100ft away
 - c. Take a picture of it with your phone and notify OCC
 - d. Call the police

4. Scenario: An angry person boards a Trimet bus and begins yelling at the operator about being late. The operator should:
 - a. Tell the person to 'calm down'
 - b. Yell at the person to 'sit down for safety'
 - c. Tell the person to get off the bus
 - d. Tell the person, 'Yeah, I'm really sorry about that. Traffic is terrible today, how about I take care of your fare?'

5. You receive this email: "Hello, Your computer password is about to expire and as a result, will not be valid after Monday. To safeguard your account against unauthorized activities, click the link below and enter your current login and password and IT will send you new credentials." What do you do?
 - A. Click the link
 - B. Reply to the email, but do not click the link
 - C. Delete the email
 - D. Forward the email to your Supervisor and IT with a note

6. In which of these situations would you delay contacting OCC?
 - a. H-O-T item
 - b. Violent customer
 - c. Operator assault
 - d. Collision

7. Which of these should you NOT do if you think a package might be H-O-T?
 - a. Open it or shake it to see what might be inside.
 - b. Stop, secure and evacuate the vehicle
 - c. Call OCC from 100 feet away
 - d. Be able to describe the object, location

8. True or False? Permitting “tailgating” through restricted access doors in Trimet facilities poses a security threat.

9. True or False? OCC workers are the only TriMet employee who can create a breach in the systems that could cripple the entire transportation network.

10. True or False? Operators should laser focus on activity on their vehicles and in the direction of travel so as to not be distracted.

11. Place the five stages of situational awareness in chronological order (this is the correct order)
 1. Awareness
 2. Understanding
 3. Prediction
 4. Decision
 5. Action

12. True or False? Scripts and schemas are mental shortcuts that help you fill in the blanks and make sense of incomplete information.

13. List three de-escalation strategies that can help an operator deal with a violent or potentially violent customer.
 - a. _____
 - b. _____
 - c. _____

14. Which items of information are always required when you contact OCC on the handset? (Select all that apply.)
 - a. Name
 - b. Line
 - c. Block number
 - d. Direction of travel
 - e. Location

15. True or False? If you find someone in a secured TriMet location who should not be there it is usually better to offer to help out them than to be confrontational.

16. You walk into the copier room just in time to see a co-worker punch another co-worker in the arm fairly hard. You should immediately report it to:
 - a. A manager
 - b. A Human Resources Business Partner
 - c. Security personnel
 - d. Any of the above
17. If I see someone in a TriMet facility who is not displaying a badge SOP 5.1 states that I should:
 - a. Ask them what their business is and where their badge is
 - b. Keep an eye on them from a safe distance and have someone call Security
 - c. Escort them to the reception area to get a visitor badge or report them to Security
 - d. All of the above
18. How do you identify someone acting suspiciously?
 - a. Behavior
 - b. Type of clothing
 - c. What they look like
 - d. Homeless
19. Which group has the greatest impact on TriMet security?
 - a. Safety and Security department
 - b. G4S
 - c. PPI
 - d. Operators
20. A concrete block on the train tracks not adjacent to a construction site is considered what?
 - a. A possible security threat
 - b. A possible safety threat
 - c. An environmental hazard
 - d. A nuisance
 - e. Just another brick from the wall
21. What is your commitment to improve TriMet security?
