

Each Scenario should be in its own envelope/paperclip. The envelope contains the instructions for each role, copies of the applicable SOPs, and any necessary props.

Each scenario should take no more than 30 minutes. Try to keep to the times listed below.

<b>Scenario Timing</b>	<b>30 min</b>
Setup (arrange chairs, assign roles, distribute props, etc.):	5 min
Scenario Action	10 min
Debrief/ Discuss	15 min

The instructor typically serves as the Facilitator. Pass out role cards to the other players and set the stage as described on the facilitator card. Try to randomize the roles. Don't have people play the same role more than once if you can help it. Give everyone a chance to review their roles and ask any questions they may have. People who are not playing a specific role are typically additional customers or coworkers depending on the scenario. Be sure they understand their roles too.

Intervene as the scenarios unfold if it seems that the learning points cannot be discovered. It is OK (and sometimes even desirable) for people to take a wrong action in scenarios. What is not OK is when they are taking NO action. If they get stuck do what you can to prompt the group to get back on track. It is also OK to play the scenarios in slow motion or take little pauses in the action.

After the scenario plays out facilitate the group discussion. Allow everyone a chance to briefly describe how the experience was for them and the things they found interesting or surprising. The Observer can share at any time, but it usually works best to end with the Observer so that you can hear what they saw and how it compared to the applicable SOPs.

After the discussion follow up with the summary video or talking points slides in the PowerPoint deck.

<b>List of Scenarios</b>	<b># of people required</b>
#1 H-O-T item on bus	5
#2 Employee attack on bus	5
#3 Violent rail or bus customer	6
#4 Trespasser in the yard	5
#5 Workplace violence: Angry ex-spouse in office	6

During the discussion be sure that the learning points listed below are discussed for each scenario.

**Scenario learning points**

#1

Identify H-O-T vs lost and found

Good communications with OCC

Thoughts on evacuations

#2

De-escalation strategies

Good communications with OCC through the silent alarm microphone monitoring

#3

Telling OCC exactly what is going on and what you need. Is there a weapon? Do you need police? Medical?

#4

Perimeter security.

What is “suspicious”?

Customer service and security.

#5

How do *you* confront someone without a badge?

How do you protect yourself AND get help?

When should you open up at work about what is going on at home? (optional)

## Scenario #1: H-O-T Item

### Role: Facilitator

Scenario #1 roles:

- Bus operator
- Customer 1
- Customer 2
- Customers 3 through N Everyone else is a bus customer.
- OCC/ Other Communications Contact
- Observer

### Setup:

The Observer and OCC sit in front. Be sure that the Observer is positioned to see everything the Operator does. Set up the chairs to simulate a bus. (Operator and enough rows for all the customers to sit down.

Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm getting off the bus...) Don't be afraid to stop the action and rewind or reset if someone misses something.

The bus operator assumes the driver's seat position. Customers sit behind the operator. Have them enter through the "front door" to imagine what the bus looks like.

Let the Operator set the stage. Bus is on fare service. Make up a route, time of day, etc. This just gives everyone a chance to get into character a bit.)

### Story

After the bus is in operation Customer #1 requests a stop and gets off the bus without saying anything. Customer #1 leaves Item #1 on the seat when exiting the bus.

After the operator closes the door and the bus is in motion Customer #2 request the next stop. When Customer 2 is exiting the bus Customer 2 points out to the operator that Customer #1 left something (Item #1) on the seat.

Operator has to figure out what to do. If Operator ignores the input prompt Operator to do something (check on the item).

Because Item #1 is a normal looking backpack left on the seat it should be a simple lost and found. (Not H-O-T). If the operator treats it as H-O-T, go with the flow. This is actually likely because everyone knows that we are here for Security Awareness training so they will be thinking about security situations. If it is treated as H-O-T you will not have to reset and use Item #2. If the operator treats it as a lost and found let it play through.

### **After it plays through as lost and found reset and start over from the beginning.**

This time with Customer #2 noticing that Item #2 (same as Item #1 but with wires and buttons exposed) was shoved under the seat. Be looking for the stop, secure, evacuate.

**Role: Observer**

Sit (or stand) where you can see what Passenger #2 and the Operator are doing.

Before the scenario starts review the provided SOPs.

During the scenario action write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

After the scenario point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

**Provided SOPs**

B301 Communicating with Dispatch

B402 Lost and Found

B902 H-O-T Item Procedure

D402 Dispatch Hot Item

B909 Bus Evacuation Procedures

B904 Emergency Procedures

**Role: OCC/Other Communications Contact**

Sit in the front of the class. When/if the operator contacts OCC you stand up and say exactly who you are and what the response would be.

Your role is to respond to whoever the Operator communicates with during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, "Calling OCC." You say, "Dispatch..." And so on.

You also keep the scenario moving along by taking the actions that the OCC would normally take. So if OCC would call 911 you get to talk to yourself by pretending to be both OCC and 911.

Make sure everyone knows that you are OCC and do not be afraid to take charge of the scenario so that your actions are clear to everyone in the class.

**Role: Bus Operator**

You are the bus operator in this scenario. You are driving in fare service on the route and time that you chose. (Go ahead and tell the rest of the class where you are driving when you get started.)

You will have to simulate all of your actions so that the other participants will know what is going on. You can act out and use verbal descriptions to make it clear what you are doing. (“I’m opening the door.” “Pressing the silent alarm.” “The bus is back in motion.” Etc.

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don’t know what to do, but you will still have to do something.

You may have to complete multiple situations that are a little different each time. That is by design, not because you are doing anything wrong.

**We are not going to tell you what is going on. You have to figure it out.**

You will be able to explain all of your actions in the debrief after the scenario plays out.

**Role: Customer #1**

As Customer #1 you have the pivotal role in this scenario. Your motives could be either a spacey school kid too absorbed in social media, or a terrorist trying to disrupt transit across the city. Try to play it blank so that the other participants don’t know which person you are. Neither of these people is going to talk to other customers or the operator, so avoid eye contact with everyone.

You board the bus and sit 2 or 3 rows back from the bus driver across from Customer #2.

Set the picture labeled Item #1 on the seat next to you.

After the bus is in motion pull the stop request cord. You can make a “ding” sound or say, “I am requesting the next stop.”

Ignore Item #1, your fellow passengers, and the driver and get off the bus.

You can sit next to the Observer until the scenario plays through.

There should probably be 2 run throughs of this scenario. If the facilitator resets for a do-over do the same thing EXCEPT this time put **Item #2 UNDER** your seat.



Item #1

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**Role: Customer #2**

You sit across the aisle from Customer #1 two or three rows back from the front of the bus.

After Customer #1 exits the bus and the bus is back in motion request the next stop.

Pretend to pull the cord, say “Ding!” or “Next stop please.”

When the bus stops, get up to leave the bus through the front door. On the way out tell the driver, “**The passenger who just got off left something on the bus.**” Then deboard. DO NOT TOUCH THE ITEM. Don’t stick around to answer questions.

You can go sit down next to the Observer, and Customer #1.

There should probably be 2 run throughs of this scenario. If the facilitator resets for a do-over do the same thing EXCEPT this time tell the Operator, “**That last passenger left something under the seats.**” And then deboard.

**Role: Customer #3 through N (Everyone in the group who is not already identified as Facilitator, Observer, Customer #1, or Customer #2.)**

You are just riding the bus, and you do what the Operator says to do. You can do normal customer things, but try to keep the noise to a minimum and resist the urge to create trouble. You might be the operator in the next scenario so karma might come back to bite you in the driver's seat if you give the operator a hard time.

## Scenario #2: Assault of Operator

### Role: Facilitator

Other roles:

- Bus operator
- Customer 1
- Customer 2
- Observer
- OCC/ Other communications contact
- Customers 3 through N Everyone else in the group is a bus passenger with no particular role. They do not receive any instructions except to sit on the bus and pretend to ride the bus and follow directions as appropriate.

Setup:

**Check with the participants playing the Operator and Customer #2 to make sure they are comfortable with these roles. If they wish to change roles reassign them to one of the other passenger roles and select another passenger to play their role. Make sure the new person is comfortable with the role before you proceed.**

**Important: Be sure to talk privately with both the Operator and the Customer #2 before you begin about safety. No actual touching is allowed. Anyone can stop the scenario at any time.**

The Observer, and OCC sit in the front. They may be taking notes or referring to the materials provided.

Set up the chairs to simulate a bus. Put two extra chairs next to the OCC and Observer for the customers who get off the bus. The bus operator assumes the bus operator position. Customers sit behind the operator. Set the stage. Bus is on fare service. Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm getting off the bus...) Don't be afraid to stop the action and rewind or reset if someone misses something.

### Story

Bus operator is driving in fare service. Customers 3 through N are on the bus. At the next stop two more customers get on. The first one pays the fare and sits down. The second passenger though is confrontational. How this goes depends on how the participants play it out. The operator will try to de-escalate and that may or may not work.

**Pay close attention to the confrontation. Immediately stop the scenario if anyone gets physical (touches another participant) or when the action seems stalled.**

If time allows try running through the situation multiple times with different people playing the key roles. It will be easiest to leave the supporting players in place and just swap out the Operator and Customer #2 with people in the other passenger slots.

**Role: Observer**

Sit up front next to the OCC.

Before the scenario starts review the provided SOPs.

During the scenario action be watching for deviations from the SOPs.

Write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

After the scenario finishes point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

Provided SOPs:

- B501 Customer Conduct
- D409 Dispatch Verbal Passenger
- D404 Dispatch Police Emergency

**Role: OCC/Other Communications Contact**

Sit up front next to the Observer.

Your role is to respond to whoever the Operator communicates with during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, “pressing the silent alarm button,” you **stand up** and say, “OCC is monitoring the activity. OCC takes action by...” And so on.

You also keep the scenario moving along by taking the actions that the OCC would normally take. So if OCC would call 911 you get to talk to yourself by pretending to be both OCC and 911.

Make sure everyone knows that you are OCC and do not be afraid to take charge of the scenario so that your actions are clear to everyone in the class.

**Role: Bus Operator**

**Important: In this scenario you will be subjected to a simulated assault. If you are not comfortable with this role tell your Facilitator that you want a different role.**

You are the bus operator in this scenario. You are driving in fare service. Make up a route, time of day, etc. (It shouldn't matter what you select. It just gives everyone a chance to get into character a bit.)

You will have to simulate all of your actions so that the other participants will know what is going on. You can pretend to do your actions and use verbal descriptions to make it clear what you are doing. ("I'm closing the door." "The bus is back in motion." "I am pressing the silent alarm button." Etc.)

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don't know what to do, but you will still have to do something. You will be able to explain your actions in the debrief after the scenario plays out.

Because this scenario can go so many different ways, and it can go so quickly, your Facilitator may have time to run this scenario more than once. That doesn't mean that you did it wrong. It will just give everyone another possible set of circumstances to consider.

**You can end this scenario at any time. Just stand up and say, "And scene."**

**Role: Customer #1**

Customer #1 gets on the bus first at the first stop. You pay your fare and sit down as 99.99% of customers do.

**Role: Customer #2**

**Important: In this scenario you are going to simulate an attack on the operator. If you are not comfortable with this role say so immediately so the Facilitator can reassign you to a different role.**

You are the bad guy in this scenario. You board the bus after passenger #1 and immediately begin confronting the operator.

Use your personal experience and the experiences of other operators that you know of to shape your performance. Try to be realistic in your portrayal. You are going to be the only person who knows what is driving you to lose it, just like in a real attack. Some possible back story or motivations for this attack include:

- Under the influence of drugs or alcohol
- schizophrenia
- anger management issues
- a random PTSD triggering event

Do not just start randomly hitting anyone. Your attack should escalate towards simulated physical assault so that the operator and other participants have a chance to respond. If the operator is really convincing in the de-escalation strategies it is even OK to allow yourself to be de-escalated.

**Do not actually touch the operator.** When you get to the point of actual violence you can play act a punch or a slap, and or say, “I am punching you in the nose.”

Because this scenario can go so many different ways, and it can go so quickly, your Facilitator may have time to run this scenario more than once. That doesn't mean that you did it wrong. It will just give everyone another possible set of circumstances to consider.

**Role: Customer #3 through N (Everyone in the group who is not already identified as Facilitator, Observer, Customer #1, or Customer #2.)**

**(Read this to the rest of the class.)**

You are just riding the bus, doing what the Operator says to do. You can do normal passenger things, but try to keep the noise to a minimum and resist the urge to create trouble. You might be the operator in the next scenario so karma might come back to bite you in the driver's seat if you give the operator a hard time.

### Scenario #3: Customer on Customer Violence

#### Role: Facilitator

Other roles:

- Rail operator
- Customer 1
- Customer 2
- Customer 3
- Customers 4 through N Everyone else is a rail customer with no particular role.
- Observer
- OCC/ Other communications contact

Note that a bus version of this scenario is also available.

Setup:

**Important: Be sure to talk privately with both the Customer #1 and the Customer #2 before you begin about safety. Their roles require only voice acting. The rail operator can't see what is going on anyway so it is like a radio play.**

**This simulated violence could be triggering for some people. Warn everyone that there will be a small amount of simulated violence during this scenario. Anyone can stop the scenario, or just leave the room at any time if they feel unsafe.**

The Observer and OCC sit in the front or move around as necessary to get a good view of the action. They may be taking notes or referring to the materials provided.

Set up the chairs to simulate a train. (Operator in crew cabin and enough chairs for all the customers to sit down.

Set the stage. Train is on fare service. Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm pushing the call button...) Don't be afraid to stop the action and rewind or reset if someone misses something.

#### Story

After the train gets underway Customers #1 and #2 get into a confrontation and it starts to get physical. Customer #3 calls the emergency intercom to report it, then calls again when one passenger starts wielding a weapon. What happens from there is up to the operator and OCC.

If the operator stops the train and opens the door the assailant (Customer #1) will leave the train and the room. Use this opportunity to ask everyone to write down a description of the assailant.

During the debrief keep the discussion on what the operator can do, not on the customer.

**Role: Observer**

Sit up front next to the OCC.

Before the scenario starts review the provided SOPs.

During the scenario action be watching for deviations from the SOPs.

Write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

After the scenario finishes point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

**Provided SOPs**

SOP 439 Passenger Emergency Intercom

SOP 216 Prohibited Conduct/Criminal Incident

SOP D403 Dispatch Silent Alarm

**Role: OCC/Other Communications Contact**

Sit next to the Observer.

Your role is to respond to whoever the Operator communicates with during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, "Calling OCC on the radio" you **stand up** and say your lines.

You also keep the scenario moving along by taking the actions that the OCC would normally take. So if OCC would call 911 you get to talk to yourself by pretending to be both OCC and 911.

Make sure that everyone knows what you are doing. This scenario gets loud so you will have to work command attention.

**Role: Rail Operator**

You are the rail operator in this scenario. You are operating your train in fare service. Make up a line, time of day, etc. (It shouldn't matter what you select. It just gives everyone a chance to get into character a bit.) You simulate all of your actions so that the other participants will know what is going on. You can use pretend acting and verbal descriptions to make it clear what you are doing. ("I'm stopping the train." "I am pressing the [whatever] button." etc.)

The other participants will let you know what is going on as it unfolds through the red button.

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don't know what to do, but you will still have to do something. You will be able to explain your actions in the debrief after the scenario plays out.

**Role: Customer #1**

**Important: Your “acting” is all just verbal. You can make sound effects while Customer #3 is talking on the emergency intercom to make it sound like you are actually fighting, but do not actually fight with anyone.**

You are the bad actor in this scenario.

You will start hassling Customer #2 as soon as the train is in motion.

After the first report by Customer #3 you pull out the weapon provided.

Improvise your attack as necessary, but don't use this as an opportunity to be mean to a coworker. Try to use a little humor if you can.

You need to be realistic enough to convince Customer #3 to call the operator on the emergency intercom at least twice. Aside from that, the acting that matters is the sounds you make while Customer #3 is talking to the operator on the emergency intercom. Use these opportunities for your Academy Award winning performances.

**If the operator opens the doors to the train leave the train and the classroom and wait outside in the hallway. (We'll try have people try to recall what you look like.)**



Customer #1's weapon

**Role: Customer #2**

**Important: Customer #1 is going to simulate an attack on you verbally. Be prepared.**

After the train is in motion Customer #1 is going to start hassling you. You can try to ignore it or attack back if you want. It doesn't matter. No matter what you do Customer #1 is going to pull a weapon on you.

All of the acting that matters is the sounds you make while Customer #3 is talking to the operator on the emergency intercom. Use these opportunities for your Academy Award winning performances.

**Be sure to mention the weapon if/when Customer #1 begins to use the weapon.**

**Role: Customer #3**

After the train is in motion Customer #1 is going to start hassling Customer #2. When it seems like there is a clear and present danger you will press the emergency intercom button to tell the operator what is going on.

**When you press the button say that you are pressing the button loud enough for everyone, especially the operator, to hear you.**

Remember that you are a customer and not a TriMet employee. Don't use TriMet language. Report it in plain English incompletely like a civilian would when they encounter something like this. "Umm, someone is picking a fight on the train here..." There are no specifics so the Operator will have to ask you more questions.

**However, do call again when you see that Passenger #1 has a weapon.**

**Role: Customer #4 through N (Everyone in the group who is not already identified as Facilitator, Observer, Customer #1, or Customer #2.)**

You are just riding the train, doing what the customers do. You can do normal passenger things, but try to keep the noise to a minimum and resist the urge to create trouble. You might be the operator in the next scenario so karma might come back to bite you in the driver's seat if you give the operator a hard time.

If this scenario is repeated discuss alternate endings beforehand if you have a situation that you would like to see.

### Scenario #3: Customer on Customer Violence

#### Role: Facilitator

Other roles:

- Bus operator
- Customer 1
- Customer 2
- Customers 3
- Customers 4 through N Everyone else is a bus customer with no particular role.
- Observer
- OCC/ Other communications contact

Note that a rail version of this scenario is also available.

Setup:

**Important: Be sure to talk privately with both the Customer #1 and the Customer #2 before you begin about safety.**

**This simulated violence could be triggering for some people. Warn everyone that there will be a small amount of simulated violence during this scenario. Anyone can stop the scenario, or just leave the room at any time if they feel unsafe.**

The Observer and OCC sit in the front or move around as necessary to get a good view of the action. They may be taking notes or referring to the materials provided.

Set up the chairs to simulate a bus. (Operator in driver's seat and enough chairs for all the customers to sit down.

Set the stage. Bus is on fare service. Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm pushing the call button...) Don't be afraid to stop the action and rewind or reset if someone misses something.

#### Story

After the bus gets underway Customers #1 and #2 get into a confrontation and it starts to get physical.

Customer #3 yells at the operator as necessary.

What happens from there is up to the operator and OCC.

If the operator stops the bus and opens the door the assailant (Customer #1) will leave the train and the room. Use this opportunity to ask everyone to write down a description of the assailant.

During the debrief keep the discussion on what the operator can do, not on the customers.

**Scenario #3**

**Role: Observer**

Sit up front next to the OCC.

Before the scenario starts review the provided SOPs.

During the scenario action be watching for deviations from the SOPs.

Write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

After the scenario finishes point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

**Provided SOPs**

SOP 439 Passenger Emergency Intercom

SOP 216 Prohibited Conduct/Criminal Incident

SOP D403 Dispatch Silent Alarm

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**Role: OCC/Other Communications Contact**

Sit next to the Observer.

Your role is to respond to whoever the Operator communicates with during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, "Calling OCC on the radio" you **stand up** and say your lines.

You also keep the scenario moving along by taking the actions that the OCC would normally take. So if OCC would call 911 you get to talk to yourself by pretending to be both OCC and 911.

**Role: Bus Operator**

You are the bus operator in this scenario. You are operating your bus in fare service. Make up a line, time of day, etc. (It shouldn't matter what you select. It just gives everyone a chance to get into character a bit.) You simulate all of your actions so that the other participants will know what is going on. You can use pretend acting and verbal descriptions to make it clear what you are doing. ("I'm stopping the bus." "I am pressing the [whatever] button." etc.)

The other participants will let you know what is going on as it unfolds.

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don't know what to do, but you will still have to do something. You will be able to explain your actions in the debrief after the scenario plays out.

**Role: Customer #1**

You are the bad actor in this scenario.

**Important: Your “acting” is all simulated. You are (probably) not a trained stunt actor so stick with using violent language and verbal descriptions of the actions you are taking.**

You start hassling Customer #2 as soon as the bus is in motion.

After the first report by the Operator to the OCC, you pull out the weapon provided.

Improvise your attack as necessary, but don't use this as an opportunity to be mean to a coworker. Try to use a little humor if you can.

**If the operator opens the bus doors exit the “bus” and the classroom and wait outside in the hallway. (We'll try have people try to recall what you look like.)**



Customer #1s weapon

**Role: Customer #2**

**Important: Customer #1 is going to simulate an attack on you verbally. Be prepared.**

After the bus is in motion Customer #1 is going to start hassling you. You can try to ignore it or attack back if you want. It doesn't matter. No matter what you do Customer #1 is going to pull a weapon on you.

Be safe. You are (probably) not a trained stunt actor so stick with defending yourself verbally and verbally describing the physical actions that you would be taking.

**Be sure to mention the weapon if/when Customer #1 begins to use the weapon.**

**Role: Customer #3**

After the bus is in motion Customer #1 is going to start hassling Customer #2. When it seems like there is a clear and present danger you will report it to the operator if the operator has not taken action.

Remember that you are a customer and not a TriMet employee. Don't use TriMet language. Report it in plain English incompletely like a civilian would when they encounter something like this. "Umm, these people are going at it back here..." Or freak out a little. Your call.

There are no specifics so the Operator will have to investigate further.

**Do say something again when you see that Passenger #1 has a weapon.**

**Role: Customer #4 through N (Everyone in the group who is not already identified as Facilitator, Observer, Customer #1, or Customer #2.)**

You are just riding the bus, doing what the customers do. You can do normal passenger things, but try to keep the noise to a minimum and resist the urge to create trouble. You might be the operator in the next scenario so karma might come back to bite you in the driver's seat if you give the operator a hard time.

If this scenario is repeated discuss alternate endings beforehand if you have a situation that you would like to see.

## **Scenario #4: Trespasser in the Yard**

### **Role: Facilitator**

Other roles:

- Observer
- OCC/ Other communications contact
- Maintenance person
- Civilian/ trespasser
- Supervisor

Setup:

The Observer and OCC sit where they can see what is going on. They may be taking notes or referring to the materials provided.

Make up a location, time of day, etc. (It shouldn't matter what you select. It just gives everyone a chance to get into character a bit.) Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm using my radio to...) Don't be afraid to stop the action and rewind or reset if someone misses something.

### **Story**

The maintenance worker encounters a trespasser in the yard and security ensues. Be looking for the maintenance worker to keep a safe distance, immediately notify somebody, and try to talk the trespasser into leaving.

The supervisor will come to provide backup if notified.

The trespasser will leave if treated well but could become unruly or even dangerous if backed into a corner.

If you finish early (which is likely with this scenario) Ask for volunteers to run through the scene a second time with somewhat different parameters.

After the scenario plays out facilitate the group debrief.

**Scenario #4**

**Role: Observer**

Sit up front next to the OCC.

Before the scenario starts review the provided SOPs.

During the scenario action be watching for deviations from the SOPs.

Write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

Be looking for the maintenance worker to keep a safe distance, immediately notify somebody, and try to talk the trespasser into leaving.

After the scenario finishes point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

**Provided SOPs**

SOP S010 Facility Security Emergencies

**Role: OCC/Other Communications Contact**

Sit to the side next to the Observer.

Your role is to respond to whoever the Operator communicates with during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, "Calling OCC on the radio" you stand up and say, "OCC. Please state the nature of your emergency." Or whatever.

You also keep the scenario moving along by taking the actions that the OCC would normally take. So if OCC would call 911 you get to talk to yourself by pretending to be both OCC and 911.

**Role: Supervisor**

Sit to the side next to the Observer and OCC.

Don't announce who you are in advance. Letting the maintenance worker know that there is a supervisor standing by will prompt them to contact you. They should contact you, but you don't want to make it too easy for them.

If contacted you may show up to the scene to be the backup. Then the two of you will respond as appropriate.

**Role: Maintenance worker**

You are in the yard as described by the facilitator. Going about your business you encounter someone you have never seen before.

You will have to simulate all of your actions so that the other participants will know what is going on. You can use play acting and verbal descriptions to make it clear what you are doing.

The other participants will let you know what is going on as the scenario unfolds.

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don't know what to do, but you will still have to do something. You will be able to explain your actions in the debrief after the scenario plays out.

**Role: Civilian/ trespasser**

You are the bad actor in this scenario.

The maintenance worker encounters you in the yard where you are not supposed to be. When they see you describe what you look like, what you were doing, etc. Were you a kid trying to hide? Were you a shabbily dressed, disoriented, possibly high or mentally ill person? A parent type in business clothes? Play with this, and perhaps make your actions (hiding, confronting, whatever) not match the appearance you describe.

Don't make it too easy on the maintenance worker, but don't just be difficult either.

**Not that you are NOT a sleeper.**

**Scenario #5: Workplace Violence (Violent Ex)**

**Role: Facilitator**

Other roles:

- Employee #1
- Employee #2 (Ex Spouse)
- Ex Spouse of Employee #2
- Employees 3 - N
- Observer
- Other Communications Contact

Setup:

The Observer and OCC sit to the side. They take notes, refer to the materials provided, or respond when contacted.

Before you begin remind everyone to describe what they are doing as they do it. (I'm opening the door. I'm using my radio to...) Don't be afraid to stop the action and rewind or reset if someone misses something.

**Story**

It is just before 8:00 AM at Center St.

Employee #2's Spouse is upset and comes into the building to talk to Employee #2. When Spouse gets into the building and sees Employee #2 things get heated. Just how heated depends on how the scenario plays out. Let it play out until you have seen the situation become a security threat and the participants have had a chance to react.

If you finish early (which is likely with this scenario) Ask for volunteers to run through the scene a second time with somewhat different parameters. Other variables could include knowing in advance about the restraining order or the presence of a weapon.

**Role: Observer**

Sit up front next to the OCC. Make sure you can see exactly what is going on. You may have to stand up or move around.

Before the scenario starts review the provided SOPs.

During the scenario action be watching for deviations from the SOPs.

Write down as much as you can, paying particular attention to:

- the critical decisions
- problems encountered
- things that look hard or wrong
- decisions and actions that mitigated a security issue

After the scenario finishes point out:

- What did you see?
- How did it relate to the provided SOPs?
- Did everyone follow all of the SOPs?
- What did they do right?
- What did they do wrong?

**Provided SOPs**

- Violence Prevention HR 5.2
- Security ID Badging Accesses HR 5.1

**Role: Other Communications Contact**

Sit to the side next to the Observer.

Your role is to respond to whoever communicates with the outside resources during the scenario and ask the questions and provide the instructions you would expect to get. If the operator says, "Calling 911" you **stand up** and say, "911. Please state the nature of your emergency." Or whatever.

You also keep the scenario moving along by taking the actions that the outside resource would take. So if 911 would dispatch the police you get to be the PPD that shows up.

This scenario can get a bit chaotic so make sure that you know when someone calls for help and that everyone knows what you are saying or doing.

**Role: Employee #1**

You start the action with the Ex at the simulated door. You are the person who starts the action in this scenario.

You are coming to work in the morning. Set up a couple of chairs to stand in for the side door to the building that you enter every day.

This morning as you start to open the door, the spouse of your coworker, Employee #2 (who you vaguely recognize), comes up to you, probably showing you his TEI TriMet badge.

Use your experience to respond to this situation. Determine if the spouse is a potential security threat. Balance courtesy, convenience, and security as appropriate for the situation. Let him in or escort him if it seems to be the appropriate action to take.

And be sure to not make the situation worse by angering the spouse.

Know that no matter what you do this scenario is going to continue. And don't get hurt.

**Role: Angry ex-spouse**

**Note: Simulated violence only. Keep this safe!!!** You are the bad actor in this scenario.

You start the action at the simulated door in the classroom.

Your spouse is a TriMet employee and has asked for a divorce because of your pattern of physical abuse. After leaving with the kids last week your spouse has been staying in a shelter that you can't find. You know your spouse works at TriMet so that is where you go to try to talk some sense into your spouse. Restraining order or no restraining order, you know that you can talk your way out of this divorce nonsense.

Like 184,000 other Oregonians you have a concealed carry permit. Today, like most days you are carrying your 9mm in your truck but you leave it there when you get out of the truck.

You pull up and look around. It is early and it looks like day shift is just getting in. There is a steady stream of foot traffic going in the side door you have seen your spouse use. You grab your lunch pail and spouse TriMet TEI badge, hop out of your truck, and slip in the side door behind an employee.

That is, you try to slip in behind Employee #1. Just be polite about it and say thank you. If challenged show your spouse badge. On the off chance that Employee #1 doesn't believe you say that you'd appreciate the escort to your spouse's desk. "I just have to give my spouse this lunch. It will just take a second." Here you have basically four options:

- A. If not challenged, slip in behind and go to the 2nd floor (into the classroom).
- B. If Employee #1 believes you immediately ignore them and start looking for your spouse's desk. (Of course you will see your spouse in the simulated meeting.)
- C. If Employee #1 doesn't believe you and is in a vulnerable posture take their badge, swipe in close the door behind you, leaving Employee #1 outside.
- D. If Employee #1 doesn't believe you and is maintaining a safe distance say that you will just check in with the front desk. At this point for the scenario you will just come into the room so the scenario can continue. Everyone will have a chance to talk about how to keep people like you out of TriMet buildings after the scenario.

You find your spouse in the meeting room and barge in to talk. Start off trying to be calm, but your life is crumbling around you and you are going to go down swinging. Literally! You want to be heard and you do not care what these other people are asking you to do.

As these TriMet people start freaking out you start reacting too. You try to grab your ex so that you can have a word in private. You push people off of you when they start to get physical. You don't give up until help arrives or you know that someone has called 911, but once they do, you run away (leaving the room). You know that if the police show up that you have violated your restraining order and will go to jail.

Just go with the flow to keep the scenario going, and for goodness sake, **don't actually hurt anyone!**

**Role: Employee #2, Ex-Spouse office worker**

You work at a TriMet office and your work is great. Unfortunately your personal life is falling apart. Last week when you found out that your spouse was having an affair things got physical AGAIN. This was the last straw. You left, taking the kids, and found a safe spot in a domestic assault shelter. Yesterday your spouse sent you a series of threatening text messages. You took these to the courthouse and got a restraining order as soon as they saw the previous assault charges.

Today you go to work and somehow this crazy ex barges into your 8:00 AM meeting. You do not want to be left alone with this crazy person. You may have to quickly explain what is going on because you have not told anyone at work what has been going on at home. When your abusive ex shows up at your morning meeting it may be time to let your coworkers know a little bit about the stuff that is going on at home.

You are afraid because you know that your spouse carries a gun most of the time.

Because you are the target of the aggression you will have to be on your toes. He may want to get you alone to “talk.”

Use your experience and training to respond to all situations as they occur. If you are not sure what is going on you can ask the facilitator. If you do not know what to do you can say that you don't know what to do, but you will still have to do something. You will be able to explain your actions in the debrief after the scenario plays out.

**Role: Employee #3 through N (Everyone in the group who is not already in another role)**

You are sitting in a circle in a simulated meeting with Employee #2 when stuff goes down. Pay attention and do the right thing. These directions are not going to key you into what is going to happen so just pay attention and respond appropriately to any security concern that arises.

Because of the noise and confusion that are a part of this scenario be sure that you are very clear about what you are doing as you are doing it. If you evacuate, say so. If you call for help, say exactly who you are calling so that the Communication Contact can respond appropriately.