1. Summary of Critical Steps for Incident Response:
2. Contact incident management team
3. Mobilize response personnel
4. Gather incident management team and response personnel at designated meeting locations
5. Assess incident extent and severity
6. Assign incident management responsibilities
7. Initiate incident response protocols
8. Contact/coordinate with first responder agencies
9. Determine if partial or complete suspension of service is necessary
10. Coordinate public information in accordance with NIMS
11. Develop and issue press statement
12. Inform public of incident/service status
13. Activate mutual-aid agreements to initiate alternate transportation
14. Protect lives
15. Protect property and facilities
16. Stabilize incident