



NORTH CAROLINA
Department of Transportation



DISASTERS / EMERGENCIES

PREPARATIONS: BEFORE AND AFTER

JULY 10th, 12th, 13th 2017

Good morning and welcome to our webinar on Preparing for Disasters and Emergencies

WEBINAR INTRODUCTIONS / COMMENTS

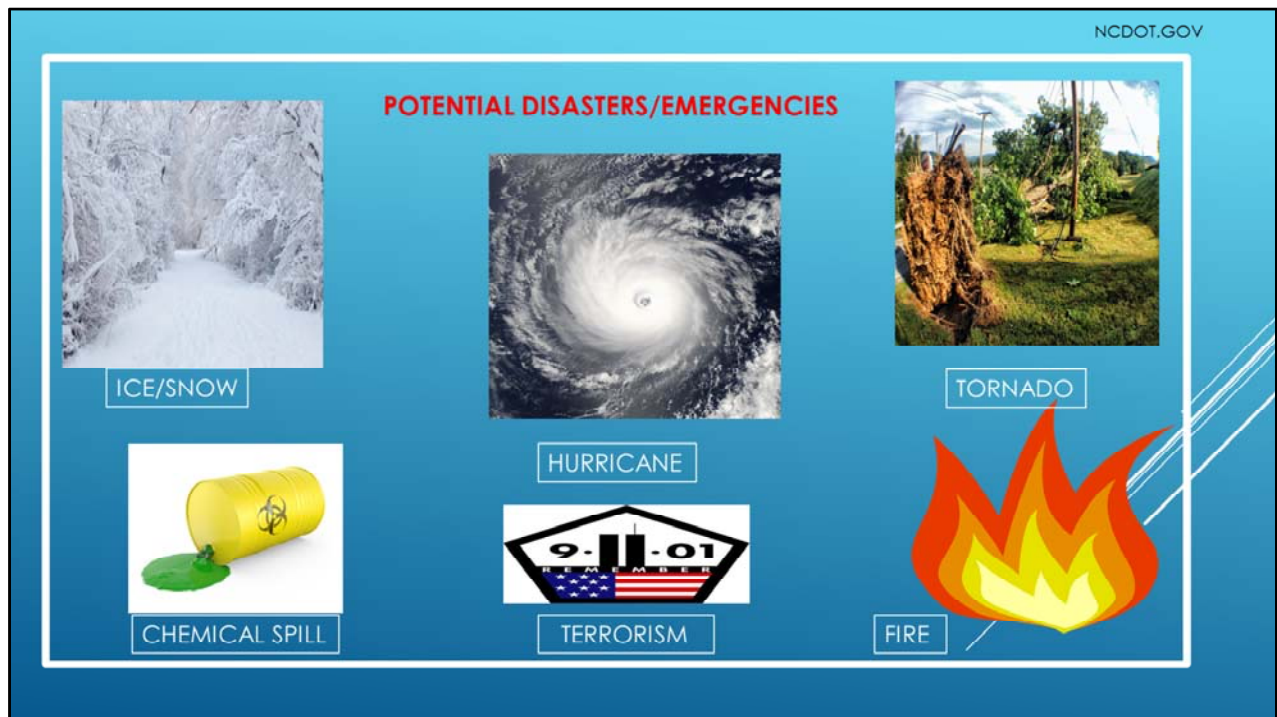
- Please mute your phone. DO NOT put on hold.
- Type in your questions.
- Presentation will be available on the NCDOT-PTD website.

Many of you listening know who I am but for those that don't my name is Gwen Hinson. I am a retired transit director having worked for 30 years at SCUSA Transportation in Stanly County. So I have been in your seat. I have heard it, seen it, wrote about it, stressed over it, etc. I am currently doing some temporary part-time work for PTD and this is my first try at doing a webinar so please bear with me as we go through this. Some things that I talk about may be repetitive but I think it bears repeating depending on the plan or circumstances that are being discussed. Also it may seem that some topics are "out of place" as far as the order they are discussed and they may be – but all are relevant and important.

This webinar has been scheduled for two hours – It has been taking about an hour and a half but we will stay as long as we need to if you have questions or comments. You will hear me use a lot of examples from central NC because that is where I'm from and have experience. I tend to talk fast so if I do type a note in the chat box and I will try to slow down.

A few things before we start – you should be muted so that you can't be heard but just in case please mute your phone – do not put it on hold. If things didn't work on our part then we will hear music while your phone is on hold. Also we will be able to hear whatever may be happening in your office. If you have questions during the webinar please type them in.

I will do my best to answer them. If I can't I will get an answer to you as soon as I can. We will open the mic at the end for questions as well. This presentation along with my notes will be available on the PTD website within a couple of days. My email address is at the end of the presentation so you can send your questions there as well.



Let's get started! These are pictures of a few disasters or emergencies that you might encounter in your area. If you live closer to the coast, you are more likely to encounter an hurricane than people living closer inland. However; I do remember a hurricane named Hugo in 1989 that came to my area, which is in central NC, causing major destruction. So no matter where you are you need to be prepared.

Those in the mountains and foothills areas are all too familiar with snow and ice and how it can disrupt daily activities and service. In central NC we tend to get more ice than snow and that causes havoc everywhere.

Tornadoes and fires can happen from the mountains to the coast at anywhere and at anytime.

A chemical spill can cause neighborhoods to be evacuated at a moments notice and if you are part of the evacuation plan – which you should be- then you will be called into action. If you have rail service coming through your area (passenger or freight) you need to be prepared. Trains carry some very hazardous material and one overturned or leaking car can cause a lot of chaos and damage.

Terrorism on the list because as you are aware this has become an almost daily occurrence

somewhere in the world and is becoming more and more an event in the US. It can happen to anyone at anytime time – it may be a group of two or two thousand but it is something more and more of us are having to think about and sadly deal with.

These are not all inclusive but they are some of the most common disasters or emergencies that I feel you may face.

DEFINITIONS: DECLARED DISASTER / DECLARED EMERGENCY

- The term **disaster** describes a large scale adverse event that overwhelms the resources of an affected community.
- The term **emergency** has multiple definitions. Most frequently it is used to describe an adverse event that can be handled with existing community resources. Not all emergencies and disasters must be federally declared for transit agencies to obtain regulatory relief, resources or reimbursements for participation in response and recovery.

Disaster – a prime example of this is Hurricane Matthew – there are still communities in the state dealing with the after effects. State and federal money continues to be requested and funneled to communities to help rebuild.

Mountain areas had severe flooding several years ago that I believe was classified as a disaster. I remember that at least one maybe two transit offices were flooded and lost everything. There was more damage that the county or area could take care of on it's own.

Emergency – Straight Line winds in Stanly County 2 years ago– damage was like that of a tornado – trees down on houses, cars, across streets, power was out to ½ the county. As bad as it was it did not qualify as a federal declared disaster even though the city did get some financial assistance. Clean up was by city crews, local fire departments, volunteers, etc.. Transportation was called in due to shelters being opened for that event.

I'm sure there have been similar incidents in your area

Other examples of transportation being called in for SCUSA- Power was lost to the Pfeiffer University and we were called to evacuate students. Nursing home on fire – called to evacuate residents.

OBJECTIVE - PETE

PLAN WELL

EQUIP WELL

TRAIN WELL

EXERCISE WELL

Our objective today is to talk about what do we must do in order to be prepared for a disaster or an emergency

Use the **PETE** method which is to **Plan well, Equip well, Train well, Exercise well.**

If you accomplish these four things then you should be able to handle any type of disaster or emergency.

WHY PREPARE?

- Waiting for an emergency to happen is NOT the time to try and figure out what to do and how to help people.
- People will be scared, possibly hurt, dealing with potential loss, etc. You and your staff need to know where to go, what to do and how to do it BEFORE anything happens.
- Planning, coordinating and training are the most important things to do. Your motto should be **“Plan well, Equip well, Train well and Exercise well –you should be able to be as successful in a “no advance notice” emergency as in a “prepped and ready for” emergency.**

(1) OK – so why should we prepare – what if you had to take a final exam and passing it meant that you would graduate – failing meant you didn’t – if haven’t attended class, haven’t read the material – think you are going to pass. NO – the right thing to do is prepare and plan so that you could succeed and move on. Same thing with an emergency.

(2) Once an emergency happens and you get that phone call that says “ we have a whatever and I need you to.....” or once that hurricane or tornado comes through is not the time to try and figure out how to evacuate people, how to deliver your passengers and get your vehicles back to the lot, where to park them if they can’t get back, what to do with passengers that you can’t get home, etc. There are actually different types of emergencies that you need to plan for – internal department and county/area wide. You can use the PETE method for both.

Once something happens, people panic and some of those may be on your vehicles, some of those may be people you have been dispatched to pick up, some may be injured, some may have just lost their home, belongings or pets. You and your staff need to know what you are going to do in any of these situations before they happen.

AGAIN – use the PETE method

TRANSIT PARTICIPATION

- The participation of transit in an emergency/disaster/evacuation situation depends on whether the transit agency is well incorporated into local emergency operational plans, have good working relationships with key local emergency responders and other government units and are well coordinated among themselves and with neighboring transit service providers.
- Transit agencies should participate with emergency management agencies and departments of transportation when emergency/disaster/evacuation plans are developed and should be full partners in the command structure established to handle emergency response and evacuation.
- To be full partners in emergency/disaster/evacuation plans, systems will have to shoulder responsibility and possible cost (training of personnel in emergency response, development of interoperable communications systems and should be eligible for cost reimbursement along with other first responders). (FEMA reimbursements- local EM department can assist with FEMA claims).
- Transit agencies and the County(s) Emergency Management Center(s) should have a contract that depicts expectations of each party and includes information such as cost per regular service hour and cost per after duty hour.

Your successful participation in emergency situations depends on how well you have incorporated yourself and your system into the local planning process. You should establish good working relationships with local emergency responders and other government units as well as working with neighboring providers. Transit should be a part of any disaster/emergency exercise, whether transit would actually be involved or not. For example, when I was a director we participated in a table top exercise with emergency management and many other agencies in our county/state simulating a dam burst. Alcoa used to have a huge operation in our county. Even though the plant no longer operates they are still operating dams. A dam break would wipe out the small town that sits near the lake. We went through what could happen, who would do what, when, who would be where, what resources would be needed and who was responsible for getting those resources, who needed to be called in from out of town, what was the time table, etc. etc. It was very eye opening and was a great learning experience. You can always make suggestions and gain insight from the expertise of others.

Training for things in your plan may come at some cost and you may have to shoulder that cost. This can be built into your service cost just as any other training should be. In the event of an actual emergency you may be eligible for reimbursement, we will talk more about that a little later in the webinar. However, much of the training can be done at no charge. Many agencies get certification credits for instructing such as EM staff. Red Cross

will provide training – a small cost might be for an instruction booklet. Health Department and DSS provide training – again many have to instruct for certification credit.

You should have a contract or have some type of written agreement with each party that you would be working with or if you are a county department and are in the county emergency plan then have an addendum to the plan with your specific information of what you will provide, your cost, etc. EM will need that information especially if you are dependent on them to file for any reimbursements i.e., FEMA.

BEFORE THE EMERGENCY

- Introduce yourself and your service to the local Emergency Management department and local agencies such as; United Way, Aging/Senior Services, DSS, Red Cross, Health Department, cultural and faith based organizations (they will need to relay this information to their patrons)
 - Include County EM on the transit system Transit Advisory Board (TAB)
- Work with local government(s)
- Identify areas with special needs populations
- Participate in your Local Emergency Planning Committee (LEPC) and Safety Committees
- Clarify staffing responsibility
- Train staff
- Drill and exercise

Something you should do prior to planning is to introduce yourself and your services to various agencies throughout the county/service area. You will also want to meet with the Emergency Management staff. Systems should have a representative from the EM department on the TAB. In the CTP grant application it has ambulance service as a recommended member, I would personally recommend having the county Emergency Management Director on the committee. I am aware that in some areas EM doesn't necessarily want to work with transportation but when they find out what you can do and how you can help them, they should welcome you in. NCDOT has been in contact with the State EM staff and is educating them on how transit can assist during a disaster or emergency.

You should also get to know your Aging Director, DSS staff, Health Department staff, etc. These groups work with many of the people that you would be assisting during an emergency. Many elderly and/or disabled people do not have access to transportation and may need to be evacuated. They can also identify people with special needs which we will talk about in more detail a little later.

If you are currently not part of your local LEPC then you need to become a member. This committee discusses all types of situations, reviews plans from industries, medical facilities, gives reports on types of spills, concerns throughout the county/area, etc. This also gives

you a chance to talk about transit services and offer assistance. Excellent contacts can be made through members of this committee.

Internally there are three very important things you need to have in place PRIOR to any emergency:

1. Clarify staffing responsibility – you should have the duties and responsibility of each staff member documented in your plan and ensure that every staff member has a copy of that plan and understands what part they play. After something happens is not the time to try and tell your staff what to do and how to do it. When an emergency happens and your staff member receives a call, that staff member should know exactly what to do and how to do it. Make sure all duties are covered but ensure that they are not duplicated unless necessary.
2. Once you have documented the duties and everyone is aware of what they have to do, staff should be trained to efficiency. Staff should know where to go, what to do, who to call, etc. Training should be done at least annually, plans should reviewed periodically and changed if necessary, with date and time of review documented (always make some kind of notation stating the plan/policy was reviewed). This documentation should be easily accessible.
3. Staff should participate in exercises simulating emergencies. Situations should be presented as “real” as possible. You want your staff and drivers to feel like they are working with a “live situation”. Those of you that participated in the Vehicle Evacuation exercises that were held once a year in Stanly County or maybe at the NCPTA conference, could tell that we simulated real-life like possibilities of accidents and situations. Drivers were not given any details on what was going to happen so they had to react to what was in front of them. They had to put their training into use. When an actual accident happened, drivers would come to me and tell me how much the simulated exercises helped them in the real life situation. (discuss the accident of car texting and hitting vehicle)
Although no one can predict what will actually happen or how it will happen, preparing for the worst will make a big difference in how things get done when something does happen.

IMPORTANT PARTICIPANTS

- **Emergency Management** (includes Emergency Services and Fire Marshal)
- **DSS** (responsible for shelter setup)
- **Red Cross AND similar organizations that offer assistance** (civic groups, churches)
- **Transit System** (office staff, drivers and TAB representative)
- **Other local government or organizations as deemed appropriate**
- **Military units/National Guard** (if appropriate)
- **Volunteers** (preferably trained)

We talked previously about getting to know people in your area. This is a list of some of the people that should be involved in writing plans and participating in training and drills. But in addition to knowing what your part of the plan is you should also know what their part of the plan is – who does what, who is responsible for what areas – for example, DSS is responsible for setting up the shelters. Red Cross brings cots, food, etc., Health department for some medical supplies, refrigeration, etc. Will there be shelters set up for pets? Will there be Wi-Fi available? Charging stations for phones? People will come to a shelter just for those things.

Your plan should also include working with military units if there is one in the area. Stanly County is home to an Air National Guard Center which houses the emergency supply storage for a portion of NC. If things are bad enough, they can bring generators, equipment, workers, etc.

Red Cross has volunteers trained in what to do during disasters/emergencies, use them if needed – Senior Services may have volunteers – if they can get in maybe they can help answer the phones – people may not need transportation but may need a soothing voice on the line assuring them things will get better or giving them an update of where things are etc.

EMERGENCY PLANS

- **Comprised of Four Major Elements:**
 - **Mitigation** – development of measures to reduce the likelihood of damage in the event of a hazard or to lessen its impacts.
 - **Preparedness** – development of emergency plans and detailed operations plans that provide for a decision making structure, key agency representations with well-specified roles, communications systems, training and frequent emergency drills and plan maintenance and revisions.
 - **Response** – mobilization of first responders, provision of emergency support services at the disaster/emergency site, ordering and carrying out of an evacuation if necessary.
 - **Recovery** – reestablishment of normal operations and return of evacuees to affected areas.

discussion follows

Emergency Plans continued

- Transit agencies should be part of all four elements:
- Transit has a role to play in **mitigation** by protecting its own assets (example – moving vehicles to higher ground during severe flooding incidents, making sure all vehicles are fueled, etc.) and establishing redundant communication systems to help ensure continuity of services. Also make sure data is backed up.
- Transit agencies should be part of **preparedness** plans and represented in the emergency command structure.
- Transit can play a vital role during the **response** phase in both helping evacuate those without access to a private vehicle and bringing emergency responders and equipment to the incident site. Also plan for an emergency within an emergency (for example, driver evacuating citizens and gets stuck in water or runs off the road – will need to evacuate vehicle).
- Finally, transit can be involved in the **recovery** phase, reestablishing normal transit operation and bringing evacuees back to the area.

Let's talk about these four things. One of your first priorities is to make sure your staff, your assets, etc. are protected. Move vehicles to a place where they will be protected, ensure vehicles are fueled (our policy was that all vehicles were to be full of fuel before they were brought back to the lot every evening – this would ensure that if they were needed in the middle of the night, for example, they would have ample fuel to provide assistance). You need to back up your data and ensure that it is in a safe place. If you are part of a county department your data is probably backed up in several places and at various times, but it is a good idea to have your own back up as well. Billing information, policies etc., can be easily downloaded on a flash drive and put in a secure place. Remember client information is still confidential. The location of and who is responsible for this information should be documented in your plan and staff made aware. You should also have a backup communication plan in place. Landlines down – use cell phones – cell tower down, use radios – radio tower down, etc. What do you do?

Transit should be a member of any emergency planning committee and have a representative in the command center when there is an emergency. (When Hurricane Bonnie was expected to hit in our area, I was summons to go to the EOC and was told to plan to stay as long as necessary. We had communication set up so that I could talk with drivers, vehicles were stationed at different areas throughout the county because at that time we did not know what area might get hit.) I was called in another time when a

tornado hit in the east side of town and again when straight line winds came through.

Response – Examples- Evacuation calls – we were called in to evacuate a nursing home fire; a tornado destroyed a large section of our low income housing apartments; and was placed on call when power went out at a university that was full of students. This is one of those times that having the National Guard in our area come handy. They were able to take large generators to the university to get food and water to the students.

Another important thing you can do is to participate when other agencies are practicing their emergencies procedures. We were ask to participate in drills with local nursing homes where they were evacuating patients (ambulatory and non ambulatory) and taking them to a local church being used as shelter. They wanted the trips timed and wanted to determine how many staff would be needed as well as how many patients they could evacuate at one time. These exercises are an excellent test for your drivers.

As discussed briefly before - you also need to plan for an emergency within an emergency. An example - if during an evacuation process the vehicle evacuating people has an issue getting through to its destination and it gets stuck or has an accident. What do you do when the emergency help needs help? Always need a Plan B.

The last part of your plan should address getting everything “back to normal”. One of the first things is to get all of the people you brought in to shelters or to family members or wherever, back home. You will need to determine areas that may not be passable and work with officials for detours. You need to determine who will be involved in this last phrase and what their duties will be. Then you need to begin getting transit services up and running. Depending on the circumstances and the areas involved you may have been able to operate some transit services while participating in the emergency service. Getting your service back in full operation is now the primary goal.

THE AFTERMATH!



OK – now the worst has happened. Your area may look similar to one of the above. Now we are going to look at the things you need to do or should have done.

VEHICLE USE DURING EMERGENCY SITUATIONS

- DO NOT HAND THE VEHICLE KEYS OVER TO LOCAL OFFICIALS
- NON TRANSIT PERSONNEL HAVE NOT BEEN TRAINED IN VEHICLE OPERATION
- TRANSIT DRIVERS SHOULD BE CALLED IN AND DISPATCHED BY THE TRANSPORTATION COORDINATOR
- THIS ARRANGEMENT SHOULD BE PART OF LOCAL AGREEMENTS AND ANY EMERGENCY PLAN
- INFORMATION ON VEHICLE USAGE (MILEAGE, DRIVER INFO, DATE, PURPOSE) MUST BE DOCUMENTED ON MANIFEST AND SUBMITTED TO TRANSIT OFFICE UPON COMPLETION OF DUTIES

One thing you do not do is to hand the vehicle keys over to local officials. You need to read or reread the federal guidelines on Charter Services and what you can and cannot do with the vehicles. There are also different guidelines if there is a declared disaster. Some people may say that they do not have a choice in the matter, that commissioners or manager tells them they have to hand over the keys. Your job here is to educate your local officials on the guidelines that they have signed off on when they sign the Certifications and Assurances and the funding resolutions. Their signature states that they will abide by those guidelines in use of vehicles or any other equipment regardless of situation and that funding can be discontinued if not adhered to. If local officials persist, contact PTD who can provide assistance.

Your position is to call your drivers and staff in and dispatch them under your control to assist in the areas as determined by Emergency Management or the Control Center Command. This is part of your PETE. You plan for this situation, your drivers are trained in what to do in emergencies situations. This should be part of the agreement you have with the county or whoever would be in charge of disaster and emergency planning. **Having control also means that you can determine what to do about your normal service. It may be that you can offer services in areas that have not been affected by the emergency. Discontinuing service should be a last resort.**



Lumberton

Flooding and devastation from Hurricane Matthew. I am sure some of you can relate to this and may even have personal experience.

Think about what you would do if this was your office area and many of these vehicles belong to your transit fleet? Again planning for an emergency within an emergency.

Examine the ramifications of ordering evacuation

- Security of evacuated area
- Weather conditions, downed power lines, etc. (i.e., is it safe to drive?)
- Know your potential trouble spots (document and communicate: low water bridges, highways prone to flooding, etc.)
- Potential traffic congestion and traffic control issues
- Available sheltering/mass and shelter/mass care resources (i.e. shelter managers, staff, bedding, food supplies)
- General public guidelines (rules) for evacuation (are these posted/published for easy access)
- Informing the public
- Transportation availability (what vehicles are used if transit vehicles are in use or out of service)
- Other concerns brought out during the briefing
- Special needs/special medical needs/special transportation needs (i.e. elderly, non- ambulatory, etc.)
- If an evacuation is ordered determine which agencies will carry out the evacuation
- Prepare necessary documentation

When I hear evacuation, I tend to think of a police car driving up and down the road telling people to get out of their houses. But what if you are one of those people that is supposed to leave. On a personal note you are thinking “ what will happen to my house, my belongings, who is going to look after it for me” “will everything be ok?”. When I talked about earlier that my area had a tornado come through and destroyed an area of low income housing, we were called in to take those people to shelters. I brought in I think 3-4 drivers, sent two vans, and LTV and a lift equipped vehicle. We had a police escort there and back. Would you believe when we got there that not a single person would go with us.....they said that if they left, someone would take everything they had. They had rather sleep outside of their home than to leave it. So security not only for the people in that area but also for your drivers and staff going into the affected area should be a concern.

Weather conditions, downed power lines **and known trouble spots should** be a consideration. Can you get there safely? Are there known trouble spots in the area? For example, in Stanly County there are several low lying bridges. They flood early and you know that you will have to detour. These bridges or **any area should be documented, updated and communicated. Same thing with ice/snow storms as you ponder service.** There are always some areas that snow or ice tend to linger even when temperatures rise and most places have melted. Drivers should make you aware of these areas and plan their routes accordingly.

If possible at the time, find out what the traffic issues are. If you will remember the TV images before Katrina in New Orleans, of traffic backed up for miles, people and stations running out of gas, etc. If that a possibility that you have to face and if so when and what do you do?

Sheltering is usually the responsibility of Social Services with assistance from Red Cross. You need to know where the shelters are located. It would be helpful to know what services they may offer especially if they have animal assistance but it would not be a requirement for your evacuation service.

What information does the general public need to know to use the service during an evacuation or emergency situation? Had that information been posted on your website or social media site and if so is it in an area that can be easily seen? This information is also something you may want to consider being put out in other languages and printed as a flier or communication card.

What are you going to do if your vehicles do not meet all of the needs during the emergency situation? Example, you have 10 vehicles, you need 11 and one of your 10 is out of service. As Transit Director you need to be aware of all transportation resources in your area. Are there churches in your area with vehicles, daycares, schools, etc. You need to know where you can access these resources. You may want to have an agreement with these places for possible vehicle use.

One population that tends to get overlooked during emergencies are those with special needs. We will discuss that in a few minutes.

Staging Areas, Pick-up Points, Routes and Evacuation

- The County (normally) will determine designated staging areas as mobilization points to organize the emergency response personnel and equipment entering from areas in and outside the county.
- Pick-up points and/or routes should be established as needed and coordinated by the Transportation Coordinator. Evacuees without vehicles be may be instructed to go to the nearest pick-up point.
- Pick-up routes should be designated for the rural areas. Emergency and/or transit vehicles will travel these routes at least twice during the evacuation to assure all evacuees without vehicles are informed/assisted.

In most areas, the county designates someone that will determine the location of the command center, staffing areas, who needs to participate, what equipment is needed, etc. You, as determined in the emergency plan, maybe/should be responsible for establishing necessary pick up points and routes once the evacuation is ordered. You may have to have people without vehicles meet at pickup points along the routes.

Routes in rural areas - **In planning you may need to look at this in several ways. You can divide the county/area into zones and establish routes in each zone. I would say much of the time the entire county/area is not affected in the case of an emergency. You can work through the areas not affected to get to the affected areas. You need to have several working scenarios to draw from in case of an emergency. Whatever routes are established, those vehicles need to travel those routes at least twice if not more in an attempt to help as many as possible.**



Simpson

Damage by Hurricane Matthew – This would be a case where even when most things return to normal it may affect your normal service. This damage will result in detours for several weeks, possible changing the start/end time of your route, order of passenger pick up/drop off etc.

Evacuations continued

- Ambulatory patients and staff of the area medical facilities should be evacuated by buses or vans. Ambulances and lift equipped vehicles should be provided for evacuation for non-ambulatory individuals. Procedures for rapid evacuation and/or in-place sheltering should be included for facilities in the danger zone from hazardous materials spills or other high hazard areas. (Nursing homes and assisted living centers are technically responsible for their own evacuation transportation)
- School systems should develop evacuation procedures suitable to the individual needs of each school. Designated buses should be utilized for students without their own vehicles. Schools should develop procedures for in-place sheltering and "walk-away" evacuations. School personnel should advise parents of the reception centers locations.
- The public should be given a telephone number(s) for disabled persons without transportation. This information should be provided by the Public Information Officer (PIO) to media outlets. Someone should be appointed as PIO and only that person should relay information.
- The transit system should arrange pick-up of these individuals. The County Department of Social Services should advise the Transportation Coordinator of individuals known to need transportation assistance.

This talks about types of vehicles needed and what should be used where. **You should keep a spreadsheet of your vehicles readily available that shows how many seats, how many securement stations, type of fuel, CDL requirement, etc. This list should be updated anytime a new vehicle arrives or one is disposed. A copy of this should be given to the person designated as command in the emergency plan document.**

There should be a Public Information Officer designated and any information on what is happening should be given to that person. They will be the ones designated to speak with media or relay information etc. Neither you nor your staff or drivers should be giving out any information. In my case, the county Human Resource Director was the PIO. Remember again here that passenger information should be confidential.

Plymouth



Flooding caused by Hurricane Matthew

Responsibilities of Transit Director

- When notified, report to the Emergency Operations Center or command post.
- Serve in the Logistics group.
- Receive a situational briefing.
- Determine what transportation resources are available (i.e. vehicles, personnel, fuel supplies, railroad, aircraft, etc.)
- Determine transportation needs of the public, (i.e. special medical needs/special transportation needs).
- Assess weather and related road conditions to determine the ability to safely move people and/or supplies (know the trouble areas).
- Determine the availability of fuel and emergency vehicle repair.
- Ensure drivers are appropriately licensed and adequately trained.
- Determine additional insurance needs.
- Determine potential legal ramifications. Be familiar with emergency ordinance, declaration of emergency and NCGS 115C-242 (use of school buses) and other transportation concerns.
- Determine or designate pick-up points.
- Communicate pick-up point locations, times or schedules to the Public Information Officer and the Emergency Services Director.
- Dispatch or cause to be dispatched, appropriate transportation to pre-determined or designated pick-up points.

List is in no particular order.

You are the one to ensure that your plan works!

Fuel and maintenance – you should have a backup fuel supplier – if you get your fuel at any station throughout the county or area, chances are they will run out, will be without power or possibly damaged to the point they can't open. You should have an agreement for fuel that can be used at any time. Remember a few years ago when the pipe line was damaged and there was a fuel shortage for about a week. We were fortunate that we could find enough fuel, but drivers were coming in every day and documenting the amount of fuel they had at the end of service. This was we could put the vehicles with less fuel on shorter routes if necessary, combine more routes, curtail service, etc. It was a working document for us until the shortage was over.

You need to have an upfront meeting with your insurance company to find out if additional coverages are needed during emergency events.

Talk with the director of school transportation to discuss if and how buses can be used during emergency situations.

BRIEF DRIVERS

- Security
- Mission, assignments and maps
- Weather conditions (i.e. is it safe to drive?) (know the trouble areas)
- Potential traffic congestion and traffic control issues
- Available sheltering/mass care and shelter/mass care issues
- General public guidelines (rules) for emergency/disaster/evacuation situations
- Location and fuel maintenance
- Other concerns brought out during the briefing
- Special needs/special medical needs/special transportation needs (elderly, non-ambulance, etc.)
- Communicate with and maintain communication with drivers and drivers with dispatch
- Make sure drivers maintain a mileage and time log and return their logs at the end of their shift or assignment
- Communicate and maintain communication with fuel suppliers and maintenance personnel
- Develop an ongoing staffing and vehicle availability plan and be prepared to brief the EOC and/or Incident Commander when called on to do so
- Carry out other functions necessary to provide transportation in emergency/disaster/evacuation situations

You wrote the book, now the driver's have to carry out the storyline!

Drivers need to know what is in the plan and the part they will play. They must be trained, must participate in drills and execute the plan. No detail is too small for them to know in order to be successful.

Communicate is vital at all times.

Documentation is important especially for any type of reimbursement.

SPECIAL NEEDS POPULATION

- Transit has a unique role to play in evacuating the people without vehicles and people with special needs (e.g. the disabled, the elderly, special needs population with pets) during an emergency. However; these groups are inadequately addressed in most local emergency evacuation plans. Special needs populations may differ in the types of transit service they require in an emergency evacuation.
- A good way to prepare for this population is to meet and work with aging specialists, disability advocate groups such as Monarch, Nursing homes, Senior Services, AARP, etc.
- Difficulty lies in identifying this population and their specific transportation needs and matching those needs to appropriate transit service providers and ensuring those providers are available during an emergency. A sample of a special needs application for emergencies will be available on the PTD website.
- Requires more detailed information on trip manifest (what/who did they bring with them, etc.)

During an evacuation, you will be transporting people that may have never ridden before. These groups usually are not addressed in many plans. Many of these population works with other agencies such as Social Services, Aging, Monarch, Mental Health, etc. but that does not necessarily mean they have ridden with you. In Stanly County our Emergency Management agency developed a program called Special Needs Registry. They put a form on the website, advertised in the local papers, radios etc. They were reaching out to this population to get information that would them and us in the event of an evacuation or emergency. The goal was to get an idea of how many people did not have a vehicle they could use in an emergency situation, how many people did not have family they could stay with, how many people were non-ambulatory but did not need medical attention, how many were non-ambulatory but needed medical assistance to be transported, what type of equipment would they need to bring with them if they left their home, what types of medicine, etc. Unfortunately not many people willing to give that information but the program still exists with hopes that more people will volunteer that information. That information will be on the PTD website.

Also for your drivers when they are picking this population or really for any population, they will possibly need to document more information than normal. They will need name (s), exact directions to the house or a correct address, person's name and all articles, brought with them onto the vehicle, where they took the person if not to the shelter, etc.

You need to make sure that everyone they brought with them goes back with them.

TRANSIT SERVICES: CONTINUE OR SUSPEND

- Who makes the decision?
- How is the decision made?
- What tools are used to make the decision?
- How is the decision communicated?

This information should be documented. Employees should be made aware of how the decision is made. Communication methods should be well established and made available to the public.

SERVICE CONSIDERATIONS

- Consult with EM/911 officials, NCDOT website, NCHP, etc. concerning road conditions.
- Contact transit staff for conditions in their area.
- Contact employers concerning conditions in their area and ask if they are operating. Provide employment service in areas that are passable.
- Contact service providers (dialysis, food pantry, medical providers) to determine availability.
- Provide service to dialysis passengers – set pickup points if necessary.
- Transit has a responsibility to serve the public in good times and bad.
- Limited service is better than no service at all.

SERVICE DISRUPTION

- DO NOT DISCONTINUE ALL SERVICES / DO NOT JUST SHUT THE DOOR
- CHANCES ARE THAT PARTS OF THE COUNTY/AREA ARE PASSABLE
- DO NOT SET A POLICY OF CLOSING BECAUSE THE LOCAL SCHOOLS HAVE CLOSED

- **CONSEQUENCES:**
- Critical/life saving medical service interrupted
- Employment commitments interrupted

We have discussed this to some degree already. During an emergency is not the time to just shut your door and wait for everything to get “back to normal”. You and your staff should play a part in getting things back to normal. As stated earlier chances are they part of the county or area is passable, you could transport.

DO NOT SET A POLICY TO CLOSE BECAUSE THE SCHOOLS CLOSE. THEY CLOSE AT TIMES JUST BECAUSE A PARKING LOT IS NOT CLEAR. IF YOU FOLLOW THE SCHOOL CLOSING SCHEDULE, RECONSIDER THAT NOW. SCHOOLS LOOK AT PARKING LOT CONDITIONS AS WELL AS ROAD CONDITIONS. MANY ROADS ARE CLEAR LONG BEFORE PARKING LOTS ARE. TRANSIT CAN RUN ROUTES, SET PICKUP POINTS, HAVE PASSENGERS MEET AT END OF DRIVEWAY, ETC. REMEMBER MANY AGENCIES DO NOT GET THEIR FUNDS IF THEIR CLIENTS OR PARTICIPANTS DO NOT SHOW UP.

Dialysis is a life saving medical service that needs to be provided, if no other service is provided, this one must be considered. If you can't get everyone you probably can get some of them. You may have to get some to meet you at a pick up point like we talked about in the evacuation part. You, your staff and your vehicles are part of the solution of getting people where they need to be in bad times as well as the good.

NCDOT-PTD REQUIREMENTS:

1. Emergency contact name and phone number (update as necessary)
2. Give MDS a copy of Emergency Plan

NATIONAL or STATE DECLARED EMERGENCIES

1. PTD will send out emails for updates. Please respond to the emails and keep the person sending the emails informed of your operating status daily OR when it changes (typically Tammy Montanez). Best practice during Matthew – include PTD on communications list of service updates
 - PTD keeps FTA and the State Emergency Operations Center updated

REQUIRED

NCDOT-PTD REQUIREMENTS:

LOCAL EMERGENCIES

1. Contact MDS in the event of a local emergency situation OR ANY SERVICE DISRUPTION.
2. Contact MDS if use vehicles for something other than transit service
3. Contact MDS with service cancellation(s), purpose and proposed length of time
4. Contact MDS when service resumes

Required to do this.

EMERGENCY PLAN EVALUATION

- Once the emergency/disaster situation is over, you need to review the plan/procedures. Your staff and planning committee should be involved in that process.
- What worked?
- What did not work?
- What needs to be improved?
- What needs to be changed?

Once the emergency/disaster is over and you had to implement the plan, take time to do evaluation? Get with your staff and drivers, ask them what they think went well, what did not work, what should be changed, etc. Do this fairly quickly after the event so that information is fresh in their minds. Revise your plan as necessary and document changes.

Most of the time EM will also do an event review. You can relay your suggested changes to them at that time as well.

Meteorologists predict that 2017 will be a very active year for hurricanes, with several making landfall.

Question:

Are you prepared?



There have already been a few named storms. It only takes one to change everything..... are you or will you be ready?

AGAIN: PETE

Plan well, Equip well, Train well, Exercise well.

By doing this you should be able to be as successful in a “no advance notice” emergency as in a “prepped and ready for” emergency.

If you follow this simple example you should be ready.

QUESTIONS/COMMENTS

For each system attending this webinar please send an email to GWEN HINSON - glhinson1@ncdot.gov with the name of the webinar, the date and the name of each person attending.

Thank you!

Please send questions or comments to the email address above.

