



63 4 Corners Road
Port Townsend, WA 98368
360-385-4777

2016

Emergency

Operations Plan

(Admin.)



63 4 Corners Road, Port Townsend, WA 98368

From the General Manager

Inclement weather can disrupt a community's daily life. Jefferson Transit has always played a very important and critical role during inclement weather by connecting our communities with a safe, reliable, customer-friendly transportation option.

The Maintenance Department is ready with chains, salt, new tires and support; our Professional Operators have the experience and training necessary to handle the conditions and to get passengers to their destinations safely. The Dispatchers are ready to become the command center. Together all of this preparedness enables Jefferson Transit to reduce the stress and fear of many of our residents by enabling them to get to work, the doctor or to the store.

This manual will give you the updated information you need to be prepared for this year's weather. Please review the manual carefully and have a safe year.

Thank you for professionalism and dedication to providing this very important service.

Jammi Rubert

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Emergency Operations Command (EOC)

- Emergency Operations Command (EOC) is used for all Jefferson Transit winter storm operations to maximize the flow of information and resources. This structure complies with guidelines set forth in the National Incident Management System (NIMS).

Incident Commander (IC), based on severe weather forecast, activates the EOC. Immediately upon activation of the Winter Operations EOC shall issue a group notification to all EOC Staff.

EOC functional areas for winter operations are:

- **Incident Commander (IC)** – Overall command of the Winter Operations EOC structure.

Command Staff – Direct Report to the IC.

- **Dispatch** – A representative to work with the IC ensuring that all phases of bus operations, headway management, routing, maintain ongoing communication and coordination with City and County Emergency Operations Center(s) and/or public works maintenance bureaus as well as neighboring transit agencies during winter weather conditions.
- **Customer Service** – CS will work directly for the IC and work closely with Dispatch and Customer Service to ensure that information coming from the EOC is correct and timely. Also ensure that the appropriate news agencies are kept up to date on Jefferson Transit's operations; Ensures that the web is up to date and all external communications to customers is coordinated.
- **Communications** – The Communications Officer is responsible for monitoring the IC channel during an event and works closely with IC to clearly understand the operating plan.
- **Scribe** – The scribe will be responsible for capturing and recording all EOC directions, responses and pertinent information during an event.

EOC

- **Maintenance/Facilities Officer** –Responsible for coordinating bus maintenance and maintenance activity used during a winter storm event. Works with the Incident Commander in identifying and chaining those buses needing chains for pull out or coordinate field chaining effort. Responsible for snow removal at Jefferson Transit Facilities, Park and Ride Lots and shelters.
- **Bus System Movement** – Works with **Dispatch** to ensure all phases of bus operations, headway management, routing, maintain ongoing communication and coordination with City and County Emergency Operations Center(s) and/or public works maintenance bureaus during the winter weather conditions.
- **Bus Rescue Officer (reports to Maintenance / Facilities Officer)** – Responsible for tracking stuck buses as well as tracking and dispatching bus rescue teams. Coordinating with Bus System Movement when buses become unstuck and are returning to service (Station Management)

Responsibilities of EOC

Each EOC Lead shall immediately respond to OCC's Winter Operations notification by calling the IC to report availability for EOC assignment. The IC will activate EOC and inform EOC Leads when and where they are to report. An EOC Lead should perform the following tasks within the first hour of assignment:

- Communicate with the acting Incident Commander to understand operational tactics for their respective service function and work group(s);
- Communicate with managers and supervisors in their respective workgroups to disseminate tactical instructions for service delivery and restoration.

Declaration of a Service Emergency

If Jefferson Transit service is, or is expected to be severely disrupted due to extreme weather, the General Manager will declare a Service Emergency. Declaring of a "Service Emergency" for Winter Operations means:

- Employees may be required to perform work outside their normal duties and scheduled hours.

Winter Operations @ Level 1: Freezing Temperatures, Snow or Ice Forecast in next 24 hours

- Staff is notified, regular work assignments continue
- Regular routes and schedules continue
- Chiefs are alerted and available for message from Incident Commander activating the Winter Operations EOC, in whole or part
- IC, Bus System Movement initiate the first IAP for event

Winter Operations @ Level 2: 1-4 inches accumulation (examples: some schools late opening or some closed)

- EOC may be activated
- Maintenance crews start chaining buses
- RDO Operators may be called in
- Ensure supervisors are assessing “hazardous area by route” and making recommendations via radio to IC about what routes will need to go on reroute
- Some route placed on snow routes
- IC, Bus System Movement initiate the IAP for event

Winter Operations @ Level 3: More than 4 inches accumulation (examples: schools closed, events cancelled).

- EOC Activated
- Maintenance may chain buses
- RDO Operators may be called in
- Road Supervisors assess “Hazardous area by route” and make recommendations via radio to IC about what routes will need to go on reroute
- Most or all routes on snow route
- IAP initiated and update in the EOC
- Dial-A-Ride service for life sustaining rides only

Winter Operations @ Level 4: Emergency Declared (examples: snow or freezing rain, schools closed, events cancelled, government closed)

- General Manager declares emergency
- EOC activated
- All Buses Chained
- RDO Operators may be called in
- Road Supervisors assess “Hazardous area by route” and make recommendations via radio to IC about what routes will need to go on reroute
- Most or all routes on snow route
- Dial-A-Ride service for life sustaining rides only
- Employees may be required to perform work outside their normal duties and scheduled hour

INCIDENT ACTION PLAN (IAP)

Incident Commander (IC):

- Direct OCC (Operation Control Center) to contact Section Leads to report availability.
- OCC gives assignments and report times to Section Leads.
- Issue IAP

All Leads:

- Within the first hour of page each Section Lead will:
 - Communicate with the Incident Commander to understand operational tactics for their function
 - Give instructions to their workgroups
 - Travel to the EOC
 - If travel to the EOC is not possible, provide OCC telephone contact information

Command Staff

Scribe:

- Work closely with IC in capturing all pertinent information related to the event.
- Send finalized notes to the IC and EOC
- Attend all planning sessions

Communications:

- Monitor and manage the EOC command channel
- Work closely with IC and Chiefs to clearly understand the operating plan
- Determine if Customer Service Office should be opened
- Back up phone lines for the EOC when Customer Service is not available
- Monitor web for accuracy

Dispatch

- Collect and record information from a variety of sources:
 - Incident Commander
 - Customer Service
 - Communications
- Ensure that all staff that interacts with passengers are kept up-to-date on:
 - Service changes
 - Service disruptions
 - Operator Information

Customer Service

- Provide updated information on the web regarding rider alerts
- Monitor web for accuracy
- Ensure the phone system is set to appropriate message

Customer Service Staff (HPTC)

- Assess on-street customer needs, ride guides, provide necessary equipment, materials and information
- Monitor accuracy of Jefferson Transit's messages
- Be prepared to take over duties from OCC

EOC

Facilities and Maintenance Officer

Pre Incident Planning

- Coordinate with non-revenue vehicle maintenance to ensure that vehicles assigned to the departments are inspected, repaired and winterized.
- Coordinate with stores to acquire and maintain sufficient supplies of de-icing material, fuses, shovels, and other equipment and materials for handling special conditions presented by winter weather; Stock storerooms with de-icing and snow-removal equipment and material.

Facilities

- Coordinate deployment of personnel
- Deploy Jefferson Transit snow plow plan
 - Facility, yard, parking lot
 - Park and Ride lots
- Ensure crews are briefed on areas to sand, salt, or shovel
- Monitor storm and areas of responsibility; redirect equipment and/or personnel accordingly.
- Monitor bus systems, as well as the response of facilities and maintenance personnel

Bus Maintenance

- Notify personnel of weather status and confirm plans for mobilization
- Ensure buses/crews are ready to chain buses according to IAP

Bus System Movement Officer:

- Receive / deliver reports from / to Dispatch about streets that need sanding.
- Coordinate Alternate Service Plan with IC.
- Verify snow & ice database (website) is operational and updated.
- Prepare and maintain an accurate hazardous areas list
- Give instructions to Operators via Dispatch when their bus gets unstuck or chained in the field.
- Communicate with Bus Rescue Officer
- Assist Dispatch if necessary in calling RDO's into work
- Call and encourage employees who may be concerned about coming to work
- Offer information including carpool options, snow routes near their homes or possibly an alternate report location
- Assist in fielding calls
- Ensure open work is covered
- Help manage check-in
- Transport drivers if needed
- Communicate routes and other instructions to Operators
- If needed ensure food, beverages, blankets are available at depot for employees wanting to rest.

Bus Rescue Officer (reports to Facilities and Maintenance Officer):

- The Bus Rescue Officer is supported by Management and will coordinate bus rescue activities during a snow and ice storm.

Management

- Management will work with Dispatch to insure that Operators are kept up to date on snow route information and winter driving tips; Information regarding this will be gathered from dispatchers and computer updates.
- Management will assist in efforts to call employees in.
- Management will call and encourage employees who may be concerned about coming to work, assist employees with options including carpool, advise of snow routes near their homes or possible alternate report location.

EMERGENCY OPERATIONS:

The first steps are to put routes on snow routing. Even after taking these steps, during severe or long weather events, Jefferson Transit might not be able to marshal enough operator and/or buses to operate the system. In these extraordinary cases Jefferson Transit will run a Mainline Bus Network so that customers can have a reasonable assurance of dependable transportation.

Jefferson Transit will operate only main bus routes if:

- There are two or more days of severe weather or when the forecast is calling for worsening conditions, and
- The expected number of buses or operators for peak pullouts is less than (70% of regular pullouts)

The network is designed to:

- Serve the maximum number of riders
- Provide coverage to the extent practical
- Avoid steep slopes, and
- Correspond to the streets that are priorities for snow clearing

Some or all lines will be on snow routes. Some other detours will be directed by Field Supervisors due to downed trees, stuck vehicles and changing road and weather conditions.

Hazardous Area by Line

Based on past experience, these are the areas that are usually affected first with snow or ice. These are suggested starting places to check. You will note that on some lines you will have to check major portions of the route. The following are suggested areas in which to check for ice or snow buildup, such as bridges, overpasses, steep hills, etc. If any of these areas develop problems, buses will be put on snow route before buses get stuck.

<u>Line</u>	<u>Name</u>	<u>Line Location</u>
1	Center Rd. Mount Walker Highway 101	Chimacum Quilcene Black Point Road
2	Cherry St.	Pt. Townsend
3	Cook Ave. 14 th St.	Pt. Townsend Pt. Townsend
6	7 th and Irondale	Irondale
7	Poulsbo	Complete Line Check
8	Eaglemount	SR-20
11	Clay St. 12 th St.	Pt. Townsend Pt. Townsend

County Route Responsibilities

#1 Brinnon Pam Thompson

#7 Poulsbo Leesa Monroe

#8 Sequim Ben Arnold

#6 Tri-Area This route will be monitored by an assigned employee.

Employee Messaging

Winter Preparedness

Jefferson Transit inclement weather policy calls for all scheduled employees to report to work unless the General Manager calls for a closure. Those performing critical business functions like operators, mechanics and field staff are required to work their full shifts. At the beginning of the winter season, Station Management and Field Supervisors will remind employees to plan ahead for snow and ice. Employees should take the following steps to prepare for the snow and ice events:

- Have your vehicle checked, especially the battery, antifreeze, wipers and windshield washer fluid, ignition system, thermostat, lights, exhaust system, heater, brakes and defroster.
- Buy traction devices and know how to install them.
- Fill up your gas tank when you know a storm is coming.
- Buy de-icer for vehicle door locks.
- Put together a survival kit with an ice scraper, jumper cables, shovel, pliers and screwdrivers, blankets, extra clothes, gloves and hats, a small sack of sand to use for traction, flares, flashlight, tarp, non-perishable food, bottled water and a first aid kit. Keep it in your vehicle.
- Identify your safest routes to work.
- If you live in an area that is difficult to drive in during weather events, make arrangements to stay with family or friends who live closer in.
- Find someone with whom you can carpool.

During a Storm

- Put traction devices on your vehicle the night before.
- Place plastic garbage bags on your vehicle windows for easy ice removal and flip windshield wipers away from the window.
- If you live on a steep hill or have a steep driveway, park your vehicle in a flat area close by.
- Allow at least twice the usual time to get to work.
- Dress warmly in layers and be prepared to spend some time outside.
- Use ski poles for balance while walking.
- Remember to wear your ice trekkers.

Driving Tips:

- On slick surfaces avoid braking and steering, or accelerating and steering at the same time. For example, when approaching a turn, reduce your speed to a walking speed by braking while traveling in a straight line. Delay accelerating after the turn until the bus has straightened.
- If snow has not been removed from the bus stop area, or if the street is steeply inclined, do not pull to the curb to prevent getting stuck.
- Prevent chain damage by keeping your speed below 30 mph with chains.
- Where possible, avoid driving through deep snow and drifts.
- Do not pull to the curb to pick-up passengers.



63 4 Corners Road, Port Townsend, WA 98368

Contact Information

	<u>Phone</u>
• American Red Cross	385-2737
• Washington State Patrol	1-800-283-7808
• Port Townsend Police Department	911
Admin Office	360-385-2322
After hours (Non-emergency after hours)	360-385-3831, x1
• Jefferson County Sheriff's Department	911
Admin Office	360-385-3831, x0
After hours (Non-emergency after hours)	360-385-3831, x1
• Port Townsend - East Jefferson Fire and Rescue	911
Admin Office	360-385-2626
• Quilcene – Jeff Co. Fire Dist. No. 2	911
Station 21 - Business	360-765-3333
• Port Ludlow – Pt. Ludlow Fire and Rescue	911
Station 31 – Business	360-437-2236
• Brinnon – Jefferson County Fire District No. 4	911
Station 41 – Business	360-796-4450
• Gardiner – Jefferson County Fire District No. 5	911
Discovery Bay -Business	360-379-6839
Gardner/Sequim – Business	360-683-4242
• Jefferson County PUD #1	360-385-5800
• Washington State Ferry	1-888-808-7977
• 511 Travel Information	511

For more information, please consult the following points of contact:

Jefferson Transit Incident Commander

Leesa Monroe

Interim Operations Manager

63 4 Corners Road

Port Townsend, WA 98368

360-385-3020 x 121

360-774-1021

Lmonroe@jeffersontransit.com

Emergency Operations Command (EOC) Phone Numbers:

- Bus Maintenance/Facilities: 360-385-3020 x 113
- Customer Service: 360-385-3020 x 122
- Bus Movement: 360-385-4777
- Dispatch: 360-385-4777 x 2