



Inclement Weather Operations Plan 2025-2026

Jefferson Transit Authority
63 Four Corners Rd.
Port Townsend WA 98368

REV Oct 2025

EMERGENCY OPERATIONS COMMAND (EOC)

Emergency Operations Command (EOC) is used for all Jefferson Transit inclement weather operations to define responsibilities for all Jefferson Transit Authority staff, identify communication priorities and maximize resources. The EOC operating principles comply with guidelines set forth in the National Incident Management System (NIMS).

JTA Employee Responsibilities and Reporting to Work

Jefferson Transit's inclement weather policy calls for all scheduled employees to report to work unless the General Manager declares a service closure. Employees performing critical business such as Transit Operators, Mechanics, and Maintenance Staff are required to work their full shifts. At the beginning of the winter season, the updated Inclement Weather Policy will be distributed to employees to remind them to plan for snow, ice and power outages.

Incident Commander (IC)

Based on severe weather forecast or if General Manager declares a service emergency, IC activates the EOC:

- Will issue a group notification to all Command Leads.
- Issue Incident Action Plan (IAP)
- All JTA employees may be required to perform work outside of their normal duties and scheduled hours.

Command Leads (CL)

Each CL shall immediately respond by calling the IC to report availability for EOC assignment. Within the first hour of their assignment, CLs should communicate with the acting IC to understand operational tactics for their respective service function and communicate with their Command Staff to disseminate instructions.

- **Bus Movement Lead (BML)**– Works with Dispatch and Field Supervisors to ensure timing of routes and help potential stranded passengers, and ensure deviations are followed by Transit Operators. Maintain ongoing communication and coordination with City and County Emergency Operations Center(s) and/or public works maintenance during inclement weather conditions:
 - Monitor and manage EOC command channel.
 - Communicate with Dispatch regarding streets that should be avoided, streets that need sanding, etc.
 - Communicate with Maintenance/Facilities Lead regarding sidewalks or areas that need ice melt, shoveling, or sand.
 - Provide instructions to Transit Operators through Dispatch if vehicle gets stuck.
 - Provide instructions to Transit Operators on how to operate vehicles with chains.
 - Transport Transit Operators to and from Four Corners as needed.

- **Communications Office Leads** – Work closely with IC and BML to clearly understand the operating plan:
 - Ensure all pertinent information related to the inclement weather event is documented.
 - Determine if the Customer Service office at Haines Place Park and Ride should be open.
 - Assist with phones when Customer Service is not available.
 - Monitor website, social media and rider alerts for accuracy.
 - Assist Dispatch in calling Transit Operators who are on a RDO to report to work or inform them of service cancellations.
 - Call to encourage or offer solutions to employees who may be concerned about driving into work (i.e. carpool with a co-worker).
 - Assist Dispatch during times of high volumes of phone calls.
 - Ensure open work is covered.
 - Assist in calling Dial-A-Ride clients when non-life-line trips are cancelled.
 - Assist in Fit for Duty for Transit Operators.
 - Send service alerts and update website/social media outside of regular business hours.

- **Fleet and Facility Maintenance Lead** – Responsible for coordinating service vehicle chaining or rescuing and assigning maintenance staff to support service operations during an inclement weather event:
 - Works with the IC in identifying and chaining buses before leaving the yard or coordinate field chaining effort.
 - Responsible for snow removal at Jefferson Transit facilities to include:
 - Four Corners employee entrance sidewalk, walkway to busses, Four Corners bus stop and sidewalk
 - Haines Place Park and Ride sidewalks, bus loop and parking lot.

- **JTOC Lead** – works with IC and Dispatch advising of service delays, road and weather conditions for Olympic Connection routes.

Command Staff

- **Dispatch** – Dispatchers work with the IC and the COL and the BML ensuring that all phases of bus operations including timing management and routing, is communicated to Transit Operators in service. Dispatch will maintain ongoing communication with neighboring transit agencies regarding JTA's, as well as neighboring transit agencies, operating status during inclement weather conditions.

Collect and record information from:

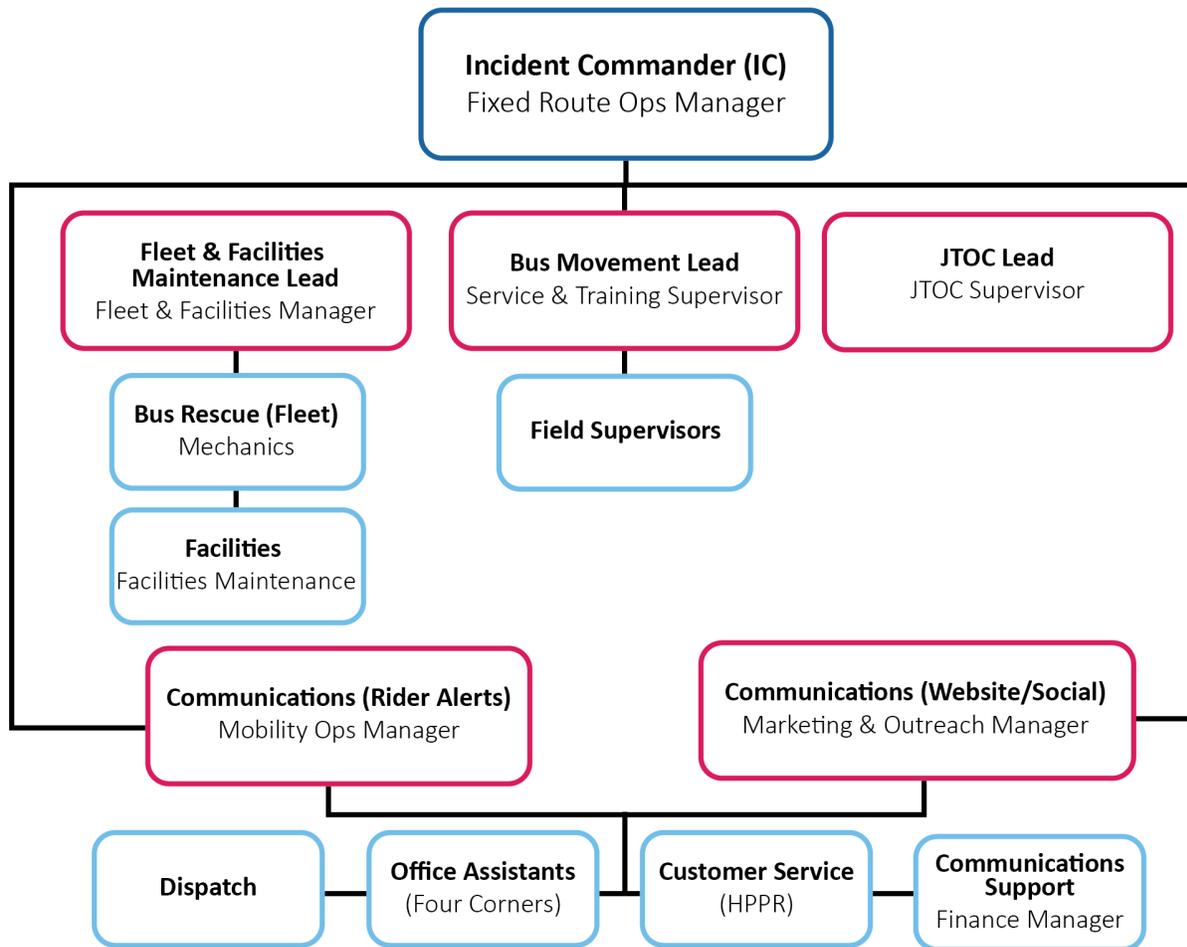
- Incident Commander
- Bus Movement Lead
- Customer Service

- Communications Office Lead
- Maintenance and Facilities

Ensure all staff who interact with passengers are kept up to date on:

- Route deviations
 - Route cancellations
 - Service disruptions
 - Neighboring transit agencies operating status
- **Office Assistants/Customer Service** – Work directly with the IC and CLs. Works closely with Dispatch to promptly disseminate accurate EOC information. Ensures that the website alerts are up to date and all external communications to customers are coordinated. Help with rider alerts as needed.
 - **Customer Service at Haines Place Park and Ride** – Respond to customer questions about route deviations or cancellations. Respond to customer questions regarding neighboring transit agencies operating status. Create and post rider alerts as necessary.
 - **Communications Support** – Backup support for the Communications Lead.
 - **Field Supervisors** – Supports Bus Movement Lead, evaluates routes in real time, support Transit Operators.

Command Staff Diagram:



PRE-INCIDENT PLANNING

Fleet and Facility Maintenance Lead

- Coordinate non-revenue vehicle maintenance to ensure that vehicles are winterized and stocked with kitty litter.
- Coordinate with stores to acquire and maintain sufficient supplies of de-icing material, shovels and other equipment to aid operations in inclement weather conditions.
- Notify personnel of weather status and confirm plans for mobilization (need staff to work on regular day off or come in early).
- Ensure personnel are trained on chaining vehicles and tire sock installment.
- Discuss Jefferson Transit snow clearing plan priorities with staff:
 - Ensure sidewalks to employee entrance at Four Corners and Haines Place Park and Ride are shoveled or deploy de-icer.
 - Ensure sidewalk to and around Four Corners bus stop is shoveled and/or deploy de-icer.
 - Four Corners bus yard plowed.

- Haines Place Park and Ride sidewalks for passenger boarding and alighting are shoveled and/or de-icer is deployed.
- Haines Place Park and Ride bus loop plowed.
- Four Corners parking lot plowed.
- Haines Place Park and Ride parking lot plowed.
- Four Corners parking lot plowed.

INCIDENT ACTION PLAN (IAP)

Inclement/Winter Weather Operations

The IC will deviate routes from regular routing as the weather and road conditions evolve. During severe or long inclement weather events, Jefferson Transit may not be able to sustain operations across the entire JTA service area. In these extraordinary cases, JTA will operate:

- Only on streets that are prioritized by Jefferson County and the City of Port Townsend for plowing and sanding.
- On deviations that avoid steep hills.
- Life-line service for Dial-A-Ride for trips to Jefferson Healthcare Hospital or Clinic appointments, dialysis, or the grocery store.

Other detours from already deviated routes or cancelling trips on Dial-A-Ride may be directed by BML or Field Supervisors in real time due to downed trees, power lines or stranded vehicles.

This table outlines the areas in the JTA service area that are typically first to be affected by snow or ice. These locations should be checked before the first route and checked frequently to determine if a deviation is needed, or if the route can go back to regular routing. These areas are prone to have snow or ice buildup, have bridges or overpasses, steep hills or problematic turns. If any of these areas develop concerns from Transit Operators, Field Supervisors, or Command Leads, the intent is to have the route deviated or cancelled before buses get stuck or are put at risk of being damaged.

Route	Route Location	Problem Area	Command Lead
1	Chimacum	Center Road	Fixed Route Ops Manager
	Mount Walker	Quilcene	Fixed Route Ops Manager
	Highway 101	Black Point Road	Fixed Route Ops Manager
	Highway 101	Triton Cove	Fixed Route Ops Manager
2	Port Townsend	Cherry Street	Fleet and Facilities Manager
	Port Townsend	Washington Street (hill)	Fleet and Facilities Manager

3	Port Townsend	Cook Avenue (hill)	Fleet and Facilities Manager
	Port Townsend	14 th Street	Fleet and Facilities Manager
4	Port Townsend	9 th and Grant	Fleet and Facilities Manager
	Port Townsend	8 th and Grant	Fleet and Facilities Manager
6 a/b	Irondale	7 th and Irondale (hill)	Service and Training Supervisor
7	Port Hadlock	Ness's Corner Road and Cedar	Service and Training Supervisor
	Port Hadlock	Oak Bay Road	Service and Training Supervisor
	Port Ludlow	Oak Bay and Paradise Bay Road	Service and Training Supervisor
8	Port Townsend	Eaglemount and SR20	Fixed Route Ops Manager
11	Port Townsend	Clay Street, Monroe Street	Fleet and Facilities Manager
11	Port Townsend	12 th Street	Fleet and Facilities Manager
14	Chimacum/Ludlow	Beaver Valley Road (SR 19)	Service and Training Supervisor
JTOC	Forks, Amanda Park	Highway 101, Forks to Kalaloch	JTOC Coordinator

Command Lead Road and Route Check Assignments

1 Brinnon	Fixed Route Operations Manager
7 Poulsbo, 5/6 Tri Area, 14 Kingston	Service and Training Supervisor
8 Sequim	Fixed Route Operations Manager
2, 3, 4, 11	Fleet and Facilities Manager
Jefferson Transit Olympic Connection	JTOC Coordinator

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

- Regular work assignments continue.
- Regular routes and schedules continue with expectations of minor delays.
- CLs are alerted, route conditions relayed to IC; evaluation made to activate the Winter Operations EOC, in whole or part

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

- EOC may be activated.
- Maintenance may decide to install chains on some busses or Dial-A-Ride vehicles.
- Transit Operators on a Regular Day Off or staff may be called in.
- Field Supervisors are assessing "hazardous areas by route" and making route deviation recommendations to IC.
- Some routes placed on deviation.

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

- EOC activated.
- Maintenance will install chains on some buses or Dial-A-Ride vehicles.
- RDO operators may be called in.
- Field Supervisors are assessing "hazardous areas by route" and making route deviation or cancellation recommendations to IC.

- Most or all routes are on deviation.
- IAP initiated.
- Dial-A-Ride services for life sustaining rides only.

Winter Operations at Level 4: Emergency Declared (examples: accumulating snow or iced roads with freezing rain, schools closed, events cancelled, government agencies closed)

- General Manager declares emergency.
- EOC activated.
- Maintenance may need to rescue stuck busses or Dial-A-Ride vehicles.
- Dial-A-Ride trips cancelled unless life-sustaining.
- Transit operator report times may change, or their work cancelled for the day.

AFTER INCIDENT DEBRIEF

A debriefing meeting will be held the first week in March to evaluate what went well and what could be improved for the next inclement weather season.

CONTACT INFORMATION

Command Staff Contact

Contact	Office Number	Work Cell Number
Incident Commander (Fixed Route Ops Manager)	360-385-3020 x 128	360-390-8964
Customer Service	360-385-3020 x3	
Bus Movement Lead (Service & Training Supervisor)	360-385-3020 x133	360-316-6010
Dispatch (direct line)	360-379-2450	
Mobility Ops Manager	360-385-3020 x121	360-531-4869
Communications Lead (Marketing Manager)	360-385-3020 x136	360-774-1876
Fleet and Facility Maintenance Lead (Fleet and Facilities Manager)	360-385-3020 x 113	360-390-8964
JTOC Lead	360-374-4104	360-531-4427

Other Agency Contacts

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