



Bay Area UASI

Emergency Training for Bay Area Paratransit Drivers

*Developed by Bay Area Urban Area Security Initiative
In coordination with
Bay Area Metropolitan Transportation Commission
Bay Area Paratransit Accessibility Committee*



TRAINING AGENDA

Driver Emergency Preparedness Training

TIME	UNIT
:00 – :15	UNIT 1: WELCOME, INTRODUCTIONS, OVERVIEW
:15 – 1:20	UNIT 2: PARATRANSIT EMERGENCY PREPAREDNESS, RESPONSE, RECOVERY <ul style="list-style-type: none">• Emergency Planning Assumptions• Emergency Response• Long-term Recovery
1:20 - 1:40	UNIT 3: PERSONAL AND FAMILY PREPAREDNESS <ul style="list-style-type: none">• Sheltering In Place• Evacuation• Family Reunification
1:40 – 2:00	UNIT 4: DISCUSSION, Q/A <ul style="list-style-type: none">• Discussion• Additional Training Needs

UNIT 1



Bay Area UASI

Welcome Introductions Overview



UNIT 1

OVERVIEW: What is the Bay Area UASI?

URBAN AREA SECURITY INITIATIVE

- US Dept. of Homeland Security-funded grant program to strengthen public safety through preparedness of regions vulnerable to disasters (manmade and natural).
- Bay Area is among 39 "high-threat, high-density" UASI regions in the US.
- Collaborates with diverse stakeholders at the local, state, and federal levels.
- Administered through Federal Emergency Management Agency (FEMA).



Bay Area UASI Member Jurisdictions

Cities of Oakland,
San Francisco,
San Jose and
12 counties:

- Alameda
- Contra Costa
- Marin
- Monterey
- Napa
- San Benito
- San Francisco
- San Mateo
- Santa Clara
- Santa Cruz
- Solano
- Sonoma





UNIT 1

Bay Area UASI 2019 Critical Transportation Project

TODAY'S FOCUS

PARATRANSIT EMERGENCY PREPAREDNESS FOCUS AREAS

- Workshop Series
- Tabletop Exercise
- Emergency Preparedness Toolkit
- Critical Capabilities Assessment
- Emergency Operations Plan Template and Evaluation
- Driver Emergency Preparedness and Response Training



UNIT 1

Paratransit Driver Training Purpose, Objectives

PURPOSE

- Learn best practices for drivers during emergency response.
- Learn how to leveraging UASI planning guidance.

OBJECTIVES

- Understand the paratransit mission as it specifically relates to emergency management;
- Learn appropriate steps drivers should take following an onboard emergency or community disaster;
- Identify steps to better prepare for Bay Area hazards and threats.

UNIT 2



Bay Area UASI

Emergency Planning Assumptions

- Civil Rights Protections
- Paratransit Operational Priorities
- Operational Continuity
- Emergency Management Systems



UNIT 2

Emergency Planning Assumptions

CIVIL RIGHTS PROTECTIONS

- **Support mobility of people with access and functional needs (AFN).**
- **Must comply with Americans with Disabilities Act.**
 - Must provide equal access to transportation by AFN.
- **Must comply with Civil Rights Act.**
 - Prohibits discrimination by entities receiving federal financial assistance (including public transportation).



UNIT 2

Emergency Planning Assumptions

OPERATIONAL PRIORITIES (during emergencies)

- 1) Customers on your vehicle at the time of the emergency
- 2) Customers who traveled earlier in the day and are attempting to return home
- 3) Passengers who are at home and require life-sustaining trips
- 4) Passengers with pre-existing, non-life-sustaining scheduled trips at home awaiting pick-up

THEREAFTER:

- Support evacuations, response/recovery



UNIT 2

Emergency Planning Assumptions

OPERATIONAL CONTINUITY

- Leadership decides to continue, curtail, or suspend operations.
- Paratransit follows lead of fixed-route.
- You may be asked to return passengers to their homes if destinations have been compromised.
- Report conditions to leadership.



UNIT 2

Emergency Planning Assumptions

EMERGENCY MANAGEMENT

- **Leadership coordinates with local OES regarding operations.**
 - Paratransit may assist with evacuation.
- **Incident Command System (ICS) provides common structure for response for effective coordination.**
- **Transit may join county Emergency Operations Center (EOC).**
 - Paratransit may activate Departmental Emergency Operations Center (DOC) for agency response.



UNIT 2

Emergency Planning Assumptions

EMERGENCY MANAGEMENT

- **Response for transit/paratransit may be coordinated by an Emergency Support Function 1 (ESF-1) Transportation work group.**
 - Service requests for paratransit response comes from ESF-1 work group to local transit authority and to dispatch thru DOC.
- **Service requests that deviate from this system of control may not be eligible for reimbursement following the disaster.**



UNIT 2

Emergency Response

EXPECTATIONS OF DRIVERS

- Remain calm.
- Focus on safety.
- Think quickly, act decisively.
- Remain adaptable, flexible.
- Be proactive.



UNIT 2

Emergency Response

ASSESS THE SITUATION

- Assess the situation and determine what to communicate to dispatch
 - Self-check for injuries/incapacitation
 - Verify your exact location
 - Identify immediate hazards/threats
 - Assess passengers for injuries/severity
 - Perform vehicle/environment safety checks



UNIT 2

Emergency Response

ALERT NOTIFICATION

- Notify dispatch after situational assessment.
- Dispatch will direct you on how to proceed.
 - Via radio, tablet, etc.
- If unable to communicate with dispatch
 - Protect yourself and passengers (operate or suspend and move to safe location).



UNIT 2

Emergency Response

ROUTE-FINDING

- Dispatch will advise on roads to take/avoid for safety.
- Exercise extra caution when in emergency zone.
 - Avoid damaged roads/bridges.
 - Never drive through flood waters.
 - Watch for downed powerlines, inoperable traffic signals, hazmat.
- Report observations to dispatch.



UNIT 2

Emergency Response

STAGING

- This is a physical location where response resources are temporarily held.
- Report to Staging Manager.
 - Communicate capabilities, limitations of equipment.
 - Staging Managers are not usually transportation experts.



UNIT 2

Emergency Response

EVACUATION, RE-ENTRY

- **May include evacuation from:**
 - Neighborhoods
 - Assisted, independent living centers
- **May include transportation to/from:**
 - Emergency shelters
 - Dialysis centers, etc.
- **Inform responders about:**
 - Necessary meds, assistive devices
 - Need for continuous power supply for life-sustaining equipment
 - Need for unobstructed pathways to/from pick-up/drop-off locations
 - Unique communications challenges



UNIT 2

Emergency Response

FUEL SUPPLY POWER INTERRUPTIONS

- **Fuel re-supply may be delayed.**
 - Communicate fuel capacity, burn rate to dispatch.
 - Leadership will ID alternate fuel sources and prioritization.
- **Power supply interruptions may happen for extended period.**
 - This can compromise access to trip manifests, data, radio/cell.



UNIT 2

Long-Term Recovery

- Damage Assessment
- Reconstituting Essential Services
- Restitution/Recovery
- Crisis Counseling



UNIT 2

Long-Term Recovery

DAMAGE ASSESSMENT (POST-EVENT)

- **Agency road supervisors, safety officers will assess operability of equipment, facilities, personnel.**
 - Document major damage
 - ID potential hazards
 - Triage response needs
- **Drivers should report concerns to window dispatch.**



UNIT 2

Long-Term Recovery

RECONSTITUTING ESSENTIAL SERVICES

- **Agency leadership decides when to resume normal operations.**
 - Will work with insurance/risk management to submit loss claims.
- **Hours of service, duty assignments may vary as equipment is repaired.**
 - Will require driver patience and flexibility.



UNIT 2

Long-Term Recovery

RESTITUTION / RECOVERY

- Focus is on restoring critical assets to pre-disaster conditions.
- Focus is on mitigation activities to reduce future losses.
- Drivers may help document losses, analyze response efforts.



UNIT 2

Long-Term Recovery

CRISIS COUNSELING

- Talk to your supervisor, co-workers, family about your experiences.
- Seek post-crisis counseling through agency's Employee Assistance Program.

UNIT 3



Bay Area UASI

Personal, Family Preparedness

- Sheltering In Place
- Evacuation
- Family Reunification



UNIT 3

SHELTERING-IN-PLACE

- **Water**
 - 1 gal/person/day
- **Food**
 - Non-perishable
- **Climate Control**
 - Camping supplies
- **Sanitation**
 - Consider waste disposal
- **Communications**
 - Keep devices charged
 - Consider alternate power sources





UNIT 3

Evacuation Planning

1) Medications

- Have ample supply and make a list of them.

2) Pets and their supplies

3) Important papers, digital files

- Driver's license, passport,
- account numbers, insurance, credit cards

4) Photos

- Consider scanning them.

5) Personal care items, small mementos



PREPARE A "GO KIT"



UNIT 3

Family Reunification

- Outside of your home
 - In the neighborhood
- Outside of your neighborhood
- Out of state
 - Relatives, friends
 - Share, store phone #s





UNIT 3

Additional Preparedness Resources

- www.ready.gov
- www.SF72.org



Preparedness is
all about people.

UNIT 4



Bay Area UASI

Discussion, Q/A

- Critical Concerns
- Additional Training
- Questions?



Thank You

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