

Figure 5. Elements of Interorganizational Agreements.

When arranging protocols, the transit system should distribute information (e.g., a booklet and/or videotape) about the system to local response organizations in the system's operating territory. These materials should include illustrations of equipment and descriptions of entry and evacuation procedures for the transit system's vehicles, stations, and other facilities.

The content of inter-organizational agreements relating to emergency planning and procedures should encompass the following elements for each of these suggested organizations:

A. Emergency Medical Service (EMS)

- Establish appropriate EMS unit jurisdictions.
- Establish level of service (equipment, personnel, etc.) to be delivered in response to various types and degrees of emergencies.
- Establish appropriate methods of communication for continuous coordination during a response.
- Familiarize EMS personnel with the operating system trains and facilities.
- Conduct periodic drills involving participation by EMS personnel.

B. Local, County, and State Police/Sheriff/Highway Patrol Departments

- Establish a full understanding of jurisdictional responsibilities between any transit system police or security force and the local police departments.
- Establish level of service (equipment, personnel, etc.) to be delivered in response to various types of transit emergencies (as opposed to assistance delivered in response to security or crime related incidents such as "assist officer" calls).
- Establish appropriate methods of communication for continuous coordination during a response.
- Establish procedures corresponding to the types of emergency service anticipated (e.g., crowd control, authorized access control, security threat) unique to emergency situations.

(continued)

Source: Recommended Emergency Preparedness Guidelines for Urban, Rural, and Specialized Transit Systems, Appendix A (2), and Critical Incident Management Guidelines, Appendix B(1).

Figure 5. Elements of Interorganizational Agreements (continued).

C. Fire Departments

- Establish appropriate fire department jurisdiction.
- Establish level of service (e.g. equipment and personnel) to be delivered in response to various types of transit system emergencies.
- Specify level of notification, command and control, and degree of responsibility on-site.
- Establish appropriate methods of communication and develop procedures for continuous coordination and transfer of command.
- Provide training for fire department personnel to familiarize them with transit equipment and facilities and access/egress procedures.
- Conduct periodic drills involving the fire department.
- Identify any special tools and equipment that the firefighters might need that they would not normally possess to address transit emergencies.

D. Hospitals

- Establish the level of emergency services generally available at various hospital locations in the vicinity of the transit system routes.
- Establish the manner in which patients will be assigned or routed to various hospitals (e.g., by the fire/rescue communications center, fire department, emergency medical services, etc.)

E. Public Utilities

- Transit systems should coordinate an agreement with local public utilities regarding points of contact in an emergency, and services to be provided by each.

Source: Recommended Emergency Preparedness Guidelines for Urban, Rural, and Specialized Transit Systems, Appendix A, and Critical Incident Management Guidelines, Appendix B.

No-Fare Emergency Service

You may wish to institute a policy of no-fare service during emergency situations, when transit may be supplying alternate transportation for safety reasons or is evacuating an area of the city or county. Issues to address in a no-fare policy include the criteria and procedure for declaring no-fare service and the point at which fares will once again be charged for service. An example of a [no-fare service policy](#) appears on the following page. This policy, from DART, does not explicitly state when fares will resume, as the decision for no-fare service seems to be made on a day-by-day basis. For large-scale emergencies, a no-fare policy might include restoration of fares at some point during the recovery phase.