



Panel on Best Practices – Special Needs Transportation Emergency
Preparedness Memorandum of Understanding
Thursday, June 30, Center of Excellence Homeland Security
Pierce College • [9401 Farwest Drive S.W.](#)
Lakewood, WA 98498-1999 • 1:00 pm – 3:00 pm

PANEL MINUTES

Panel Members

- Sheri Badger, Pierce County Emergency Management
- Steve Hutchins, Around the Sound
- Dixie Sciacqua, Pierce Transit
- Brent Meldrum, Coastal Transport

Panel Comments

- The CTANW has been presenting at regional emergency management conferences to identify next steps needed to
- Coastal Transport took a year to get first MOU in place. Often the office of emergency management does not know how to help manage the resources.
- Transportation Providers must get to know and get involved at the local level. There are many layers of administration, but the local office, often at the municipal level, is the primary point of contact. They have authority for declaring a declaration of emergency.
- You must research who is responsible for emergency planning in your local area
 - County EOC,
 - City Emergency Coordinator,
 - Local City Mayor,
 - Police and Fire Management Teams.
- Politics plays a role – it is important to understand where authority lies.
- Attend local council meetings and ask for time to present at their meetings.
- Prepare a sample MOU (templates available at www.ctanw.org/emergencymanagement)
 - Provide detailed information on your capabilities,
 - Provide costing information and general guidelines for activating your services,
 - Provide key person contact information,
 - Participate in local emergency drills.
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- Each jurisdiction is likely to have their own evacuation plan which does not address mass evacuation across larger geographic regions such as counties.
- Educate local authorities to establish a starting place for cooperation during emergencies.
- Educate local authorities on the need for and importance of MOU documents at the local level.
- Pierce County Transit intentionally does not have MOUs in place to prevent liability. They coordinate with the Department of Emergency Management for assignment of an incident ID number and allocation of resources.
- Triage training for establishing priority of resources for 'special needs' transportation.
- MOU documents must be personalized and fine-tuned for specific scenarios.
- Major issues are:
 - definition of high risk population – anyone who self identifies is considered a member of this population, (transportation, communications, medical needs, independence, help with daily living)
- Pierce County catastrophic evacuation planning is identifying high risk populations.
- Language should say that providers will respond to the level of capability at the time of need.
- MOU's in place beforehand make reimbursements much easier. Audits are likely.
- Independent agreements with live-in facilities offer benefits:

- Pricing for reimbursement identified up front,
 - Value added to customer that may choose to use medical transport services,
 - No need to seek reimbursement from federal agencies that can be slow.
- Local transportation providers bring the added benefit of knowing where high risk populations are.
- Having an MOU in place can ensure your vehicles are identified as critical transportation resources, thus ensuring access to fuel and roads that may otherwise be restricted.
- Transportation providers need to consider employees and also those that are being transported. For example, a vehicle may become stranded with the operator and one or more transport on board.
- Brokers are encouraged to have agreements with providers.

Questions

- Whose responsibility is it to put emergency management agreements in place?
 - All cities or anyone that receives state or federal funding is required to have a plan on file.
- With many different MOU documents that may draw on overlapping resources, how do you know where to respond?
 - The highest level emergency management authority for the region retains authority.
- How do organizations fund emergency kits?
 - Local civic organizations are often willing to help fund kits.
- Has it been considered to put language in WSDOT contracts that emergency response services will be reimbursed?
 - This has not been considered at this point. It is considered that having a WSDOT contract does not limit the scope of additional services a provider can provide