
Emergency Service Contingency

The following policy is intended to give guidance in the event of a Regional, City wide or Federal disaster that impacts service conditions. This policy is intended to be a guide to close normal operating services and prepare for emergency evacuation mobilization as directed by law enforcement or NCTD/Laidlaw management.

The passenger priority of LIFT in the event of such emergency is as follows:

1. Passengers who are on-board
2. Passengers with pre-existing scheduled trips
3. Passengers who traveled using the service earlier in the day and are attempting to return home.
4. Emergency Evacuation services as directed by local/state/federal, NCTD or Laidlaw personnel.

If in the event of such an emergency schools, day programs, Regional Centers and employers may close and passengers will request transportation to return home.

The goal of this procedure is to do the following:

1. Return passengers home as quick and safe as possible;
2. Meet existing service obligations that are already scheduled that have not canceled;
3. Make vehicles and drivers available for use in emergency evacuations.

The procedure to complete these goals is as follows:

Step 1 – Passengers currently on-board the vehicles:

The dispatcher on duty must notify all drivers to verify with all schools, centers and Regional Center facilities if they plan on remaining open. If the facility is planning to remain open, passengers are to be disembarked and the driver is to proceed on route. All passengers on the bus who desire to return home are to be returned to their home address. If the facility is closing, do not disembark the passengers and return the passengers home.

Step 2 – Centers and facilities that are closing:

Upon notification that centers, worksites and other facilities are closing, dispatch will need to identify which facility needs us to transport Access passengers home. Any bus at a facility that is closing must be loaded to capacity prior to departing. The driver is to provide dispatch a list of passenger names that have been loaded and dispatch will in turn give the driver the home addresses for each passenger.

Step 3 – What to do with passengers where no one is home to receive the passenger and they can not be left unattended:

In the event that passengers are returned home and no one is available to receive the passenger and the passenger can not be left unattended, the driver will continue with all drop-offs returning only after all other passengers have been delivered. Dispatch will attempt to contact the home and emergency contact by phone. If no one is available to receive the passenger, the passenger will be taken to nearest Red Cross evacuation center or local law enforcement office. Contact the Office of Emergency Services at 211 to identify an appropriate evacuation center.

Step 4 – What do drivers do after passengers have been delivered home:

Upon delivery of all passengers to their home, drivers must contact base to await further instruction. If no other assignments exist for the driver, then the driver is to return to base pending possible mobilization for evacuations. Drivers leaving paid duty must provide dispatch a current phone number where they can be reached should personnel be needed for later evacuation services.

This procedure can be activated as needed upon direction of any of the following personnel:

NAME	TITLE	PHONE NUMBER
Mary Kalvin	Project Manager	Hm (760) 945-9282 Cell (760) 454-9319
Matthew Siwek	Operations Manager	Cell (760) 404-7280
Kathy Terrault	Operations Manager	Cell (760) 644-0439
Curtis Davis	DDS Manager	Cell (760) 644-0565
Alane Haynes West Dispatch Station O Security	NCTD – Project Manager West Dispatch Station O Security	Cell (760) 994-5458 (760) 801-0113 (760) 801-2608
Lisa Prince John Lewis Eric Estell Frank Ciccerella Nick Promponas	Laidlaw Executive Management	Cell (619) 247-6094 Cell (619) 454-9319 Cell (972) 849-5424 Cell (913) 915-8092 Cell (480) 226-4578
City Police Fire Dept. CHP FBI FEMI	Law Enforcement	911