



# EMERGENCY SERVICE PLAN FOR WINTER WEATHER AND OTHER EMERGENCY CONDITIONS

REVISED NOVEMBER 6, 2010

Objectives for Emergency Service Plan:

1. Operate a **safe** transit system during emergencies.
2. Establish a **clear, easy to understand** Emergency Service Plan for the public and for PRTC/First Transit.
3. Establish clear criteria and timing for deciding when the Emergency Service Plan will go into effect in order to ensure **smooth, consistent implementation**.
4. **Keep buses out of gridlock traffic and off treacherous neighborhood streets** to provide safe, reliable service at maximum levels.

Significant changes to this year's plan are highlighted in yellow.

# OMNIRIDE AND METRO DIRECT

---

## DETERMINING WHETHER TO IMPLEMENT ESP

### AM Service

- During the winter months, PRTC will keep abreast of the forecast for possible wintry precipitation. If, in the evening, wintry weather is predicted for the following service day, PRTC will contact the National Weather Service by phone and/or Internet at 0245.
- If 4 or more inches of snow or accumulations of ice or freezing rain is predicted for the DC metropolitan area, and it is expected to affect the morning rush hour, the Winter Weather Emergency Service Plan will be implemented for the AM.
- If conditions are or are expected to be severe, PRTC will call Metro to determine the status of Metrorail service to above ground stations. If Metro will not (or may not) serve above ground stations at all or will stop serving them sometime in the morning, PRTC will call a meeting to discuss what, if any, OmniRide service should be provided.
- Riders can begin calling PRTC or checking the website by 0400 to determine service status.

### PM Service

***Note: normal service might be operated in the PM even if the ESP is operated in the AM.***

- PRTC will contact the National Weather Service at 0945.
- If 4 or more inches of snow or accumulations of ice or freezing rain is predicted for the afternoon or evening rush hour, the Winter Weather Emergency Service Plan will be implemented for the PM.
  - If the decision is made to operate regular service but wintry precipitation is still anticipated, extra midday OmniRide service (such as operated in advance of major holiday weekends) shall be provided and PM OmniRide buses shall pull out at least 15 minutes early.
- If conditions are or are expected to be severe midday or in the PM rush hour, PRTC will call Metro to determine the status of Metrorail service to above ground stations. If Metro service is suspended, OmniRide and Metro Direct service will operate until the final Metro train arrives at the station.
- Riders can begin calling PRTC or checking the website by 1100 to determine service status for the PM.

# OmniRide and Metro Direct

## How the Winter Weather Emergency Service Plan Works

---

### AM Winter Weather Emergency Service Plan Service

- **Routing:** Winter Weather emergency routing will be implemented (see “Local Winter Weather Emergency Routes – OmniRide and Metro Direct”).
- **Start Times and Schedules:** AM service will begin at published start times. To the extent it is safe to do so, schedules will be maintained with bus stops served at the regular published times.
  - For Prince William Metro Direct and Manassas Metro Direct, if on-time performance cannot be maintained in the AM, additional buses will be assigned -- spaced evenly apart -- to provide continuous service. If the ESP remains in effect for the PM, the section titled “PM Winter Weather Emergency Service Plan” describes how these buses operate after 1200.
- **End Times:** Service will resume normal schedule and routing at 1200 *if the decision is made to run regular PM service (beginning with midday OmniRide to DC- MX-1)*. If ESP will be operated in the PM, it will operate as described in the following section titled “PM Winter Weather Emergency Service Plan.”
- **Destinations:** All routes will run to either the West Falls Church (WFC) Metro (Manassas area, Linton Hall, and Tysons routes) or Franconia/Springfield (F-S) Metro (all other routes). Service will NOT be provided to Washington, DC, the Pentagon, Tysons Corner or Arlington.
- **Headsigns:** Signs for OmniRide routes should read “Emergency Service Plan” and “Franconia-Springfield” or “West Falls Church,” as appropriate. Headsigns for Prince William Metro Direct and Manassas Metro Direct should be changed to read appropriate destinations at the usual locations
  - Note: “Emergency Service Plan” is P/R sign #12.
- **Fares:** Bus service will be FREE. .
- **Ridership counts:** Operators shall continue to keep ridership counts.
  - Log in to the farebox using Service Type # 4 (Code Red) and the route and run you operate on a regular day.
  - Push the “Code Red” button for each passenger boarding.
  - Push the # button and the green button when you start a new trip.
- **Strategic buses:** will operate as usual.

## PM Winter Weather Emergency Service Plan Service

- **Origin:** All routes will begin at the West Falls Church Metro (Manassas, Tysons, and Linton Hall routes) or Franconia/Springfield Metro (all other routes). Service will NOT be provided from Washington, DC, the Pentagon, Tysons Corner or Arlington.
- **Routing:** Buses will run regular local routes unless street supervisors determine that road conditions in the neighborhoods are not passable. If neighborhood roads are not passable, emergency routing will be implemented (see "Winter Weather Emergency Routes – OmniRide" below).
  - Note: All buses operating from WFC Metro to Manassas shall operate the full Manassas Metro Direct PM routing.
- **Continuous service:** Buses will continue to return to F-S and WFC Metro stations for additional trips throughout the afternoon/evening, until directed otherwise by dispatch or PRTC/First Transit personnel on site at the Metro stations.
- **Start time:** PM service will begin at **1200**. The midday OmniRide bus (MX-1) will go to Franconia-Springfield Metro.
- **Departures:** At the Metro stations buses will be dispatched approximately every 20 minutes unless the bus fills up sooner, except as follows:
  - Linton Hall Metro Direct and Tysons buses will depart every hour on the hour (unless the bus fills up sooner, in which case the full bus departs and the next bus resumes departure on the hour), with the last buses departing at 19:00 and 19:30.
- **End times:** Service will continue until **1930** when the last buses depart (one "clean-up" bus for each route will remain until **2000** for stragglers), except as follows:
  - Prince William Metro Direct –Buses will continue to operate after other services end and with the last buses departing F-S Metro and the PRTC Transit Center at the last regularly scheduled departure times.
  - Manassas Metro Direct - Buses will continue to operate with the last buses departing Williamson and Stonehouse and WFC Metro at the last regularly scheduled departure times.
  - Linton Hall Metro Direct– If passengers miss the 1930 Linton Hall bus, they will ride the 2000 "straggler" bus to Manassas and will be dropped off after serving Manassas riders.
- **Fares:** Bus service is FREE. .
- **Ridership counts:** Operators shall continue to keep ridership counts.
  - Log in to the farebox using service Type # 4 (Code Red) and the route and run you operate on a regular day.
  - Push the "Code Red" button for each passenger boarding.
  - Push the # button and the green button when you start a new trip.
- **Strategic buses** - will operate as usual, except for buses assigned to Pentagon/DC, which are not required.

## *Franconia/Springfield Metro PM Bus Assignments*

At least 24 buses will be assigned to operate out of Franconia/Springfield Metro station to serve all eastern Prince William OmniRide and Metro Direct routes, as follows:

1. **Lake Ridge** – buses operate the regular or snow emergency Lake Ridge route.
2. **Prince William Metro Direct** – buses operate the regular PM Prince William Metro Direct route.
3. **Dale City/Dale-Rosslyn-Ballston** –Passengers on these routes will ride the same bus. Buses will drop-off any passengers bound for Rosslyn route stop at Prince William Parkway and Golansky after serving the last Dale City route stop.
4. **Montclair/Route 1/South Route 1** – passengers on these routes will ride the same bus. Buses will serve the Montclair route after dropping Route 1/South Route 1 passengers at the Route 234 lot to catch a shuttle bus, as follows:
  - **SHUTTLE from Route 234 Park & Ride** - At least 3 buses will be assigned as shuttles to transport **Route 1 and South Route 1** riders, as requested, to bus stops along these routes. Note: the shuttle will operate from 1215 until the last bus with transferring passengers arrives from F/S. To the extent possible, one shuttle bus should remain at the lot for passengers waiting for other shuttles to return.

Please note the following regarding Franconia/Springfield:

- All supervisors/monitors from each bus service will identify themselves to each other, exchange service information, and work for the common good. If adjustments to the following procedures are necessary, all will cooperate so that passengers from all agencies are properly served. If there is no Metro supervisor available, call the WMATA Bus Operations Control Center.
- PRTC buses will load passengers in the three spaces before the Greyhound station and the regular service bus stop.
- Extra PRTC buses will park at the North Backlick Road park and ride lot (the replacement staging area for the Springfield Mall lot); on-site PRTC or First Transit personnel will coordinate.

## *West Falls Church Metro PM Bus Assignment*

- **Manassas, Tysons, and Linton Hall** – At least 15 buses will be assigned to run service along these routes.
  - All buses serving Manassas will operate along the full Manassas Metro Direct PM routing.

## Local Winter Weather Emergency Routes- OmniRide and Metro Direct

- Buses will serve local Winter Weather Emergency Routes when:
  1. The AM Winter Weather Emergency Service Plan has been implemented.
  2. The PM Winter Weather Emergency Service Plan has been implemented **AND** supervisors determine that road conditions in the neighborhoods are not passable.

Local Winter Weather Emergency Routes are as follows. **Winter Weather Emergency turnsheets can be found in the turnsheet book.** Bus stops not served during winter weather emergencies have the following sticker:



### **EASTERN PRINCE WILLIAM COUNTY**

**Capitol Hill** - The C-1 trip will be discontinued during a Winter Weather emergency. Riders should catch a Dale City or Lake Ridge bus.

**Dale City** – Buses will operate regular local routing with the exception of routing along Telegraph Road between Potomac Mills and Prince William Parkway. Buses should route over Potomac Mills Circle, Worth Avenue, and Prince William Parkway. In the PM, buses will drop off any passengers bound for the Rosslyn stop at Prince William Parkway and Golansky after serving the last Dale City route stop.

**Lake Ridge** – **For buses normally beginning at the Festival at Old Bridge bus stops at Old Bridge Festival, on Griffith, Cottonmill, Mohican, Seminole, Antietam, Deepford and Oakwood will not be served.** Buses will serve signed stops on Old Bridge Road from Cricket to Oakwood and then continue regular routing. Buses beginning at Tackett's Mill will operate regular routing.

**Montclair** - Buses will operate regular local routing.

**Prince William Metro Direct** – Buses will operate regular routing on both the morning and afternoon loops through Prince William County with the exception of routing along Telegraph Road between Potomac Mills and Prince William Parkway. Buses should route over Potomac Mills Circle, Worth Avenue, and Prince William Parkway. Trips will switch to the afternoon routing on the first trip that departs F-S at/after 1200.

**Rosslyn-Ballston** - In AM buses will operate regular local routing. PM passengers will ride Dale City route buses (see Dale City above).

**Route 1** - Buses will not serve River Ridge and Powells Creek Boulevards. *In the PM, shuttle route begins at Rt. 234 P&R lot.*

**South Route 1** – Bus stops on River Heritage, Kirby, River Ridge and Wayside will not be served. Service will begin at the bus stop on Route 1 at Fox Lair. Buses will continue on Route 1 stopping at all remaining OmniLink bus stops at Allen Dent/ River Heritage and Wayside, and then continue the regular route. *In the PM, shuttle route begins at Rt. 234 P&R lot.*

**Tysons** – service will operate over regular local routing in Woodbridge to/from the West Falls Church Metro Station.

## **WESTERN PRINCE WILLIAM COUNTY**

**Linton Hall** - Buses will operate regular routing.

**Manassas Metro Direct** - Buses will operate along the regular route to/from the WFC Metro station. **No service will be provided to the Vienna Metro station.** Manassas Metro Direct buses will switch to afternoon routing on the first trip that departs WFC at/after 1200.

**Manassas OmniRide** – Buses will operate along the regular local route in the morning and follow Manassas Metro Direct routing in the afternoon/evening with all buses operating to/from WFC Metro.

# OMNILINK

---

## DETERMINING WHETHER TO IMPLEMENT ESP

- During the winter months, PRTC will keep abreast of the forecast for possible wintry precipitation. If, in the evening, wintry weather is predicted for the following service day, PRTC will contact the National Weather Service by phone and/or internet at 0245.
- If 4 or more inches of snow, or accumulations of ice or freezing rain, is predicted for the DC metropolitan area for any time that day, the Winter Weather Emergency Service Plan will be implemented and will be in effect for the entire service day.
- Riders can begin calling PRTC or checking the website at 0400.
- The OmniLink ESP *may* be implemented without the OmniRide/Metro Direct ESP being implemented.

## How the Winter Weather Emergency Service Plan Works

- **Off-route trips:** If the Winter Weather Emergency Service Plan is implemented, off-route trips on OmniLink will be cancelled but “on-demand” requests will still be honored.
- **Schedules:** The regular bus schedule will be operated. While some delays may be expected, cancellation of off-route trips should help maintain on-time performance.
- **Fares:** The bus service will be FREE.
- **Ridership counts:** Operators should continue to keep ridership counts.
  - Log in as usual, Service Type #4.
  - Push the “Code Red” button for each passenger boarding.
  - Push the # button and the green button when you start a new trip, as usual.
- **Headsign:** Signs for OmniLink routes should read “Emergency Service Plan” and regular route name/destination
  - *Note: “Emergency Service Plan” is P/R sign #12.*

## Winter Weather Emergency Routes - OmniLink

Buses will serve regular routes and will stop at all signed OmniLink AND OmniRide bus stops where it is safe to do, *except*:

- **Dale City**– Buses will not provide service along Darbydale.
- **Dumfries** – Buses will not provide service along Neabsco Mills between Route 1 and Dale Boulevard, Fuller Heights Road or along Old Triangle Road.
- Route 1 – no service on River Ridge or Powells Creek (with the exception of the stop at Powells Creek and Woodmark).
- Bus stops with the following sticker:



# **CROSS COUNTY CONNECTOR**

---

## **WINTER WEATHER EMERGENCY SERVICE PLAN**

### ***ESP Implementation***

ESP service for the Cross County route will be in effect when OmniLink ESP service is implemented.

### ***Routing***

Service will operate along the regular route.

### ***Bus Assignment***

Service will begin at normally scheduled times. If on-time performance cannot be maintained, additional buses will be assigned -- spaced evenly apart -- to provide continuous service.

### ***End Time***

Last buses will depart Manassas Mall AND the PRTC Transit Center at the last regularly scheduled departure times.

### ***Headsigns***

Signs for Cross County Connector routes should read "Emergency Service Plan" and regular route name/destination

- *Note: "Emergency Service Plan" is P/R sign #12.*

### ***Fares***

The bus service will be FREE. .

### ***Ridership counts***

Operators should continue to keep ridership counts.

- Log in as usual, Service Type #4.
- Push the "Code Red" button for each passenger boarding.
- Push the # button and the green button when you start a new trip, as usual.

## EMERGENCY SERVICE PLAN FOR NON-WINTER WEATHER RELATED EVENTS

---

There are a variety of challenging conditions that can impact travel in the Northern Virginia and DC area that are not related to winter weather, such as traffic jams caused by accidents, hazardous materials spills, and miscellaneous events that simply can't be predicted. Additionally, events such as political rallies may impact bus operations and, while generally known about in advance, the extent of impact is often unpredictable. During these times, PRTC management may find it necessary to operate the bus service using the Emergency Service Plan (ESP). ***Under the ESP, service will operate as described in the Winter Weather Emergency Service Plan, except as follows:***

### OmniRide and Metro Direct

- **Fares:** For scheduled events, or when ESP is activated for multiple consecutive days, customers will pay the Metro Direct cash or SmarTrip fare per bus trips to/from Metro stations and the regular local fare for travel within the Prince William area. *Note: senior/disabled fares are in effect during normal discount times.*
- **Transfers:** When PRTC charges fares, regional transfers will continue to be provided to passengers upon request and will be accepted toward the cost of the bus fare.
- **Local routing:** Buses will serve all neighborhood streets, unless circumstances dictate otherwise.
- **Midday Service:** Unless circumstances dictate otherwise, midday trips (MX buses) will operate along regular routing. If the decision is made to operate midday services to/from the Metro stations, return trips will depart stations at the time they are scheduled to depart the Pentagon.
- **PM start times:** Service from the Metrorail stations will begin at 1400 instead of 1200 and shuttles will begin at 1415 instead of 1215, unless circumstances dictate otherwise.
- **Ridership counts:** Operators should continue to keep ridership counts.
  - Log in to the farebox using fareset # 3 (Metro Direct) and the route and run you operate on a regular day.
  - Push the # button and the green button when you start a new trip.
- **Note:** Because circumstances are unpredictable, the ESP may need to be implemented at any time of day. PRTC will do its best to notify customers through the established methods of communication and to get buses to the Metro stations for their return trip as quickly as possible.

## OmniLink and Cross County Connector

**Need to implement:** Since OmniLink and Cross County operate only locally, PRTC does not anticipate needing to implement the non- winter weather ESP for these services.

- **Routing:** Buses will serve all neighborhood streets, unless circumstances dictate otherwise.
- **Fares:** For events known in advance, or if it becomes necessary to activate the ESP for multiple consecutive days, passengers will pay regular local fares.
- **Ridership counts:** Operators should continue to keep ridership counts using the farebox as usual.

# NOTIFICATION LIST AND PROCEDURES

See *Emergency Contact List PRTC, 1st Transit, etc. .docx* for contact information.

PRTC Director of Planning and Operations will contact the National Weather Service by phone and/or Internet and determine if the Winter Weather Emergency Service Plan will be implemented (in non-weather related situations, information will be gathered from any and all appropriate sources).

The Director of Planning and Operations will also call the WMATA Rail Operations Control Center (OCC) to determine whether they will continue serving above ground stations, if there is any doubt about whether such service will be operated. The decision about whether to completely shut down bus service or whether only OmniRide and Metro Direct services will be shut down (or schedules modified) will be made jointly between the Manager of Planning and Quality Assurance, PRTC Director of Planning and Operations, PRTC Executive Director, and First Transit AGM-Operations.

First Transit's AGM-Operations will consult with dispatch and supervisory staff regarding service area conditions.

At 0300 (for AM service) and 1000 (for afternoon service) the Director of Planning and Operations will contact First Transit's AGM-Operations and PRTC Manager of Planning and Quality Assurance to discuss findings and service plans.

If the Plan will go into effect, the following notification chain will be implemented:

- 1) PRTC Manager of Planning and Quality Assurance will notify:
  1. PRTC Executive Director.
  2. PRTC Director of Customer Service and Dispatch.
  3. PRTC Quality Assurance Supervisor.
  
- 2) First Transit's AGM-Operations will:
  1. Inform First Transit operations staff, including notifying them to report early (via pagers) in order to ensure on-time service starts.
  2. Notify Maintenance Manager who will inform maintenance staff.
  3. Ensure all vehicles are initially stocked with copies of the Winter Weather and Emergency Service Plan. Buses should be restocked when a storm is threatening and on days when the Emergency Service Plan is implemented.
  4. Arrange for timely snow and ice removal and treatment (including the temporary parking lot which will be billed to PRTC).
  
- 3) PRTC Quality Assurance Supervisor will:
  1. Inform/assign PRTC staff for Metro station and park-and-ride duty (midday/PM only).
  2. Direct staff to hang and take down ESP signs along DC area routes, as needed.
  
- 4) PRTC Director of Customer Service and Dispatch will:
  1. Notify PRTC customer service and dispatch staff.
  2. Notify PRTC Director of Marketing and Communications.
  3. Ensure web, phone, and e-mail communications are made/updated and press/other media notified.

4. Determine what/when to place on web, e-mail, phone, etc., when bad weather is possible but is prior to decision time to implement the Plan.
- 5) PRTC Director of Planning and Operations will:
  1. Participate in the MWCOC regional calls (per current year's Snow Conference Call Procedures and Snow Plan documents) to inform others of PRTC plans and learn of others' plans.
  2. Have the Facility and Grounds Administrator arrange to clear snow/ice from shelters.
  3. Inform WMATA and Fairfax Connector contacts that ESP has been implemented.
  4. Notify RITIS/CapWIN/MATOC, as appropriate.
- 6) PRTC Director of Customer Service and Dispatch will determine whether it is necessary to cancel same day OmniLink off-route trips. PRTC Director of Customer Service and Dispatch will consult with PRTC Manager of Planning and Quality Assurance regarding whether to cancel OmniLink off-route trips altogether (when the Plan was *not* implemented in the AM).

If off-route trips are modified, the Director of Customer Service and Dispatch will notify:

1. PRTC Customer Service and Dispatch staff,
  2. PRTC Director of Marketing and Communications, and
  3. PRTC Director of Planning and Operations.
- 7) PRTC Director of Customer Service and Dispatch will contact the PRTC Manager of Planning and Quality Assurance for assistance in the event that the Winter Weather Emergency Service Plan is not implemented but road conditions are slippery and dispatch is overwhelmed. .
  - 8) PRTC Facility and Grounds Administrator will ensure bus shelters are cleared of snow and ice, in accordance with standard procedures.
  - 9) The following individuals will jointly determine whether to implement the ESP (or how to implement the ESP for events known in advance or for multi-day events), unless circumstances dictate otherwise:
    1. PRTC Director of Planning and Operations.
    2. PRTC Director of Customer Service and Dispatch.
    3. First Transit AGM Operations.
    4. Manager of Planning and Quality Assurance.

Should the ESP be implemented, the notification chain will be as described above.

***Note – it is critical that First Transit Management clearly convey to operators that they are professionals and are expected to do their jobs under ESP situations so that customers can get where they need to go. Operators need to plan ahead for ways to get to work ON TIME, such as parking their vehicle away from neighborhood streets, driving an AWD vehicle, arranging to ride with someone who can make it in – it is their responsibility to get to work.***

# DISPATCH

1. In the AM, the First Transit Dispatcher will assign operators their route and bus using the chronological ESP pull-out sheet, then refer them to supervisory/training staff, which will be in the operators' lounge, to answer any ESP questions. Operators should be prepared to perform different work than is normally assigned due to some who can't make it in, those who are late, and the fact that many trips are short-turned at the Metro stations allowing them to perform multiple trips. PM report times need to be backed up in order to ensure bus availability at established ESP start times and locations.
2. PRTC & First Transit on-site personnel shall coordinate bus needs w/ dispatch. Operators shall remain in service until released by Dispatch or on-site personnel, in consultation with Dispatch.
3. PRTC Dispatch will make radio "all calls" every 15 minutes advising operators of the key points in the ESP. In the AM, this needs to include the possibility that OmniRide services may operate as normal beginning midday and urging customers to check e-mail, the website, and/or phone recordings frequently to determine PM service status.
4. The AM First Transit Dispatcher will report to work at least one hour earlier than normally scheduled. AM PRTC dispatchers will report to work at least ½ hour earlier than normal.
5. After on-site personnel leave Metro stations PRTC dispatch will resume control of Metro Direct buses.
6. Between November and March the first AM PRTC Dispatcher and the last PM PRTC Dispatcher will check with the National Weather Service to determine whether unexpected winter weather conditions are predicted for morning rush hour service. If winter weather conditions are predicted, the Dispatcher will notify PRTC's Director of Planning and Operations or their assigned backup.

# MAINTENANCE

In preparation for winter weather, the First Transit Maintenance Manager will ensure the following are completed, as necessary:

- Inform off-duty personnel of emergency status.
- Check Best Western for room availability.
- Consolidate downed vehicles.
- Determine start-up/warm-up time for vehicles.
- For those buses that have had batteries turned off on Friday night, the Sunday crew will turn the batteries back on prior to the Monday morning pull-out.
- Supervisory/training staff and stand-by operators will help start buses on extremely cold days as well as snow/ice days and will also be trained to turn batteries back on.
- Close all vehicle windows.
- Secure flyable objects in the yard.
- "Crack" bus washer doors and check heat. Shut down main water supply and drain system.
- Check supply levels, i.e., ice melt, washer fluid, deicer, oil, soap, coolant, fuel, etc.
- Check waste oil level.
- Charge all jump packs.
- Mark fire hydrant locations.
- Mark fuel delivery locations.
- Check commuter and employee lots for disabled or abandoned vehicles.
- Check storm and shop drains.
- Plow/clear/treat (or arrange for such) all parking lots (including temporary lot), sidewalks, driveways, etc. as often as needed to minimize snow/ice accumulation/buildup and maximize driving and walking safety.

## OVERNIGHT ICING PROCEDURES

When we've received frozen precipitation the day before or if there is the possibility of icy road conditions for the morning rush, First Transit's AGM Operations will ensure that First Transit Supervisors begin checking streets by 02:00 and report their findings to the PRTC Dispatcher. A list of known trouble spots will be maintained by the Dispatch Supervisor.

If the PRTC Dispatcher feels conditions are such that we need to alter our service due to unsafe road conditions he/she will inform the Director of Customer Service and Dispatch.

If the unsafe conditions are only in certain areas and will not affect our service as a whole, the PRTC Dispatcher will work with First Transit Supervisors to detour around the unsafe areas (or notify operators of hazardous locations where detours are not feasible). The PRTC Dispatcher will notify the Customer Service department of any missed stops. The First Transit AGM Operations will ensure that laminated signs saying "the bus stop will not be served until further notice for safety reasons" are placed in every supervisor vehicle and that they remain stocked. Extra copies will be stored in dispatch. Supervisors will post signs at bus stops affected by a detour and remove them once it is safe to begin servicing the location again.

The PRTC Dispatcher will notify VDOT, the City of Manassas, or City of Manassas Park, as appropriate, of unsafe areas as soon as reasonably possible.

The Director of Customer Service and Dispatch will notify the Director of Planning and Operations if road conditions are such that the Emergency Service Plan may need to be implemented.

The Director of Customer Service and Dispatch will communicate with the PRTC Dispatcher on the service level to be provided and will update the phone messages if any service changes are made.

## BACKUP PERSONNEL

- PRTC Manager of Planning and Quality Assurance
  - PRTC Director of Planning and Operations - backup
  - PRTC Quality Assurance Supervisor - alternate backup
  
- PRTC Director of Planning and Operations
  - Manager of Planning and Quality Assurance- backup
  - PRTC Quality Assurance Supervisor - alternate backup
  
- PRTC Director of Customer Service and Dispatch
  - PRTC Customer Service Supervisor - backup
  - PRTC Dispatch Supervisor – alternate backup
  
- PRTC Director of Marketing and Communications
  - PRTC Public Relations Specialist - backup
  - PRTC Marketing Assistant– alternate backup
  
- PRTC Quality Assurance Supervisor
  - PRTC Senior Bus Monitor - backup
  - PRTC Manager of Planning and Quality Assurance - alternate backup
  
- PRTC Facility and Grounds Administrator
  - PRTC Director of Planning and Operations - backup
  - PRTC Manager of Planning and Quality Assurance - alternate backup
  
- First Transit AGM-Operations
  - First Transit AM or PM Lead Supervisor – backup
  - First Transit Safety and Training Supervisor - alternate backup
  
- First Transit Maintenance Manager
  - First Transit Maintenance Quality Control/Training Manager - backup

## PRTC ESSENTIAL PERSONNEL

The following PRTC positions are designated as Essential Personnel:

Dispatchers  
Customer Service Agents  
Lobby Customer Service Agents  
Quality Assurance Supervisor  
Customer Service Supervisor  
Dispatch Supervisor  
Bus Monitors  
Director of Customer Service and Dispatch  
Manager of Planning and Quality Assurance

All personnel from the above classifications must report to work on time for the service to operate effectively and provide customer service. To assure attendance, the following steps will be taken:

When weather conditions are predicted for a following day that may inhibit travel from home to PRTC, the Director of Customer Service and Dispatch will inform essential personnel. The special accommodations defined below will be available to essential employees

- Drive a PRTC 4-wheel drive vehicle home.
- Spend the night at the Best Western Hotel near PRTC (meals and lodging will be paid by PRTC at the normal travel rate).
- Make arrangements with the Quality Assurance Supervisor or another mission critical essential person to be picked up in a 4-wheel drive vehicle.
- Drive their personal 4-wheel drive vehicle to work.
- Swap shifts with a co-worker.

Each essential personnel will forward their plan to the Director of Customer Service and Dispatch for approval.

2. When winter weather conditions unexpectedly occur in the early morning hours, any Essential personnel unable to report to work will contact the Director of Customer Service and Dispatch who will make arrangements with the Quality Assurance Supervisor to have these essential personnel picked-up.
3. Other essential personnel who think they may need assistance to report for work on-time should call the Director of Customer Service and Dispatch to make arrangements for transportation.
4. Those needing transportation at the end of their work shift to return home should notify the Director of Customer Service and Dispatch in a timely manner.

# STAFFING AT METRO STATIONS

On site staff shall have the following equipment:

- Two-way radios/cell phones
- Laptop computer with wireless connection to monitor buses via AirTrak (midday/PM only)
- Orange safety vest
- Paper, pen, magic marker, tape
- Nametag
- Bus riders guides (one copy of each route for reference)
- Copy of this Winter Weather and Emergency Service Plan
- "Official PRTC Vehicle – Do Not Tow" Dashboard Sign for Parking at Metro
- Winter Weather and Emergency Service Plan brochures
- Flyers about service changes, if available (AM only)
- Bull horn

## AM Period

Staff will be on site to remind riders to check with PRTC regarding afternoon service operation and to answer questions.

- Franconia/Springfield – 1 First Transit staff
  - 0515 until 0900
- West Falls Church – 1 First Transit staff
  - 0525 until 0900

## PM Period

- PRTC and First Transit staff will be on site to direct riders to the correct bus, coordinate bus departures, and answer questions. Staffing needs are as follows and will be coordinated by the PRTC Quality Assurance Supervisor and First Transit AGM Operations:
  - Franconia/Springfield Metro and North Backlick Road – 5 staff (2 PRTC, 3 First Transit)
  - 1145 until 2000 (1345 until 2000 for non-Winter Weather plans, unless otherwise dictated)  
West Falls Church Metro – 2 staff (1 PRTC, 1 First Transit )
    - ⇒ 1145 until 2000 (1345 until 2000 for non-Winter Weather plans, unless otherwise dictated)
  - Route 234 Commuter Lot – 1 staff (PRTC)
    - ⇒ 1215 until last bus arrives (1415 until last bus arrives when ESP is operated for non-Winter Weather reasons, unless otherwise dictated)
  - DC/Pentagon/Crystal City/Rosslyn-Ballston/Tysons Corner – Whenever the ESP is implemented for the PM period, staff will be assigned to post laminated, dated signs at all PM bus stops on these routes, notifying passengers that the ESP is in effect and they should proceed to the WFC and F/S Metro stations.
    - ⇒ Signs should be posted by 1200 to inform midday and afternoon bus riders. Remove signs (or change date) before 1200 the next day.

# SPECIAL SITUATIONS

Management should use the following as guidelines in special situations.

## Unexpected OPM closures before PM service

- Can go to ESP for afternoon beginning as soon as the OPM closure, if possible.
- Route at least one bus for each service line through DC/Arlington to pick up anyone who didn't get the ESP message.
- Have at least one stand by bus at the Pentagon.
- Supervisor and Monitor to assist customers and put up "ESP today" signs, if possible.

## Unexpected OPM closure after PM service has begun

- Provide extra buses (as many as is possible) to Metro stations.
- Possibly trim service (similar to MH schedule) and run one route on regular schedule, one on ESP.

## Operating service mid-day after an AM shut-down

- When we have a need to shut down all services in the AM, message should be "No AM service, stay tuned for PM status."
- When page is sent to the operators it should say no AM service, decision will be made by 10 AM for PM service. Be prepared to report to work by 1100 (?).
- Any dispatcher, operator or customer service agent who did report should remain at PRTC on stand-by.
- Service (Metro Direct, OmniLink and Cross County) to begin as close to Noon as possible.

## OmniLink service when ESP has not been implemented but weather has deteriorated

- If road conditions are poor but the Winter Weather Emergency Service Plan has not been implemented, PRTC may decide to suspend same day off-route trips.
- In rare cases when the Winter Weather Emergency Service Plan was *not* implemented in the morning but weather unexpectedly turns dramatically worse during the day, off-route trips may need to be cancelled and buses need to serve Winter Weather Emergency Routes.
  - In the above situation, supervisors need to either:
    - patrol bus stops not along the Winter Weather Emergency Routes to inform waiting customers and possibly transport them to bus stops that are served; or
    - post laminated signs at bus stops affected by a detour that say "the bus stop will not be served until further notice for safety reasons" and remove them once it is safe to begin servicing the location again.

## Extreme weather situations

- Under extreme situations, such as blizzard conditions, successive days of large accumulations of snow/ice, multiple-day government closings, etc., PRTC may not operate bus service.
- In situations where Metrorail stops serving above ground stations, PRTC may not operate OmniRide and Metro Direct services or may have to modify the service schedule.
- In situations where conditions vary greatly throughout the service area PRTC may opt to operate Metro Direct and/or OmniRide service only.
- In situations of large amounts of snow accumulation when clearing of commuter lots may pose service issues the Quality Assurance Supervisor will arrange for PRTC staff to survey

conditions at PRTC serviced lots using the attached form to record and report their findings. These forms will be returned to the Quality Assurance Supervisor and the findings shared with the Manager of Planning and Quality Assurance, the Director of Customer Service and Dispatch, and the First Transit AGM Operations.

I:\Shared\Bus Service Essential Materials\Emergency Services and Accidents\FY11 Updates Final\Emergency Service Plan - managers supervisors field staff (Fall-winter 2010-11 updated 11-6-10).docx

# Park & Ride Lot Inspection Form

Name of Inspector: \_\_\_\_\_

Date Inspected: \_\_\_\_\_

Lot Inspected: \_\_\_\_\_

Time Inspected: \_\_\_\_\_

**Condition of Lot (check all that apply):**

- Plowed, OK for buses
- Plowed, OK for cars, vans, etc.
- Plowed, Not safe for buses (icy conditions, etc.) – **Describe below**
- Plowed, Not safe for cars, vans, etc (icy conditions, etc.) - **Describe below**
- Not plowed

**Percent of Spaces Available:**

- 0%
- 25%
- 50%
- 75%
- 100%

**Additional comments about condition of lot:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Condition of passenger platform/bus shelters (check all that apply):**

- Cleared, no problems
- Cleared, icy
- Uncleared

**Additional Comments about condition of passenger platform/bus shelters:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Condition of Pedestrian Amenities in Lot (crosswalks, etc.):**

- Uncleared
- Cleared, no problems
- Cleared, icy

**Additional Comments about condition of pedestrian amenities:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

The following commuter lots were to be inspected by:

1. PRTC Commuter Lot \_\_\_\_\_
2. Horner Road Commuter Lot \_\_\_\_\_
3. Tackett Mills Commuter Lot \_\_\_\_\_

## Park & Ride Lot Inspection Form

4. Dale City Commuter Lot \_\_\_\_\_
5. Lindendale Commuter Lot \_\_\_\_\_
6. Lake Ridge Commuter Lot \_\_\_\_\_
7. Old Bridge & 123 commuter Lot \_\_\_\_\_
8. Route I95 & 123 Commuter Lot \_\_\_\_\_
9. 234 Commuter Lot \_\_\_\_\_
10. Portsmouth Commuter Lot \_\_\_\_\_
11. Kmart Commuter Lot (Manassas) \_\_\_\_\_
12. Festival @ Old Bridge \_\_\_\_\_
13. Potomac Mills Lot \_\_\_\_\_
14. Brittany's (Exeter Dr.) \_\_\_\_\_
15. Lime Stone Lot Linton Hall \_\_\_\_\_
16. Manassas Mall \_\_\_\_\_