Contingency Plan Template

INTRODUCTION

Enclosed is a template that transit agencies can use to develop contingency plans. The template outlines the steps a transit agency may need to take should a disruptive event occur that impacts the normal service and/or operations. This is a tool to help an organization tailor organizational procedures for future times of stress.

The objective of a contingency plan is for an organization to have procedures in place in advance of an event. The plan allows an organization to focus their energy on solving the problem rather than trying to both solve the problem, and figure out the correct sequencing of tasks.

It is best to development the plan collaboratively by involving the input of all departments that would be involved in plan execution. Once the plan has been finalized, it is important to ensure that all affected parties are aware of, have access to, and are trained on the plan.

This template should be completed far in advance of any event; it is not intended to be completed *during* an event.

The graphic below summarizes the flow of information outlined by the contingency plan template.

Flow of Information During a Disruptive Event
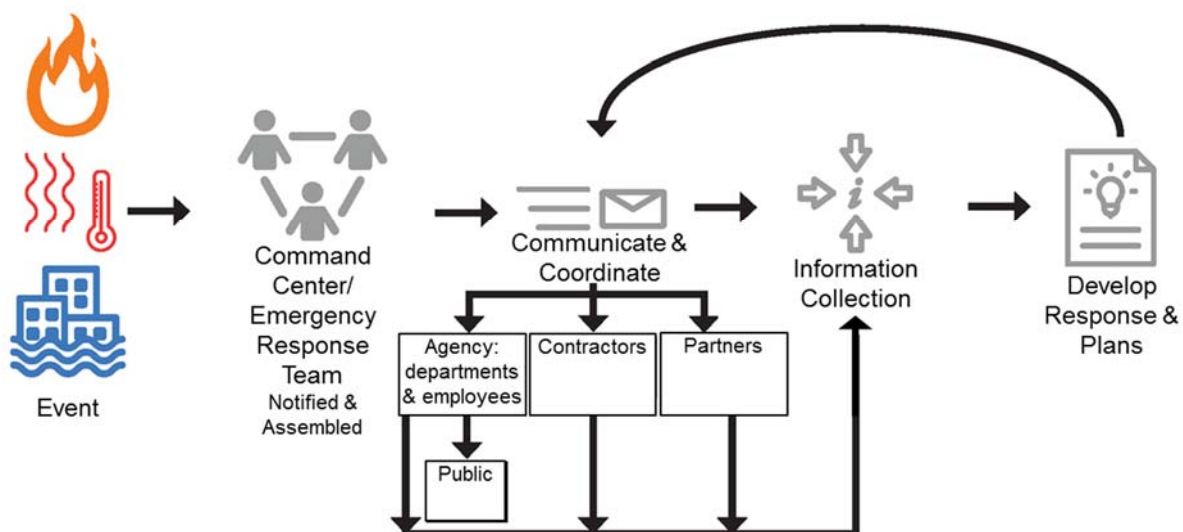
TEMPLATE

Introduction
[OPENING COMMENTS].

A contingency plan allows [AGENCY] to have a predictable and organized response to disruptions that may affect service and operations. The plan would allow the agency to continue to provide service to customers, in most situations, while adjusting service and operations in response to the event.

This Contingency Plan outlines how the organization will function in the event [SPECIFIC EVENT *eg: a mudslide blocks a major corridor*] occurs. [ABOUT THE EVENT *eg: In Southern California, we are at risk of mudslides which are most common in…*].

To implement this contingency plan, [ROLE] circulates a draft to [AGENCY DEPARTMENTS AND STAKEHOLDERS], providing [A PERIOD OF TIME] to make comments. Once the plan has been finalized, share the finished product with the organization, [CITY], [POLICE], [FIRE], [EMS], [CONTRACTORS]. All employees should be trained on the plan and emergency procedures. Contingency plan drills should be run periodically.

1) **Problem identification + Immediate response**

   a) When [EVENT] occurs, the Employee or Emergency Crew witnessing the event should notify the [COMMAND CENTER] when it is safe to do so.

   i) In *X* situation, protocol is:

   - COMMUNICATIONS PROTOCOL

   - EVACUATION PROTOCOL

   - SAFETY PROTOCOL

   ii) Contact 911 if appropriate.

   - If a 911 call is made:

     ▪ [ROLE] at the Emergency Dispatcher Office informs the [AGENCY'S INCIDENT COMMANDER] of the event via [COMMUNICATION METHOD].

   iii) The [COMMAND CENTER] determines the immediate response

   - [IMMEDIATE RESPONSE FOR EVENT (eg, stop service in a particular area)].

   - [COMMAND CENTER] assembles Emergency Response Team (if necessary).

2) **HQ Immediate Communications Response – Command Center's Responsibilities**

a) The Command Center informs the agency and their partners of the event and immediate response.

   i) Draft a message describing the incident and the immediate response to the event.

   ii) Deliver the Message to:

   - Transportation Agency Departments via [email/phone/text…].

   - Notify the dispatcher(s) of the company (ies) contracted to provide transit service via [email/phone/text…].

   - Mayor's Office via [email/phone/text…].

   - DOT via [email/phone/text…].

   - Fire Department via [email/phone/text…].

   - Police Department via [email/phone/text…].

   - Emergency Medical Services via [email/phone/text…].

   iii) Work with the communications team to develop the message to be shared with the public.

   - The Communications Team notifies customers via [PHONE/TEXT/EMAIL/TV/RADIO/WEBSITE/SOCIAL MEDIA…]

   - [INDIVIDUAL/DEPARTMENT] continue to work together to keep the public updated on the situation and changes in service.

   iv) If employees have not heard from the agency during a disruptive event, employees should [PROTOCOL].

b) If necessary, provide each/the following department(s) with additional direction for how they should shift their activities during the crisis in the short-term:

   - W department will do A

   - X department will do B

   - Y department will do C

   - Z department will do D

   - E.G. Half of the payroll department will now post fliers about the incident and changes in service.

3) **Assessing the Situation: Employees**

a) Command Center - Speak with people at the site; if possible, assign an expert to visit the site.

b) Employees Update their Availability

  i) Command Center - Notify [ROLE] if employees need to update availability

  - [ROLE] will ask employees for their availability and whether or not they have been impacted by the problem.

    o Notify on-duty employees via _____

    o Notify off-duty employees via _____

    o Employees update their availability via _____

  - [PROTOCOL FOR ASSISTING EMPLOYEES UNABLE TO REACH WORK DUE TO INCIDENT]

c) If additional people are needed to continue providing service and keep operations running:

  i) Reassign employees to departments in need*. List of who to reach out to:

  - [NAME OF ADMIN. DEPT] should reach out to [EMPLOYEE] for [POSITION eg: Customer Information] **AM**

    o EMPLOYEE – PHONE NUMBER

  - [NAME OF ADMIN. DEPT]should reach out to [EMPLOYEE] for [POSITION eg: Agency Liason] **PM**

    o EMPLOYEE – PHONE NUMBER

  - [NAME OF ADMIN. DEPT]should reach out to [EMPLOYEE] for [POSITION eg: Material Distributor] **AM**

    o EMPLOYEE – PHONE NUMBER

  - *Reassign employees only to jobs they are qualified for

  ii) Reach out to outside organizations if additional help is needed. List of who to reach out to:

  - [NAME OF ADMIN. DEPT] should reach out to [COMPANY/AGENCY] for [POSITION eg: *Drivers*] **PM**

    o *COMPANY – PHONE NUMBER*

  - [NAME OF ADMIN. DEPT] should reach out to [COMPANY/AGENCY] for [POSITION eg: *Drivers*] **AM**

    o *COMPANY – PHONE NUMBER*

- [NAME OF ADMIN. DEPT] should reach out to [COMPANY/AGENCY] for [POSITION eg: *Drivers*] **PM**

  - *COMPANY – PHONE NUMBER*

d) There is a budget of $xxx,xxx to pay x additional drivers and x additional admin for their service over x days. They will be paid within x time period. They will be paid with funds from x.

4) Assessing the Situation: Facilities and Infrastructure

a) Command Center - Check Status of Facilities

- Fuel

- Communication

- Power

- Stockroom

- Headquarters

- Vehicle Storage

- Supervision

- Inspection Barn

b) Alternatives When Facilities/Infrastructure is impacted by a major event

- Fuel:

  - [PROTOCOL FOR WHEN A FUEL STATION IS NO LONGER ACCESSIBLE OR HAS NO MORE FUEL]

- Communication:

  - [PROTOCOL WHEN THE PRIMARY COMMUNICATIONS SYSTEM BREAKS DOWN]

- Power:

  - [PROTOCOL WHEN OPERATING WITH NO OR REDUCED POWER]

- Stockroom:

  - [IF LOW ON SUPPLIES, WHERE CAN ADDITIONAL SUPPLIES BE FOUND?]

- Headquarters:

  - [PROTOCOL WHEN HQ IS NEGATIVELY AFFECTED BY AN EVENT]

- Vehicle Storage:

- o [PROTOCOL WHEN VEHICLE STORAGE FACILITIES ARE UNAVAILABLE/AFFECTED]
- Supervision:
  - o [PROTOCOL WHEN PEOPLE WITHIN THE CHAIN OF SUPERVISION ARE UNAVAILABLE]
- Inspection Barn:
  - o [PROTOCOL WHEN INSPECTION BARN UNAVAILABLE]

c) Command Center - Check Status of Transportation Infrastructure

- Rail
  - o Check Status of Trains & Associated Crews
  - o Check Status of Rail Yards & Associated Personnel
  - o Check Status of Tracks/ROW
  - o Identify where displaced trains will be stored, how they will get to these new locations, and how the crew will be brought home.
  - o If additional trains are needed:
    - ▪ Identify where additional trains owned by the agency are
    - ▪ Determine who is able to access the trains and put them in use
    - ▪ Plan how individuals will reach the extra trains
  - o If a train becomes trapped the transit agency will cooperate with the police and fire departments as well as EMS during the crisis. These emergency departments take the lead in these crises.
- Bus
  - o Identify number of buses impacted by the Event and whether or not additional buses are needed.
  - o Identify where displaced buses used for service will be stored, how they will get to these new locations, and how the driver will be brought home.
  - o Locate additional buses through borrowing
  - o Check the accessibility of the community (Eg: blocked roads)
    - ▪ Reach out to the Police Department
    - ▪ Note issues employees have mentioned.
  - o If additional buses are needed:

- Identify where additional buses owned/borrowed by the agency are

- Determine who is able to access the buses and put them in use

- Plan how drivers will reach the extra buses

- Is there enough fuel to run these buses?

- If the agency does not have enough buses, identify status of buses not owned by the agency they can use.

  - [PROTOCOL FOR CHARTERING BUSES IN AN EMERGENCY]

    - WHERE BUSES COMING FROM

    - HOW THEY WLL GET TO THE TRANST AGENCY,

    - WHERE THEY WILL BE STORED

    - HOW THEY WILL BE PAID FOR

- Does the agency have an agreement with another agency or company to provide transit service (EG cross-honor tickets)

  - Contracted Transit Services

    - [PROTOCOL IF CONTRACTED SERVICES ARE NOT FUNCTIONING]

5) **The Emergency Response Team/Command Center assembles to develop Service, Work and Operations plans and a plan to address the disruption.**

- Work with appropriate departments to develop and implement the plans.

- Seek funding from state and federal grants/programs to implement the plan and pay for additional costs of the event (if needed).

- Inform employees of the status of the situation and information such as if paychecks may be delayed or if work-hours may be longer than usual.

- Update the organization and partners on the plan

  - Transportation Agency Departments via [email/phone/text…].

  - Dispatcher(s) of the company (ies) contracted to provide transit service via [email/phone/text…].

  - Mayor's Office via [email/phone/text…].

  - DOT via [email/phone/text…].

  - Fire Department via [email/phone/text…].

  - Police Department via [email/phone/text…].

- o   Emergency Medical Services via [email/phone/text…].
- Work with the communications team to develop the message to be shared with the public.
  - o   The public will be informed via [email/phone/text…].
  - o   *Information on the plan and changes in service will be found:*
    - ▪ *Website*
    - ▪ *Social Media*
    - ▪ *Application*
    - ▪ *News Announcements (Radio, TV)*