



Paratransit Emergency Roles/Responsibilities

Critical Transportation

EXECUTIVE SUMMARY



This page intentionally left blank.



EXECUTIVE SUMMARY

This tabletop exercise was conducted from 9:00 AM-12:30 PM Pacific Time (PT) at the Bay Area Metro Center Building at 101 8th Street, Oakland, CA, 94607.

At the beginning of each of three modules, participants received a scenario briefing that summarized key events. Following each of these updates, facilitators led a plenary group discussion that was driven by questions about critical transportation related to heat, wildfires, and air quality concerns affecting the San Francisco Bay Area.

The exercise tested four core capabilities and evaluated three objectives as summarized in Table 1.

Core Capabilities and Exercise Objectives		
Core Capabilities		
<ul style="list-style-type: none"> • Critical Transportation 		
<ul style="list-style-type: none"> • Operational Coordination 		
<ul style="list-style-type: none"> • Situational Assessment 		
<ul style="list-style-type: none"> • Public Information and Warning 		
Exercise Objectives		
1. Discuss plans and processes for initial emergency response.		
2. Discuss interagency communication and coordination in an emergency.		
3. Discuss interagency communication and coordination in an emergency.		

Through observations of the exercise evaluation process and review of participant feedback forms, evaluators identified several strengths and areas for improvement. A summary of the strengths and improvement recommendations common to all participants are included in this executive summary.

The comprehensive analysis and Regional Improvement Plan is presented in the full After Action Report which is designated “for official use only” and available to participating Bay Area UASIS jurisdictions.



Strengths	
1	Most paratransit agencies have a variety of communications systems in place, including Nixle, Everbridge, Nextdoor, Facebook, and Twitter. These means of communication are used to notify internal and external stakeholders of an emergency event.
2	Many agencies have multiple methods to communicate with workers and drivers, such as cell phones, radios, Mobile Data Terminals (MDT), and satellite phones.
3	Paratransit staff are very willing to work during an emergency event, although they may not live near their respective workplaces. Additionally, contracted personnel are not mandated Disaster Service Workers (DSW) under California state law, which would otherwise <i>require</i> them to work.
4	Some paratransit agencies coordinate with private-sector companies such as Uber, Lyft, school bus companies, and ambulance services, and look to them for assistance during an emergency event.

Improvement Recommendations	
1	All agencies need ongoing emergency preparedness education. Additional drills and exercises that include a paratransit component are essential.
2	Not all paratransit agencies have an Emergency Operations Plan and/or a Continuity of Operations Plan. Currently, these plans are not consistent from one jurisdiction to another, and some have not been updated for some time. Updated plans that incorporate lessons learned and best practices will enhance interagency coordination and preparedness across the Bay Area.
3	As contracted employees do not fall under the California Disaster Service Worker designation, paratransit agencies should incorporate emergency roles and responsibilities into service contracts.



For questions or for more information on the 2019 Critical Transportation Paratransit Tabletop Exercise contact:

Corinne Bartshire, AICP, CFM
Yellow Command Exercise Director
Bay Area Urban Areas Security Initiative (UASI)

Corinne.bartshire@sfgov.org
415-353-5234