

Pierce Transit ALERTS Program Guide

List of Alerts and Descriptions (rev. 20210122)

Alert	Description				
Accident/Event	<p>Any contact or collision between an Agency <i>vehicle</i>, including Pierce Transit-operated Sound Transit vehicle, and another vehicle, object, or person.</p> <p>Any other <i>incident</i> involving Pierce Transit property or equipment, other than vandalism, that results in visible or perceived property damage or bodily injury, or a claim of property damage or bodily injury.</p> <p>Any <i>observed, unintended contact</i> between a person and Pierce Transit property or equipment, or Sound Transit property or equipment within Pierce Transit’s care, custody, or control.</p>				
<p style="text-align: center;">White</p> <ul style="list-style-type: none"> ▪ Has not resulted in medical transport, ▪ Minor transit system or property damage, ▪ Potential or minor financial loss. 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%; text-align: center;">Yellow¹</th> <th style="text-align: center;">Red³</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ Has resulted in any injury less than critical or, ▪ damage exceeding minor but less than extensive². </td> <td style="vertical-align: top;"> <p>Has resulted, or may result, in fatality or significant loss of service or use of portion of facility, or high-profile media exposure for Agency</p> </td> </tr> </tbody> </table>	Yellow¹	Red³	<ul style="list-style-type: none"> ▪ Has resulted in any injury less than critical or, ▪ damage exceeding minor but less than extensive². 	<p>Has resulted, or may result, in fatality or significant loss of service or use of portion of facility, or high-profile media exposure for Agency</p>
Yellow¹	Red³				
<ul style="list-style-type: none"> ▪ Has resulted in any injury less than critical or, ▪ damage exceeding minor but less than extensive². 	<p>Has resulted, or may result, in fatality or significant loss of service or use of portion of facility, or high-profile media exposure for Agency</p>				
<p>Minor damage (i.e. <i>mirror clip, scratches/scrapes, vehicle not requiring tow</i>), or injuries w/o medical transport. <i>(except Pedestrian and Bicyclists accidents – see Code Yellow¹ & Code Red³)</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 30%; vertical-align: top;"> <p>1) Exceeds minor but less than *extensive damage <i>or</i>,</p> <p>2) Injuries less than critical yet receives medical transport. <i>(includes all non - "Red³" Pedestrian and Bicyclists accidents- see Code Red)</i></p> </td> <td style="vertical-align: top;"> <p>Critical injuries and receives medical transport, or fatality, or extensive² damage.</p> </td> </tr> </tbody> </table>	<p>1) Exceeds minor but less than *extensive damage <i>or</i>,</p> <p>2) Injuries less than critical yet receives medical transport. <i>(includes all non - "Red³" Pedestrian and Bicyclists accidents- see Code Red)</i></p>	<p>Critical injuries and receives medical transport, or fatality, or extensive² damage.</p>		
<p>1) Exceeds minor but less than *extensive damage <i>or</i>,</p> <p>2) Injuries less than critical yet receives medical transport. <i>(includes all non - "Red³" Pedestrian and Bicyclists accidents- see Code Red)</i></p>	<p>Critical injuries and receives medical transport, or fatality, or extensive² damage.</p>				
<p><i>New or Updated</i> [tab] "Code Red" accident notifications must <i>never</i> be "closed" [checkbox]. Instead, a Closed [tab] "Code Red" accident notification is the only method that shall be used to conclude notifications on Code Red accidents.</p>					
Agency Assistance	<p>Urgent requests from external entities for use of agency resources (<i>e.g., coaches, operators, property, etc.</i>).</p>				
Alarms Activation	<p>EA's, Fire, EWS, HotKey, etc. This alert includes alarms triggered by other methods of communication, such as written or verbal concerns or threats (<i>e.g., bomb threats, unattended packages resulting in evacuation, etc.</i>) or reports thereof. The "alarm" must be one that covers any Pierce Transit property, including any agency vehicles, as well as Sound Transit property or equipment within Pierce Transit’s care, custody, or control.</p>				

¹ MUST call ST-EDO [(206) 398-5428] within 15 minutes of awareness of event *if* ST property or customers are involved.

² Significant loss of service or use of portion of property, regarding property damage only.

³ MUST call CC-OCM or delegate within 5 minutes.

MUST call ST-EDO [(206) 398-5428] within 15 min. of awareness of event, *if* ST property or customers are involved.

E-mail to 'Sound Transit Reports' group if ST customers, resources (*vehicle, facilities. etc.*), or services are involved.

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Critical Vehicle Safety Systems	Reports of malfunctioning critical vehicle systems (<i>e.g., brakes, steering, wheels, windshield wipers, etc.</i>)
Emergency Operations Center Activation	Actual activation of the EOC (<i>i.e., as directed by the Emergency Operations manager</i>).
Employee Assault	Assault on an employee while on duty or on Pierce Transit property or equipment, or Sound Transit property or equipment within Pierce Transit’s care, custody, or control, despite the severity of the assault (<i>Verbal confrontation does not qualify as an "assault"</i>).
Employee Illness	Employee illness wherein medical aid was summoned.
Fire/Smoke	Fire or smoke from a source, known or unknown, on Pierce Transit property or equipment, or Sound Transit property or equipment within Pierce Transit’s care, custody, or control.
HazMat Discharge	Discharge of any hazardous material on or from any Pierce Transit property or equipment, or Sound Transit property or equipment within Pierce Transit’s care, custody, or control.
High Profile Event	Any incident, which does not qualify under any other alert, that has gained, or is likely to gain, the attention of media and/or generate media inquiry.
Inclement Weather Response	Snow, severe flooding, or other weather conditions that cause significant service disruption.
Yellow⁴	Red⁵
<ul style="list-style-type: none"> • When directed by CC-OCM 	<ul style="list-style-type: none"> • Upgrade (A) or downgrade (B) when directed by CC-OCM
1) NWS Alert for arrival of significant weather event that would disrupt service within the next 12 to 24 hours.	A. Arrival of significant weather event that disrupts operations throughout the service area or, B. Improvement in weather conditions; sufficient Operator, Service Supervisor, and Maintenance staffing levels to meet demands; available revenue vehicles is equal to peak pull numbers; roads are clear and navigable for normal routes as confirmed by Field Supervisors <i>and</i> ; primary TCs and P&Rs are operational and accessible.

⁴ MUST call ST-EDO [(206) 398-5428] within 15 minutes of awareness of event *if* ST property or customers are involved.

⁵ MUST call CC-OCM or delegate within 5 minutes.

MUST call ST-EDO [(206) 398-5428] within 15 min. of awareness of event, *if* ST property or customers are involved.

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Lost Paratransit Passenger	Unknown whereabouts of a paratransit customer from our care, custody, or control.
Major Criminal Activity or CAP (Crimes Against Person[s])	Major criminal activity (<i>other than an employee assault – see “Employee Assault” alert</i>) on PT property or equipment, as well as Sound Transit property or equipment within Pierce Transit’s care, custody, or control, wherein either; (1) law enforcement response is summoned and there is a LE/PSO use of force involved (<i>i.e., “use of force” includes weapon(s) drawn</i>), (2) criminal activity, with or <i>without</i> weapon(s), against a person(s) (<i>e.g., robbery, rape, assault, abductions, etc.</i>) or, (3) report of a weapon being held or displayed in, what could be perceived as, a threatening manner.
Major Service Disruption	Service delays of <u>1 hour or more</u> from unplanned activities: (<i>i.e. creates long term traffic jams, and multiple missed, incomplete, or cancelled trips</i>).
Alert	Description
Missed Shift LPD	LPD shift is unfilled for over 10 minutes, or notification that an officer cannot complete her/his shift for any reason.
Non-Employee Illness	Passenger/Customer/Public illness <u>requiring medical transport</u> to medical facility for treatment or evaluation.
Operational System Failure	On-site shutdowns of non-security, critical operational systems (<i>i.e. Fuel, power, audio radio, phones, internet, key programs, etc.</i>)
Security Breach/Suspicious Packages/Explosives Found	Covers; (1) “Intentional” human intrusion on/into secured areas, (2) all law enforcement-defined "suspicious" packages and, (3) anytime bomb squad is summoned or there has been an actual explosion.
Security System Failure	Malfunctioning security systems; CCTV, card readers, gates, etc. (<i>including <u>un</u>intentional human intrusion on/into secured areas</i>)

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COMMUNICATION PLAN (PT SERVICE)

All Alerts *In addition* to the notification phone calls required, as listed above, call Comm Center On-Call Manager within 5 minutes, or as soon as possible and reasonable and provide initial information for any other events that result in critical injuries and receives medical transport, fatality, extensive² damage, or are high profile. You **MUST** leave a message if the CC-OCM does not answer the call.

Follow the chain of notification listed below, if you do not receive a call back from the CC-OCM within 45 minutes of leaving your message, until you are able to speak with someone on this list.

1. Communication Center Assistant Manager, Service Support, Operations
2. Transportation Manager, Service Support, Operations
3. Transportation Manager, Transit Operations
4. Executive of Director, Service Delivery & Support

COMMUNICATION PLAN (ST SERVICE)

There are two (2) methods of notifying Sound Transit of incidents and events involving ST customers, resources (*vehicle, facilities, etc.*), and/or services. These methods are: (1) e-mails to the 'Sound Transit Reports' e-mail distribution group and, (2) phone calls to the Sound Transit EDO (206.398.5428).

- An e-mail to the 'Sound Transit Reports' e-mail distribution group must be sent out anytime an incident qualifies for distribution (*Everbridge, Detour Distribution, Accident Notification, etc.*) **and** the incident/event is associated with ST customers, resources, and/or services.
- A phone call to the Sound Transit EDO (206.398.5428) must be made anytime a code YELLOW or code RED Everbridge page is sent out or emergency responders (*i.e. police, fire, or medical*) arrive on scene, **and** the incident/event is associated with ST customers, resources, and/or services.

❖ **High Priority Emergencies requiring immediate Sound Transit notification:**

(Comm. Center **MUST** notify Sound Transit EDO or designee (206.398.5428) of any high priority emergency event involving Sound Transit equipment, or on Sound Transit property, in a timely manner - leave message if unanswered).

"Timely manner" is generally defined to mean within 15-30 minutes of awareness that an event is a High Priority Emergency. A High Priority Emergency is defined as any event involving Sound Transit equipment or occurring on Sound Transit property in which:

- A passenger, employee, pedestrian, or member of the public being transported to a medical facility by Fire, Police or EMS with significant injuries and/or hospitalization is probable
- A fatality
- Property damage exceeding \$25,000
- Police response for a felony crime (examples: robbery, arson and drug sales)
- Fire response when there is a risk or belief of potential fire.
- Media response (*except traffic reports*)

A preliminary report (*Event Control Log & Radio Call Log entry*) for a High Priority Emergency must be submitted to Sound Transit Reports e-mail distribution list the same day, if possible, or no later than 9:00 a.m. the next morning. At a minimum it should include route, location, time, description of incident, description of damage and injuries (if any). Sound Transit staff will review the report and may request follow up. Updates would follow if additional information becomes available.