

RARET: Hopelink Brokerage Staff Preparedness Training

Bellevue Hopelink, Quarterly All-Staff Transportation Meeting

October 10th, 2018

Purpose

Provide emergency preparedness training to Hopelink Transportation staff, to reinforce their role (as service-critical staff) in an emergency and equip them to come to work in an emergency to support the regional transportation system. While the training was developed using an all-hazards approach, the presentation focused on snow and adverse weather.

Participants

The training was attended by 61 Hopelink Transportation staff, representing the Brokerage call center, partner relations, upper management, and mobility management.

Training Format

The training was facilitated by Randy Fay and Melissa Brown Rotholtz, with assistance from Mike Ryan. Participants engaged in group discussions and completed break-out scenarios following the presentation.

The training covered the following topics:

- Emergency Planning – transportation, communications, reunion plans
- Preparedness Kits – at home, vehicle, under bed kits
- Planning considerations for aging parents, young children, and pets
- How to stay informed – alert systems
- How to get involved – community preparedness efforts

After the training, each participant left with an emergency kit filled with preparedness brochures and supplies provided by Snohomish County DEM, King County DEM, and Bellevue Fire.

Takeaways

Employers with service-critical staff that support the region's transportation system should engage in preparedness activities to ensure sustained staffing during an emergency or weather event. Many Hopelink Transportation staff drive alone to work and expressed in discussion that they had not identified alternate ways to get to work, such as public transit or carpooling.

Break Out Scenario Example

1. Getting to Work – A snow storm in King County has resulted in icy roads and your child's school has been cancelled. Your electricity and utilities are still operating, and you are required to come into work.
 - a. How will you arrange for childcare for a young child if school is cancelled? What steps can you take in advance?
 - b. How can you prepare your car for winter weather?
 - c. What resources can you use to check for road conditions or accidents that may delay your commute to work?
 - d. If you are unable to drive on icy roads, what are steps you can take to find others to carpool with?
 - e. If you use the bus, how can you check for snow re-routes, delays or cancellations?
 - f. What areas will be prioritized for bus service during snow disruptions?