What role, if any, do you see your organization fulfilling during an emergency?
- Mass sheltering
- Comfort care
- Coordination of emergency healthcare providers
- Evacuation
- Moving individuals out of the affected area
- Using drivers who see issues or concerns while in route to help with situational awareness for emergency management
- Use SNOTRAC member at EOC as a transit liaison
- Liaison with regional transportation providers (emergency transportation network)

Who at your organization is in charge and responsible during an emergency?
- Transportation Director
- Preparedness Teams
- Vice President of Transportation
- Director of KC Metro
- KC Metro Emergency Manager
- County Emergency Manager
- City Manager

What annual and/or re-occurring emergencies or disruptions do you typically deal with?
- Weather related:
  - Snow accumulation
  - High winds
  - Flooding
  - Power outages
  - Trees/debris blocking roads
- Fires
- Holiday parades and/or celebrations
- Presidential visits
- Road/bridge closures for inspection, maintenance, new construction, events (Blue Angels, Charity Fun Runs)
As Emergency Managers, how do you see transit providers participating in an emergency? Where do you see transit providers in an emergency coordination center?

- Transportation providers can be subject matter experts
- Have a transportation liaison in an emergency operation center (EOC)
- Provide a status update to transit providers
- Access to pulse of organizations
- Use large busses for temporary shelters
- Develop relationships between transit organizations and emergency programs
- Transit assets can be used to evacuate people

What obstacles did your agency face while managing the annual / re-occurring emergencies or disruptions?

- Staffing:
  - Moving staff mind set from normal operations to emergency procedures
  - Having enough people at each level of the process
  - Staff relying on public transportation to get to work delayed
- Road conditions
- Expectations of the public
- Need to coordinate with medical providers
- Communication - getting correct information out to staff and clients
- Alert notification for certain situations such as adverse weather

What gaps did your agency identify with managing the annual emergencies, and did you develop a work-around (agency best practice)?

- Cancelled all rides, but this created a gap (reduced service)
- Lack of specialized weather training for drivers
- Need to update staff on-call procedures, skills, and requirements
- Continuity of Operations
- Need to learn what the emergency management plans and assumptions are
- Clarification of MOU/MOA
- Planning ahead to bring in more staff sooner
- Being able to stay connected to community resources and clients
- Competing resource requests
- Staff delayed in reporting (taking care of homes and families first)
- Building relationships with transportation providers
**How do you communicate with your stakeholders (within your city/county) about emergencies, EOC/ECC activations, declared emergencies (proclamations)?**

- Stakeholders call us if they get missed
- With trusted leaders in the community (especially for immigrant and refugee communities)

**How does your agency prioritize transportation trips for short, medium, and longer duration emergencies (1-2 days), (3-4 days), (7 days to 2 weeks)?**

- If we can provide services we will until we can’t anymore - only ramp down/ adjust for priorities
- Would depend on how large the affected area is (little to no experience yet with large incidents)
- Types of trips, circumstances, type of emergency, location, other limitations
- By medical need, information from the caller
- Hopelink is funded by the State; if State can identify priority needs, we can help with transports to shelters

**How does your Emergency Management Office track resources during an emergency? Is your office connected to NEMT if there is that type of request/need? If not, how does your office meet that request/need?**

- We don’t deal with transportation for individual’s unless it’s an emergency
- We prioritize 911 calls
- We might use police or fire to transport 1st responders to site (doctors to a hospital)
- Isolated individuals or critical responders who have caregiver needs (can transport child in a wheelchair with responder to EOC)
- Pharmacy needs (in longer event), food needs, teach how to shelter in place
- Identify the following:
  - Priorities
  - How to track of resources
  - Who is available
  - What type of equipment do they have available.