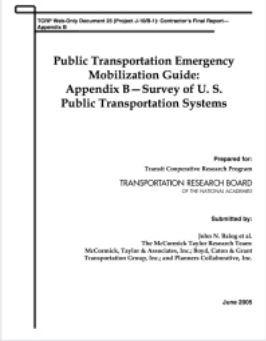

Public Transportation Emergency Mobilization and Emergency Operations Guide: Appendix B--Survey of U. S. Public Transportation Systems

DETAILS

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APPENDIX B: SURVEY OF U.S. PUBLIC TRANSPORTATION SYSTEMS

A strategic assessment of the public transportation industry's emergency planning, preparedness, and incident scene management capabilities was conducted as part of this research program. The survey considered a number of topics, including current security plans, coordination with other systems and agencies, security-related concerns, and other priorities.

METHODOLOGY AND DEVELOPMENT OF THE DATA SET

The Emergency Mobilization Survey research instrument and an accompanying cover letter were distributed via e-mail to 238 public transportation systems in the US (100 large, urban systems and 138 small, rural, or paratransit systems).[1] Initially, 33 systems responded. A second e-mail with the survey instrument and cover letter was sent to those systems not responding to the initial request. This increased the number of completed responses to 63. To further increase the response rate, a third e-mail was sent to the remaining non-responding systems. Ultimately 89 (37%) completed responses were obtained.

A database including the following five tables was created to document the 89 responses and to facilitate analysis. The main table, System, contains descriptive information about each responding system (system name, location, size, and total number of vehicles and employees). The Survey Contact table includes data on the name, title, phone, fax, and e-mail address of each individual respondent. The Systems Vehicles table includes data on the modes operated by each system and the number of vehicles per mode per system. The System Security table includes data on the types of security arrangements that exist at each system. The Survey Response table captures the response to each numbered question within the instrument provided by each respondent.

All tables were linked by a unique system identification code (ID), typically an established acronym for the system name. A unique ID was created for systems without an established acronym. This link established the one-to-many relationships between the System and its four subsidiary tables.

All tables included a comment or description field to record any written remarks or non-standard responses to each question.

The System category consists of one record for each responding agency. The size field is based on the total number of vehicles. Systems with fewer than 100 total vehicles were labeled as small. Medium sized systems had between 100 and 249 vehicles, and large systems had 250 or more. Consequently, the 89 respondents included 37 small, 17 medium, and 33 large systems.[2]

[1] The cover letter and survey research instrument are included in Appendix A.

[2] Two systems were not included in a size category because they did not indicate their fleet size.

The "mode combo" field in the System table categorizes each system according to the range of vehicle types it operates, as listed in the Vehicles table. Systems are classified as operating in one of four possible mode combinations. On-Road Only (O) includes systems with bus and/or paratransit vehicles, but no rail vehicles. On-Road and Rail (OR) includes systems with bus and/or paratransit vehicles and rail vehicles, including light rail, commuter rail, and/or heavy rail. Rail Only (R) includes systems with rail service only, including light rail, commuter rail, and/or heavy rail. Ferry Only (F) includes systems with ferry service, but no other modes.

Of the 89 respondents, 67 operate On-Road Only services, 17 operate On-road and Rail services, four operate Rail-Only services, and one operates Ferries Only.

The categorization of systems by size and mode combination was established to organize each in a variety of ways and to possibly uncover potential patterns or correlations that may not otherwise be revealed when analyzing aggregate survey response data.

There are 94 records in the Survey Contact category, indicating that, in a few instances, more than one individual from the same system completed the instrument.

The System Vehicles category contains 187 records, while the System Security table has 122 records. Eighty systems responded to this question, with 40 percent reporting the use of more than one security arrangement type.

The Survey Response category contains one record for each system's response to each question. Although the Survey contained 15 numbered questions, 3 had multiple-parts. Therefore, there are 44 answers recorded for each of the 89 respondents, yielding 3,916 records. Blank responses were recorded, in addition to comments or contradictory responses, such as answering both yes and no to any given question.

The database contains a number of selection and cross-tabulation queries and reports used to filter and analyze the data.

ANALYSIS OF MOBILIZATION SURVEY INSTRUMENT RESPONSES

This subsection presents the results of the analysis.

CLASSIFICATION OF RESPONDENTS

Table B-1 displays respondents by system size and mode type. Of the 89 responding systems, the percentage of large and small system respondents is similar (37 and 42 percent, respectively), while 17 percent of respondents are medium-sized.

TABLE B-1: NUMBER OF SYSTEMS RESPONDING TO THE SURVEY CROSS-TABULATED BY MODE AND SIZE

	SIZE	SIZE	SIZE	NO SIZE		
MODE TYPE	**L**	**M**	**S**	**DATA**	**TOTAL**	**PERCENT BY MODE**
ON-ROAD ONLY (O)	16	13	36	2	67	75%
ON-ROAD & RAIL (OR)	14	3	0		17	19%
RAIL ONLY (R)	3	1	0		4	5%
FERRY ONLY (F)	0	0	1		1	1%
TOTAL	33	17	37	2	89	100%
PERCENT BY SIZE	37%	19%	42%	2%	100%	

Considering public transportation modes, 75 percent operate on-road vehicles only, while nearly one-quarter (24 percent, combined) operate some form of rail service. More than half (36 of 67 systems or 54 percent) of systems operating on-road vehicles only are considered small systems. About 19 percent are medium-sized and 24 percent are large.

Due to the Ferry Only category representing just one respondent, it is not considered in the full analysis of responses to the survey questions, to protect the confidentiality of this respondent.

ANALYSIS OF RESPONSES TO QUESTIONS

Responses to each question were analyzed by system size and mode type in order to uncover distinctions that may be otherwise hidden in composite statistics. Various tables are provided to illustrate deviations in responses by size or mode type. Where no differences were evident or where differences were considered of minor significance, a table of composite statistics is also provided. Wherever questions dealt with similar issues, relationships among the responses to these specific related questions were researched.

Each of the questions in the survey together with the responses is presented below.

Question 1: Does Your System or Agency Meet Regularly with Local Agencies, such as Emergency Management Agencies, Offices of Emergency Management, and Local Emergency Planning Committees, in the Community Emergency Planning Process?

Public transportation systems overwhelmingly responded that they do meet regularly, as shown in Table B-2. Systems responding no to this question were largely small systems operating On-Road Only vehicles.

TABLE B-2: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 1 [DO YOU MEET WITH LOCAL AGENCIES IN EMERGENCY PLANNING PROCESS?]

	YES	NO	NOT SURE
NUMBER OF RESPONSES	73	15	1
PERCENTAGE OF TOTAL RESPONSES	82.0	16.9	1.1

Question 2: Has Your System Identified the Emergency/Disaster Events Most Likely to Occur in its Region?

Public transportation systems overwhelmingly responded that they have, as shown in Table B-3. Systems responding no to this question were evenly split by system size, but all were in the On-Road Only category.

TABLE B-3: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 2 [HAVE YOU IDENTIFIED LIKELY EMERGENCY/DISASTER EVENTS?]

	YES	NO	NOT SURE
NUMBER OF RESPONSES	80	7	2
PERCENTAGE OF TOTAL RESPONSES	89.9	7.9	2.2

Question 3: Has Your Transit System Developed a Security Plan Containing Emergency Plans Covering a Range of Possible Natural and Man-Made Emergency Events and Including Strategies for Continuing to Deliver Public Transportation Service Under a Range of Conditions?

While 65 percent of all respondents said that they had a security plan in place that covered responses to emergencies, Table B-4 illustrates that medium-sized systems appear to be the most prepared, with 82 percent responding yes. Surprisingly, a quarter of the large systems seem to be lacking a developed security plan. Over half of the small systems currently do not have a plan in place.

TABLE B-4: RESPONSES TO QUESTION 3 BY SYSTEM SIZE [HAVE YOU DEVELOPED A SECURITY PLAN?]

SIZE	TOTAL	% YES	% NO	% BLANK
S	37	49	49	3
M	17	82	6	12
L	33	76	15	9
NO SIZE DATA	2	50	50	0
TOTAL	89	65	28	7

Table B-5 illustrates that approximately 75 percent of systems with rail service have developed security and emergency plans. Sixty-one percent of all respondents operating On-Road Only service have a security plan.

TABLE B-5: RESPONSES TO QUESTION 3 BY MODE TYPE [HAVE YOU DEVELOPED A SECURITY PLAN?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK
ON-ROAD & RAIL	17	76	12	12
ON-ROAD ONLY	67	61	33	6
RAIL ONLY	4	75	25	0
TOTAL	88	65	28	7

Note: This table excludes one Ferry Only system.

Question 4: Even if your system does not have a overall security plan, do you have procedures in place which: (part 1) Define who does what, when, where, and how to lessen the effects of, prepare for, respond to, and recover from emergency incidents?; (part 2) Provide updated contact and on-call systems ensuring 24/7 access to critical internal decision-makers, both at headquarters and in the field?; (part 3) Refer to the incident command system (ICS), and use its concepts to organize transit incident management and ensure coordination with emergency response and service agencies?; (part 4) Include reference to mutual aid and other support agreements with appropriate local and state agencies?; (part 5) Describe how the Emergency Operations Center is established?; (part 6) Include the roles and responsibilities of dispatchers or controllers during emergency situations?; (part 7) Describe your system's procedure for establishing an incident command post, and for requesting, staging and tracking resources and personnel?; (part 8) Describe the system's organization of personnel into incident response teams, facility response teams, or some other designation to ensure that capable system personnel arrive on the scene with the right equipment?; (part 9) Detail the system's response to specific types of incidents (for instance, fires, accidents, flooding, bomb threats, hazardous materials spills, snow/ice conditions, etc.)?

Question 4 is a multi-part question that addresses nine different aspects of a public transportation system security plan. It asks the respondent whether the security plan includes a variety of components. Table B-6 presents a summary of the responses to each part. The % Unresolved column indicates contradictory answers given in response to a question.

Over two-thirds of respondents answered yes to parts 1, 2, 3, 4, 6, and 9, as indicated in Table B-6. Parts 5, 7, and 8 of Question 4 had a high percentage of no responses, indicating a lack of procedures in these target areas.

This higher negative response to Parts 5, 7, and 8 may seem contradictory to the 80 percent positive response to Part 1 of Question 4, where respondents reported that procedures were in place that defined "who does what, where, and how to lessen the effects of, prepare for, respond to, and recover from emergency incidents." On closer examination of the percentages, it appears that the respondents' answers reveal three different levels of confidence in security procedures, depending on the implied scope and activity level of the specific procedure.

TABLE B-6: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 4 [DO YOU HAVE SECURITY PROCEDURES IN PLACE?]

PART	% YES	% NO	% BLANK	% UNRESOLVED
1. DEFINE WHO DOES WHAT IN AN EMERGENCY?	79.8	14.6	5.6	0.0
2. PROVIDE UPDATED CONTACT LISTS?	87.6	7.9	4.5	0.0
3. USE ICS CONCEPTS?	66.3	27.0	6.7	0.0
4. REFERENCE SUPPORT AGREEMENTS WITH OTHERS?	68.5	25.8	5.6	0.0
5. DESCRIBE HOW EOC IS ESTABLISHED?	50.6	39.3	10.1	0.0
6. DEFINE DISPATCHER ROLES?	80.9	13.5	5.6	0.0
7. DESCRIBE ICS PROCEDURES?	53.9	37.1	7.9	1.1
8. DESCRIBE EMERGENCY TEAMING ARRANGEMENTS?	59.6	33.7	6.7	0.0
9. DEFINE RESPONSE BY TYPE OF INCIDENT?	70.8	23.6	5.6	0.0

Many systems seem confident that their internal emergency procedures are in place. Respondents generally report that contact lists and on-call systems to access internal decision-makers have been established, and dispatchers and controllers have well-defined roles and responsibilities in emergency situations. More than 80 percent of respondents provided a yes response to Parts 2 and 6 in Table B-6.

Systems seem somewhat confident in referencing events, concepts, or agreements outside the system in their emergency procedures. Systems reported that they have response procedures in place referring to specific types of natural and man-made disasters, ICS concepts, and mutual support agreements with other agencies in their communities. An average of 68.5 percent provided a yes response to Parts 3, 4, and 9 in Table B-6.

Respondents are less sure they have effective procedures in place for activating a specific emergency response requiring coordination with others outside of the system, including establishing emergency operations centers, incident command posts, and incident command teams. Less than 60 percent replied yes in response to Parts 5, 7, and 8 in Table B-6.

Question 4, Part 5: Even If Your System Does Not Have an Overall Security Plan, Do You Have Procedures in Place Which Describe How the Emergency Operations Center is Established?

The data in Tables B-7 and B-8 suggests a majority of respondents from small systems and On-Road Only systems have no procedures in place to describe the complicated structure of the EOC. Also, if blank answers are considered non-positive responses, a majority of medium-sized systems appear to be in the same situation.

TABLE B-7: RESPONSES TO QUESTION 4, PART 5 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES IN PLACE DESCRIBING HOW EMERGENCY OPERATIONS CENTER IS ESTABLISHED?]

SIZE	TOTAL	% YES	% NO	% BLANK
S	37	35	59	5
M	17	47	35	18
L	33	70	18	12
NO SIZE DATA	2	50	50	0
TOTAL	89	51	39	10

TABLE B-8: RESPONSES TO QUESTION 4, PART 5 BY MODE [DO YOU HAVE PROCEDURES IN PLACE DESCRIBING HOW EMERGENCY OPERATIONS CENTER IS ESTABLISHED?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK
ON-ROAD & RAIL	17	76	12	12
ON-ROAD ONLY	67	40	49	10
RAIL ONLY	4	100	0	0
TOTAL	88	51	39	10

Note: This table excludes one Ferry Only system.

Question 4, Part 7: Even If Your System Does Not Have an Overall Security Plan, Do You Have Procedures in Place Which Describe Your System's Procedure for Establishing an Incident Command Post, and For Requesting, Staging, and Tracking Resources and Personnel?

The data in Tables B-9 and B-10 suggest that the majority of respondents from small systems and On-Road Only systems have no procedures in place to describe how an ICP is established and maintained. In addition, a quarter of medium and large systems also do not have such procedures in place.

TABLE B-9: RESPONSES TO QUESTION 4, PART 7 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES FOR ESTABLISHING INCIDENT COMMAND POST, AND FOR REQUESTING, STAGING, AND TRACKING RESOURCES AND PERSONNEL?]

SIZE	TOTAL	% YES	% NO	% BLANK	% UNRESOLVED
S	37	38	54	5	3
M	17	59	24	18	0

TABLE B-9: RESPONSES TO QUESTION 4, PART 7 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES FOR ESTABLISHING INCIDENT COMMAND POST, AND FOR REQUESTING, STAGING, AND TRACKING RESOURCES AND PERSONNEL?]

L	33	70	24	6	0
NO SIZE DATA	2	50	50	0	0
TOTAL	89	54	37	8	1

TABLE B-10: RESPONSES TO QUESTION 4, PART 7 BY MODE [DO YOU HAVE PROCEDURES FOR ESTABLISHING INCIDENT COMMAND POST, AND FOR REQUESTING, STAGING, AND TRACKING RESOURCES AND PERSONNEL?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK	% UNRESOLVED
ON-ROAD & RAIL	17	82	12	6	0
ON-ROAD ONLY	67	43	46	9	1
RAIL ONLY	4	100	0	0	0
TOTAL	88	54	37	8	1

Note: This table excludes one Ferry Only system.

Question 4, Part 8: Even If Your System Does Not Have an Overall Security Plan, Do You Have Procedures in Place Which Describe the System's Organization of Personnel into Incident Response Teams, Facility Response Teams, or Some Other Designation to Ensure that Capable System Personnel Arrive on the Scene with the Right Equipment?

The data in Tables B-11 and B-12 indicate that nearly half of respondents from small systems and On-Road Only systems do not have procedures in place to describe the integration of personnel into emergency response teams. In addition, if both negative and blank responses are considered, almost a third of medium and large systems do not have such procedures in place.

TABLE B-11: RESPONSES TO QUESTION 4, PART 8 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES DESCRIBING THE SYSTEM'S ORGANIZATION TO ENSURE THAT CAPABLE SYSTEM PERSONNEL ARRIVE ON THE SCENE WITH THE RIGHT EQUIPMENT?]

SIZE	TOTAL	% YES	% NO	% BLANK
S	37	51	43	5
M	17	65	24	12
L	33	67	27	6
NO SIZE DATA	2	50	50	0
TOTAL	89	60	34	7

TABLE B-12: RESPONSES TO QUESTION 4, PART 8 BY MODE [DO YOU HAVE PROCEDURES DESCRIBING THE SYSTEM'S ORGANIZATION TO ENSURE THAT CAPABLE SYSTEM PERSONNEL ARRIVE ON THE SCENE WITH THE RIGHT EQUIPMENT?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK
ON-ROAD & RAIL	17	82	18	0
ON-ROAD ONLY	67	51	40	9
RAIL ONLY	4	100	0	0
TOTAL	88	59	34	7

Note: This table excludes one Ferry Only system.

Question 5: Have All Personnel Been Appropriately Trained (According to Their Responsibilities) on How to Respond in an Emergency Situation?

Table B-13 indicates that about 40 percent of all systems have not yet trained their personnel regarding how to respond to an emergency. This information is consistent, regardless of system size. As seen in Table B-14, almost half of the On-Road Only systems have yet to train their personnel, while a third of On-Road & Rail systems have also failed to do so.

TABLE B-13: RESPONSES TO QUESTION 5 BY SYSTEM SIZE [ARE ALL PERSONNEL APPROPRIATELY TRAINED TO RESPOND TO AN EMERGENCY?]

SIZE	TOTAL	% YES	% NO	% BLANK
S	37	57	43	0
M	17	65	35	0
L	33	58	39	3
NO SIZE DATA	2	0	100	0
TOTAL	89	57	42	1

TABLE B-14: RESPONSES TO QUESTION 5 BY MODE [ARE ALL PERSONNEL APPROPRIATELY TRAINED TO RESPOND TO AN EMERGENCY?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK
ON-ROAD & RAIL	17	65	35	0
ON-ROAD ONLY	67	54	45	1
RAIL ONLY	4	100	0	0
TOTAL	88	58	41	1

Note: This table excludes one Ferry Only system.

Question 6: Has Your System Integrated with Local, State, and Federal Homeland Security Programs to Develop and Coordinate Protective Measures for Times of Heightened Threat?

Over half (57 percent) of respondents indicated that their systems have integrated with local, state, and federal Homeland Security programs. The other 43 percent, answering no or not sure, were mostly small systems. However, 27 percent of large systems and 35 percent of medium-sized systems either did not integrate or did not know about integrating with Homeland Security programs, as shown in Table B-15. Table B-16 illustrates that this lack of coordination with Homeland Security programs extends across modes, although systems with rail service are more integrated.

TABLE B-15: RESPONSES TO QUESTION 6 BY SYSTEM SIZE [HAS YOUR SYSTEM INTEGRATED WITH HOMELAND SECURITY PROGRAMS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE
S	37	38	46	16
M	17	65	29	6
L	33	73	9	18
NO SIZE DATA	2	100	0	0
TOTAL	89	57	28	15

TABLE B-16: RESPONSES TO QUESTION 6 BY MODE [HAS YOUR SYSTEM INTEGRATED WITH HOMELAND SECURITY PROGRAMS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE
ON-ROAD & RAIL	17	76	0	24
ON-ROAD ONLY	67	51	36	13
RAIL ONLY	4	75	25	0
TOTAL	88	57	28	15

Note: This table excludes one Ferry Only system.

Question 7: Has Your System Met with Companies/Agencies Experienced in Evacuation Planning, Such as Nuclear Power Plants and Chemical Companies, for Advice and Recommendations Regarding Evacuation Planning?

Most public transportation systems responded that they have not met with other experts in evacuation planning to gain information, as shown in Table B-17. Only about a quarter of the systems, regardless of size and mode type, have consulted with outside experts in this area.

TABLE B-17: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 7 [HAS YOUR SYSTEM MET WITH COMPANIES/AGENCIES EXPERIENCED IN EVACUATION PLANNING?]

	YES	NO	NOT SURE
RESPONSES	24	59	6
%	27	66	7

Question 8: Has Your System Reviewed the Understanding of Other Local or Regional Emergency Response Agencies Regarding Your System's Available Capabilities and Resources in Times of Emergency?

Nearly 90 percent of large systems and systems operating both on-road and rail service have reviewed the availability of their emergency resources with community emergency response agencies, as shown in Tables B-18 and B-19. About 70 percent of small or medium size systems, or those operating in a single mode, have held reviews.

TABLE B-18: RESPONSES TO QUESTION 8 BY SYSTEM SIZE [HAS YOUR SYSTEM REVIEWED THE UNDERSTANDING OF OTHER LOCAL OR REGIONAL EMERGENCY RESPONSE AGENCIES REGARDING YOUR SYSTEM'S AVAILABLE CAPABILITIES AND RESOURCES IN TIMES OF EMERGENCY?]

SIZE	TOTAL	% YES	% NO	% NOT SURE	% BLANK	% UNRESOLVED
S	37	68	27	5	0	0
M	17	71	6	18	0	6
L	33	88	6	3	3	0
NO SIZE DATA	2	100	0	0	0	0
TOTAL	89	76	15	7	1	1

TABLE B-19: RESPONSES TO QUESTION 8 BY MODE [HAS YOUR SYSTEM REVIEWED THE UNDERSTANDING OF OTHER LOCAL OR REGIONAL EMERGENCY RESPONSE AGENCIES REGARDING YOUR SYSTEM'S AVAILABLE CAPABILITIES AND RESOURCES IN TIMES OF EMERGENCY?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE	% BLANK	% UNRESOLVED
ON-ROAD & RAIL	17	88	0	12	0	0
ON-ROAD ONLY	67	73	19	6	1	0
RAIL ONLY	4	75	0	0	0	25
TOTAL	88	76	15	7	1	1

Note: This table excludes one Ferry Only system.

Question 9: In your experience with the local emergency planning process, have you identified any of the following concerns? (part 1) Local planning agencies may not fully understand public transportation, and how it can support community response to an emergency. (part 2) Local planning agencies may fail to place sufficient priority on effective traffic management following emergency incidents. (part 3) Local planning agencies may not have provisions for integrating up-to-date information on construction projects and detours into emergency evacuation plans. (part 4) Local planning agencies may not consider regional and state impacts (and required coordination) resulting from local evacuations and events. (part 5) Local planning agencies may not be able to forecast the impacts of evacuations on local traffic conditions. (part 6) Local planning agencies may not address the full range of hazards facing the community and the different effects on traffic conditions. (part 7) Local planning agencies may view rapid evacuation as the only response available, failing to consider staggered evacuations or in-place sheltering, which assist in traffic management. (part 8) Local planning agencies may not consider the impacts of time-of-day and school closures on traffic patterns in emergencies. (part 9) Local emergency plans may fail to fully address public information requirements during emergencies. (part 10) Local plans may not address the needs of people in hospitals, nursing homes, assisted living centers, and those without cars or access to cars, as well as inhabitants of prisons and correctional facilities. (part 11) Local planning agencies may not appreciate the value of pre-designated evacuation and incident staging plans (including transportation routes) for major facilities within the community. (part 12) Local planning agencies may not appreciate their flexibility in using public transportation to separate citizens from their cars for a brief period of time, facilitating immediate, large-scale evacuations of downtown areas and sheltering of evacuated persons until they can be brought back safely to their cars for their journey home.

Question 9 contains multiple parts covering nine potential areas of concern for public transportation systems when interfacing with local emergency planning agencies. It asks the respondent to identify which of the 12 areas is a concern, based on past experience in dealing with the local emergency planning process. Table B-20 presents a summary of the responses to each part of this question. The % Unresolved column indicates contradictory answers given in response to a question.

The parts to Question 9 can be grouped on three levels based on the data in Table B-20:

- areas for which more than one-third of respondents had concerns;
- areas for which 25 to 30 percent of respondents had concerns; and
- areas for which less than 25 percent of respondents had concerns.

Parts 1, 2, 5, and 12 of Question 9 had the highest percentage of yes responses, with a third or more respondents identifying these as areas of concern. Systems seem most concerned that local emergency planning agencies lack an understanding of the role of public transportation in community emergency response, specifically as a valuable

adjunct to traffic management to quicken evacuation in an emergency situation. These four parts of Question 9 are considered individually.

TABLE B-20: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 9 [DO YOU HAVE CONCERNS WITH THE LOCAL EMERGENCY PLANNING PROCESS/AGENCIES?]

PART	% YES	% NO	% NOT SURE	% BLANK	% UNRE-SOLVED
1. UNDERSTANDING OF PUBLIC TRANSPORTATION ROLE IN EMERGENCY	41.6	55.1	3.4	0.0	0.0
2. POST-INCIDENT PRIORITY OF TRAFFIC MANAGEMENT	34.8	47.2	18.0	0.0	0.0
3. INTEGRATION OF DETOURS & CONSTRUCTION IN PLANS	25.8	39.3	33.7	0.0	1.1
4. LOCAL EVACUATION IMPACT ON REGION/STATE	22.5	50.6	25.8	0.0	1.1
5. EVACUATION IMPACT ON LOCAL TRAFFIC	33.7	41.6	24.7	0.0	0.0
6. FULL EFFECT OF HAZARDS ON TRAFFIC	28.1	51.7	20.2	0.0	0.0
7. VALUE OF STAGGERED EVACUATION / IN-PLACE SHELTERING TO EASE TRAFFIC	18.0	49.4	31.5	0.0	1.1
8. EFFECT OF TIME-OF-DAY / SCHOOL CLOSURES ON TRAFFIC IN EMERGENCY	21.3	59.6	19.1	0.0	0.0
9. PUBLIC INFORMATION NEEDS IN EMERGENCY	29.2	57.3	13.5	0.0	0.0
10. NEEDS OF CARLESS POPULATION IN EMERGENCY	20.2	56.2	22.5	0.0	1.1
11. VALUE OF PRE-DESIGNATED EVACUATION ROUTES	28.1	52.8	19.1	0.0	0.0
12. EVACUATION VALUE OF PUBLIC TRANSPORTATION AS FLEXIBLE ALTERNATIVE TO CAR	32.6	39.3	25.8	2.2	0.0

As a whole, respondents identified parts 3, 6, 9, and 11 as areas of moderate concern, as 25 to 30 percent responded yes. Systems seem concerned that local emergency planning agencies lack provisions to integrate the effects of construction, detours, hazards, major facility evacuation, and public information needs with transportation routing in times of emergency.

The fewest respondents had concerns with the areas addressed in parts 4, 7, 8, and 10. There are a number of ways to interpret this lack of concern. On one hand, respondents can be seen as confident that local emergency planning agencies are prepared to take into account the impacts of time-of-day, school closures, special needs of those without cars, staggered evacuations, and regional and state coordination needs regarding traffic management in an emergency. However, it is difficult to determine:

- whether respondents were indicating confidence in planning agencies as being responsible for these items;
- whether the respondents gave them ratings of low concern because they did not seem as relevant to public transportation as other parts of Question 9; or
- whether the items were not identified as important issues in the local emergency planning process.

The following paragraphs discuss survey responses for the parts of Question 9 that were identified as areas of concern by the largest proportion of respondents. These are parts 1, 2, 5, and 12.

Question 9, Part 1: In Your Experience with the Local Emergency Planning Process, Have You Identified the Following as a Concern? Local Planning Agencies May Not Fully Understand Public Transportation, and How it Can Support Community Response to an Emergency.

Small and large systems seem equally concerned about this part of Question 9. Approximately 45 percent of small and large system respondents answered yes, as shown in Table B-21. Thus, small and large systems appear twice as concerned as medium-sized systems that local planning agencies may not fully comprehend how public transportation can support community response in an emergency.

TABLE B-21: RESPONSES TO QUESTION 9, PART 1 BY SYSTEM SIZE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT UNDERSTAND HOW PUBLIC TRANSPORTATION CAN SUPPORT COMMUNITY EMERGENCY RESPONSE?]

SIZE	TOTAL	% YES	% NO	% NOT SURE
S	37	46	51	3
M	17	24	76	0
L	33	45	48	6
NO SIZE DATA	2	50	50	0
TOTAL	89	42	55	3

Table B-22 indicates that Rail-Only systems have a slightly greater concern than systems operating on-road services. This may be due to the fact that rail operates on fixed guideways and, therefore, is perceived by local planning agencies as less

adaptable than the highway network to alternate evacuation routings as outlined in emergency contingency plans.

TABLE B-22: RESPONSES TO QUESTION 9, PART 1 BY MODE TYPE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT UNDERSTAND HOW PUBLIC TRANSPORTATION CAN SUPPORT COMMUNITY EMERGENCY RESPONSE?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE
ON-ROAD & RAIL	17	41	59	0
ON-ROAD ONLY	67	40	55	4
RAIL ONLY	4	50	50	0
TOTAL	88	41	56	3

Note: This table excludes one Ferry Only system.

Question 9, Part 2: In Your Experience with the Local Emergency Planning Process, Have You Identified the Following as a Concern? Local Planning Agencies May Fail to Place Sufficient Priority on Effective Traffic Management Following Emergency Incidents.

As shown in Table B-23, large systems are the most concerned (nearly 40 percent answered yes*)* that local planning agencies may fail to place sufficient priority on the effective management of traffic flow following emergency incidents. Large systems serve mostly metropolitan areas with abundant volumes of traffic and people. Failure to manage traffic flow following an emergency event in a quick and effective manner carries a much greater risk for larger systems.

TABLE B-23: RESPONSES TO QUESTION 9, PART 2 BY SYSTEM SIZE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY FAIL TO PLACE SUFFICIENT PRIORITY ON TRAFFIC MANAGEMENT FOLLOWING EMERGENCY INCIDENTS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE
S	37	30	43	27
M	17	35	59	6
L	33	39	48	12
NO SIZE DATA	2	50	0	50
TOTAL	89	35	47	18

Table B-24 shows that rail systems also exhibit a higher level of concern regarding this issue. Because the majority of rail systems are also large systems (as indicated previously in Table B-1), this result naturally enforces the previous discussion.

TABLE B-24: RESPONSES TO QUESTION 9, PART 2 BY MODE TYPE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY FAIL TO PLACE SUFFICIENT PRIORITY ON TRAFFIC MANAGEMENT FOLLOWING EMERGENCY INCIDENTS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE
ON-ROAD & RAIL	17	35	59	6
ON-ROAD ONLY	67	34	45	21
RAIL ONLY	4	50	50	0
TOTAL	88	35	48	17

Note: This table excludes one Ferry Only system.

Question 9, Part 5: In Your Experience with the Local Emergency Planning Process, Have You Identified the Following as a Concern? Local Planning Agencies May Not Be Able to Forecast the Impacts of Evacuations on Local Traffic Conditions.

As shown in Table B-25, large and medium-sized systems are much more concerned than small systems (approximately 40 versus 27 percent, respectively) that local planning agencies may not be able to forecast the impacts of evacuations on local traffic conditions. Table B-26 shows that systems operating rail also exhibit a somewhat higher level of concern regarding traffic and impact forecasting by local planning agencies.

These results are consistent with concerns expressed in Part 2 of Question 9. Only large and medium systems operate rail services and serve larger, more densely populated areas. Therefore, forecasting the impact of evacuations on local traffic conditions is of greater concern where the number of people and vehicles is the greatest. These people and vehicles may need to be moved quickly, especially out of harms way, during or immediately following a security-related incident. Accurate forecasting is crucial for effectively accomplishing this task.

TABLE B-25: RESPONSES TO QUESTION 9, PART 5 BY SYSTEM SIZE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT BE ABLE TO FORECAST IMPACTS OF EVACUATIONS ON LOCAL TRAFFIC CONDITIONS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE
S	37	27	43	30
M	17	41	41	18
L	33	39	39	21
NO SIZE DATA	2	0	50	50
TOTAL	89	34	42	25

TABLE B-26: RESPONSES TO QUESTION 9, PART 5 BY MODE TYPE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT BE ABLE TO FORECAST IMPACTS OF EVACUATIONS ON LOCAL TRAFFIC CONDITIONS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE
ON-ROAD & RAIL	17	35	35	29
ON-ROAD ONLY	67	33	43	24
RAIL ONLY	4	50	25	25
TOTAL	88	34	41	25

Note: This table excludes one Ferry Only system.

Question 9, Part 12: In Your Experience with the Local Emergency Planning Process, Have You Identified the Following as a Concern? Local Planning Agencies May Not Appreciate Their Flexibility in Using Public Transportation to Separate Citizens from Their Cars for a Brief Period of Time, Facilitating Immediate, Large-Scale Evacuations of Downtown Areas and Sheltering of Evacuated Persons Until They Can Be Brought Back Safely to Their Cars for Their Journey Home.

As shown in Tables B-27 and B-28, large systems and systems operating both on-road and rail services expressed the greatest concern (approximately 40 percent responded affirmatively to this question) that local planning agencies may not appreciate the use of public transportation to separate citizens from their cars for a brief period of time to facilitate the evacuations of urban areas.

Systems that operate buses and rail vehicles understand the importance of minimizing private transportation on the roadway network in order to maximize on-road public transportation to facilitate evacuation and emergency response, combined with the value of providing a rail service that can move large numbers of people out of a densely populated area quickly in an emergency situation. Such systems are better equipped than unimodal systems and appreciate the flexibility alternative modes of transportation can provide. Thus, these more diverse systems show a greater concern for the issues presented in Part 12 of Question 9.

TABLE B-27: RESPONSES TO QUESTION 9, PART 12 BY SYSTEM SIZE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT PERCEIVE PUBLIC TRANSPORTATION AS A FLEXIBLE ALTERNATIVE TO CARS IN LARGE-SCALE EVACUATIONS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
S	37	27	46	24	3
M	17	29	41	29	0
L	33	39	33	27	0
NO SIZE DATA	2	50	0	0	50
TOTAL	89	33	39	26	2

TABLE B-28: RESPONSES TO QUESTION 9, PART 12 BY MODE TYPE [ARE YOU CONCERNED THAT LOCAL PLANNING AGENCIES MAY NOT PERCEIVE PUBLIC TRANSPORTATION AS A FLEXIBLE ALTERNATIVE TO CARS IN LARGE-SCALE EVACUATIONS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
ON-ROAD & RAIL	17	41	41	18	0
ON-ROAD ONLY	67	30	39	28	3
RAIL ONLY	4	25	50	25	0
TOTAL	88	32	40	26	2

Note: This table excludes one Ferry Only system.

Question 10: Has Your System Conducted an Emergency Response Simulation Drill in the Last Six Months?

The diligence of a public transportation system in conducting emergency drills is directly related to the size of the system, with a majority of large systems reporting they have conducted an emergency response simulation drill in the last six months (61 percent, as shown in Table B-29). Medium systems (47 percent) and small systems (32 percent) do not conduct emergency drills as often as large systems.

TABLE B-29: RESPONSES TO QUESTION 10 BY SYSTEM SIZE [HAVE YOU CONDUCTED AN EMERGENCY RESPONSE SIMULATION DRILL IN THE LAST SIX MONTHS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
S	37	32	68	0	0
M	17	47	53	0	0
L	33	61	30	3	6
NO SIZE DATA	2	0	100	0	0
TOTAL	89	45	52	1	2

Table B-30 shows that 64 percent of On-Road Only respondents had not conducted a drill in the last six months. This is consistent with the responses in Table B-29, since most small public transportation systems are also On-Road Only systems.

TABLE B-30: RESPONSES TO QUESTION 10 BY MODE TYPE [HAVE YOU CONDUCTED AN EMERGENCY RESPONSE SIMULATION DRILL IN THE LAST SIX MONTHS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
ON-ROAD & RAIL	17	71	18	0	12
ON-ROAD ONLY	67	34	64	1	0
RAIL ONLY	4	100	0	0	0

TABLE B-30: RESPONSES TO QUESTION 10 BY MODE TYPE [HAVE YOU CONDUCTED AN EMERGENCY RESPONSE SIMULATION DRILL IN THE LAST SIX MONTHS?]

TOTAL	88	44	52	1	2

Note: This table excludes one Ferry Only system.

Question 11: Does Your System Use No Notice Drills/Tabletop Simulations to Heighten Your System's Ability to Implement the Incident Command System During an Actual Emergency Response?

An analysis of the responses to Question 11 reveals an expected correlation with the responses to Question 10. Large systems are more likely to conduct emergency drills on a routine basis. In this case, No Notice drills/tabletop simulations are used to heighten the ability to implement ICS during an actual emergency response. Table B-31 shows that 45 percent of large systems use training tools to heighten employee awareness of ICS protocols in the event an actual incident occurs. Only 35 percent and 22 percent of medium and small systems (respectively) responded affirmatively to Question 11.

TABLE B-31: RESPONSES TO QUESTION 11 BY SYSTEM SIZE [DO YOU USE NO-NOTICE DRILLS/TABLETOP SIMULATIONS?]

SIZE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
S	37	22	62	16	0
M	17	35	59	6	0
L	33	45	45	6	3
NO SIZE DATA	2	50	50	0	0
TOTAL	89	34	55	10	1

Table B-32 illustrates responses by various modes. Approximately one-third of On-Road Only systems use No Notice drills. This is consistent with the responses in Table B-31, because most small public transportation systems are also On-Road Only systems.

No Notice drills and simulations are not considered to be the most popular training methods overall, with only one-third of all respondents reporting they use them. Almost half of respondents (45 percent) reported they have recently conducted an emergency response simulation, as shown previously in Table B-29. Of this 45 percent, it would seem that not many systems (one-third) conducted No Notice simulations based on the responses to Question 11.

TABLE B-32: RESPONSES TO QUESTION 11 BY MODE TYPE [DO YOU USE NO-NOTICE DRILLS/TABLETOP SIMULATIONS?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
ON-ROAD & RAIL	17	41	41	12	6
ON-ROAD ONLY	67	31	58	10	0
RAIL ONLY	4	50	50	0	0
TOTAL	88	34	55	10	1

Note: This table excludes one Ferry Only system.

Question 12: Does Your System Evaluate its Implementation of the Incident Command System as Part of its On-Going Program of Emergency Exercises and Drills?

Responses to Question 12 also reveal an expected correlation with the Question 10 responses. Large systems are more likely to conduct emergency drills on a routine basis and evaluate implementation of the ICS as part of an ongoing program of emergency exercises and drills. Table B-33 shows that 61 percent of large systems answered affirmatively to Question 12, whereas only 53 and 38 percent of medium and small systems (respectively) are consistently evaluating current ICS procedures.

TABLE B-33: RESPONSES TO QUESTION 12 BY SYSTEM SIZE [DO YOU EVALUATE YOUR IMPLEMENTATION OF THE INCIDENT COMMAND SYSTEM IN YOUR EMERGENCY EXERCISE AND DRILL PROGRAM?]

SIZE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
S	37	38	57	5	0
M	17	53	29	18	0
L	33	61	27	6	6
NO SIZE DATA	2	50	50	0	0
TOTAL	89	49	40	8	2

Considering that many small systems operate On-Road Only modes, the results to Question 12, as shown in Table B-34, are consistent with the responses in Table B-33, which organizes the data by system size. The majority of On-Road Only systems responded that they do not evaluate their implementation of ICS as part of a routine program (48 percent responded no to this question). In fact, many system representatives (nine percent) were unsure of how their system would answer Question 12.

TABLE B-34: RESPONSES TO QUESTION 12 BY MODE TYPE [DO YOU EVALUATE YOUR IMPLEMENTATION OF THE INCIDENT COMMAND SYSTEM IN YOUR EMERGENCY EXERCISE AND DRILL PROGRAM?]

MODE TYPE	TOTAL	% YES	% NO	% NOT SURE	% BLANK
ON-ROAD & RAIL	17	59	24	6	12
ON-ROAD ONLY	67	43	48	9	0

TABLE B-34: RESPONSES TO QUESTION 12 BY MODE TYPE [DO YOU EVALUATE YOUR IMPLEMENTATION OF THE INCIDENT COMMAND SYSTEM IN YOUR EMERGENCY EXERCISE AND DRILL PROGRAM?]

RAIL ONLY	4	100	0	0	0
TOTAL	88	49	41	8	2

Note: This table excludes one Ferry Only system.

Question 13: According to the scale (at right) consisting of not important, somewhat important, important, very important, and critical, please rank the importance of each of the following concepts to your system's emergency preparedness and planning program: (part 1) Training and procedures to raise employee awareness and recognition of security or terrorism indicators (for example, vibration, leaks or cracks in tunnels, smoke, strange odors, strange clouds or mists, out-of-place items, unusual activity, etc.). (part 2) Coordination of local and regional threat evaluation regarding decisions to suspend transportation service, to inspect systems prior to resumption of service, and to prioritize service needs upon service re-start. (part 3) Activities to support an incident command system or equivalent that is effectively and consistently used by line and supervisory personnel in minor events (small fire, vehicle break-down) as well as major ones. (part 4) Integration of the public transportation system into the community emergency response process for analysis of traffic routing alternatives, coordinating with all affected agencies and traffic management centers in the area. (part 5) Integration of public transportation into decision-making regarding options for community evacuation, reverse routing, and in-place sheltering of people. (part 6) Procedures ensuring immediate access to local decision-makers regarding any issue affecting the safety of the public transportation system or its employees. (part 7) Procedures clarifying the roles of transportation personnel, including safety directors, engineers and inspectors, in assessing and managing risks at incident site(s) affected by the incident. (part 8) Procedures clarifying the ability of system personnel to access critical locations near an incident site to perform assessments and evaluate the condition of structures. (part 9) Procedures integrating the transportation system facility evacuation plans and incident staging plans into the larger community response effort. (part 10) Coordinated plans for managing chemical, biological, radiological or nuclear releases in public transportation facilities or vehicles, as well as recovery plans outlining local standards for decontamination of these facilities or vehicles. (part 11) Procedures for immediate implementation of a coordinated public information campaign that provides clear directions to people regarding evacuation routes and the status of transportation service.

Question 13 has multiple parts and asked respondents to rank 11 concepts by their level of importance to each system's emergency preparedness and planning program. The concepts are ranked on a scale of not important to critical.

A brief analysis of the responses regarding these concepts is explained throughout the remainder of this subsection. Responses pertaining to each of the previously mentioned parts of Question 13 are illustrated in Table B-35.

TABLE B-35: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 13 [RANK THE IMPORTANCE OF THE FOLLOWING CONCEPTS TO YOUR EMERGENCY PREPAREDNESS PROGRAM]

	LEVEL OF IMPORTANCE					
PART	% NOT IMPORTANT	% SOMEWHAT IMPORTANT	% IMPORTANT	% VERY IMPORTANT	% CRITICAL	% BLANK
1. TRAINING	2.2	5.6	28.1	34.8	28.1	1.1
2. LOCAL/ REGIONAL COORDINATION OF TRANSPORTATION DECISIONS	2.2	9.0	21.3	39.3	27.0	1.1
3. ICS USE FOR MINOR EVENTS	6.7	4.5	25.8	44.9	16.9	1.1
4. INCLUSION OF PUBLIC TRANSPORTATION IN ANALYSIS OF TRAFFIC ROUTING ALTERNATIVES	1.1	5.6	12.4	50.6	29.2	1.1
5. INCLUSION OF PUBLIC TRANSPORTATION IN COMMUNITY EVACUATION OPTION DECISIONS	0.0	7.9	15.7	42.7	32.6	1.1
6. ACCESS TO LOCAL DECISION MAKERS ON PUBLIC TRANSPORTATION SAFETY ISSUES	1.1	3.4	19.1	40.4	34.8	1.1
7. DEFINED TRANSPORTATION ROLES IN INCIDENT SITE RISK ASSESSMENT	4.5	3.4	23.6	43.8	23.6	1.1
8. DEFINED TRANSPORTATION ROLES IN CRITICAL STRUCTURAL ASSESSMENT	4.5	12.4	18.0	43.8	19.1	2.2
9. INTEGRATION OF TRANSPORTATION FACILITY EMERGENCY PLANS WITH LARGER COMMUNITY	1.1	7.9	30.3	37.1	23.6	0.0
10. COORDINATED PLANS: HAZMAT	1.1	11.2	19.1	40.4	28.1	0.0

TABLE B-35: COMPOSITE STATISTICS FOR RESPONSES TO QUESTION 13 [RANK THE IMPORTANCE OF THE FOLLOWING CONCEPTS TO YOUR EMERGENCY PREPAREDNESS PROGRAM]

	LEVEL OF IMPORTANCE					
PART	% NOT IMPORTANT	% SOMEWHAT IMPORTANT	% IMPORTANT	% VERY IMPORTANT	% CRITICAL	% BLANK
MANAGEMENT & DECONTAMINATION						
11. PUBLIC INFORMATION CAMPAIGN ON TRANSPORTATION EMERGENCY PROCEDURES	1.1	4.5	18.0	46.1	30.3	0.0

In Table B-36, the % Not Important and % Somewhat Important columns from Table B-35 have been combined under the label % Less Important. The % Very Important and % Critical columns from Table B-35 have been combined under the label % More Important. This analysis technique is used to determine which concepts are weighted more heavily than others with respect to the midpoint of the ranking scale.

The data in Table B-36 indicates that the majority of respondents, over 60 percent for all parts of Question 13, ranked each concept as More Important, that is, Very Important or Critical to their emergency preparedness and planning programs. However, within each ranking, there are degrees of different importance between each of the 11 concepts. For instance, the concepts represented in Parts 2, 3, 8, and 10 of Question 13 carry the least overall importance among respondents compared to other concepts, as indicated in the % Less Important column. The concepts represented in Parts 4, 5, 6, and 11 of Question 13 carry the highest overall importance among respondents when compared to the other concepts, as indicated by the % More Important column). In order to uncover potential patterns or correlations among concepts addressed, an analysis of survey results by system size and mode type for each part of Question 13, are shown in Tables B-37 and B-38.

TABLE B-36: COMBINED STATISTICS FOR RESPONSES TO QUESTION 13 [RANK THE IMPORTANCE OF THE FOLLOWING CONCEPTS TO YOUR EMERGENCY PREPAREDNESS PROGRAM]

PART	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
1. TRAINING	7.9	28.1	62.9
2. LOCAL/REGIONAL COORDINATION OF TRANSPORTATION DECISIONS	11.2	21.3	66.3
3. ICS USE FOR MINOR EVENTS	11.2	25.8	61.8
4. INCLUSION OF PUBLIC TRANSPORTATION IN ANALYSIS OF	6.7	12.4	79.8

TABLE B-36: COMBINED STATISTICS FOR RESPONSES TO QUESTION 13 [RANK THE IMPORTANCE OF THE FOLLOWING CONCEPTS TO YOUR EMERGENCY PREPAREDNESS PROGRAM]

TRAFFIC ROUTING ALTERNATIVES			
5. INCLUSION OF PUBLIC TRANSPORTATION IN COMMUNITY EVACUATION OPTION DECISIONS	7.9	15.7	75.3
6. ACCESS TO LOCAL DECISION MAKERS ON PUBLIC TRANSPORTATION SAFETY ISSUES	4.5	19.1	75.3
7. DEFINED TRANSPORTATION ROLES IN INCIDENT SITE RISK ASSESSMENT	7.9	23.6	67.4
8. DEFINED TRANSPORTATION ROLES IN CRITICAL STRUCTURAL ASSESSMENT	16.9	18.0	62.9
9. INTEGRATION OF TRANSPORTATION FACILITY EMERGENCY PLANS WITH LARGER COMMUNITY	9.0	30.3	60.7
10. COORDINATED PLANS: HAZMAT MANAGEMENT & DECONTAMINATION	12.4	19.1	68.5
11. PUBLIC INFORMATION CAMPAIGN ON TRANSPORTATION EMERGENCY PROCEDURES	5.6	18.0	76.4

Question 13, Part 1: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Training and Procedures to Raise Employee Awareness and Recognition of Security or Terrorism Indicators (For Example, Vibration, Leaks or Cracks in Tunnels, Smoke, Strange Odors, Strange Clouds or Mists, Out-Of-Place Items, Unusual Activity, etc.).

As indicated in Table B-36, the concept of training and employee awareness procedures ranked neither among the highest nor lowest in overall importance relative to the other ten concepts evaluated. However, Tables B-37 and B-38 show that small systems do not consider this concept as important as their larger counterparts. It seems interesting that the percentages of small and large systems considering this concept as either Very Important or Critical are almost identical to the percentages of small and large systems that have trained all personnel in emergency response, as previously illustrated in the Responses to Question 5 (Table B-13).

TABLE B-37: RESPONSES TO QUESTION 13, PART 1 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE TRAINING PROCEDURES TO RAISE EMPLOYEE SECURITY AWARENESS?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	11	30	59	0
M	17	6	18	76	0
L	33	6	33	58	3
NO SIZE DATA	2	0	0	100	0
TOTAL	89	8	28	63	1

TABLE B-38: RESPONSES TO QUESTION 13, PART 1 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES TO RAISE EMPLOYEE SECURITY AWARENESS?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	6	35	53	6
ON-ROAD ONLY	67	9	27	64	0
RAIL ONLY	4	0	25	75	0
TOTAL	88	8	28	63	1

Note: This table excludes one Ferry Only system.

Medium-sized systems ranked the concept of training and employee awareness procedures more important than small and large systems when considering emergency preparedness and planning programs. By mode, Rail-Only systems ranked this concept higher than other mode groups. These results also correlate with those found in Tables B-13 and B-14, where medium-sized and Rail-Only systems responded most affirmatively to Question 5 (i.e., all personnel trained in emergency response procedures).

Question 13, Part 2: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Coordination of Local and Regional Threat Evaluation Regarding Decisions to Suspend Transportation Service, to Inspect Systems Prior to Resumption of Service, and to Prioritize Service Needs Upon Service Re-Start.

Respondents ranked the concept of coordination of local and regional threat evaluation among the lowest in overall importance relative to the other 10 concepts evaluated, as indicated previously in Table B-36. Tables B-39 and B-40 show that small systems consider this concept less important then their larger counterparts. On-Road Only systems ranked this concept less important than other modes in considering emergency preparedness and planning programs. Because most small systems operate in On-

Road Only mode, the results shown in Tables B-39 and B-40 are consistent. One possible reason for the decreased importance of the coordination of local and regional threat evaluation may be the tendency for small systems' to already be a part of other local and regional emergency response organizations. This could be the result of a more intimate community size and less specialization by job function.

TABLE B-39: RESPONSES TO QUESTION 13, PART 2 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS COORDINATION OF LOCAL/REGIONAL THREAT EVALUATION FOR DECISIONS AFFECTING TRANSPORTATION SERVICE?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	19	30	51	0
M	17	12	18	71	0
L	33	3	12	82	3
NO SIZE DATA	2	0	50	50	0
TOTAL	89	11	21	66	1

TABLE B-40: RESPONSE TO QUESTION 13, PART 2 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS COORDINATION OF LOCAL/REGIONAL THREAT EVALUATION FOR DECISIONS AFFECTING TRANSPORTATION SERVICE?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	0	12	82	6
ON-ROAD ONLY	67	15	25	60	0
RAIL ONLY	4	0	0	100	0
TOTAL	88	11	22	66	1

Note: This table excludes one Ferry Only system.

Question 13, Part 3: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Activities to Support an Incident Command System or Equivalent that is Effectively and Consistently Used By Line and Supervisory Personnel in Minor Events (Small Fire, Vehicle Break-Down) as well as Major Ones.

The concept of activities to support ICS used in minor as well as major events was ranked among the lowest in overall importance relative to the other ten concepts evaluated, as indicated in Table B-36. Tables B-41 and B-42 show that small systems consider this concept less important then their larger counterparts and On-Road Only modes ranked this concept as less important than other types of systems when considering emergency preparedness and planning programs. Because most small

systems operate in On-Road Only modes, the results in Tables B-41 and B-42 are consistent.

TABLE B-41: RESPONSES TO QUESTION 13, PART 3 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE ACTIVITIES TO SUPPORT AN INCIDENT COMAND SYSTEM FOR USE IN MINOR AS WELL AS MAJOR INCIDENTS?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	19	24	57	0
M	17	0	24	76	0
L	33	9	27	61	3
NO SIZE DATA	2	0	50	50	0
TOTAL	89	11	26	62	1

TABLE B-42: RESPONSES TO QUESTION 13, PART 3 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE ACTIVITIES TO SUPPORT AN INCIDENT COMMAND SYSTEM FOR USE IN MINOR AS WELL AS MAJOR INCIDENTS?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	0	24	71	6
ON-ROAD ONLY	67	15	27	58	0
RAIL ONLY	4	0	0	100	0
TOTAL	88	11	25	63	1

Note: This table excludes one Ferry Only system.

These outcomes also correlate with the results found in Tables B-43 and B-44. Small and On-Road Only systems had the most negative responses to Question 4, Part 3, "Do you have procedures in place that use ICS concepts for incident management and coordination of response?" Apparently, references to ICS concepts are not as familiar to small and On-Road Only systems.

TABLE B-43: RESPONSES TO QUESTION 4, PART 3 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES IN PLACE THAT REFER TO THE INCIDENT COMMAND SYSTEM AND USE ITS CONCEPTS?]

SIZE	TOTAL	% YES	% NO	% BLANK
S	37	57	38	5
M	17	65	24	12
L	33	79	15	6
NO SIZE DATA	2	50	50	0

TABLE B-43: RESPONSES TO QUESTION 4, PART 3 BY SYSTEM SIZE [DO YOU HAVE PROCEDURES IN PLACE THAT REFER TO THE INCIDENT COMMAND SYSTEM AND USE ITS CONCEPTS?]

TOTAL	89	66	27	7

TABLE B-44: RESPONSES TO QUESTION 4, PART 3 BY MODE TYPE [DO YOU HAVE PROCEDURES IN PLACE THAT REFER TO THE INCIDENT COMMAND SYSTEM AND USE ITS CONCEPTS?]

MODE TYPE	TOTAL	% YES	% NO	% BLANK
ON-ROAD & RAIL	17	82	18	0
ON-ROAD ONLY	67	60	31	9
RAIL ONLY	4	100	0	0
TOTAL	88	66	27	7

Note: This table excludes one Ferry Only system.

Question 13, Part 4: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Integration of the Public Transportation System into the Community Emergency Response Process for Analysis of Traffic Routing Alternatives, Coordinating with All Affected Agencies and Traffic Management Centers in the Area.

The concept of integration of the public transportation system into the community emergency response process for analysis of traffic routing alternatives, coordinating with all affected agencies and traffic management centers in the area, was ranked among the highest in overall importance relative to the other ten concepts evaluated, as indicated by Table B-36. Tables B-45 and B-46 show that medium and large systems and systems operating a rail service (whether alone or in conjunction with on-road services) consider this concept more important than their counterparts in smaller or On-Road Only systems when considering emergency preparedness and planning programs.

TABLE B-45: RESPONSES TO QUESTION 13, PART 4 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS COORDINATION WITH AFFECTED AGENCIES/TRAFFIC MANAGEMENT CENTERS FOR ANALYSIS OF TRAFFIC ROUTING ALTERNATIVES?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	14	11	76	0
M	17	6	12	82	0
L	33	0	15	82	3
NO SIZE DATA	2	0	0	100	0
TOTAL	89	7	12	80	1

Only medium and large systems operate rail services, therefore, the results presented in Tables B-45 and B-46 are consistent with each other. Traffic management is a more important issue in densely populated areas, where most medium and large public transportation systems operate. Integration of a public transportation system role into emergency response plans may eventually ease traffic congestion. This concept is considered of great importance in urban areas. These results are gathered from an analysis of the responses to Parts 1, 2, 5, and 12 of Question 9.

TABLE B-46: RESPONSES TO QUESTION 13, PART 4 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS COORDINATION WITH AFFECTED AGENCIES/TRAFFIC MANAGEMENT CENTERS FOR ANALYSIS OF TRAFFIC ROUTING ALTERNATIVES?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	0	6	88	6
ON-ROAD ONLY	67	7	15	78	0
RAIL ONLY	4	0	0	100	0
TOTAL	88	6	13	81	1

Note: This table excludes one Ferry Only system.

Question 13, Part 5: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Integration of Public Transportation into Decision-Making Regarding Options for Community Evacuation, Reverse Routing, and In-Place Sheltering of People.

Integration of the public transportation system into decision-making regarding options for community evacuation, reverse routing, and in-place sheltering of people was ranked among the highest in overall importance relative to the other ten concepts evaluated, as originally indicated by Table B-36. Tables B-47 and B-48 show that medium and large systems and systems operating a rail mode service (whether alone or in conjunction with on-road services) consider this concept more important than their counterparts in smaller or On-Road Only systems when considering emergency preparedness and planning programs.

The results in Tables B-47 and B-48 are consistent with each other, showing the repeated correlation between small systems and *On Road Only* systems. The results are also consistent with the responses to Question 13, Part 4. In addition to the challenges of traffic management in a congested area in times of crisis, large urban areas usually have many people to evacuate and shelter in an emergency. Consequently, large systems have a greater interest in this aspect of emergency preparedness to be included in their emergency preparedness plans.

TABLE B-47: RESPONSES TO QUESTION 13, PART 5 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS INCLUSION IN DECISION-MAKING ON OPTIONS FOR COMMUNITY EVACUATION, REVERSE ROUTING, AND SHELTERING PEOPLE IN-PLACE?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	14	19	68	0
M	17	6	18	76	0
L	33	3	12	82	3
NO SIZE DATA	2	0	0	100	0
TOTAL	89	8	16	75	1

TABLE B-48: RESPONSES TO QUESTION 13, PART 5 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS INCLUSION IN DECISION-MAKING ON OPTIONS FOR COMMUNITY EVACUATION, REVERSE ROUTING, AND SHELTERING PEOPLE IN-PLACE?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	6	0	88	6
ON-ROAD ONLY	67	7	21	72	0
RAIL ONLY	4	0	0	100	0
TOTAL	88	7	16	76	1

Note: This table excludes one Ferry Only system.

Question 13, Part 6: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Procedures Ensuring Immediate Access to Local Decision-Makers Regarding Any Issue Affecting the Safety of the Public Transportation System or its Employees.

The concept of procedures that ensure immediate access to local decision-makers regarding any issue affecting the safety of the public transportation system or its employees was ranked among the highest in overall importance relative to the other ten concepts evaluated, as initially shown in Table B-36. Tables B-49 and B-50 illustrate that approximately 75 percent of all systems, regardless of size or mode of service, rank this concept as either Very Important or Critical to their emergency preparedness and planning programs.

TABLE B-49: RESPONSES TO QUESTION 13, PART 6 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS ACCESS TO LOCAL DECISION-MAKERS REGARDING PUBLIC TRANSPORTATION SYSTEM SAFETY ISSUES?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	8	14	76	3
M	17	0	24	76	0
L	33	3	24	73	0
NO SIZE DATA	2	0	0	100	0
TOTAL	89	5	19	75	1

TABLE B-50: RESPONSES TO QUESTION 13, PART 6 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS ACCESS TO LOCAL DECISION-MAKERS REGARDING PUBLIC TRANSPORTATION SYSTEM SAFETY ISSUES?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	0	24	76	0
ON-ROAD ONLY	67	6	16	76	1
RAIL ONLY	4	0	25	75	0
TOTAL	88	5	18	76	1

Note: This table excludes one Ferry Only system.

Question 13, Part 7: Please Rank The Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Procedures Clarifying the Roles of Transportation Personnel, Including Safety Directors; Engineers, and Inspectors; in Assessing and Managing Risks at Incident Site(s) Affected by the Incident.

The concept of procedures clarifying the roles of transportation personnel in assessing and managing risks at incident sites was ranked neither among the highest nor lowest in overall importance relative to the other ten concepts evaluated. The importance of this concept with regard to emergency preparedness and planning programs is mostly independent of system size, as seen in Table B-51, and mode type, shown in Table B-52. This concept seems less important to small systems and On-Road Only systems.

TABLE B-51: RESPONSES TO QUESTION 13, PART 7 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES CLARIFYING TRANSPORTATION PERSONNEL ROLES IN RISK ASSESSMENT AND MANAGEMENT AT INCIDENT SITES?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	11	22	68	0
M	17	6	18	71	6
L	33	6	30	64	0
NO SIZE DATA	2	0	0	100	0
TOTAL	89	8	24	67	1

TABLE B-52: RESPONSES TO QUESTION 13, PART 7 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES CLARIFYING TRANSPORTATION PERSONNEL ROLES IN RISK ASSESSMENT AND MANAGEMENT AT INCIDENT SITES?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	0	41	59	0
ON-ROAD ONLY	67	9	19	70	1
RAIL ONLY	4	0	25	75	0
TOTAL	88	7	24	68	1

Note: This table excludes one Ferry Only system.

Question 13, Part 8: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Procedures Clarifying the Ability of System Personnel to Access Critical Locations Near an Incident Site to Perform Assessments and Evaluate the Condition of Structures.

This concept was ranked among the lowest in overall importance relative to the other ten concepts evaluated, as previously indicated in Table B-36. Tables B-53 and B-54 show that small and On-Road Only systems consider this concept to be less important to their larger counterparts when considering procedures of system personnel to access critical locations near an incident site to perform assessments and evaluate the condition of structures within their emergency preparedness and planning programs. The results presented in Tables B-53 and B-54 seem to consistently support the fact that most small systems operate in an On-Road Only mode.

The lower overall ranking of this concept may reflect the fact that structures used by public transportation systems are often owned by other entities (e.g., municipalities, private businesses). Also, these facilities are usually located in built-up areas, in close proximity to other large structures in the surrounding area. In the event that any of these structures are affected by an incident, there is more coordination required among

a multi-faceted network of emergency responders to decide how to safely access the facilities both directly and indirectly affected in order to assess damage. Consequently, public transportation systems may not have primary responsibility for evaluating structural damage at an incident site.

TABLE B-53: RESPONSES TO QUESTION 13, PART 8 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS THE ABILITY OF PERSONNEL TO ACCESS CRITICAL LOCATIONS NEAR INCIDENT SITES TO ASSESS STRUCTURAL CONDITIONS?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
S	37	24	22	51	3
M	17	18	18	59	6
L	33	9	15	76	0
NO SIZE DATA	2	0	0	100	0
TOTAL	89	17	18	63	2

TABLE B-54: RESPONSES TO QUESTION 13, PART 8 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS IS THE ABILITY OF PERSONNEL TO ACCESS CRITICAL LOCATIONS NEAR INCIDENT SITES TO ASSESS STRUCTURAL CONDITIONS?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT	% BLANK
ON-ROAD & RAIL	17	6	29	65	0
ON-ROAD ONLY	67	19	16	61	3
RAIL ONLY	4	0	0	100	0
TOTAL	88	16	18	64	2

Note: This table excludes one Ferry Only system.

Question 13, Part 9: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Procedures Integrating the Transportation System Facility Evacuation Plans and Incident Staging Plans into the Larger Community Response Effort.

The concept of integrating transportation facility evacuation plans and incident-staging plans into the larger community response effort was ranked neither among the highest nor lowest in overall importance relative to the other ten concepts evaluated. Tables B-55 and B-56 show large systems, and those operating any rail services, as considering this concept more important than others.

These responses complement the results of Question 8, where mostly large systems, and those operating rail mode services, report that they have carefully reviewed their system capabilities and resources with community emergency response agencies.

However, despite these steps, a hefty percentage of large systems (40 to 45 percent) consistently expressed a high level of concern in their responses to Question 9 that local planning agencies may not fully appreciate the value of public transportation resources as an integral part of evacuation and incident staging in an emergency (Tables B-21, B-23, B-25, and B-27).

TABLE B-55: RESPONSES TO QUESTION 13, PART 9 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES INTEGRATING YOUR FACILITY EVACUATION AND INCIDENT STAGING PLANS INTO LARGER COMMUNITY RESPONSE?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
S	37	14	27	59
M	17	12	47	41
L	33	3	27	70
NO SIZE DATA	2	0	0	100
TOTAL	89	9	30	61

TABLE B-56: RESPONSES TO QUESTION 13, PART 9 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES INTEGRATING YOUR FACILITY EVACUATION AND INCIDENT STAGING PLANS INTO LARGER COMMUNITY RESPONSE?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
ON-ROAD & RAIL	17	0	29	71
ON-ROAD ONLY	67	10	31	58
RAIL ONLY	4	0	25	75
TOTAL	88	8	31	61

Note: This table excludes one Ferry Only system.

Question 13, Part 10: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Coordinated Plans for Managing Chemical, Biological, Radiological, or Nuclear Releases in Public Transportation Facilities or Vehicles, as well as Recovery Plans Outlining Local Standards for Decontamination of These Facilities or Vehicles.

The concept of coordinated plans for managing chemical, biological, radiological, or nuclear releases in public transportation facilities or vehicles, as well as recovery plans outlining local standards for decontamination of these facilities or vehicles, was ranked among the lowest in overall importance relative to the other ten concepts evaluated, as indicated in Table B-36. Tables B-57 and B-58 show no particular pattern of response by system size or mode type, with the exception of a slightly higher weighting in importance among systems operating rail mode services.

The responses in Question 4, Part 9, as previously portrayed in Table B-6, seem to contradict the responses to Question 13, Part 10. It seems that this issue is of great importance to public transportation systems' emergency preparedness plans. As shown in Table B-6, 71 percent of all respondents already have procedures in place that detail their system's response to specific types of incidents, such as accidents, bomb threats, and hazardous material spills. Perhaps the respondents to Question 13, Part 10 meant to indicate that the concept of an emergency preparedness plan for dealing with facilities and vehicles simply ranks below concern for the safety of people, both employees and the traveling public, during and after an incident. The higher ranking in importance of Parts 4, 5, 6, and 11 of Question 13 provides evidence for this theory.

TABLE B-57: RESPONSES TO QUESTION 13, PART 10 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES FOR MANAGING HAZARDOUS MATERIALS IN YOUR FACILITIES OR VEHICLES IN COORDINATION WITH LOCAL DECONTAMINATION STANDARDS?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
S	37	16	16	68
M	17	12	12	76
L	33	9	24	67
NO SIZE DATA	2	0	50	50
TOTAL	89	12	19	69

TABLE B-58: RESPONSES TO QUESTION 13, PART 10 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES FOR MANAGING HAZARDOUS MATERIALS IN YOUR FACILITIES OR VEHICLES IN COORDINATION WITH LOCAL DECONTAMINATION STANDARDS?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
ON-ROAD & RAIL	17	12	12	76
ON-ROAD ONLY	67	13	21	66
RAIL ONLY	4	0	25	75
TOTAL	88	13	19	68

Note: This table excludes one Ferry Only system.

Question 13, Part 11: Please Rank the Importance of the Following Concept to Your System's Emergency Preparedness and Planning Program: Procedures for Immediate Implementation of a Coordinated Public Information Campaign that Provides Clear Directions to People Regarding Evacuation Routes and the Status of Transportation Service.

This concept was ranked among the highest in overall importance relative to the other ten concepts evaluated. Tables B-59 and B-60 show that between approximately 71 and 82 percent of all systems, regardless of size or mode of service, rank this concept as either Very Important or Critical to the emergency preparedness and planning programs of their systems.

TABLE B-59: RESPONSES TO QUESTION 13, PART 11 BY SYSTEM SIZE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES FOR IMMEDIATELY IMPLEMENTING A COORDINATED PUBLIC INFORMATION CAMPAIGN ON EVACUATION ROUTES AND TRANSPORTATION SERVICE STATUS?]

SIZE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
S	37	11	11	78
M	17	6	24	71
L	33	0	24	76
NO SIZE DATA	2	0	0	100
TOTAL	89	6	18	76

TABLE B-60: RESPONSES TO QUESTION 13, PART 11 BY MODE TYPE [HOW IMPORTANT TO YOUR EMERGENCY PREPAREDNESS PLANS ARE PROCEDURES FOR IMMEDIATELY IMPLEMENTING A COORDINATED PUBLIC INFORMATION CAMPAIGN ON EVACUATION ROUTES AND TRANSPORTATION SERVICE STATUS?]

MODE TYPE	TOTAL	% LESS IMPORTANT	% IMPORTANT	% MORE IMPORTANT
ON-ROAD & RAIL	17	0	18	82
ON-ROAD ONLY	67	7	18	75
RAIL ONLY	4	0	25	75
TOTAL	88	6	18	76

Note: This table excludes one Ferry Only system.

After analyzing each part of Question 13 individually, the concluding level of analysis involves examining the results in aggregate for suggested patterns of response. In other words, is there anything these ideas have in common explaining why the concepts represented in Parts 4, 5, 6, and 11 of Question 13 carried the highest overall importance among respondents when compared to the other concepts? Why did the concepts represented in Parts 2, 3, 8, and 10 of Question 13 carry the least overall importance among respondents when compared to other concepts, as presented in Table B-36? The concepts represented in Parts 1, 7, and 9 ranked in the middle, neither among the highest or lowest in overall importance relative to the other concepts.

Upon closer inspection of the concepts ranked, it appears that their relative ratings may be explained via the following categorizations.

The four concepts rated the highest relative ranking were those emphasizing coordination of community evacuation, employee safety issues, and public information in an emergency situation. These concepts stressed:

- people and community over facilities and vehicles;
- immediate action in response to an emergency over conceptual preparedness planning; and
- general system safety over specific hazards and risks.

The three concepts ranked in the middle highlighted hazardous awareness training for employees, employee roles in assessing incident sites, and facility evacuation and event staging plans. These concepts emphasized facilities and people, specifically employees, but not the general public or community at large. The wording of the concepts also suggested preparedness planning more than actions and response, while addressing specific hazards more than general safety.

The four concepts that received the lowest relative ranking were those emphasizing post-incident resumption of service, ICS use for minor incidents, post-incident structural assessments, and post-incident HAZMAT management and decontamination. The wording of these concepts stressed:

- facilities, vehicles, and programs over people and community;
- planned post-incident response over immediate actions such as evacuation; and
- specific hazards more than general system safety issues.

In general, public transportation system representatives who responded to Question 13 expressed the greatest concern with the immediate response to an emergency situation in terms of human safety. All other issues, while important, are secondary to these concepts as they are outlined independently or within the emergency preparedness and planning programs of these public transportation systems.

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