



Concord Kannapolis Area Transit

45 Transit Court Northwest  
Concord, NC 28025  
[www.ckrider.com](http://www.ckrider.com)  
704.920.7433

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**RFP# 20250828 Solicitation of the contract provider for the Concord Kannapolis Area Transit (Rider) Fixed Route and ADA Paratransit Services**

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# Emergency

# Operations Plan

# Concord, NC

Transdev Services Concord



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### Emergency Management Plan

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### ***Purpose***

The purpose of this Emergency Operations Plan is to ensure the safety and preservation of lives and property, as well as an efficient, orderly return to normal conditions after an emergency.

This plan identifies the roles of the staff of Transdev of Concord in the event of an operational or facility emergency, both during and after business hours. It also details the roles and responsibilities of each department.

Transdev of Concord's Emergency Management Plan provides the fundamental guidelines for emergency situations and should be utilized in conjunction with good judgment and experience.

L. Patrice Gilliam-Miller / General Manager

**In the event of any emergency the General Manager will be notified immediately.**



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### ***Bomb Threat***

**Take any/all threats seriously**

Review the emergency procedures and keep this policy in an easily accessible location.

***If a bomb threat is received:***

Stay as calm as possible

Listen carefully to the person making the threat

Ask the questions on the Bomb Threat Checklist:

#### **Appendix A**

Notify the appropriate Supervisor and/or Dispatch. If the bomb threat is for the building, do a quick search of the area for any unusual articles or packages. Do not disturb anything located; contact the appropriate Supervisor. The Dispatcher will evacuate the building following the procedures in the Facility Emergency Management Plan additionally, then proceed to notify law enforcements as well as the proper members of management.

If the bomb threat involves a bus, contact Emergency Services (911) and follow their directions. Do not notify the bus Operator until instructed to do so. Notify the appropriate Supervisor and the General Manager.



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### ***Inclement Weather/Local Emergency***

In the event of a severe thunderstorm, tornado, or flash flood warning, a notice will be broadcast over the bus radios on the citywide channel. If such a message is broadcast, Dispatch will call all buses with the following message:

"Attention all Operators, should you encounter weather conditions that pose a health and safety threat to you and your passengers, please use your good judgment to take immediate and appropriate steps for the safety of everyone on your bus, including informing Dispatch. However, management will work closely with the City of Concord's Transit Director should any further updates, warnings or closures be necessary. Operators will be notified via radio and/or Dispatch." If you encounter an emergency situation are unsure what to do notify dispatch or the road supervisor for instructions.

When storm damage has been confirmed, the message to operators will be as follows:

"Storm damage has been reported in our area. Should you encounter weather conditions that pose a health and safety threat to you and your passengers please take immediate action for your protection. If you should encounter any damage, debris or flooding that affects your route and/or schedule, please contact dispatch; you may be re-routed, or a Supervisor will be sent to your location to assist."

### ***Emergency Situations or Hazards Which May Threaten the Cities of Concord and Kannapolis***

Cabarrus County is exposed to a variety of hazards, all of which have the potential to disrupt the community, cause damage and create casualties. Potential hazards that Concord and Kannapolis may face include:

- Major fires



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- Floods/Dam failure
- Tornados/Severe Thunderstorms
- Severe Winter Storms
- Hurricanes
- Power Failure
- Drought
- Earthquake
- Mass Casualty/Fatality
- Hazardous Material Incident
- National Security Emergency
- Civil Disorder
- Sabotage/Terrorism
- Aircraft Crash (civilian/military)
- Severe Bridge Damage/Collapse
- Public Utility Damage (phone, electricity, water, sewer, etc.)

In the event it becomes necessary to plan and implement disaster response or short-term recovery operations utilizing local resources, the City of Concord's Emergency Operations Center will contact the necessary departments. The City Manager, in coordination with Fleet Services and Transdev, will make public transportation resources available, as necessary, to assist in evacuation or other emergency efforts.

In the event the Cities of Concord and/or Kannapolis require emergency response assistance utilizing public transportation resources, the Emergency Operations Center will contact the General Manager, who will then call each department head. Department heads will notify employees in their respective departments, as needed.

If the telephone network is inoperable, notification will be made by the most expedient means necessary.

The General Manager, who will be in direct contact with the Emergency Operations Center, will direct the activities of each department.

### ***Fire on the Bus***

The most obvious signs of fire include:



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- Burning odor/smell
- Smoke
- Flames

When any of these signs of fire are detected, the Operator should take the following steps to best ensure the safety of themselves and their passengers:

1. Stop the bus in a safe location
2. Check for fire
3. Contact Dispatch
4. Evacuate the bus if necessary

### **Stop the bus:**

Pull the bus over and stop in a safe location. Do not place passengers at further risk by obstructing traffic or stopping in a dangerous location. Place the bus in neutral, set the parking brake and turn off the bus. Contact Dispatch and inform them of what's going on. Make sure you give them the proper location of the bus, as well as any other information Dispatch may need. Remain calm. If you remain calm, it will reassure passengers and help prevent panic.

### **Check for Fire:**

Always take the fire extinguisher with you when checking for fires. The most immediate danger is inside the bus, so check there first. Then check the engine compartment and the tires, including the inside tires. There is always an elevated risk of fire after a collision. If you are involved in an accident, proceed as though a fire will occur.

### **If a Fire is detected:**

Stay calm and act promptly to put out the fire. If you are unable to put out the fire there is a fire suppression system latch behind the driver's seat, immediately pull latch to activate the system. If this fails passengers must be evacuated immediately.

### **Evacuation:**

- Briefly state the emergency and the need for orderly evacuation
- Reassure your passengers to prevent panic
- Give clear directions. Point to the exits for the hearing impaired.
- Open both doors and, if necessary, the emergency exits as well.
- Direct the evacuation. Assist the elderly, the disabled and children.
- If time and safety allow, check through the bus to make sure that no one is left on the bus.





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The most important factor in a safe and successful evacuation is the ability of the Operator to remain calm with the appearance of control.

Until other authorities arrive and assume responsibility, the emergency is not over. The Operator is still responsible for protecting passengers, the bus and Transdev. After evacuating the bus, make sure passengers wait a safe distance away. A minimum of 100 feet is considered safe. If there are injured passengers, make them as comfortable as possible until Emergency Services arrives at the scene. Do not provide first aid unless you are trained and willing to do so.

### ***Onboard Emergency***

If an Operator experiences an incident on the bus that could be endangering/life threatening, the following procedure should be followed:

- Trigger the Emergency switch in the driver's compartment to notify Emergency Services
- Call Dispatch using radio code "Unit \_\_\_ to base, 10-33 Code (1, 2 or 3)".
- Dispatch will respond "All Buses - CODE 33. Unit \_\_\_, are you 11-40?"  
***All other Operators should stay off the radio to allow Dispatch to communicate with the Operator who is Code 33.***
- Dispatch will direct the Operator who is Code 33 to turn to Channel 2. Dispatch will call Emergency Services and coordinate a response.
- When it is safe the Operator who is Code 33 should stop the bus in a safe location, give the location, unit number and bus number, as well as a brief description of the situation. In some cases, the bus should not stop in the location where the incident occurred. For example, if gunshots have been fired at the bus it is imperative that the bus and passengers be removed from harms way. The Operator should continue driving, and relay to Dispatch and/or Emergency Services what street they are on and their direction of travel. The Operator should only stop when and where it is safe to stop.

**Safety of your passengers and yourself should always be your first priority**



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### ***Employee Threat***

#### **Definition:**

An employee threat refers to the threat of an angry/disgruntled employee which implies or may lead to violence in the workplace.

#### **Preparations:**

Identify circumstances that may lead to the possibility that an employee will act in a threatening manner. Some examples include:

- Recent reprimand or poor evaluation report
- Disagreement regarding any policy or procedural changes
- Previous disputes with supervisors and/or other employees

In case of employee threat:

Take all threats seriously and report them to the appropriate supervisor.

If an employee threat occurs in the workplace, try and remain as calm as possible. Do not do anything to jeopardize the safety of any one person, if necessary report the incident to Emergency Services (911) otherwise report the incident to the appropriate supervisor. Have witnesses to write a statement:

- what happened,
- what was said,
- what the employee's attitude seemed to be, and
- Any other relevant information.

If the police are notified, witnesses must be available. If a crime is committed, preserve the crime scene until the police arrive.

### **Facility Emergency**

In the event of any emergency that requires evacuation, all personnel will go directly to the bottom of the driveway near 2030 Wilshire Court SW and stay a safe distance away



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from the facility. The following individuals will be responsible for ensuring that ALL employees are safe and accounted for: Additionally, staff members at the transit center will be warned of the situation as well as a precaution.

General Manager – L. Patrice Gilliam-Miller  
Assistant General Manager (AGM) – Lisa Mccauley  
Maintenance Manager – Harold Reynolds  
Safety Manager- Harold McKenzie  
Para Reservationist- Doretha Owens - Brianna Arnold  
AM Dispatcher – Frank Rhyne - Dominique Handon -Yolanda Morrison  
PM Dispatcher- Christina Deese – Wienfield Tibbs – Angel Vazquez

In the event of an emergency during regular business hours (8am-5pm), the following personnel will be responsible for the direction of any emergency, including evacuation in their area.

### **Maintenance Area:**

Maintenance Manager – Harold Reynolds  
Mechanic – Conley Cooper, Ray Morgan, Jeffrey Carpenter  
Utility Worker – Barry Gaines, Anthony Dawkins, Dennis Pemberton, Paul Brown

During normal business hours the Maintenance Manager or their designee will direct any emergency plan or evacuation for the Maintenance Department and provide assistance for the system. Although the sequence and the procedures listed may vary depending on the location and severity of the emergency, the procedures must be followed.

### **Before Emergency Occurs**

1. Make sure that all fire extinguishers are in proper working order and that all employees are familiar with their proper use.
2. Ensure that all employees are familiar with the location of fire extinguishers and exit doors (Diagram of building with evacuation routes).
3. Conduct training on hazardous waste and keep MSDS books up-to-date and accessible.
4. Ensure that all employees are aware of the location outside the facility away from danger for all employees to assemble for a head count.

### **During Emergency Situation**



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1. Notify Dispatch of situation or Emergency Services (911) directly.
2. If hazardous waste is involved, inform Emergency Services/Fire Department and have an MSDS book available.
3. Use fire extinguisher(s) to keep the fire under control if possible; however, DO NOT take any unnecessary risks.
4. Evacuate employees when necessary. Make sure all employees are accounted for.

After regular business hours, Maintenance personnel (Mechanic, Utility) will advise Dispatch of the situation. Maintenance personnel will notify Emergency Service (911) directly if the Dispatcher is unavailable, as well as the Maintenance Manager.

### **Dispatcher/Administrative Area:**

During service hours (4:30 a.m. - 9:00 p.m.), Dispatch and/or AGM will notify Emergency Services (911) to assist as necessary. If the emergency is in the Dispatch/Administrative area, the following personnel will direct the response to any emergency:

General Manager – L. Patrice Gilliam-Miller  
Assistant General Manager (AGM) – Lisa Mccauley  
AM Dispatcher – Frank Rhyne, Dominique Handon, Yolanda Morrison  
PM Dispatcher- Christina Deese, Angel Vazquez, Wienfield Tibbs

### **During Emergency Situation:**

1. Notify Emergency Services (911).
2. Use fire extinguisher(s) to keep the fire under control if possible; however, DO NOT take any unnecessary risks.
3. Evacuate all employees when necessary. Make sure all employees are accounted for.

When an emergency occurs after regular business hours, the Dispatcher on duty will direct any emergency in the Dispatcher/Administrative area. The Dispatcher will notify the **Assistant General Manager** and **General Manager** as soon as the situation allows.



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### Appendix A Bomb Threat Checklist (Ex)

Exact time of call: \_\_\_\_\_ 7:31 p.m. \_\_\_\_\_

Exact words of caller: I left my bomb for you on bus 403 \_\_\_\_\_

#### Questions to ask:

1. When is the bomb set to go off? Soon
2. Where is the bomb? Under the seat
3. What does the bomb look like? It's in a bag
4. What type of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why are you doing this?
8. What is your location?
9. What is your name?



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**Callers Voice: Circle All That Apply:**

Male	Female	Young	Middle Age	Elderly	Accent
Calm	Stutter	Giggling	Disguised	Slow	Nasal
Sincere	Excited	Crying	Loud	Stressed	Angry
Lisp	Normal	Squeaky	Slurred	Rapid	Broken
Deep					

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If the voice is familiar, who did it sound like? The person voice sounded familiar

Where there any background noises? If so, describe: I could hear a train in the background

**Remarks:**

Person Receiving call: \_\_\_\_\_

Telephone number \_\_\_\_\_

Call received at: \_\_\_\_\_

Threat reported immediately to: \_\_\_\_\_

### **Appendix B**

#### **Phone List**

**General Manager:**

L. Patrice Gilliam-Miller

704-920-5854 (Office Phone)  
704-925-9164 (Work cell)

**Assistant General Manager:**

Lisa Mccauley

704-920-5853 (Office Phone)  
704-658-7665 (Work cell)

**Maintenance Manager:**



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Harold Reynolds	704-920-5855 (Office Phone) 707-685-6906 (Work cell)
<b>Safety Manager:</b> Harold McKenzie	704-920-5857 (Office Phone) 704-232-2256 (Work Cell)
<b>AM Road Supervisor:</b> <b>PM Road Supervisor:</b>	704-273-0704 (Work Cell) 704-273-0504 (Work Cell)
<b>Dispatch:</b>	704-920-5851

### ***Appendix C***

#### ***Revision(s)***

- 11 March 2008, by Susan Yandle, Operations Manager
- 18 June 2009, by Jessica Buzzell, Human Resource's
- 19 May 2011, by Deborah Osborne, H.R./Safety Coordinator: Manual updated staying with current changes of property and/or personnel.
- 01 August 2012, by Deborah Osborne, H.R. Manager: manual updated staying current with changes of property and/or personnel.
- 01 August 2013 by Deborah Osborne, Office Manager: manual updated staying current with changes of property and/or personnel.
- 01 October 2014 by Deborah Osborne, Office Manager: manual updated staying current with changes of property and/or personnel.
- 02 October 2015 by Deborah Osborne, Office Manager: manual updated staying current with changes of property and/or personnel.
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- 12 September 2016, Chris Harris. AGM: Manual updated staying current with changes of property and/or personnel
- 13 March 2019, Renee Tanksley STM: Manual updated staying with current changes of property and/ or personnel
- 08 December 2021, Harold McKenzie STM: Manual update staying current with changes of property and/ or personnel